AMBULANCE FACT SHEET

NSW Ambulance fees – Interstate and overseas residents

Frequently Asked Questions

WILL MEDICARE COVER THE COST OF MY AMBULANCE BILL?
No, Medicare does not cover the cost of ambulance services.

HOW ARE NSW AMBULANCE CHARGES DETERMINED?

NSW Ambulance charges for the services provided in accordance with the Health Services Act 1997 including assessment on scene and/or transport. You will be charged for the service provided to you regardless of who may have called Triple Zero (000).

The chargeable kilometres you see on your bill are calculated by determining the total number of kilometres that are travelled by road, fixed wing aircraft or helicopter. This calculation includes the round trip distance between:
• The base ambulance station nearest to the location of the patient
• To the location of the patient
• To the destination where that patient disembarked from the ambulance (if transported), and
• Back to the base ambulance station referred to above

WHAT ARE THE AMBULANCE FEES FOR NON NSW RESIDENTS?

If you are a resident of the Australian Capital Territory, Victoria, Northern Territory, West Australia or Tasmania you will be charged at the rate of 51% of the actual cost of the provision of emergency ambulance services. That is because your state/territory government is party to a reciprocal agreement with NSW that subsidises the cost of ambulance services.

If you are a resident of Queensland or South Australia or an overseas tourist you will be charged 100% of the cost of ambulance services provided to you as your state/territory does not provide a fee subsidy.

<table>
<thead>
<tr>
<th></th>
<th>Full cost</th>
<th>Subsidised cost</th>
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</thead>
<tbody>
<tr>
<td>Emergency call out</td>
<td>$700</td>
<td>$357</td>
</tr>
<tr>
<td>Emergency per km</td>
<td>$6.31</td>
<td>$3.22</td>
</tr>
<tr>
<td>Non-emergency call out*</td>
<td>$281</td>
<td>$281</td>
</tr>
<tr>
<td>Non-emergency per km</td>
<td>$1.74</td>
<td>$1.74</td>
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Cost of NSW Ambulance services – 2014/15
Residents of other States
Residents of Western Australia, Tasmania, Victoria, Northern Territory and the Australian Capital Territory are covered under reciprocal agreements with the NSW Government and are charged the subsidised ambulance rates.

You will need to forward the NSW Ambulance invoice directly to your respective State Ambulance Service or your private health fund for verification of membership and finalisation of the account.

If the above does not apply to you and you do not fall under any of the other exemption categories, you will remain responsible for payment of the invoice.

For further enquiries about your state coverage contact:

ACT Ambulance Service – (02) 6207 9990
Ambulance Victoria – 1300 366 141
Ambulance Tasmania - (03) 6230 8583
St John Ambulance WA – (08) 9334 1222
St John Ambulance NT – (08) 8922 6200

Overseas Tourists
There are no reciprocal agreements for ambulance services in NSW and overseas tourists. Overseas tourists visiting the state of NSW are responsible for payment of the full cost of service.

Overseas tourists are encouraged to purchase travel insurance or private health fund cover for the duration of their stay in Australia.

Payment of your invoice must be by cheque (bank draft) made payable in Australian dollars or by using a credit card online at www.ambulance.nsw.gov.au You should first confirm any additional fees and charges with your bank if using a credit card.

Request a receipt of payment to claim reimbursement through your travel insurance if applicable.

WHAT HAPPENS IF I AM NOT COVERED BY ANY OF THE ABOVE AND I DO NOT PAY MY BILL?

If you are not entitled to free ambulance services, payment of the bill is required.

If you do not pay your bill it will be referred to the Office of State Revenue for fee recovery action which may include:

- a garnishee order in relation to wages or salary
- a property seizure order
- a charge on land owned by the debtor.

If the debt is referred to the State Debt Recovery Office to take fee recovery action, you will also be charged additional fee recovery costs of $65 and any applicable Sheriff’s costs.