



NSW Ambulance fees

Does Medicare cover my ambulance bill?

Medicare doesn't cover the cost of ambulance services.

How much does an ambulance cost?

NSW Ambulance fees are based on a call out charge plus a per kilometre charge. Kilometres are based on the round trip between the ambulance station, pick up address, destination and return to the ambulance station.

NSW residents only pay 51% of the actual charge as the NSW government subsidises the service for NSW residents. Current charges can be found on the NSW Ambulance website at www.ambulance.nsw.gov.au

Am I exempt from paying the cost of an ambulance?

Some ambulance services are provided free of charge to people who meet certain criteria:

Pensioners/Concession Card holders

- Health Care Card
- Pensioner Concession Card
- Commonwealth Seniors Health Care Card
- Gold Repatriation Health Card (emergency services only)
- White Repatriation Health Card (only for specific conditions)

Other exemptions

You will not be charged for an ambulance service if you:

- are a child in the care of the State under the Children and Young Person's (Care and Protection) Act 1998
- needed the ambulance because of a sexual assault, domestic violence or child abuse
- were being taken involuntarily to a declared mental health facility under the Mental Health Act.

Ambulance services may also be provided at no cost to you if you are covered by:

- a private health fund
- a school or group contribution
- a workers compensation, motor accident or third party insurance claim
- the Lifetime Care and Support Authority.

What if I'm not covered and I don't pay my bill?

If you don't pay your bill it will be referred to the State Debt Recovery Office 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 an additional fee recovery cost of \$65, plus the Sheriff's additional costs if applicable.

What if I can't afford to pay my bill?

If you are not exempt but are experiencing financial or other hardship, you can apply for a fee review. A fee review may result in the fee being waived in full or in part, or alternative payment arrangements may be put in place.

More information

Contact the NSW Ambulance Customer Service Centre on 1300 655 200 (toll free) or visit www.ambulance.nsw.gov.au