



10 July, 2017

Ambulance fees update

New fees are now in place for the emergency services provided by NSW Ambulance. NSW Ambulance provides high quality clinical care and health related transport services to over 7.5 million people in NSW, distributed across an area of 801,600 square kilometres.

Reviewed and adjusted annually in line with IPART (Independent Pricing & Regulatory Tribunal) methodology, the fees have increased on average by two per cent for the 2017/18 financial year.

The fees assist NSW Ambulance in remaining financially sustainable. They support the delivery of out-of-hospital emergency medical care to the residents of NSW. They can also be used to assist in the purchase of hi-tech equipment, fleet services and infrastructure.

NSW Ambulance fees are subsidised by NSW Government and remain one of the lowest in Australia.

After a subsidy is applied NSW residents requiring emergency services (road ambulance, fixed wing aircraft, helicopter or a combination of these) will be charged a call out fee of \$372 plus an additional charge of \$3.35 per kilometre or part thereof.

Compared to 2016/17, the increase is \$8 for an emergency call out and an additional 6 cents per kilometre travelled.

The NSW Government funds 49 per cent of each ambulance invoice for NSW residents. Several groups remain exempt from ambulance fees including patients that are pensioners, health care card holders and/or eligible veterans. Individuals with basic private health insurance or 'ambulance only' cover are likewise exempt.

NSW Ambulance also has a hardship policy where patients with special needs are eligible to apply to have their fees waived, paid in part or deferred.

For a comprehensive list of fees, charges or exemptions, please [click here](#)

NSW Ambulance receives a Triple Zero (000) call for assistance every 28 seconds. Only 10% of these calls are for life threatening conditions. NSW Ambulance encourages the community to assess if their condition is an Urgency or Emergency? before calling Triple Zero (000). Calling Triple Zero for non-emergency conditions such as a cold, a scrape, a sprain could tie up vital paramedic resources needed by people with a life-threatening condition. To understand the right care for the right condition visit our website for more [information](#).

Is your URGENCY an EMERGENCY?