

About Ambulance Service in NSW

Is Ambulance Service free?

No. You have to pay for the service unless:

- You hold a **Concession or Pensioner card**
- You are covered by a **private health fund** or have **ambulance only cover**
- You were a student covered by a school or group contribution
- The ambulance service is covered by a workers compensation, motor accident or third party insurance claim
- You were a child or young person in the care or parental responsibility of the State or in receipt of financial assistance under the Children and Young Person's (Care and Protection) Act 1998
- You required an ambulance following a sexual assault
- You required an ambulance following domestic violence or child abuse

Will Medicare cover Ambulance fees?

No, Medicare doesn't cover the cost of the provision of ambulance services.

How much do I need to pay if I am not exempted?

You will be charged a call out fee of **\$372 plus an additional charge of \$3.35 per kilometre or part thereof**. This fee applies to Ambulance car and aircraft.

Why do I have to pay for an ambulance?

Ambulance has an obligation to recover payment of accounts due to the **considerable costs involved in providing services**, and follows up payments for outstanding accounts.

What should I do if I cannot afford to pay my bill?

If you are not exempt but are experiencing financial or other hardship **you can arrange a payment plan or due date extension, or apply for a fee review**. In cases of financial or other hardship a fee review **may result in the fee being waived in full or in part**.

What happens if I do not pay my bill?

If you are not exempt from payment and you do not 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
- You will also be charged additional fee recovery costs of \$65 plus the Sheriff's additional costs if applicable.