

Ambulance Services Trial:

Information for Aboriginal Controlled Community Health Services (ACCHS)

WHY

This trial is happening because people have raised concerns about the cost of emergency ambulance services for Aboriginal and/or Torres Strait Islander people, which sometimes means they are less likely to call for the help they need when sick.

WHO

This trial is for all Aboriginal and/or Torres Strait Islander people in Western Australia (WA), including those living in Perth and in regional and remote areas.

WHAT

This trial has two main parts that are being tried out from

1 January 2025 to 30 June 2026:

- 1 Lowering the age for cheaper emergency ambulance services:** Aboriginal and/or Torres Strait Islander people aged 50 years and over can now get emergency ambulance services at a lower cost.
- 2 Free ambulance transport from ACCHS clinics to hospital when medically needed:** when ACCHS call an ambulance or the Royal Flying Doctor Service (RFDS) to arrange for someone to go to hospital because it is medically needed, the cost will be covered.



Lowered age of concession for Aboriginal and/or Torres Strait Islander people



- ✓ For those who are 50 years or older and have a [Pension Concession Card](#), the cost of the ambulance for emergency calls will be fully covered
- ✓ For those who are 50 years or older and do not have a Pension Concession Card, there will be a 50% discount on the cost of the ambulance for emergency calls

IMPORTANT: This lower cost applies to emergency ambulance services in both country and metropolitan areas. In country areas (outside of metropolitan Perth), this lower cost also applies to non-emergency ambulance services provided by St John WA.

To access these concession rates, eligible people must:

- ✓ Tell their ambulance officer that they are Aboriginal and/or Torres Strait Islander, and give them their Pension Concession Card number if they have one.
- ✓ They can also call up St John WA after the service or email them to tell them they are Aboriginal and/or Torres Strait Islander and provide their Pension Concession Card number. They can contact them, even after they get a bill.
- ✓ Call St John WA on (08) 9334 1212 or email billing@stjohnwa.com.au to let them know and have their bill fixed if needed.

This trial will run from 1 January 2025 to 30 June 2026.

After this time, the government will need to determine if these changes should continue. If you are not eligible for free emergency ambulance services under this trial, you can consider purchasing ambulance cover through a private health insurer. [Country ambulance cover](#) can also be purchased through St John WA for people living outside of metropolitan Perth.

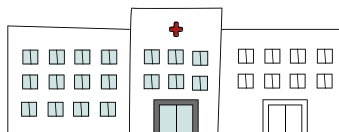


Free ambulance from ACCHS clinics to hospital (across WA)

If an ACCHS clinic calls an ambulance or the RFDS to arrange for someone to go to hospital because it is **medically needed***, the cost will be fully covered. This applies to all ACCHS-run clinics in WA, including those in metropolitan, regional and remote areas. This includes situations where:

- ✓ St John WA takes a patient from an ACCHS clinic to a metropolitan or regional hospital

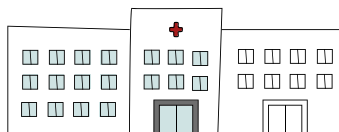
ACCHS CLINIC



METROPOLITAN OR REGIONAL HOSPITAL

- ✓ St John WA meets an ACCHS-transported patient on the roadside ('halfway meet') and takes them to hospital

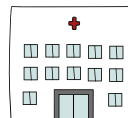
ROADSIDE



REGIONAL HOSPITAL

- ✓ A patient transfer is facilitated by St John WA from an airport/RFDS base to a metropolitan or regional hospital

RFDS



METROPOLITAN OR REGIONAL HOSPITAL

***IMPORTANT:** These changes apply under the trial when the ambulance is needed for medical reasons.



Out of scope for the trial

- ✘ General ambulance costs for people under 50 years – for most Aboriginal and/or Torres Strait Islander people under 50 years old, usual ambulance fees will still apply
- ✘ Ambulance services not provided by St John WA – only services provided by St John WA are included in the trial
- ✘ Non-emergency ambulance services in Metropolitan Perth – non-emergency transports like planned transfers between hospitals, or planned transfers from residential care facilities in the Perth Metropolitan area are not included. Some people may still be eligible for age-based concession rates for these transports– please see [HealthyWA: Community patient transport services](#) for more information
- ✘ Ambulance transports to private hospitals – only ambulance transports where a patient is transferred to a public bed in a designated public ward of a private hospital are included



Should these ambulance service concessions continue?

Scan the QR code and tell us what you think.