



Government  
of South Australia

SA Health



SA  
Ambulance  
Service

# SA AMBULANCE SERVICE FEES AND CHARGES

## EASY READ VERSION



# HOW TO USE THIS DOCUMENT



SA Ambulance Service wrote this document.  
When you see the word 'we' or 'us', it means SA Ambulance Service.



We have written this information in an easy to read way.  
We use pictures to explain some ideas.

Ambulance  
**Ambulance**

We have written some words using **bold**.  
We explain what these words mean.



This easy to read guide explains how much an Ambulance costs.



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

# ABOUT US



We take care of sick and injured people in South Australia.



In an emergency you call 000.



If you are sick or injured an **ambulance** will come to you.



The **Paramedics** in the ambulance will take care of you and sometimes takes you to hospital if you need to go.

A **Paramedic** is a person who looks after you in an emergency.

# AMBULANCE COSTS IN SA



In South Australia, an Ambulance treatment and transport costs money.



If you do not have **Ambulance Cover** you have to pay for the ambulance service.

**Ambulance Cover** is a **membership** that means you do not have to pay for the ambulance every time you use one.

**A membership** is when you pay once a year so you can use something many times.



Ambulance costs are not paid by **Medicare**. **Medicare** lets Australians use medical services.



Not all **health insurance** has ambulance cover. Make sure you check if it does.

**Health insurance** helps pay health bills with a membership.

# AMBULANCE FEES AND CHARGES



**Table for ambulance costs** Costs for ambulances will change every year.

CALL OUT TYPE	FEE
EMERGENCY	\$1207.00
NON-EMERGENCY	\$270.00
TREAT, NO AMBULANCE RIDE	\$270.00



**Emergency** means quick medical help is needed and an ambulance needs to be there.

**Non-Emergency** means an ambulance still needs to help but not urgently.

**Treat, no ambulance ride** means we looked after you but do not need to take you to hospital in an ambulance.



If you have a **pension card** you may be charged less money.

**A pension card** is for some people who need cheaper healthcare, medicines, and discounts.

# HOW TO PAY



We send you a bill if you used an Ambulance.

Pay with cash or card at:

- **Australia Post:** where you post mail.
- **SA Ambulance:** 205 Greenhill Road, Eastwood, South Australia.

Call **1300 276 468** anytime to pay by credit card.



When asked say our:

**Biller Code:** 24083

**Account Number:** top right corner of your bill

**Credit card number:** 16 numbers on credit card

## Ambulance Bill



Account Number

DD/MM/YYYY

\$\$\$



Pay through bank app with **BPAY**.

**BPAY** is a service that lets you pay using the **Biller Code** and **Account Number** on your bill.



To pay online click **Make a Payment** at [www.saambulance.sa.gov.au](http://www.saambulance.sa.gov.au)

You need the **account number** on the bill.

# COMMON QUESTIONS



Call **1300 136 272** if you cannot pay your bill on time.

Open: Monday – Friday 8:30am – 5pm  
Closed on public holidays.



**Centrepay** can be used for ambulance bills. **Centrepay** is a way to pay direct from your **Centrelink** payment. **Centrelink** gives money and services to Australian Citizens. Call **1300 136 272** for help.

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You can save money with **Ambulance Cover**  
Go to [www.saambulance.sa.gov.au](http://www.saambulance.sa.gov.au) and click **Membership** to find out more.



# HOW TO FIND OUT MORE



CALL 1300 136 272



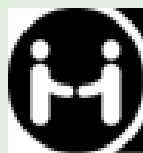
VISIT 205 GREENHILL ROAD,  
EASTWOOD SA 5063



EMAIL: [HEALTHSAASENQUIRIES@SA.GOV.AU](mailto:HEALTHSAASENQUIRIES@SA.GOV.AU)



YOU CAN FIND OUT MORE ABOUT US ON  
OUR WEBSITE  
[WWW.SAAMBULANCE.SA.GOV.AU](http://WWW.SAAMBULANCE.SA.GOV.AU)



This document has been reviewed and  
endorsed by CACAC \* for consumers  
and the community – February 2025

\*SA Ambulance Consumer and Community  
Advisory Committee



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