

Ambulance Victoria membership



Q. What does my Ambulance Victoria membership cover me for?

Membership does not mean you will automatically be sent an ambulance when you call Triple Zero (000). If deemed clinically necessary, membership cover gives you protection against the cost of world-class emergency treatment and transports services delivered by our highly-skilled and dedicated paramedics, and aided by state-of-the-art equipment and resources. Please note that:

- A 14-day qualifying period exists for emergency transport resulting from a pre-existing medical condition and all non-emergency transport for new and reinstated members.
- Ambulance service fees will not be covered by Ambulance Victoria membership if someone joins the same day that they use the service. Membership benefits start from 5pm the day after Ambulance Victoria receives the membership fee.

The [AV Membership Business Rules](#) outline the full terms and conditions of cover. A copy can be found [online](#) or requested by phone on **1300 366 141**.

Q. Can children be covered under a Family membership?

Dependent children under 17 years are covered. Dependant students aged from 17-24 can remain covered on the family membership, however, they must be studying full time. Evidence will be required if services are used.

When children hit 25 years of age they are no longer eligible and will be removed from the

membership. A new single membership can be set up for children who are no longer studying full time, become ineligible, or turn 25 years of age.

Q. Am I covered for ambulance costs by my private health fund?

Private health insurers set their own terms and conditions regarding what they will and will not cover.

Ambulance Victoria recommends you contact your fund to determine if you have sufficient ambulance cover. You can find more information and a checklist to use as a guide via the FAQs at ambulance.vic.gov.au/membership.

Ambulance Victoria membership is available to help in situations where your fund may not cover you.

Q. How do I become an Ambulance Victoria member?

There are a number of ways you can join:

- **Online:** ambulance.vic.gov.au
- **Phone:** 1800 64 84 84
(translator services are available)
- **Mail:** send your application form to Ambulance Victoria, Po Box 278, South Melbourne VIC 3205
- **Australia Post:** take your application form and pay over the counter at any Australia Post branch.

Application forms can be downloaded from the website or requested over the phone on 1300 366 141.

Visit www.ambulance.vic.gov.au/membership/av-membership-faq/ for answers to the most frequently asked membership questions, including the cost of membership and the annual renewal process.

