



List of medical facilities/practitioners in Australia

Prepared by British High Commission, Canberra
(December 2020)

The following is advice on medical facilities/practitioners in Australia which the British High Commission and Consulates provide for the convenience of British nationals who may require these services and assistance in Australia.

This information is provided on the understanding that we (the British High Commission and Consulates) do not assume or undertake any legal responsibility, to you, or those affected, if you choose to take this information into account when instructing a medical facility or practitioner.

Further and alternatively, we cannot accept any liability to any person or company for any financial loss or damage arising from the use of this information or from any failure to give information.

Our aim is to provide British nationals with as much relevant information to enable them to make better informed decisions but our lists are **not recommendations and should not be treated as such.**

Health

The standard of healthcare in Australia is high.

In a life threatening or time critical emergency, call 000 for an ambulance. For non-emergency treatment, if you need to see a GP or visit a hospital, you can find a nearby health service using the Australian government's [service finder on healthdirect](#). You can also call healthdirect on 1800 022 222 for free health information and medical advice.

[A Reciprocal Healthcare Agreement](#) exists between Australia and the UK. Under these arrangements, British citizens resident in the UK and travelling on a British passport are entitled to limited subsidised health services from Medicare for medically necessary treatment while visiting Australia. This does not cover pre-existing conditions, or treatment that does not require prompt attention.

These provisions do not apply to non-visitors, for example those who are studying in Australia. Other exclusions under the reciprocal agreement include pharmaceuticals when not a hospital in-patient, use of ambulance services and medical evacuations. The latter, in particular, are very expensive.

Visitors should arrange comprehensive medical insurance before they travel to Australia as, if they are not covered under the reciprocal arrangements, costs for treatment can be high.

For more information on public health services in Australia, visit the [Medicare](#) website, call them on 13 20 11, or visit their nearest office. If you are visiting them, take your passport and (if you have it) your NHS card.

Medicare covers most Australian residents for healthcare, but it does not cover everything and the government encourages people (through tax rebates) to buy private health cover early and to stay covered. For further information, see the [Private Health Insurance website](#).

Complaints about local health services

Health services are provided at State/Territory level, and each State/Territory has a Health Ombudsman (or equivalent) who will investigate complaints made about any health service provided at any place, by any health service provider, including both registered and unregistered health practitioners (the latter can include: nutritionists, masseuses, naturopaths, homeopaths etc. though many of these are actually registered).

What can be complained about?

Complaints can be made about any health service provided at any place, by any health service provider, including both registered and unregistered health practitioners.

The State/Territory Health Ombudsmen (or equivalents) are:

- Australian Capital Territory - [Health Services Commission](#)
- New South Wales - [Health Care Complaints Commission](#)
- Northern Territory - [Health & Community Services Complaints Commission](#)
- Queensland – [Office of the Health Ombudsman](#)
- South Australia - [Health & Community Services Complaints Commissioner](#)
- Tasmania - [Health Complaints Commissioner](#)
- Victoria – [Health Complaints Commissioner](#)
- Western Australia - [Health and Disability Services Complaints Office](#)

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If you want to make a complaint or compliment about the information contained in this document, please see our [complaints and compliments process](#).