



Extension of ambulance cover for children and young people in care up to the age of 21

Ambulance cover is available to eligible children and young people in care, and young people who have been in care up to the age of 21 years.

What's covered?

Eligible children and young people are covered for the cost of emergency hospital transport.

For non-emergency transport, the child or young person's doctor must confirm that an ambulance is the most appropriate means of transport and provide written authorisation.

Ambulance fees and eligibility

1. If you've received a bill for your ambulance service, the Department for Child Protection (DCP) can help you work out if you're likely to be eligible for ambulance cover. Alternatively, see the next page of this factsheet for full eligibility requirements.
2. You'll need to:
 - contact the nearest DCP office. To find the nearest office visit <https://www.childprotection.sa.gov.au/contact-us/office-locations>
 - provide your full name and date of birth.

How do I make a claim?

1. To make an Ambulance claim, forward your invoice to your nearest Department for Child Protection Office or email DCPInsurance@sa.gov.au together with your:
 - Full name
 - Date of birth
 - Case workers name (if you have one)
 - Contact details – email, address and phone number.
2. DCP will assess your claim and be in contact if anything further is required.



Full eligibility requirements

- Children and young people currently or formerly under the guardianship or custody of the Chief Executive pursuant to section 53 of the CYPS Act or subject to an administrative or judicial transfer of orders and proceedings pursuant to Chapter 10 of the CYPS Act. This extends to all children and young people who currently are or were at the time they turned 18 placed in the custody and guardianship of the Chief Executive for DCP, and specifically includes orders made in the Youth Court, granting:
 - custody to the Chief Executive for any period
 - custody to a parent, guardian, family member or another person for any period
 - guardianship of the Chief Executive for any period
 - guardianship to another specified person for any period or
 - any interim or temporary custody or guardianship to the Chief Executive or any specified person.

The above does not apply to those who are over the age of 21 nor to those who were not under the guardianship or custody of the Chief Executive for DCP or any of the prescribed arrangements as detailed above at the time they turned 18 years of age.
- Voluntary Custody Agreements pursuant to section 96 of the CYPS Act.
- Removal of a child or young person pursuant to section 41 of the CYPS Act.
- Children and young people who are placed in the long term care of another person pursuant to a Family Care Meeting (FCM) agreement that was established under the former *Children's Protection Act 1993* and is subject to transitional arrangements under Regulation 43(9) of the *Children and Young People (Safety) Regulations 2017*. The transitional arrangements provide that FCM agreements that were in place immediately before the commencement of the CYPS Act remain valid until they expire, are superseded or converted into a new family group conference agreement;
- Interstate orders (i.e. child protection order made by interstate jurisdictions)

All children and young people residing in out of home care in South Australia subject to interstate court orders that are equivalent to South Australian Youth Court Orders made pursuant to the CYPS Act.

These children and young people must be the subject of current court proceedings to transfer to interstate court orders to South Australia, or DCP must be providing case management or casework service to those clients on behalf of the interstate authority.
- Children and young people who are subject to the *Immigration (Guardianship of Children) Act 1946*, placed in out-of-home care in South Australia, and case managed by DCP or
- Unaccompanied Humanitarian Minors (includes refugees, asylum seekers).

When is ambulance cover not provided by DCP

Ambulance cover will not be provided by DCP for:

- Children and young people who are the subject of child protection concerns but remain at home with their parents and are not subject to any orders listed in Annexure A.
- Care leavers over the age of 21.
- Carers and their families, for example, foster carers, relative and kinship carers, specific-child only carers, etc.
- Rotational carers utilised by DCP to care for children in 'emergency care'.
- Birth/adoptive parents and other family members of eligible children unless under the custody or guardianship of the Chief Executive, or are in alternative care, and are eligible for ambulance cover in their own right.
- DCP employees.
- Transports that are not medically necessary
- Ambulance costs that were incurred following the expiration of orders listed in Annexure A, or following the exit of a child from an out of home care placement, unless that child or young person has aged out of the system in which instance, costs can be incurred until the age of 21.
- If a child covered under the DCP membership has their own dependants those dependants will not be covered under the primary membership regardless of their residence. In these circumstances, the legal guardian must have their own ambulance cover policy for the dependents to be covered.
- Patient movements between two recognised hospitals where one of the hospitals is responsible for the cost.
- Public hospital or other places such as day centres for outpatient treatment where a hospital is responsible for the cost.
- The cost of ambulance service where a third party is responsible for the cost, including without limitation:
 - Compulsory Third Party Insurance
 - Any other insurance company pursuant to an insurance policy that is held by the eligible party
 - Work Cover
 - Any third party who caused the injury or illness for which the ambulance transport was provided.