



Making a financial claim

Taking part in conciliation does not guarantee that you will receive a financial outcome.

If you would like a financial outcome as part of the outcome of your complaint, this will need to be negotiated and agreed between both parties.

If the health service provider agrees to a financial outcome, you will need to produce evidence to support the amount you are claiming. This can include a summary of expenses, a quote, or receipts.

Types of financial claims

Out-of-pocket costs

These are expenses directly related to the healthcare you complained about. The parties would have to agree that these direct expenses can be refunded. These may include expenses you have paid (or will pay) or that have been paid on your behalf. This includes medical appointments, medical expenses, medicines, travel and paid assistance for care needs or to provide general help.

Corrective treatment costs

These are expenses you have paid (or will pay) to correct the problem as a result of the healthcare you have received. This may include surgery or dental work to fix the problem, or the costs of medication required as a result of unsatisfactory treatment.

Fee waiver

This is when the healthcare provider agrees to forego payment for the healthcare service they provided.

Refund

A refund is when the healthcare provider agrees to return your payment for the healthcare service they provided.

Ex-gratia payment

A health care provider may offer an ex-gratia payment to cover circumstances such as future treatment costs or when it is difficult to establish actual costs.

Outside conciliation

The conciliation process is not meant to be a substitute for legal action. If you have suffered an injury, you may be able to make a civil claim through the courts for compensation or damages.

This type of compensation is not available through our conciliation process and you may need to seek legal advice to determine if this option is available to you.

Conciliators are not able to offer advice about processes outside conciliation.

Further information

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