



Financial claims in conciliation

Making a financial claim

There is no automatic entitlement to any form of financial claims in conciliation. If you wish to seek a financial claim as part of the outcome of your complaint, this will need to be negotiated and agreed between the parties.

If you intend to make a financial claim, you will need to produce evidence to support the amount claimed, such as a summary of expenses and copies of 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 reimbursed. 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

Expenses you have paid (or will pay) to correct the problem as a result of the healthcare you may have complained about are considered as corrective treatment costs. 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

When the healthcare provider agrees to return your payment for the healthcare service they provided, this is considered as a refund.

Ex-gratia payment

An ex-gratia payment is based on a mutually acceptable outcome as agreed between the parties. A healthcare provider may offer to make this type of 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 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.

Further information

Visit: www.oho.qld.gov.au

Email: info@oho.qld.gov.au

Call: 133 OHO (133 646)

Write: PO Box 13281 George Street
Brisbane Qld 4003