



Australian Government

Department of Health, Disability and Ageing

**MEDICAL TREATMENT OVERSEAS PROGRAM:
GUIDELINES FOR APPLICANTS AND THEIR
AUSTRALIAN TREATING SPECIALISTS**

May 2026

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INTRODUCTION

The Australian Government provides financial assistance for people with life-threatening conditions who require overseas medical treatment through the Medical Treatment Overseas Program (MTOP). The MTOP is administered by the Department of Health, Disability and Ageing (the department).

Subsection 32B (1) of the *Financial Framework (Supplementary Powers) Act 1997* provides legislative authority for the Government to provide financial assistance to support access to necessary medical services not available through mainstream mechanisms.

The MTOP has been designed to meet this purpose, and these guidelines assist the decision maker to determine whether an application is appropriate for financial assistance under subsection 32B (1).

Financial assistance may be approved by the department MTOP Delegate. A Panel of Medical Advisers within the department provides advice to the Delegate on whether the applicant meets the medical eligibility criteria set out in these guidelines.

1. APPLYING TO THE MTOP

An Australian specialist medical practitioner can apply to the MTOP on behalf of their patient (the applicant).

The Australian treating specialist (ATS) applying to the MTOP must:

- Refer the patient to the overseas treating facility (or provide evidence that another Australian specialist referred the patient to the overseas treating facility).
- Complete the relevant sections of the MTOP application form and provide all required documentation as set out in the application form.
- Sign the MTOP application form.

Applications must be submitted on the appropriate MTOP application form:

- Applications for proton beam therapy (PBT) must be submitted on the Proton Beam Therapy MTOP application form (and signed by the appropriate treating specialist/s as specified on the application form).
- All other applications must be submitted on the General MTOP application form.

The patient (applicant), or their parent or legal guardian, must also sign the application form to provide their consent to the application and the disclosure and collection of their personal information.

Applications are submitted by email to mtop@health.gov.au. Applications can be emailed by either:

- the ATS
- another member of the applicant's treating team such as a registrar, nurse or social worker
- the applicant (or their parent or legal guardian)
- a nominated representative of the applicant (such as a spouse or partner)

If large supporting files are being submitted with the application, they may need to be sent across several separate emails, preferably in PDF format.

2. ELIGIBILITY CRITERIA

Administrative Eligibility Criteria

To qualify for assessment under the Program, the application must meet the administrative criteria set out below.

The applicant must:

- be an Australian citizen or an 'Australian resident', as defined in subsection 3(1) of the *Health Insurance Act 1973* (i.e., the applicant must be eligible for Medicare)
- be residing in Australia as their usual place of residence

The overseas medical treatment being sought must:

- be for the treatment of a life-threatening condition
- be for a specific treatment (that is, not for obtaining medical advice or a medical assessment prior to a definitive treatment plan)
- be completely administered outside of Australia
- be of curative intent (that is, the treatment cannot be palliative in nature or for the management of symptoms without the prospect of a cure)
- **not** be experimental
- **not** be provided as part of an overseas clinical trial
- **not** be for emergency medical assistance while travelling overseas

The application must:

- be submitted using the relevant MTOP application form
- be supported and signed by the ATS
- be signed by the applicant (or their parent or legal guardian)
- include all required documentation as set out in the application form
- provide sufficient information about the patient's medical condition and proposed treatment to enable an assessment of whether the application meets the four medical eligibility criteria

Medical Eligibility Criteria:

The four medical eligibility criteria are set out below. All four criteria must be met for an application to be approved.

(a) The proposed overseas treatment or an effective alternative treatment must not be available in Australia in time to benefit the applicant

Treatment will be regarded as being 'available in Australia in time' if the capacity, knowledge, skills and/or specialist facilities required to deliver the treatment are available in Australia or are likely to be available in Australia within a timeframe that is likely to be of benefit to the applicant.

The availability, or otherwise, of public funding for a treatment in Australia is not considered in addressing this criterion. The lack of public funding for a treatment does not, on its own, mean that treatment is not available in Australia.

The MTOP is *not* available for applicants seeking overseas treatment because of the non-availability of a suitable donor organ in Australia. A decision maker will therefore not consider the availability of donor organs in Australia when considering whether the overseas treatment is available in Australia.

The MTOP is *not* available for the purposes of obtaining medical advice or a medical assessment prior to a definitive treatment plan or prior to the overseas facility accepting the applicant for treatment. The application must be for a specific treatment of a specified life-threatening condition, and the overseas facility must have agreed to accept the applicant as a patient.

While a specific treatment may not be available, other treatment options may be available in Australia. It is therefore essential that an application establishes that neither the proposed treatment, nor an effective alternative treatment, is available in Australia. The ATS should advise of the efforts they have made to confirm that neither the treatment proposed to be obtained overseas nor effective alternative treatments are available in Australia.

To meet this criterion, the application must demonstrate that the proposed overseas treatment is likely to provide a significant improvement in health outcome compared to any alternative treatment available in Australia.

Note: Photon therapy is available in Australia and may be an effective treatment for applicants requiring radiotherapy. Applications for Proton Beam Therapy (PBT) must demonstrate that PBT provides a significant improvement in health outcomes compared to photon therapy. Applications for PBT must be submitted with comparative proton versus photon plans unless the applicant falls into one of the following patient cohorts:

- Cranio-spinal irradiation in patients aged up to (and including) 25 years
- Brain tumours in patients aged up to (and including) 5 years
- Base of skull chordomas and chondrosarcomas, following maximal safe resection, in patients aged up to (and including) 25 years
- Patients with a diagnosed predisposition syndrome (such as Li Fraumeni syndrome) with increased risk of secondary radiation induced malignancy and aged up to (and including) 25 years

(b) The treatment must be significantly life extending and potentially curative

For this criterion to be met, the application must provide evidence that the applicant's condition is life-threatening and that the outcome of the proposed treatment offers a significant extension of life expectancy **and** the prospect of a cure.

This criterion does not require evidence of normal life expectancy after treatment, but the treatment must provide **both** the prospect of cure and a significant extension of life expectancy.

The proposed treatment should not be palliative in nature or aimed at providing effective symptom control for the life-threatening condition.

An application must contain evidence, including the results of medical examinations or assessments, which indicate that:

- the condition is life-threatening; and
- the applicant has a realistic prospect of a cure and a significant extension of life expectancy from the proposed treatment.

The ATS should provide references to published scientific literature demonstrating the benefits from the proposed treatment, the curative prospect and expected life extension.

(c) There must be a real prospect of success for the applicant

Clinical evidence must be provided to demonstrate that the proposed treatment has a strong probability of success *for the individual applicant*. This should include medical evidence regarding the stage of the applicant's medical condition, the results of any prior treatment, the applicant's current performance status, any co-morbidity and current management of this co-morbidity.

The ATS should provide information about the patient's prognosis without the proposed treatment, with alternative treatments available in Australia (if any), and with the proposed overseas treatment.

(d) The treatment must be accepted by the Australian medical profession as a standard form of treatment for the applicant's condition

The application must provide evidence that the treatment is accepted by the Australian medical profession as a standard form of treatment. For example, position statements published by relevant Australian medical expert groups.

Where relevant, a comparison with alternative treatments should also be provided.

MTOP funding is *not* available to support patients wishing to receive experimental treatments or to participate in an overseas clinical trial.

Generally, the results of clinical trials are published in reputable medical journals before the medical profession in Australia accepts a new therapy as a standard form of treatment. This is because the publication process involves peer review by relevant experts to assess the quality and validity of reports of clinical trials and their suggested results.

3. ASSESSMENT PROCESS

All applications will be acknowledged in writing within 3 business days of receipt.

Applications will be initially assessed against the administrative eligibility criteria. If the administrative eligibility criteria are not met, the ATS and the applicant will be advised that the application will not proceed. Additional information can be submitted, and the application can be re-assessed against the administrative eligibility criteria.

Once an application has been determined to meet the administrative eligibility criteria, a Panel of Medical Advisers will conduct an assessment against the four medical eligibility criteria.

While assessing the application, further information or evidence may be sought from the applicant's ATS, and/or overseas treating practitioners and medical facilities.

The department may also seek information or opinion from relevant professional craft groups or professional medical experts. A de-identified copy of the application and supporting documentation may be provided to the craft group or medical expert.

Positive assessment by the Panel of Medical Advisers

If the Panel of Medical Advisers concludes that the application meets all of the four medical eligibility criteria, advice will be provided to the MTOP Delegate (usually an Assistant Secretary within the department).

Negative assessment by the Panel of Medical Advisers

If the Panel of Medical Advisers concludes that the application does not meet one (or more) of the four medical eligibility criteria, the ATS will be given a copy of the initial (negative) medical assessment. This will include all the clinical information and advice obtained through the assessment process. The ATS will then be given **21 days** to provide comment on the initial medical assessment and to submit any additional information in support of the application.

All information submitted in response to the initial medical assessment will be considered by the Panel of Medical Advisers in finalising the assessment. This process may include (further) consultation with relevant medical expert groups.

If no response is received by the end of the 21-day period, the medical assessment will be finalised.

Once the medical assessment has been finalised, advice will be provided to the MTOP Delegate (as the Authorised Officer and decision maker) for their decision.

Delegate decision

The decision maker will consider the advice from the Panel of Medical Advisers when making a decision on an application.

The decision maker must consider that all four medical eligibility criteria are met to approve an application.

In making a decision about an application, the decision maker must also be satisfied under the *Financial Framework (Supplementary Powers) Regulations 1997 (FFSP Regulations)* and the *Public Governance, Performance and Accountability Act 2013 (PGPA Act)*, that the proposed expenditure is in accordance with the policies of the Commonwealth. This means that the decision maker must be satisfied that the expenditure is an efficient, effective, economical and ethical use of public money.

The decision maker may, for example, consider that the approval of Commonwealth funds in circumstances where the applicant is in receipt of an insurance or compensation settlement specifically for the treatment of the life-threatening condition would not be a proper use of public money, even though the applicant meets all the medical eligibility criteria.

If the decision maker proposes to reject an application in circumstances where the Panel of Medical Advisers has advised that the application meets all the medical eligibility criteria, the ATS will be informed of this and the reasons why the decision maker proposes to reject the application. The ATS will be given 21 days to respond before a decision is made.

Once a final decision has been made by the MTOP Delegate, the ATS and applicant will be notified of the decision in writing.

4. TIMEFRAMES FOR ASSESSMENT

Given the nature of the program, applications that are submitted prior to an applicant receiving treatment overseas are assessed as quickly as possible.

Timeframes for assessment can vary, depending on several factors. In particular, if the department seeks independent expert advice from professional bodies, there are occasionally delays in receiving this advice. This can lead to longer assessment time frames.

Additionally, where the Panel of Medical Advisers considers that one (or more) of the medical eligibility criteria are not met, the ATS is provided with an opportunity to submit additional information in support of the application. Therefore, these applications will take longer to reach a final decision.

In general, either an approval or an initial negative medical assessment will be provided within the following timeframes:

- Applications for PBT that do not require a comparative plan: 10 business days (from submission of complete application)
- Applications for PBT that do require a comparative plan: 20 business days (from submission of complete application)
- Other applications: 30 business days (from submission of complete application)

For urgent applications, please contact the department to discuss the application as early as possible.

5. RETROSPECTIVE APPLICATIONS

Patients considering seeking treatment overseas are encouraged to discuss their treatment options with their Australian treating team prior to travelling overseas for treatment.

It is a requirement of the MTOP that an Australian specialist refers an applicant to an overseas treating facility. This applies to applications that are submitted prior to the applicant receiving treatment overseas, as well as to retrospective applications that are assessed after the overseas treatment has occurred.

Therefore, intended MTOP applicants should ensure that an appropriate referral has been made prior to travelling overseas.

Applications can be submitted up to two years from the date that the overseas treatment commenced.

Applicants should note that any overseas travel and medical treatment undertaken prior to approval of an application is done so at the applicant's own risk and expense.

Retrospective applications are assessed against the version of the MTOP Guidelines in place at the time the treatment commenced. This includes the administrative eligibility criteria and the medical eligibility criteria. Priority is given to assessing applications that are submitted prior to treatment commencing. Therefore, retrospective applications may take longer to assess than what is set out in the "Timeframes for Assessment" section of these Guidelines.

If the application is approved, evidence of expenses must be provided in accordance with these Guidelines. Eligible expenses will be reimbursed at the exchange rate prevailing on the date of payment or other suitable evidence of expenditure. Airfares will be reimbursed at the lesser of *either* the "best fare of the day" as determined by the department's travel provider *or* the fare paid by the applicant. Providing comparison quotes for airfares is helpful supporting documentation for reimbursement. Additionally, the requirements of the "Proposed Treating Facility" section of these Guidelines applies to retrospective applications.

6. SEEKING REVIEW OF A NEGATIVE DECISION

An applicant or their ATS can seek a review of the decision made by the MTOP Delegate. Requests for review must be made within three months of the date of the MTOP Delegate's decision.

A request for review must:

- be in writing
- state that the ATS or the applicant wishes to seek review of the decision
- provide the reason behind the review
- provide relevant supporting documentation.

It is recommended that applicants consult their ATS for assistance in providing supporting documentation for a review to ensure the information addresses the medical eligibility criteria.

Reviews will be considered by the Australian Government's Chief Medical Officer (CMO) within the department. The CMO is not involved in the initial assessment process or decision. The CMO will review all documentation relating to the initial decision as well as additional documentation provided in the request for review. If there is a conflict of interest, the CMO can delegate the review to the Deputy CMO.

Positive assessment by the CMO

If the CMO concludes that the application meets all four medical eligibility criteria, advice will be provided to the Secretary of the department.

Negative assessment by the CMO

If the CMO concludes that the application does not meet one (or more) of the four medical eligibility criteria, the applicant or ATS (depending on who requested the review) will be given a copy of the initial (negative) medical assessment. This will include all the clinical information and advice obtained through the assessment process. The applicant/ATS will be given at least 21 days to provide comment on the initial medical assessment and to submit any additional information in support of the application.

All information submitted in response to the initial medical assessment will be considered by the CMO in their final medical assessment.

If no response is received by the end of the prescribed period, the medical assessment will be finalised.

Once the medical assessment has been finalised, advice will be provided to the Secretary of the department.

Delegate decision

The decision maker for the review is the Secretary of the department. The Secretary will consider all the documentation from the initial decision and from the review and decide whether to approve the application.

The Secretary must consider that all four medical eligibility criteria are met to approve an application.

In making a decision about an application, the Secretary must also be satisfied under the *Financial Framework (Supplementary Powers) Regulations 1997 (FFSP Regulations)* and the

Public Governance, Performance and Accountability Act 2013 (PGPA Act), that the proposed expenditure is in accordance with the policies of the Commonwealth. This means that the Secretary must be satisfied that approving the application will make efficient, effective, economical and ethical use of public money.

If the Secretary proposes to not approve an application in circumstances where the CMO has advised that the application meets all the medical eligibility criteria, the applicant/ATS will be informed of that fact and the reasons why the decision maker proposes to reject the application. The applicant/ATS will be given at least 21 days to respond before a decision is made.

Once the Secretary has made a final decision, the applicant (and their ATS, where the ATS requested the review) will be notified of the decision in writing.

A review will be conducted once per application. The Secretary's decision is not subject to further internal review. Judicial review by the Federal Court of Australia may be available in some circumstances.

7. PROPOSED TREATING FACILITY

As part of the assessment process, the Panel of Medical Advisers will take into consideration the proposed treatment and medical facility and may undertake a comparison of other treatments and medical facilities that could provide the same treatment overseas.

If the required treatment can be undertaken at an alternative medical facility, to a similar quality of outcome but at a lower cost, the Delegate may approve funding only up to the cost of the least expensive treatment option/facility. This is regardless of which treatment option/facility the applicant chooses. The applicant would be required to pay any amount over and above the amount approved by the Delegate. This is to ensure a cost-effective use of Australian Government funds.

8. ACCOMPANYING CARER AND MEDICAL ATTENDANT

All approved MTOP applicants are automatically approved to have one adult carer, such as a parent, partner or other family member, accompany them.

A medical attendant or support worker may also be approved, if required. If the ATS considers that a medical attendant is necessary, they must provide sufficient justification of the need, including the type of medical support required, the duration of that support and the clinical qualifications and/or skills the medical attendant must have to support the applicant while travelling, and while overseas. If the ATS considers that a non-medical support worker is necessary, they must include evidence of pre-existing care being provided in Australia by a recognised care provider using a funding mechanism such as the National Disability Insurance Scheme.

9. ASSISTANCE TO APPROVED APPLICANTS

If the application is approved, the following costs can be covered:

- The full cost of treatment provided by the approved overseas facility, including hospital accommodation where required, plus costs of services normally provided by hospitals in Australia (such as pharmaceuticals, dressings, nutritional support, allied health interventions and prostheses) related to the approved treatment.

The department will pay treatment costs directly to the treating facility.

- The full cost of a return air fare to the place of treatment, as follows:
 - For the applicant - business class for international flights and economy class for domestic flights
 - For the approved carer - business class for international flights when travelling with the applicant, economy class for all other flights.

All airfares will be booked (and paid) by the MTOP administration team through the department's travel provider.

Bookings are made for fully flexible fares to accommodate any changes in treatment dates or any unforeseen treatment complications that may cause flights to be changed.

- Accommodation expenses for the applicant and their approved carer at a reasonable mid-range (e.g. 3.5 star equivalent) accommodation facility. Accommodation is covered from one night prior to the first appointment at the treating facility until the night of the applicant's final consultation/treatment date (or the applicant is fit to fly). Additional nights may be covered if flight availability requires a longer pre or post treatment stay.

The standard process is for the applicant or carer to book and pay for accommodation and then seek reimbursement from the department (see the section on "Acquittal Processes"). However, some overseas facilities will arrange and pay for accommodation on behalf of their patients and invoice the MTOP directly.

- Reasonable travel expenses (for example bus, train, taxi or rideshare) for the applicant and their approved carer between:
 - their home and the airport in Australia on the day of departure and day of arrival
 - the airport and the overseas treating facility or accommodation on the day of arrival and day of departure.
- Passport fees for the applicant and their approved carer, if they do not already hold a current passport with sufficient validity to satisfy immigration requirements.
- Visas and departure tax for the applicant and their approved carer.
- Travel insurance for the applicant and their approved carer.
- Costs relating to an approved medical travel attendant or approved support worker including salary, flights and accommodation.
- The repatriation of their remains to Australia, if an approved MTOP applicant dies overseas while undergoing their approved medical treatment. It is the responsibility of the applicant's family to arrange the repatriation, and the department will reimburse the costs. Costs that would usually have been incurred in Australia, such as cremation, burial or funeral costs, are not covered by MTOP.

The MTOP does not cover:

- any diagnostic or medical treatment received in Australia in preparation for treatment overseas.

- any diagnostic or medical treatment received overseas that occurred for the purposes of obtaining medical advice or a medical assessment prior to a definitive treatment plan or prior to the overseas facility accepting the applicant for treatment.
- medical consultations or treatment that is related to the medical condition for which the application was approved, however was not considered or included in the application or is a deviation from the proposed treatment plan (eg delivery of photon therapy alongside proton therapy) where the MTOP administration team has not been notified of the change in treatment plan by either the ATS or the overseas treating facility.
- routine travel to and from the overseas treating facility for either the applicant or approved carer, during inpatient or outpatient treatment, including car hire, public transport, taxi or ride share.
- day-to-day living expenses (consumables) such as food, room service, telephone, internet access, cleaning or washing services, tips or gratuities etc.
- medical consultations or treatment for the applicant where it is not related to the medical condition for which their application was approved.
- medical consultations or treatment required for the approved carer, or any other person travelling with the applicant.
- transport or accommodation expenses for any person travelling with the applicant, other than an approved carer or approved medical attendant.
- medications for the applicant not prescribed by the overseas treating facility.
- subsequent medical care for the applicant provided by the overseas treating facility following completion of treatment and/or return to Australia. This includes subsequent reviews or treatment at the overseas treating facility as well as care provided while the applicant is in Australia (for example, reviews via telehealth).
- post-treatment care received in Australia.

Advice should be sought from the MTOP administration team regarding any other costs incurred during the treatment process to clarify whether they will be covered by financial assistance under the MTOP.

Please note that where the Australian Government is funding travel, no personal gain should be made from this travel. This means that loyalty accounts, such as frequent flyer memberships, cannot be applied to flights funded through the MTOP.

10. FUNDING RECEIVED FROM OTHER SOURCES

Approved applicants may receive funding from other sources. This might include, but is not limited to:

- Insurance such as private health insurance or workers compensation insurance
- Compensation schemes
- Early release of superannuation on compassionate grounds
- Community fundraising
- Public donations, including crowd funding platforms

- Charitable or non-government organisations
- Government programs other than the MTOP

Approved applicants are required to use funding received from any other sources for payment of the approved medical treatment and costs associated with obtaining the treatment overseas first and only use Australian Government funds provided under the MTOP as a last resort.

Approved applicants must provide details of any money recovered or recoverable from other sources in relation to their approved medical treatment and costs associated with obtaining the treatment overseas.

All approved applicants are required to complete and sign a declaration acknowledging these conditions of funding. If requested, approved applicants must provide the department with a written authority to obtain any documents relating to monies recovered or recoverable from any source listed above, from any relevant person or organisation.

If funds are being raised for an applicant (or potential applicant) through community fundraising or public donations, the department recommends that communication material is clear about how the funds will be used. For example, the material may state that funds will be used to cover out of pocket costs for treatment in Australia, compensate for lost income during the treatment period, or fund additional family members (other than the approved carer) to accompany the applicant overseas during treatment.

Approved applicants are required to ensure transparency with all funding sources sought or received. This includes acknowledging Australian Government funding when undertaking fundraising activity by including the following in any communication materials (eg fundraising pages on crowd funding platforms):

“The Australian Government has approved funding to cover the full cost of overseas medical treatment, flights, accommodation, passports, visas and travel insurance for [applicant’s name] and one carer to travel with them.”

The amount of Australian Government funding provided to an approved applicant may be reduced in light of other funds received because of the applicant’s condition or proposed treatment. In some cases, for example, where a lump sum compensation payment or other entitlement is received by the applicant after treatment has occurred and in respect of the condition treated, funding may be required to be reimbursed to the Australian Government.

Where the Australian Government has provided funds to meet eligible costs in relation to treatment, and those funds have not been expended for that purpose, the applicant will be required to repay those funds within 30 days of request by the Australian Government, or of the applicant’s return to Australia, whichever comes first.

Compensation Payments

If the applicant is eligible or has received a payment under an insurance or compensation scheme as described in paragraph 18 (1) (b) of the *Health Insurance Act 1973*, the amount received must:

- to the extent it has not already been applied in paying medical or treatment expenses in Australia, be applied in paying any medical expenses which might otherwise be met under the MTOP before payment is sought from the Commonwealth for those expenses; and

(b) to the extent it has not already been applied in paying medical or related expenses which are the subject of an application under the MTOP, be paid to the Commonwealth to reimburse it up to the amount paid out under the MTOP.

Applicants in Receipt of a Pension or Benefit

The eligibility for social security payments of applicants (or their approved carer) who currently receive Centrelink or other Australian Government payments may be affected during their period of travel overseas for treatment.

It is the applicant's responsibility to notify Services Australia, or any other relevant authority, of their intention to travel outside Australia for any extended period.

11. COMMENCING TREATMENT

Following approval for financial assistance, the treatment is required to commence within six months of the approval date.

If more than six months has passed since the approval date, and the treatment is still required, the ATS should provide the MTOP administration team with an update on the applicant's medical condition and any treatment since the application was approved. This may be sufficient to reactivate the application, or a new application may be required if changes in the applicant's medical condition may impact their eligibility for MTOP funding.

12. CHANGE OF TREATMENT PLAN

If the applicant's treatment plan changes the MTOP administration team must be informed immediately.

If a significant variation to the treatment plan is proposed, a new application for assistance under the MTOP may be required. This would be assessed against the medical eligibility criteria to determine whether the applicant remains eligible for Australian Government financial assistance through the MTOP. A significant variation may include a change in treatment type (for example, surgery rather than radiation), or an addition to the treatment plan (for example, including photon radiation in addition to proton radiation).

Where additional treatment is proposed, but the treatment plan is not substantially altered, a quote for the additional treatment is required for approval for coverage by the MTOP.

13. ACQUITTAL PROCEDURE

Applicants must submit properly rendered and legally acceptable invoices and receipts relating to their eligible medical, hospital, travel, transport and accommodation expenses. These documents are required to be submitted within 60 days of return to Australia following medical treatment, or as otherwise requested by the Australian Government. Paper or electronic copies of documents submitted to the department must be true and clear reproductions of the originals.

If adequate proof of expenditure is not provided, the department will not reimburse applicants.

Expenses will be reimbursed in Australian dollars at the exchange rate prevailing at the date the cost was incurred (date of invoice).

14. FOLLOW-UP CONTACT IN RELATION TO APPROVED APPLICANTS

If an applicant is approved for financial assistance, the MTOP administration team will require a treatment report, following the completion of treatment, from the overseas treating specialist. This report will be used to highlight any treatment issues that may need to be taken into consideration for future financial assistance, such as postoperative care.

The department may further seek to confirm the current medical status of an approved applicant between 12 months and 24 months after the overseas treatment has been completed to confirm the medical status of the applicant and the success of the treatment in treating the applicant's condition.

ATs are encouraged to include their patients on relevant Australian clinical registries, such as the Australia and New Zealand Transplant and Cellular Therapies Registry and the Australian Particle Therapy Clinical Quality Registry.

15. CONFIDENTIALITY

The department maintains the confidentiality of all application information received, subject to limited exceptions noted below in the "Privacy" section. Please disclose ALL relevant information when completing the application form and during the ongoing treatment process. Failure to disclose all relevant information may affect the final assessment of an application or the amount of financial support provided.

16. PRIVACY

The department collects personal information about an applicant for the purpose of determining whether the applicant is eligible for financial assistance under the MTOP and for administrative purposes. All personal information collected by the department is treated in accordance with the requirements of the *Privacy Act 1988* (Privacy Act).

In accordance with the Privacy Act, the application form for financial assistance for medical treatment overseas includes a Privacy Notice (Part 2). The Privacy Notice explains why personal information about the applicant is collected and to whom it may be disclosed.

As set out in the Privacy Notice, the department may disclose personal information about an applicant to:

- an individual the applicant nominates as someone who can receive information about their application to, and participation in, the MTOP
- Services Australia for the purpose of determining eligibility for Medicare benefits
- the referring Australian treating specialist
- the proposed overseas treating specialist or treating facility

The department may also disclose de-identified information relating to an applicant's medical condition to medical expert groups. If the applicant's medical condition is rare, the applicant may be identifiable in these circumstances.

Additionally, if an applicant's case is the subject of a media report or inquiry, the department or the Minister may respond, including publicly, to correct or to confirm the content of such a report or inquiry. Such a response may involve the disclosure of personal information about the applicant.

17. CONTACTING THE DEPARTMENT

All contact with the department should be with the MTOP administration team, Medical Treatment Overseas Program.

Applications should be sent to:

mtop@health.gov.au

Email enquiries should be directed to:

mtop@health.gov.au

Telephone enquiries should be directed to:

(02) 6289 7496 (from overseas: 0011-61-2-6289 7496)

Please note that the telephone number goes directly to voicemail. Please leave a message and the MTOP administration team will return your call.