

Frequently Asked Questions

NSW Police

For more information, please call 1300 550 276 or email policemedical@recovre.com.au

Medical Booking

1. Do I have to have book the Medical through Recovre?

Yes. All bookings will be made through Recovre.

2. How do I contact Recovre?

Phone: 1300 550 276

Facsimile: 1300 723 405

Email: policemedical@recovre.com.au

3. What should I wear to the medical appointment?

You should wear a singlet and shorts above the knee, otherwise you should be prepared to undress down to your underwear.

4. How long does the medical take?

We recommend that you plan for the medical to take at least one hour from the time of your appointment.

5. Where can I get the hearing assessment done?

In the majority of cases the hearing test will be done at the Recovre office, or in regional areas with the GP whom you are having the medical. If you need to go somewhere separately, the Recovre staff member who books your medical will advise you which audio clinic to attend. Please note that you will have to arrange the appointment yourself, and the audiology assessment form can be downloaded from the Recovre website.

6. Where can I get the vision assessment done?

If you do not wear glasses the vision assessment will be done during your medical appointment with Recovre. If you do wear glasses you are required to be assessed by an Optometrist. This assessment can be done by any qualified Optometrist. Please note that you will have to arrange the appointment yourself, the vision assessment form can be downloaded from the Recovre website.

7. What happens after I see the doctor for my appointment?

All medical files are returned to Recovre in Sydney. Here they are assessed by a specialist doctor who makes the final decision regarding your status. The specialist doctor has extensive knowledge about the requirements of policing and communicates regularly with the doctors working with NSW Police. The doctor who does your assessment will not have the same knowledge. If further information is required to make a decision regarding the status, you will be contacted, usually by email and be advised as to what is required.

8. How long does it take for my medical to be cleared?

Some medicals are cleared within a week of the appointment. If you provide all the correct information this will speed up your application. Otherwise, the time taken for your medical to clear (or not clear) will depend on how quickly you return any extra information that is required.

9. How will I know if you have received my faxed documentation?

Please send an email to policemedical@recovre.com.au and include your name, the sender's name (e.g. doctors surgery), time and date the fax was sent, and how you can be contacted. If you do not get a response to your email within 48 hours please call 1300 550 276.

Payment

1. How much does the medical assessment cost?

The cost is \$308.00 plus GST which is a total of \$338.80.

2. What does my payment of \$338.80 cover?

Your payment covers the cost of your medical and initial audio and vision assessment, if repeat audio or vision is requested the cost must be met by the applicant. Please note your payment doesn't cover ECG, Stress ECG costs or any specialist reports requested.

3. How can I pay for the medical?

The easiest method of payment is via credit card on the Recovre website. Alternatively an electronic funds transfer can be organised but this is more time consuming.

4. Do I have to pay for the medical in advance?

Yes.

5. What happens if I need a specialist report reviewed after my medical?

Please be aware that if, during the course of your application, a specialist report needs to be reviewed by a Recovre doctor, a charge of \$88 may apply for each specialist report. This would need to be paid before your application can proceed.

6. What if I am a Rejoinee?

There is an additional rejoinee file review fee of \$88 (incl. GST) for rejoinees. Once the medical file is assessed by Recovre, we are required to obtain the existing file from NSW Police for review before you can be cleared. At this stage rejoinees will be contacted by Recovre to arrange the \$88.00 payment via Visa or Mastercard over the telephone.

7. Can I claim the cost from Medicare?

No.

8. Do I get a refund of my money if I don't pass the medical?

No

9. What happens if I cancel my appointment?

Please note refunds can only be processed when more than 48 hours notice is given prior to an appointment being cancelled. Bookings which are attended or which have been cancelled within 48 hours of the assessment are not eligible. If you cancel your appointment and request a refund it must be done in writing, refunds can take up to 4 weeks from the date of request.

10. What happens if I need to reschedule my appointment?

If you need to reschedule your booking please contact Customer Service on 1300 550 276 or email policemedical@recovre.com.au at least 48 hours before your appointment.

Medical Standards

1. Do I have to buy polycarbonate glasses even though I don't know whether I will be cleared or not?

You will have to purchase polycarbonate glasses to clear your medical. However, if you have submitted other medical reports e.g. a report from a Psychiatrist, it is reasonable to wait until you are cleared from this perspective before purchasing the glasses.

2. I have a colour deficiency. Can I still apply?

Yes. You will need to be further assessed and routinely we ask you to see UNSW School of Optometry to determine what type of colour deficiency you have. Following this, after all other aspects of your medical history have been resolved, you are required to undergo a practical colour vision test with the Police Medical Officer. This determines if you are fit or not based on colour. If you have not yet applied and are wanting a better indication of suitability the Police Medical Officer may be able to perform the practical colour vision test prior to you submitting your application.

3. What is required in regards to Hepatitis B?

You are required to either prove immunity to Hepatitis B, or prove that you have recently commenced your vaccination course. Proof of immunity requires a copy of the laboratory results for Hepatitis B s Ab showing that your levels are greater than 10. Where you have low level immunity, you may be asked to have a booster shot. The vaccination course consists of three injections at 1 month, 2 month and 6 month intervals. Generally we require written proof that you have recently had your first or second Hepatitis B shots. If you have had all three shots and your last shot was over one month ago, you need to have your blood tested for immunity and provide a Serology report.

4. My BMI is over 30 but I am muscular. Can I still pass?

Police medical standards require a BMI of less than 30 and waist circumference of less than 100cm for men and less than 88cm for women. If your BMI is minimally over 30, we will look at other information to determine if you can be cleared e.g. waist circumference, your level of physical activity, your blood pressure, and any comments from your assessing doctor about your physique. If you are not cleared due to your BMI you do have the opportunity to improve your health and provide Recovre with a GP letter stating your new measurements i.e. weight, waist circumference and BMI. Your medical will then be reviewed again.

5. I had a childhood fracture / sprain etc. Do I need an Orthopaedic report?

Generally no, unless you have some deformity or impairment of function as a result. Your assessing doctor will help you to determine if this is required. You may wish to provide a current report from your GP about any minor injuries to help speed up your application.

6. I had a shoulder dislocation / knee reconstruction. Can I apply?

Yes, but all major Orthopaedic injuries will require a current Orthopaedic report and clearance of your medical is not guaranteed.

7. I have lower back pain. Can I apply?

Yes, but you require a current Orthopaedic report and clearance is not guaranteed.

8. I had childhood asthma. Do I need a report for a Respiratory specialist?

No.

If you had childhood asthma and have required no treatment for a number of years a current GP report is suffice. You will still need to undergo a Bronchial Provocation test that your GP can organise. We will require a copy of these results.

9. I take medication for asthma. Can I apply?

Yes. If your asthma is well-controlled on medication you can still clear your medical. You will require a current report from a respiratory specialist and a Bronchial Provocation test which your specialist or GP can organise. Your clearance would then be conditional on you continuing to take your medication and you will need to sign a conditional clearance letter stating this which Recovre will supply.

10. I have Crohn's Disease / Ulcerative Colitis. Can I apply?

Yes. Each case will be assessed individually based on reports from your treating specialist to determine if you can be medically cleared. At present colostomies and ileostomies cannot be accepted.

11. I take antidepressants. Can I apply?

Police medical standards require that all candidates be free of symptoms relating to psychological illnesses such as anxiety or depression, and off medication for two years prior to being considered. In some exceptional circumstances, a period of one year may be considered. We do not recommend that you undertake the police medical if you have received treatment in the past two years. Please note there is no guarantee that you will pass your police medical if you have suffered from any psychological symptoms / illnesses including anxiety, depression or stress even after the two year exclusion period.

12. I had counseling five years ago. Do I need a report from a Psychiatrist?

Generally no. If you required counselling but were never diagnosed with a Psychiatric disorder and never took medication, a current report from your GP or from your counsellor will usually suffice. Please note there is no guarantee that you will pass your police medical if you have suffered from any psychological symptoms / illnesses including anxiety, depression or stress even after the two year exclusion period.

13. I took antidepressants in the past. Can I apply?

As long as it has been two years since you took the medication then you may apply. You will require a current Psychiatric report. In some exceptional circumstances, a period of one year may apply. Please note there is no guarantee that you will pass your police medical if you have suffered from any psychological symptoms / illnesses including anxiety, depression or stress even after the two year exclusion period.

14. I have Schizophrenia / Bipolar Disorder. Can I apply?

Generally, psychotic illnesses do not resolve, although they may be well-controlled with medication. As you cannot be cleared for policing whilst on medication, as per police standards, it is unlikely that you will be able to clear the medical with such a diagnosis.

15. I had ADD / ADHD at school. Can I apply?

If you have a history of ADD / ADHD you need to have recovered from the diagnosis and no longer be requiring medication. You need to have been asymptomatic without medication for a minimum of 12 months prior to being considered. You must also provide a current Psychiatric report.

16. I Have Diabetes. Can I apply?

Yes. However, you will need a current report from your Endocrinologist. You also need to be able to be without medication, food or water for up to 12 hours at a time. You need to demonstrate that you do not suffer from hypoglycaemic episodes, and you need to demonstrate good control by virtue of your HbA1C results. Your HbA1C range needs to be within 6.1 – 8.0 for a period of twelve months (measured three-monthly, minimum of 5 readings).

17. I have Epilepsy. Can I apply?

Yes. However, you will need a current report from your treating Neurologist confirming that you are stable on medication and that you have not had a seizure for two years. Your clearance will be conditional on continuing your medication.