[Date]

The Hon Mark Butler MP

Minister for Health and Ageing

Minister for Disability and the NDIS

PO Box 6022

Parliament House

CANBERRA ACT 2600

*By email:* *minister.butler@health.gov.au*

Dear Minister Butler

I am writing as someone living with [Type 1/Chronic health condition] living in Canberra.

[insert personal experience of living with Type 1/Chronic health condition]

Thanks to telehealth, I have been able to access education and support for my [Type 1/Chronic health condition] in a way that is fast and convenient while still maintaining a high standard of care. My data can be monitored remotely, and I have the same experience by telehealth that I would receive in person.

However, from 1 November 2025, changes to the Medicare Benefits Schedule will require patients to have a face-to-face appointment with a Nurse Practitioner every 12 months in order to keep receiving Medicare rebates for telehealth services.

The Albanese Labor Government is currently committed to improving national productivity, and it seems that reducing access to online services is at odds with the Government’s stated productivity aims. Incentivising me and others in the same situation to travel to and from an appointment, rather than facilitating the same conversation through telehealth, is surely the type of situation that is creating our current productivity challenges.

The care I receive from my Nurse Practitioner by telehealth is the same that I would receive in person. She provides a service that fills a gap in the system, and these proposed changes will reduce access to expert diabetes care and undo the enormous benefits telehealth has brought to our community.

I strongly urge you to reconsider this decision. Removing or restricting telehealth for Nurse Practitioners will be a step backwards for the easy access to expertise and care in our stretched health system.

Regards,

[Name]

[Occupation if you are happy to share]

[Suburb, State]