

Client Fees Schedule 2024-25

Access Health and Community (AccessHC) provides a range of health and community services. These are funded through a number of sources such as:

- **Self-funded:** services that are fully paid for by the client from their own funds
- **Subsidised:** services that are partially paid for through Government or Insurer funds where the client may make a partial financial contribution to the service through a gap fee, e.g. Medicare, Commonwealth Home Support Program, Community Health Program, Home and Community Care (HACC), and Public Dental
- **Consumer-directed:** services that are fully funded by Government where the client is able to select their own service-provider and control use of the funds, e.g. the National Disability Insurance Scheme (NDIS), Home Care Packages.

For a number of subsidised programs, AccessHC requires a client contribution to meet the full cost of delivering the service.

Key Principles

The Client Fee Schedule is developed according to the following principles:

- Fair
- Simple
- Consistent
- Sustainable
- Competitive

Income Assessment and Ranges

Where a client is accessing a service subsidised through the Community Health Program or HACC-PYP, the level of co-contribution required will be determined by their income. In these cases, the following income ranges will be used.

	Low	Medium		High
Individual	< \$39,089	> \$39,089	< \$86,208	> \$86,208
Couple	< \$59,802	> \$59,802	< \$115,245	> \$115,245
Family (1 Child)	< \$66,009	> \$66,009	< \$118,546	> \$118,546
	(plus \$6,206 per additional child)			

Fee Exemption Eligibility

Clients are not required to pay a co-contribution for a service if they are:

- Aboriginal and Torres Strait Islander
- Experiencing or at risk of family violence
- Experiencing homelessness
- Refugee and Asylum Seekers
- Children in out-of-home care and/or known to child protection or the Orange Door

For other clients unwilling or unable to pay, a Fee Waiver must be approved as per the [Client Fee Waiver Procedure](#).

Medicare Bulk-billing

- Medicare bulk-billing is not available for Allied Health, Mental Health services (excluding headspace), and Child and Family services
- In the Medical Practice bulk-billing is available for people who meet the Fee Exemption Criteria (above) or who have an eligible concession card (below)

Eligible Concession Card

Where referenced in the Fee Schedule, an Eligible Concession Card only refers to:

- Commonwealth Health Care Card
- Commonwealth Low Income Health Care Card
- Pensioner Concession Card.

It does not include any concession cards issued by the Victorian Government, the Commonwealth Seniors Health Card or other Commonwealth concession cards.

1. Access Health and Community Group Program

Key Notes:

- Groups have been rationalised to five types of groups
- Refer to Appendix 2 and Appendix 4 for full costings)
- Community Houses also offer a range of programs throughout the year. Client fees/contributions are on per term basis, and varies according to the topic and the cost of the coach. These are handled within the Community Houses and not through Service Connection

Group Type	Description	Examples	Cost to Client or Client Contribution	
			Self-funded (exc GST)	CHSP / Community Health / HACC
Specialist	Specialised therapeutic group program	Group Physio Aquatic	\$65.00 (NDIS aquatic: \$82.84pp for 1:3; \$62.13pp for 1:4)	<p>\$8</p> <p>CHSP: \$11 per session</p>
Therapeutic	Groups that have a therapeutic focus and led by a clinician, e.g. OT, physiotherapist, psychologist or Speech Pathologist	Group Physio GLA:D Group PA4 Better Balance Group PA4 Better Breathing Child & Family Therapy groups	\$55.00 (NDIS: \$52.66pp for 1:4)	
Health and Wellbeing Aquatic	Groups that are focused on maintenance and prevention in an aquatic setting. Groups are led by an AHA	Physio AHA Group-Warm Water	\$45.00 (NDIS aquatic: \$38.01pp for 1:4)	
Health and Wellbeing	Groups that are focused on: <ul style="list-style-type: none"> • Goal attainment and prevention 	PhysioAHA Grp-Access Fitness PhysioAHA Grp-Fitness&Friends	\$25.00 (NDIS: \$26pp for 1:5)	

Group Type	Description	Examples	Cost to Client or Client Contribution		
			Self-funded (exc GST)	CHSP / Community Health / HACC	
	and delivered by an AHA, or <ul style="list-style-type: none"> Maintenance and prevention and delivered by Community House Coach 	PhysioAHA Grp-Forever Strong PhysioAHA Group-Balance PhysioAHA Grp-VirtualParkinson Social Support Group Exercise	(Social Support Group Exercise - \$20 per hour)		
Social Connection	Groups that are focused on promoting social connection and minimising isolation	Richmond Social Support Group (SSG), Manningham SSG Mens Shed CHSP Bus Outing	HCP (exc GST)	Half-day	Full-day program / Bus Outing
			SSG - \$20 per hour Bus outing - \$130	\$8	\$10 (Bus outing: \$15)

Note: Mens Shed offers a six-month membership option (\$190)

Note: Skills-based programs are available through Community Houses. These programs vary in length and topic. Agreed client contribution prices are set following development of each program.

Note: Full-day Social Connection / Bus Outing: cost not inclusive for lunch

2. Allied Health - Individual

Self-Funded

Physiotherapy, dietetics, podiatry and diabetes nurse educator services delivered within a clinic setting are paid on a per session basis as services are usually of a standard duration. Average session length (including direct and indirect components) are provided for reference. Occupational therapy, Speech Pathology, Allied Health Assistant services and all services delivered in the home/community settings are charged on an hourly basis given variability in duration of service. Appointments can be either face to face or telehealth.

	Initial / Long Session		
	Direct	Indirect	Client Fee (Unit)
Physiotherapy	45 min	30 min	155
Dietetics	45 min	30 min	155
Podiatry	40 min	30 min	155
Diabetes Nurse Educator	45 min	30 min	155

Follow up / Standard Session		
Direct	Indirect	Client Fee (Unit)
30 min	15 min	95
30 min	15 min	95
20 min	10 min	95
30 min	15 min	95

	Session (per hour)
Occupational Therapy	155
Speech Pathology	155
AHA	75

All activities including travel and indirect time charged at the above hourly rates.

All home/outreach visits for all therapies will be charged at the above hourly rates

All services that are contracted (for example HCP) GST must be included as pricing above excludes GST

Subsidised and Consumer-Directed

From 1 December 2024, new Community and HACC clients who are assessed as 'High-income', will not be able to access these subsidised programs to ensure services are targeted at those with the greatest need. High income client will need to self-fund to access these services. For current clients assessed as 'High-income', their client contribution will recover costs

	Average Session Length	New Client				Existing Clients			
		Client Contribution (session cost)				Client Contribution (session cost)			
		Low Income	Medium Income	High			Low Income	Medium Income	High Income
								Initial	Consult
Community Health / HACC	Initial - 60min Direct + 20min Indirect	11	16	Self-funded		11	16	66	30
NDIS	Consult – 30min Direct + 15min Indirect	N/A	N/A	N/A		N/A	N/A	N/A	N/A

	Client Contribution	
	Eligible Concessions Card	No Eligible Concession Card (go to non-subsidise)
CHSP	11	16

Home Care Packages

Centre-based and Home Visit Sessions	Session Length (example)	Client Price (Per Hour - incl GST)
Clinician Initial / Long	60min Direct 30min Indirect	170.50
Clinician Follow up / Standard	30min Direct 15min Indirect	170.50
Clinician Travel	-	170.50
AHA	60 mins	82.50
AHA Travel		82.50

Example: Clinician 90 min of Direct, 60 min Indirect and 30 min travel will be quoted \$465 (exc GST)

MBS

Please note that the client will need to pay the full fee upfront. They can claim back through Medicare

Flat MBS subsidy of \$60.35

	Session Length		Client Gap	
	Session Type	Average Session Time	Eligible Concession Card	No Eligible Concession card
Dietetics	Initial	45min Direct 30min Indirect	79.65	94.65
	Consult	30min Direct 15min Indirect	24.65	34.65
Physiotherapy	Initial	45min Direct 30min Indirect	79.65	94.65
	Consult	30min Direct 15min Indirect	24.65	34.65
Podiatry	Initial	40min Direct 30min Indirect	79.65	94.65
	Consult	20min Direct 10min Indirect	24.65	34.65
DNE	Initial	45min Direct 30min Indirect	79.65	94.65
	Consult	30min Direct 15min Indirect	24.65	34.65

3. Child and Family

Key Notes:

- All services/programs have been costed to a single income source
- It is noted that in practice, multiple funding streams are accessed for some clients, e.g. NDIS subsidies for direct client time and HACC subsidy for indirect client time.
- Low- and Medium- client contributions align with Adult Allied Health client contributions

HACC and Community Health Funding

Session Type	Low	Medium	High
Single Therapist Session	11	16	130
Team Assessment	11	16	130

4. Community

Key Notes:

- All services/programs have been costed to a single income source
- Multiple funding streams are accessed for some clients, e.g. NDIS subsidies for direct client time and HACC subsidy for indirect client time.
- Assumed that participants in each group come from the same source of funding, e.g. HACC funded participants only. Note that in practice, each group will have a mix of funding
- Client contributions for group programs have been aligned for consistency
- Refer to Appendix 4 for detailed costings

HACC and CHSP Groups

Please refer to 'Access Health and Community Group Programs' for details

Respite

	Eligible Concession Card	No Eligible Concession Card / Self-Funded (go to non-subsidise)	HCP (exc GST)	CHSP / HACC
Flexible Respite	\$25 per 3hr session	\$49 per hour	\$76.95 per hour	\$25 per 3hr session
Centre-Based Respite	\$20 per day	\$130 per day	\$130 per day	\$20 per day

Individual Social Support

	Eligible Concession Card	No Eligible Concession Card / Self-funded / HCP (exc GST)	CHSP / HACC
Social Support - Individual	\$17 per session	\$69.95 per hour	\$17 per session

Transport

	Eligible Concession Card	No Eligible Concession Card (go to non-subsidise)	HCP (exc GST)	CHSP / HACC
Social Support Group Transport (bus outings)	\$15 return	\$130 per day	\$130 per day	\$15 return
Flexible Respite Transport	\$12 per day	\$12 per day	\$12 per day	\$12 per day
Centre-Based Respite Transport	\$10 return	\$12 return	\$12 return	\$12 return
Volunteer Transport	\$12 return	\$12 return	\$55 return	\$12 return

5. Mental Health and AOD

Key Notes:

- headspace services not included here - all headspace mental health services are bulk-billed
- No client co-contribution for HACC, Community Health and NDIS services

Non-subsidised Client Fee

Non-Subsidised	Client Fee (Initial)
General Psychology	174.65
Clinical Psychology	219.85

MBS

MBS	Client Gap Fee	Total Client Upfront
General Psychology	78	174.65
Clinical Psychology	78	219.85

HACC and Community Health

	HACC - Client Contribution	Community Health - Client Contribution		
		Low	Medium	High
General Psychology	Nil	Nil	Nil	Nil
Clinical Psychology	Nil	Nil	Nil	Nil

6. Medical

Appointment Type	Client Fee (Gap)
Standard Consultation	45
Extended Consultation	45
After-hours Consultation (Standard)	50
After-hours Consultation (Extended)	50

7. Dental

Smile Squad:

All Children attending Government Primary and Secondary School (Prep – Year 12) can now be offered care under the Victorian Government Smile Squad program. **The service is at no additional cost to the client (FREE).**

For all other children/youth the following eligibility criteria & fees apply.

General:

Children 0 yrs –Kindergarten	Eligible Concession Card	Non Card Holders	Medicare CDBS
General Course of care	FREE	\$38 for a course of care (Max \$152 per family)	FREE (Up to value of \$1,132)
Emergency Care	FREE	FREE	FREE (Up to value of \$1,132)

Non-Government and Private Primary Schools (Prep - Yr 6):	Eligible Concession Card	Non Card Holders	Medicare CDBS
General Course of care	FREE	\$38 for a course of care (Max \$152 per family)	FREE (Up to value of \$1,132)
Emergency Care	FREE	FREE	FREE (Up to value of \$1,132)

Non-Government and Private Secondary Schools (Yr 7 – Yr 12) & school leavers under 18 yrs:	Eligible Concession Card	Non Card Holders	Medicare CDBS
General Course of care	FREE	Fee For Service (Private)	FREE (Up to value of \$1,095)
Emergency Care	FREE	Fee For Service (Private)	FREE (Up to value of \$1,095)

Adults (18yo and over)	Eligible Concession Card	Non Card Holders	Medicare CDBS
General Course of care	\$31.50 Per visit (Maximum of \$126.00)	Fee For Service (Private)	N/A
Emergency Care	\$31.50 for each emergency visit	Fee For Service (Private)	N/A
Dentures (acrylic)	\$76.00 per denture capped at \$152 for upper & lower denture	Fee For Service (Private)	N/A

Medicare schedule - <https://www.health.gov.au/sites/default/files/2024-01/dental-benefits-schedule-items-and-rates-for-2024-mbsonline-extract.pdf>

8. Interpreter Fees

Fee for service clients will be charged directly for any interpreting costs.

9. Cancellation Fees

Cancellations received after 12 midday on the business day prior to the appointment will be charged recovering the full cost of the appointment.

*Excluding Dental