ACCESS Health & Community

Fee Schedule 2026

Access Health and Community (AccessHC) provides a range of health and community services. These services are available through a number of subsidised or non-subsidised means.

- **Subsidised:** For eligible persons service cost is partially paid for through government funding. Clients may pay a contribution towards the cost of service through a gap fee
- **Consumer directed:** Services are fully funded by the government through a person's National Disability Insurance Scheme (NDIS) or Support at Home.
- **Bulk-billed/No out of pocket fees:** Urgent Care Clinics (UCC) Only- Services are fully subsided under Medicare. Clients accessing UCC services without Medicare will also not incur any out-of-pocket costs.
- **Self-funded:** Service cost are fully paid for by the client from their own funds.

Key Principals

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

- Fair
- Simple
- Consistent
- Sustainable
- Competitive

Client Contribution

Where referenced in the Fee Schedule, client contribution refers to the out of pocket expense that a person is required to pay out of their own funds for subsidised services. This is applicable for services subsidised through

- Community Health Program
- Home and Community Care for Younger Persons (HACC-PYP)
- Commonwealth Home Support Program (CHSP)
- Medicare
- Public Dental

Fee Exemption Eligibility

Persons who are not required to pay a contribution for a service if they are:

- Aboriginal and Torres Strait Islander
- Experiencing or at risk of family violence
- Experiencing or at risk of homelessness
- Refugee and Asylum Seekers
- Children in out-of-home care and/or known to child protection or the Orange Door
- Do not have Medicare and are accessing Urgent Care Clinic (UCC) services

Where a person does not meet the fee exemption eligibility and is unwilling or unable to pay, a Fee Waiver must be approved in line with AccessHC policy and procedures. Please discuss Fee waivers with your care provider or program manager.

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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 all standard consultations at Richmond and Hawthorn. For the Women's Health GP service at Doncaster, bulk billing is available for people who meet the Fee Exemption Criteria (above) or who have an eligible concession card (below)
- Urgent Care Clinic (UCC) services are fully subsided under Medicare

Income Assessment and Ranges

Where a client is accessing a service subsidised through the Community Health Program or HACC-PYP, the level of 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)			

Income ranges have been set by the Department of Health and are aligned with Centrelink Income Test.

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

The pensioner concession card includes Aged Pension and Disability Support Pension. For more information on eligible cards please visit Services Australia links associated to the cards above.

Non-Eligible concession cards include any concession cards issued by the Victorian Government, Veterans Affairs, the Commonwealth Seniors Health Card or other Commonwealth concession cards.

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1. Access Health and Community Group Program

All group programs provided by AccessHC fall into one of the following five group types. Community houses group programs are offered though out the year with client contributions set on a per-term basis. Program fees and client contributions varying according to the program and group facilitator. Group programs include but is not limited to programs listed below.

				Consumer Directed		Subsidised client contribution	
Group Type	Description	Examples	Self-funded	Support at Home (inc. GST)	NDIS (inc. GST)	CH/HACC-PYP	CHSP
Specialist	Specialised therapeutic group program	Group Physio Aquatic	$65.00	$77.00	N/A	$8	$11
Therapeutic	Groups that have a therapeutic focus and led by a clinician, e.g. OT, physiotherapist, psychologist or Speech Pathologist	Group Physio GLA:D	$55.00	$65.00	N/A	$8	$11
		Group PA4 Better Balance Group PA4 Better Breathing	$55.00	$65.00	N/A		
		Child & Family Therapy groups	**	N/A	**		
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	$53.00	N/A	$8	$11

Health and Wellbeing	Groups that are focused on: • Goal attainment and prevention and delivered by an AHA, or • Maintenance and prevention and delivered by Community House	PhysioAHA Grp-Access Fitness PhysioAHA Grp-Fitness&Friends PhysioAHA Grp-Forever Strong PhysioAHA Group-Balance PhysioAHA Grp-VirtualParkinson	$25.00	$30.00	N/A	$8	$11
		Social Support Group Exercise	$20 per hour	$22.00 per hour	**	$8	$10
Social Connection	Groups that are focused on promoting social connection and minimising isolation	Richmond and Manningham Social Support Group	$20 per hour	$22.00 per hour	**	$8 (Half day / per session)* $10 (Full day)*	$8 (Half day / per session)* $10 (Full day)*
		Mens Shed***	$20 per hour	$22.00 per hour	**		
		Bus Outing*	$130 per day	$143 per day	N/A	N/A	$15

****Men's shed six-month membership available for subsidised services ($190)*
***Program cost variable discuss directly with child and family or community house program leads.*
**Full-day Bus Outing: cost not inclusive of lunch*

2. Allied Health

Self-Funded

The Appointment fee cost for person's accessing self-funded physiotherapy, dietetics, podiatry and diabetes nurse educator services in clinic or via telehealth (telephone or video) are charged on a per session basis, as they are usually provided at a standard duration.

Occupational therapy, Speech Pathology, and Allied Health Assistant services and all services delivered in the home/community settings are charged on an hourly basis, as their can be variability in the duration of service delivery. An additional travel fee will apply for all services provided in the home/community.

Clinic or Telehealth setting	Initial/Long Appointment	Standard Review Appointment
Physiotherapy	$155.00	$95.00
Podiatry	$155.00	$95.00
Dietetics	$155.00	$95.00
Diabetes Nurse Educator	$155.00	$95.00

Home or Community setting	All Appointments (initial and review)
Occupational Therapy	$155.00 per hour
Speech Pathology	$155.00 per hour
Physiotherapy	$155.00 per hour
Podiatry	$155.00 per hour
Dietetics	$155.00 per hour
Diabetes Nurse Educator	$155.00 per hour
Allied Health Assistant	$75.00 per hour
Travel	Charged at the above hourly rates per service

There are no private health insurance rebates available at Access Health and Community for Occupational Therapy and Speech Therapy services.

Subsidised

Community Health and HACC-PYP

From 1st of December 2024, persons assessed as high income will not be eligible to access Community Health Program or HACC-PYP subsidised services. These clients will need to access self-funded or where suitable My Aged Care or Medicare subsidised programs.

The client contribution for all community or HACC-PYP subsidised allied health clinic, home or community setting services is determined by income ranges set by the Department of Health for Community Health.

Community Health and Home and Community Care for Younger People	Low Income, Eligible Concession or Pension card	Medium Income
Physiotherapy	$11.00	$16.00
Dietitian	$11.00	$16.00
Podiatry	$11.00	$16.00
Diabetes Education	$11.00	$16.00
Occupational Therapy	$11.00	$16.00
Speech Pathology	$11.00	$16.00

The Seniors Health Care Card or Veterans Affairs Pension does not qualify for concession fee. Please refer to eligible concession cards.

Commonwealth Home Support Program (CHSP)

Elderly Australians (over 65 years of age, or 55 for aboriginal and Torres strait islanders) can access CHSP subsidised allied health and therapy services with a My aged Care Referral. The client contribution for allied health clinic, home or community setting services is not income assessed, but vary for eligible concession or pension card holders.

CHSP (My Aged Care)	Eligible Concession or Pension card	No Eligible Concession or Pension card
Physiotherapy	$11.00	$16.00
Dietitian	$11.00	$16.00
Podiatry	$11.00	$16.00
Diabetes Education	$11.00	$16.00
Occupational Therapy	$11.00	$16.00
Speech Pathology	$11.00	$16.00

The Seniors Health Care Card or Veterans Affairs Pension does not qualify for concession fee. Please refer to eligible concession cards

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Medicare (Team Care Arrangement)

The client contribution for Physiotherapy, Podiatry, Dietitian, and Diabetes Nurse Educator services partially subsided by Medicare (MBS) through a Team Care Arrangement (TCA) are not income assessed, but varying for eligible concession or pension card holders.

MBS TCA	Health Care Card or Concession Pension card		No Health Care Card or Concession Pension card	
Rebate $61.80	Initial appointment	Standard review appointments	Initial appointment	Standard review appointments
Physiotherapy	$120.00	$85.00	$145.00	$95.00
Podiatry	$120.00	$85.00	$145.00	$95.00
Dietitian	$140.00	$85.00	$155.00	$95.00
Diabetes Education	$140.00	$85.00	$155.00	$95.00
Speech Pathology (Adults)	$140.00	$140.00	$155.00	$155.00
Out of pocket client contribution (Gap Fee)				
Physiotherapy and Podiatry	$58.20	$23.20	$83.20	$33.20
Dietetics and Diabetes Education	$78.20	$23.20	$93.20	$33.20
Speech Pathology (Adults)	$78.20	$78.20	$93.20	$93.20

Seniors Health Care Card or Veterans Affairs Pension does not qualify for concession fee. Please refer to eligible concession cards

Consumer-Directed

Support at Home

AccessHC Allied Health and Therapy Support at Home service fees have been set by the organisation. These fees have been considered following a cost analysis and industry review to ensure we can deliver quality services.

Support at Home	Clinic, Telehealth or Indirect Fees (initial and review) (inc. GST)	Outreach Fees (initial and review) (inc. GST)
Occupational Therapy	$183.29 per hour	$274.93 per hour
Speech Pathology	$183.29 per hour	$274.93 per hour
Physiotherapy	$183.29 per hour	$274.93 per hour
Podiatry	$183.29 per hour	$274.93 per hour
Dietetics	$183.29 per hour	$274.93 per hour
Diabetes Nurse Educator	$183.29 per hour	$274.93 per hour
Allied Health Assistant	$88.69 per hour	$133.03 per hour

3. Child and Family

Child and Family services and programs fees and client contribution where possible have been aligned with other programs for consistency. Clients accessing child and family services may access services through multiple funding sources such as consumer directed (NDIS) and subsidised (HACC).

Subsidised

The client contribution for all community or HACC-PYP subsidised child and family services is determined through an income assessment. Services can be arranged with a single therapist (eg. Physiotherapist) or where appropriate team assessment involving two therapists (eg. Occupational therapist and Speech therapist).

Community Health and HACC-PYP

	Low Income, Eligible Concession or Pension card	Medium Income	High Income
Single Therapist Session	$11	$16	$130
Team Assessment	$11	$16	$130

Consumer-Directed

NDIS

AccessHC is an accredited NDIS provider. Child and Family service fees are aligned with hose set out in the NDIS pricing arrangements and price limits. Please discuss NDIS service fees directly with the child and family team.

4. Community and Ageing and Social Support

Community services/programs, including Ageing and Social Support, fees and client contribution where possible have been aligned with other programs for consistency. Clients accessing community services may access services through multiple funding sources such as consumer directed (NDIS or Support at Home) and subsidised (HACC or CHSP).

Please refer AccessHC Community Group Programs for specific information on NDIS, HACC and CHSP programs.

Subsidised

Community Health, HACC-PYP and CHSP

The client contribution for all community or HACC-PYP subsidised child and family services is determined through an income assessment. Services can be arranged with a single therapist (eg. Physiotherapist) or where appropriate team assessment involving two therapists (eg. Occupational therapist and Speech therapist).

Group Programs

For fees and client contributions relating to group programs please refer to 1. Access Health and Community Group Programs.

Respite and Social Support

	Eligible Concession or Pension card / Low income	Medium Income	High Income
Flexible Respite	$25 per 3-hour session	$37.50 per hour	$69.95 per hour
Centre-Based Respite	$32 per day	$130 per day	$130 per day
Social Support (Individual)	$25 per session	$37.50 per hour	$69.95 per hour

Consumer-Directed

NDIS

AccessHC is an accredited NDIS provider. Community programs fees are aligned with those set out in the NDIS pricing arrangements and price limits. Please discuss NDIS service fees directly with the Community Houses.

Support at Home

Service	Service cost (incl. GST)
Flexible Respite	$76.95 per hour
Centre-Based Respite	$156.20 per day
Social Support (Individual)	$76.95 per hour
Social Support Group	$22 per hour
Social Support Group (Bus Outing)	$143 per day
Volunteer Transport	$60.50 return

5. Mental Health

Community Health and HACC-PYP subsidised mental health services do not require a client contribution. Headspace services are not included in this fee schedule, all mental health services provided by Headspace are bulk-billed.

Self-Funded

	Initial Appointment
General Psychology	$176.95
Clinical Psychology	$223.25

Subsidised

Medicare

MBS	Initial appointment	Client contribution
General Psychology	$176.95	$78
Clinical Psychology	$223.25	$78

Community Health and HACC-PYP

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

6. Medical

Medical appointments are subsidised through Medicare. As of the 1*st* of July 2026, all standard GP consultations at our Richmond and Hawthorn GP Clinics will be bulk billed with no gap fee payable. Please be advised that there may still be an out-of-pocket fee for some medical procedures.

For our specialist Women's Health GP Medical Service provided by Dr Mey Wong at our Doncaster site, appointments are only bulk billed for eligible concession card holders or fee exempt persons.

Specialist Women's Health GP Services

Consultation type	Amount payable on the day of appointment	Medicare rebate	Gap
Standard Consultation	$91.90	$43.90	$48
Extended Consultation	$132.90	$84.90	$48

Please note: Reduced-fee options are considered on a case-by-case basis – please discuss this with the practitioner.

7. Urgent Care Clinics (UCC)

Clients accessing Urgent Care Clinic (UCC) services are fully subsided under Medicare. Clients accessing UCC services without Medicare will not incur any out-of-pocket costs.

Medicare benefits cannot be claimed when the medical costs relate to a compensable workplace injury or illness for which an insurer or compensation agency has accepted liability. Medicare is only billed if the relevant workers' compensation claim has not been approved.

8. Dental

<u>Smile Squad</u>

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 (No Client contribution = FREE).

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

General:

Children 0 yrs - Kindergarten	Eligible Concession or Pension card	No Eligible Concession or Pension card	Medicare CDBS
General course of care	FREE	$40 for a course of care (Max $160 per family)	FREE (Up to a value of $1,158)
Emergency care	FREE	FREE	FREE (Up to a value of $1,158)

Non-Government and Private Primary Schools (Prep – Yr 6)	Eligible Concession or Pension card	No Eligible Concession or Pension card	Medicare CDBS
General course of care	FREE	$40 for a course of care (Max $160 per family)	FREE (Up to a value of $1,158)
Emergency care	FREE	FREE	FREE (Up to a value of $1,158)

Non-Government and Secondary Schools (Yr 7 – Yr 12) & school leavers under 18 yrs	Eligible Concession or Pension card	No Eligible Concession or Pension card	Medicare CDBS
General course of care	FREE	Not eligible for care	FREE (Up to a value of $1,158)
Emergency care	FREE	Not eligible for care	FREE (Up to a value of $1,158)

Adult (18yrs and over)	Eligible Concession or Pension card	No Eligible Concession or Pension card	Medicare CDBS
General course of care	$32.50 Per visit. Maximum of $130.00 (4 visits)	Fee for service (Private)	N/A
Emergency care	$32.50 for each emergency visit	Fee for service (Private)	N/A
Dentures (acrylic)	$80.00 per denture capped at $160 for upper & lower denture	Fee for service (Private)	N/A

8. Interpreter Fees

There are no client contributions for interpreting services for subsidised services or for consumer directed services funded by the NDIS.

Interpreting costs for consumer-directed Support at Home services will be discussed directly with the Support at Home Provider prior to service provision.

Interpreting costs for Self-funded clients will be charged directly to the client, estimated fees will be advised prior to service provision.

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 unless otherwise stated in an agreement.

*Excluding Dental