

Fee Schedule 2025 -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 Home Care Package.
- **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

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.

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)

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 |
| Couple | < \$59,802 | > \$59,802 | > \$115,245 |
| Family (1 Child) | < \$66,009 | > \$66,009 | > \$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.

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.

| Group Type | Description | Examples | Self-funded | Consumer Directed | | Subsidised client contribution | |
|------------------------------|---|--|-------------|-------------------|------------------------------------|--------------------------------|------|
| | | | | HCP | NDIS | CH/HACC-PYP | CHSP |
| Specialist | Specialised therapeutic group program | Group Physio Aquatic | \$65.00 | \$71.50 | \$82.84pp (1:3) \$62.13pp (1:4) | \$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 | \$60.50 | GLAD \$61.44 (1:4) | \$8 | \$11 |
| | | Group PA4 Better Balance Group PA4 Better Breathing | \$55.00 | \$60.50 | \$52.66pp (1:4) | | |
| | | 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 | \$49.50 | \$38.01pp (1:4) | \$8 | \$11 |

| | | | | | | | |
|----------------------|--|--|---------------|------------------|--------------|-------------------------------|-------------------------------|
| Health and Wellbeing | Groups that are focused on: <ul style="list-style-type: none"> • Goal attainment and prevention and delivered by an AHA, or • Maintenance and prevention and delivered by Community House Coac | PhysioAHA Grp- Access Fitness PhysioAHA Grp- Fitness&Friends PhysioAHA Grp- Forever Strong PhysioAHA Group-Balance PhysioAHA Grp- VirtualParkinson | \$25.00 | \$27.50 | \$26pp (1:5) | \$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)* | \$8 (Half day / per session)* |
| | | Mens Shed*** | \$20 per hour | \$22.00 per hour | ** | \$10 (Full day)* | \$10 (Full day)* |
| | | Bus Outing* | \$130 | \$143 | 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 Social Connection/Bus Outing: cost not inclusive for 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

Medicare (Team Care Arrangement)

The client contribution for Physiotherapy, Podiatry, Dietitian, and Diabetes Nurse Educator services partially subsidised 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 | |
|---|---|------------------------------|--|------------------------------|
| | Initial appointment | Standard review appointments | Initial appointment | Standard review appointments |
| Rebate \$61.80 | | | | |
| 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 |
| 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 |

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

Consumer-Directed

NDIS

AccessHC is an accredited NDIS provider. Our allied health and therapy service fees are aligned with those set out in the [NDIS pricing arrangements and price limits](#). Please discuss NDIS service fees directly with the Service Connection Team.

Home Care Package

AccessHC Allied Health and Therapy Home Care Package 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. An additional travel fee will apply for all services provided in the home/community.

| Home Care Package | All Appointments (initial and review) |
|-------------------------|---|
| Occupational Therapy | \$170.50 per hour |
| Speech Pathology | \$170.50 per hour |
| Physiotherapy | \$170.50 per hour |
| Podiatry | \$170.50 per hour |
| Dietetics | \$170.50 per hour |
| Diabetes Nurse Educator | \$170.50 per hour |
| Allied Health Assistant | \$82.50 |
| Travel | Charged at the above hourly rates per service |

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 those 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 aging 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 HCP) 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 p/h | \$49 per hour |
| Centre-Based Respite | \$20 per day | | \$130 per day |
| Social Support (Individual) | \$17 per session | \$37.50 p/h | \$69.95 per hour |

Transport

| | Eligible Concession or Pension card | No Eligible Concession or Pension card |
|-----------------------------------|-------------------------------------|--|
| Flexible Respite | \$12 per day | \$12 per day |
| Centre-Based Respite | \$12 return | \$12 return |
| Social Support Group (Bus outing) | \$15 return | \$130 per day |
| Volunteer Transport | \$12 return | \$12 return |

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.

Home Care Package

| Service | Service cost (incl. GST) |
|-----------------------------------|--------------------------|
| Flexible Respite | \$76.95 per hour |
| Centre-Based Respite | \$143 per day |
| Social Support (Individual) | \$76.95 per hour |
| Social Support Group | \$22 per hour |
| Social Support Group (Bus Outing) | \$143 per day |
| Transport Fees | |
| Flexible Respite, Transport | \$13.20 per day |
| Centre-Based Respite, Transport | \$13.20 return |
| Volunteer Transport | \$55 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 |

Consumer-Directed

NDIS

AccessHC is an accredited NDIS provider. Mental Health service fees are aligned with those set out in the [NDIS pricing arrangements and price limits](#). Please discuss NDIS service fees directly with Service Connection.

6. Medical

Medical appointments are subsidised through Medicare. Medical appointments are only bulk billed for eligible concession card holders or fee exempt persons.

Subsidised

Medicare

| 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 |

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 |

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 (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 | \$38 for a course of care (Max \$152 per family) | FREE (Up to a value of \$1,132) |
| Emergency care | FREE | FREE | FREE (Up to a value of \$1,132) |

| 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 | \$38 for a course of care (Max \$152 per family) | FREE (Up to a value of \$1,132) |
| Emergency care | FREE | FREE | FREE (Up to a value of \$1,132) |

| 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 | Fee for service (Private) | FREE (Up to a value of \$1,132) |
| Emergency care | FREE | Fee for service (Private) | FREE (Up to a value of \$1,132) |

| Adult (18yrs and over) | Eligible Concession or Pension card | No Eligible Concession or Pension card | 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 |

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 Home Care Package services will be discussed directly with the Home Care Package 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