

# Community Services

## Fees Policy Information



This information is current from 1<sup>st</sup> July 2025

**Mallee Track Health and Community Service receives funding from a number of sources to provide services. Each of these funding sources has its own eligibility criteria for people to access a Government subsidised service. Staff will ask questions at service intake to determine the funding type and fee level best suited to you.**

### National Disability Insurance Scheme and Home Care Package clients

Separate business fees schedule's exists.

Service Type	CHSP/HACC PYP #	Private
	Pensioner/HCC	
Group Social Support	\$10.00 per day when a meal is provided \$5.00 program fee when no meal	N/A
Allied Health Podiatry/OT/Physiotherapy	\$10.00 per visit	\$60.00 per visit \$30.00 follow up visit for same problem
Nursing/Personal Care	\$3.10 per visit Maximum of \$30 per month	\$85.00 per hour
Delivered Meals	\$7.00 per meal from MTHCS kitchens \$9.00 per meal from approved local business	N/A
Community Based Meals	\$10.00	\$15.00
Exercise Groups	\$5.00	\$5.00
Hydrotherapy	\$10.00	\$25.00
Transport ##	Local Trip, Shopping Bus, PAG \$5.00 Murrayville and Underbool Shopping Car \$10.00 25c per km all out of town trips	N/A
Flexible Respite Care	\$6.20 per hour	N/A

# HACC PYP clients are to complete the HACC PYP Fees Assessment form

##People utilising the transport service for specialist medical appointments are encourage to apply for Victorian Patient Transport Assistance Scheme (VPTAS) funding.

### Funding Types @ MTHCS

**Home and Community Care Program for young people (HACC PYP)** – People receiving HACC PYP are under 65 with a disability, not meeting the criteria of the NDIS and their carers. MTHCS staff will complete the HACC PYP eligibility assessment and the HACC PYP fees assessment to determine service fee. MTHCS service fees are set as not to exceed the maximum fee schedule levels as per Department of Health HACC PYP schedule of fees 10 September 2024.

**Commonwealth Home Support Program(CHSP)** – People are 65 years or older and Aboriginal or Torres Strait Islander people 50+ with a level of frailty who require supports to remain independent in their home environment. People eligible for CHSP services will need to contact My Aged Care (MAC) on 1800 200 422 for an assessment prior to service commencement to receive services under this funding type. MTHCS staff will assist people to contact

Prompt Doc No: MTH0119172		Page 1 of 2
Version Number: 12.0	Reviewed by: Director of Community Services	Last Reviewed: 26/06/2025
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MAC as needed. People receiving CHSP services will pay a fee contribution.

**Department of Veterans Affairs (DVA)** - No fee for DVA Gold Card holders.

**Primary Health Care Network (PHN)** – This funding is specific to podiatry only for people with chronic disease. Intake staff will determine eligibility at time of referral. There is no fee for service for PHN eligible people.

**TAC or WorkCover Claim clients** – Please provide us with your claim number and case manager's details.

**Commonwealth Medicare Benefits Scheme** – Referral from the GP is required via an Enhanced Primary Care (EPC) plan. There is no gap fee for the person receiving the service.

**Other – Private/ineligible for subsidised service** - MTHCS provides Allied Health and Community Nursing Services to people who are not eligible for a funded service on a fee for service arrangement that is payable on the day of your service. People who are in receipt of Centrelink benefits (health care card HCC) will be charged as per subsidised rate. Fee paying clients will be provided with a receipt to enable claiming through their Private Health Fund where applicable.

## Other Information

### Prioritising of clients – Wait Lists

All new referrals and recurring appointments are prioritised according client need rather than length of time on the wait list or funding type. Please ask staff for copy of the prioritising tool should you have questions regarding wait list times for services.

### Costs Associated with providing Services

Where a consumer requires aids and equipment, wound dressings, orthotics, rehabilitation equipment or participates in an event such as an outing, it is expected that the individual would meet the associated cost. This will most likely be applicable to District Nursing, Allied Health and Social Support Groups. The consumer will be consulted about these costs. Allied Health and Nursing Staff have price lists for regularly used consumables. Social Support Groups reduce fees when a meal is purchased from another source to a maximum of \$5.00

### What to do if you are having difficulty paying your fees:

MTHCS welcomes consumers to discuss with us the fee's they are being charged. If you feel the fee is unfair or not affordable, either once the service have commenced or at any time whilst a receiving service please let us know. We know conversations around finances can be tricky and peoples circumstances can change. Please let us know if you would like to talk about the fees you are paying we will be confidential in our discussions with you.

As part of resolving any fee concerns MTHCS will check:

- Program staff have established the consumer's correct income level.
- If you have significant additional costs affecting your ability to pay for services, and whether referrals to alternate funding types have been considered.
- That you have understood the fee process and your entitlements.
- Whether your circumstances have changed and the fee needs to be reassessed.
- If we need to include a carer or guardian or advocate with you when we have a chat

**Should you require further information on the fees policy please contact MTHCS on  
(03) 5092 1111 or speak to our of our staff members.**

MTHCS is "Supported by the Australian Government Department of Social Services. Visit the Department of Social Services website ([www.dss.gov.au](http://www.dss.gov.au)) for more information". "Although funding for MTHCS services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government."



Prompt Doc No: MTH0119172		Page 2 of 2
Version Number: 12.0	Reviewed by: Director of Community Services	Last Reviewed: 26/06/2025
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