

# Prices – Community health clients

Effective 1 July 2026

healthAbility is an independent, not-for-profit community health organisation providing support and quality care to our community for over 50 years.

Your independence and happiness are at the centre of all we do. With a broad range of quality services including social support, allied health and in-home and community care, we support you to meet your goals.

## Community Health program schedule of fees

Service	Low fee (maximum)	Medium fee (maximum)
Group sessions	\$10	\$20
Nursing	\$14	\$28
Allied health	\$14	\$28
Care coordination	Nil	Nil
Interpreting	Nil	Nil
Initial needs identification	Nil	Nil
Other services and items (such as report writing, court attendance, orthotics, information materials, secondary consultations)	Where appropriate such service fees may be charged even when associated with a service which does not attract a fee (e.g. care coordination). Agencies may set these fees for each fee group at their discretion. Fees should be levied in a manner consistent with the exemptions and capping provisions included in this policy.	

**Box Hill:** 43 Carrington Road, Box Hill VIC 3128

**Eltham:** 917 Main Road, Eltham VIC 3095

**Phone:** (03) 9430 9100 | **Email:** [contact@healthability.org.au](mailto:contact@healthability.org.au)

**Website:** [healthability.org.au](http://healthability.org.au)



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HACC PYP schedule of fees		
Service	Low fee (maximum)	Medium fee (maximum)
Nursing	\$14	\$28
Allied health	\$14	\$28
Community care	\$14	\$28
Property maintenance	\$14 plus cost of materials	\$28 plus cost of materials
Planned activity group	\$14 plus cost of meal if provided	\$28 plus cost of meal if provided
Delivered meals	Full cost of meal	Full cost of meal
Access and Support	Nil	Nil
Assessment	Nil	Nil
Flexible service response - social support; outreach	Nil	Nil
Volunteer-led activities	Nil	Nil
Linkages – Case Management	Nil	Nil

Linkages brokerage low fee (maximum): Fee should be charged based on the relevant HACC PYP activity provided. Refer to the HACC PYP Guidelines and Linkages Guidance May 2026 (to be published online in May) for further detail.

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## Fee Group determination

### Community Health Program (CHP) and Home and Community Care Program for Younger People (HACC PYP)

#### Low fee

- Holder of any valid concession card (see below).
- Children of a concession card holder.

#### Medium fee

- Consumer meets eligibility criteria (see below) but does not qualify for the low fee group, i.e. no concession card.

## Valid concession cards

Consumers holding any of the following concession cards are eligible to pay the low fee:

- Pensioner Concession Card
- Health Care Card
- Commonwealth Seniors Health Card
- Victorian Seniors Card
- DVA Veteran Gold Card
- DVA Veteran White Card
- Foster Child Health Care Card
- Carer Allowance Health Care Card
- Ex-Carer Allowance (Child) Health Care Card

## Eligibility criteria

The following people, including children and young people, are eligible to receive services through the Community Health Program:

- People who hold a healthcare or pensioner concession card, or who are a dependent of a concession card holder
- Aboriginal and Torres Strait Islander people
- Refugees and people seeking asylum
- People who are homeless or at risk of homelessness
- Children in care, child protection and, Orange Door clients
- People who face barriers to accessing alternative safe, inclusive and/or accessible services (determined in accordance with the access policy principles)

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