



North Yarra Community Health - Fees Information 2010

It is government policy that fees are charged for:

- Allied Health – Dietetics, Occupational Therapy, Physiotherapy, Podiatry and Speech Pathology
- Casework/counselling – for high income earners only
- Some Nursing consultations

If using these services you will be required to complete an Income Self Declaration Form and have a short discussion about fees with your service provider. The fee level you will be asked to pay will depend on:

- Your income level
- Your ability to pay

Current fees are:

Low level	\$8.50
Middle level	\$13
High level	\$43

People paying low or middle level fees will not be charged for any more than three consultations per fortnight regardless of the number of appointments they attend.

Clients may be charged a fee for a missed appointment unless 24 hours notice is given, or unforeseen circumstances apply.

You can ask for your fee level to be reassessed at any time – talk to your service provider. Fees can be waived or decreased if necessary.

Fee Exemptions:

Exempt population groups include:

- Homeless people
- Aboriginal people
- Recent refugees and asylum seekers
- Children of health care cardholders
- People between 13-18 years of age

No fees are charged for

- Screenings or health promotion consultations
- Casework counselling for low or middle income earners
- Nursing services that are covered by Medicare

You have the right to appeal against a given fee determination if you think it is unfair or unaffordable. You can do this by speaking directly with your service provider, or by using NYCH's complaints mechanisms. You may elect to have an advocate assist you in this process. You also have the right to complain to the Health Service Commissioner.

All clients will receive the same quality of health care and will be afforded the same rights regardless of the level of fees paid. No one will be denied a service because they are not able to pay fees.

Additional charges are made for pharmaceuticals and other aides and appliances that are prescribed as a part of the client's health care.