



BCH
Bass Coast Health

BASS COAST HEALTH PATIENT & CLIENT FEES

FEES EFFECTIVE FROM 1 NOVEMBER 2025



PRIMARY HEALTH SERVICES—PATIENT/CLIENT FEES SCHEDULE

The BCH patient/client fee schedule is designed to support the financial sustainability of the health service whilst creating fairness and consistency in the way in which both new and existing clients contribute to the cost of their care.

Revenue from patient/client contributions are used to support ongoing service delivery and where appropriate, expand BCH services. Fees outlined in this policy may be subject to change. Pay on the day, or Direct Debit, collection terms must be followed.

Service Type	Low Income Range	Medium & High Income Range	Full Cost Recovery (FCR) (Includes external associated providers)
Social Support Group	\$10.00 per day	\$20.00 per day	\$25.00 per hour As per relevant schedule for NDIS
Allied Health Services Dietetics, Occupational Therapy, Physiotherapy, Podiatry, Social Work, Speech Pathology	\$11.45 per consultation (plus consumables)	\$15.70 per consultation (plus consumables)	\$200.00 per hour (plus consumables) As per relevant schedule for: NDIS, WorkCover and TAC
Allied Health Assistant	\$11.45 per consultation (plus consumables)	\$15.70 per consultation (plus consumables)	\$120.00 per hour (plus consumables) As per relevant schedule for: NDIS, WorkCover and TAC
Counselling	No Fee	No Fee	\$200.00
District Nursing (CH, CHSP or HACC PYP)	\$5.00 per visit (plus consumables)	\$34.60 per visit (plus consumables)	\$125.00 per hour (plus consumables) As per relevant schedule for: Workcover and TAC
Community Health Nursing (CNC) Continence service, Asthma education, Diabetes education, Stomal therapy, Pulmonary rehabilitation, Cardiac rehabilitation	\$11.45 per consultation (plus consumables)	\$15.70 per consultation (plus consumables)	\$150.00 per hour (plus consumables) As per relevant schedule for: NDIS (Continence Only), WorkCover and TAC
Group Programs (no charge for SACS groups)	\$10.00 per session (one session per week) \$5.00 per session (two sessions per week)	\$15.00 per session	\$200.00 per hour

Income Assessment			
	Low Fees	Medium Fees	High Fees
Individual	< \$39,089, or concession card holder	> \$39,089 and <\$86,208 or concession card holder	> \$86,208
Couple	< \$59,802, or concession card holder	> \$59,802 and <\$115,245 or concession card holder	> \$115,245
Family (one child)	< \$66,009	>\$66,009 and < \$118,546	> \$118,546
	(plus \$6,206 per additional child)		
Service Type			
Volunteer Transport*	\$1.00 per kilometer for all Support at Home consumers As per relevant schedule for: NDIS		
Meals on Wheels (MOW) Delivered meal	\$10.00 per 2 course meal \$11.50 per 3 course meal		

*Volunteer Transport:

Trip commences from the departure base at BCH Wonthaggi Hospital and return to BCH Wonthaggi Hospital.

BCH's Volunteer transport program is subject to various funding and policy frameworks. For trips over 100 klm consumers are required to have medical specialist complete documentation from Victorian Patient Transport Assistance Scheme (VPTAS) which covers some of the travel costs.

Eligibility for BCH's Volunteer transport program and client contribution fees are determined based on funded program and distance travelled. Additional Costs: Parking fees, Tolls



Aged care home costs and fees

If you are moving into one of BCH's aged care home for permanent residential or respite care, the types of fees and how much you pay will depend on:

- your income and assets, as assessed in your aged care means assessment
- the level of care you require the home you choose and the home you choose. To find out more about aged care costs and fees, refer to the My Aged Care website:

<https://www.myagedcare.gov.au/aged-care-home-costs-and-fees>

Support at Home (SAH) costs and fees

Your contribution towards your Support at Home Services is determined by the Commonwealth Government and depends on your financial situation.

To find out more, refer to the My Aged Care website for more information:

<https://www.myagedcare.gov.au/aged-care-programs/support-at-home-program>

Emergency Department (ED) and Urgent Care Centre (UCC)	
Description	Charge
ED & UCC attendance fee for Overseas Visitors/Medicare Ineligible patients (includes aids/consumables)	\$550
When the ED/UCC provide aids and equipment on discharge, charges apply:	
Crutches	\$35
Zimmer Splints	\$55
CAM Boots	\$50
Slings	\$20
Darco Shoes	\$30

Refer to BCH Website (*Primary Healthcare Services & Overseas Visitors and Charges*) for a full list of fees and conditions.

Dental Fees from 1 October 2025	
Emergency Care	Adult • \$32.00 flat fee for an emergency course of care ◦ <u>Health Care Card</u> Issued by Centrelink or ◦ <u>Pensioner Concession Card</u> issued by Centrelink or ◦ <u>Pensioner Concession Card</u> Issued by Department of Veterans' Affairs (DVA) • \$273 if you do not hold a Concession Card. Payment is required before you begin treatment. Children age 0-12 years Free for children aged between 0-12 Young People aged 13-17 years • Free if you or your parent hold a Concession Card • \$273 if you or your parent do not hold a Concession Card. Payment is required before you begin treatment.
General Care	Adult \$32.00 per visit if you hold a Concession Card. The most you will need to pay for a complete general course of care is \$128. Children aged 0-12 years • Free if you or your parent hold a Concession card • Free if you are eligible for <u>Child Dental Benefit Schedule</u> • \$39 per child if you or your parents do not hold a Concession card. The most your family will pay is \$156. Young People age 13-17 years • Free if you or your parent hold a Concession card • Free if you are eligible for <u>Child Dental Benefit Schedule</u>
Dentures	The cost of dentures depends on the type of denture you need. \$77.50 per denture. The most you will pay for full dentures is \$155.

Please note: If you are the holder of a pension/health care card you are eligible to go on our waitlist.

If you have just completed your treatment you are required to **wait 12 months** until you are eligible to go back on the waiting list. You must call us to request to go back on the waiting list.

Payment

Centre/clinic based clients will be required to settle the balance of their account on the day of their appointment. This assists BCH streamline our processes, reduce our environmental impact and improve the way we deliver services to the community.

Paying on the day is easy. Patients and clients will be requested to present to the front reception following their appointment, where our friendly team will issue the client/patient invoice and process your payment.

Group and Social Support Services are to be paid in arrears via direct debit method.

Telehealth and phone consultations (assessment or interventions) are charged as per normal process for face-to-face consultations. Clinician time for phone calls being made to waitlisted clients to review status and assist with triaging, without clinical assessment or intervention, does not attract a client fee.

SOCS and SACS: clients allocated to these funding programs will not be charged a service fee (with the exception of Medicare ineligible clients who are charged \$330 per service event).

Fee Concessions

The following patients will be billed at the appropriate low/concessional rate:

- Pensioners
- Health Care Card Holders (including Commonwealth Seniors Health Card)

NOTE: Penalty rates apply as per respective Awards for Saturdays, Sundays and Public Holidays

- 150% rate Saturdays and Sundays – Allied Health Professionals and Nursing
- 200% rate Public Holidays – Nursing
- 250% rate Public Holidays – Allied Health Professionals



Our Allied Health Reception team are here to help you.

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