

Open Place Health Brokerage Funding Guidelines

This document outlines guidelines in relation to the brokerage funding you may choose to access during the first quarter of the 2020-21 financial year (1 July 2020 – 30 October 2020).

Please note, the funding provided by the Victorian Government Department of Health and Human Services (DHHS) to support the needs of Forgotten Australians is limited. Open Place currently has over 4,000 registered Forgotten Australians who are able to access its suite of services, including brokerage. If the demand for brokerage exceeds the funding provided by DHHS, Open Place may be required to revise these guidelines and/or prioritise funding according to need.

Each financial year, you may access up to:

- **\$1,000 for Health**
- **\$250 for Medical Transport and Accommodation (regional and rural service users only).**

If required, you may also access an additional \$1,000 (lifetime limit) for dental treatments (eligibility criteria applies – please refer to the section on Additional Dental below).

Funding Type	Health
Who may access	Forgotten Australians
Limit each financial year	\$1,000
Eligible expenses	<p>Medicare out-of-pocket expenses for GP visits and tests not covered by Medicare (for example, an MRI scan), as well as other areas that require Medicare gap assistance (for example, out-of-pocket expenses for medical specialist consultations).</p> <p>Private health gap expenses not covered by private health insurance (excluding the first \$250/\$500 of excess or annual excess fee).</p> <p>Optical expenses. Prescription glasses only. \$400 limit. Sunglasses are not covered.</p> <p>Hearing aids, mobility aids and equipment expenses. Open Place will continue to seek out other available subsidies and assistance, e.g. SWEP or the Victorian Hearing Aid Bank.</p> <p>Allied health expenses may be provided following a letter of support from your GP. Efforts will be made to ensure that a primary health care plan is initiated by a GP, which provides five free sessions per year. Treatment may include: dietician, podiatry, physiotherapy, osteopathy, myotherapy and chiropractic treatment.</p> <p>Pharmaceutical expenses for prescription medication that is provided via a prescription from a GP. Assistance is only available by <u>prior arrangement</u> with pharmacist who can accept payment by credit card or via direct deposit.</p> <p>Please note: Reimbursements will not be provided for pharmaceutical expenses.</p> <p>Dental. Expenses from a private dental clinic. As treatments can involve multiple visits, <u>a treatment plan will need to be approved by Open Place after the initial consultation and prior to the first appointment.</u> Alternatively, Open Place will make every effort to link Forgotten Australians to local public or community dental services and arrange for them to be placed on a priority list.</p>
Conditions	Health funding can go towards any number of the eligible expenses listed above. Reimbursements will only be made for amounts over \$30. You may submit multiple receipts that add up to \$30, <u>except</u> for pharmaceutical expenses.

	Health funding is not transferable. i.e. a person's unused counselling sessions or health funds cannot be transferred to another Forgotten Australian or family member.
Funding Type	Additional Dental
Who may access	Forgotten Australians
Lifetime limit	\$1,000
Eligible expenses	Dental expenses from a private dental clinic that exceed the funds you have available for Health expenses (i.e. \$1,000/financial year).
Conditions	There is a lifetime limit of \$1,000 for Additional Dental.

Funding Type	Medical Transport and Accommodation
Who may access	Forgotten Australians and/or carers supporting them
Limit each financial year	\$250
Eligible expenses	<p>Up to \$250 is available to Forgotten Australians who live in regional and rural areas (or their partner/family member or carer if they are supporting the service user during treatment) who are required to attend medical appointments, including hospital visits or to see a specialist, in Melbourne metropolitan area or their nearest regional centre.</p> <p>In the first instance, the Coordinated Support team will explore government funding options such as the Victorian Patient Transport Assistance Scheme (VPTAS), which is designed to help Victorians who must travel a long way for specialist medical treatment by subsidising their travel and accommodation costs.</p>
Conditions	<p>Funding is for people who live in regional and rural Victoria.</p> <p>Funding must be discussed with and approved by Open Place before the first appointment with the health provider is attended. Open Place will be unable to reimburse Forgotten Australians if there has been no prior approval.</p> <p>A copy of the appointment documentation will be required prior to approving requests for medical transport or accommodation funding.</p> <p>Invoices and/or receipts will be required to process any reimbursements for medical transport and accommodation expenses.</p> <p>Once a reservation for accommodation has been paid, changes cannot be made to the booking.</p>

Items no longer covered under health brokerage:

- White goods
- Kitchen ware/appliances
- Gym equipment/memberships
- Car repairs
- Mattresses/bedding
- Cleaning equipment (vacuums etc)
- Sunglasses

Find and Connect

If your time in 'care' was less than six (6) months in Victoria, or took place interstate, you may access up to \$1,000 health brokerage (lifetime total) in certain circumstances. Please contact Open Place if you are unsure whether this condition applies to you.