

Open Place health funding guidelines

This document outlines guidelines in relation to the funding you may choose to access during the 2025-26 financial year (1 July 2025 – 30 June 2026).

Please note, the funding provided by the Department of Families, Fairness and Housing (DFFH) to support the needs of Forgotten Australians is limited. Open Place currently has over 5,000 registered Forgotten Australians able to access its suite of services, including funding. Health funding is not allocated based on funding per person. It is a block of funding that we apply guidelines to, to share the funding for those in need as equitably as possible.

In the 2025 - 2026 financial year, based on your needs you may be able to access up to:

- **\$1,250 for Health**
- **\$250 for Medical transport and accommodation (regional and rural service users only).**

If required, you may also be able to access \$1,000 for dental treatments (eligibility criteria apply). Please contact the Health funding team for eligibility criteria information.

Before you access a service, please contact the Health funding team to confirm that your funding request is approved. Payments will not be made for services that have not been pre-approved.

Funding Type	Standard Health Funding
Who may access	Forgotten Australians
Maximum limit in financial year	\$1,250
Eligible expenses	Medical expenses. For tests <u>not covered by Medicare</u> (for example, an MRI scan and pathology) payment may be made direct to the medical provider by Open Place. For other services that require Medicare gap assistance (for example, GP visits, medical specialist consultations and medical procedures) you will need to pay full costs on the day and Open Place can reimburse you for out-of-pocket expenses. Please note: Private health insurance excess fees for hospital /day procedures, and private hospital Emergency Department fees are not covered. Optical expenses. Prescription glasses including prescription sunglasses. \$600 limit. Hearing aids, mobility aids and equipment expenses. Open Place will continue to seek other available subsidies and assistance to compliment health brokerage funding. Allied health expenses. for dietician, podiatry, physiotherapy, osteopathy, myotherapy, remedial massage and chiropractic treatment. Efforts will be made to ensure that a primary health care plan is initiated by a GP, which provides five free sessions per year. Homecare expenses. Meals on wheels, home cleaning, district nursing and My Aged Care package payments. We do not fund garden maintenance. This support is designed for short term medical conditions that require immediate support at home. For long term or permanent medical conditions, we would link with Councils, NDIS or an Aged Care Package. Pharmaceutical expenses. <u>One pharmacy account at a time per person.</u> Pharmacy accounts to be established by Open Place for medical prescriptions and webster packs only. We do not fund over the counter items. Please note: Reimbursements <u>will not</u> be provided for pharmaceutical expenses except when dispensed via a hospital stay/visit. Dental. Dental care has two steps: the first appointment and, if needed, follow up treatment. Before the first visit, Open Place must be contacted to confirm funding. If more dental treatment is needed, the dental practice must send an itemised plan to

	Open Place for further funding approval. Open Place will make every effort to link Forgotten Australians to local community dental services and arrange for them to be placed on a priority list.
Conditions	Health funding can go towards any number of the eligible expenses listed above. Reimbursements will only be made for amounts over \$20. You may submit multiple receipts that add up to \$20, <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 Funding
Who may access	Forgotten Australians
Limit	\$1,000
Eligible expenses	Dental expenses from a private dental clinic that exceed the funds you have available for Standard Health expenses (i.e. \$1,250/financial year).
Conditions	Available to Forgotten Australians who have received less than \$5,000 dental funding through Open Place since January 2010. This additional \$1,000 is for dental treatment only. If eligible, this \$1,000 can be combined with the 2025/26 health funding of \$1,250

Funding Type	Medical Accommodation and Transport
Who may access	Forgotten Australians and/or carers supporting them
Limit each financial year	\$250
Eligible expenses	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. 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.
Conditions	Funding is for people who live in regional and rural Victoria. Funding must be discussed with and <u>approved</u> 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. A copy of the appointment documentation will be required prior to approving requests for medical transport or accommodation funding. Invoices and/or receipts will be required to process any reimbursements for medical transport and accommodation expenses. Once a reservation for accommodation has been paid, changes cannot be made to the booking.

Items no longer covered under health brokerage:

White goods	Kitchen ware / Appliances
Gym equipment / memberships	Mattresses / Bedding
Car repairs	Cleaning equipment (vacuums etc)

Find and Connect:

If your time in 'care' was less than 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.