

Open Place health funding guidelines

This document outlines guidelines in relation to the funding you may choose to apply for during the 2026-27 financial year (1 July 2026 – 30 June 2027).

These guidelines were prepared by Relationships Australia Victoria (RAV) Open Place in conjunction with the Department of Families Fairness and Housing (DFFH) to support the consistent delivery of health brokerage to Forgotten Australians. Health brokerage is allocated on a needs basis, following an assessment of needs and supports. These guidelines were developed to ensure equitable access for over 6000 registered Forgotten Australians. Our Health Brokerage team will work with you to tailor a package that can best support your health needs.

Before you access a service or seek reimbursement, please contact the Health Brokerage team to confirm available funding. The Health Brokerage team will make every effort to respond to health requests within 1 to 2 weeks, however at peak times, this can take longer.

In the 2026 – 2027 financial year, based on your health needs you may be able to access:

Funding Type	Standard Health Funding
Who may access	Forgotten Australians
Package may include	<p>Up to \$1250 for standard health funding for:</p> <p>Medical expenses: This is for medical services <i>not</i> covered by Medicare where payment can be made directly to the medical provider. For services that have a <i>Medicare gap</i>, you will need to pay full costs on the day, and Open Place can reimburse you for out-of-pocket expenses. <i>Please note:</i> Private health insurance excess fees are not covered.</p> <p>Optical expenses: This includes prescription glasses and prescription sunglasses. <i>Please note:</i> There is a \$600 limit for optical expenses.</p> <p>Hearing aids, mobility aids and equipment expenses: The Health Brokerage team will assist you to access available subsidies and assistance. Health brokerage funding may be utilised to top up these amounts.</p> <p>Allied Health expenses: This covers treatment with a dietician, podiatrist, physiotherapist, osteopath, myotherapist, remedial massage therapist and chiropractor. The Health Brokerage team can support you to work with your GP to initiate a GP care plan or mental health plan as needed.</p> <p>Homecare expenses: This support is designed for short term medical conditions that require immediate support at home, including meals on wheels, home cleaning, district nursing and My Aged Care package payments. For long term or permanent medical conditions, the Health Brokerage team will link with your local council, NDIS or an Aged Care Package provider.</p> <p>Pharmaceutical expenses. This covers pharmacy accounts which have been established by Open Place for medical prescriptions and webster packs only. <i>Please note:</i> Health Brokerage can only contribute to one pharmacy account per person and does not include over the counter items. Reimbursements will not be provided for pharmaceutical expenses except when dispensed via a hospital stay/visit.</p> <p>Dental: Please talk to the Health Brokerage team before your first dental appointment, to confirm available brokerage. If after your first appointment, more dental treatment is needed, please send an itemised plan to Open Place for further brokerage assessment. The Health Brokerage team will try to link you with a local community dental service/ have you placed on a priority list if you wish. <i>Please note:</i> DFFH has identified dental health as a priority area so additional funding of up to \$1000 per financial year may be available. This is subject to a lifetime dental expenditure limit of \$5000, from January 2010 to the present.</p>

Conditions of Health Brokerage	<p>Health funding can go towards any number of the expenses listed above. Reimbursements will only be made for amounts over \$20. You may submit multiple receipts that add up to \$20, except for pharmaceutical expenses.</p> <p>Please note, health brokerage is not allocated on a per person basis and is not cumulative across financial years.</p>
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Funding Type	Medical Accommodation and Transport
Who may access	Forgotten Australians and/or carers supporting them
Package may include	<p>Up to \$250 for Medical Accommodation and Transport</p> <p>This package covers Forgotten Australians from regional and rural areas who are required to travel 100km or more to attend medical appointments (round trip). This includes hospital visits and specialist appointments in the Melbourne metropolitan area or your nearest regional centre.</p> <p>In the first instance, the Health Brokerage 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 of Medical Accommodation and Transport	<p>This funding is available to Forgotten Australians who live in regional and rural Victoria (that is, not in the Melbourne metropolitan area). This funding may also be used by the partner, family member or carer if they are supporting the service user during treatment.</p> <p>Before you attend the first appointment with the health provider, please contact the Health Brokerage team to confirm available funding.</p> <p>Please provide a copy of the appointment documentation when seeking approval for Medical Accommodation and Transport funding.</p> <p>Please provide invoices and/or receipts when seeking reimbursement for Medical Accommodation and Transport expenses.</p> <p><i>Please note:</i> Once a reservation for accommodation has been paid, changes cannot be made to the booking.</p>

Find and Connect:

If your time in 'care' was less than 6 months in Victoria, or took place interstate, you may access up to \$1000 health brokerage (lifetime total) in certain circumstances. Please contact the Health Brokerage team if you are unsure whether this condition applies to you.