



Australian Government

Department of Social Services

Publishing accommodation pricing and key features information

Best Practice Guide

Introduction

This best practice guide assists providers to understand what accommodation pricing and descriptive information needs to be published. This information will also be useful to providers when publishing and updating their accommodation pricing information on the *My Aged Care* website, on their own website (if they have one) and in the written materials given to prospective residents and their families.

This document sets out the legislative requirements in a series of steps, providing a useful framework to guide your responses, which will help ensure that providers meet their legislative obligations.

Do I need to publish accommodation prices? When do I need to publish?

The publication of accommodation prices and related information is a legislative requirement under the *Fees and Payments Principles 2014 (No. 2)*, which can be found on the **ComLaw website** (www.comlaw.gov.au).

Since 19 May 2014 providers have been required to publish the accommodation prices – and information describing the key features of the accommodation – that they intend to charge residents who enter care on or after 1 July 2014. This information must be published on the Government's *My Aged Care* website, providers' own websites (if they have one) and in relevant written materials given to prospective residents and their families.

This does not necessarily include all publications, and will depend on the nature and purpose of the publication. For example, if the document provides general information about the home and is intended for broad distribution (e.g. a mail out), then information about pricing and payment options would not be required.

What do I need to publish?

A detailed description of the information that you are required to publish is contained in the guide below. While your pricing information published on the *My Aged Care* website will be structured by the design of the website, providers should note that it is up to you how you present this information on your own website and in written materials.

Providers should note that the published accommodation price is the **maximum** room price that a resident could be charged for the room. Residents can negotiate lower prices with an aged care home, and this will be clearly explained on the *My Aged Care* website.

Providers should also note that while the combination payment example has been set at 50% refundable deposit and 50% daily payments for the purposes of comparability on the *My Aged Care* website, providers can set their own combination payment examples elsewhere.

Who do I contact if I need help?

If you need assistance with the Aged Care Provider Portal, please contact the Aged Care Support Helpdesk on **1800 222 471**.

For general information about the publication requirements and aged care reforms more broadly, please visit the **Department of Social Services' website** (<http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care>).

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The table below provides explanations and best practice examples for the parts of the *Fees and Payments Principles 2014 (No. 2)* (the Principles) that relate to the publication of accommodation pricing information. Some examples cover multiple parts of the legislation. Legislative references have also been provided.

Explanations are given in plain text.

Examples are given in bold.

Element	Explanation (examples given in bold)
<p>Room name</p>	<p>This room name (and other information you provide for this room) can refer to a number or group of rooms that are substantially similar, as long as they share the same maximum price and key features.</p> <p>While the requirement to provide a room name is not explicit in the legislation, it will assist prospective residents to distinguish between different rooms and make it easier for them to discuss the different accommodation options with you.</p> <p>Examples: Standard Shared Room or Deluxe Room</p>
<p>Room category Section 19(2)(c) and (d) of the Principles</p>	<p>The room category specifies the style of accommodation and whether the room has an ensuite (a bathroom directly accessible from the room). The categories on <i>My Aged Care</i> are:</p> <ul style="list-style-type: none"> - Single room + private ensuite - Single room + shared ensuite - Single room + no ensuite - Shared room + private ensuite - Shared room + shared ensuite - Shared room + no ensuite
<p>Maximum room occupancy Section 19(2)(c) of the Principles</p>	<p>The maximum occupancy specifies the maximum number of people who could stay in that room. This should be consistent with the room category. For example, if the room is a single room, the number would be '1'. If it is a shared room, it would be 2, 3 or 4 and so on, depending on the room.</p>
<p>Number of rooms of this type</p>	<p>This indicates how many rooms of this type there are in the facility.</p>
<p>Maximum Refundable Accommodation Deposit (RAD) Section 19(1)(b) of the Principles</p>	<p>This is the maximum price, in refundable deposit form, that you have determined you will charge a person for this room or part of room (if shared). You cannot charge more than this amount, although you can negotiate a lesser amount.</p> <p>Accommodation prices above a refundable deposit amount of \$550,000 (or equivalent daily payment) must be approved by the Aged Care Pricing Commissioner.</p>

Element	Explanation (examples given in bold)
<p>If the RAD is greater than \$550,000, has it been approved by the Aged Care Pricing Commissioner?</p>	<p>If the refundable deposit amount is higher than \$550,000, state whether this price has been approved by the Aged Care Pricing Commissioner.</p> <p>Accommodation prices above a refundable deposit amount of \$550,000 (or equivalent daily payment) must be approved by the Aged Care Pricing Commissioner.</p> <p>If the Aged Care Pricing Commissioner has not approved this price, or you have not submitted an application for approval of this price, you cannot publish this price. You cannot charge this price until it is approved by the Aged Care Pricing Commissioner.</p> <p>If you have submitted an application to the Aged Care Pricing Commissioner for approval of a price above \$550,000, you may publish the accommodation information with 'pending approval' instead of the price. Alternatively, you may publish an accommodation price at or below \$550,000 and update it once you receive approval of the higher amount. You may opt to not publish pricing or descriptive information for rooms waiting for an approval by the Aged Care Pricing Commissioner, until it has been approved.</p> <p>Please note that when an approval is granted by the Aged Care Pricing Commissioner, the approved amount is not automatically updated on the My Aged Care website. Providers must update their own pricing information using the Aged Care Provider Portal.</p>
<p>Maximum Daily Accommodation Payment (DAP) Section 19(1)(b) of the Principles</p>	<p>The daily payment amount must be financially equivalent to the refundable deposit amount.</p> <p>The maximum daily payment amount is the maximum amount that you can charge a person per day for the room or part of room. You cannot charge more than this amount, although you can negotiate a lesser amount.</p> <p>To calculate the daily payment equivalent of the refundable deposit, the refundable deposit is multiplied by the maximum permissible interest rate (MPIR), currently 6.63% until 31 December 2014, and divided by 365 days.</p> <p>For example, a refundable deposit of \$400,000 would have an equivalent daily payment of \$72.65 per day.</p> <p>(Refundable deposit x MPIR) / 365 = (\$400,000 x 6.63%) / 365 = \$72.65 per day</p> <p>If you are updating your pricing information on the <i>My Aged Care</i> website, the daily payment equivalent of the refundable deposit will be automatically calculated for you.</p> <p>The MPIR changes on 1 January, 1 April, 1 July, and 1 October. The daily payment equivalent of the refundable deposit will be automatically updated on <i>My Aged Care</i> with the new MPIR on each of these days.</p>
<p>Explanation of payment options Section 19(1)(c) of the Principles</p>	<p>Explain the different payment options available to prospective residents; namely a refundable deposit, daily payment, or a combination of both. This explanation cannot restrict residents' payment options, or offer discounting for the payment of a refundable deposit. Below is an example explanation, which you may choose to use:</p> <p>Residents can choose to pay for their accommodation by a refundable deposit, a daily payment, or a combination of both.</p> <p>A refundable deposit is paid as a lump sum amount. A daily payment accrues daily and is paid periodically, for example monthly. A combination payment includes both a partial lump sum and daily payments.</p>

Element	Explanation (examples given in bold)
<p>Is the room or part of room offered on an extra service basis? Section 19(2)(i) of the Principles</p>	<p>State whether the beds or places in this room or part of room are offered on an Extra Service basis.</p> <p>Extra Service status in residential aged care is granted by the Department of Social Services and involves the provision of additional hotel type services and a higher standard of accommodation, food and services.</p>
<p>What is the additional extra service fee (per day) and describe the additional services provided for the extra service fee. Section 19(2)(i) of the Principles</p>	<p>If the beds or places in the room or part of room are offered on an Extra Service basis, describe the services provided for the extra service fee. If you have an extensive list of extra services, you may provide a summary and direct potential residents to your facility for more information. State the amount of extra service fee (\$) payable per day.</p> <p>Example: This room is offered on an Extra Service basis with a fee of \$40 per day, in addition to the accommodation payment. Our extra services include the daily delivery of a newspaper of your choice, availability of internet and pay tv in your room, and a choice of wine with the evening meal. For more information, please contact us.</p>
<p>Example of a combination payment Section 19(1)(d) of the Principles</p>	<p>Provide an example of a combination payment, stating the amount of refundable deposit and daily payments that would be payable for the room or part of room.</p> <p>For example, a combination payment for an accommodation payment of \$400,000 refundable deposit may be a combination of \$200,000 refundable deposit and daily payments of \$36.32 per day, worked out as follows:</p> <p>(Balance of price x MPIR) / 365 = [(\$400,000 - \$200,000) x 6.63%] / 365 = \$36.32 per day</p> <p>Providers can set the example combination amount for the pricing information on their own website and in the written materials given to prospective residents.</p> <p>For the purposes of comparability, the example combination payment on the <i>My Aged Care</i> website has been set at 50% refundable deposit and 50% daily payment. These amounts will be automatically calculated on <i>My Aged Care</i>, using the current MPIR, to simplify the reporting and updating process.</p> <p>The MPIR changes on 1 January, 1 April, 1 July, and 1 October. The daily payment amount in the example combination payment will be automatically updated on <i>My Aged Care</i> with the new MPIR on each of these days.</p>
<p>Location of the service Section 19(2)(a) of the Principles</p>	<p>State the location of the aged care home.</p>
<p>Description of quality, condition and amenity of the room Section 19(2)(b) of the Principles</p>	<p>Describe the room or part of the room, including a description of its quality, condition and amenity.</p> <p>Example: This room is in good condition. It has been recently re-carpeted and repainted. It has a view of the town centre, with plenty of natural light. The ensuite has quality fittings. It has a walk-in wardrobe, shelving and tea-making facilities. It includes an adjustable bed, bedside table and arm chair. Additional furniture is available – please contact us for more information.</p>
<p>Size of room, excluding any ensuite Section 19(2)(b) of the Principles</p>	<p>State the size of the room. A description in metres squared would aid comparability. However, other descriptions which give a clear description of and distinction between rooms may be used.</p> <p>Exclude the size of any ensuite.</p> <p>Example: All of the Deluxe Rooms are at least 15m².</p>

Element	Explanation (examples given in bold)
<p>Description of quality, condition, size and amenity of common areas to which a person in this room would have access</p> <p>Section 19(2)(e) of the Principles</p>	<p>Describe the common areas in the service that would be available to a person living in this room. Include a description of the quality, condition, size and amenity of the common areas.</p> <p>Example: Residents living in our facility have access to a range of different communal spaces, totalling approximately 120m² (excluding grounds). While our buildings are older, most wings have been recently refurbished. Communal spaces include a large shared social and function room where residents can play cards and billiards etc., and where we hold weekly social events. There is also a small reading room with comfortable couches and arm chairs. The large dining room has been recently refurbished and expanded to seat 75 people. Between meal times residents are able to access tea-making and snack facilities. Our facility offers a small indoor gym (with a qualified trainer available three days per week). While our facility doesn't have an on-site pool, we offer regular transport to the local hydrotherapy centre. We also have small grounds with park benches where residents can sit outside and enjoy fresh air and sun.</p>
<p>Description of any specific accommodation design features of the room, and of the facility, to which a person would have access</p> <p>Section 19(2)(f)-(g) of the Principles</p>	<p>Describe any special design features of the service or the room. For example, this might be a room or facility that has been designed specifically for residents with dementia.</p> <p>Example: Refurbishments to this room have been designed to maximise independent living while ensuring safety and security.</p>
<p>Description of any additional care or services offered at no additional cost</p> <p>Section 19(2)(h) of the Principles</p>	<p>Describe any additional care or services that are offered at no additional cost to a person in this room. That is, they are included in the accommodation price. This does not include the care and services listed in the schedule of specified care and services in the <i>Quality of Care Principles 2014</i>.</p> <p>Example: We offer residents twice-weekly free transport service between the facility and the town centre.</p>
<p>Description of optional additional (i.e. not included in the accommodation price for the room) costs associated with the room and a description of the services offered for those costs</p>	<p>Describe any optional additional care or services that would be available to a person in this room at an additional cost. That is, they are not included in the accommodation price or any extra service fee. These are optional services that a person could choose to purchase or not.</p> <p>Example: We have a number of optional additional services available, including: the daily delivery of the local or national newspaper of your choice, choice of wine or beer with main meals, and beauty treatments including hairdressing. For a full list of optional services and prices, please contact us.</p>

Descriptions provided here are for guidance purposes only.