2015 AGED CARE APPROVALS ROUND - ESSENTIAL GUIDE

CHAPTER 3 – RESIDENTIAL AGED CARE PLACES
A. Purpose of this Chapter
This chapter of the 2015 ACAR Essential Guide provides instructions on how to complete your application(s) for residential aged care places. If you are applying for both residential aged care places and a capital grant for a service (or a capital grant only), please refer to Chapter 3 and Chapter 4 of the 2015 ACAR Essential Guide.

The information in this chapter should be read in conjunction with:
- **Chapter 1** ‘Introduction’ and **Chapter 6** ‘Regional Distribution of Aged Care Places’
- the Guide to Aged Care Law (the Guide). The Guide provides information on the Government approvals that are needed before an aged care provider can receive Commonwealth subsidy for providing residential aged care, information on the fees, payments and subsidy that providing residential aged care can attract.

B. Important considerations for the 2015 ACAR
All applicants for residential aged care places must be aware of the following considerations relating to the availability of residential aged care places in the 2015 ACAR:
- **Chapter 6** ‘Regional Distribution of Aged Care Places’ specifies the Aged Care Planning Regions of greatest need for further allocation of residential aged care places:
  - these regions have been identified taking into account a range of factors, including population projections, current operational ratios, occupancy levels, and information collected through the Department’s streamlined consultative planning process.
- Applicants are encouraged to carefully consider the ‘Regional Distribution of Aged Care Places’ before completing an application. While the Department will accept applications for places in regions that are not identified, applicants are required to present a comprehensive, evidence-based proposal to support this need. The Department will prioritise those applications that address the identified need of an Aged Care Planning Region in the ‘Regional Distribution of Aged Care Places’.

Use of information held by the Department and others
In addition to the information provided in your application, as part of the overall assessment process, the Department will consider any other relevant information available to it, including but not limited to:
- information obtained from the Aged Care Complaints Scheme and the Australian Aged Care Quality Agency
- information you have provided to the Department in relation to other assessment processes. For example, any application to transfer, vary or exchange existing places
- information about your compliance history as a provider of aged care.

Making places operational in a timely manner
The Department is committed to reducing the number of long term unoperationalised places and supporting the delivery of care for older people within reasonable timeframes.

The *Aged Care Act 1997* (the Act) currently provides for provisionally allocated places to remain in force for a period of two years, following which the allocation lapses, unless before this date:
1. the Secretary determines under section 15-1 of the Act that you are in a position to provide care in respect of these places; or
2. the provisional allocation is revoked by the Secretary under section 15-4 of the Act; or
3. the provisional allocation is surrendered by the approved provider under section 15-6 of the Act.
The Act also allows you to seek an extension to the two year provisional allocation period. An extension may be granted if certain requirements are met under the Act and associated Allocation Principles.

Please note: residential aged care places allocated through this and subsequent ACAR processes will not be extended beyond six years from the date of allocation unless there are extenuating exceptional circumstances.

Exceptional circumstances are limited to situations that are unusual and outside the control of the approved provider. Should provisionally allocated residential aged care places not be operationalised within six years from the date of allocation, and no exceptional circumstances exist, the provisionally allocated residential aged care places will lapse.

C. Preparing your application
You should consider the following when preparing your application:

- Applications may be made by existing approved providers of residential aged care places, or organisations that currently do not deliver residential aged care but have relevant experience demonstrating their suitability to deliver residential aged care.
- Your application will not be disadvantaged if you are not an approved provider at the time of applying. However, you will not be allocated places until you are approved as an approved provider of residential aged care under the Act. This approval process can take some time, and the Department encourages applicants to apply for approved provider status as early as possible. Further information on how to become an approved provider can be accessed at the following webpage link: Approved Provider Information.

If you are applying for residential aged care places only, you must complete:
- Part A – Residential Aged Care Places application form once for your organisation
- Part B – Residential Aged Care Places application form for each service for which you are seeking residential aged care places.

If you are applying for residential aged care places and a capital grant you must complete:
- Part A – Residential Aged Care Places application form once for your organisation
- Part B – Residential Aged Care Places application form for each service for which you are seeking residential aged care places
- Part C – Capital Grant application form for each service.

Please note:
- Should you be successful, places will be allocated by service in the nominated Aged Care Planning Region(s).
- If you are also seeking a capital grant in respect of the service complete Part C – Capital Grant application form (refer to Chapter 3 and Chapter 4 of the 2015 ACAR Essential Guide).
- If you are only seeking a capital grant (and not also seeking residential aged care places in relation to the service), complete Part A – Residential Aged Care Places and Part C – Capital Grant application forms (refer to Chapter 4 of the 2015 ACAR Essential Guide).

Attachments
Only attach your organisation’s audited financial statements if you:
- are not an existing approved provider of aged care; and/or
- have not submitted your 2013-14 General Purpose Financial Report.

Attach supporting evidence and documentation only as directed throughout the application form.
D. Lodging your application

You are required to submit your application(s) and associated attachments via email at acar@dss.gov.au. For further details please refer to Chapter 1 of the 2015 ACAR Essential Guide.

You are required to submit ONE signed copy of your application as part of your electronic lodgement to the above email address. Electronic signature blocks can be used when completing your application.

Please note, however, that should an applicant wish to hand sign or affix their company seal on the Part A endorsement page of their application, applicants are able to send that page as a PDF. The rest of the completed application form should be submitted in the correct Microsoft Word ‘doc’ file format (see Chapter 1 of the 2015 ACAR Essential Guide for further detail).

Please note:
- Applications will not be accepted by facsimile.
- Late or incomplete applications may be regarded as invalid and not assessed.
- Attach documents only where required or requested, other documents will not be considered.
- The Department will only accept paper applications in exceptional circumstances. Please contact the Department at acar@dss.gov.au. Evidence to support this may be required.
- Applications for places may be deemed invalid if the application is made using a form other than those available on the Department’s website. Applicants are not permitted to edit the application forms. If you are unable to complete the application forms provided, contact the ACAR Team for further advice at: (acar@dss.gov.au).
- Ensure your application is received within the Department on or before:

11:59pm (AEST) 25 September 2015.
COMPLETING YOUR RESIDENTIAL AGED CARE PLACES APPLICATION FORM

COVER PAGE OF APPLICATION FORM

Organisation name
Provide either your approved provider name, or the full legal name of your organisation if you are seeking approved provider status. Do not use abbreviated approved provider or legal names of your organisation.

PART A

PART A – SECTION 1: APPLICANT DETAILS

1.1 Applicant
Provide your Australian Business Number (ABN) and Approved Provider ID number (NAPS ID). If you are not yet an approved provider, provide your ABN.

1.2 Applicant postal address
Provide your organisation’s postal address.

These details will be used as the official address for all enquiries the Department may have relating to this application.

1.3 Contact details
Provide the telephone and email contact details for your organisation’s primary and alternative contact. This contact is responsible for your organisation’s application(s), and as such should have a detailed understanding of your application(s).

Please note a receipt will be sent to the primary email address provided in Part A, Question 1.3, after the specified closing date and time for the lodgement of applications. If you do not complete this section a receipt will not be issued.

1.4 Please specify the number of applications for residential aged care places your organisation will submit in each Aged Care Planning Region.

Please note that you are required to complete a separate Part B for each service for which you are applying for places.

Example:
An applicant is seeking an allocation of places in multiple Aged Care Planning Regions across Victoria. They have completed two (2) Part B applications for the Northern Metro region and one (1) in the Western Metro region.

<table>
<thead>
<tr>
<th>Region</th>
<th>Number of applications</th>
<th>Region</th>
<th>Number of applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barwon South Western</td>
<td></td>
<td>Loddon-Mallee</td>
<td></td>
</tr>
<tr>
<td>Eastern Metro</td>
<td></td>
<td>Northern Metro</td>
<td>2</td>
</tr>
<tr>
<td>Gippsland</td>
<td></td>
<td>Southern Metro</td>
<td></td>
</tr>
<tr>
<td>Grampians</td>
<td></td>
<td>Western Metro</td>
<td>1</td>
</tr>
<tr>
<td>Hume</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PART A – SECTION 2: CAPACITY OF THE APPLICANT TO DELIVER RESIDENTIAL AGED CARE SERVICES

2.1 Provide a detailed description of your organisation's board and/or senior management's relevant expertise and experience in aged care, or other services.

Your response to this question could include details of:

- your managerial staff including their relevant qualifications, skills and responsibilities
- your organisation's experience, capacity and past history of delivering aged care or other services
- your organisation’s experience in delivering care in a residential aged care facility or similar environment (e.g. retirement village) for care recipients through other government programmes or privately funded initiatives.

Applicants should note that the necessary expertise and experience is not limited to the provision of residential aged care. Applicants with experience in providing other related aged care or residential services (such as managing retirement villages) are also encouraged to apply for residential aged care places.

The word limit for this question is 750 words.

2.2 Provide a detailed description on how your organisation's board and/or senior management will:

A. Monitor the performance of your aged care services, or other services.
B. Oversee continuous quality improvement across your aged care services, or other services.
C. Manage risk (e.g. mitigation strategies).

All applicants must demonstrate, with reference to approved providers’ responsibilities outlined in the Act and Quality of Care Principles (for example the Accreditation Standards), the reporting systems in place to enable the board or senior management to monitor the performance of the organisation, and oversee continuous quality improvement and manage risk.

Risk management contributes to the success of any organisation by:

- establishing an understanding of internal and external risks that may threaten the viability of a service
- ensuring continuity of care
- ensuring the safety of staff and care recipients
- ensuring compliance with internal practices and legislation requirements.

In response to this question applicants need to demonstrate they have reporting systems in place for the following:

- effective reporting systems and management strategies to monitor performance of services
- audit report processes and protocols
- internal and external review mechanisms, including senior management intervention
- frameworks for risk management and reporting purposes
- policies on how reviews are conducted to eliminate or reduce the risk
- systems to monitor and track identified risks and minimise their impact.

In preparing your response you are required to consider the appropriate legislation including the Quality of Care Principles and the Accreditation Standards.

The word limit for this question is 1,500 words.
2.3 Provide examples of how your organisation will ensure the rights of care recipients are protected.

This question requires you to demonstrate an understanding of your obligations in relation to protecting the rights of care recipients (including providing them with relevant information), as well as whether you have strategies in place to ensure that this occurs. In completing your application, you should consider the requirements outlined in the User Rights Principles, for example the Charter of Care Recipients’ Rights and Responsibilities.

The Department will consider your understanding of, and commitment to, implementing:
- arrangements for ensuring that all prospective care recipients and existing care recipients have relevant information about fees and payments
- complaints procedures
- arrangements to ensure availability of advocacy services
- appropriate security of tenure arrangements
- systems to protect the privacy of care recipients.

Your response to this question could include details of:
- how your organisation will ensure care recipients’ rights are protected in line with legislative requirements
- your understanding of your responsibilities as an approved provider, and the care recipients’ rights and responsibilities
- any communication strategies that you have in place or will implement
- examples of how you will ensure care recipients’ rights are protected, and will provide adequate information to them about their care and services.

The word limit for this question is 750 words.

2.4 Describe your organisation’s approach to ensure appropriate care is delivered to people with special needs and/or dementia.

This question requires you to demonstrate that your organisation can provide appropriate care for people with special needs. All residential aged care providers are expected to be able to deliver appropriate care to people from special needs groups as part of their normal service delivery. In answering this question applicants should consider how they will provide care to the nine special needs groups identified in section 11-3 of the Act.

As part of this, all applicants must also demonstrate how they intend to provide care for people living with dementia. Your response should include practical examples of how you have, or will, provide this type of care.

Your response should address how you will:
- identify the particular care needs of people with special needs and/or people living with dementia
- ensure suitably trained staff are available to meet these particular care needs
- manage challenging behaviours, provide appropriate activities, manage medication, and involve family members
- establish links with relevant key organisations and services
- ensure the safety and security of staff (including meeting work health and safety requirements) and care recipients, particularly when providing care to people living with dementia.

The word limit for this question is 750 words.
Financial information underpins a number of the 2015 ACAR assessment criteria including continuity of care for current and future care recipients, measures to protect the rights of care recipients (particularly in relation to lump sum accommodation payments) and, for services where refurbishment or new construction is required, making places operational in a timely manner.

Any allocation of places does not imply that the Australian Government guarantees the viability of your service or of your organisation. Applicants **MUST** make their own assessment as to the viability of their operations and of the adequacy of capital funding arrangements. At the earliest opportunity you should notify the Department of any change in your circumstances that will significantly affect your capacity to finance your proposal.

The Department may use financial information for an independent analysis to assist in assessing your:

- financial viability
- ability to deliver care in the long term
- ability to complete any capital works relevant to the application
- organisational viability and sustainability.

If the independent analyst wishes to clarify any financial information, your authorised contact person(s) will be contacted by an officer of the Department. Any request for clarification is to allow consideration of your application and should not be taken as an indication of the likely outcome of your application.

There is no requirement for the Department to clarify any information. Please note, seeking clarification does not mean that further information will also be sought. The onus is on you to provide sufficient information in your application, and supporting documentation, to allow the Department to assess the application.

### APPROVED PROVIDER/APPLICANT ORGANISATION LEVEL


Important points to note:

- The projections are for the whole of your organisation, not just for your residential aged care activities or for the service(s) that is/are the subject of this application.
- Assets should be stated at their “book” or accounting value which is consistent with how they are stated in the audited financial statements.
- Use the ‘Residents’ row to show receivables from residents or residents’ debts.
- Current Assets are assets that can be realised into cash within the 12 months following the balance date. Assets that are unlikely to be realised as cash in 12 months should be shown as non-current assets.
- Some assets may have both current and non-current elements; for example, receivables may be split into an amount expected within 12 months of the balance date (current) and an amount expected more than 12 months after the balance date (non-current).

In your response you should detail your organisation’s projected assets at the following points in time:

- **Column A** – Actual position as at 30 June 2015.
- **Column B** – The forecast situation immediately BEFORE places are operational.
- **Column C** – The forecast situation immediately AFTER places become operational.
- **Column D** – The forecast situation at the financial year end when maximum occupancy is achieved.

* For applicants with multiple applications for places, this would represent the financial year end closest to when the majority (at least 50 per cent) of the organisation’s new places are expected to become operational.
If you have answered ‘Other’, you will need to provide an explanation. You may also provide any other explanatory information that you wish.

The word limit for this part of the question is 150 words.

Liabilities
Refer to the instructions given in relation to ‘Assets’ above.

Current liabilities should include all liabilities that are likely to fall due or be repaid within the 12 months following the balance date. Liabilities that are likely to fall due after 12 months should be shown as Non-Current (with the exception of accommodation bonds):

- Use the ‘Other’ row to show debts to residents other than accommodation bonds, refundable accommodation deposits and refundable accommodation contributions.
- The projections for receivables, land and buildings and plant and equipment should be determined from the expected movement in these items and their effect on the forward cash flow projections.
- All accommodation bonds, refundable accommodation deposits and refundable accommodation contributions (regardless of whether if the estimated settlement is within or beyond 12 months) should be classified as current liabilities. This is because the aged care provider does not have an unconditional right to defer settlement of the liability (Australian Accounting Standards Board 101 paragraph 69 (d)).

If relevant, the projections for a bank overdraft should be determined from your organisation’s forward cash flow projections and the projections for creditors and accruals, employee entitlements and debt/loans should be determined from the expected movement in these items and their effect on the forward cash flow projections.

Other liabilities
If you have answered ‘Other’, in this section, you will need to provide an explanation. You may also provide any other explanatory information that you wish.

The word limit for this part of the question is 150 words.

Other changes to equity
If you have other changes to equity, describe the nature of the transaction(s).

The word limit for this part of the question is 150 words.

3.2 Required attachments.
Failure to provide the required attachments may adversely impact on an assessment of your: financial viability; your ability to deliver care in the long-term; your ability to complete any capital works relevant to your proposal; and/or your organisational viability and sustainability and may, overall, make your application less competitive.

Please note, if your organisation is not currently providing residential aged care services and/or has not submitted its audited financial statements for 2013-14 as part of Departmental prudential reporting, you must attach audited 2013-14 financial statements, including any notes and/or auditor’s opinions.
ENDORSEMENT OF APPLICATION

This application can be signed only by those persons who are legally empowered to give assurances and enter into contracts and commitments on behalf of the applicant.

In signing this endorsement, you are affirming that this proposal has the full consent and support of your organisation’s Board of Directors, or equivalent other relevant authority.

Giving false or misleading information is a serious offence.

There are offences established by the Aged Care Act 1997 and the Criminal Code Act 1995 relating to providing false or misleading information. Approvals based on false or misleading information may be revoked.

In endorsing the application you are confirming that you:

- are aware of your responsibilities as prescribed in the Aged Care Act 1997 and the Aged Care Principles, including that the provisional allocation period for making places operational is currently two years after the day on which the allocation is made, unless extended, in accordance section 15-7 of the Aged Care Act 1997
- are aware that any provisional allocation of residential aged care places made through this and subsequent ACAR processes will not be extended beyond six years from the date of allocation, without exceptional circumstances
- have read Chapters 1,3 and 6, and where relevant Chapters 4 and 5 of the 2015 ACAR Essential Guide
- declare that all information provided in the application and associated attachment(s) is true and complete
- declare that all the key personnel in the applicant organisation are, and will continue to be, suitable to provide aged care and are not disqualified individuals
- consent to the Secretary of the Department of Social Services providing relevant information in respect of this application to other persons or organisations, in order to obtain their advice, as necessary, to assist in assessing this application or in assessing other applications submitted in the 2015 ACAR. These organisations may include, but are not limited to, the Australian Aged Care Quality Agency and state, territory or Australian Government Departments and/or other relevant sources, such as independent financial analysts
- I consent to the persons or organisations that may be contacted in relation to your organisation’s 2015 ACAR application(s) releasing information to the Department of Social Services.

Your organisation’s company seal and citation is required only if your organisation is an incorporated company and the company is required by its constitution to seal such documents.

Receipt of application
A receipt will be sent to the primary email address provided in Part A, Question 1.3, after the specified closing date and time for the lodgement of applications. If you do not complete this section a receipt will not be issued.
PART B

Please note: You may only select one Aged Care Planning Region per Part B application. Failure to meet these requirements may result in an invalid application.

You need to complete this section for each service for which you are seeking an allocation of residential aged care places in the selected Aged Care Planning Region.

COVER PAGE OF APPLICATION FORM

Organisation name
Provide either your approved provider name, or the full legal name of your organisation if you are seeking approved provider status. Do not use abbreviated approved provider or legal names of your organisation.

Please note this should be the same organisation name detailed in your Part A – Residential Aged Care Places application form.

Service name
Provide the name of the existing or new service.

Select the state/territory and Aged Care Planning Region in which the residential aged care places are sought
Using the drop down box select the Aged Care Planning Region in the corresponding state and/or territory to which your application for residential aged care places relates.

Please note: You may only select one Aged Care Planning Region for each service for which you are seeking residential aged care places. Failure to meet these requirements may result in an invalid application.

PART B – SECTION 1: SERVICE DETAILS

1.1 Applicant
Select ‘Yes’ if you are applying for places for an existing service. If this is a new service select ‘No’. Please note an existing service is one operated by an approved provider that is currently providing residential aged care services to care recipients.

Provide the Approved Provider ID (NAPS ID) and your RAC Service ID (if known).

1.2 Physical address of the service
Provide the physical address of the service including the street number and name, suburb or town, state or territory and postcode (if known).

1.3 Contact details
Provide the email and telephone contact details for your organisation’s primary and alternative contact. This contact is responsible for your organisation’s application, and as such should have a detailed understanding of your application(s).

If the contact details are the same as you have provided in Part A, you are not required to provide these details again.
How many hours did your organisation take to complete this ACAR Residential Aged Care Places application?
Please enter the time, in hours, that was spent in completing this application. This includes the time taken to read and understand the requirements prescribed in this application, conduct research and complete your application.

PART B – SECTION 2: RESIDENTIAL AGED CARE PLACES SOUGHT

2.1 Total number of places sought for this service
All providers seeking residential aged care places are required to demonstrate their capacity to provide services that are appropriate to the needs of the recipient and respect their preferences, including any cultural, linguistic, religious or other preferences. Some residential aged care places however will be allocated on the basis that the provider will provide priority of access for one or more special needs groups or in relation to a key issue.

The ‘Regional Distribution of Aged Care Places’ at Chapter 6 identifies where priority may be given to applications which focus on particular special needs groups and/or key issues. In some cases, specific geographic locations within an Aged Care Planning Region have been identified.

The tables at 2.1 require applicants to provide the total number of residential aged care places being sought, a maximum number and a minimum number must be entered. The minimum number of places will be taken into consideration where the number of places applied for in the Aged Care Planning Region exceeds the number of available places.

Total number of places sought for this service
Applicants are required to specify the total number of places sought for this service. The total number of places sought will be the sum of:
- (a) General access places sought
- (b) Priority of access places sought.

The difference between general access and priority of access is as follows:

- General access places are intended to address the care needs of all potential care recipients within the Aged Care Planning Region.
- Priority of access places seek to address specific needs within Aged Care Planning Regions. Applicants must specify in their applications any such targeting. For example, applicants may propose to address the care needs of people from special needs groups, key issues within the community and/or provide services to care recipients in specific geographic locations.

Further information concerning special needs groups and specifying geographic locations can be found on page 13. Details concerning identified special needs, key issues and geographic targeting may be viewed in the ‘Regional Distribution of Aged Care Places’ (Chapter 6 of the 2015 ACAR Essential Guide).

(a) General access places sought
Enter how many of the total residential aged care places being sought are for general access places. You are required to enter the maximum number and minimum number. If 'nil' either type '0' or leave each field blank.

(b) Priority of access places sought
Enter how many of the total residential aged care places being sought are for priority of access places. You are required to enter the maximum number and minimum number. If 'nil' either type '0' or leave each field blank.

Please note that an allocation of priority of access places may be subject to a condition of allocation. These details will be published on the Department’s website with the results of the 2015 ACAR.
Applications may be made for both general access and priority of access places as part of the same application. Applicants may also apply to provide priority of access to multiple special needs groups and/or key issues. For example, your organisation may wish to provide residential aged care to one or more groups of people from culturally and linguistically diverse backgrounds who have dementia. Alternatively, you may wish to provide priority of access to people from Aboriginal and Torres Strait Islander communities who are also financially or socially disadvantaged.

Applicants may either name the special needs group in full or, for ease of entry, may use the special needs abbreviated terms provided below.

**Special Needs Groups**
- people from Aboriginal and Torres Strait Islander communities (ATSI)
- people from culturally and linguistically diverse backgrounds (CALD)
- people who live in rural or remote areas (R-R)
- people who are financially or socially disadvantaged (FSD)
- veterans (VET)
- people who are homeless or at risk of homelessness (HOM)
- care leavers (CLV)
- parents separated from their children by forced adoption or removal (PSC)
- people who are lesbian, gay, bisexual, transgender and intersex people (LGBTI).

**Specifying geographic locations**
If you are specifying a geographic location please ensure that you enter the relevant Statistical Area Level 2 (SA2) name to where the service is/will be located. The SA2 name must align with the Aged Care Planning Region where places are being sought. SA2 names and boundaries are contained in the maps of Aged Care Planning Regions available at the following link. Examples are provided at pages 14 and 15.
Example 1

Total number of places sought for this service
The applicant is seeking a total of 70 (minimum of 35) residential aged care places.

<table>
<thead>
<tr>
<th>Total number of places sought</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the total number of places sought for this service = General Places (a) + Priority of Places (b)</td>
</tr>
<tr>
<td>Max places</td>
</tr>
<tr>
<td>70</td>
</tr>
</tbody>
</table>

(a) General access places sought
Of the 70 residential aged care places, the applicant is seeking a maximum of 40 (minimum of 20) residential aged care places for general access.

<table>
<thead>
<tr>
<th>General access places sought</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the total number of general access places you are seeking for this service</td>
</tr>
<tr>
<td>Max places</td>
</tr>
<tr>
<td>40</td>
</tr>
</tbody>
</table>

(b) Priority of access places sought
Of the total places sought, the applicant is seeking a maximum allocation of 20 (minimum of 10) residential aged care places for the provision of care with a priority of access for people from Aboriginal and Torres Strait Islander communities and people who are financially or socially disadvantaged. The applicant is also seeking a maximum allocation of 10 (minimum of 5) residential aged care places for the provision of care with a priority of access for the provision of care to Lesbian, Gay, Bisexual, Transexual and Intersex people.

<table>
<thead>
<tr>
<th>Priority of access places sought</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographic Location (if any)</td>
</tr>
<tr>
<td>ATSI, FSD</td>
</tr>
<tr>
<td>LGBTI</td>
</tr>
</tbody>
</table>

Tip: When listing multiple entries, for example language groups or key issues, the form will automatically adjust the row size to accommodate the additional text. For these multiple entries, please remember to insert a comma as per the example above.
Example 2

Total number of places sought for this service
The applicant is seeking a total of 60 (minimum of 30) residential aged care places.

<table>
<thead>
<tr>
<th>Total number of places sought</th>
<th>Max places</th>
<th>Min places</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Enter the total number of places sought for this service = General Places (a) + Priority of Places (b))</td>
<td>60</td>
<td>30</td>
</tr>
</tbody>
</table>

(a) General access places sought
Of the total places sought, the applicant is not seeking an allocation of general access residential aged care places.

<table>
<thead>
<tr>
<th>General access places sought</th>
<th>Max places</th>
<th>Min places</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Enter the total number of general access places you are seeking for this service)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(b) Priority of access places sought
Of the 60 residential aged care places, the applicant is seeking:
- a maximum allocation of 10 (minimum 5) residential aged care places for the provision of care with a priority of access for people from culturally and linguistically diverse backgrounds (Cantonese, Mandarin and Vietnamese) in the geographic location of Norwich.
- a maximum allocation of 10 (minimum 5) places for the provision of care with a priority of access for people who financially and socially disadvantaged people
- a maximum allocation of 40 (minimum 20) residential aged care places for the provision of care with a priority of access for veterans.

<table>
<thead>
<tr>
<th>Priority of access places sought</th>
<th>Max places</th>
<th>Min places</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographic Location (if any)</td>
<td>Special needs group(s) (if any)</td>
<td>CALD language group(s) (if any)</td>
</tr>
<tr>
<td>Norwich</td>
<td>CALD</td>
<td>Cantonese, Mandarin, Vietnamese</td>
</tr>
<tr>
<td>FSD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VET</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tip: When listing multiple entries, for example language groups or key issues, the form will automatically adjust the row size to accommodate the additional text. For these multiple entries, please remember to insert a comma as per the example above.
2.2 When will the majority of the places that are the subject of this application be made operational (from the date of allocation)?
Please provide the expected timeframe that your organisation plans to make the new residential aged care places being sought operational from the date of allocation. This may be: immediately, within 1 month, within 2-3 months, within 4-6 months, within 7-12 months, within 13-18 months, within 19-24 months, or 25 or more months from the date of allocation.

For new or existing services that are purchasing land, constructing a new building, or extending or refurbishing an existing service, the expected timeframe must align with the key milestones set out at Section 4 of this form.

2.3 Describe how your organisation will meet these timeframes.
Please provide details outlining your organisation’s capacity to meet these timeframes. The types of information that could be included here include details of:

- staffing strategies to ensure the service can deliver the places sought within the timeframe
- linkages, formal or informal, with other organisations that will enable your organisation to commence service delivery within the timeframes listed at Question 2.2 (e.g. brokerage/subcontracting)
- ongoing organisational/service capacity to continue delivering existing services while establishing service provision for the new places (if relevant)
- purchasing land, constructing a new building for a new or existing service, or extending or refurbishing an existing service.

The word limit for this question is 500 words.

Residential Respite
2.4 How many new residential respite bed days per annum will be provided at this service?
Based on the maximum number of places you are applying for, provide details of how many new residential respite bed days, per annum, will be provided at the service.

If none of the new places you are seeking will be used to provide new respite care, insert 0 in the box.

PART B – SECTION 3: SERVICE PROPOSAL

3.1 Provide a detailed description of your proposal for this service.
The purpose of this question is to obtain a detailed description of your proposal for this service. It should not be limited to a description of your existing service or your existing service delivery model.

Your response to this question could include details of:

- any innovations you are proposing and how these will provide benefits to care recipients, their carers and their families
- how the places will be accommodated in the service, including any:
  - re-organisation of existing space
  - details concerning room configuration (e.g. single with ensuite, double, etc)
  - detail of any capital works planned or commenced
  - use of non-operational, unfunded or provisionally allocated places
  - details of any proposed variations to existing places (including transfers of places)
  - current tenancy/occupancy agreements in place (if relevant)
- your service delivery model, including staffing levels
- any established linkages to service delivery organisations in the region
- how your service supports wellness or re-ablement approaches and promotes independence.

The word limit for this question is 1,000 words.
3.2 Provide a detailed description of:

A. What aged care needs will be met, and how will you address them.
B. What evidence has been relied on to determine the aged care need(s) in this region.

Types of information that could be included in your response to this question include:

- details of the aged care needs of the region and the needs of the identified geographical area(s), special needs groups and/or key issues, including dementia
- a description of the systems in place to ensure that staff understand their responsibilities under the legislation
- the measures you have, or will put in place, to ensure your service staff provide care of a quality that is consistent with the standards and responsibilities described in the Act and Aged Care Principles (e.g. Quality of Care Principles)
- how you will address the care needs of concessional, assisted, supported or low-means care recipients
- the manner in which your organisation has addressed similar needs in other services
- the manner in which your organisation has undertaken similar establishment, re-organisation and/or restructure of a service to accommodate the changing needs of the Aged Care Planning Region and community
- any research or consultations with the relevant community that you have conducted in support of this application, including:
  - demographic data from the Australian Bureau of Statistics (ABS) about people most likely to need aged care services
  - data on people over 80 years old provides a picture of immediate need
  - data on people over 70 years old is used for medium term planning and by the Australian Government.

If, following the lodgement of your application (and before the results of the 2015 ACAR are announced), you experience anything that will significantly affect your capacity to implement your proposal, (for example, financial capacity, costs of the project and/or availability of land), you should notify the Department in writing as soon as any change to your proposal becomes evident.

This question does not constitute or form part of an application for a variation of, and/or transfer of, places. Detailed information about seeking a variation or transfer of places can be accessed at the following webpage.

The word limit for this question is 1,000 words.

3.3 Provide examples of how your service will provide continuity of care for current and future care recipients.

The Department will assess your ability to provide continuity of care to current and future care recipients.

Your response should describe how you will:

- manage the changing care needs of care recipients
- manage the transition of residents, for example care recipients admission and return from hospital stays
- co-ordinate care with other services that care recipients may need to access
- ensure continuity of care if care recipients need to move between services (including because of changing care needs)
- establish networks or linkages with other residential aged care providers and/or community care service providers such as Commonwealth Home Support Programme and home care providers
- ensure that staff understand, and comply with, the security of tenure requirements for care recipients.

The word limit for this question is 500 words.
3.4 Describe the measures your service will use to deliver appropriate care to targeted special needs groups and/or key issues identified as being a priority at 2.1(b).

If you did not identify any special needs groups and/or key issues at 2.1(b), you are not required to complete this question.

All residential aged care providers are expected to be able to deliver appropriate care to people from special needs groups as part of their normal service delivery. This question, however, requires you to demonstrate that your organisation can provide appropriate care for those special needs groups or key issues (including dementia) targeted in your application. In answering this question applicants should consider how they will provide care to the nine (9) special needs groups identified in section 11-3 of the Act. Applicants should also consider their past experience in delivering care to people from special needs groups.

Your response should include practical examples of how you have, or will, provide this type of care.

Types of information that could be included in your response to this question include how you will:

- provide care, having regard to the particular physical, social, spiritual and environmental care needs of the individual care recipients
- ensure staff are suitably trained to meet the specific care needs of the identified group(s)
- ensure the availability of suitably trained staff
- establish linkages with relevant communities and/or key organisations in the nominated region and/or identified geographic location(s) for the targeted groups.

The word limit for this question is 500 words for each special needs group and/or key issues identified.
4.1 Describe your proposal to extend, refurbish or develop new buildings for the delivery of aged care services.
This question relates to whether the premises used, or intended to be used, to provide care are suitably planned and located for the provision of aged care.

Selecting a suitable location that is accessible to older people and their families and to medical and other services enhances the quality of a residential aged care service. Similarly, proper planning of building refurbishments or construction of new buildings helps to ensure that the physical environment meets the needs of care recipients and provides a safe working environment for staff.

Depending on whether you are proposing refurbishments to existing buildings or the construction of new buildings, information that could be included in your response to this question include:
- a description of the proposed refurbishments or new buildings
- for new buildings, a description of the surrounding land use, including the characteristics of the neighbourhood, proximity to other health services, environmental or heritage issues and any relevant emergency management places applicable to the service location
- any planning requirements supporting the establishment/redevelopment of a residential aged care service
- the steps you have taken, or will take, to meet planning guidelines and requirements, including zoning and environmental considerations for the planning approval process
- the steps you have taken, or will take, to ensure resident safety, comfort, privacy and mobility.

The word limit for this question is 750 words.

4.2 Provide the key milestones in the development of your service.
The table in this question lists the key milestones that you have met, or will meet, in planning the development of your service. Your application should include:
- all relevant evidence of actions taken to acquire land or building(s) in the form of certified copies of relevant documents, such as a title, contract or signed lease
- a map showing the location of the land or building(s) you have acquired/intend to acquire.

In preparing your response to this question, please note that:
- the date to be inserted in the column headed ‘Date achieved’ will be a past date, that is, you have already met the particular milestone
- the information to be inserted in the column headed ‘Date to be achieved’ will be a future date, that is, the time you expect to achieve the particular milestone assuming an allocation of places is made.

Unmet milestones may be included in any subsequent condition of allocation attached to the new places.
4.3 Identify any known risks that may affect your ability to meet the above key milestones.
Detail any risks that may impact your ability to meet key milestones, including the actions you have taken and/or propose to take to manage identified risks.

If you experience any change in circumstances that will significantly impact upon your ability to meet the key milestones you have provided in response to question 4.2, you should notify the Department, in writing, of the changes at the earliest opportunity.

The word limit for this question is 500 words.

Land and building development financial details

4.4 List the type and number of residential aged care places, in respect of any works to be undertaken, including any associated land and/or building development costs.
Note that these are capital works for which a capital grant is not being sought in this 2015 ACAR. If a capital grant is being sought for this service, the Part C – Capital Grant application form should be completed.

Complete the table in respect of the total capital works cost required to complete the project related to your application.

4.5 Sources of funds for capital works.
Detail the sources of funds for the capital works related to your proposal.

Do not include information in respect of any other capital works you may have commenced or be planning.

Internal sources: Detail the amount to be drawn from reserves (excluding any amounts from accommodation bonds, refundable accommodation deposits and refundable accommodation contributions) and the amount being provided from internal borrowings and contributions that are non-repayable and describe any sale of assets and the amount from the sale(s).

If borrowing from a parent/allied group, please provide audited financial statements to demonstrate the funder’s financial capacity to provide funding to the applicant.

Resident sources: If you intend to fund construction costs from accommodation bonds, refundable accommodation deposits and refundable accommodation contributions, identify the relevant amounts as either from provisionally allocated and existing places.

External sources: Detail any borrowings from any external organisation, including loans from financial institutions.

Other Sources: Detail the amount expected to be raised through fund raising, such as the amount already raised, the amount expected to be raised and details of the fund raising activities. Indicate any other sources of funding such as, but not limited to, sale of any assets.

Additional sources of funding: This is self-explanatory.

Capital funding – state/territory government: If a state or territory government has allocated funding to this proposal, detail the total amount of this capital funding.

Capital grant(s) allocated in previous ACAR(s): If your organisation has been allocated any capital grant(s) in a previous ACAR(s), detail the amount(s) of the grant(s).
Zero Real Interest Loan allocated in previous ACAR(s): If you have received a Zero Real Interest Loan from the Department as a result of the conduct of Stage One, Two, Three or Four of the Zero Real Interest Loan initiative, detail the total amount(s) of the Zero Real Interest Loan(s).

Describe any other additional sources of funding: This is self-explanatory.

Total funds: The amount you enter for “Total funds” should be the same as the amount you have entered as “Total capital works costs” in question 4.5.

4.6 Current status of funds negotiations.
If borrowings are planned, indicate, by ‘checking’ one box only, the stage your negotiations have reached with the proposed lender.

You must provide evidence that supports the status of your funds negotiations and indicate in the relevant box(es) if you have attached evidence.
PART B – SECTION 5: FINANCIAL INFORMATION – SERVICE LEVEL

IF YOU ARE SEEKING A CAPITAL GRANT TO MAKE CHANGES TO BUILDINGS OR ESTABLISH A NEW BUILDING/SERVICE FOR THE DELIVERY OF AGED CARE DO NOT COMPLETE SECTION 4 OR 5. YOU ARE REQUIRED TO COMPLETE PART C - CAPITAL GRANT APPLICATION FORM IN ITS ENTIRETY.

The financial information you provide will contribute to an assessment of your organisation’s ability to complete the capital works in a timely manner while maintaining viability.

Financial information underpins a number of the 2015 ACAR assessment criteria including continuity of care for current and future care recipients, measures to protect the rights of care recipients (particularly in relation to lump sum accommodation payments) and, for services where refurbishment or new construction is required, making places operational in a timely manner.

Any allocation of places does not imply that the Australian Government guarantees the viability of your service or of your organisation. Applicants MUST make their own assessment as to the viability of their operations and of the adequacy of capital funding arrangements. At the earliest opportunity you should notify the Department of any change in your circumstances that will significantly affect your capacity to finance your proposal.

The Department may use financial information for an independent analysis to assist in determining your:
- financial viability
- ability to deliver care in the long term
- ability to complete any capital works relevant to the application
- organisational viability and sustainability.

If the independent analyst wishes to clarify any financial information, your authorised contact person(s) will be contacted by an officer of the Department. Any request for clarification is to allow consideration of your application and should not be taken as an indication of the likely outcome of your application.

There is no requirement for the Department to clarify any information. Please note, seeking clarification does not mean that further information will also be sought. The onus is on you to provide sufficient information in your application, and supporting documentation, to allow the Department to assess the application.

SERVICE LEVEL

5.1 Operating surplus (deficit) – projections for the residential aged care service.
Provide the relevant figures against each year. The projections should only estimate income and expenses related to the service for this application. Applicants should not sum up.

Do not include information relating to non-residential aged care activities such as home and/or flexible aged care places, acute care, independent living units or include any debt payments in row A.
Income

- Department of Social Services subsidies
- resident charges (total annual resident fees charged, including accommodation charges)
- earnings from accommodation bonds, refundable accommodation deposits, daily accommodation payments and daily accommodation contribution (total annual interest earned from accommodation bonds and any retention amounts)
- state/territory government subsidies
- other income/subsidies (annual income from all other sources including donations and bequests either from external sources or related entities). Include any income generated through investments of donations/bequests.

Expenditure

- wages
- workers’ compensation
- catering, cleaning and laundry
- utilities (for example: electricity, fuel, water, sewerage and waste removal, including rates)
- rent (annual rental cost for the service)
- property and maintenance
- other expenses.

Income – This should include all income generated by the service.

Expenses (not including interest payments) – This should include all expenses other than interest payments.

Interest payments - This should include all interest payments on debts and borrowings that are specifically related to the service. This should also include interest payments on the Zero Real Interest Loan. Please do not include any interest payments that are not related to the service.

Operating surplus / (deficit) – This represents the service’s profit and loss.

Depreciation on buildings – This should only include depreciation on buildings and infrastructure assets that are specific to the service.

Depreciation on plant and equipment – This should only include depreciation on plant and equipment related assets that are specific to the service.

Zero Real Interest Loan principal repayments: This should include principal repayments on Zero Real Interest Loans that are related to the service.

Other debt principal payments: This should include all other debt principal payments that are related to the service.

NET Accommodation bonds, refundable accommodation deposits and refundable accommodation contributions: This should include the net cash inflow (outflow) only (i.e. gross cash inflows less payouts, for the relevant periods).
**Total number of operational places:** The number of places includes those being sought in the 2015 ACAR. Detail the total number of places expected to be operational against each year, including any new places you are seeking in the 2015 ACAR.

**Total number of provisional places:** Detail the total number of places that have already been provisionally allocated (that is, not yet operational) against each year.

**Total number of places:** This is the total number of operational and provisional places.

5.2 **Describe the assumptions underlying the projections.**
If you are projecting significant changes in operating results per resident, describe the detailed assumptions underpinning this changed result.

The word limit for this question is 150 words.

5.3 **Outline how your organisation will fund any operating deficit or cash flow shortfall.**
If the projections for your organisation show an operating deficit in any year, describe how your organisation intends to fund this deficit.

The word limit for this question is 150 words.

5.4 **Service overview.**
This question relates to the residential aged care service in which you are seeking residential aged care places. Do not include information relating to any non-residential care activities of the service, such as the provision of home and/or flexible aged care places, acute care, or independent living units.

Provide full year actual or estimated results for each of the four years but leave 2014-15 information blank if there is no existing service. The first of the four years should be the financial year in which any proposed capital works are completed; indicate the relevant year at the top of each column.

**Number of allocated places:** Record the total number of places, including operational places, unused places and provisionally allocated places.

**Number of unfunded places:** Record the number of places available for which Australian Government residential aged care subsidies are not received.

**Total places:** This is self-explanatory.

**Total residents:** This is self-explanatory.

**Occupancy rate (%):** Record the average occupancy rate, that is, the total number of occupied bed days per year/total number of possible bed days per year, expressed as a percentage.

**Number of residents paying accommodation bonds, refundable accommodation deposits and refundable accommodation contributions:** This is self-explanatory.

**Number of residents paying daily accommodation payments and daily accommodation contributions:** This is self-explanatory.
Liability for accommodation bonds, refundable accommodation deposits and refundable accommodation contributions ($) : Record the total amount owing to residents at the end of the year after deducting allowable deductions.

Reserve funds for the service ($) : Record all funds held in reserve to meet, for example, known liabilities, unexpected expenditure requirements or to support future service or capital improvements. Do not include accommodation bonds, refundable accommodation deposits and refundable accommodation contributions. Write “none allocated to service” if there are no reserves allocated specifically to this service, for example, if organisational reserves are held by your organisation but applied to a range of services or activities.

5.5 Describe the assumptions underlying the projections.
Provide information on the assumptions underlying your projections. You should outline any assumptions relating to:

- the number of residents paying refundable accommodation payments or refundable accommodation contributions
- the value of accommodation payments and contributions
- resident turnover
- sources of capital funding
- interest rates
- related party income.

The word limit for this question is 300 words.