# 2016-17 AGED CARE APPROVALS ROUND

## QUESTIONS and ANSWERS

Note: As necessary, these ‘Questions and Answers’ will be updated between 19 September 2016 (the date of the invitation to Apply) and 21 October 2016 (one week before the closing date for applications, 28 October 2016).

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1. Aged care planning

1.1 What is the Aged Care Approvals Round?
The Aged Care Approvals Round (ACAR) is an annual process enabling prospective and existing approved providers of aged care to apply for new Australian Government funded aged care places, and/or financial assistance in the form of a capital grant.

1.2 What can I apply for in the 2016-17 ACAR?
In the 2016-17 ACAR, nationally, applicants can apply for:
- 10,000 residential aged care places
- 475 Short-Term Restorative Care places
- up to $64 million in capital grants.

The number of places available in each state and territory in the 2016-17 ACAR are:

<table>
<thead>
<tr>
<th>State or territory</th>
<th>Residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>New South Wales</td>
<td>2,470</td>
</tr>
<tr>
<td>Victoria</td>
<td>2,645</td>
</tr>
<tr>
<td>Queensland</td>
<td>2,680</td>
</tr>
<tr>
<td>Western Australia</td>
<td>1,623</td>
</tr>
<tr>
<td>South Australia</td>
<td>215</td>
</tr>
<tr>
<td>Tasmania</td>
<td>103</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
<td>180</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>84</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>10,000</strong></td>
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The Short-Term Restorative Care places for 2016-17 and 2017-18, to be allocated through the 2016-17 ACAR, are as follows:

<table>
<thead>
<tr>
<th>State or territory</th>
<th>Short-Term Restorative Care Allocation 2016-17</th>
<th>Short-Term Restorative Care Allocation 2017-18</th>
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<tbody>
<tr>
<td>New South Wales</td>
<td>88</td>
<td>15</td>
</tr>
<tr>
<td>Victoria</td>
<td>100</td>
<td>16</td>
</tr>
<tr>
<td>Queensland</td>
<td>92</td>
<td>19</td>
</tr>
<tr>
<td>Western Australia</td>
<td>70</td>
<td>13</td>
</tr>
<tr>
<td>South Australia</td>
<td>20</td>
<td>12</td>
</tr>
<tr>
<td>Tasmania</td>
<td>10</td>
<td>-</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
<td>10</td>
<td>-</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>10</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>400</strong></td>
<td><strong>75</strong></td>
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Note:

1. Places will be allocated on a cumulative basis. For example, the total number of places to be allocated in NSW for the 2016-17 and 2017-18 period will be 103.

All applications must be made on an approved application form. The forms can be downloaded from the department's website at [agedcare.health.gov.au/2016-17ACAR](https://agedcare.health.gov.au/2016-17ACAR).

1.3 How is the number of places decided?
Each year, new aged care places are made available for allocation in each state and territory, having regard to the national planning benchmark, population projections provided by the Australian Bureau of Statistics, and the level of current service provision.

The process for planning the annual allocation and distribution of new residential aged care and Short-Term Restorative Care places is set out in the *Aged Care Act 1997* (the Act). The broad objectives of the process are to identify community needs, including those of people with special needs, and to allocate places in a way that best meets the identified aged care needs of the community.

The Department of Health (the department) undertook a consultation process with a range of aged care stakeholders, including State Governments, Local Governments, Primary Health Networks, relevant peak bodies and approved providers, to inform the indicative distribution of aged care places across each state and territory to be distributed through the 2016-17 ACAR.

1.4 How are places distributed across states and territories?
The distribution of new places across each state and territory seeks to achieve a balance in the provision of services between metropolitan, regional, rural and remote areas, as well as between people needing different levels of care.

Previously, the department made new residential aged care places available by offering a set number of places in each Aged Care Planning Region. In 2016-17, for the first time, places will be available at the state and territory level for residential aged care.

The department has indicated a number of geographic locations, special needs groups and/or key issues that are a focus in the 2016-17 ACAR in [Chapter 6 ‘Distribution and Targeting of Aged Care Places’](#) in the 2016-17 ACAR Essential Guide.

1.5 What is a geographic location?
Geographic locations that are a focus within a state or territory are listed in [Chapter 6 ‘Distribution and Targeting of Aged Care Places’](#) in the 2016-17 ACAR Essential Guide. In most cases, the geographic locations are listed by their Statistical Area Level 3 (SA3) name (and in some cases by a specific township or lower level SA2). An interactive ‘heat-map’ which includes SA3 names and boundaries, are available on the department’s website by selecting the following [link](#).

Where an SA3 is targeted, the department expects that the services will be located (for residential aged care places) or provided (for Short-Term Restorative Care places) in the specified SA3 geographic region.

1.6 What is a special needs group?
For special needs groups there can be barriers that reduce the capacity of individuals and/or communities to access aged care services and receive appropriate care. The provision of care for people with special needs is one of the legislatively based assessment criteria and all applicants are required to address this criterion in their application(s) for places. People with special needs, defined at Section 11-3 of the Act, are listed 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 becoming homeless (HOM)
- care leavers (CLV)
- parents separated from their children by forced adoption or removal (PSC)
- lesbian, gay, bisexual, transgender and intersex people (LGBTI).

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

1.7 What is a key issue?
Key issues may include, but are not limited to:
- the provision of care for people with dementia and/or challenging behaviours
- the provision of residential respite care.

Each of these key issues is also linked to one or more of the legislatively based assessment criteria, such as the ability of an approved provider to provide the appropriate level of care and benefits, and to provide diversity of choice for current and future care recipients.

1.8 What if I want to target a special needs group or a key issue which is not identified in a state or territory?
While there may be an identified focus within an area, applications are encouraged from applicants seeking to provide care in any location and to any of the special needs groups (including CALD language groups) or key issues, including dementia.

2. Making an application

2.1 Will I be competitive if I don’t have a previous history as an approved provider?
In the ACAR, new aged care places and capital grants are allocated to those applicants who, through an independent, competitive assessment process carried out by the department, best demonstrate they can meet the aged care needs of a geographic location. Any organisation which is not yet an approved provider, but can demonstrate their ability to deliver quality aged care, is encouraged to apply in the ACAR. For example, operators of retirement villages and providers of Commonwealth Home Support Programme services may wish to draw on their experience in delivering high quality services to the aged when developing their ACAR applications.

2.2 How can I access the application form(s) and the 2016-17 ACAR Essential Guide?
All application forms and the 2016-17 ACAR Essential Guide are available for downloading from the department’s website at agedcare.health.gov.au/2016-17ACAR. If you are not able to download these forms you may email ACAR@health.gov.au.

You are reminded that by endorsing any application, you are also required to certify that you have read the 2016-17 ACAR Essential Guide.

2.3 How can I access a copy of the interactive ‘heat-maps’?
Copies of the interactive ‘heat-map’ which include targeted SA3 names and boundaries, is available on the department’s website at www.health.gov.au/internet/main/publishing.nsf/Content/ACAR-Map.
2.4 Which application form should I use if I am applying only for residential aged care places?

Applicants seeking only residential aged care places should:
- complete Part A – Aged Care Application form once for their organisation
- complete Part B – Residential Aged Care Places Application form for each service the applicant is seeking residential aged care places.

All potential applicants applying for residential aged care places must read Chapters 1, 2, 3 and 6 of the 2016-17 ACAR Essential Guide.

2.5 Which application form should I use if I am applying only for a capital grant?

Applicants seeking only a capital grant should:
- complete Part A – Aged Care Application form once for their organisation
- complete Part C – Capital Grant Application form for each service the applicant is seeking a capital grant.

All potential applicants applying for a capital grant must read Chapters 1, 2 and 4 of the 2016-17 ACAR Essential Guide.

2.6 Which application form should I use if I am applying for residential aged care places AND a capital grant?

Applicants seeking residential aged care places AND a capital grant should:
- complete Part A – Aged Care Application form once for their organisation,
- complete Part B – Residential Aged Care Places application form for each service the applicant is seeking residential aged care places
- complete Part C – Capital Grant application form for each service the applicant is seeking a capital grant.

The Part C – Capital Grant Application form should be used when applying for new residential aged care places and also a capital grant for the same service. For example, where an applicant seeks residential aged care places to build a new service and apply for a capital grant in the one application, Part A – Aged Care Application form, Part B – Residential Aged Care Places and Part C – Capital Grant would be completed.

All potential applicants applying for residential aged care places and a capital grant must read Chapters 1, 2, 3, 4 and 6 of the 2016-17 ACAR Essential Guide.

2.7 Which application form should I use if I am applying for Short-Term Restorative Care places?

Applicants seeking Short-Term Restorative Care places should:
- complete Part A – Aged Care Application form once for their organisation
- complete Part D – Short-Term Restorative Care Places 2016-17 & 2017-18 application form for each service in each Aged Care Planning Region where the applicant is seeking Short-Term Restorative Care places.

All potential applicants applying for Short-Term Restorative Care places must read Chapters 1, 2, 5 and 6 of the 2016-17 ACAR Essential Guide.

2.8 Which application form should I use if I am applying for both residential aged care and Short-Term Restorative Care places?

Applicants seeking both residential aged care and Short-Term Restorative Care places should:
- complete Part A – Aged Care Application form once for their organisation,
- complete Part B – Residential Aged Care Places application form for each service the applicant is seeking residential aged care places.
• complete Part D – Short-Term Restorative Care Places 2016-17 & 2017-18 application form for each service in each Aged Care Planning Region where the applicant is seeking Short-Term Restorative Care places.

All potential applicants applying for residential aged care places and Short-Term Restorative Care places must read Chapters 1, 2, 3, 5 and 6 of the 2016-17 ACAR Essential Guide.

2.9 Who can sign an application form?
Your application can be signed only by those people who are legally empowered to give assurances and enter into contracts and commitments on behalf of the applicant organisation.

In addition, in signing your application form, the signatory is also affirming that the application has the full consent and support of your organisation’s Board of Directors or other relevant authority.

2.10 How can I sign an application form and affix a company seal?
Electronic signature copies and company seals can be inserted directly into your electronic application form. Please note, that should an applicant wish to hand sign or affix a 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 2016-17 ACAR Essential Guide for further detail).

3. Residential aged care places

3.1 Can I apply for residential aged care places in an SA3 not identified in the ‘Distribution and Targeting of Aged Care Places’?
Applicants seeking residential aged care places are encouraged to carefully consider the ‘Distribution and Targeting of Aged Care Places’ before completing an application. While the department will accept applications for places in SA3s 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 SA3 in the ‘Distribution and Targeting of Aged Care Places’ (Chapter 6 of the 2016-17 ACAR Essential Guide).

3.2 Is it mandatory to specify a maximum and minimum number of residential aged care places?
All applicants should specify the maximum number of residential aged care places being sought. By specifying a minimum number of residential aged care places, you are indicating the lowest number of residential aged care places that you are willing to accept.

3.3 How can I determine if the proposed location of a service is considered rural or remote?
For the purposes of the 2016-17 ACAR, any area outside of Major Cities is considered to be a rural or remote location.

This is based on the Australian Statistical Geography Standard (ASGS) Remoteness Structure. Major Cities include Sydney, Newcastle, Wollongong, Melbourne, Geelong, Brisbane, Sunshine Coast, Gold Coast–Tweed Heads, Perth, Adelaide and Canberra–Queanbeyan.
4. Capital grants

4.1 How much capital grant funding is available in my state/territory?
There is no set amount of capital funding made available to any particular state or territory.

Capital grants are allocated on a national basis through a single competitive process, with all applications assessed against the publicly available eligibility and assessment criteria. The success of an application for the limited funding available relates to whether you can demonstrate a more urgent need for the capital works (in relation to access to residential aged care places), and a lack of capacity to fund the capital works from all other sources, including debt financing, when compared with other applications.

There will be up to $64 million in capital grant funding made available for allocation in this ACAR.

4.2 If I have already commenced construction work, am I eligible to apply for a capital grant?
No. A capital grant will not be allocated for capital works that have been contracted, commenced or completed prior to the formal execution of a Grant Agreement.

4.3 I work for a state government instrumentality. Am I eligible to apply for a capital grant?
No. Capital funding will not be made available to services where the approved provider is a state/territory government instrumentality.

4.4 Can I apply for a capital grant if the premises are leased?
Yes. Funding will be provided to applicants only where the lessor agrees to the proposal and guarantees operation of the premises as a residential aged care services for a period of up to 20 years following the completion of the capital works. These conditions will form part of the Grant Agreement and require a Deed of Acknowledgement between the lessor and the Commonwealth.

4.5 How will my application for a capital grant be assessed?
Capital grants are allocated on a national basis through a single competitive process, with all applications assessed against the publicly available eligibility and assessment criteria. The success of an application for the limited funding available relates to whether you can demonstrate a more urgent need for the capital works (in relation to access to residential aged care places), and a lack of capacity to fund the capital works from all other sources, including debt financing, when compared with other applications.

5. Short-Term Restorative Care places

5.1 What is a Short-Term Restorative Care place?
A Short-Term Restorative Care place will increase the care options available to older people. It is aimed at reversing and/or slowing ‘functional decline’ in older people with the aim of improving wellbeing. Short-Term Restorative Care places seek to achieve this through the delivery of a time-limited (up to eight weeks), goal-oriented, multi-disciplinary and coordinated package of services that are designed for and approved by the care recipient. Short-term Restorative Care may be delivered in a home setting, a residential setting, or a combination of both.

5.2 What type of approved provider status do I need to apply for to become a provider of Short-Term Restorative Care?
You must be an approved provider of flexible care to be allocated Short-Term Restorative Care places. This is a requirement under Part 2.1 of the Act.

However, if your organisation is already approved as a provider of residential care and/or home care under the Act, a streamlined application process has been developed for those wishing to apply to become an approved
provider of flexible care. The forms and guidance material for both the standard and streamlined processes are available on the department's website at link.

Your application will still be considered if you are not an approved provider at the time of applying. If you need to apply for approved provider status, please note that as it can take some time, the department strongly encourages applicants to apply for approved provider status as early as possible due to the scheduled announcement of Short-Term Restorative Care places from December 2016. Further information on how to become an approved provider of flexible care can be accessed by selecting the following link.

5.3 Is it mandatory to specify a maximum and minimum number of Short-Term Restorative Care places?
All applicants should specify the maximum number of Short-Term Restorative Care places being sought. By specifying a minimum number of Short-Term Restorative Care places, you are indicating the lowest number of Short-Term Restorative Care places that you are willing to accept.

The allocation of eight to ten places is considered to be the minimum number of Short-Term Restorative Care places which could be delivered viably by providers, based on feedback from consultations undertaken by the department.

5.4 What happens if I receive an allocation of Short-Term Restorative Care places and they do not become operational immediately?
Should Short-Term Restorative Care places remain unused for more than a six month period from the date of allocation, they will be returned to the department for reallocation.

5.5 Does the department anticipate strong competition for Short-Term Restorative Care places?
Competition for Short-Term Restorative Care places may be extremely competitive nationally. Applicants should be aware that for states and/or territories attracting a large number of applications, it is possible that a number of competitive applications may be unable to secure an allocation of places because of the level of competition for a defined number of places.

5.6 Can only residential aged care providers apply for Short-Term Restorative Care places?
No. A single care delivery setting is not specified. Short-Term Restorative Care can be delivered in a home setting, a residential aged care setting or a combination of both. However, Short-Term Restorative Care providers are expected to be able to deliver care to meet the needs of clients, and access to residential aged care (or similar) may be important for meeting the needs of some clients.

5.7 Can I apply for less than eight Short-Term Restorative Care Places?
Yes. Based upon feedback received through consultation, the department considers eight to ten places to be required for a viable Short-Term Restorative Care service. This does not preclude applicants from seeking an allocation of less than eight places.

5.8 Can I apply on behalf of a consortium?
Yes. However, to receive Commonwealth subsidies for providing Short-Term Restorative Care, an aged care service must be operated by an organisation (the applicant) that is approved as a provider of flexible care. Accordingly, an allocation of places may only be made to a single applicant/approved provider.

You may wish to have subcontracting arrangements in place with other organisations for the delivery of these services. However, the responsibility for the delivery of these services and compliance with the legislation ultimately lies with the applicant organisation who has applied through the ACAR.

If an applicant proposes to deliver services in this manner, they are encouraged to provide details of how those arrangements will work throughout their applications. In particular question 3.3 in the Part D application form
requires applicants to describe how the service proposes to use linkages to primary care and other service providers.

5.9 Are recipients of Home and Community Care (HACC) services (in states where HACC still exists) able to receive Short-Term Restorative Care?
As with Commonwealth Home Support services, the receipt of HACC services will not preclude a person otherwise eligible to receive Short-Term Restorative Care from doing so. Where services are received concurrently under both programmes, it is a requirement of the Short-Term Restorative Care Programme that they be complementary and not duplicative.

6. Approved provider status

6.1 Can anyone apply for places in the ACAR?
Anyone can apply for places in the ACAR, but to actually obtain an allocation of places or a capital grant, a service must be operated by an approved provider. The primary requirements to become an approved provider are that:
- the applicant is an incorporated body
- the applicant is suitable to provide aged care
- none of the applicant’s proposed key personnel is a disqualified individual
- the applicant uses the approved form and provides all additional documents required by the form.

Information about how to become an approved provider can be accessed at the following webpage link Approved Provider Information.

6.2 I am currently a Commonwealth Home Support Programme provider; do I need to apply for approved provider status if I want to apply for residential aged care places or Short-Term Restorative Care places?
If you are a Commonwealth Home Support Provider only, and are seeking an allocation of aged care places and you do not currently hold approved provider status for aged care places, you will need to apply for the relevant approved provider status.

Applications for approved provider status can be submitted at any time and may be submitted separately from ACAR applications. If your organisation needs to make an application for approved provider status in connection with an application for places, you should submit your ‘Application for Approval to Provide Aged Care’ form at the earliest opportunity, and preferably before submitting any application for new places and/or capital grant in this ACAR.

Further information on how to become an approved provider can be accessed by selecting the following link.

7. Submitting an application

7.1 How do I submit my application?
You should send your completed ACAR application to the following email address ACAR@health.gov.au

The department will only accept paper applications in exceptional circumstances. Evidence to support this may be required.

For further details please refer to Chapter 1 of the 2016-17 ACAR Essential Guide. Contact the ACAR team if you require further advice on ACAR@health.gov.au.
7.2 How can I check if I have saved my application form in the correct format?
For applicants using the Microsoft Word program, your application will automatically save to the correct format required. Chapter 1 of the 2016-17 ACAR Essential Guide provides further detail on how to submit your application. Contact the ACAR team if you require further advice on ACAR@health.gov.au.

7.3 What is the closing time and date for submitting my application?
All applications MUST be received within the department by 11:59pm (AEST) 28 October 2016.

7.4 Can I submit my application after the closing date?
Section 13-1 of the Act sets out the requirements of a valid application.

You should particularly note that an application is valid only if:
• it is submitted on or before the specified closing date (28 October 2016)
• it is made on an approved application form
• the application is complete, including all the statements and other information required by the form.

It is the applicant's responsibility to ensure that their application is received by the closing time and date. If you are aware of any matter that may adversely affect the timely receipt of your application, you will need to factor this into your arrangements.

In the event that your application is received after the closing date and time, it may be deemed to be invalid and may not be assessed.

7.5 Will I receive a receipt when my application is received?
A receipt will be sent to the email address provided in your application form after the specified closing date for the lodgement of applications.

7.6 What happens if my responses to questions exceed the designated word limits?
Applicants are strongly encouraged to respond to questions within the prescribed word limits (where applicable) in a clear and concise manner. Responses exceeding the prescribed word limits may not be considered in full during the assessment process.

8. Assessing an application

8.1 How will my application for aged care places be assessed?
The allocation of all new aged care places are made by the department in accordance with the provisions of Section 14-1 ('Allocation of places') and Section 14-2 ('Competitive assessment of applications for allocations') of the Act. In accordance with these provisions, places are allocated to those applicants that can demonstrate they best meet the needs of the aged care community in a geographic location. The questions that applicants are asked to complete in the relevant application forms are designed to ensure applicants fully address each of the matters listed in Sections 14-1 and 14-2 of the Act.

In assessing your application the department:
• will consider the information provided in your application;
• will consider your application in the light of the requirements of:
  o the Act
  o the Aged Care Principles
  o information detailed in the 2016-17 ACAR Essential Guide
  o the Short-Term Restorative Care Programme Manual
  o the Rural and Regional and Other Special Needs Building Fund Programme Guidelines
• may request that financial information be independently analysed
• may consider any other relevant information available to the department including, but not limited to:
  o information through the prudential regulation process
  o information from the Aged Care Complaints Commissioner
  o information from the Australian Aged Care Quality Agency
  o information from organisations able to undertake independent financial analysis and credit/debt investigations
  o information provided to the department through other assessment processes. For example, any application to transfer, vary or exchange existing places.

8.2 How will my past conduct as an approved provider be assessed?
As part of the assessment process, the department will take into account previous and current non-compliance (including but not limited to sanctions and notices of non-compliance) at any service operated by an approved provider. Non-compliance will be considered in relation to any service operated by any related approved provider entity and/or where a service has common personnel with related or other approved provider entities.

The matters the department will consider in determining your past conduct record include, but are not limited to:
• the nature of any sanctions and/or non-compliance action
• when the sanction was imposed and/or non-compliance action taken (in general, the department will give greater weight in the assessment process to recent sanctions/or non-compliance)
• the frequency of any sanctions/or non-compliance
• the timing and effectiveness of your response to the sanctions/or non-compliance
• the extent of the sanctions/or non-compliance action across other services operated by the approved provider, or services operated by related approved provider entities
• the current period of accreditation, particularly in respect of any service(s) in which places are sought
• any commendation or merit award you may have received
• any positive contribution you have made to the aged care industry
• any past history in meeting prescribed conditions of allocation (including proven performance in making places operational in a timely manner)
• any combination of these matters.

In addition to these matters, the department may also consider other aspects of your past conduct record including, but not limited to, any past history in meeting the requirements of the User Rights Principles 2014, Quality of Care Principles 2014, Accreditation Standards and/or Residential Care Standards.

A poor record of past conduct as an approved provider may adversely impact upon the overall competitiveness of your application(s).

8.3 Why does the department undertake financial assessments?
Financial information underpins a number of legislative criteria against which applications are assessed, including:
• viability of the approved provider and their service(s)
• continuity of care for current and future care recipients
• measures to protect the rights of care recipients (particularly in relation to accommodation bonds, refundable accommodation deposits and refundable accommodation contributions)
• for services where new construction is required, making places operational in a timely manner.

A financial analysis is an important element in the overall application assessment process and will be used to assist in determining:
• the financial viability, sustainability and overall robustness of the financial situation of your applicant organisation and service(s) finances
• the ability of your applicant organisation to provide continuity of care in the long term
- sensitivity of your applicant organisation’s debt service capacity to interest rate fluctuations
- your applicant organisation’s use of residents’ accommodation contributions; and access to other sources of funding
- the capacity of your applicant organisation to complete any capital works associated with your overall proposal.

In addition, applicants with complex corporate structures need to provide sufficient information to demonstrate that their organisation’s inter-related entities have sufficient financial robustness, and the ability to meet the related legislative provisions.

8.4 How is the criterion for making residential aged care places operational in a timely manner assessed?
The Act provides for a four-year period for provisionally allocated places to be made operational. All applicants are required to demonstrate that the places being sought in this ACAR will be made operational as quickly as possible.

In assessing this criterion, particular regard will be given to:
- the key milestones detailed in your application
- the responses and documentation provided to support the stated key milestones
- your past record of making places operational in a timely manner (if any).

You will be asked to describe the steps the applicant’s organisation has taken, or will take, to meet the required timeframe, including the actions taken to address any possible delays. If you are applying for residential aged care places, you must demonstrate how you can operationalise any places prior to the prescribed four-year provisional allocation period.

You should be aware that the information provided may form the basis of a subsequent condition of allocation.

Please note: residential aged care places provisionally 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.

8.5 How is the criterion for making Short-Term Restorative Care places operational in a timely manner assessed?
The department is looking to allocate Short-Term Restorative Care places to those providers who can operationalise them as quickly as possible.

In assessing this criterion, particular regard will be given to the:
- key milestones detailed in your application
- the responses and documentation provided to support the stated key milestones
- your past record of making places operational in a timely manner (if any).

You will be asked to describe the steps the applicant organisation has taken, or will take, to meet the required timeframe, including the actions taken to address any possible delays. If you are applying for Short-Term Restorative Care places, you must demonstrate how you can operationalise any places by early 2017.
You should be aware that the information provided may form the basis of a subsequent condition of allocation.

Should Short-Term Restorative Care places not be made operational after six months, they will be returned to the department of reallocation.

9. Allocating places

9.1 How do applicants actually ‘win’ new places?
Depending upon the number and quality of the applications received, the final allocation will seek to provide a balanced outcome that addresses, as far as practicable, all of the elements that have been identified as having a particular focus in this ACAR.

You should be aware that due to the competitive nature of the process, it is likely that suitable applicants may not secure an allocation of places, simply due to the high number of quality applications received.

The regional response to the 2015 ACAR may provide further detail regarding the level of competition that may exist within each state or territory and can be accessed at the following webpage link: [2015 ACAR Results](#).

9.2 I was not successful with my application for new places in the last ACAR. Will this impact upon the success (or failure) of an application in this ACAR?
You should not assume that success (or failure) in a previous ACAR will have any impact in this ACAR process. In each ACAR, applicants will be competing for a different number of places, against a different field of applicants, focusing on a different set of issues within or across a different geographic location.

10. Announcement of results

10.1 When will the results of the round be announced?
It is anticipated that the results of the Short-Term Restorative Care component of the 2016-17 ACAR will be announced from December 2016.

The residential aged care places and capital grant results of the 2016-17 ACAR are expected to be announced from mid-2017.

10.2 Will I receive written advice about the outcome of my application(s)?
Yes. All applicants will receive written advice about the outcome of any application for residential care places, Short-Term Restorative Care places or a capital grant.

Following the general notification of results, successful applicants will receive additional written advice regarding any related conditions of allocation as part of this round. Unsuccessful applicants will be provided with written information about how to obtain feedback on their unsuccessful application(s).

11. Feedback process

11.1 Will I be able to receive feedback in relation to any unsuccessful applications I may have?
Following the announcement of the 2016-17 ACAR outcomes, the department will provide a feedback summary document on its website. This document will outline how applications could have been strengthened, through suggesting areas of improvement against each assessment criterion.

In addition, unsuccessful applicants will be provided with the opportunity to request specific written feedback, following a registration period. If you have more than one unsuccessful application in the 2016-17 ACAR,
feedback will be provided for each care type (that is, residential aged care or Short-Term Restorative Care) drawing on examples from your unsuccessful application(s). In addition, unsuccessful applicants for a capital grant will also receive separate written advice about your unsuccessful application(s).

11.2 When will the next ACAR be held?
The timing and content of the next ACAR has not yet been determined.

12. Other matters

12.1 What sort of advice or assistance can I obtain from the department to assist in completing my application form(s)?
You should refer to the instructions in Chapters 1 – 6 of the 2016-17 ACAR Essential Guide for assistance in completing your application. Applicants for Short-Term Restorative Care places should also refer to the Short-Term Restorative Care Programme Manual. The department cannot provide individual assistance in developing your application. However, officers may advise on matters of fact or technical issues related to the completion or submission of your application. Departmental officers will not comment on the content of your proposal or application until the feedback process is in place nor comment on the merits of particular applications or proposals.

12.2 What was the regional response to the 2015 ACAR?
To assist you in the planning of your proposals and to understand the level of competition that may exist within each state or territory, the department’s website (which can be accessed at the following webpage link, 2015 ACAR Results) has details from the 2015 ACAR - the number of places made available, the number of applications received, the number of places sought, by state/territory, by Aged Care Planning Region, by care type.

12.3 Can a decision about the allocation of places be reviewed?
The final decision about the allocation of places is made under Section 14-1 of the Act by the delegate of the Secretary of the department. This is not a reviewable decision under the Act.

12.4 Is it an offence to provide false or misleading information?
You should be aware that giving false or misleading information is a serious offence. An approval based on false or misleading information may later be revoked.

12.5 When can I enter into contractual arrangements with other parties?
An application is not evidence of a contract or other form of legal agreement. Applicants who enter into contractual arrangements with other parties, before being advised in writing of the results of the application process, do so at their own risk.

12.6 Will an allocation of places be subject to conditions of allocation?
Conditions of allocation will be imposed on any allocation of new places. The Act stipulates a number of mandatory conditions and gives the Secretary the authority to determine other conditions specific to each allocation of places. If your application is successful, the proposals in your application will be reflected in the subsequent conditions of allocation in respect of the new places.

12.7 Will conditions of allocation be published?
Details of successful applicants targeting special needs groups and key issues will be published together with the results of the 2016-17 ACAR on the department’s website.
12.8 Can I vary existing conditions of allocation and/or arrange a transfer of places?
Applicants seeking to vary their current conditions of allocation or to transfer places may apply to the
department at any time. These matters are not linked to the 2016-17 ACAR process, although a transfer of
places may form part of your overall proposal.

12.9 Will the information provided in applications be used for other purposes?
Information contained in an application may be considered as part of the assessment of applications in other
processes.

12.10 How can I obtain further information concerning the 2016-17 ACAR?
If you require any further information please email ACAR@health.gov.au.

12.11 Why is an Extra Service Status (ESS) Approvals Round not being run concurrently with the
2016-17 ACAR?
Providers of residential aged care with existing grants of extra service status can continue to deliver extra
services to care recipients in an extra service place and charge the approved extra service fee.

Separate to extra service status, all providers may also offer 'other care and services' for additional fees where
they are for care and services that are demonstrably over and above the care and services providers are
required to deliver under the Act. Additional fees can only be charged for other care or services where the care
recipient receives a direct benefit or has the capacity to take up or make use of the services. The other care and
services and associated fees must be agreed with the care recipient beforehand, and the care recipient must be
given an itemised account.

More information about other care and services is available on the department's website.

12.12 Why are home care places not being allocated as part of the 2016-17 ACAR?
The Australian Government announced significant reforms to home care in the 2015-16 Budget. The reforms
will improve the way that home care services are delivered to older Australians.

From 27 February 2017, funding for a home care package will follow the consumer. This will allow consumers
to choose a provider that is suited to them and to direct the funding to that provider. The consumer will also be
able to change their provider if they wish, including if they move to another area to live. There will be a
consistent national approach to prioritising access to home care through the My Aged Care gateway. This will
be a fairer and more flexible way of distributing packages to consumers based on their individual needs and
circumstances, wherever they live.

12.13 How do I complete the financial tables in the Part A application form
There are two types of applicants seeking residential aged care places:

1. Applicants seeking to make changes to buildings or establish new buildings for the delivery of
   residential aged care (either to build new services or expand existing ones).
2. Applicants not seeking to make changes to buildings or establish new buildings for the delivery of
   residential aged care.

In respect of question 3.4, applicants are required to provide details of its organisation's actual financial position
as at 30 June 2016 in Column A.

Applicants seeking to make changes to buildings or establish new buildings for the delivery of residential aged
care places are required, in column B, to provide details concerning their organisation's finances “immediately
before the commencement of capital works”. Column C will therefore be “immediately after the completion of the capital works”.

Applicants not proposing to make significant changes to buildings or establishing new buildings for the delivery of residential aged care will be required, in Column B, to provide details concerning their organisation’s finances “immediately before places are operational”. Column C will therefore be “immediately after places are operational”.

Column D must contain details outlining the forecast situation at the end of the financial year when maximum occupancy is achieved in relation to all places applied for in this ACAR.

For questions 3.6 and 3.8, the four columns must match the dates provided in response to question 3.4. For example, if an applicant provides a date of 30 June 2017 in column B at question 3.4, this date should be reflected in column B at questions 3.6 and 3.8.