



Australian Government

Aged Care Pricing Commissioner

ASSESSOR MANUAL

**APPLICATIONS TO THE AGED CARE PRICING
COMMISSIONER FOR ACCOMMODATION
PRICES THAT ARE HIGHER THAN THE
MAXIMUM AMOUNT DETERMINED BY THE
MINISTER**

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Introduction and guiding considerations

Purpose of the manual

The Assessor Manual is to guide an assessor in making a recommendation to the Aged Care Pricing Commissioner to approve or refuse to approve (refuse) an application for a price above the maximum amount determined by the Minister.

The Assessor Manual provides guiding considerations illustrating the methodological approach, a step-by-step decision framework, and instructions for submitting a recommendation to the Commissioner.

Considerations for assessment of a proposed price

In making an assessment of a proposed price, an assessor should be guided by the following:

- In respect of financial and cost considerations, the objective is to assess the degree to which the proposed price is reflective of the cost of supply. It is assumed that applicants are not providing detailed costs of supply, but are providing key cost components which are to be evidenced and verifiable by the assessor. In verifying costs, assessors are not seeking detailed costs such as invoices and other cost records but evidence of valuations, insured or replacement value, business cases prepared for governing bodies or for the purpose of obtaining finance, or for other purposes.
- In respect of information relating to an applicant's business model, it is assumed that applicants will have a varying set of imperatives and drivers related to pricing. Provision of a business case or narrative allows applicants the opportunity to present factors which they regard as relevant to their pricing for accommodation. In considering these factors, assessors should give due weight to those factors which are persuasive and evidenced. Where there are factors presented by an applicant which appear unusual or are not sufficiently evidenced, assessors should give consideration to seeking further information.
- In respect of factors relating to quality, condition, size and amenity, assessors should evaluate whether those factors collectively suggest accommodation of sufficient quality to justify the proposed price.
- An assessor's conclusions should where relevant take into account industry practices. Assessors will consider benchmarks such as median house price by suburb comparators using RP data as the source and bond history where available that is specific to the rooms or parts of rooms for which approval is sought. Assessors may also have regard to bond prices of other providers in the same local as an indication of market conditions in the particular area.
- Assessors must establish and clearly identify as a consideration whether the accommodation described is for a single resident, or is for more than one resident.
- Assessors must establish that any care and services provided as part of a justification for a proposed price are not care and services described in the *Quality of Care Principles 1997*, and that the applicant is not, or does not intend to, seek to otherwise

charge the resident for the particular care and services including through an extra service fee.

- Assessors should identify as a matter of priority any areas where further information is required, and should assist applicants in this case in identifying information that will contribute to an assessment.

Protected information and confidentiality

Assessors must familiarise themselves with Division 86 of the Act, which relates to protection of information, including use and disclosure of protected information. Protected information is defined under section 86-1 of the Act as information that:

was acquired under or for the purposes of this Act; and either:

- *is personal information;*
- *relates to the affairs of an approved provider;*
- *relates to the affairs of an applicant for approval under Part 2.1; or*
- *relates to the affairs of an applicant for a grant under Chapter 5.*

All information provided by approved providers in their applications to the Commissioner must therefore be treated as protected information.

Breaches of confidential information such as unauthorised release of protected information will compromise the fairness and integrity of any decision-making activities associated with the Pricing Commissioner. In addition, any unauthorised release or misuse of protected information can result in a breach of the *Aged Care Act 1997*, (the Act) with personal penalties of up to two years imprisonment and a breach of the APS Code of Conduct.

Related documents

This manual should be read in conjunction with the Application Form and Application Guide.

Preliminary application and assessment processes

Step 1: Applications received

Record complete application (Day 1)

- The application, including the covering email, application form and attachments, must be saved in a designated folder in a secure drive. The email must clearly show the date of receipt. The application must not be altered by an assessor, except to include any additional information received from the applicant.

Log application in database (Day 1)

- Application received via email to the Office inbox.
- Assessors to log application to secure database. The database will transfer information automatically from the application into the database fields. The database will link to the

application folder and provide a copy of the documents as and when requested by the user.

- Each application entered into the database will be allocated a reference number.
- The period in which the decision must be made (i.e. 60 days maximum in the first instance) begins the day a valid application is received (the “decision period”). The 60 day time frame is reflected in a timing function in the database which records each day of the decision period and counts down to the due date. Where further information is sought from an applicant, the 60 day time period is suspended beginning on the day on which further information is sought and ending on the day on which further information is received.
- While a period of 60 days is established under s 14 (1) (3) of the *Fees and Payments Principles 2014* as the statutory timeframe for the Commissioner to make a decision, it is expected that applications will be considered and decisions given in a considerably lesser period of time in most circumstances.
- The database’s current settings record the date the application is received as the receipt date and the timing function is activated.

Step 2: Determine validity of application (Day 1)

A check will be conducted to identify whether applications are valid applications, including whether applicants are approved providers and information has been provided in the approved form.

Assessor checklist

The table below sets out the steps that the assessor must undertake for this stage of the process.

- *Requirement* sets out the requirement that the application must satisfy for a valid application;
- *Reference information* sets out reference material that the assessor refers to when assessing the information provided by the applicant;
- The assessor considers whether the requirement has been satisfied.

Table 1.1

Step 2: Determine validity of application

Requirement	Reference information	Passes (Y/N)
1.2.1 Is the application in the approved form?	Sight application.	
1.2.2 Is the applicant an ‘approved provider’?	ACPC database	
1.2.3 Does the application relate to a residential care service or a flexible service or a distinct part of such a service?	ACPC database	
1.2.4 Does the application relate to room/rooms in which a decision has been made in the last 4 months? Note that if it does, the application is not valid.	ACPC database	

Where all requirements to make a valid application in Step 2 have been satisfied, assessors will proceed to Step 3.

Where all criteria to make a valid application have not been satisfied, the assessor should draft reasons for this decision in a letter for the Commissioner's signature, if approved.

Step 3: Priority applications and critical dates (Day 1)

Assessors are to review an application as it is received to determine whether it is an application that has a verifiable critical date which requires immediate assessment (such as an application for a proposed new facility and where approval of the application is required to secure finance or acquire land, or where other factors relevant to timeliness may impact on an applicant's business operations).

Where an application is as described above, assessors are to give these applications first priority. The priority applications are to be identified as "Priority" in the workflow, accompanied by the critical date and the basis for the criticality, which is to be recorded in the database.

Step 4: Initial assessment (Day 2)

At this step, the assessor is to undertake a high level review of the application in its entirety to determine if sufficient information has been provided to make an assessment and identify what further information will be required, if any.

Where an application appears to require the provision of further information and where a critical date as identified in Step 3 above applies, assessors are to give these applications first priority in the workflow. Steps in the high level review of information provided are outlined below.

The *Fees and Payments Principles 2014* set out the factors the Commissioner must consider when deciding whether to approve a price. Therefore, the initial assessment should confirm whether or not sufficient information has been provided to enable the Commissioner to sufficiently consider the factors required to make a decision.

In addition, the initial assessment should also identify any other insufficiencies relating to the costs, financial or business information to inform the drafting of a request for further information under s52G-4(3) of the *Act*.

Every effort should be made to request all necessary information and seek further clarification from the applicant in a single request.

This is an initial assessment only and is not intended to be the basis on which recommendations are made to the Commissioner for the purposes of reaching a final decision.

- *Category* sets out the category of information;
- *Information* sets out the information item in the application;
- *Reference information* sets out reference material that the assessor refers to when assessing the information provided by the applicant;
- The assessor considers whether the criteria have been satisfied.

Table 1.2**Step 4: Determine if sufficient information has been provided to make an assessment**

Category	Information	Reference information	Y/N
1.0 Background information	All information	Included at Table 1	
2.1 Proposed price	Number of rooms – group	Included at Table 2.2	
	Number of rooms – facility	Included at Table 2.2	
	Proposed price	Included at Table 2.2	
	Narrative/business case	Included at Table 2.1 or attachment	
	WACC/IRR/EBITDA	Included at Table 2.1 or attachment	
2.2 Costs*	Land value/contract of sale value/acquisition costs	Table 2.2 or attachment	
	Building value, insured value, replacement value or similar	Table 2.2 or attachment	
	Construction costs	Table 2.2 or attachment	
	Refurbishment costs	Table 2.2 or attachment	
	Fit outs/furnishings/equipment	Table 2.2 or attachment	
	Financing	Table 2.2 or attachment	
	Leasehold	Table 2.2 or attachment	
	Bond history	Table 2.1, 2.2 or attachment	
	Cost information sufficient for assessment?	Application and attachments	
A.1 Specifications and A.2 Quality, condition and amenity	Specification checklist completed or information otherwise supplied	A.1 and A.2	

*Cost of supply components are not required information: just those relevant to the particular application.

In making an assessment as to whether cost information is sufficient, assessors should consider the following:

- Different cost information may be relevant according to the type of facility (whether existing, proposed new, or proposed refurbished) and according to the particular business model of the applicant.
- For an existing facility, factors such as land and building value or other indicators of insured or replacement value may be included, and any relevant financing costs.
- For a proposed new or proposed refurbished facility, factors such as land cost, construction or refurbishment cost and any associated cost such as fit out, furnishing and equipment may be included, and any relevant financing costs.

If it has been determined at Step 4 that sufficient information has been included to make an assessment, assessors are to proceed to Step 6. Where the assessor is of the opinion that the applicant has not provided a sufficient level of the required information the assessor is to proceed to Step 5.

These steps, including a brief description of further information sought and applicable timeframes, are to be recorded.

Where applications are for multiple accommodation groups, assessors should identify those particular accommodation group(s) for which further information is sought. If that further information is not relevant to all accommodation groups, assessors may continue with the assessment of the remaining accommodation groups while notifying the applicant of the requirement for further information in respect of one or more of those groups.

Step 5: Seeking further information

Where the requirements in Table 1.2 above have not been satisfied, assessors are to:

1. Clearly identify the further information required according to Table 1.2 above; and
2. Review the application to identify whether the application may require further explanatory information from the applicant to justify the proposed price.

Once these steps have been completed, assessors are to prepare instructions to the applicant in a letter for the Commissioner's signature. This request should be sent to the applicant at the earliest opportunity and certainly within one week of receipt of the application.

The letter should state that a preliminary assessment has been undertaken and notify the applicant that the application lacked sufficient information to assess the required factors for consideration and/or to support the proposed price. The letter must clearly identify the authority under which the information is being requested, a detailed description of the further information requirements and a specified timeframe of up to 28 days for provision of that information or as otherwise determined by the Commissioner. The letter must also state that the application is taken to be withdrawn if the further information required is not provided within the specified timeframe. Assessors should contact the applicant directly to identify an appropriate timeframe. The objective is to cause the least delay in the processing of applications so that consultation with the provider in nominating the timeframe for the provision of further information is essential. The letter should include a contact name and number for the assessor if applicants wish to seek guidance or clarification.

The assessor is to ensure that the 60 day assessment period is suspended on the day that further information is sought.

Step 6: Submission of further information

This step provides for applicants to submit further information referred to in 2.6.

Where the required information has been provided, the assessor is to record this and continue to Step 7. The assessor is to ensure that the 60 day assessment period resumes on receipt of further information.

Where the further information specified has not been provided within the timeframe identified in Step 5, the application is taken to be withdrawn under s 52G-4(3) of the *Aged Care Act 1997*. The assessor is to draft a letter to this effect for the Commissioner's signature.

Benchmark comparison

Benchmark comparisons are to be undertaken by assessors for indicative purposes only, and are not to be used solely as the basis for recommending a refusal to approve an application for a proposed price.

Further development of benchmarks will be undertaken iteratively, informed by industry practice, by insight into pricing determinants for providers and by data further illustrating the relationship between elements such as proposed prices and median house price.

Where a proposed price is comparable to benchmarks at Steps 7 and 8, this fact is to be used to substantiate a proposed price, subject to assessment of other aspects of the proposed price, such as sufficiency of evidence of cost components, and the assessment of value considerations at Steps 13 - 14. Conversely, while a proposed price may materially exceed the benchmark, this is not sufficient of itself to justify a recommendation to refuse approval, because the proposed price may be justified on other considerations, or there may be mitigating circumstances, either presented in the application or evident through reviewing benchmark data.

As the assessment proceeds, consideration is also to be given by assessors to whether business and other factors including cost of supply and quality factors sufficiently explain the proposed price.

Consideration of benchmarks is also of relevance at Step 13 – Assessment of information to justify a proposed price.

Median house price and historical bond level benchmarks

Step 7: Comparison of proposed price to median house price

7.1 Median house price

Assessors are to make reference to the median house price by suburb obtained from RP data and available on the ACPC database as an indicator.

7.2 Bond levels by locality

Assessors are also to compare the proposed price to bonds in comparable facilities in the suburb. Bond price information is available on the ACPC database. This will give an historical overview that may be of some utility but will need to be considered in light of the applicant's business case/model.

The utility of these benchmarks is in the comparison that can be made by the assessor between the proposed price, the median house price and bond levels in the geographical area to

determine if the proposed price reflects the value that people may be willing to pay for comparable accommodation in the same locality.

In making such comparisons assessors should observe that the proposed price sought is a maximum only.

While the comparisons generally will have significant utility, there may be occasions on which the assessor will give such comparisons less weight; for example, where the cost of supply is greater than the median house price because of depressed house prices in a particular location.

Step 8: Comparison of proposed price to historical bond levels

Where the proposed price is for an existing facility, the historical bond price for the rooms or parts of rooms will be relevant. There may be explanation provided for an increased price sought, but the historical bond price can give some indication of value. However, assessors are to observe that this comparison should not be employed in isolation as a factor in recommending refusal or approval of a proposed price. Regardless of bond history, applicants are still required to provide sufficient other justification for a proposed price. Conversely, there may be emergent market or business factors which render this comparison less reliable in some circumstances.

Assessors are to compare historical bond value to the proposed price.

Financial data

Step 9: Weighted Average Cost of Capital or other financial measures

At Table 2.1, applicants are asked to provide information relating to the relevant Weighted Average Cost of Capital (WACC) at the facility level, or at the enterprise level where this is more relevant, or to provide other financial measures such as Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA), Net Profit Before Tax (NPBT), Internal Rate of Return (IRR) or Return on Investment (ROI).

Collection of financial information allows assessors to consider the impact of business objectives in contributing to the price sought. Accordingly, these measures should also be considered at Steps 13 – 14.

Business model considerations

Table 2.1 – Proposed Price Considerations invites applicants to include, by way of narrative or business case, their considerations supporting the proposed price. This may be included in the table at 2.1, or as an attachment to the application form in the form of narrative, business case and building and design specifications and plans.

Applicants are invited to include any information relevant to the support of the proposed price that is not included in the cost of supply, or costs that are not directly attributed or capitalised to the particular accommodation group (such as holding costs, start-up costs, fees and charges related to statutory requirements for a development, and attributable corporate overheads).

Assessors will need to distinguish between those factors that have already been captured in cost components (reflected in land, construction or rate of return costs) and those factors that are either intrinsic and cannot be captured in cost, or are necessary factors in an applicant's business model.

Step 10: Identification of proposed price considerations

Assessors are to review the narrative provided in Table 2.1, or any attached narrative or business case, and to derive particular key components of the proposed price. These are to be recorded for each accommodation group, and considered collectively at Steps 13 and 14.

These aspects and factors may include (but are not limited to):

- Land and building value (where relevant);
- Funding of accommodation in general within the facility or service in the context of the applicant's business model;
- Facility-level corporate costs not directly attributed to the accommodation group;
- Estimates of projected occupancy levels, the provision of accommodation for respite and supported residents, and any other factors affecting the requirement to set a proposed price at a particular level, including projected occupancy during the start-up phase of a new facility;
- Any information relating to an overall pricing plan; and
- Market-based considerations.

Cost of supply considerations

Step 11: Identification of cost considerations

Table 2.2 – Cost of Supply Considerations requires applicants to provide information relating to components of the cost of accommodation supply that support the proposed price.

It is not envisaged that these cost of supply components are detailed, but are components that are key elements of the cost.

Assessors are to review the cost of supply factors provided in Table 2.2 and to determine whether these factors have been sufficiently evidenced. An indicative list of acceptable evidence is provided at Appendix 2.

Where assessors review and verify costs, they must consider and establish whether costs such as construction costs that are provided are incorporated into subsequent building valuations.

Assessors are to establish the degree to which the proposed price is reflective of cost of supply factors. In doing so, assessors should consider that existing facilities, proposed new facilities and proposed refurbished facilities may have different levels of cost that can be attributed to the accommodation group.

Where multiple accommodation groups are included for consideration, Steps 11 – 17 are to be completed as required for each accommodation group.

Quality, condition and amenity considerations

Step 12: Identification of quality, condition and amenity considerations

Assessors are to identify and describe, from information supplied in the narrative or in attachments, the rooms in the particular accommodation group(s) for which an approval of a price is sought. Where necessary, include reference to a building plan or other specifications in an attachment on the secure drive. Describe general characteristics of the accommodation group(s) such as size and design.

At this step, assessors are required to identify quality, condition and amenity considerations, and other related factors in the application relating to the particular model of care or standard of accommodation which are to be utilised in justifying the proposed price.

Applicants may include reference to accommodation or design features of the particular accommodation or of the service, where these features are relevant to the person in the room, or any other relevant factors on a facility-wide or other basis which are relevant to the accommodation group.

These aspects and factors may include (but are not limited to):

- Narrative on aspects of the room such as quality, condition, size and amenity;
- Narrative on the quality, condition, size and amenity of common areas;
- The number of persons who may be provided with accommodation in the rooms;
- Narrative on whether the room features a shared bathroom or a private ensuite;
- Narrative on specific design or accommodation features, either of the room or of the service and accessible to an occupant of the room, where these are not reflected in costs;
- Narrative on the social and therapeutic environment;
- Narrative on care and services (other than care and services provided under the Quality of Care Principles) where these are not already reflected in costs, where they are a factor in accommodation pricing, and are not the subject of an additional care or service fee;
- Particular facilities available to the resident, including ICT and other facilities.

Note: It is a requirement that quality, condition and amenity criteria are addressed. Where these have not been sufficiently addressed (either at Appendix 1 in the application, or in other sections or an attachment to the application) the applicant must be contacted to supply the relevant information.

Where additional care and service factors are provided as part of the justification for a proposed price, assessors are to consider these factors against the following criteria:

1. Identify that the care and service factors have been identified by the applicant as additional care and services included in the amount of the accommodation payment at Table A.2 (v), and not additional care and services that are not included in the proposed accommodation price at Table 1 (ii) (4).

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2. Check that the care and services described are not included or specifically exceed the standard described in Specified Care and Services Schedule;
 3. Ensure that where additional value is attributed to these factors and where the care or service is a care or service referred to in Appendix – Specified Care and Services Schedule, this value is incremental only, and does not describe the whole cost of providing the care or service. By way of example, in the case of expanded menu choices, the cost or value ascribed should be the additional cost of providing the expanded menu, not the total cost of supplying meals;
 4. Check that the factors identified have not already been captured in the cost components.
 5. Review the explanation and documentary evidence demonstrating that these factors have value to the resident and confirm that sufficient explanation and evidence, including a description of the particular care and services, has been presented.

Assessment of information to justify a proposed price

Step 13: Assessment of information to justify a proposed price

At Step 13, the assessor is to review factors identified at Steps 11 and 12 in the context of their justification for a proposed price.

The assessment of the factors identified at Step 12 should give consideration to their significance in justifying the proposed price and the perceived level of benefit to the resident. These factors may arise from the particular business model of the applicant, the quality, condition, size and amenity of the rooms and common areas, the particular needs of residents or any other relevant factor identified.

At this step, the assessor should consider factors separately, and collectively for the purpose of Step 14.

The assessor's conclusion at Step 7, and Step 8 if relevant, is to be considered among these collective factors.

Assessment outcome

Step 14: Producing an assessment outcome

The assessor is to produce an assessment outcome informed by the criteria identified below.

The assessor is to consider whether:

- There is a satisfactory level of evidence of costs;
- There is a satisfactory level of explanation of the business model and other factors in the provision of accommodation that have relevance to the proposed price, and evidence in support of these contentions. The assessor's consideration is also to include comparison to benchmarks identified at Steps 7 and 8, where these benchmarks are judged to have utility;

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- There is a satisfactory level of evidence that supports a significant level of quality, condition and amenity of the accommodation and any related features such as common areas and facilities in the context of the proposed price.

Where applicants are applying for multiple accommodation groups, a recommendation is to be made for each accommodation group.

Step 15: Peer review

Prior to submitting a report and recommendations to the Commissioner, a peer review of the assessor's report is to be undertaken by another assessor.

In the case of a report including a recommendation for approval, a limited high level review will be undertaken. This should be undertaken within 24 hours.

Before submitting a report including a recommendation for refusal to the Commissioner, another assessor from the Assessment Team (the reviewing assessor) will conduct a more detailed review, including any material presented as part of the application and any information available to the Commissioner. If a more detailed review is undertaken, this should be completed within 48 hours.

The reviewing assessor may:

1. Agree with the recommendation; or
2. Make an alternative recommendation.

Where the reviewing assessor's recommendation is in accordance with the first assessor's recommendation, the reviewing assessor is to provide a brief statement in the terms described at Step 16.

Where the recommendation is a different recommendation to that of the first assessor, the reviewing assessor will explicitly identify factors of difference, and explain how those factors lead to a different assessment outcome in their view in the terms described at Step 15.

Step 16: Verification

Where an application is recommended to be approved and it is an application for rooms in a proposed new or proposed refurbished facility, the recommendation is to be made subject to identified conditions, being:

- (a) The verification of costs; and
- (b) The verification of quality, condition, size and amenity, including that the accommodation must be of an equivalent or better standard than that described in the application.

Step 17: Submission of report

A completed report is to be submitted to the Commissioner for consideration. This assessment outcome is a recommendation only, and does not 'produce' the Commissioner's decision in respect of the application. The Commissioner will consider the application and the assessors' reports, and then, taking into account the information in the application, and the analysis and recommendation(s) contained in the report, and the individual circumstances of the application, will reach a decision as to whether to approve the application or to refuse to approve the application.

Appendix 1. Evidence for cost components

The evidence indicated below is indicative only, and does not preclude other forms of evidence where they can be demonstrated to be adequate and reliable.

Component	Facility/accommodation type	Types of evidence
Land	For existing facility or land that was not recently purchased	<ul style="list-style-type: none">• Land valuation conducted by a qualified valuer who is a member of the Australian Property Institute in the last 3 years.• Land value based on historical cost convention.• Other verifiable value.
	Newly acquired land	<ul style="list-style-type: none">• Contract of sale.
Construction	Newly acquired building	<ul style="list-style-type: none">• Contract of sale
	Major Refurbishments	<ul style="list-style-type: none">• Quote or estimate of costs that have been certified by a quantity surveyor who is a member of the Australian Institute of Quantity Surveyors in the last 3 years; or• Report to governing Board or certification statement from Chief Financial Officer, accountant or equivalent.
	Proposed facility: New or extensions	<ul style="list-style-type: none">• Quote or estimate that has been certified by a quantity surveyor who is a member of the Australian Institute of Quantity Surveyors in the last 12 months.• Report to governing Board or certification statement from Chief Financial Officer or equivalent.
	Existing building	<ul style="list-style-type: none">• Building valuation conducted in the last 3 years by a certified valuer who is a member of the Australian Property Institute.• Building value based on historical cost convention.• Insured value or other verification of replacement value.

Appendix 2. Specified Care and Services Schedule

Quality of Care Principles 1997 Schedule 1—Specified care and services for residential care services

(section 18.6)

Note: Subsection 18.6(1A) provides that the care and services listed in Schedule 1 are to be provided in a way that meets the Accreditation Standards set out in Schedule 2.

Part 1—Hotel services—to be provided for all residents who need them

Col. 1 Item	Column 2 Service	Column 3 Content
1.1	Administration	General operation of the residential care service, including resident documentation
1.2	Maintenance of buildings and grounds	Adequately maintained buildings and grounds
1.3	Accommodation	Utilities such as electricity and water
1.4	Furnishings	Bed-side lockers, chairs with arms, containers for personal laundry, dining, lounge and recreational furnishings, draw-screens (for shared rooms), resident wardrobe space, and towel rails Excludes furnishings a resident chooses to provide
1.5	Bedding	Beds and mattresses, bed linen, blankets, and absorbent or waterproof sheeting
1.6	Cleaning services, goods and facilities	Cleanliness and tidiness of the entire residential care service Excludes a resident's personal area if the resident chooses and is able to maintain it himself or herself
1.7	Waste disposal	Safe disposal of organic and inorganic waste material
1.8	General laundry	Heavy laundry facilities and services, and personal laundry services, including laundering of clothing that can be machine washed Excludes cleaning of clothing requiring dry cleaning or another special cleaning process, and personal laundry if a resident chooses and is able to do this himself or herself
1.9	Toiletry goods	Bath towels, face washers, soap, and toilet paper
1.10	Meals and refreshments	(a) Meals of adequate variety, quality and quantity for each resident, served each day at times generally acceptable to both residents and management, and generally consisting of 3 meals per day plus morning tea, afternoon tea and supper (b) Special dietary requirements, having regard to either medical need or religious or cultural observance (c) Food, including fruit of adequate variety, quality and quantity, and non-alcoholic beverages, including fruit juice
1.11	Resident social activities	Programs to encourage residents to take part in social activities that promote and protect their dignity, and to take part in community life outside the residential care service

1.12	Emergency assistance	At least 1 responsible person is continuously on call and in reasonable proximity to render emergency assistance
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Part 2—Care and services—to be provided for all residents who need them

Col. 1 Item	Column 2 Care or Service	Column 3 Content
2.1	Daily living activities assistance	Personal assistance, including individual attention, individual supervision, and physical assistance, with: (a) bathing, showering, personal hygiene and grooming (b) maintaining continence or managing incontinence, and using aids and appliances designed to assist continence management (c) eating and eating aids, and using eating utensils and eating aids (including actual feeding if necessary) (d) dressing, undressing, and using dressing aids (e) moving, walking, wheelchair use, and using devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids (f) communication, including to address difficulties arising from impaired hearing, sight or speech, or lack of common language (including fitting sensory communication aids), and checking hearing aid batteries and cleaning spectacles Excludes hairdressing
2.2	Meals and refreshments	Special diet not normally provided
2.3	Emotional support	Emotional support to, and supervision of, residents
2.4	Treatments and procedures	Treatments and procedures that are carried out according to the instructions of a health professional or a person responsible for assessing a resident's personal care needs, including supervision and physical assistance with taking medications, and ordering and reordering medications, subject to requirements of State or Territory law
2.5	Recreational therapy	Recreational activities suited to residents, participation in the activities, and communal recreational equipment
2.6	Rehabilitation support	Individual therapy programs designed by health professionals that are aimed at maintaining or restoring a resident's ability to perform daily tasks for himself or herself, or assisting residents to obtain access to such programs

2.7	Assistance in obtaining health practitioner services	Arrangements for aural, community health, dental, medical, psychiatric and other health practitioners to visit residents, whether the arrangements are made by residents, relatives or other persons representing the interests of residents, or are made direct with a health practitioner
2.8	Assistance in obtaining access to specialised therapy services	Making arrangements for speech therapy, podiatry, occupational or physiotherapy practitioners to visit residents, whether the arrangements are made by residents, relatives or other persons representing the interests of residents
2.9	Support for residents with cognitive impairment	Individual attention and support to residents with cognitive impairment (eg dementia, and other behavioural disorders), including individual therapy activities and specific programs designed and carried out to prevent or manage a particular condition or behaviour and to enhance the quality of life and care for such residents and ongoing support (including specific encouragement) to motivate or enable such residents to take part in general activities of the residential care service

Part 3—Care and services—to be provided for residents receiving a high level of residential care

Col. 1 Item	Column 2 Care or Service	Column 3 Content
3.1	Furnishings	Over-bed tables
3.2	Bedding materials	Bed rails, incontinence sheets, restrainers, ripple mattresses, sheepskins, tri-pillows, and water and air mattresses appropriate to each resident's condition
3.3	Toiletry goods	Sanitary pads, tissues, toothpaste, denture cleaning preparations, shampoo and conditioner, and talcum powder
3.4	Goods to assist residents to move themselves	Crutches, quadruped walkers, walking frames, walking sticks, and wheelchairs Excludes motorised wheelchairs and custom made aids
3.5	Goods to assist staff to move residents	Mechanical devices for lifting residents, stretchers, and trolleys
3.6	Goods to assist with toileting and incontinence management	Absorbent aids, commode chairs, disposable bed pans and urinal covers, disposable pads, over-toilet chairs, shower chairs and urodomes, catheter and urinary drainage appliances, and disposable enemas
3.7	Basic medical and pharmaceutical supplies and equipment	Analgesia, anti-nausea agents, bandages, creams, dressings, laxatives and aperients, mouthwashes, ointments, saline, skin emollients, swabs, and urinary alkalisising agents Excludes goods prescribed by a health practitioner for a particular resident and used only by the resident

3.8	Nursing services	<p>Initial and on-going assessment, planning and management of care for residents, carried out by a registered nurse</p> <p>Nursing services carried out by a registered nurse, or other professional appropriate to the service (eg medical practitioner, stoma therapist, speech pathologist, physiotherapist or qualified practitioner from a palliative care team)</p> <p>Services may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> (a) establishment and supervision of a complex pain management or palliative care program, including monitoring and managing any side effects (b) insertion, care and maintenance of tubes, including intravenous and naso-gastric tubes (c) establishing and reviewing a catheter care program, including the insertion, removal and replacement of catheters (d) establishing and reviewing a stoma care program (e) complex wound management (f) insertion of suppositories (g) risk management procedures relating to acute or chronic infectious conditions (h) special feeding for care recipients with dysphagia (difficulty with swallowing) (i) suctioning of airways (j) tracheostomy care (k) enema administration (l) oxygen therapy requiring ongoing supervision because of a care recipient's variable need (m) dialysis treatment
3.10	Medications	Medications subject to requirements of State or Territory law
3.11	Therapy services, such as, recreational, speech therapy, podiatry, occupational, and physiotherapy services	<ul style="list-style-type: none"> (a) Maintenance therapy delivered by health professionals, or care staff as directed by health professionals, designed to maintain residents' levels of independence in activities of daily living (b) More intensive therapy delivered by health professionals, or care staff as directed by health professionals, on a temporary basis that is designed to allow residents to reach a level of independence at which maintenance therapy will meet their needs <p>Excludes intensive, long-term rehabilitation services required following, for example, serious illness or injury, surgery or trauma</p>
3.12	Oxygen and oxygen equipment	Oxygen and oxygen equipment needed on a short-term, episodic or emergency basis