



Application form for refundable accommodation deposit (RAD) approval

Use this form to apply for approval of RADs that are more than \$550,000 or the equivalent daily accommodation payment (DAP).

If you're not sure this is the right form, read [RAD approvals](#) and [applying for RAD approvals](#) on our website.

When will I hear the outcome?


We will process your application within **60 calendar days** of receiving your application.

If you have an urgent business or operational need for approval, please call us on 1300 550 970 and tell us:

- why your application is urgent
- when you would like to receive a decision

We may be able to prioritise your application depending on the number and priority of other applications in our queue.

If you need help

Some questions in the form have a *question mark* icon. 


Select the icon to see more information about that question in the [help section](#).


If you're still not sure, contact us on 1300 550 970 or acpcenquiries@acpc.gov.au

How to submit

Complete the checklist before you submit. Your completed form, supporting documents and photos must be separate files. Submit the original completed form (not a scanned copy) and all supporting files by:

- emailing to acpcapplications@acpc.gov.au
 - each email with attachments should be no more than 30MB, send several emails if needed
 - if you are having problems with emailing large files, please contact us for options.
 - you will receive an auto-reply when we have received your email. If you do not receive an auto-reply, please call us on 1300 550 970.
- posting to:
Office of the Aged Care Pricing Commissioner
Locked Bag 5, Haymarket NSW 1240

 We cannot process incomplete applications. If we need to contact you for more information, this may delay our decision.

 Keep a copy of your application (including supporting documents) in your records to help with future applications.

Your privacy

The information you provide is confidential. It is protected information under the *Aged Care Act 1997*. We will not use or disclose it for any other reason except to assess your application.

Application form for refundable accommodation deposit (RAD) approval**Contact and provider details****1. Who can we contact if we need more information about this application?**Title Mr Mrs Ms Miss Other

Name

Email

Position

Phone

2. Who should we address our decision letter to?Title Mr Mrs Ms Miss Other

Name

Email

Position

Postal address

3. Provider details

Provider name

Approved Provider ID

Aged care home details**4. General details of aged care home**

Name of aged care home

Service ID (NAPS or RACS)

Address

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Accommodation groups and rooms

5. Accommodation groups in your aged care home



List and describe all accommodation groups for which you are applying for a RAD price. Include a brief summary of features common to each group. Explain how each group is different from other accommodation groups in this aged care home, including groups that are not in this application.

Example description:

This group offers an electronic king single bed, walk-in wardrobe, flat screen TV, air-conditioning and ensuite in all 10 rooms, a balcony in 6 of the 10 rooms, the same window dressings in all rooms, and exclusive access to the rooftop terrace for all rooms. This group is different from the classic accommodation group because it offers higher quality furniture, larger room size, and better views.

Accommodation group name	Number of rooms	Proposed RAD price per room (\$)	Maximum number of residents in the room?	General description (suggested max. 150 words)

6. Spreadsheet: room details

Complete the room list tab of the [RAD application data sheet](#)

7. Photos of rooms

Attach photos of a representative room and ensuite for each accommodation group

Attach photos of any special room features that help justify the price such as a superior outlook, kitchenette or separate living area

Application form for refundable accommodation deposit (RAD) approval**Common areas and plans****8. Spreadsheet: common areas**

- Complete the common areas tab of the [RAD application data sheet](#)

9. Photos of common areas ?

- Attach photos of common areas accessible to residents of these rooms
- Attach photos of special features such as areas recently renovated or high-cost features such as a hydrotherapy pool

10. Floor plan and site plan

- Attach a **clear** floor plan that identifies room numbers and accommodation groups (*not required if it has not changed since you last provided it to us*)
- Attach a site plan of the aged care home if available (*not required if it has not changed since you last provided it to us*)

Pricing rationale

11. Rates and ratios ?

Occupancy rate of the aged care home (12-month average)
 (not required for new buildings)

Supported resident ratio of the aged care home (12-month average)
 (for new buildings, provide your target ratio once fully occupied)

12. Extra service and additional services fees ?

Do you offer these rooms on an extra service basis? Yes No

If yes, attach a copy of your benchmark list

Is there an additional services fee for residents (including packages) that is charged as a condition of entry for these accommodation groups? Yes No

If yes, list fee amount and the items and services included

13. Land and building costs or values

Select the option that best describes your aged care home:

- Existing aged care home with no major refurbishment or construction (**complete table 13a**)
- Existing aged care home with major refurbishment or construction (*such as refurbishing common areas and a large number of resident rooms, combining 2 separate rooms into 1 larger room, doing a major renovation, or constructing a new wing*) (**complete table 13b**)
- New aged care home (*home was built recently, currently being built, or about to be built*) (**complete table 13c**)

Completion date of major refurbishment, major construction, or construction of new aged care home

Complete ONE of the following THREE tables that apply to your aged care home.

Attach the evidence of the cost or value. Select the question mark icon for the full list of documents you can use as evidence.

13a. Existing aged care home with no major construction or refurbishment

Category	Value (\$)	Name of document that provides evidence and page number (attach the document)	If cost or value is different to the evidence, explain why
Land ?			
Building value ?			

Question 13 continues over the page

Application form for refundable accommodation deposit (RAD) approval**13. Land and building costs or values (continued)****13b. Existing aged care home with major refurbishment or construction**

Category	Cost or value (\$)	Name of document that provides evidence and page number (attach the document)	If cost or value is different to the evidence, explain why
Land	?		
Building value	?		
Refurbishment or construction	?		

Also provide the following if they were key costs of the major refurbishment or construction:

Category	Cost estimate (\$)	Describe the main components of expenditure
Fit out		
Furnishing		
Equipment		
Other		

13c. New aged care home

Category	Cost or value (\$)	Name of document that provides evidence and page number (attach the document)	If cost or value is different to the evidence, explain why
Land	?		
Construction	?		

Also provide the following if they were key costs of constructing the new aged care home:

Category	Cost estimate (\$)	Describe the main components of expenditure
Fit out		
Furnishing		
Equipment		
Other		

Application form for refundable accommodation deposit (RAD) approval**14. Factors justifying the proposed price for each accommodation group**

Complete ONE of the following questions (14a OR 14 b). Do **not** use the cost of specified care and services (as set out in the [Quality of Care Principles 2014](#)) or maintenance costs to explain the price.

14a. If this is the first time you are applying for these rooms, OR you are applying for an increase (above permissible indexation) in your previously approved RAD, OR your previously approved RAD has lapsed:

State the reasons in support of your proposed RAD in 500 words or less. It is important to include all relevant information in support of your case.

14b. If you are re-applying for previously approved accommodation groups that are nearing the end of their first 4-year approval period, and you are applying for the same price (or with permissible indexation) please respond to the following:

The quality and condition of these rooms is the same as when they were previously approved

Yes No

State why you think the accommodation groups in this application are still worth the same price? Please summarise your case in 500 words or less. It is important to include all relevant information in support of your case.

15. Provide more supporting information if you think it is relevant to your application.

Attach evidence if you think it will help us to make a decision.

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Checklist

We cannot process your application until you have provided us with all the information we need.

Tick the boxes below to make sure you have provided everything:

- Full rationale for the proposed RAD amount in [Question 14](#)
- Answers to all other questions that apply to you
- Floor plan
- Site plan, if available
- RAD History summary from last 12 months, if this was not included in the RAD application data sheet
- Photos of rooms and ensuites
- Photos of common areas
- Photos of special features in rooms or common areas
- Evidence for land cost or value
- Extra service fee benchmark list, if applicable
- Evidence for building or refurbishment cost or value
- All tabs completed in the [RAD application data sheet](#)

Declaration

I declare that:

- I am authorised to provide the above information
- the information supplied is true and correct
- I have not withheld any information likely to affect the assessment of this application

Name

Date

Giving false and misleading information is a serious offence. Penalties may apply.



Help section

Accommodation groups

(Question 5)

Accommodation groups are a number of rooms or parts of rooms that:

- have very similar size, quality, condition, comfort and features
- you are seeking to apply the same proposed RAD amount to

For example, an aged care home may offer 3 types of rooms – standard, deluxe and luxury – at different prices.

We need information about your accommodation groups to help us better understand:

- how residents receive extra value for a higher RAD
- the differences between your accommodation groups
- how they are priced in comparison to one another

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Photos

(Question 7)

(Question 9)

If you have a large number of photos to submit, please send them in separate emails of no more than 30MB per email.

Photos must be clear and taken within the last 6 months.

Name each photo using the following pattern:

- Accommodation group name – description
Examples: *Classic – whole room, Classic – ensuite, Classic – kitchenette*
- Common area name – level
Examples: *Dining room – ground floor, Sitting area – ground floor*

Representative room and ensuite means they must accurately reflect **all** rooms in that accommodation group. If all ensuites are the same design for different accommodation groups, you only need to submit photos of one ensuite.

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[➔ Back to Question 9](#)

Supported resident ratio

(Question 11)

The supported resident ratio is also known as the concessional ratio. It is the percentage of residents at an aged care home who are supported residents.

A supported resident's accommodation costs are fully or partly subsidised by the Australian Government because they have low assets.

Knowing the supported resident ratio helps us to assess your application. For example:

- when we look at the RAD history, a high supported resident ratio may explain why only a few residents have paid the maximum RAD
- if your aged care home has rooms with higher RADs, it is helpful to know you also offer rooms for lower RADs or supported residents

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Extra service and additional fees

(Question 12)

Knowing about these fees (and what they cover) allows us to better compare different aged care homes in a local area.

For example, two aged care homes in a local area may have accommodation groups at the same RAD price:

- One home offers free Wi-Fi, free access to pay TV, and a free large smart TV.
- The other charges an additional services fee of \$25 per day for the same services.

This helps us to assess the value to the resident at each home.

If the cost of care and services are part of your justification for the proposed RAD, we need to confirm that:

- they are not any of the specified care or services set out in the Quality of Care Principles 1997
- you are **not** charging residents for these services (now or in the future), including through extra service fees or additional fees

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Land and building costs or values

(Question 13)

Provide values that are relevant to the aged care home in this application. Do **not** include any other buildings on site, such as Independent Living Units or other care facilities.

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Land value or costs

(Question 13)

For **new residential aged care homes** or **existing aged care homes undertaking major construction**, provide the cost of the land acquired for construction. If you constructed on existing land, provide the value of that land.

For all other **existing aged care homes**, provide the value of the existing land.

Provide **one** of the following as evidence:

- Council rates notice from within the last 12 months showing land value
- Land (or facility) valuation conducted in last 3 years by a qualified valuer who is a member of the Australian Property Institute
- Contract of sale if purchased in the last 3 years
- Land Value Search document from State Government Valuer General

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Building value

(Question 13)

Provide **one** of the following as evidence of the value of the buildings:

- Insurance policy (or extract) from within the last 12 months showing the Insurance Replacement Value of this facility. Ensure you show the insurance replacement value of this facility, NOT the limit of liability of the policy.
- Building valuation conducted in last 3 years by a qualified valuer who is a member of the Australian Property Institute — provide the Core Value (excluding the net present value of the RADs)
- If facility is leased, copy of lease showing annual rent

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Application form for refundable accommodation deposit (RAD) approval**Construction or refurbishment costs***(Question 13)*

Construction or refurbishment costs should:

- exclude project management fees
- identify if fit-out, furnishing and equipment costs are included

Provide **one** of the following as evidence of the cost or value of construction or refurbishment:

- Contract for construction
- A quote or quantity surveyor's estimate of the cost of construction of a new facility
- The most recent quantity surveyor's progress valuation report showing value of work completed and value remaining

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Pricing explanation*(Question 14)*

Your explanation may include:

- an overview of why you think the proposed RADs represent value for the residents
- how you worked out the RAD amounts
- the business considerations or strategy which support the proposed RADs
- the costs of construction or refurbishment that you want to recoup
- the benefits provided to the resident from any improvements to infrastructure (such as renovations, refurbishments or new construction)
- design features
- unique features of the accommodation or location that provide value to residents
- analysis of competitors and where this aged care home fits in the local market
- median house price changes in the local area
- specific needs that are not being met in the local area, such as dementia-specific or higher-end rooms

If you are applying for a price we approved in the last 4 years, tell us why you think it is still worth the same price.

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