



2020 – 2022 Strategic objectives

The Aged Care Pricing Commissioner (ACPC) is an independent statutory position. The Government set up the ACPC role as part of reforms to the Aged Care Act 1997. The role became effective on 1 July 2014.

Our mission is to improve consumer confidence in and understanding of the aged care sector and its regulation by:

- ✓ ensuring residents receive quality accommodation when they pay higher refundable accommodation deposit (RAD) prices
- ✓ increasing the transparency of residential aged care accommodation pricing
- ✓ minimising the administrative burden on providers
- ✓ approving increases and decreases in extra service fees

Strategic objectives

#1 Operational excellence

We make fair and timely decisions on applications for accommodation prices above \$550,000 in residential aged care homes. Our decisions are based on evidence and consistent with legislation and policy. We use the knowledge of our stakeholders and an understanding of value from the residents' perspective.

We gather data about rooms and facilities to improve our processes, including the way we determine value to the resident.

#2 Ease of engagement

Our application process is clearly mapped out and easy to access. We are responsive to phone and email enquiries.

#3 Educative role

The information we provide about our work is easy to find and understand.

#4 Build collaborative relationships

We build collaborative relationships with relevant teams in the Department of Health.

The Commissioner:

- regularly updates the Minister on accommodation and extra services pricing trends
- develops collaborative relationships with peak bodies, providers and the Aged Care Financing Authority

#5 Build staff capability

We provide our staff with opportunities to improve analytical capacity through:

- professional development
- database improvements
- supportive technology and processes

Ongoing support and training results in improved outcomes for our key stakeholders.