

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2013-14 Additional Estimates Hearings**

**Outcome Number:** 8

**Question No:** 563

**Topic:** Residential Care changes

**Hansard Page:** Written

**Senator Polley** asked:

What are the main issues facing residential care providers and the department as they prepare for the changes?

**Answer:**

Residential care providers will need to understand the new financial arrangements in the lead up to 1 July 2014, and make any necessary changes to their business procedures.

These changes include: the requirement to publish accommodation prices and publish them on the MyAgedCare website, providers' own websites and in promotional material; new means testing arrangements; new accommodation payment arrangements; and the removal of the distinction between high care and low care.

The Department has worked with the sector on processes to enable providers to publish their prices on the MyAgedCare website.

A free new service, Transitional Business Advisory Services (TBAS), has been launched to help residential aged care providers' transition to the new accommodation payment arrangements that start from 1 July 2014. All aged care providers with operational residential care places are eligible for assistance under TBAS.

Administrative procedures within residential care facilities will need to be adjusted to reflect changes in the way that accommodation payments can be made by residents, that is the choice between paying a Refundable Accommodation Deposit or an equivalent Daily Accommodation Payment or a combination of both.