



**Australian Government**

**Department of Health and Ageing**

# **Extra Service status Guidelines for applicants**

## **2012-13 Extra Service Approvals Round**

- **These Guidelines are provided to assist aged care providers seeking approval for Extra Service status under the *Aged Care Act 1997*. Please read these Guidelines before completing the 2012-13 Extra Service status Application form.**
- **These Guidelines are not intended as a replacement for, or a complete summary of, the requirements contained in the *Aged Care Act 1997* and the *Extra Service Principles 1997*. Applicants should familiarise themselves with the requirements set out in the Act and Principles prior to lodging an application.**

## **INTRODUCTION**

### ***Living Longer, Living Better***

The Government has outlined new arrangements for Extra Service in its *Living Longer Living Better* aged care reforms. The Government proposes to allow two levels of additional charges for amenities and hotel type services over and above basic specified care and services. Under this arrangement, residents in all aged care homes will be able to purchase optional extra services, such as enhanced entertainment or lifestyle choices, for an additional fee. In addition, homes will be able to offer a capped number of aged care places dedicated to the provision of services solely on an 'extra service' basis. These will offer residents a higher level of amenities and hotel-type services.

Current extra service arrangements allow for limited provision of additional services and a higher standard of accommodation for residents in return for a higher fee, part of which is recovered by government (an extra services subsidy reduction is applied at a rate of 25 per cent of the higher extra services fee – this will be discontinued for new admissions or transfers after July 2014).

On 1 July 2014, existing Extra Service homes will automatically transfer to the new 'dedicated' extra service status; residents in these homes at 30 June 2014 will continue under their existing fee arrangements.

## **1. APPLYING FOR EXTRA SERVICE STATUS**

### **1.1 Eligible applicants**

Aged care providers may apply for Extra Service status in respect of a residential care service, or distinct part of the service, if they have:

- an allocation under part 2.2 of the *Aged Care Act 1997* (the Act) for the places included in the service, including a provisional allocation of places;
- applied under part 2.2 of the Act for an allocation of places, eg in an Aged Care Approvals Round; or
- approval under the Act for the places to be transferred or varied into the service.

### **1.2 Use of an approved application form**

All applications for Extra Service status must be made on the approved 2012-13 Extra Service status application form. The application form is available on the Department of Health and Ageing's website [at www.health.gov.au/ess](http://www.health.gov.au/ess). If you are unable to download the documentation from the website, you should contact the Aged Care Help Desk on 1800 900 554.

A separate application form must be submitted for each service that the applicant is seeking Extra Service status.

### 1.3 Submitting your application

**TWO** signed application forms (the original plus one exact copy) plus **ONE** set of **clearly labelled attachments** - should be sent to:

<b>Postal Address</b>	<b>Street Address</b> (for hand delivered applications)
Extra Service Applications Aged Care Programs Branch Ageing and Aged Care Division Department of Health and Ageing MDP 551 GPO Box 9848 CANBERRA ACT 2601	Extra Service Applications Aged Care Programs Branch Ageing and Aged Care Division Department of Health and Ageing Ground Floor Reception Sirius Building Worgan Street WODEN ACT 2606  <b>Please call extension 2342 or 5598 from reception</b>
<b>Applications for Extra Service status will only be accepted at the Department's Central Office (postal or street address) as indicated above.</b>	
<b>Please do not send applications for Extra Service status to the Department's State/Territory Offices.</b>	

### 1.4 Closing date

Applications must be received by **2:00 pm** on **Friday 21 December 2012**.

Late applications will not be accepted.

### 1.5 Acknowledgement of applications

The Department will acknowledge receipt of your application by email (using the email address that you specify at Question 2 of the application form).

If you have not received an acknowledgement from the Department within two weeks of lodging your application, please contact the Department on (02) 6289 2342 or via email at: [extraservice@health.gov.au](mailto:extraservice@health.gov.au)

### 1.6 Information in other applications

Information contained in an application submitted in the 2012-13 Aged Care Approvals Round may be considered as part of the assessment of an application for Extra Service status. Any such consideration is at the sole discretion of the Department and in accordance with the relevant provisions of the Act.

## **1.7 Decisions**

The final decision to grant or not grant Extra Service status is made by the delegate of the Secretary of the Department of Health and Ageing. This is not a reviewable decision under the Act.

The Department will write to all applicants at the conclusion of the 2012-13 Extra Service Approvals Round. If your application is not approved, you will be advised in writing of the reason/s for the decision.

## **1.8 Out of round applications**

Out-of-Round applications can be submitted by approved providers who already have Extra Service status but want to increase or vary their allocation of Extra Service status.

Providers are encouraged to apply for Extra Service status as part of the 2012-13 Extra Service Approvals Round.

To ensure that all applications are treated in a consistent manner, any 'out-of-round' applications received after the Invitation to Apply on 10 November 2012 that seek to increase an existing grant of Extra Service status, or to vary the mix of an existing grant (eg from low care to high care), will be considered in the context of other applications lodged in the 2012-13 Extra Service Approvals Round.

This means that results of the 2012-13 Extra Service Approvals Round and any out-of-round applications received during the conduct of the Round are likely to be announced at the same time. This is expected to be by no later than June 2013.

## **2. GENERAL INFORMATION**

### **2.1 Extra Service status**

Extra Service involves the provision of a significantly higher than average standard of services including accommodation, the range and quality of food, and non-care services such as recreational and personal interest activities. Applications for Extra Service status must demonstrate that the level of provision of these services is **significantly higher** than the average residential care service.

A grant of Extra Service status allows providers to charge a higher daily fee and to charge an accommodation bond for either low care or high care accommodation.

Extra Service status does not affect the care provided to residents, as providers are required to meet designated care standards for all residents.

Before residential care can be provided on an Extra Service basis, the approved provider and the resident (or their representative) must have entered into an Extra Service Agreement, which must specify:

- the level of the Extra Service amount (ie the fee the resident will pay) in respect of the particular type of place;
- how the Extra Service amount may be varied; and
- the standard of accommodation, services and food to be provided to the resident.

The conditions of approval for Extra Service, other than those specified in the *Aged Care Act 1997* or the *Extra Service Principles 1997*, are determined by the Department of Health and Ageing and may be varied by agreement between the Department and the approved provider.

## **2.2 Extra Service Agreements cannot be entered under duress**

### ***Aged Care Act 1997, section 36-2***

The Act provides that an Extra Service agreement must not be entered into in circumstances under which the resident (care recipient) is subject to duress, misrepresentation, or threat of disadvantage or detriment. Existing care recipients in the service must be given a choice as to whether they receive care on an Extra Service basis. Should they choose not to receive care on an Extra Service basis, they cannot be charged an Extra Service amount. Applicants should also refer to section 36-4 of the Act regarding additional protection for existing residents.

The Commonwealth will not reduce the provider's subsidy for a care recipient where a care recipient is an existing resident of a service or a distinct part which attains Extra Service status, and the resident has not elected to receive care on an Extra Service basis.

Other than these existing residents, all residents of an Extra Service place in a service must have an Extra Service resident agreement in place. This includes respite care residents and any residents who are occupying an Extra Service place and are not being charged the Extra Service amount.

For residents of an Extra Service place, other than existing residents, who are not paying an Extra Service amount, the resident agreement needs to specify that no Extra Service amount is being charged. However, the subsidy reduction will still be applied.

## **2.3 Extra Service status and Commonwealth funding**

### ***Aged Care Act 1997, section 44-29(3), 44-30(4), 44-6(2)(d) and 72-1***

Residential aged care services are eligible to receive a Commonwealth subsidy for residents in Extra Service places. The subsidy is reduced by 25% of the approved Extra Service fee for the place, as calculated on a daily rate. This amount may be added to the approved Extra Service fee charged to residents.

A residential aged care service providing Extra Service, whether wholly or in a distinct part of the facility, is ineligible for a viability supplement for any place in the facility. The provider is also ineligible for an accommodation supplement, a concessional resident supplement or a hardship resident supplement for any resident occupying a place on an Extra Service basis.

Should Extra Service status be approved, capital grants must be repaid in accordance with provisions set out in the Act and the Principles and the provider will forego eligibility for future capital grant funding, additional recurrent funding, or capital transition payments for capital purposes previously paid or approved for the service.

### 3. HOW THE DEPARTMENT WILL ASSESS APPLICATIONS

Applications for Extra Service status will be assessed by the Department in accordance with the relevant legislative provisions and the administrative processes outlined in these Guidelines.

The following table sets out the sections of the *Aged Care Act 1997* (the Act) and the *Extra Service Principles 1997* (the Principles) that are relevant to the assessment of applications for Extra Service status.

Source	Summary of criteria
<i>Aged Care Act 1997</i>	<ul style="list-style-type: none"> <li>- Must not unreasonably reduce access to residential care by people who are supported residents, concessional residents, assisted residents or people aged at least 70 years of age who would have difficulty affording Extra Service (<b>paragraph 32-4(1)(a)</b>)</li> <li>- The standard of accommodation, food and services must be significantly higher than the average standard of residential care services (<b>paragraph 32-4(1)(b)</b>)</li> <li>- The provider must have a “very good record” (<b>paragraph 32-4(1)(c)</b>)</li> <li>- If there are key personnel in common with another provider, that provider must also have a very good record (<b>paragraph 32-4(1)(ca)</b>)</li> <li>- If the residential service is providing care at the time of application, it must be certified and accredited (<b>paragraph 32-4(1)(d)</b>)</li> <li>- Any other matters specified in the Principles (<b>paragraph 32-4(1)(e)</b>)</li> <li>- In certain circumstances, a competitive assessment must be undertaken to ensure that access is not unreasonably reduced, with preference given to those applications that best meet all criteria (<b>section 32-5</b>)</li> </ul>
<i>Extra Service Principles 1997</i>	<ul style="list-style-type: none"> <li>- Unreasonable reduction of access (<b>14.17</b>)</li> <li>- Standard of accommodation, services and food (<b>14.18</b>)</li> <li>- Applicant’s record (<b>14.19</b>)</li> <li>- Assessment of relevant key personnel in common (<b>14.19AA</b>)</li> <li>- Assessment of benefit to current and future care recipients (<b>14.19A</b>)</li> <li>- Diversity of choice for care recipients (<b>14.19B</b>)</li> <li>- Continuity of care (<b>14.19C</b>)</li> <li>- Competitive assessment of applications (<b>14.20; 14.21; 14.21A; 14.21B; 14.21C</b>)</li> </ul>

The Act and the Principles are available on the Attorney-General’s Department website [at www.comlaw.gov.au](http://www.comlaw.gov.au)

Each application is required to satisfy all relevant criteria. The following sets out matters that will be considered in relation to each criterion during the assessment process.

### 3.1 Access

#### ***Aged Care Act 1997, paragraph 32-4(1)(a), Extra Service Principles, section 14.17***

Under the Act, an application for Extra Service status must not be approved by the Secretary (or delegate) if granting approval would unreasonably reduce access to residential care by people who live in the state, territory or region who are supported residents, concessional residents, assisted residents, or people who are at least 70 years of age and who would have difficulty affording an Extra Service amount.

In addition, a maximum of 15% of residential aged care places can be granted Extra Service status in each state and territory. This limit is set by a Ministerial determination made under section 32-7 of the Act.

Within this overall state/territory limit, the Department will also consider the impact of granting the Extra Service status at the planning region level.

In particular, the Department will be guided by the following:

- the total proportion of residential aged care places with Extra Service status within each aged care planning region (as at 28 September 2012);
- the proportion of high care and low care residential aged care places with Extra Service status within each aged care planning region (as at 28 September 2012); and
- the 2012 Extra Service calibrated ratios which provide a guide to the maximum proportion of residential places that can be granted Extra Service status within each aged care planning region.

Data relating to the proportions of total, high care and low care residential aged care places with Extra Service status in each region (as at 28 September 2012) and the 2012 Extra Service calibrated ratios are available on the Department's website <http://www.health.gov.au/ess>

#### **3.1.1 2012 Extra Service calibrated ratios**

The 2012 Extra Service calibrated ratios have been developed through modelling undertaken by the Department. They are a guide to the maximum proportion of residential places in an aged care planning region that can be granted Extra Service status based on:

- the proportion of residents with supported resident status;
- the proportion of residential places that give priority access to people from special needs groups;
- the proportion of other people aged 70 years and over who could not afford an extra service amount;
- maintenance of an appropriate level of non-Extra Service places in each region; and
- the 15% limit on Extra Service status in each state and territory.



The calibrated ratios to be used in the 2012-13 Extra Service Approvals Round are designed to target those regions that have the capacity to support additional Extra Service places within the overall 15% state/territory limit.

The calibrated ratios may vary between individual aged care planning regions, depending on socio-economic factors, current levels of Extra Service status, and supply and demand factors.

### **3.1.2 How applications will be assessed against the access criterion at the aged care planning region level**

As a first step, the Department will compare the total proportion of all Extra Service places, ie high care and low care combined (including the additional Extra Service places sought through the Round) against the 2012 calibrated ratio for each region.

- At the time of advertising the 2012-13 Extra Service Approvals Round, no region was above its calibrated ratio (in terms of the total proportion of proportion of Extra Service places, ie high care and low care combined).

As a second step, for an Extra Service proposal relating to high care the Department will compare the proportion of high care Extra Service (including the additional high care Extra Service places sought through the Round) against the 2012 calibrated ratio for each region. A threshold of 5% is being used as a guide to determine the amount of high care Extra Service that might be approved, above the calibrated ratio, for the region.

- At the time of advertising the 2012-13 Extra Service Approvals Round, the following aged care planning regions already have a significant proportion of high care residential care places approved for Extra Service status. In these regions, the high care Extra Service proportion already exceeds the respective calibrated ratio by more than 5%. It is, therefore, unlikely that additional high care Extra Service will be approved in these regions in the 2012-13 Extra Service Approvals Round.
  - Southern Highlands – NSW
  - Eastern Metropolitan – VIC
  - Brisbane North – QLD
  - Darling Downs – QLD
  - Great Southern – WA
  - Metropolitan East - WA
  - Metropolitan North – WA
  - Metropolitan South East - WA
  - Metropolitan South West – WA
  - Mid West - WA
  - South West - WA.
- Prospective applicants should also note that there is only limited capacity to approve further high care Extra Services in the following aged care planning regions in the 2012-13 Extra Service Approvals Round. In these regions, the

high care Extra Service proportion currently exceeds the respective calibrated ratio by between 3% and 5%.

- ACT
- Far North Coast - NSW
- Loddon-Mallee - VIC
- Northern Metropolitan - VIC
- Brisbane South – QLD
- Far North – QLD
- Logan River Valley - QLD
- Sunshine Coast - QLD

If you are applying for high care Extra Service in a region where the high care Extra Service proportion already exceeds the calibrated ratio for the region, you should particularly explain in your application why access to residential care would not be restricted if your Extra Service application was approved.

If during the course of the assessment process, other regions would potentially exceed the 5% threshold (eg because of interest from other providers in applying for high care Extra Service places in the region), the Department may write to you inviting you to provide more information in support of your application.

### **3.2 Significantly higher standard of accommodation, food and services**

#### ***Aged Care Act 1997, paragraph 32-4(1)(b), Extra Service Principles, section 14.18***

Under the Act, an application for Extra Service status must not be approved by the Secretary (or delegate) unless the proposed standard of accommodation, services and food is significantly higher than the average standard in residential care services that do not have Extra Service status.

To meet this criterion, applicants need to demonstrate that they will provide “significantly higher” standards of accommodation, food and services by achieving at least the minimum required points for the Extra Service Benchmarks (see Question 18 in the application form).

Services that must be provided to all residents as Specified Care and Services under the *Aged Care Act 1997* and *Quality of Care Principles 1997*, and services that are claimable under the Aged Care Funding Instrument (ACFI) do NOT form part of Extra Service and cannot be used to meet the benchmarks.

### **3.3 Provider record**

#### ***Aged Care Act 1997, paragraph 32-4(1)(c), Extra Service Principles, section 14.19***

Under the Act, an application for Extra Service status must not be approved by the Secretary (or delegate) unless the applicant has a “very good record” of conduct as a provider of aged care.

In assessing provider record, the delegate will take into consideration any non-compliance by the applicant in the three years prior to making an application for

Extra Service status and any non-compliance that occurs after the application is made (up until the delegate makes a final decision in relation to the application).

Section 14.19 of the *Extra Service Principles 1997* defines the three year period and also allows the delegate to “have regard to any other relevant matter”.

Non-compliance that occurs after the application is made is likely to be regarded as a relevant matter.

Non-compliance includes, but is not limited to, sanctions and notices of non-compliance at any service operated by the applicant. The delegate will take into consideration relevant information and records held by the Aged Care Standards and Accreditation Agency, the Department of Health and Ageing, or any other Commonwealth or state/territory organisation.

A record of non-compliance action will not automatically mean that an application for Extra Service status cannot be granted. In assessing this criterion, the delegate will consider a range of factors including:

- the nature of any non-compliance;
- the timing or recency of the non-compliance (in general, the Department will give greater weight in the assessment process to recent non-compliance);
- the frequency of any non-compliance;
- the timing and effectiveness of the response to the non-compliance (which could include any changes in procedures or personnel, and efforts to implement continuous quality improvement at the management, clinical or administrative level); and
- the extent of the non-compliance across services operated by the applicant or services operated by related approved provider entities.

### **3.4 Key personnel in common**

#### ***Aged Care Act 1997*, paragraph 32-4(1)(ca), *Extra Service Principles*, section 14.19AA**

Non-compliance will also be considered in relation to services operated by related provider entities. Under the Act, where an applicant has relevant key personnel in common with a person who is or has been an approved provider, that person must also have a “very good record” of conduct as a provider of aged care.

In considering the record of a related provider entity, the delegate will have regard to the same type of factors as the record of the applicant (as outlined above in section 3.3 of these Guidelines).

Similarly, the delegate will take into consideration any non-compliance by a related provider in the three years prior to the application for Extra Service status and any non-compliance by a related provider that occurs after the application is made (up until the delegate makes a final decision in relation to the application).

The delegate will also have regard to:

- the role of relevant key personnel in common with the applicant in the non-compliance; and
- the role of the relevant key personnel in common with the applicant in any rectification of the non-compliance (which could include any changes in procedures or personnel, and efforts to implement continuous quality improvement at the management, clinical or administrative level).

### **3.5 The residential care service is certified and accredited**

#### ***Aged Care Act 1997, paragraph 32-4(1)(d)***

Under the Act, it is a requirement that the residential care service is certified and accredited. Applicants must indicate on the application form (at Question 11) whether the application is for an existing building or a proposed building.

Applicants should note that in selecting 11(b) – proposed buildings – you are accepting as a condition of approval of Extra Service status that the building will meet the required standards.

Further information about certification can be found on the Department's website at <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-certification.htm>

Aged care homes must be accredited under the Accreditation Standards for Residential Aged Care in order to receive public subsidies. Further information about accreditation can be found on the Aged care Standards and Accreditation Agency's website at <http://www.accreditation.org.au/>

### **3.6 Other matters to be considered in the assessment**

#### ***Aged Care Act 1997, paragraph 32-4(1)(e), Extra Service Principles, section 14.19A, 14.19B, 14.19C***

The Act provides that the Extra Service Principles can specify any other matter to be considered by the Secretary (or delegate) in assessing an application for Extra Service status. Consistent with the Principles, the delegate will consider the following matters.

#### **3.6.1 Assessment of benefit to current and future care recipients**

##### ***Aged Care Act 1997, paragraph 32-4(1)(e), Extra Service Principles, section 14.19A***

The delegate must be satisfied that there will be significant benefit to current and future care recipients in the region if the application for Extra Service status is granted.

The delegate will consider whether the application includes innovations that would enhance service delivery to care recipients in the region and how the applicant will ensure that current and future care recipients are fully informed about the fees and charges that will be imposed and the services that will be provided.

### **3.6.2 Diversity of choice for care recipients**

#### ***Aged Care Act 1997, paragraph 32-4(1)(e), Extra Service Principles, section 14.19B***

The delegate must be satisfied that there would be a significantly increased diversity of choice for current and future care recipients, and their carers and families, should the application for Extra Service status be granted.

The delegate will consider the different groups of care recipients who are offered Extra Service in the region. These groups include care recipients who are:

- affected by dementia;
- belong to an ethnic community;
- belong to an indigenous community;
- are high or low care recipients;
- are couples;
- wish to age in place.

### **3.6.3 Continuity of care**

#### ***Aged Care Act 1997, paragraph 32-4(1)(e), Extra Service Principles, section 14.19C***

The delegate must be satisfied that the Extra Service status (if granted) would provide current and future care recipients in the region with better access to continuity of care in the short and long term.

If a region has a low proportion of services certified under the Act, or services that may not continue to operate, the delegate will take into account whether the Extra Service will improve the long term financial and organisational viability of the service if the application is granted.

Where relevant, the Department may consider financial information (including financial viability assessments obtained through the 2012-13 Aged Care Approvals Round) in relation to applications for Extra Service status, including financial information relating to the applicant or related entities.

The delegate may also take into account whether the service has made suitable arrangements for continuity of care for existing recipients during the transition to Extra Service status.

## **4. COMPETITIVE ASSESSMENT**

In accordance with section 32-5 of the Act, a competitive assessment will be undertaken if more than one Extra Service status application is received in respect of an aged care planning region and the total number of places covered by those applications would unreasonably reduce access to residential aged care places in that region for supported residents, concessional residents, assisted residents or people who are at least 70 years of aged and who cannot afford an Extra Service amount.

A competitive assessment will also conducted if the maximum proportion of Extra Service status for a state or territory (ie the overall 15% limit) is likely be exceeded.

The competitive assessment process will give preference to those applications that best meet the criteria in section 32-4 of the Act.

For example, previous non-compliance (which is relevant to the applicant's conduct as a provider of aged care) may make an application less competitive.

Consideration will also be given to the level of Extra Service fees and charges; and each applicant's responses to questions about the benefits to current and future care recipients in the region, diversity of choice for care recipients in the region, and the capacity to offer continuity of care to current and future care recipients in the region.

The delegate may also have regard to any other relevant matter.

### **4.1 Services with a mix of Extra Service and non-Extra Service places**

Where a competitive assessment of applications is undertaken, the delegate may give greater weight to applications for services that offer a mix of both Extra Service and non-Extra Service places.

The mix of Extra Service and non-Extra Service places may be considered in relation to the following Principles:

- assessment of benefit to current and future care recipients (14.21);
- diversity of choice for current and future care recipients (14.21A); and/or
- any other relevant matter (14.21C).

### **4.2 Promoting new or expanded residential aged care facilities**

The delegate may also give greater weight to applications which, if approved, would promote new or expanded aged care facilities, ie leading to an increased number of residential care places in the region.

## 5. COMPLETING THE APPLICATION FORM

### **Cover sheet:**

Applicants should ensure the coversheet includes, where applicable, the Approved Provider Name, ACN, Service Name, and Residential Aged Care Service ID.

If the applicant has not yet been approved as a provider under the Act, state the name of the incorporated entity applying for approved provider status. If the service name is not yet determined, state 'New Service (*include the suburb/town where the service is to be located*)'.

### **Question 1: Postal address of applicant**

All written correspondence in relation to this application will be sent to this address.

### **Question 2: Authorised contact person**

Nominate at least one authorised contact person and provide contact details, including an email address. An alternative contact person should also be nominated.

### **Question 3: Service details**

Indicate the exact name and physical address of the residential aged care service or proposed service that this application refers to. If the service name is not yet determined, show as 'New Service (location)'.

### **Question 4: Whole service or distinct part**

Indicate whether you are applying for Extra Service status for the whole service or for a distinct part of the service. If the latter, the distinct part rules must be satisfied – see Question 16.

### **Question 5: Commencement of Extra Service**

Specify when the Extra Service status is expected to commence (become operational) at the service. Note - the results of the 2012-13 Extra Service Approvals Round are expected to be announced in mid-2013.

Should your application be approved, a condition of the approval will be that the Extra Service has to commence within the stated timeframe. Providers must have consulted with existing care recipients regarding the provision of Extra Service (including the proposed fees and services) prior to the commencement of Extra Service. This nominated date of effect should take this into account.

### **Question 6: Number of Extra Service places**

**Question 6.1:** State the total (maximum) number of Extra Service places that you are applying for in this application. Also provide a breakdown of these places as specified in 6.1.

**Question 6.2:** If an application is not approved for the total (maximum) number of places applied for under Question 6.1 (for example, because of the impact on access), approval may be granted for a lesser number of places, where this is nominated.

Indicate the minimum number of places that would be acceptable under this application, and a breakdown of these places as specified in 6.2. If there is no change from the answer to Question 6.1, the same number should be included in the response to Question 6.2.

Where a minimum number of places is nominated, you will need to demonstrate that the places can still form a distinct part in the service. You will also need to answer Question 17.

**Question 7: Extra Service fees**

Indicate the proposed Extra Service fee for each Extra Service place. Residents in the same room type must be charged the same fee. Approved Extra Service fees will be notified in an Approval of Fees Notice. Once approved, any changes to the level of fees must be approved by the Department. Increases in the level of fees payable will only be approved if at least 12 months has elapsed since the last fee approval and the fee increase is no more than 20% plus an indexation of the current fee in accordance with the All Groups Consumer Price Index.

The Extra Service fee can be variable but:

- the Extra Service fee cannot be nil for a place;
- the average of the Extra Service fees for all the places in the service or distinct part must be at least \$10 per day; and
- Extra Service residents in the same room type must be charged the same fee.

The maximum amount that can be charged to a resident equals the fee plus 25%.

Please provide both the fee and the amount to be charged to residents.

GST must be included in Extra Service payments agreed between the approved provider and residents in respect of Extra Service items that are subject to GST. (Accommodation, food and services listed in Schedule 1 of the *Quality of Care Principles 1997* are GST-exempt. These items do not form part of Extra Service.)

See also the notes below in relation to Question 17 (Minimum acceptable number of places – distinct part).

**Question 8: Access**

See sections 3.1 - 3.1.4 of these Guidelines. Also refer to the data relating to the proportions of total, high care and low care residential aged care places with Extra Service status in each region (as at 28 September 2012) and the 2012 Extra Service calibrated ratios – available on the Department’s website at <http://www.health.gov.au/ess>



**Question 9: Provider record**

See section 3.3 of these Guidelines. Applicants who have not operated a residential aged care service should indicate this on the application form.

**Question 10: Key personnel in common**

See sections 3.3-3.4 of these Guidelines.

**Question 11: Certification and accreditation**

Mark the box that describes the service at the time of the application. For existing buildings, applicants should mark box 11(a) and for proposed buildings applicants should mark box 11(b). See section 3.5 of these Guidelines for further information about certification and accreditation.)

**Question 12: Assessment of benefit to current and future care recipients**

See section 3.6.1 of these Guidelines.

**Question 13: Diversity of choice for care recipients**

See section 3.6.2 of these Guidelines.

**Question 14: Continuity of care**

See section 3.6.3 of these Guidelines.

**Question 15: Different types of places at the service**

See sections 4.1 and 4.2 of these Guidelines.

Indicate whether the service currently provides, or will provide, a mix of Extra Service and non-Extra Service places for residents. If relevant, provide details of the mix, including the number of each type of place at the service.

Also indicate whether the approval of this Extra Service status application will contribute to the construction of a new residential aged care facility, expansion of an existing facility, or the conversion of existing non-ESS places to ESS.

**Question 16: Distinct part**

You should only complete this question if you are claiming for a ‘distinct part’ of a service (as indicated in your answer to Question 4).

A ‘distinct part’ means a specific area of the service that:

- is physically identifiable as separate from all the other places included in the service;
- includes sufficient living space for the care recipients in the area;
- the area must include dining and lounge areas, located together or separately, that are for the exclusive use of care recipients living in the area; and
- includes at least 5 places.

Describe how the distinct part requirement will be met. On the plan of the service that you provide in response to the Extra Service Benchmarks, the distinct part must be clearly defined by a thickly drawn outline to clearly show how it is physically separate from the rest of the facility. Provide additional evidence as required, eg photographs, to show that the distinct part requirements are met.

**Question 17: Minimum acceptable number of places – distinct part**

You are only required to answer this question if the minimum acceptable number of Extra Service places (indicated at Question 6.2) is different from the preferred maximum number of Extra Service places (indicated at Question 6.1).

Describe how distinct part requirements would be met if Extra Service was approved only in relation to the minimum number of places. You may need to attach a second set of plans, clearly showing the smaller distinct part.

**Question 18: Extra Service Benchmarks**

The Extra Service Benchmarks were developed by the Extra Service Reference Group, whose members comprised provider, peak body and consumer representatives. The Extra Service Benchmarks apply to all new applications for Extra Service status from 1 November 2003. The Benchmarks set out 'significantly higher' standards of accommodation, food and services required for a residential aged care home to be approved for Extra Service status.

A **total of 100 points** is available to applicants across all three categories. Successful applicants for Extra Service status need to score a **minimum of 60** points across all three categories. Applicants must also achieve the minimum score for each category.

When completing the Benchmark List put an X against the items you are claiming in the 'Item claimed' column. Points can only be claimed once for any specific Extra Service item. **Ensure that ALL the required information and evidence is included for each question.**

For innovations and special features, nominate the number of points you are claiming in the 'Points claimed' column for each item you list. No more than the maximum available points will be credited.