



## 2014 AGED CARE APPROVALS ROUND

### QUESTIONS and ANSWERS

Note: As necessary, these 'Questions and Answers' will be updated between **24 May 2014** (the date of the Invitation to Apply) and **27 June 2014** (one week before the closing date for applications, **4 July 2014**).

No	Question	Page no
<b>1</b>	<b>Aged care planning</b>	
1.1	What is the Aged Care Approvals Round (ACAR)?	4
1.2	How is the number of places decided?	4
1.3	How are places distributed?	4
1.4	What is a geographic location?	4
1.5	What is a special needs group?	4
1.6	What is a key issue?	5
<b>2</b>	<b>Making an application</b>	
2.1	What can I apply for in this ACAR?	5
2.2	Will I be competitive if I don't have a previous history as an approved provider? What if I have experience in the operation of a retirement village or Home and Community Care service?	5
2.3	How can I access the application form(s)?	5
2.4	How can I access a copy of the 2014 ACAR Essential Guide?	5
2.5	How can I access a copy of the aged care planning region maps?	6
2.6	Which application form should I use if I am applying <u>only</u> for residential aged care places?	6
2.7	Which application form should I use if I am applying <u>only</u> for a capital grant?	6
2.8	Which application form should I use if I am applying for residential aged care places AND a capital grant?	6
2.9	Which application form should I use if I am applying for home care places?	6
2.10	How many copies of an application form must I provide?	6
2.11	Who can sign an application form?	6
<b>3</b>	<b>Home Care Places and Consumer Directed Care</b>	
3.1	What is a home care place?	6
3.2	How many home care places are available in this year's ACAR?	7
3.3	Why are home care places only identified in some aged care planning regions?	7
3.4	Can I still apply in a region identified in the ACAR ' <i>Regional Distribution of Aged Care Places</i> ', but where the specific geographic location within the region is not listed?	7
3.5	What is Consumer Directed Care (CDC)?	7
3.6	Do all new home care places have to be delivered on a CDC basis?	7
3.7	Can I use the same service name across different levels of home care places (Levels 1-4) in an aged care planning region? (Section B, Questions 1.1-1.3 in the Application Form)	7
3.8	Is it mandatory to specify a maximum and minimum number of home care places at each level?	8
3.9	Why do I need to describe how individualised budgets for care recipients will be managed?	8
<b>4</b>	<b>Residential aged care places</b>	
4.1	Can I apply for residential aged care places in an aged care planning region even though no residential aged care places have been made available in my aged care planning region?	8
4.2	Is it mandatory to specify a maximum and minimum number of residential aged care places?	8

No	Question	Page no
<b>5</b>	<b>Capital grants</b>	
5.1	How much capital grant funding is available in my state/territory?	8
5.2	If I have already commenced construction work, am I eligible to apply for a capital grant?	8
5.3	I work for a state government instrumentality; am I eligible to apply for a capital grant?	8
5.4	Can I apply for a capital grant if the premises are leased?	9
5.5	How will my application for a capital grant be assessed?	9
<b>6</b>	<b>Zero Real Interest Loans (ZRIL)</b>	
6.1	Will ZRIL be offered in the ACAR?	9
<b>7</b>	<b>Approved provider status</b>	
7.1	Can anyone apply for places in the ACAR?	9
7.2	I am currently a HACC provider; do I need to apply for approved provider status if I want to apply for residential aged care places or home care places?	9
<b>8</b>	<b>Submitting an application</b>	
8.1	Can I submit my application electronically or on disk?	10
8.2	Where do I submit my application?	10
8.3	What is the closing time and date for submitting my application?	11
8.4	Can I submit my application after the closing date?	11
8.5	Will I receive a receipt when my application is received?	11
<b>9</b>	<b>Assessing an application</b>	
9.1	How will my application for aged care places be assessed?	12
9.2	How will my past conduct be assessed?	12
9.3	Why does the Department undertake financial assessments?	13
9.4	How is the criterion making places operational in a timely manner assessed?	13
<b>10</b>	<b>Allocating places/packages</b>	
10.1	How do applicants actually 'win' new places/packages?	14
10.2	I was not successful with my application for new places/packages in the last ACAR; will this impact upon the success (or failure) of an application in this ACAR?	14
<b>11</b>	<b>Announcement of results</b>	
11.1	When will the results of the round be announced?	14
11.2	Will I receive written advice about the outcome of my applications?	14
<b>12</b>	<b>Feedback process</b>	
12.1	Will I be able to receive feedback in relation to any unsuccessful application I may have?	14
12.2	When will the next ACAR be held?	14
<b>13</b>	<b>Other matters</b>	
13.1	Will the changes to the aged care legislation from 1 July 2014 effect my application?	15
13.2	What sort of advice or assistance can I obtain from the Department to assist in completing my application form(s)?	15
13.3	Regional response to the 2012-13 ACAR	15
13.4	Review rights	15
13.5	False or misleading information	15
13.6	Contractual arrangements	15
13.7	Conditions of allocation for new places	15
13.8	Existing conditions of allocation/transfer of places	16
13.9	Applications used for other purposes	16
13.10	Further information	16

No	Question	Page no
<b>14</b>	<b>Additional Questions and Answers (Updated, as necessary)</b>	
14.1	Home care places Question 2.7 – Should this response be an organisational response or specific to each service/region where places are sought?	<b>16</b>
14.2	What happens if my responses to questions exceed the designated word limits?	<b>16</b>
14.3	What forms do I have to fill out if I intend to operate one home care service in multiple aged care planning regions?	<b>16</b>
14.4	How do I respond to the financial projections in Part 7 of the Residential places form?	<b>17</b>
14.5	How many home care places are available in this year's ACAR?	<b>17</b>
14.6	In Question 5.2 of the Residential Aged Care Places plus a Capital Grant application form am I required to attach evidence?	<b>17</b>
14.7	Can I submit attachments with my application?	<b>18</b>

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## 1. Aged care planning

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### 1.1 What is the Aged Care Approvals Round (ACAR)?

The Aged Care Approvals Round is an annual process enabling prospective and existing approved providers of aged care to apply for new Australian Government funded aged care places, and/or financial assistance in the form of a capital grant.

### 1.2 How is the number of places decided?

Each year, new aged care places are made available for allocation in each state and territory, having regard to the national planning benchmark, population projections provided by the Australian Bureau of Statistics, and the level of current service provision.

The process for planning the annual allocation and distribution of new residential and home care places is set out in the *Aged Care Act 1997* (the Act). The broad objectives of the process is to identify community needs, including those of people with special needs; and to allocate places in a way that best meets the identified aged care needs of the community.

### 1.3 How are places distributed?

To assist in determining the way in which the places should be distributed, the Secretary of the Department of Social Services (the Department) established state/territory Aged Care Planning Advisory Committees (ACPACs). ACPACs provided advice to the Secretary of the Department on how the new places should be distributed across the state/territory aged care planning regions, and the proportion of care to be provided to the identified groups of people, including people with special needs.

### 1.4 What is a geographic location?

A geographic location can be a prescribed Statistical Local Area (SLA) or Local Government Area (LGA); a distinct geographical area (for example, Central Highlands or Mornington Peninsula); a specific regional city or township (for example, Wollongong or Murray Bridge); or a municipal or rural Shire (for example, Noosa Shire or Ararat Shire).

Applicants are not necessarily required to physically locate their facility within an identified geographic location; however, they are required to demonstrate how they will deliver care to best meet the care needs of the ageing population within the identified geographic location.

### 1.5 What is a special needs group?

For special needs groups there can be barriers that reduce the capacity of individuals and/or communities to access aged care services and receive appropriate care. The provision of care for people with special needs is one of the legislatively based assessment criterion and all applicants are required to address this criterion in their application(s) for places. People with special needs, defined at section 11-3 of the Act, are listed below:

#### Special Needs Groups

- people from Aboriginal and Torres Strait Islander communities (ATSI)
- people from culturally and linguistically diverse backgrounds (CALD)
- people who live in rural or remote areas (R-R)
- people who are financially or socially disadvantaged (FSD)
- veterans (VET)
- people who are homeless or at risk of becoming homeless (HOM)
- care leavers (CLV)
- parents separated from their children by forced adoption or removal (PSC)
- lesbian, gay, bisexual, transgender and intersex people (LGBTI)

Applicants may either name the special needs group in full or, for ease of entry, may use the special needs group codes provided in the box above.

### **1.6 What is a key issue?**

Key issues may include, but are not limited to:

- the provision of residential aged care respite care;
- communities or areas with demonstrated poor or limited access to existing services; and
- the provision of care for people with dementia and/or challenging behaviours.

Each of these key issues is also linked to one or more of the legislatively based assessment criteria, such as the ability of an approved provider to provide the appropriate level of care and benefits, and diversity of choice for current and future care recipients.

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## **2. Making an application**

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### **2.1 What can I apply for in this ACAR?**

In the 2014 ACAR, nationally, applicants can apply for:

- 6,653 home care places
- 9,330 residential aged care places; and
- up to \$103 million in capital grants.

All applications must be made on an approved application form. The forms can be downloaded from the Department's website at [www.dss.gov.au/2014ACAR](http://www.dss.gov.au/2014ACAR).

### **2.2 Will I be competitive if I don't have a previous history as an approved provider? What if I have experience in the operation of a retirement village or Home and Community Care service?**

In the ACAR, new places and capital assistance are allocated to those applicants, who through an independent, competitive assessment process carried out by the Department, best demonstrate they can meet the aged care needs of a region. Any organisation which is not yet an approved provider, but can demonstrate their ability to deliver quality aged care, is encouraged to apply in the ACAR. For example, operators of retirement villages and providers of Home and Community Care (HACC) services may wish to draw on their experience in delivering high quality services to the aged when developing their ACAR applications.

### **2.3 How can I access the application form(s)?**

All application forms are available for downloading from the Department's website at [www.dss.gov.au/2014ACAR](http://www.dss.gov.au/2014ACAR). If you are not able to download these forms you may contact the HACC Service Provider Help Desk on 1800 057 616 or email [acar@dss.gov.au](mailto:acar@dss.gov.au).

### **2.4 How can I access a copy of the 2014 ACAR Essential Guide?**

The 2014 ACAR Essential Guide provides prospective applicants with information on the ACAR process to assist them to determine whether they wish to apply for either Australian Government funded aged care places and/or a capital grant; and to assist them to complete the relevant forms. The 2014 ACAR Essential Guide is available for downloading from the Department's website at [www.dss.gov.au/2014ACAR](http://www.dss.gov.au/2014ACAR). If you are not able to download these documents you may contact the HACC Service Provider Help Desk on 1800 057 616 or email [acar@dss.gov.au](mailto:acar@dss.gov.au).

You are reminded that by endorsing any application, you are also required to certify that you have read the 2014 ACAR Essential Guide.

## 2.5 How can I access a copy of the aged care planning regions maps?

Copies of aged care planning region maps can be accessed at the following webpage link, [ACPR Maps](#).

## 2.6 Which application form should I use if I am applying only for residential aged care places?

Applicants seeking residential aged care places are required to complete the application form '*Residential Aged Care places*' **for each service** in which you are seeking residential aged care places.

## 2.7 Which application form should I use if I am applying only for a capital grant?

Applicants seeking a capital grant are required to complete the application form '*Capital Grant Only*' **for each service** in which you are seeking a capital grant.

## 2.8 Which application form should I use if I am applying for residential aged care places AND a capital grant?

Applicants should complete the application form '*Residential Aged Care Places and Capital Grant*' **for each service** you are seeking residential aged care places and a capital grant.

## 2.9 Which application form should I use if I am applying for home care places?

There is a single application form for all applicants seeking home care places. Applicants are required to:

- complete Section A and C of the application form **once** for their organisation, and
- complete Section B of the application form **for each** additional service applicants are seeking home care places in the relevant State/or Territory.

A separate home care places application must be completed for each State/or Territory that an applicant is applying for home care places in.

## 2.10 How many copies of an application form must I provide?

You will need to provide the original plus **ONE** exact copy of your application form.

You should also retain an exact copy of your application(s) for your records. You should also note that you **cannot** submit your application(s) by facsimile.

## 2.11 Who can sign an application form?

Your application can be signed only by those people who are legally empowered to give assurances and enter into contracts and commitments on behalf of the applicant.

In addition, in signing your application form, the signatory is also affirming that the application has the full consent and support of your organisation's Board of Directors or other relevant authority.

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## 3. Home Care Places and Consumer Directed Care

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### 3.1 What is a home care place?

A home care place provides a co-ordinated package of services tailored to meet an individual's specific care needs. Home care places provide services that assist care recipients to stay in their own home for as long as possible, and provide them with the choice and flexibility in the way the care and support is provided to them.

Following changes as part of the aged care reforms which came into effect in August 2013, the Home Care Packages Programme was extended to provide four levels of home care places, where previously only two existed.

- Home Care Level 1 – to support people with basic care needs
- Home Care Level 2 – to support people with low level care needs
- Home Care Level 3 – to support people with intermediate care needs
- Home Care Level 4 – to support people with high care needs.

### **3.2 How many home care places are available in this year's ACAR?**

A total of 6,653 home care places are available for allocation in this ACAR.

The number of home care places that will be allocated at each level within a region will depend on a range of factors, including the overall number of packages available, the number and geographic locations of the packages applied for at each level, the distribution of existing allocations of packages within each region, and the competitiveness of applications.

### **3.3 Why are home care places only identified in some aged care planning regions?**

The Department has identified aged care planning regions that are in the greatest need for further allocation of home care places. However, this does not preclude applicants from applying for places in regions not identified for home care places in **Section 7** 'Regional Distribution of Aged Care Places' of the 2014 ACAR Essential Guide. Applicants may apply for home care places in any aged care planning region, however applicants must demonstrate exceptional need through completing Part 5 of the 'Home Care Places' application form in:

- any aged care planning region not listed in the 'Regional Distribution of Aged Care Places'; or
- any aged care planning region marked with an asterisk in the 'Regional Distribution of Aged Care Places'.

### **3.4 Can I still apply in a region identified in the ACAR 'Regional Distribution of Aged Care Places', but where the specific geographic location within the region is not listed?**

In some states and territories, specific geographic locations (eg Statistical Local Areas) have been identified within each aged care planning region. Applications will be considered in geographic locations within each aged care planning region not specifically listed in the 'Regional Distribution of Aged Care Places'.

### **3.5 What is Consumer Directed Care (CDC)?**

CDC is a way of delivering services that allows consumers to have greater control over their own lives by allowing them to make choices about the types of care they access and the delivery of those services, including who will deliver the services and when.

Further information about Consumer Directed Care is available on the My Aged Care website at:

<http://www.myagedcare.gov.au/aged-care-services/home-care-packages>.

### **3.6 Do all new home care places have to be delivered on a CDC basis?**

Yes. All new home care places will have conditions of allocation that require them to be delivered on a CDC basis. As part of the aged care reforms, all existing packages, including those allocated before 1 August 2013, must be delivered on a CDC basis from July 2015.

## **Specific questions about the Application Form**

### **3.7 Can I use the same service name across different levels of home care places (Levels 1-4) in an aged care planning region? (Section B, Questions 1.1-1.3 in the Application Form)**

Yes. Existing approved providers and new applicants are encouraged to apply for home care places using one service name in each aged care planning region. You may use an existing service name or you may use a new service name. You can use the same service name for any of the four levels of home care places.

### **3.8 Is it mandatory to specify a maximum and minimum number of home care places at each level?**

All applicants should specify the maximum number of home care places (at each level) being sought. By specifying a minimum number of home care places, you are indicating the lowest number of home care places that you are willing to accept.

### **3.9 Why do I need to describe how individualised budgets for care recipients will be managed?**

A key requirement of CDC is that providers must provide each care recipient with an individualised and transparent budget. This will assist care recipients to make informed choices about care and services available within their package. The budget must clearly identify administrative fees charged by the provider.

Applicants should provide information about the systems and procedures proposed to effectively and accurately manage individualised budgets, including monthly statements of income and expenditure for care recipients.

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## **4. Residential aged care places**

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### **4.1 Can I apply for residential aged care places in an aged care planning region even though no residential aged care places have been made available in my aged care planning region?**

Applications for new residential aged care places will be considered in any aged care planning region, where there is a demonstrated need for additional services, irrespective of whether places have been advertised in the region in the ACAR '*Regional Distribution of Aged Care Places*' (**Section 7** of the 2014 ACAR Essential Guide).

### **4.2 Is it mandatory to specify a maximum and minimum number of residential aged care places?**

All applicants should specify the maximum number of residential aged care places being sought. By specifying a minimum number of residential aged care places, you are indicating the lowest number of residential aged care places that you are willing to accept.

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## **5. Capital grants**

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### **5.1 How much capital grant funding is available in my state/territory?**

There is no set amount of capital funding made available to any particular state or territory.

Capital grants are allocated on a national basis through a single competitive process, with all applications assessed against the publicly available eligibility and assessment criteria. The success of an application for the limited funding available relates to whether you can demonstrate a more urgent need for the capital works (in relation to access to residential aged care places), and a lack of capacity to fund the capital works from all other sources, including debt financing, when compared with other applications.

There will be up to \$103 million in capital grant funding made available for allocation in this ACAR.

### **5.2 If I have already commenced construction work, am I eligible to apply for a capital grant?**

No. A capital grant will not be allocated for capital works that have been contracted, commenced or completed prior to the formal execution of a Grant Agreement.

### **5.3 I work for a state government instrumentality; am I eligible to apply for a capital grant?**

No. Capital funding will not be made available to services where the approved provider is a state/territory government instrumentality.

#### **5.4 Can I apply for a capital grant if the premises are leased?**

Yes. Funding will be provided to applicants only where the lessor agrees to the proposal and guarantees operation of the premises as a residential aged care services for a period of up to 20 years following the completion of the capital works. These conditions will form part of the Grant Agreement and require a Deed of Acknowledgement between the lessor and the Commonwealth.

#### **5.5 How will my application for a capital grant be assessed?**

Capital grants are allocated on a national basis through a single competitive process, with all applications assessed against the publicly available eligibility and assessment criteria. The success of an application for the limited funding available relates to whether you can demonstrate a more urgent need for the capital works (in relation to access to residential aged care places), and a lack of capacity to fund the capital works from all other sources, including debt financing, when compared with other applications.

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### **6. Zero Real Interest Loans**

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#### **6.1. Will ZRIL be offered in the ACAR?**

This year there will be residential and home care places available as well as capital grants. The ZRIL programme which provides low-cost loans to aged care providers to build or extend residential services in areas of high need ceased at the last ACAR and will not be available as part of the 2014 ACAR.

The 2014 ACAR will continue to support equitable access to residential aged care by offering capital grants available under the Rural, Regional and Other Special Needs Building Fund.

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### **7. Approved provider status**

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#### **7.1 Can anyone apply for places in the ACAR?**

Anyone can apply for places in the ACAR, but to actually obtain an allocation of places or packages, or a capital grant, a service must be operated by an approved provider. The primary requirements to become an approved provider are that:

- the applicant is an incorporated body;
- the applicant is suitable to provide aged care;
- none of the applicant's proposed key personnel is a disqualified individual; and
- the applicant uses the approved form and provides all additional documents required by the form.

Information about how to become an approved provider can be accessed at the following webpage link, [Approved Provider Information](#).

#### **7.2 I am currently a HACC provider; do I need to apply for approved provider status if I want to apply for residential aged care places or home care places?**

If you are a HACC provider only, and are seeking an allocation of aged care places and you do not currently hold approved provider status for aged care places, you will need to apply for the relevant approved provider status.

Applications for approved provider status can be submitted at any time and may be submitted separately from other ACAR applications. If your organisation needs to make an application for approved provider status in connection with an application for places, you should submit your 'Application for Approval to Provide Aged Care' form **at the earliest opportunity** and preferably, before submitting any application for new places, and/or capital grant in this ACAR.

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## 8. Submitting an application

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### 8.1 Can I submit my application electronically or on disk?

Applications can only be submitted in paper form or by email on the approved application form(s). You cannot submit your application(s) by facsimile, disk or USB.

### 8.2 Where do I submit my application?

You should send your application, addressed to:

**2014 AGED CARE APPROVALS ROUND**

to the following postal address OR lodge in person, up until **2.00pm on 4 July 2014**, at the address listed below.

#### NATIONAL ELECTRONIC SUBMISSION

E-mail address: acar@dss.gov.au

#### NEW SOUTH WALES/AUSTRALIAN CAPITAL TERRITORY

**Postal address**

ACAR Application  
New South Wales and ACT Office  
MDP114  
Department of Social Services  
GPO Box 9820  
SYDNEY NSW 2001

**Physical address**

ACAR Applications Tender Box  
Department of Social Services  
Level 8, 260 Elizabeth Street  
Surry Hills  
Sydney

#### VICTORIA

**Postal address**

ACAR Tender Box  
Victorian State Office  
Department of Social Services  
GPO Box 9820  
Melbourne VIC 3001

**Physical address**

ACAR Applications Tender Box  
Department of Social Services  
Level 9  
595 Collins Street  
Melbourne

#### QUEENSLAND

**Postal address**

Planning & Assessment Team  
QLD State Office  
Department of Social Services  
GPO Box 9848  
Brisbane QLD 4001

**Physical address**

ACAR Applications Tender Box  
Department of Social Services  
Level 17  
160 Ann Street  
Brisbane

#### WESTERN AUSTRALIA

**Postal address**

Aged Care Planning and Allocations (ACAR Application)  
Western Australian State Office  
MDP 118  
Department of Social Services  
GPO Box 9848  
Perth WA 6001

**Physical address**

ACAR Applications Tender Box  
Department of Social Services  
Level 1, Australia Place  
15-17 William Street  
Perth

<b>SOUTH AUSTRALIA</b>	
<b>Postal address</b> ACAR Application Department of Social Services SA State Office GPO Box 9820 ADELAIDE SA 5001	<b>Physical address</b> ACAR Applications Tender Box Level 13 11 Waymouth Street Adelaide
<b>NORTHERN TERRITORY</b>	
<b>Postal address</b> ACAR Application NT State Office Department of Social Services PO BOX 9820 Darwin NT 0801	<b>Physical address</b> ACAR Applications Tender Box Department of Social Services Level 7 Jacana House 39-41 Woods Street Darwin
<b>TASMANIA</b>	
<b>Postal address</b> Assessment and Places Management Section Tasmanian State Office Department of Social Services GPO Box 9820 Hobart TAS 7001	<b>Physical address</b> ACAR Applications Tender Box Department of Social Services Level 1 100 Melville Street Hobart

Applications and associated attachments can be submitted via email at [acar@dss.gov.au](mailto:acar@dss.gov.au). For further details please refer to Section 1 of the 2014 ACAR Essential Guide.

### 8.3 What is the closing time and date for submitting my application?

All applications **MUST** be received within the Department of Social Services by **2.00pm on 4 July 2014**.

### 8.4 Can I submit my application after the closing date?

Section 13-1 of the *Aged Care Act 1997* sets out the requirements of a valid application.

You should particularly note that an application is valid only if:

- it is submitted on or before the specified closing date (**2.00pm on 4 July 2014**);
- it is made on an approved application form; and
- the application is complete, including all the statements and other information required by the form.

It is the applicant's responsibility to ensure that their application is received by the closing time and date. It is not sufficient to simply have mailed your application by the closing date, as it is highly unlikely that your application will be received within the Department by the specified date. If you are aware of any matter that may adversely affect the timely receipt of your application, you will need to factor this into your mailing or delivery arrangements.

In the event that your application is received after the closing date, it may be deemed to be invalid and may not be assessed.

### 8.5 Will I receive a receipt when my application is received?

A receipt will be sent to the email address provided in your application form, after the specified closing date for the lodgement of applications.

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## 9 Assessing an application

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### 9.1 How will my application for aged care places be assessed?

The allocation of all new aged care places are made by the Department in accordance with the provisions of section 14.1 ('Allocation of places') and section 14.2 ('Competitive assessment of applications for allocations') of the *Aged Care Act 1997* (the Act). In accordance with these provisions, places are allocated to those applicants that can demonstrate they best meet the needs of the aged care community in a region. The questions that applicants are asked to complete in the relevant application forms are specifically designed to ensure applicants fully address each of the matters listed in sections 14.1 and 14.2 of the Act.

In assessing your application the Department:

- will consider the information provided in your application;
- will consider your application in the light of the requirements of:
  - the *Aged Care Act 1997*;
  - the Aged Care Principles;
  - the 2014 ACAR Essential Guide;
- may request that financial information be independently analysed; and
- may consider any other relevant information available to the Department including, but not limited to:
  - the Aged Care Complaints Scheme;
  - the Australian Aged Care Quality Agency;
  - the Aged Care Standards and Accreditation Agency;
  - organisations able to undertake independent financial analysis and credit/debt investigations; and
  - information provided to the Department through other assessment processes; for example, any application to transfer, vary or exchange existing places.

### 9.2 How will my past conduct be assessed?

As part of the assessment process, the Department will take into account previous and current non-compliance (including but not limited to sanctions and notices of non-compliance) at any service operated by the approved provider. Non-compliance will be considered in relation to any service operated by any related approved provider entity and/or where a service has common personnel with related or other approved provider entities.

The matters the Department will consider in determining your past conduct record include, but are not limited to:

- the nature of any sanctions and/or non-compliance action;
- when the sanction was imposed and/or non-compliance action taken (in general, the Department will give greater weight in the assessment process to recent sanctions/or non-compliance);
- the frequency of any sanctions/or non-compliance;
- the timing and effectiveness of your response to the sanctions/or non-compliance;
- the extent of the sanctions/or non-compliance action across other services operated by the approved provider, or services operated by related approved provider entities;
- the current period of accreditation, particularly in respect of any service(s) in which places are sought;
- any commendation or merit award you may have received;
- any positive contribution you have made to the aged care industry;
- any past history in meeting prescribed conditions of allocation (including proven performance in making places operational in a timely manner); or
- any combination of these matters.

In addition to these matters, the Department may also consider other aspects of your past conduct record including, but not limited to, any past history in meeting the requirements of the User Rights Principles, Quality of Care Principles, Accreditation Standards and/or Residential Care Standards.

A poor record of past conduct as an approved provider may adversely impact upon the overall competitiveness of your application(s).

### **9.3 Why does the Department undertake financial assessments?**

Financial information underpins a number of legislative criteria against which applications are assessed, including:

- viability of the approved provider and their service(s);
- continuity of care for current and future care recipients;
- measures to protect the rights of care recipients (particularly in relation to accommodation bonds, refundable accommodation deposits and refundable accommodation contributions); and
- for services where new construction is required, making places operational in a timely manner.

A financial analysis is an important element in the overall application assessment process and will be used to assist in determining:

- the financial viability, sustainability and overall robustness of the financial situation of your applicant organisation and service(s) finances;
- the ability of your applicant organisation to provide continuity of care in the long term;
- sensitivity of your applicant organisation's debt service capacity to interest rate fluctuations;
- your applicant organisation's use of residents' accommodation contributions; and access to other sources of funding; and
- the capacity of your applicant organisation to complete any capital works associated with your overall proposal.

In addition, applicants with complex corporate structures need to provide sufficient information to demonstrate that your organisation's inter-related entities have sufficient financial robustness, and the ability to meet the related legislative provisions.

### **9.4 How is the criterion making places operational in a timely manner assessed?**

The *Aged Care Act 1997* provides for a two-year period for provisionally allocated places to be made operational. All applicants are required to demonstrate that the places being sought in this ACAR will be made operational as quickly as possible.

In assessing this criterion, particular regard will be given to the:

- key milestones detailed in your application,
- the responses and documentation provided to support the stated key milestones; and
- your past record of making places operational in a timely manner (if any).

You will be asked to describe the steps the applicant organisation has taken, or will take, to meet the required timeframe, including the actions taken to address any possible delays. If you are applying for residential aged care places, you must demonstrate how you can operationalise any places prior to the prescribed two-year provisional allocation period.

You should be aware that the information provided may form the basis of any subsequent condition of allocation.

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## 10. Allocating places/packages

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### **10.1 How do applicants actually 'win' new places/packages?**

Depending upon the number and quality of the applications received, the final allocation will seek to provide a balanced outcome that addresses, as far as practicable, all of the elements that have been identified as having a particular focus in this ACAR.

You should be aware that in regions attracting a large number of applications, it is possible that highly ranked applicants may be unable to secure an allocation of places because of the keen competition for a defined number of places.

### **10.2 I was not successful with my application for new places/packages in the last ACAR; will this impact upon the success (or failure) of an application in this ACAR?**

You should not assume that success (or failure) in a previous ACAR will have any impact in this ACAR process. In each ACAR, applicants will be competing for a different number of places, against a different field of applicants, focusing on a different set of issues within or across a different aged care planning region.

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## 11. Announcement of results

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### **11.1 When will the results of the round be announced?**

It is expected that the results of this ACAR will be announced by the end of 2014.

### **11.2 Will I receive written advice about the outcome of my application(s)?**

Yes. All applicants will receive written advice about the outcome of any application for residential places, home care places or capital grant.

Following the general notification of results, successful applicants will receive additional written advice regarding any related conditions of allocation as part of this round. Unsuccessful applicants will be provided with written information about how to obtain feedback on their unsuccessful application(s).

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## 12. Feedback process

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### **12.1 Will I be able to receive feedback in relation to any unsuccessful applications I may have?**

Following the announcement of the 2014 ACAR outcomes, the Department will provide a feedback summary document on its website. This document will outline how applications could have been strengthened, through suggesting areas of improvement against each assessment criterion.

In addition, unsuccessful applicants will be provided with the opportunity to request specific written feedback, following a registration period. If you have more than one unsuccessful application in the 2014 ACAR, feedback will be provided for each care type (that is, residential aged care or home care) drawing on examples from your unsuccessful application(s). In addition, unsuccessful applicants for a capital grant will also receive separate written advice about your unsuccessful application(s).

### **12.2 When will the next ACAR be held?**

The timing and content of the next ACAR has not yet been determined.

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## 13. Other matters

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### **13.1 Will the changes to the aged care legislation from 1 July 2014 effect my application?**

No. At the time that aged care places are advertised, the relevant Aged Care Principles will be the *Allocation Principles 1997*. However, by the time the applications for allocation are awarded by the Department, the relevant Aged Care Principles will be the *Allocation Principles 2014*. Applicants are assured that despite changes to the name of the Principles (and the numbering of sections within the Principles) there will be no changes to the criteria used for the competitive assessment of applications. Transitional provisions will ensure that any applications made before 1 July 2014 (under the old law) can be considered in accordance with the new Principles from 1 July 2014.

### **13.2 What sort of advice or assistance can I obtain from the Department to assist in completing my application form(s)?**

You should refer to the instructions in **Sections 2 – 6** of the 2014 ACAR Essential Guide for assistance in completing your application. The Department cannot provide individual assistance in developing your application; however, officers may advise on matters of fact or technical issues related to the completion or submission of your application. Departmental officers will not discuss the content of your proposal or application until the feedback process is in place nor comment on the merits of particular applications or proposal.

### **13.3 What was the regional response to the 2012-13 ACAR?**

To assist you in the planning of your proposals and to understand the level of competition that may exist within each region, the Department's website (which can be accessed at the following webpage link, [2012-13 ACAR Results](#)) has details from the 2012-13 ACAR - the number of places made available, the number of applications received, the number of places sought, by state/territory, by aged care planning region, by care type.

### **13.4 Can a decision about the allocation of places be reviewed?**

The final decision about the allocation of places is made under section 14-1 of the Act by the delegate of the Secretary of the Department. This is not a reviewable decision under the *Aged Care Act 1997*.

### **13.5 Is it an offence to provide false or misleading information?**

You should be aware that giving false or misleading information is a serious offence. An approval based on false or misleading information may later be revoked.

### **13.6 When can I enter into contractual arrangements with other parties?**

An application is not evidence of a contract or other form of legal agreement. Applicants who enter into contractual arrangements with other parties, before being advised in writing of the results of the application process, do so at their own risk.

### **13.7 Will an allocation of places be subject to conditions of allocation?**

Conditions of allocation will be imposed on any allocation of new places. The *Aged Care Act 1997* stipulates a number of mandatory conditions and gives the Secretary the authority to determine other conditions specific to each allocation of places. If your application is successful, the proposals in your application will be reflected in the subsequent conditions of allocation in respect of the new places.

### **13.8 Can I vary existing conditions of allocation and/or arrange a transfer of places?**

Applicants seeking to vary their current conditions of allocation or to transfer places may apply to the Department at any time. These matters are not linked to the 2014 ACAR process, although a transfer of places may form part of your overall proposal.

### **13.9 Will the information provided in applications be used for other purposes?**

Information contained in an application may be considered as part of the assessment of applications in other processes.

### **13.10 How can I obtain further information concerning the 2014 ACAR?**

If you require any further information please contact the HACC Service Provider Help Desk on 1800 057 616 or email [acar@dss.gov.au](mailto:acar@dss.gov.au) in the first instance.

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## **14. Additional Questions and Answers (Updated, as necessary)**

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**4 June 2014**

### **14.1 Home care places Question 2.7 – Should this response be an organisational response or specific to each service/region where places are sought?**

This question has been clarified through amended text in the Essential Guide; the amendment text is provided below:

#### ***2.7 Describe how you will ensure continuity of care to current and future care recipients.***

*Applicants should demonstrate their capacity to manage care recipients' changing care needs, specifically whether care recipients will be able to transition seamlessly between each of the package levels. You should include details of your organisation's general approach to managing the changing care needs of the care recipients. Your response should address how your organisation:*

- *utilises a mix of places within/across services to ensure that care recipient's care needs can be met; or*
- *establishes networks with other home care providers; and/or*
- *linkages with other home care providers and/or other community care service providers such as HACC, residential aged care facilities and retirement villages.*

### **14.2 What happens if my responses to questions exceed the designated word limits?**

Applicants should be able to respond to questions within the prescribed word limits in a concise and clear manner. It is the department's strong preference that applicants respond to questions within the specified word limits.

### **14.3 What forms do I have to fill out if I intend to operate one home care service in multiple aged care planning regions?**

Applicants must complete the following:

- complete Section A, Section B and Section C for the first aged care planning region your organisation is seeking an allocation of home care places at;  
THEN
- complete a separate Section B for each additional aged care planning region for which your organisation is seeking an allocation of home care places; and

- submit the completed Section A, Section B(s) and Section C of the home care places application form. Failure to submit all sections may result in your application being invalid and not proceeding to assessment.

#### 14.4 How do I respond to the financial projections in Part 7 of the Residential places form?

There is a typographical error on page 12 (Reconciliation of movement in Net Assets to Operating Surplus (Deficit)). The reference to question 7.2 has been deleted.

Applicants should provide all financial projections in question 7.1 at the approved provider level.

Answers to question 7.2 and 7.5 should provide financial projections for the service seeking places only.

Consistent with Section 3, question 7.5 of the 2014 ACAR Essential Guide, all financial projections for the applicants' service should commence from the first year places are made operational, or associated capital works/building development has been completed.

#### 14.5 How many home care places are available in this year's ACAR?

A total of 6,653 home care places are available for allocation in this year's ACAR. The following table shows the number of home care places at each level that are available in each state and territory.

The split between levels in each jurisdiction is a guide only.

The final allocation of places at each level within a region will depend on a range of factors, including the overall number of places available, the number and geographic locations of the places applied for at each level, the distribution of existing allocations of places within each region, and the competitiveness of applications.

State	Level 1	Level 2	Level 3	Level 4	Total
NSW	273	692	926	487	2,378
VIC	222	503	709	334	1,768
QLD	178	320	515	0	1,013
WA	184	131	357	0	672
SA	55	110	225	160	550
TAS	9	78	67	25	179
ACT	28	0	40	0	68
NT	1	3	15	6	25
<b>National</b>	<b>950</b>	<b>1,837</b>	<b>2,854</b>	<b>1,012</b>	<b>6,653</b>

#### 14.6 In Question 5.2 of the Residential Aged Care Places plus a Capital Grant application form am I required to attach evidence?

The table in question 5.2 of the Residential Aged Care Places plus a Capital Grant application form, lists the key milestones that the organisation has met, or will meet, in planning the development of their service. The application should include:

- all relevant evidence of actions taken to acquire land or building(s) in the form of certified copies of relevant documents, such as a title, contract or signed lease; and
- a map showing the location of the land or building(s) you have acquired/intend to acquire.

In preparing the response to this question, please note that:

- the date to use in the column headed 'Date achieved' will be a past date, that is, you have already met the particular milestone;
- the information to be used in the column headed 'Date to be achieved' will be a future date, that is, the time you expect to achieve the particular milestone assuming an allocation of places is made; and
- the applicant must provide evidence for the key milestones already met. Include all relevant evidence, such as building certification.

Unmet milestones may be included in any subsequent condition of allocation attached to the new places.

Please note, this information is available in Section 3, Residential Aged Care Places, of the Essential Guide.

#### **14.7 Can I submit attachments with my application?**

Applicants are strongly encouraged to stay within the framework and instructions when completing their applications. Applicants are only to attach documents where required or requested, other documents will not be considered.