

Application form - Refundable accommodation deposit (RAD) approval

Version

November 2025

This application form is for approval of refundable accommodation deposits (RAD) that are more than the maximum accommodation payment amount, or the equivalent daily accommodation payment (DAP), as prescribed by the *Aged Care Rules 2025*.

If you are unsure if this is the right form for you, please see [About RAD approvals](#) and [Applying for RAD approvals](#) on our website.

Application form - Refundable accommodation deposit (RAD) approval

Why do I need to submit an application?

The Australian Government set a maximum RAD amount to protect residents from excessive accommodation charges. The Independent Health and Aged Care Pricing Authority (IHACPA) is responsible for assessing whether any proposed RAD price above the maximum amount represents value to the resident through the quality and amenities of the accommodation, and the factors that were considered in determining the proposed price.

Under section 290-15 of the *Aged Care Rules 2025*, registered providers must submit an application to IHACPA using this form and attaching all required information or documents.

What is protected information and relevant information?

Information submitted in this form is considered 'relevant information' and may be considered 'protected information' as defined under the *Aged Care Act 2024*. 'Relevant information' and 'protected information' will only be used or disclosed in accordance with that Act.

If you need help

Some questions in this form have a question mark  to assist you.

Select the icon to see more information about a question in the [Help section](#). If you have any further questions or require assistance to complete the form, please contact us on (02) 8215 1100 (press option 2) or email applications.accommodation@ihacpa.gov.au.

How to submit

- Email: Send completed application, any supplementary forms and all supporting files to applications.accommodation@ihacpa.gov.au. We are unable to accept scanned or incomplete forms, or emails larger than 30MB.

Before making a submission, please note:

- For 1 to 6 accommodation groups, an application is required for each residential care home that requires approval to charge RADs above the maximum amount.
- A [supplementary form](#) may be submitted for additional accommodation groups.
- The checklist on Page 12 will assist you with your submission.
- If you submit via email and do not receive an automatic reply, please contact us.
- Incomplete applications will be subject to requests for further information which pause the 60-day assessment period.
- Keep a copy of your application, including any supporting documentation, as a record.
- If you wish to submit a new or revised RAD price, you will be required to submit a new application form.

When will I hear the outcome of my application?

- The application form prompts you to provide relevant information, as required by legislation, for IHACPA to make a decision.
- Assessment of your application is guided by the *Aged Care Act 2024* and the *Aged Care Rules 2025*. The legislation confirms that IHACPA's decision to approve or not approve your application must be made within 60 days. Each time IHACPA seeks further information to support the assessment or if your application is incomplete, an additional 28 days may be required.
- Applicants are encouraged to apply well in advance of the lapsing period to avoid potential non-compliance through lapsed approvals.

Your privacy

This privacy notice applies when you submit this application form for Refundable Accommodation Deposit (RAD) approval.

Information we collect

We collect the following personal information:

- If you sign this form: your name, organisation and any opinions you may express in this application
- If you are the application contact: your name, organisation, position and contact details
- If you are the decision recipient: your name, organisation, position and contact details.

How we collect your information

We will collect your personal information:

- directly from you, if you complete this form
- indirectly, if another person includes your information in this form with your consent (for example, if you are the application contact or decision recipient).

Why we collect your information

We use this information to assess your application for RAD price(s) that are higher than the current maximum accommodation payment amount.

Who we disclose your information to

If we identify potential non-compliance with aged care laws when assessing your application, we may disclose your personal information to relevant government agencies, including the:

- Department of Health, Disability and Ageing
- Aged Care Quality and Safety Commission.

How we store your information

We store your information securely in our Electronic Document and Records Management System and in our Database, on servers located in Australia.

More on privacy

To find out more, see IHACPA's [privacy policy](#). This also explains how:

- you can access and correct your personal information
- make a privacy complaint about how we have handled your personal information.

Section 1. Provider and Residential home details

1. Who can we contact if we need more information about this application?

Title	Mr	Mrs	Ms	Miss	Other
Name				Email	
Position				Phone	

2. Who should we address our decision letter to?

Title	Mr	Mrs	Ms	Miss	Other
Name				Email	
Position					
Postal address					

3. Provider details

Provider name	Registered Provider ID (PRV ID.)
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4. Residential care home

Name of residential care home

Residential care home ID (ARCH ID.)

Payment ID

Address

Section 2. Accommodation details

5. Accommodation groups in your residential care home

In the table provided on [Page 7](#), please list and describe all accommodation groups for which you are applying for a RAD price. Include a brief summary of features common to each group. Explain how each group is different from other accommodation groups in this residential care home, including groups that are not in this application.

Please provide details for **each accommodation group**, including whether:

- there is access to a shared or private ensuite
- if the room or part of the room has any specific accommodation or design features
- the average size of the rooms in square meters
- the amenities included (such as a balcony/courtyard, a view)
- there is any exclusive access to facilities or common areas for these rooms
- details of the quality and condition of the room(s).

Failure to provide details for each accommodation group may render your application as incomplete and delay the assessment of your application.

6. Spreadsheet: room details and common areas

Complete the room list tab and the common areas tab of the [RAD Application data sheet](#).

7. Photos – rooms and common rooms

Attach photos of a sample room and ensuite for each accommodation group. Attach photos of common areas accessible to residents of these rooms.

Attach photos of any special room features or common room features that help explain the proposed price, such as a superior outlook, kitchenette or separate living area, recently renovated or high-cost features like a hydrotherapy pool. Provide clear descriptions.

Ensure photos are clear, taken within the last 6 months and do not contain personally identifiable images or information of residents, visitors, contractors or staff.

Please see the help section at the back of this form for guidance on Photos.

8. Floor plan and site plan

Attach a clear floor plan that identifies room numbers and accommodation groups.

Attach a site plan of the residential care home if available.

Please note you do not need to provide a new floor plan or a site plan if this has not changed since your last application to IHACPA.

5. Accommodation groups in your residential care home (continued)

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

Section 3. Pricing rationale

9. Rates and ratios ?

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

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

10. Extra service and additional services fees ?

Do you offer these rooms on an extra service basis under existing extra service or additional service fee or under new Higher Everyday Living Fee (HELF)?

Yes No

If yes, attach a copy of your benchmark list.

Is there an additional services fee for residents, including packages, that is charged as a condition of entry for these accommodation groups?

Yes No

If yes, list range of fee amounts and the range of items and services included.

11. Land and building costs or values

Please select the option that best describes your residential care home:

Existing residential care home with no major refurbishment or construction
(complete Table 11a only and attach the evidence of the cost or value)

Existing residential care home with major refurbishment or construction, such as refurbishing common areas and a large number of resident rooms, combining 2 separate rooms into one larger room, doing a major renovation, or constructing a new wing
(complete Table 11b only and attach the evidence of the cost or value)

New residential care home. For example, home was built recently, currently being built, or about to be built (complete Table 11c only and attach the evidence of the cost or value)

11a. Existing residential care home with no major construction or refurbishment

Select the question mark for the full list of documents which can be used as evidence.

Category		Name of document and page number that provided evidence (attach document)	If cost or value is different to the evidence, explain why
Land	☐		
Building value	☐		

11b. Existing residential care home with major refurbishment or construction

Select the question mark for the full list of documents which can be used as evidence.

Category		Name of document and page number that provided evidence (attach document)	If cost or value is different to the evidence, explain why
Land	☐		
Building value	☐		
Refurbishment or construction	☐		

Please provide details of costs of major refurbishments or construction.

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

11c. New residential care home

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

Select the question mark for the full list of documents which can be used as evidence.

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

Please provide details of costs of constructing the new residential care home.

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

12. Factors justifying the proposed price for each accommodation group

Please select the option that best describes your residential care home:

Do not use the cost of specified care and services, as set out in the [Residential Care Service List](#).

12a. This is the first time you are applying for these rooms, or you are applying for an increase above permissible indexation in your previously approved RAD, or your previously approved RAD has lapsed:

State the reasons in support of your proposed RAD price(s) below. It is important to include all relevant information in support of your case. Please see the Help section at the end of this form for guidance to complete this section.

12b. You are reapplying for previously approved accommodation groups that are nearing the end of their first 4-year approval period, and you are applying for the same price or with permissible indexation, please respond to the following:

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

Yes

No

12c. State why you think the accommodation groups in this application are still worth the same price? Please summarise your case below. It is important to include all relevant information to support your case.

13. Provide or attach further supporting information relevant to your application, to help IHACPA make a decision.

Checklist

Please note, your application cannot be processed until you have provided us with all the information required. Complete the checklist below to ensure you have provided everything required.

Full rationale for the proposed RAD price(s) in [Question 12c](#)

Answers to all other questions that apply to you

Floor plan

Site plan, if available

RAD history summary from last 12 months, if this was not included in the **RAD Application data sheet**

Photos of rooms and ensuites

Photos of common areas

Photos of special features in rooms or common areas

Evidence for land cost or value

Extra service fee benchmark list, if applicable

Evidence for building or refurbishment cost or value

Declaration

I declare that:

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

Name

Date

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

Help section

Accommodation groups

Question (5)

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

- have very similar size, quality, condition, comfort and features
- you are seeking to apply the same proposed RAD price(s) to.

For example, a residential care home may offer 3 types of rooms — standard, deluxe and luxury — at different prices.

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

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



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Photos

Question (7)

Photos must not contain personally identifiable images or information of residents, visitors, contractors or staff.

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

Photos must be clear and taken within the last 6 months. Name each photo file with the following:

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

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



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Supported resident ratio

Question (9)

The supported resident ratio is also known as the concessional ratio. It is the percentage of residents at a residential care home who are supported residents. A supported resident's accommodation costs are fully or partly subsidised by the Australian Government because they have low assets.

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

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



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Extra service and additional fees

Question (10)

Knowing about these fees, and what they cover, allows us to better compare different residential care homes in a local area. For example, 2 residential care homes in a local area may have accommodation groups at the same RAD price:

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

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

Existing Extra Service Fee and Additional Service Fee arrangements can continue until 31 October 2026 for people who agreed to these fees prior to 1 November 2025. Providers can increase fees in line with existing contracts.



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Higher Everyday Living Fee

Question (10)

The Higher Everyday Living Fee (HELFF) is an optional fee for people who choose to receive higher quality everyday living services in permanent or respite residential aged care.

The HELFF can be charged for services that are of a higher quality, or in addition, to what is required to be provided under the *Aged Care Rules 2025* and the Residential Care Service List.

The HELFF cannot be charged for accommodation costs, which are included in accommodation pricing.

For more information, please refer to the [Higher Everyday Living Fee fact sheet](#).



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Land value or costs

Question (11)

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

Provide one of the following as evidence:

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



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Building value

Question (11)

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

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

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



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Construction, refurbishment or fit-out costs

Question (11)

Construction or refurbishment costs should:

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

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

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



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Pricing explanation - further information

Question (13)

Your explanation may include:

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

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



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