

Schedule of documents - Freedom of information request no. 7/2025

Document no.	Date	Size	Description	Decision on access	Relevant section (exemption / edit)
1.	30 October 2025	3pgs	Satisfaction of conditions -Approval to charge a higher than maximum accommodation payment amount	Partial access granted	s22(1)
2.	14 October 2025	4pgs	Conditional approval to charge a higher than maximum accommodation payment amount	Partial access granted	s22(1) and 47(1)



IHACPA

Approval number: D25-29355

s22(1) [REDACTED]
Pricing and Commercial Manager
DPG Services Pty Ltd
s22(1) [REDACTED]
SYDNEY NSW 2000

By email: s22(1) [REDACTED]
s22(1) [REDACTED]

Dear s22(1) [REDACTED]

**SATISFACTION OF CONDITIONS
APPROVAL TO CHARGE A HIGHER THAN MAXIMUM ACCOMMODATION PAYMENT
AMOUNT**

Chiswick Manor Care Community

Date of approval: 30 October 2025

I refer to your application under section 52G-4 of the *Aged Care Act 1997* (the Act) for approval to charge a higher than maximum accommodation payment as a Refundable Accommodation Deposit (RAD) at Chiswick Manor Care Community received by the Independent Health and Aged Care Pricing Authority (IHACPA) on 18 August 2025.

On 14 October 2025, you were notified of IHACPA's decision that your application had been approved pending satisfaction of the conditions identified under Section 26(3) of the *Fees and Payments Principles 2014 (No. 2)* (the Principles). On 15 October 2025, you provided information demonstrating how those conditions have been met for 4 rooms in 2 accommodation groups.

Decision

I am satisfied, having regard to the information that you have provided, that you have met the requirements of the conditional approval granted to you on dd Month year. Specifically, I am satisfied that:

- the construction of the rooms listed in the table below have been completed
- the completed rooms are equivalent to or better than the proposal described in the application and
- the actual cost of the construction is not significantly lower than the proposed cost of the construction.

Your approval to charge a higher maximum accommodation payment for these 4 rooms will take effect from 30 October 2025. The approved RAD prices are listed in the table below.

Accommodation Group	Total Rooms	Room Numbers	Approved maximum RAD price
s22(1)			
Premium	s22(1)	s22(1)	\$1,075,000
		Level 1: 127 s22(1)	

This amount is the maximum amount that you may charge a person as an accommodation payment in the accommodation group described where there is one person residing in the room described.

Duration of approval

Approval to charge higher RADs is valid for four (4) years and ceases to have effect on **30 October 2029** or if there is a change in the location at which residential care is provided through the service.

It is your obligation to apply to the Pricing Authority to continue to charge a higher than maximum accommodation payment at least 60 days prior to your current approval lapsing.

Indexation of approved amount

The approved maximum accommodation payment amount may be indexed annually from the following dates:

- (i) 30 October 2026
- (ii) 30 October 2027
- (iii) 30 October 2028.

Indexation is to be applied in accordance with the methodology set out in section 29(1) - (6) of the Principles.

Rules about charging accommodation payments

Division 52G of the Act and Part 4 of the Principles set out rules about charging accommodation payments.

Section 19 of the Principles requires you to make information publicly available in relation to a room, or part of a room, in the service. This includes information describing the key accommodation features, payment options, and the maximum accommodation payment amount. The approved price cannot be charged until it has been published.

Section 19(3) of the Principles provides that information about the maximum accommodation payment must (a) be published on the approved provider's website (if it has one); and (b) be given to the Secretary for publication by the Secretary; and (c) be included in written material to be given to prospective care recipients by the approved provider.

Sharing of information with the Department of Health, Disability and Ageing and the Aged Care Quality and Safety Commission

As specified under section 86-4A of the Act, IHACPA may share protected information about your application and this approval with the Department of Health, Disability and Ageing as the system operator, and the Aged Care Quality and Safety Commission as the national regulator,

to support their functions under the Act. Further information about the sharing of information can be found on the IHACPA website.

Information that you enter on the My Aged Care website

It is your obligation as an approved provider to maintain accurate pricing information on the My Aged Care website (MAC). It is also your obligation to ensure that information you enter on MAC, such as room size, aligns with the information provided to IHACPA in your application.

Higher Everyday Living Fee

The Higher Everyday Living Fee (HELP) will replace the Additional Services Fee and Extra Services Fee from 1 November 2025. Approved providers have until 30 October 2026 to transition these fees to HELP. For more information, please refer to the [Higher Everyday Living Fee fact sheet](#).

Further information

If you have any questions about the information published on My Aged Care, please contact the Department of Health, Disability and Ageing at myagedcare@health.gov.au.

If you have any questions about this approval, please contact IHACPA by telephone on (02) 8215 1100, by email on applications.accommodation@ihacpa.gov.au or by mail to the Independent Health and Aged Care Pricing Authority, PO Box 483, Darlinghurst NSW 1300.

Yours sincerely

Laura Harris

Laura Harris
Executive Director - Aged Care Policy
Independent Health and Aged Care Pricing Authority

Approval date: 30 October 2025



Approval number: [D25-24770](#)

s22(1)

Pricing and Commercial Manager & Financial Analyst
DPG Services Pty Ltd
Level 11/420 George Street
SYDNEY NSW 2000

By email: s22(1);
s22(1)

Dear s22(1) and s22(1)

**CONDITIONAL APPROVAL TO CHARGE A HIGHER THAN MAXIMUM
ACCOMMODATION PAYMENT AMOUNT**

Chiswick Manor Care Community

I refer to your application under s 52G-4 of the *Aged Care Act 1997* (the Act) for approval to charge a higher than maximum accommodation payment as a Refundable Accommodation Deposit (RAD) or the equivalent at Chiswick Manor Care Community.

Your application was received by the Independent Health and Aged Care Pricing Authority (IHACPA) on 18 August 2025.

Important - please note

This is a **conditional approval and does not take effect until you have provided evidence of completion and received notification from IHACPA that the requirements have been met.**

Decision

1. s22(1)

[REDACTED]

■ [REDACTED]

2. s22(1)

[REDACTED]

■ [REDACTED]

s22(1)

[REDACTED]

[REDACTED]

3. s22(1)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

4. s22(1)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5. Under section 52G-4(5) of the Act, I have conditionally approved a higher maximum accommodation payment amount for s47(1) in the "Premium" accommodation group, as follows:

- \$1,075,000 this conditionally approved amount applies where there is one person residing in the room described.

The conditionally approved amount is the maximum amount that you may charge a person as an accommodation payment in the accommodation group described.

6. s22(1)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

7. s22(1)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

s22(1) [REDACTED]

Accommodation Group	Total rooms	Room Numbers	Conditionally approved RAD price
s22(1)			
Premium	s22(1)	s22(1) Level 1: s22(1) 127, s22(1) s22(1)	\$1,075,000
s22(1)			

Conditional approval subject to verification

Section 26 (3) of the *Fees and Payments Principles 2014* (No. 2) (the Principles) provides that if an application relates to proposed rooms, the Pricing Authority may approve the higher maximum accommodation payment subject to the condition that the approval does not take effect unless:

- (a) you provide the following information to the Pricing Authority, in writing:
 - (i) evidence showing that the construction or refurbishment of the room, or part of the room, has been completed and that the completed or refurbished room is equivalent to or better than the proposal described in the application; and
 - (ii) the total actual cost of the completed construction or refurbishment.
- and
- (b) you receive notification that the Pricing Authority is satisfied that the requirements referred to in paragraph (a)(i) above have been met in relation to the room or part of the room and that:
 - (i) the actual cost of the completed construction or refurbishment is not significantly lower than the proposed cost* of the construction or refurbishment; or
 - (ii) if the actual cost of the completed construction or refurbishment is significantly lower than the proposed cost of the construction or refurbishment and if the lower actual cost had been provided to the Pricing Authority with the application as the proposed cost, the Pricing Authority would still have approved the higher maximum accommodation payment amount applied for.

*The proposed cost s47(1) [REDACTED]
[REDACTED].

You may provide evidence of completion and total actual cost of your construction or refurbishment in the form of a statement from your Chief Financial Officer or equivalent of the actual construction and fit-out costs, a copy of your occupancy certificate and photographs of completed representative rooms in each of the accommodation groups and common areas.

Reasons

In deciding whether to conditionally approve the higher than maximum accommodation payment amount, I have considered:

- the information provided by you in your application
- your response to a formal request for information issued to you on 22 September 2025
- the factors that I am required to or may consider as set out in section 26(2) of the Principles.

I find that the information you provided supports the accommodation payment amount for which you have sought approval, subject to the condition that the approval does not take effect until I am satisfied that the conditions identified above in the section titled “Conditional approvals subject to verification” have been met.

Duration of approval

The approval to charge the maximum accommodation payment amount ceases to have effect at the end of four years beginning on the date on which you are notified that the conditions referred to in “Conditional approvals subject to verification” above have been satisfied, or if there is a change in the location at which residential care is provided through the service.

Further Information

It is your obligation as an approved provider to maintain accurate pricing information on the My Aged Care website.

If you have any questions about the information published on My Aged Care, please contact the Department of Health, Disability and Ageing at myagedcare@health.gov.au.

If you have any questions about this approval, please contact IHACPA by telephone on (02) 8215 1100, by email on applications.accommodation@ihacpa.gov.au or by mail to the Independent Health and Aged Care Pricing Authority, PO Box 483, Darlinghurst NSW 1300.

Yours sincerely

Laura Harris

Laura Harris
Executive Director - Aged Care Policy
Independent Health and Aged Care Pricing Authority

Decision date: 14 October 2025