



Changes to publication of room pricing on My Aged Care

On 1 July 2024 we are making changes to the My Aged Care service and support portal. These changes will improve room pricing information published on My Aged Care.

What is changing?

Residential aged care rooms priced over the Minister's maximum accommodation payment amount (currently \$550,000) will only be displayed on [My Aged Care](#) if we can confirm a valid refundable accommodation deposit (RAD) approval is in place.

You will have 12 months from 1 July 2024 to update your existing rooms in the [My Aged Care service and support portal](#) (MAC SSP) with the required information. After this time, rooms with missing or incorrect details will be removed from My Aged Care.

Remember, you cannot charge more for a room than the amount you have advertised on:

- My Aged Care
- your own website
- any published materials for residents.

What you need to do

You will need to provide additional information to advertise a room price over the maximum accommodation payment amount. From 1 July 2024 you must update any rooms priced over \$550,000 to enter the required details in MAC SSP, including:

- Your **RAD approval number**
 - you will find this in RAD approval letters issued on or after 1 July 2024
 - if your approval letter was issued before 1 July 2024, you will not need to enter an approval number for the room.
- Your **RAD approval letter**
 - you will need to upload this in pdf format
 - it will be used to confirm approval, but won't be displayed on My Aged Care.

When you submit room details for publication, we will review the information you enter in MAC SSP against your RAD approval:

- If you have a valid approval, your room information will be published on My Aged Care.
- If you do not have a valid approval, or your room details do not match those in the approval, your publication request will be rejected.

You won't need to update rooms priced up to the maximum accommodation payment amount (unless you wish to make changes to them). These rooms will not have to meet the new requirements for publication.

Service and support portal user guide

The [Service and support portal user guide – Part 1: Administrator functions](#) will be updated on 1 July 2024 with the new steps for how to add, edit or delete a room.

RAD approvals for higher room prices

To charge or advertise a RAD (or daily payment) over the Minister's maximum accommodation payment amount you need approval from the Independent Health and Aged Care Pricing Authority (IHACPA) or the former Aged Care Pricing Commissioner.

RAD approvals are valid for 4 years. To continue charging a higher room price, you must renew your RAD approval before your previous approval expires. Once your approval expires, you can no longer charge new residents over the maximum accommodation payment amount. You can only recommence charging a higher room price when you receive a new approval.

You must submit your application at least 60 days before your current approval expires.

You must have valid approval to charge over the maximum accommodation payment amount. If you have conditional approval, you cannot advertise or charge over the maximum accommodation payment amount; you can only do this once you receive a satisfaction of conditions letter from IHACPA.

Visit the IHACPA website for more information about [RAD approvals](#).

Approval expiry notifications

From 1 July 2024, providers who enter the required RAD approval details in MAC SSP will receive automatic notifications when their approval is nearing expiry, including for rooms currently published on My Aged Care. These will be sent at 6, 4 and 2 months before your RAD approval expires.

Expiry notifications will remind you to reapply for approval if you wish to keep charging over the maximum accommodation payment amount.

Rooms will be removed from My Aged Care if the MAC SSP approval date lapses.

Overcharged accommodation payments

If you have previously charged or are now charging over the maximum accommodation payment amount for a room without a valid RAD approval in place, you must contact the [Aged Care Quality and Safety Commission](#). The Commission will work with you to rectify the error.

For more information about overcharged accommodation payments see this [fact sheet](#).