



Fees and charges under the Multi-Purpose Service Program

You can ask older people accessing aged care services in the Multi-Purpose Service Program (MPSP) to help pay for their services in certain situations. The fees you can charge are different from other aged care programs.

What fees can I charge and when?

If you are delivering services in the MPSP, you can charge a specialist aged care program fee. You can also charge accommodation payments in certain situations, which are outlined in more detail below.

You must also have a financial hardship policy that explains any fees you will charge when an older person is experiencing financial hardship.

Specialist aged care program fee

You can charge this fee to help cover daily living costs like meals, cleaning, laundry, heating and cooling. The amount payable is at your discretion but cannot be more than the amount in the written service agreement between your multi-purpose service (MPS) and the older person.

It also cannot be more than:

- 85% of the base rate of the basic age pension amount (worked out on a per day basis) for residential care.
- 17.5% of the base rate of the basic age pension amount (worked out on a per day basis) for home support, assistive technology or home modifications service.

When can I charge an accommodation payment?

You can only charge an older person who accesses permanent residential care in your MPS an accommodation payment if:

- their means assessment shows they are not generally eligible for government assistance with their accommodation costs, or
- not enough information was provided for a means assessment.

When required, accommodation payments can be paid in two ways, or a combination of the below:

- **Refundable accommodation deposit (RAD):** This is a lump sum paid when an older person is paying the full amount of the agreed accommodation price.
 - All RADs collected by are covered by the [Accommodation Bond Guarantee Scheme](#).
 - MPSP providers who collect RADs have the same [prudential responsibilities](#) as mainstream residential aged care providers.
- **Daily accommodation payment (DAP):** This is a daily fee paid when an older person is paying the full amount of the agreed accommodation price.

All accommodation costs must be agreed with the older person before you start delivering services. They must also be included in their service agreement.

You must not charge an older person for accommodation if they are generally eligible for government assistance with their accommodation costs.

This applies even if the person has a residential aged care fees notice from Services Australia that suggests they are required to pay an accommodation contribution and other fees relevant to mainstream residential care services.

These additional charges do not apply to services delivered under the MPSP.

Maximum room costs

You must **not** charge a RAD of more than \$750,000 for some room types unless you get approval from the [Independent Health and Aged Care Pricing Authority](#).

Financial hardship

You must have a financial hardship policy that explains how you will charge fees when an older person in your care is experiencing financial hardship and struggling to pay. This should include:

- how an older person can apply for a reduction in their specialist aged care program fees or accommodation payments due to financial hardship
- what evidence of financial hardship older people must submit to your MPS
- how older people should submit this evidence to your MPS

- how your MPS will determine the amount and duration of any reduction you will apply if the older person's application is successful.

More information

If you need help, you can contact the My Aged Care service provider helpline on 1800 836 799 from 8am to 8pm Monday to Friday, and 10am to 2pm on Saturday.