

Q. What is the Extra Service amount?

The Extra Service amount (as distinct from the Extra Service fee) is the Extra Service fee plus 25%. The Extra Service amount is the maximum you can charge continuing care recipients (see below). The Extra Service fee is the maximum you can charge new residents (see below). When the Commissioner approves an Extra Service fee, you will also be advised of the relevant Extra Service amount.

Q. What are continuing care recipients?

Continuing care recipients are residents who entered residential aged care prior to 1 July 2014. These residents may be charged for Extra Services up to the Extra Service amount (i.e. the approved Extra Service fee plus 25%). **If a continuing care recipient has chosen to take up an Extra Service place on or after 1 July 2014, they will still be governed by this arrangement.**

However, if a continuing care recipient is out of residential care for 28 days on unapproved leave or moves to a new facility and chooses to be covered by the new arrangements, then they may only be charged up to the maximum approved Extra Service fee.

Q. What are new residents?

New residents are those residents who entered care on or after 1 July 2014. New residents may only be charged up to the maximum approved Extra Service fee.