

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health and Aged Care

Senate Standing Committee on Community Affairs Legislation Committee

Inquiry into the Aged Care Bill 2024 (Provisions)

03 October 2024

PDR Number: IQ24-000129

Fee protections for older Australians in Aged Care

Written

Senator: Marielle Smith

Question:

What protections will be in place to ensure providers can't charge older Australians extra entry fees for aged care

Answer:

- The new Higher Everyday Living Fee will include new consumer protections as recommended by the Aged Care Taskforce.
- Significantly, providers will no longer be able to make agreements to pay these fees as a condition of entry into the aged care home. Unlike the current Extra Service Fees and Additional Service Fees, a resident cannot be asked to agree to pay the Higher Everyday Living Fee until they have entered care.
- Residents will also be protected by a cooling off period after agreeing to the higher fee, and regular (at least 12 monthly) reviews to ensure that they continue to use and are able to continue to use the services for which they are paying the Higher Everyday Living Fee.