Financial guide

Understanding your aged care costs and choices at Regis.

CONSUMER APPROVED

We know navigating the financial side of aged care can be complex. This guide helps you understand the fees for residential aged care at Regis and the options available to you.

Our goal is to give you clear, transparent information so you can make confident decisions. Inside, you will find:

- How the government means assessment affects what you pay.
- The types of fees you may encounter, from daily living costs to accommodation payments.
- Ways to fund your accommodation.
- Support options, including financial assistance and advocacy services.

Use this guide as a starting point to feel informed and in control of your choices.

Understanding your aged care fees

Types of care

Navigating aged care costs starts with understanding the type of care you require and how it is assessed. There are two main types:

- **Ongoing care (permanent care)**
  For people who need long-term support and accommodation in an aged care home. Aged care residents receiving ongoing care may be asked to contribute to their costs through various fees, including a Basic Daily Fee, means-tested contributions and accommodation charges.
- **Short-term care (respite care)**
  For temporary stays, such as when a carer needs a break or after a hospital stay. You pay the Basic Daily Fee.

Your aged care needs assessment

Before you can access government-subsidised aged care, you need an aged care needs assessment which will be undertaken by the Single Assessment System. Once completed, you will receive a Support Plan which will:

- **Determine your support level**
  Your aged care needs assessment or access approval outlines the level and type of care the government has approved for you. It considers your individual needs to see if you are eligible for support, such as support at home, short-term care or ongoing residential aged care, at the time of the assessment.
- **Provide assessment codes**
  Your Support Plan includes specific codes that confirm the care levels and services the government has approved for you. These codes are essential because they allow us to access the right government funding on your behalf and make sure we deliver the care and services you are entitled to.

If your approved care level does not match your needs

Sometimes, your government assessment may not reflect your current situation. For example, you might be approved for 'Support at Home' services, but your needs change and you now require ongoing residential care.

If this happens:

- Contact My Aged Care as soon as possible to request a reassessment. This ensures your funding and care approvals match your actual needs.
- In some cases, we can arrange a temporary, privately funded place while you wait for your new assessment. This means you pay the full cost of care without government subsidies until your approval is updated.
- If you think your assessment does not match your needs, talk to our admissions team. We will help you explore your options and support you through the reassessment process.

Understanding the government means assessment

To access government funding in a residential aged care home, including Regis, your financial situation must be assessed by Services Australia or the Department of Veterans' Affairs for DVA residents. This is called a means assessment.

Its purpose is to determine two key things:

1. How much the government will contribute to the cost of your care and accommodation.
2. The maximum amount you may be required to pay, including means tested fees.

The outcome of this assessment is an official Fee Advice letter, also known as a pre-commencement letter. This is a crucial document that outlines your assessed fees.

If you choose not to complete the means assessment

You have the right not to complete the government's means assessment. However, if you do not complete the assessment, we must charge the maximum fee rates until you do. This includes means tested fees and accommodation charges. These maximum rates will apply until you submit the required form. Once your completed assessment is submitted, your fees will be adjusted according to the government's determination from that point forward; these adjustments are not backdated.

It is important to understand that Regis does not determine the means tested fees you pay. Our fees are limited to the agreed room price and any premium offerings you choose to receive. The government sets all other care and living contributions based on your assessment.

How to complete your assessment

The forms you need to fill in will depend on your circumstances.

For self-funded retirees

If you are not receiving a means tested pension, you must complete the full SA457 – Aged Care Calculation of your cost of care form. You can find this form by clicking the link, scanning the QR code, searching 'SA457' on the Services Australia website or calling Services Australia Aged Care Line on **1800 227 475**.

For pensioners and DVA residents receiving an income support payment

If you own your home

You need to complete the SA485 – Residential Aged Care Property details form. This provides the specific property details required to complete your assessment.

You can find this form by clicking the link above, using the QR code, searching 'SA485' on the Services Australia website or by calling **1800 227 475** or **1800 838 372** for DVA residents.

If you do not own your home

You should contact Services Australia on **1800 227 475** or DVA on **1800 838 372**. You must confirm your details are current and request that they complete your assessment and issue your pre-commencement letter. This will ensure there is no confusion with Services Australia or DVA when you enter care.

Daily fees and assessed contributions

You are required to contribute to the cost of your care and daily living through the following fees:

Basic Daily Fee

All aged care residents receiving ongoing and short-term care are required to pay this fee. The Basic Daily Fee covers daily living expenses, including meals, cleaning, laundry, heating and cooling.

The government sets the rate for this fee, which is calculated at 85% of the single basic age pension. The Basic Daily Fee increases in line with changes to the single basic age pension, which the government adjusts twice yearly.

Hotelling Contribution (Means tested)

The Hotelling Contribution is a means tested contribution towards your everyday living costs in the aged care home, including cleaning, laundry services and utilities.

The amount you pay is determined by your government means assessment and is not optional. Residents with lower means may not be required to pay this contribution. The Hotelling Contribution is indexed in line with the Consumer Price Index (CPI), as outlined by the government, with increases occurring on 20 March and 20 September each year.

Non-Clinical Care Contribution (NCCC) (Means tested)

This is a means tested contribution towards the cost of your non-clinical care services, such as assistance with bathing, mobility and lifestyle activities. The amount you pay is determined by your government means assessment and is not optional.

You stop paying the NCCC when you reach the lifetime cap (indexed) or after four years, whichever comes first. Contributions made while receiving a Support at Home Package before entering residential care will also count towards the lifetime cap. The Non-Clinical Care Contribution is indexed in line with the Consumer Price Index (CPI), as outlined by the government, with increases occurring on 20 March and 20 September each year.

Accommodation charges

For residents receiving ongoing care, a payment or contribution towards your accommodation may be required, depending on the outcome of your means assessment. This is determined by the government's means assessment. Please note that these specific accommodation charges do not apply to short-term care. Each room in a Regis Home has a published maximum room price. Details of room prices and features are available on our website (regis.com.au), My Aged Care website and will also be provided by the Home.

High means:

When your means assessment indicates you can pay the agreed accommodation payment

You will discuss and agree upon the accommodation payment with a Regis Representative.

There are several ways to pay for your accommodation:

- **Refundable Accommodation Deposit (RAD)**
  This is a lump sum payment for the full room price. The RAD is refunded to you upon your departure from Regis or to your estate upon completion of probate. The agreed deductions include, but are not limited to, any outstanding fees and the Retention Amount described below.
- **Daily Accommodation Payment (DAP)**
  If you choose not to pay the full RAD upfront or pay a partial RAD, a DAP will be calculated based on the outstanding RAD amount. This calculation uses the maximum permissible interest rate (MPIR) set by the government and is calculated as a daily payment. To calculate a DAP = (Outstanding RAD × MPIR) ÷ 365. DAPs are billed as part of your monthly invoice and are not refundable. The DAP is indexed in line with the Consumer Price Index (CPI), as outlined by the government, with increases occurring on 20 March and 20 September each year.
- **Combination of RAD and DAP:**
  You can choose to pay a portion of your accommodation cost as a lump sum RAD and the balance as an ongoing DAP. The DAP will be calculated based on the outstanding amount of the RAD.

Partially low means:

When your means assessment indicates you are eligible for government assistance with accommodation charges

The Australian Government will contribute towards the cost of your accommodation by paying an accommodation supplement to Regis.

You may be asked to pay an Accommodation Contribution. The amount of this contribution is determined by the government based on your means assessment. Your Fee Advice or pre-commencement letter will tell you the Daily Accommodation Contribution (DAC) that you are required to pay. You can pay this contribution as a:

- **Daily Accommodation Contribution (DAC)**
  This is a daily contribution like the DAP. If you choose not to pay the full or partial Refundable Accommodation Contribution (RAC) upfront, a DAC will be calculated on the outstanding RAC amount using the government-set MPIR. DACs are billed monthly and are not refundable.

- **Refundable Accommodation Contribution (RAC)**
  A Refundable Accommodation Contribution is an option to pay for your contribution as a single lump sum. The government uses the MPIR to determine the total RAC amount based on your daily assessed contribution. A Regis representative will provide you with this exact figure. To calculate the lump sum RAC = (DAC × 365) ÷ MPIR. The RAC is refunded to you upon your departure from Regis or to your estate upon completion of probate, after any deductions for outstanding fees and the mandatory retention amount.
- **Combination of RAC and DAC:**
  You can pay a portion as a lump sum RAC and the rest as an ongoing DAC.

If you have low means

If your assessment confirms you have low means the Australian Government will pay the full cost of your accommodation directly to Regis. In this situation, you will not be required to pay any accommodation fees. You will still be responsible for other fees, including the Basic Daily Fee and any other means tested contributions determined by the government.

Retention amount

Starting from 1 November 2025, if you are a resident entering care and decide to pay your accommodation costs with a lump sum (RAD or RAC), Regis is permitted by the government to keep a percentage of this amount. The retention amount is a deduction of 2% per annum. This is calculated daily on the diminishing RAD or RAC balance and is drawn down monthly. The retention period is five years from the date of the first RAD or RAC payment, and it is capped at a maximum of 10%.

Other potential fees

Higher Everyday Living Services

Regis offers Higher Everyday Living Services for residents who want a premium lifestyle beyond the standard inclusions of the Basic Daily Fee, Hotelling Contribution and NCCC. Both ongoing and short-term care residents can choose these premium services.

Each Home provides a unique selection, which may include enhanced dining, premium beverage options, one-on-one support, upgraded technology and other lifestyle enhancements. Our team will discuss the options available at your Home and help you select what suits you best.

You can choose individual services or select a package that combines popular offerings at a discounted rate. If you decide to access these services, you will sign a separate agreement outlining your selections before any charges apply.

Bed reservation fee

If you are away from the Regis Home for longer than the government-funded leave allows (for example an extended hospital stay or social leave) and wish to ensure your room is reserved for you, this fee may apply. Details will be provided if this situation arises.

Important considerations

Seeking professional financial advice

Navigating the financial requirements for entering aged care can be a complex and time-consuming process. To ensure you make the most informed decisions, you may wish to seek advice from a qualified financial advisor who specialises in aged care. These specialists understand the system in detail and can assist you by:

- Explaining how Services Australia or DVA will assess your specific income and assets.
- Helping you understand the best way to structure your finances before moving into care.
- Completing and submitting the necessary government forms correctly on your behalf.
- Clearly outlining the financial implications of the different accommodation payment options.

Using a specialist advisor can provide peace of mind, ensuring the process is handled correctly and your financial outcome is optimised. They can manage the paperwork and timelines, allowing you to focus on the more important aspects of your move.

Transitional cohort

Your fees will be calculated differently if you received a Home Care Package, were on the national prioritisation queue or waitlist for a home care package, or had been assessed as eligible for a home care package on or before 12 September 2024.

If this applies to you, you belong to a transitional cohort with different fee arrangements when entering a care home. You will not pay the Hotelling contribution or the Non-Clinical Care Contribution.

Instead, you will pay a means-tested care fee. Services Australia calculates the amount based on your income and assets assessment. You will then receive a fee advice letter that explains whether you need to pay and how much.

If you are unsure whether you belong to the transitional cohort, call the Services Australia Aged Care Line on 1800 227 475. They will review your history and confirm the correct fee arrangements.

Moving between residential homes

If you were already in an aged care home before 1 November 2025, your old fee structure continues as long as you move into your new home within 28 days of leaving the previous one.

If you leave the system for more than 28 days, you will move to the new fee structure outlined in this guide.

Signed agreement before entry

We require that your residential agreement be signed before your admission day. This ensures that all your fees, services and accommodation needs are transparently acknowledged and accepted before you start your care with us. These agreements include a clear breakdown of all associated costs. This approach provides you with peace of mind, helps avoid surprises, and allows you to focus on settling into your new home.

Financial hardship assistance

If you are experiencing genuine financial difficulty paying your aged care fees, you can apply to Services Australia for a fee reduction supplement. Please speak to our team or contact Services Australia for more information.

Payment of fees

For ongoing care, direct debit is the required method for paying your fees.

We are here to help

Your pre-admission pack will contain a detailed schedule of fees. Our team will then meet with you to discuss your circumstances and help you understand everything you need to know before your admission. This includes your residential agreement, fees, services and any questions you may have. We want to ensure you fully understand everything to make an informed decision.

Advocacy and supporters

At Regis, we fully respect and actively support your right to have an advocate assist you at any stage of your aged care journey. An advocate is an independent person who can help you:

- Understand your rights and the information we provide.
- Make informed decisions about your care and services.
- Clearly communicate your wishes, preferences or any concerns you may have to us or to My Aged Care.
- Navigate the complaint process if you feel it is necessary.

The Older Persons Advocacy Network (OPAN)

This service provides free, confidential and independent advocacy services for people receiving aged care. They can help you understand your rights, clarify your residential agreement or fees, or be present in meetings to support you. You can contact OPAN on **1800 700 600** or visit their website at **www.opan.org.au**. Our team will assist you in contacting them should you wish to do so.

Registered Supporters

The *Aged Care Act 2024* formally recognises and strengthens your right to choose trusted people to support you in making decisions. These people are known as your 'supporters.'

You have the right to nominate one or more supporters who you feel can best assist you to:

- Understand complex information related to your care or finances.
- Participate in assisting you to make decisions about your care, lifestyle choices and financial arrangements.
- Help communicate your decisions and preferences effectively to our team and other relevant parties.

It is essential to recognise that your supporter's role is to help you make informed decisions. They cannot make decisions on your behalf. They must always act in accordance with your expressed will and preferences and in a way that promotes your overall wellbeing.

You can formally register your supporters through your **My Aged Care account** online.

Substitute decision maker

If you ever become unable to make your own financial decisions, your substitute decision maker such as a Financial Power of Attorney or an appointed guardian can act on your behalf. For financial matters, they can speak for you and manage your arrangements with us. Please let us know if you have appointed someone and provide their details and legal documents so we can support your wishes.

Talk to us

The team at Regis is here to help you understand these fees. Please do not hesitate to ask your General Manager or our admissions team for further information or clarification.