

Your refundable deposit register (register)

If you hold a refundable deposit, you must start and maintain a register. The register can be at a service or provider level. The register needs to record consumers' information and payment details including deductions and refunds. You need to keep these records for a minimum of 3 years. This begins after 30 June of the year you created the record.

You can choose the structure of the register to suit your organisation. Your register should:

- show how you follow the Records Standard
- be available to give to the Commission if it asks.

Requirements: consumer and payment details

Record:

- a consumer's name and their Resident Identification Number (given by the Department)
- the date the consumer comes into the service
- the date the consumer entered the original service (if moving from another service)
- the date/s the consumer pays a refundable deposit (if they pay in instalments, record the date for each payment)
- the amount the consumer pays (if they pay in instalments, record the date for each payment and the total paid)
- mixed payments (for example, part lump sum and part daily accommodation payments or periodic payments).

You can put extra/voluntary information in your register.

Requirements: deductions

Record:

- a consumer's bond balance on 1 July 2006 (for bond balances existing before 1 July 2006)
- the date, amount and reason for each deduction from a bond balance (from 1 July 2006)
- the date, amount and reason for each deduction from a refundable deposit balance (from 1 July 2014)
- the bond or refundable deposit balance for each consumer at the end of each calendar month.

Requirements: refund of bond and refundable deposits

Record:

- the date of the refund event (for example, the death of a consumer or the date your service stops being certified)
- the date you need to refund the bond or refundable deposit (section 52P of the Act)
- the date you refund the bond or refundable deposit
- the amount of bond or refundable deposit you refund
- the interest paid and the date paid
- the maximum permissible interest paid, and the date paid.



Requirements: entry contributions (pre 1997)

Record:

- the consumer's name and ID number
- the date the consumer paid the entry contribution
- the amount of the original entry contribution
- the date the consumer leaves your service
- the date you need to refund the entry contribution
- the date you refund the entry contribution
- the amount of entry contribution you refund
- the maximum permissible interest paid, and the date paid.

Further information

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