

# Retirement Living Performance Survey Results

Ageing Australia QLD State Conference  
(June 2025)

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Ageing  
Australia



**StewartBrown**

Integrity + Quality + Clarity

# Survey coverage

Growth in scope of data collection to present additional key insights on trending sector topics

**455**  
villages

**31,000+**  
units

**35,000+**  
residents

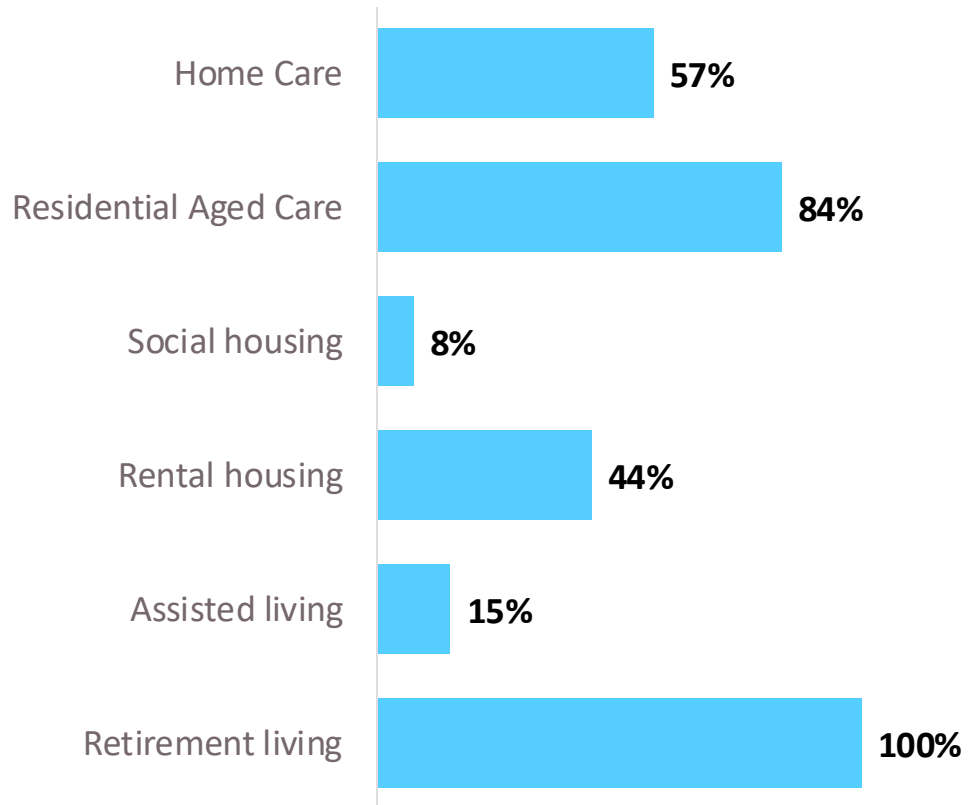
**79**  
operators

Data collected  
from  
**8**  
states/territories

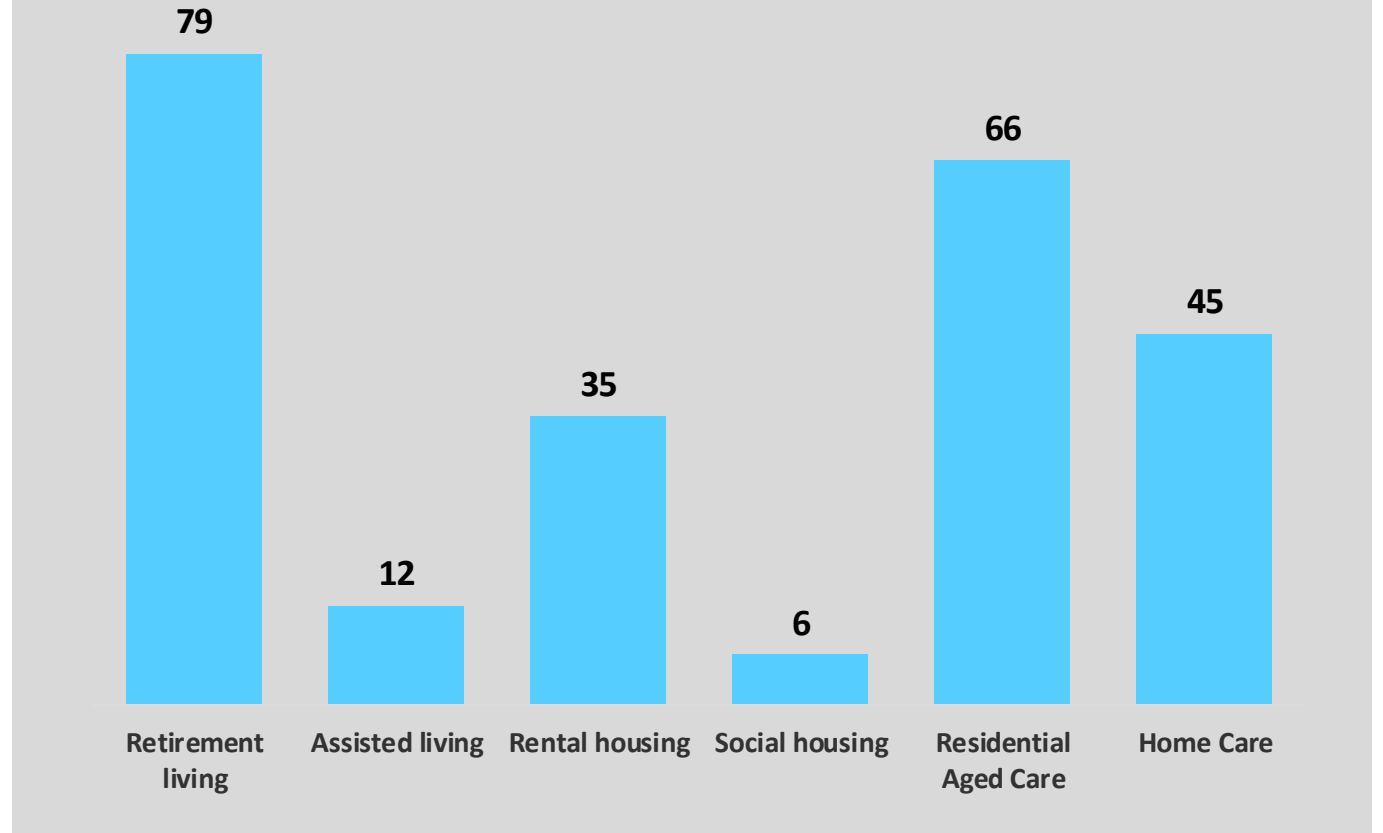
**Independent  
reporting of  
the sector**

# Organisation activity service mix

Operator services provided



Number of operators by type



# National overview

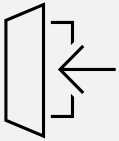
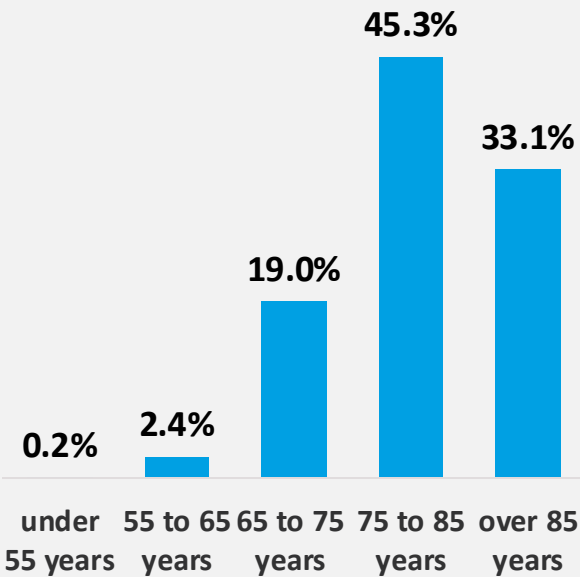
Average village occupancy at the end of FY24 was **88.8%**

**58%**  
of villages with co-located  
residential aged care

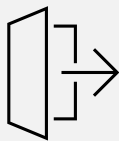
Average years of stay for residents

**8.2** **7.4**  
Departed residents Existing residents

Resident age profile by percentage



Average age  
on entry is  
**78.4**



Average age  
on exit is  
**86.0**

Current length of stay for  
existing aged care residents:

for residential care is  
**2.8 years**

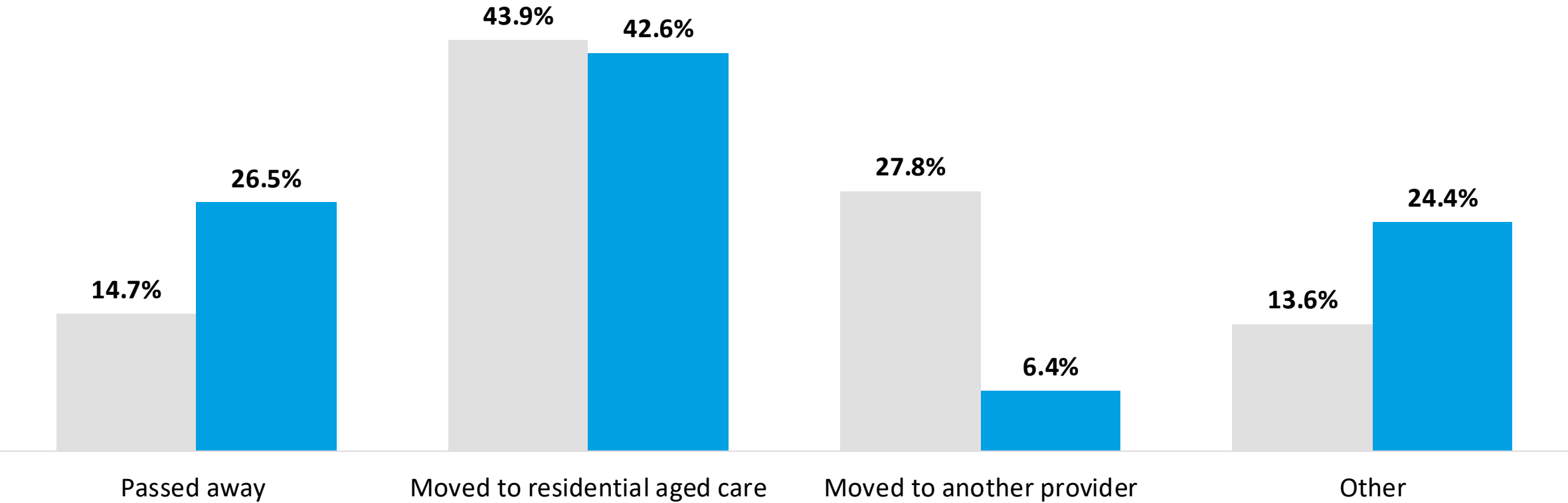
for home care is  
**2.4 years**

% of units occupied



# Resident exit reasons

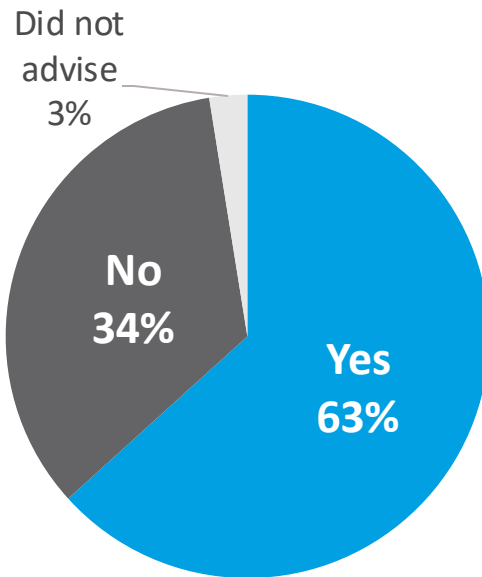
■ Home Care clients (StewartBrown Aged Care Survey - Jun-24) ■ Retirement Living residents



Other reasons may include moving in with family, moving to hospital, changes to personal relationships

# Care services in villages

Is the organisation an approved HCP provider or CHSP provider?



**61%**

of villages are **providing HCP/CHSP services**

**16%**

of residents in retirement living are **receiving HCP/CHSP services** from their operator

**29%**

of villages **partner with an aged care/home care provider**

Where operator is providing HCP/CHSP services to their village residents, they are capturing

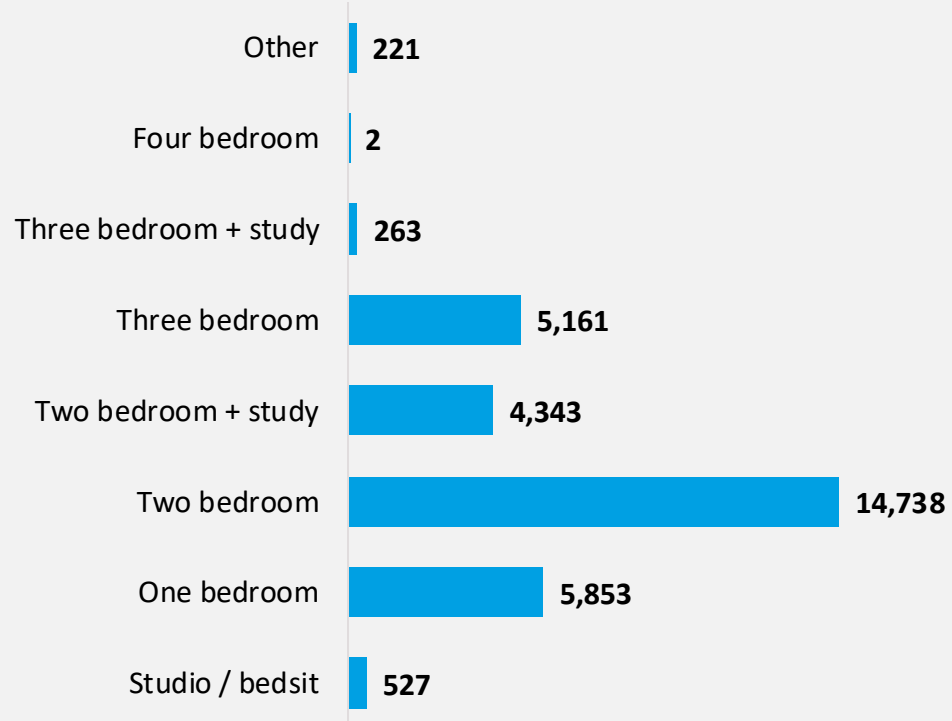
**24%**

of their captive market – (village residents)

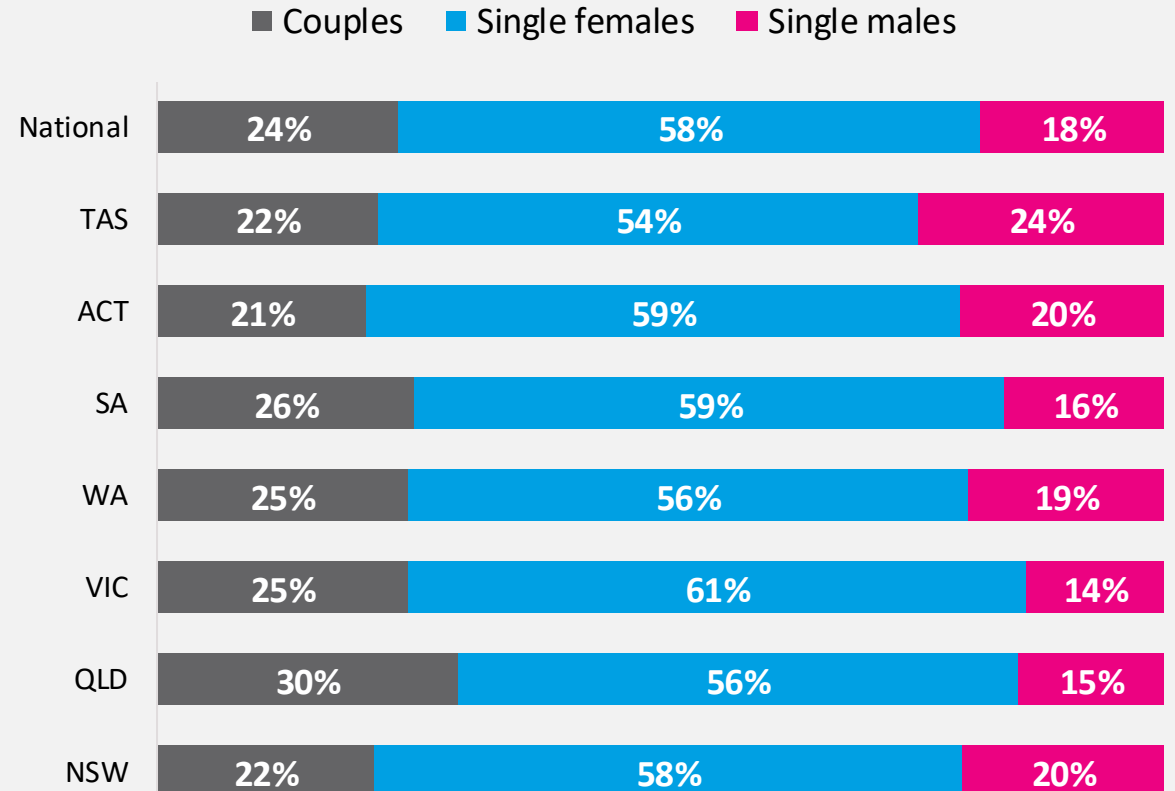
# Village profile

## Village configuration

Number of units by configuration type

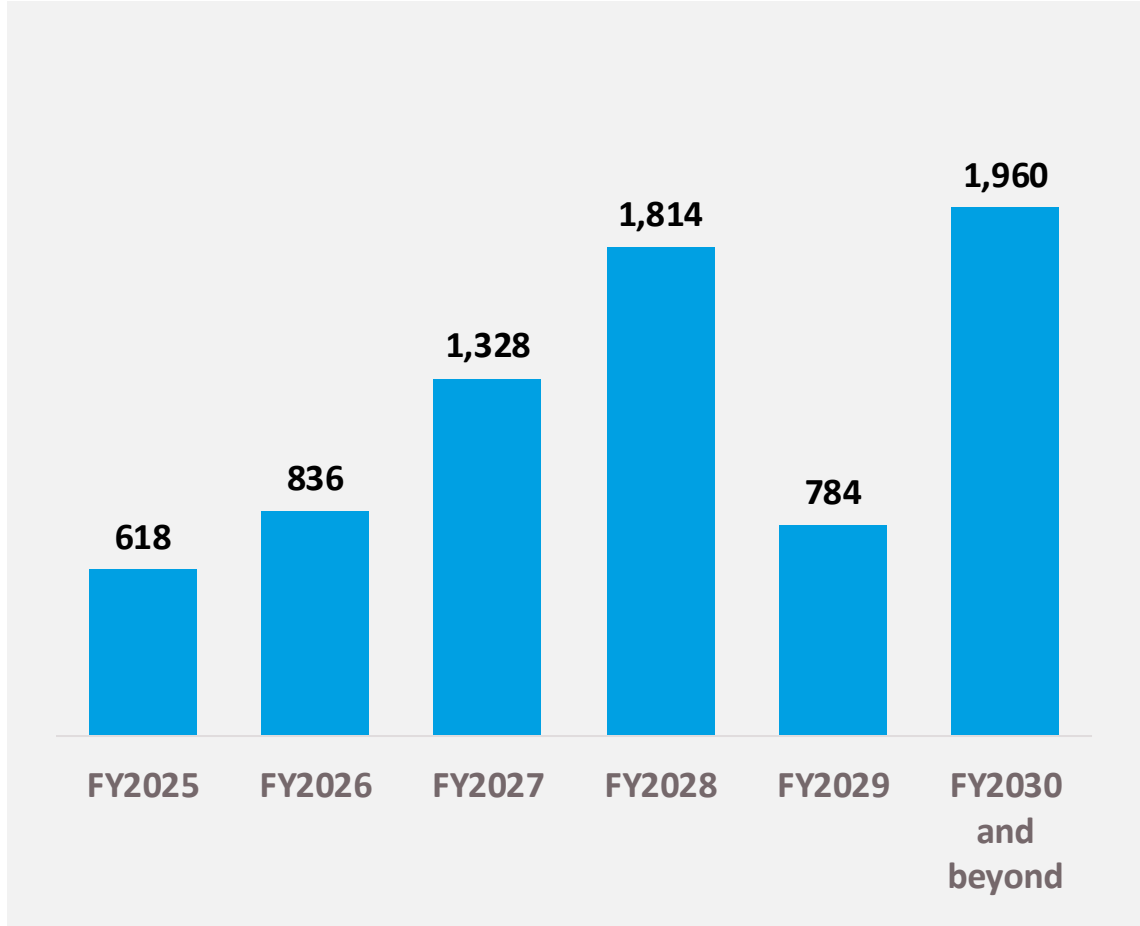


## % of units occupied

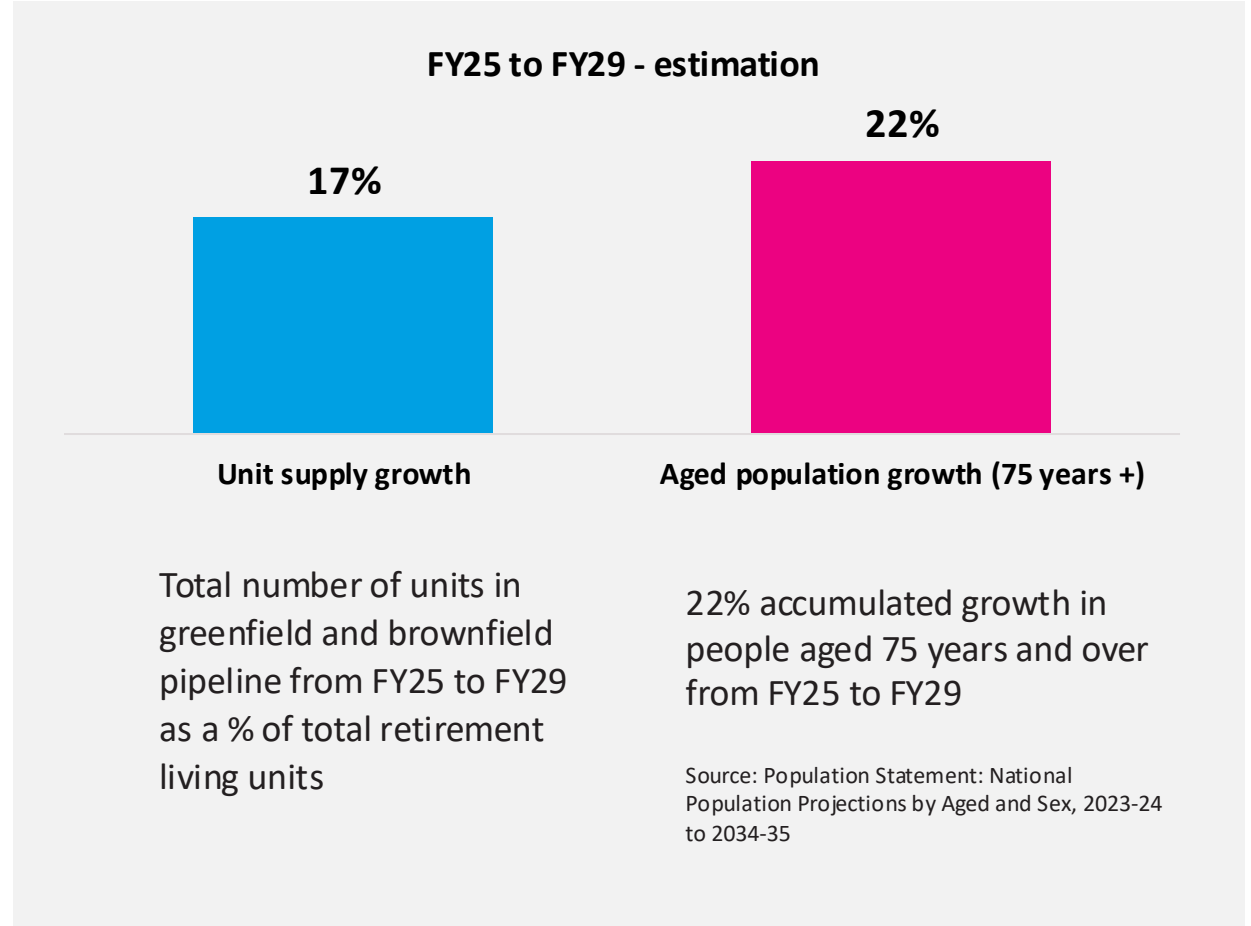


# Expansion and growth of retirement villages

## New village pipeline (no. of units)



## Unit supply increase falling short of aged population growth



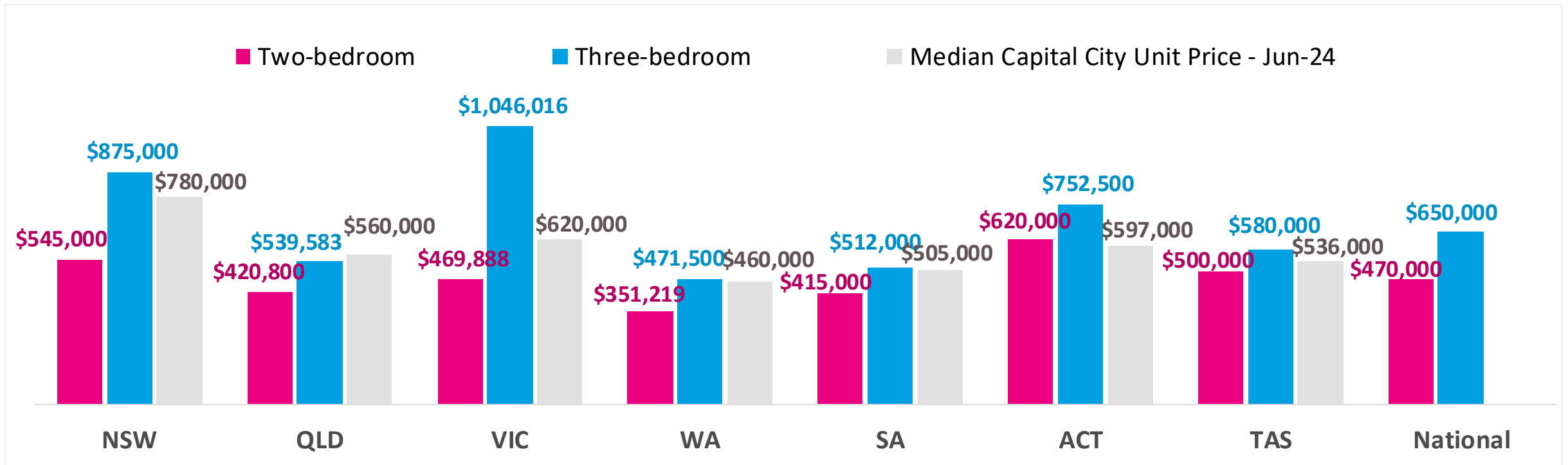


# Contract structures and financials

# Ingoing contribution

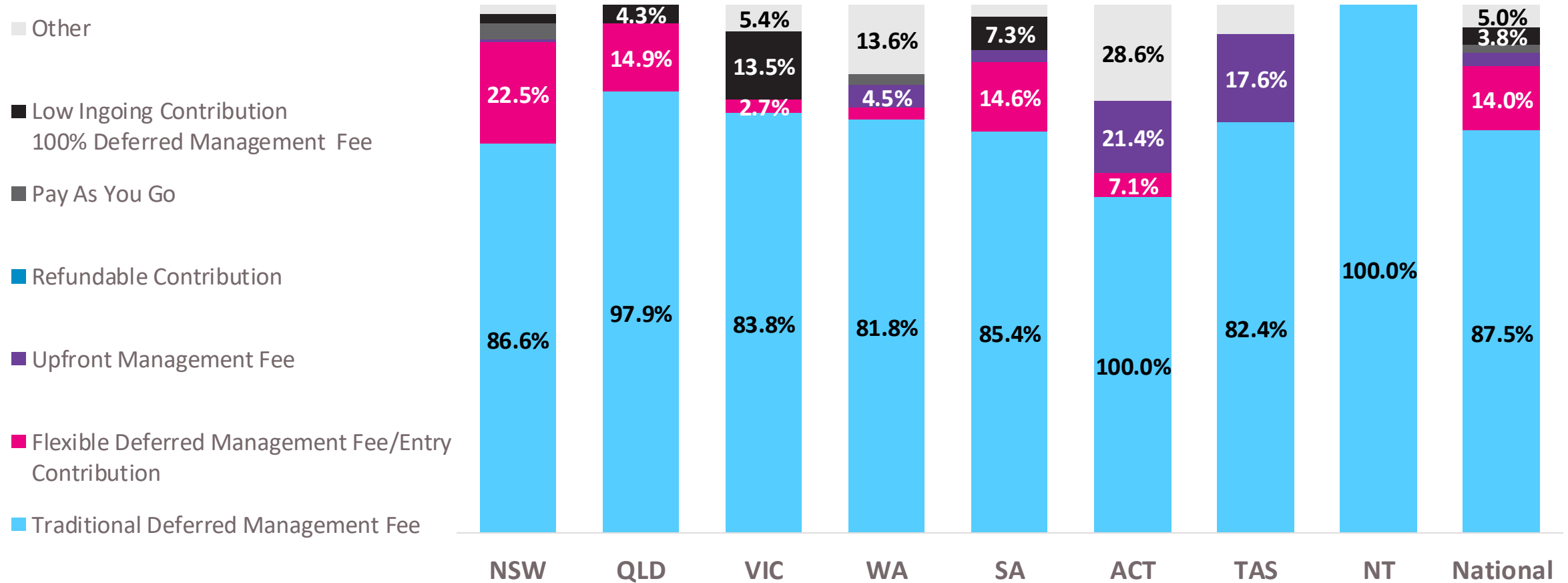


Average national number of days from market ready to deposit is **122** days for one-bedroom, **106** days for two-bedroom and **67** days for three-bedroom



# State averages of contract structure types

% Villages where residents entered the following contract types

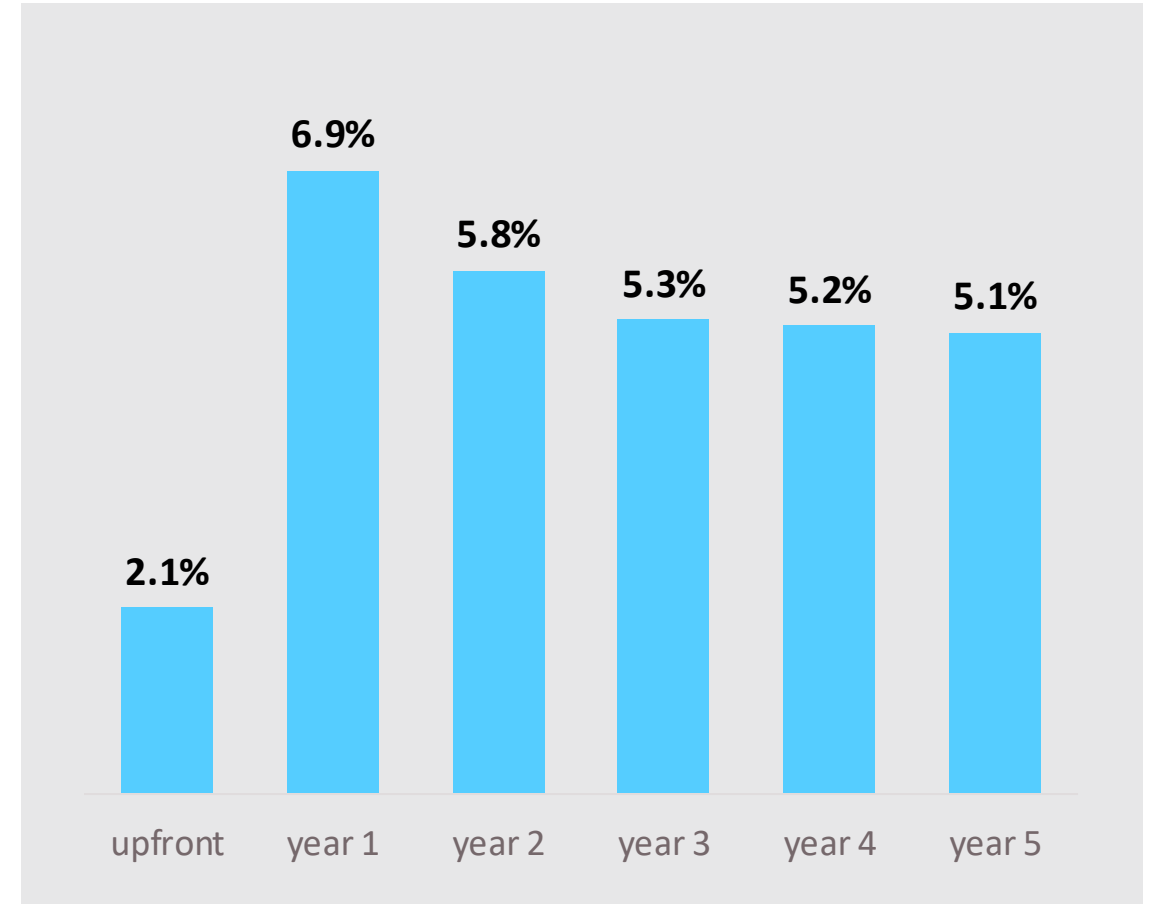


# Deferred management fee

## Total DMF %

All contracts	32.7%
DMF on Ingoing Price	33.6%
No Resident Capital Gain Sharing	33.8%
DMF on Outgoing Price	28.1%
Resident sharing of capital gains	28.9%

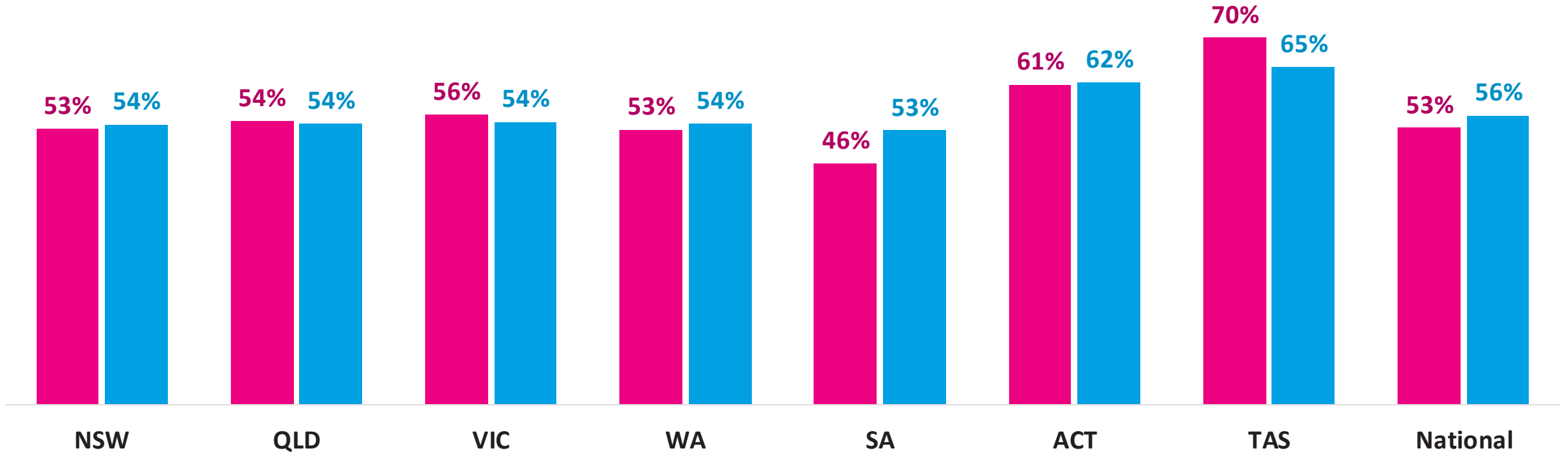
## Average % YoY – contracts with a 5-year DMF



# Affordability to median house price

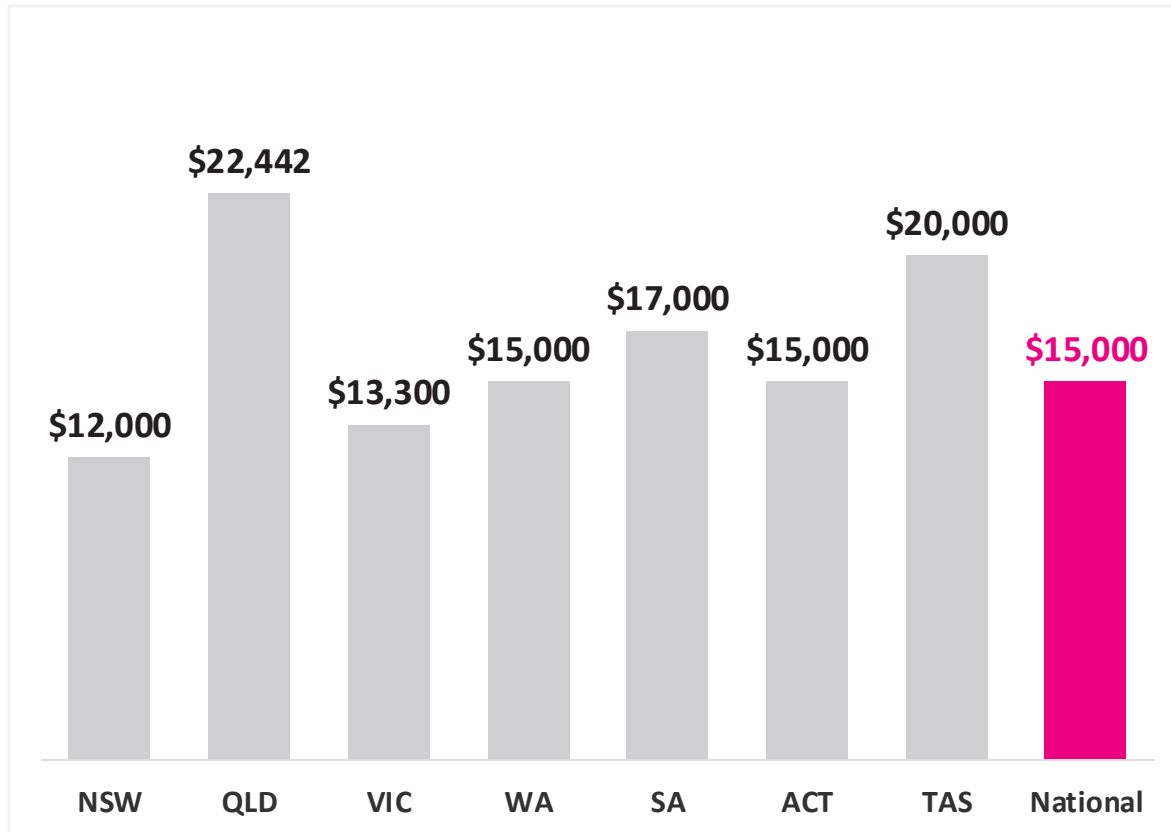
Median ILU two-bedroom price sold and advertised as a % of the median suburb house price

■ Two bedroom ILU - Sold ■ Two bedroom ILU - Advertised



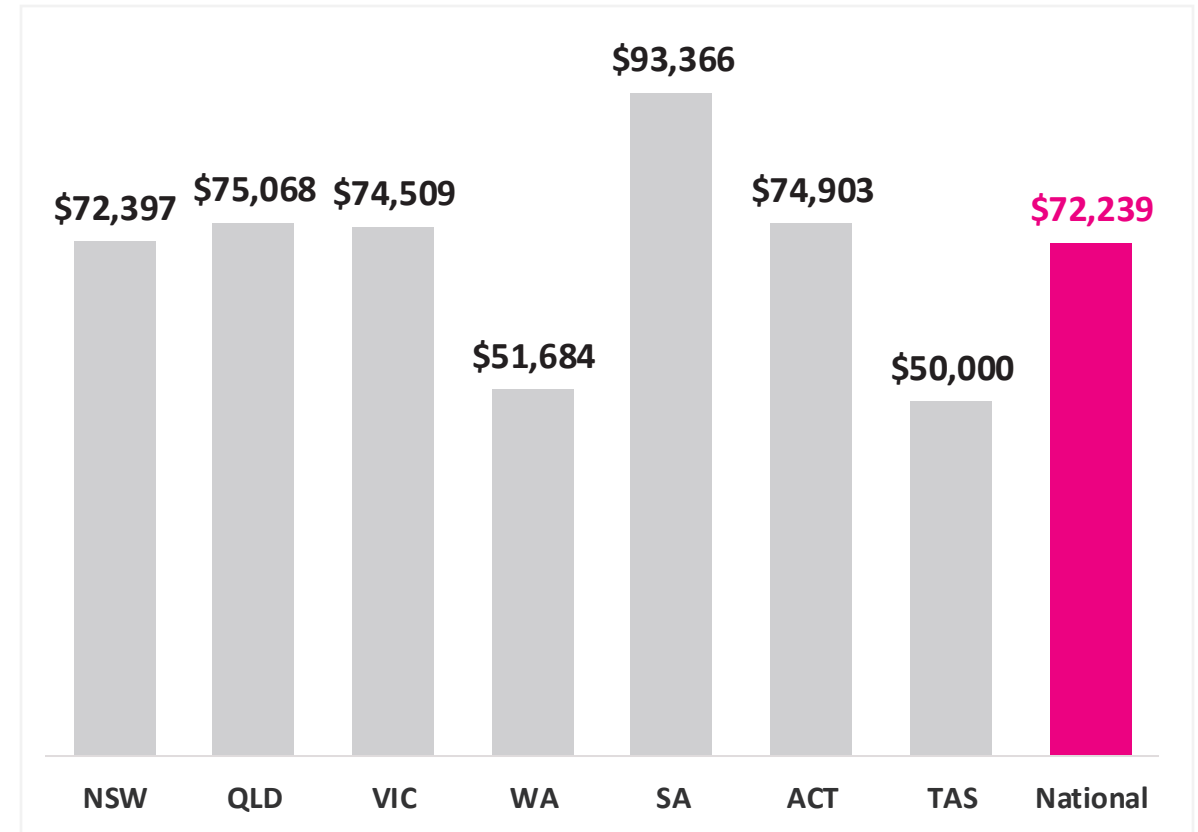
# Development / unit reinstatement and renovation costs

## Median cost per two bed-room unit reinstatement



The median number of days reinstate a two-bedroom unit from vacant possession is **45** days

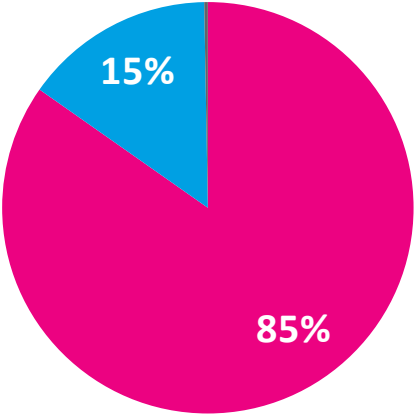
## Median cost per two bed-room unit refurbishment



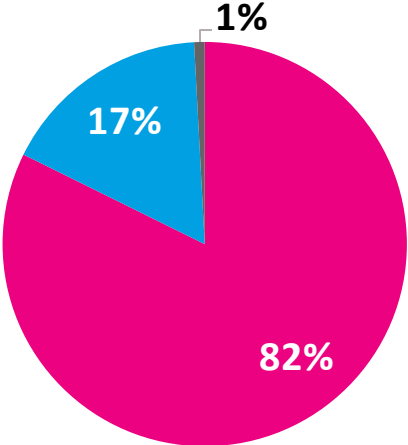
The median number of days to refurbish a two-bedroom unit from vacant possession is **81** days

# Maintenance policies

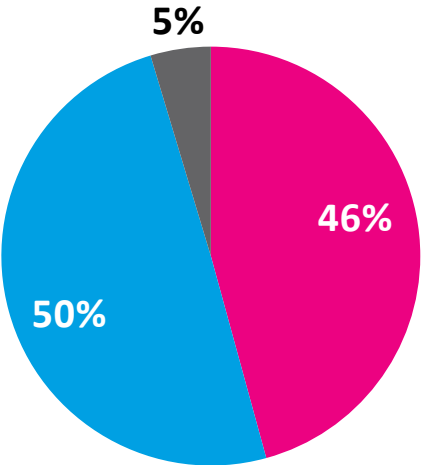
Internal repaint



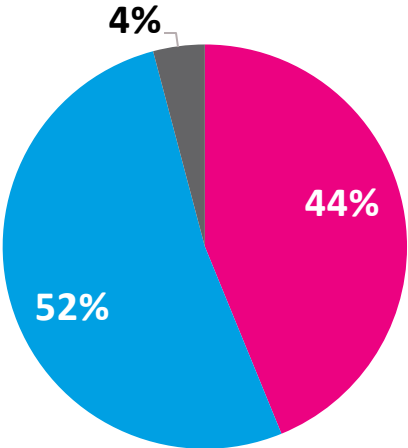
Window coverings



Bathrooms



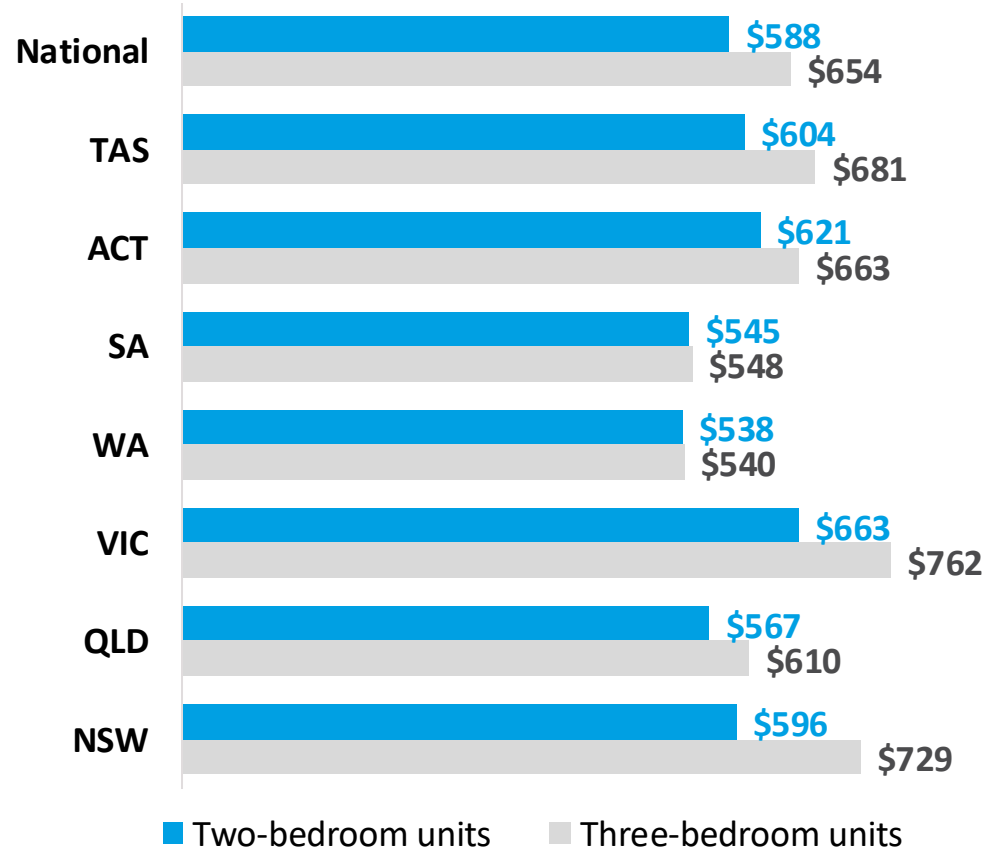
Kitchens



- On unit change over
- After second unit change over
- After third unit change over

# Recurrent services charges

## Recurrent service charges - \$ per unit per month



## % of villages who utilise these methods of increasing recurrent charges

**5%**

Fixed rate

**15%**

By resident agreement

**48%**

CPI

**39%**

Another measured amount



# Key village expenditure items

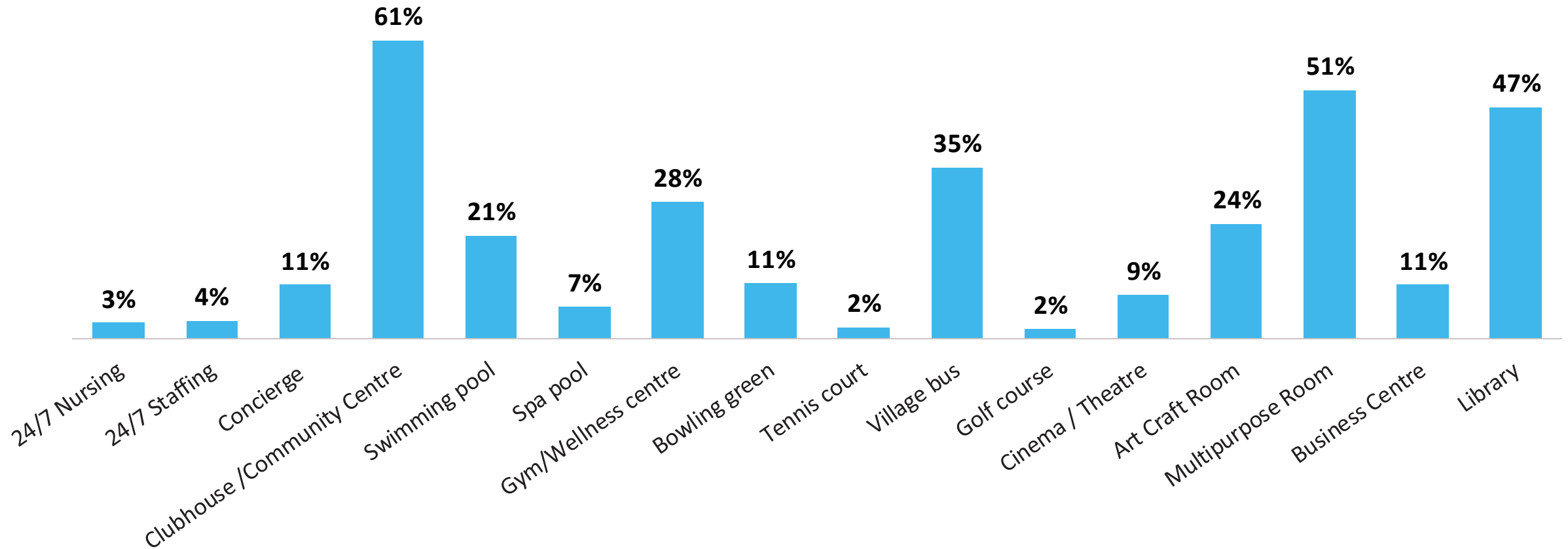
## Key village operating expenditure

	Average \$ per unit per annum	Median \$ per unit per annum	% of villages who reported these costs
Corporate charges/head office charges	\$1,024	\$888	88%
Audit fees	\$58	\$38	61%
Total village staff costs	\$2,363	\$2,120	96%
External management costs	\$887	\$940	3%
Total repairs and maintenance	\$2,367	\$2,104	100%
Utilities	\$308	\$183	*
Water	\$782	\$494	*
Insurance premiums	\$576	\$427	*
Operator contributions toward vacant unit recharges	\$823	\$415	68%
Net result (resident I & E)	(\$380)	\$ -	435 villages

# Social connections and community

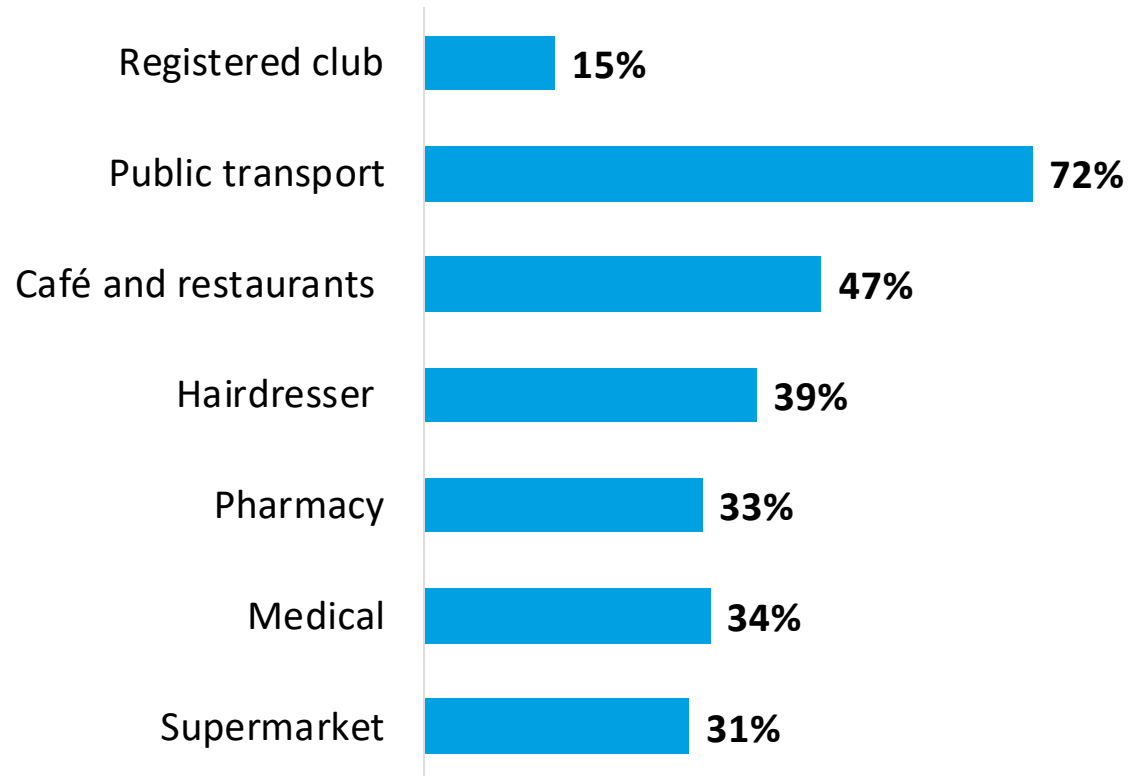
# Village amenities

% of villages with listed amenities funded by resident budget n= 455



# Village amenities

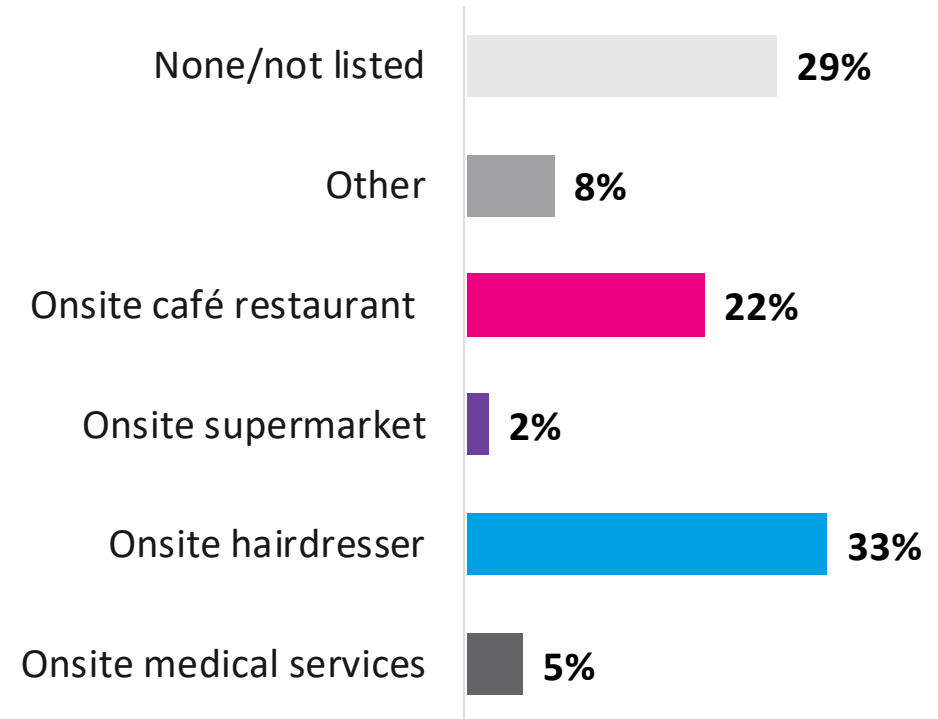
% of villages that are within short walking distance  
(~400m) to shops and amenities?



% of villages with commercial services

n = 455

National



# Corporate governance and sustainability

## Social and Governance



**39%**

of organisations participate with modern slavery practices



**82%**

of organisations provide cultural diversity and awareness training to its staff



**34%**

of organisations have a policy for providing employment to First Nations People



**28%**

of organisations have a Reconciliation Action Plan (RAP)

## Environmental

Village construction or new stages of construction incorporated recycled and low emissions materials

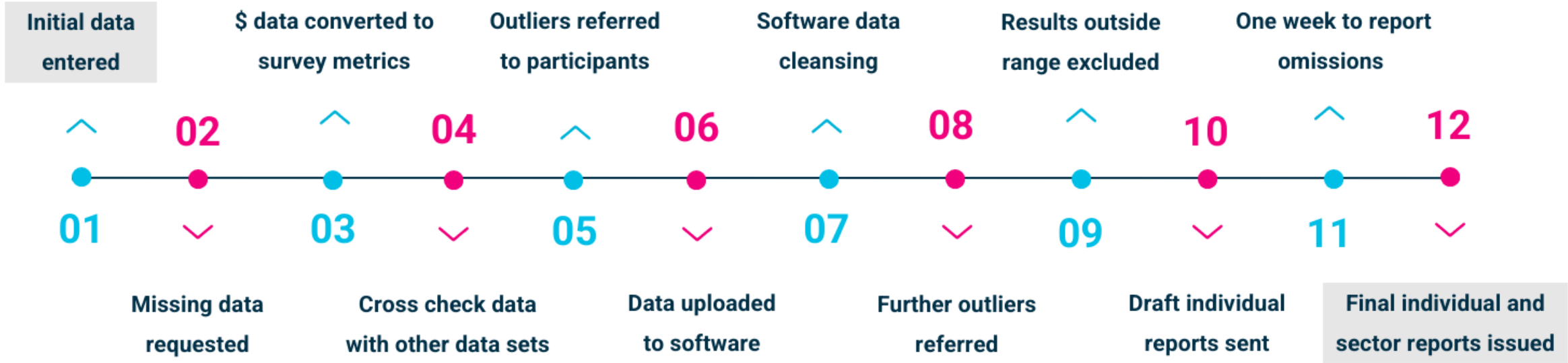
**8%**

Does the Village provide electric vehicle charging points

**5%**

# The Retirement Living Survey

# Data cleansing process



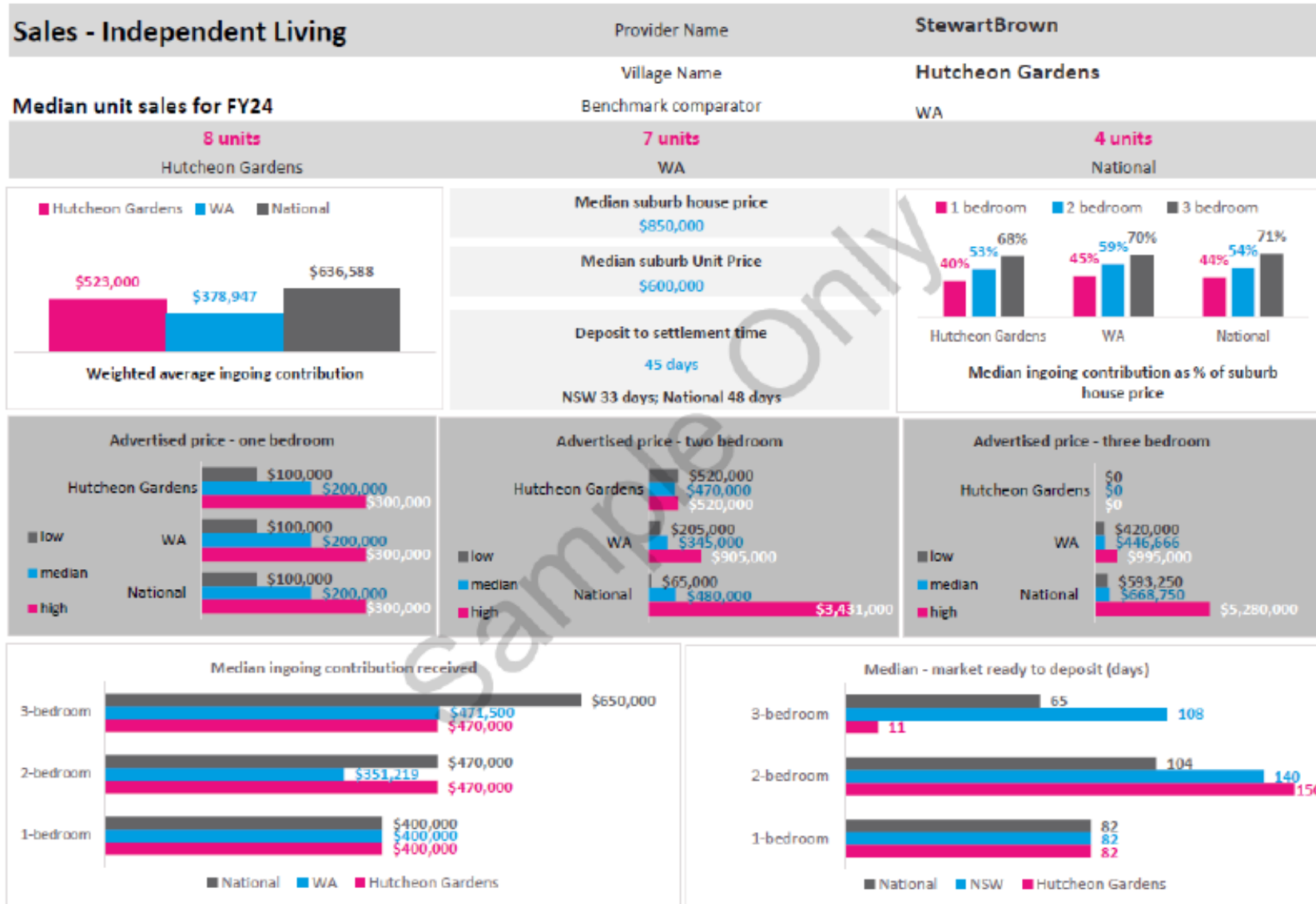


# Extras

	This presentation		Full subscription
High level overview with national and state averages	✓		✓
Sector average KPIs	✓		✓
Detailed Participant Sector Report	—		✓
Individualised and interactive participant report analysing each village against relevant benchmarks	—		✓
Interactive website including access to Business Intelligence (BI) and customised reports (for FY25 Survey Participants)	—		✓
Resident Satisfaction Survey (DCM Research Institute) (for FY25 Survey Participants)	—		✓
Board and executive presentations about the reports	—		✓
Access to StewartBrown team	—		✓



# Example Data and Reports



# Conclusion



**Sector Report**



**Village Reports (individual  
participant reports) -  
interactive**



**Portal access**



**Next year**



Register here

Register your interest –  
its not too late!

# About StewartBrown



#1

Accounting firm for Australian aged care



#1

Aged care financial benchmarking service



#1

Accounting firm for pro-bono services



80

Annual aged care audits



45+ years

Working with aged care providers



100+

Annual aged care consulting projects



35

Aged care team members



## Audit and Assurance

External and internal audits

Prudential compliance statements

Funding acquittals



## Business and Tax Advisory

Tax planning and advice

Tax return preparation

SMSF administration

Financial planning  
(StewartBrown Advisory)



## Consulting

Systems and process reviews

System implementation

Project management

Financial modelling

Merger and acquisition

Accounting support

Payroll health checks

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**Lachlan Scott**  
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**Sabrina Qi**  
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**Harry Hanavan**  
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Analyst Cadet