

Retirement Living Performance Survey Results

Ageing Australia Vic 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

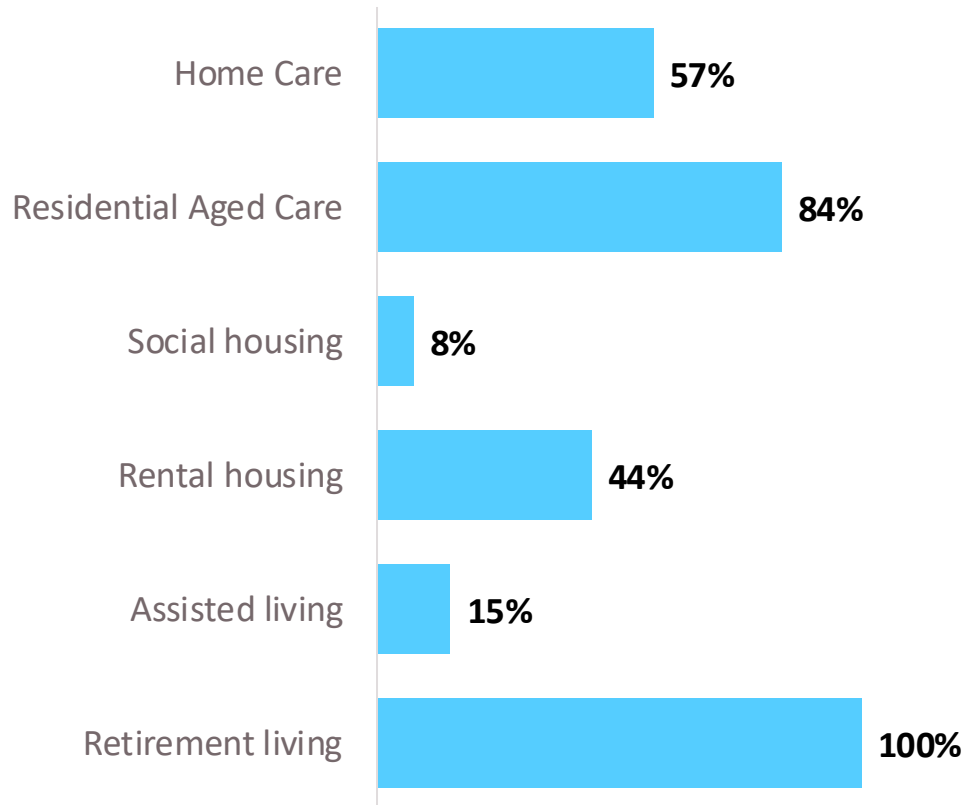
79
operators

Data collected
from
8
states/territories

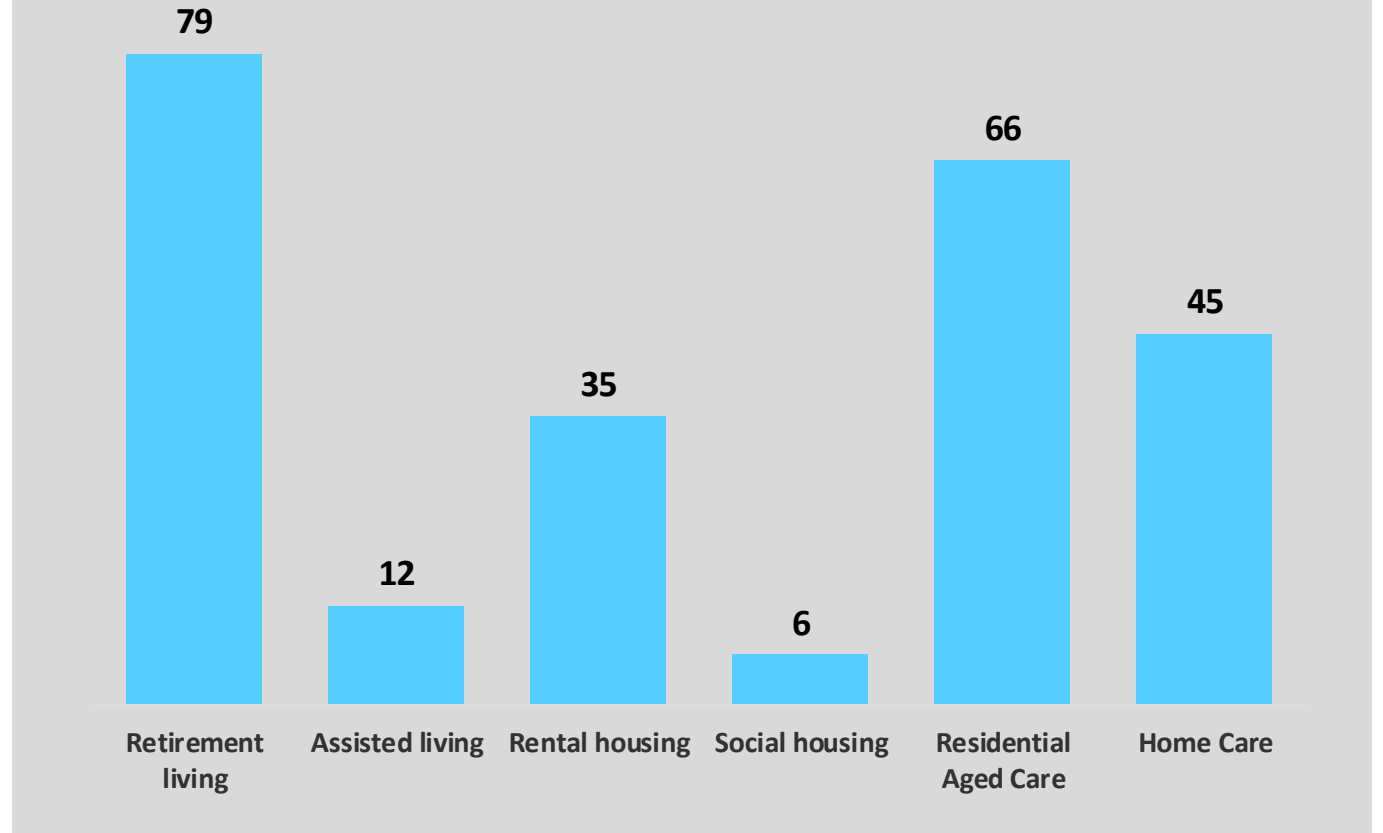
**Independent
reporting of
the sector**

Organisation activity service mix

Operator services provided



Number of operators by type



National overview

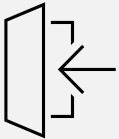
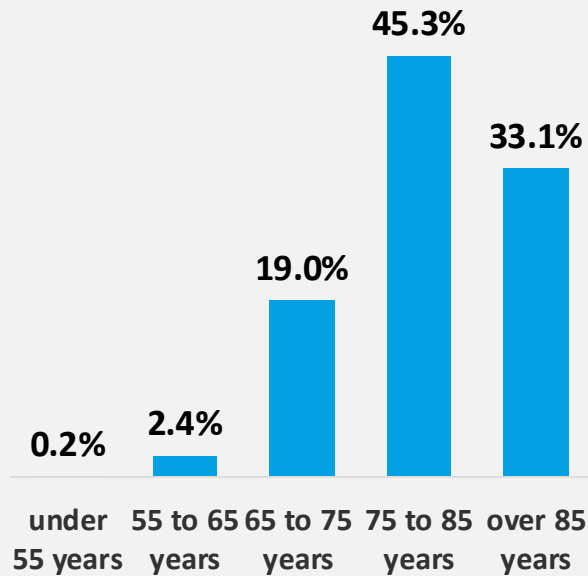
Average village occupancy at the end of FY24 was **88.8%**

58%
of villages with co-located
residential aged care

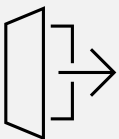
Average years of stay for residents

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

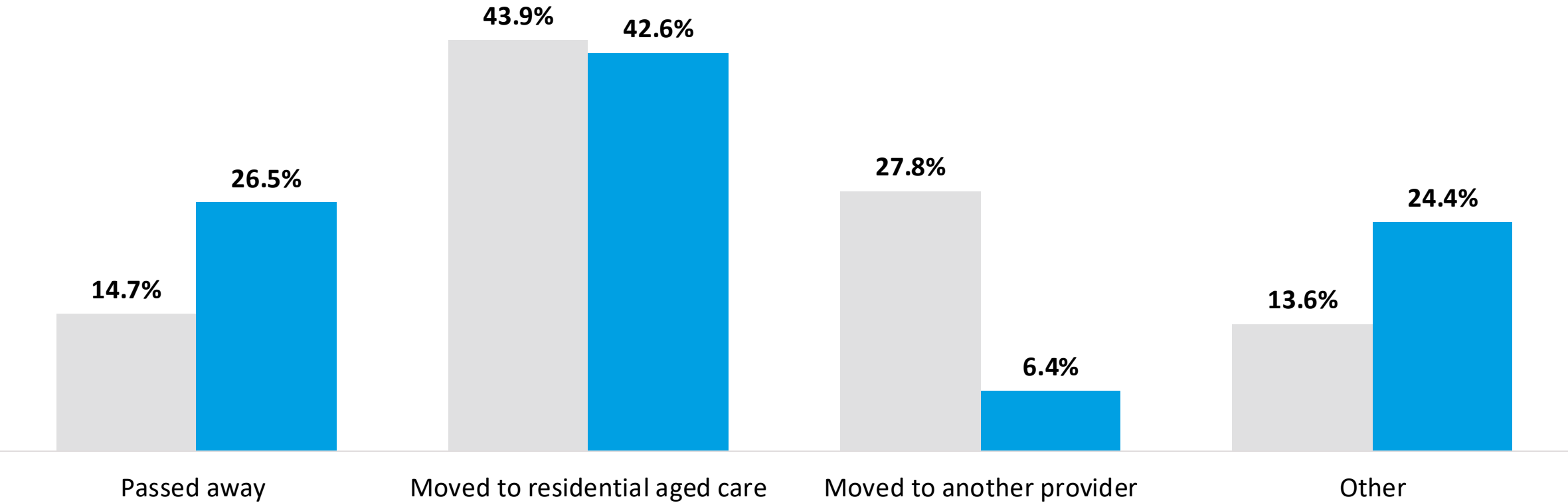
for home care is
2.4 years

% of units occupied



Resident exit reasons

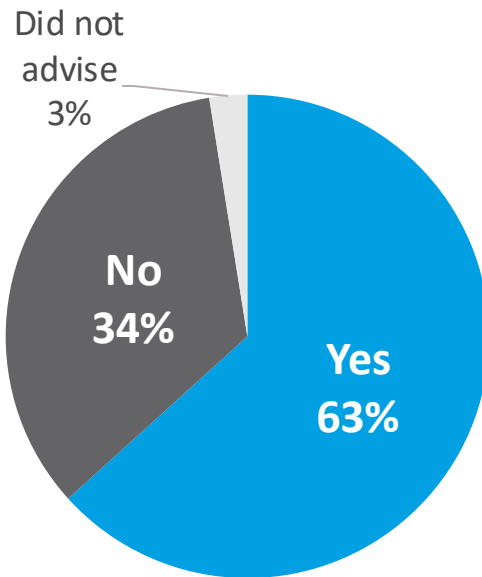
■ Home Care clients (StewartBrown Aged Care Survey - Jun-24) ■ Retirement Living residents



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

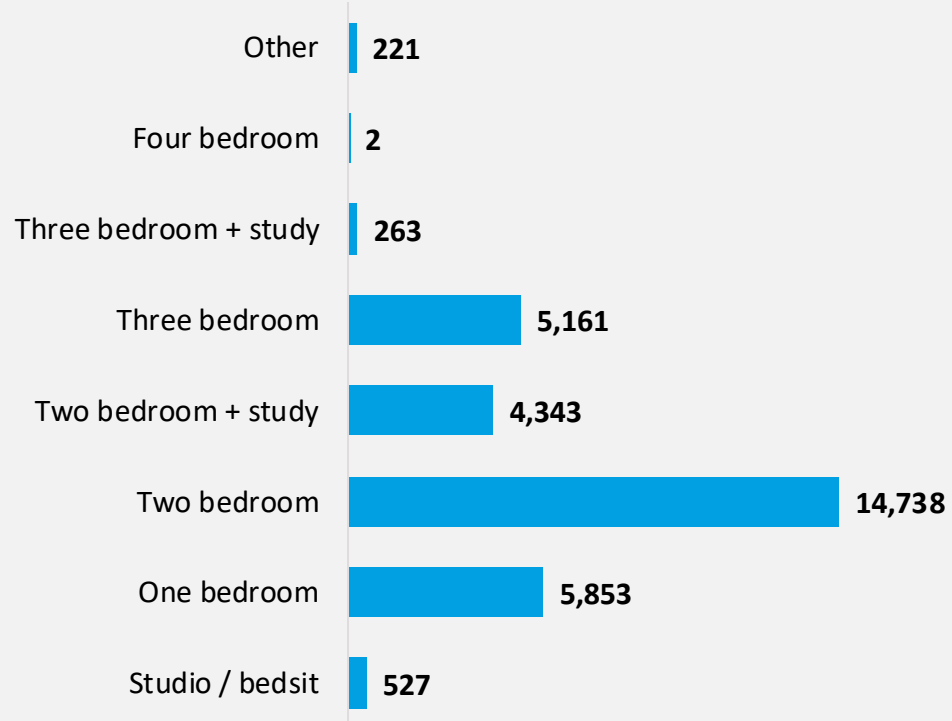
24%

of their captive market – (village residents)

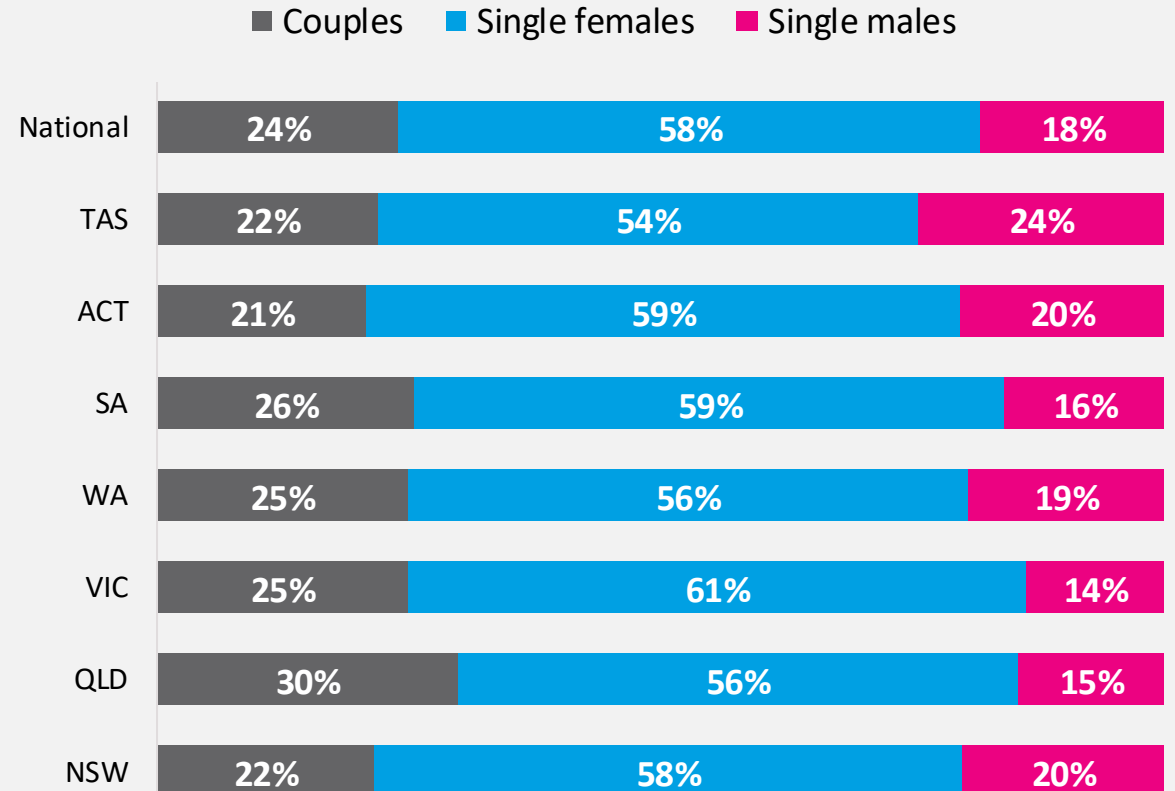
Village profile

Village configuration

Number of units by configuration type

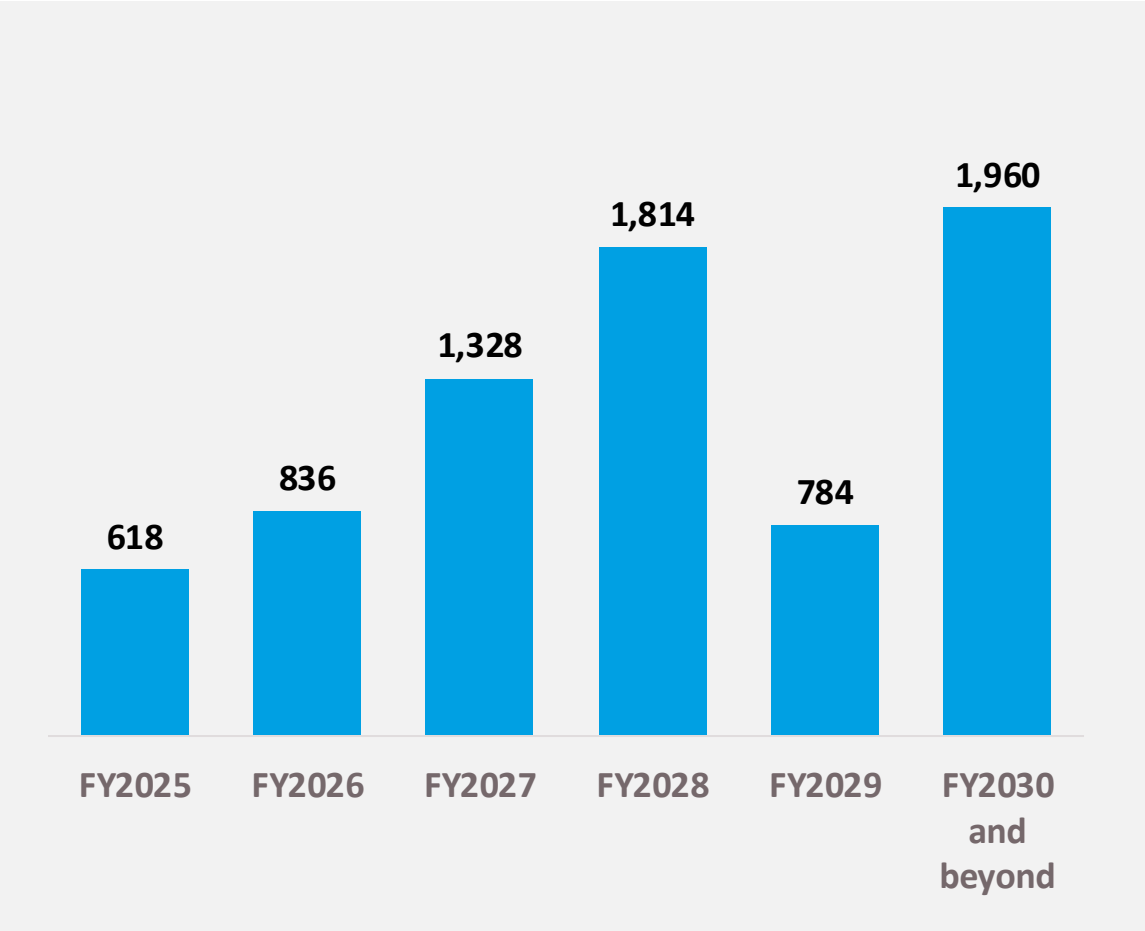


% of units occupied

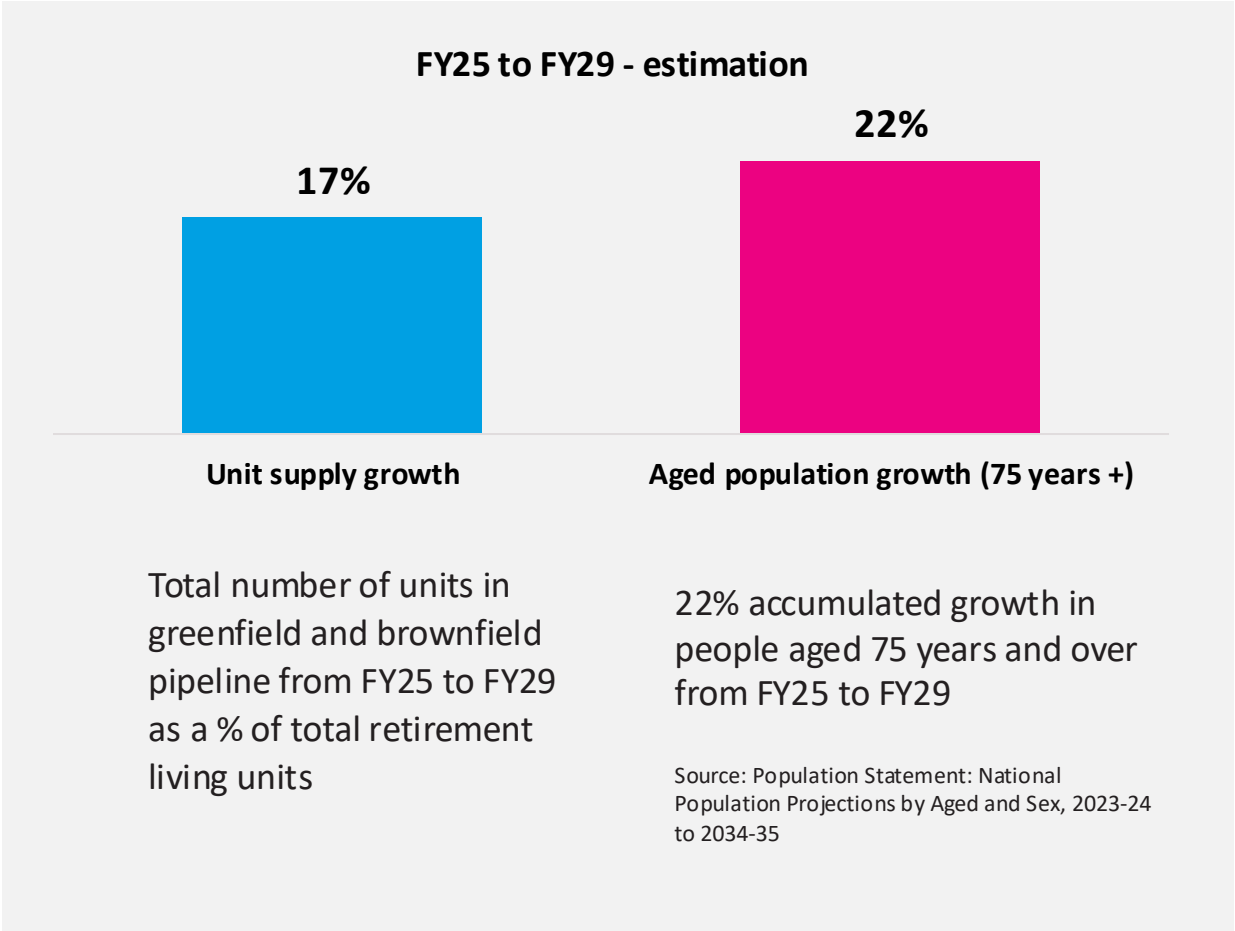


Expansion and growth of retirement villages

New village pipeline (no. of units)



Unit supply increase falling short of aged population growth

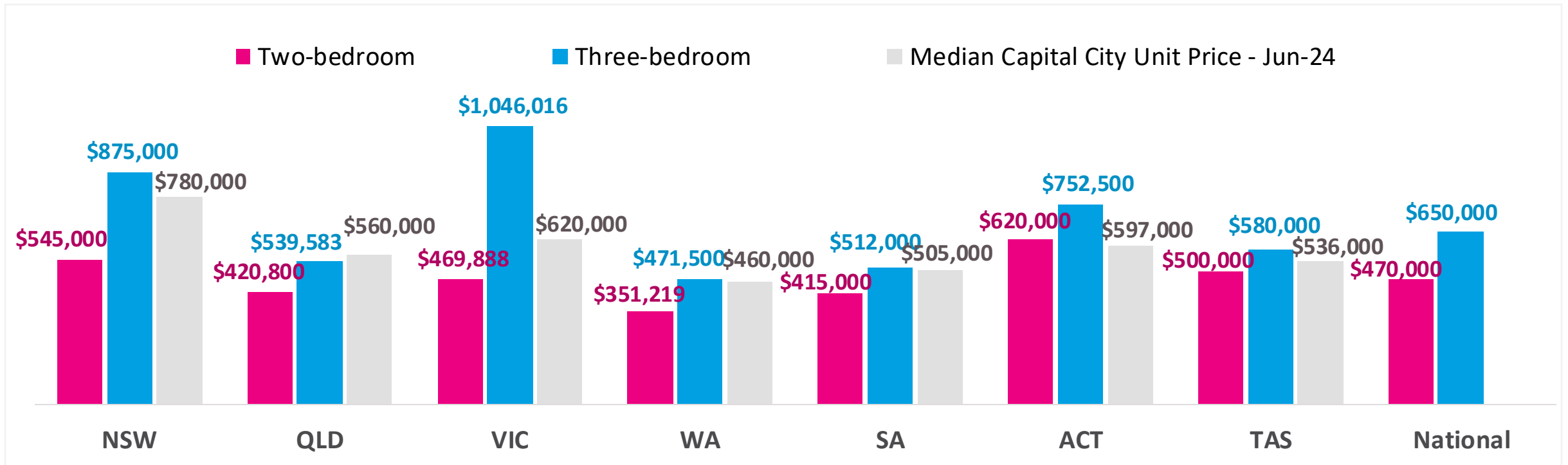


Contract structures and financials

Ingoing contribution

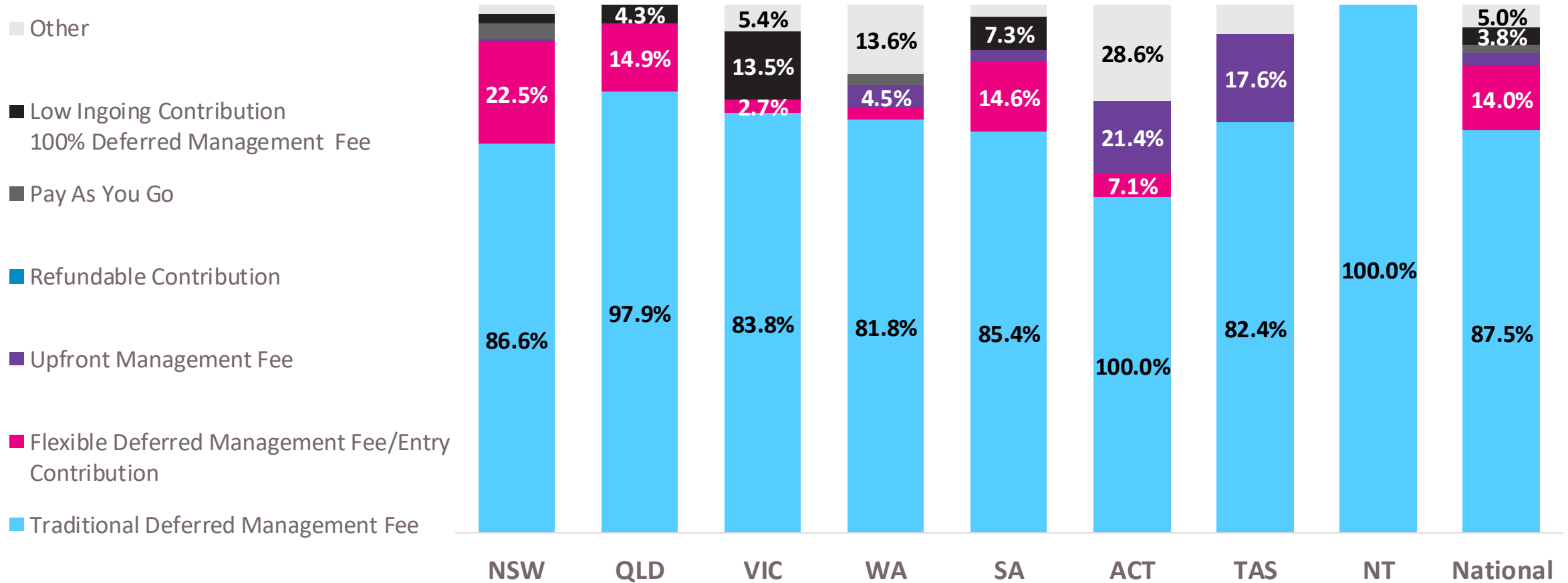


Average national number of days from market ready to deposit is **122** days for one-bedroom, **106** days for two-bedroom and **67** days for three-bedroom



State averages of contract structure types

% Villages where residents entered the following contract types

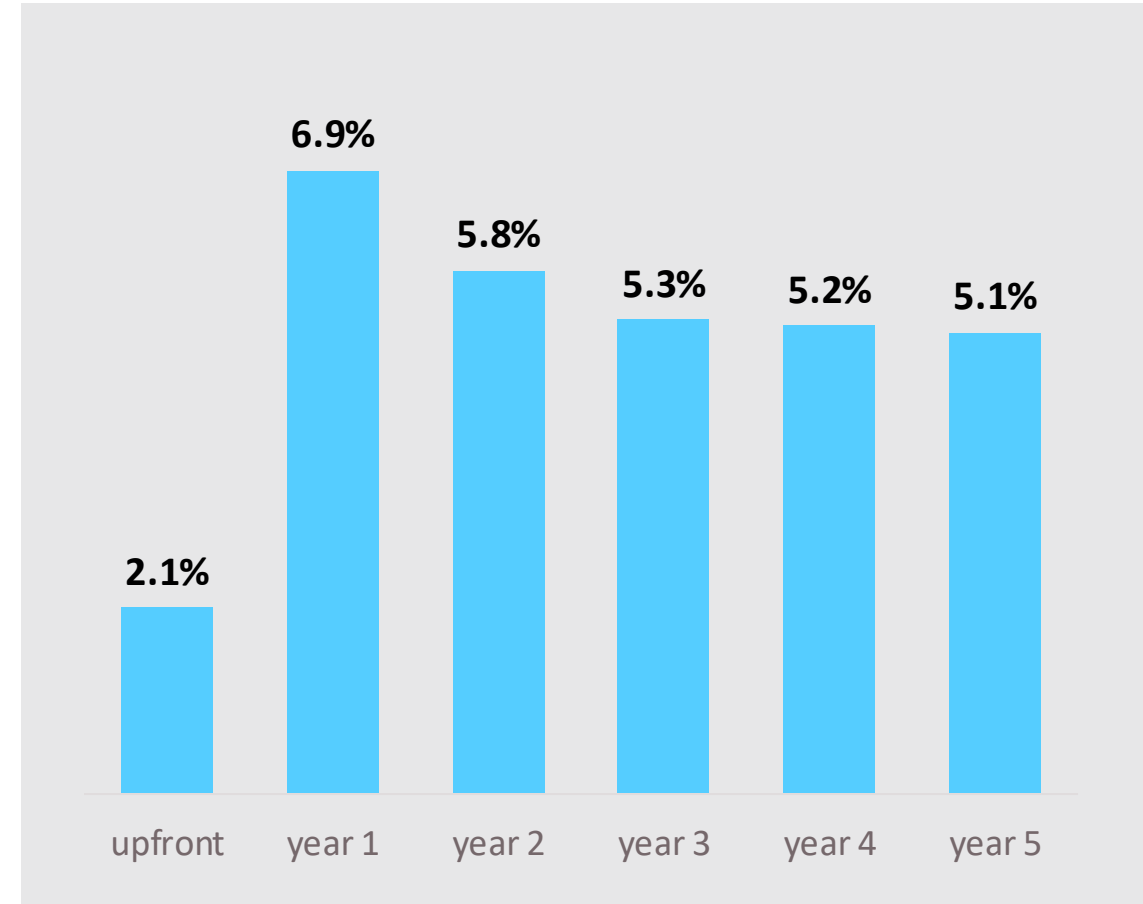


Deferred management fee

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%

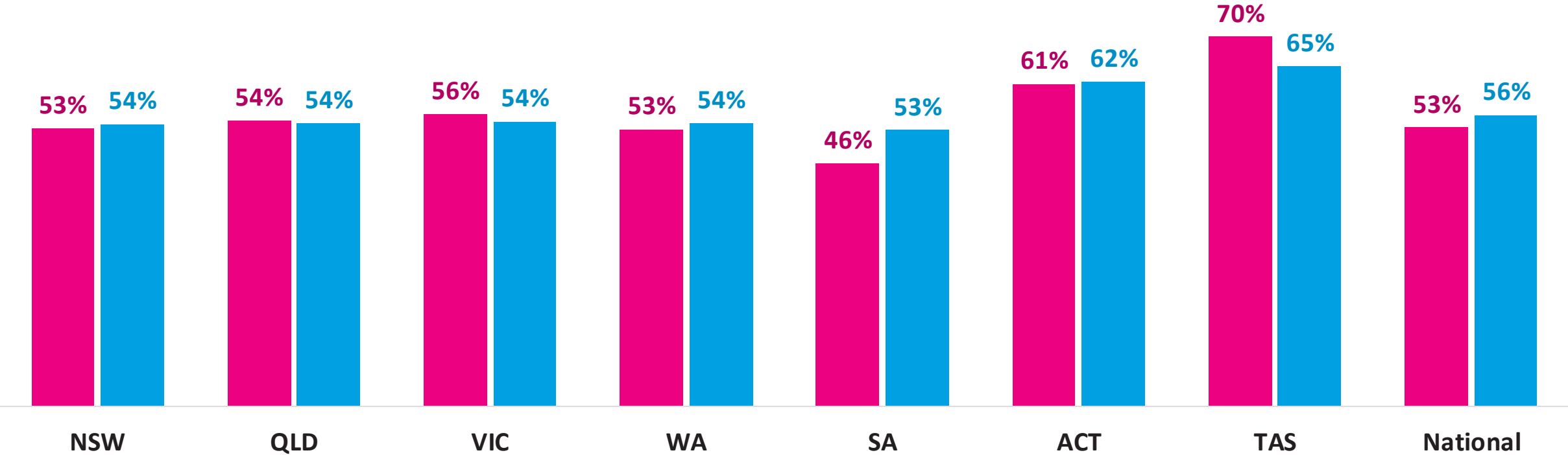
Average % YoY – contracts with a 5-year DMF



Affordability to median house price

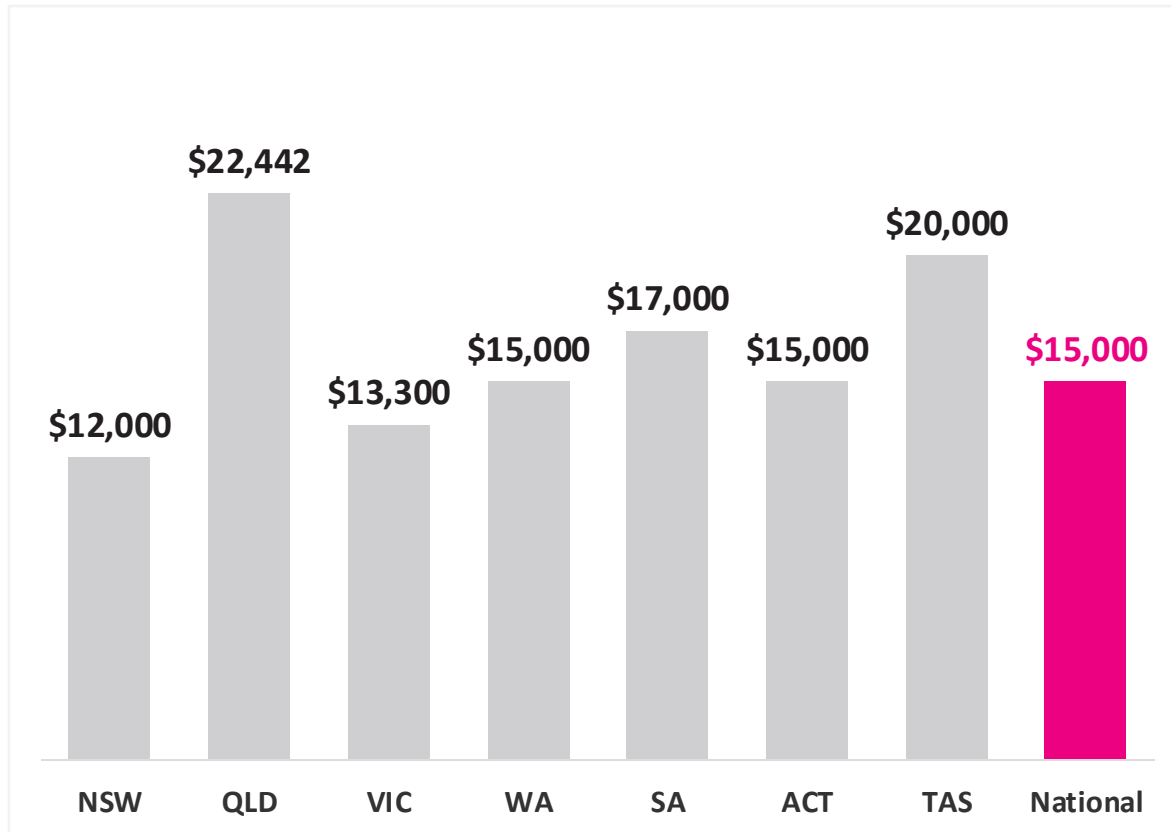
Median ILU two-bedroom price sold and advertised as a % of the median suburb house price

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



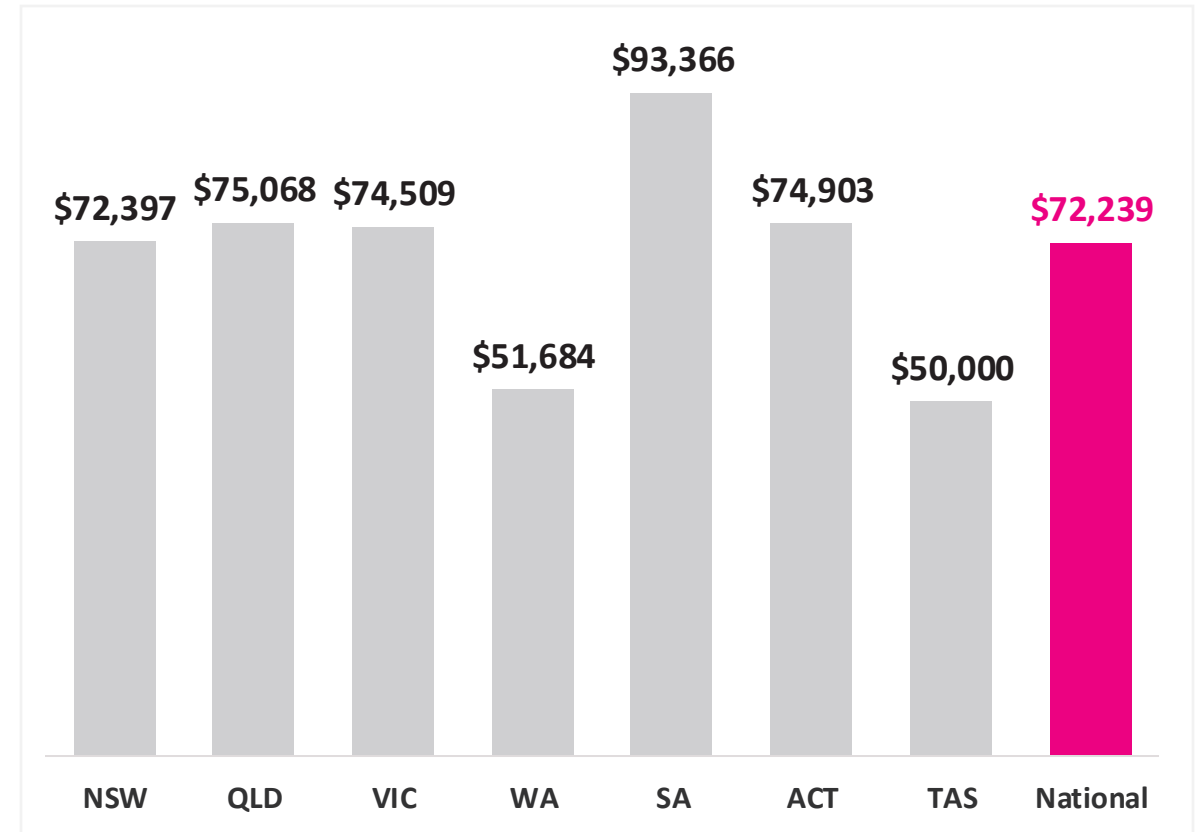
Development / unit reinstatement and renovation costs

Median cost per two bed-room unit reinstatement



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

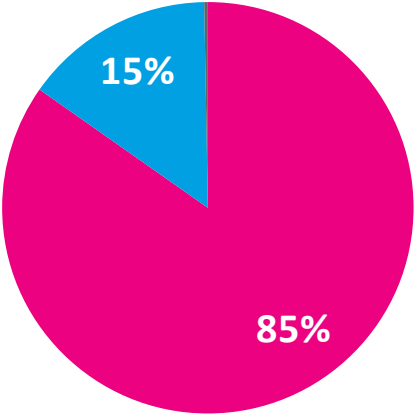
Median cost per two bed-room unit refurbishment



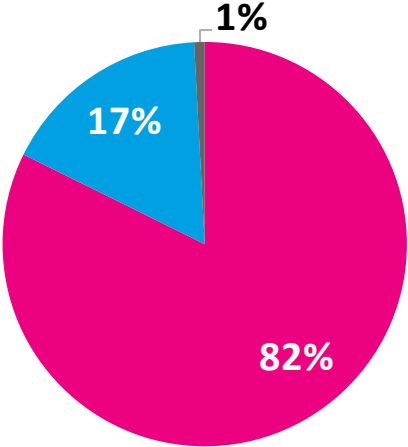
The median number of days to refurbish a two-bedroom unit from vacant possession is **81** days

Maintenance policies

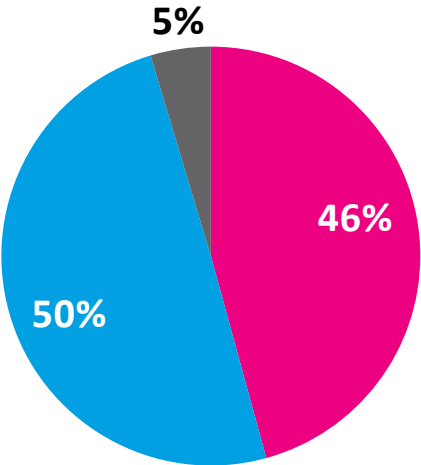
Internal repaint



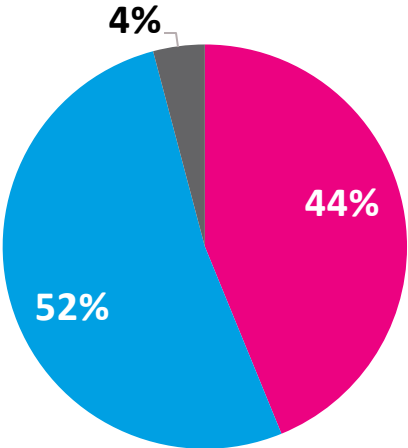
Window coverings



Bathrooms



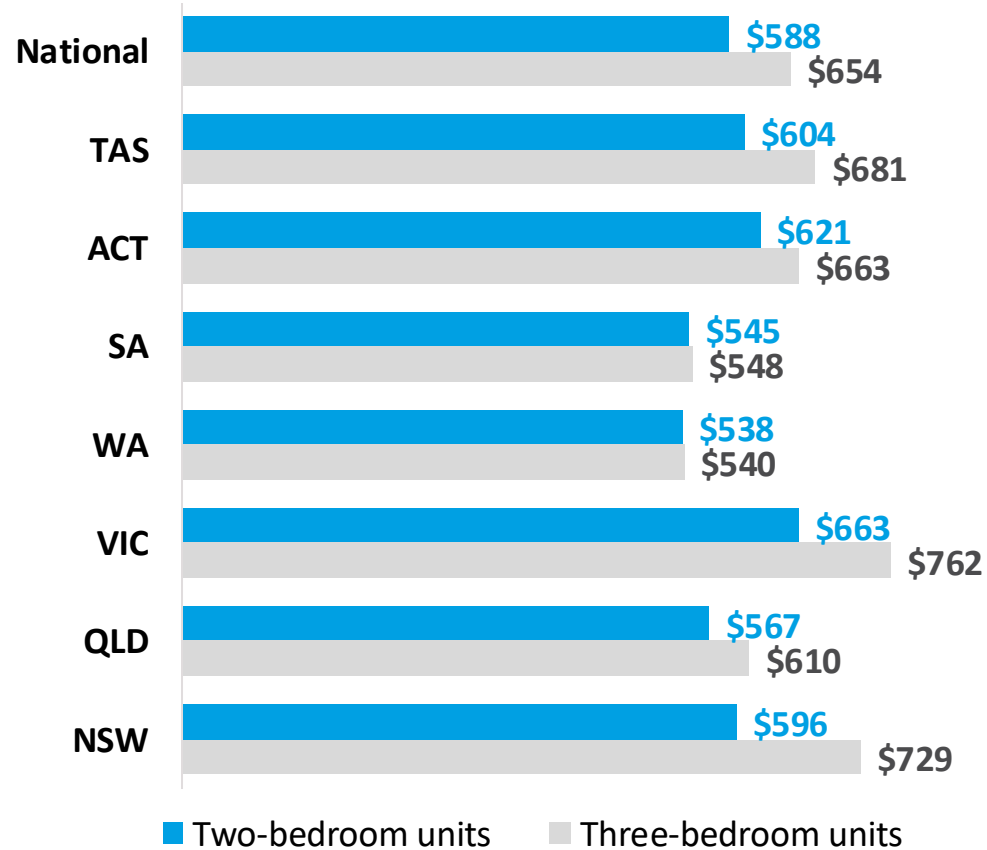
Kitchens



- 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

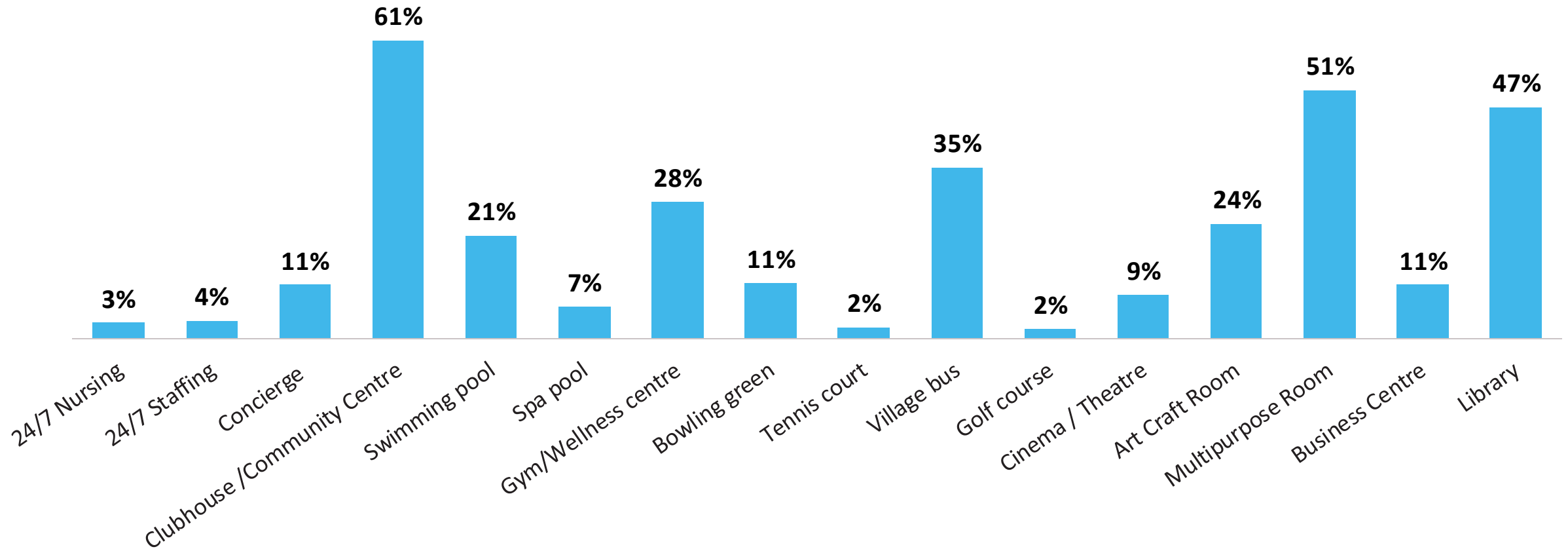
Key village operating expenditure

	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

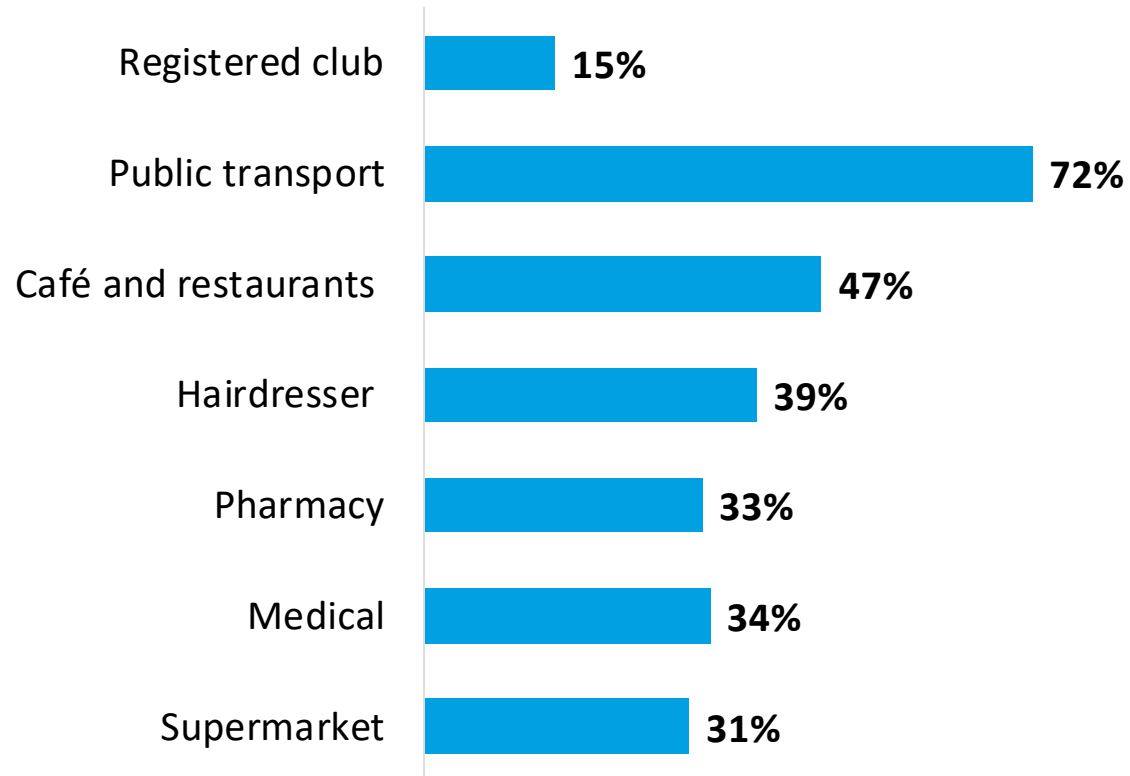
Village amenities

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



Village amenities

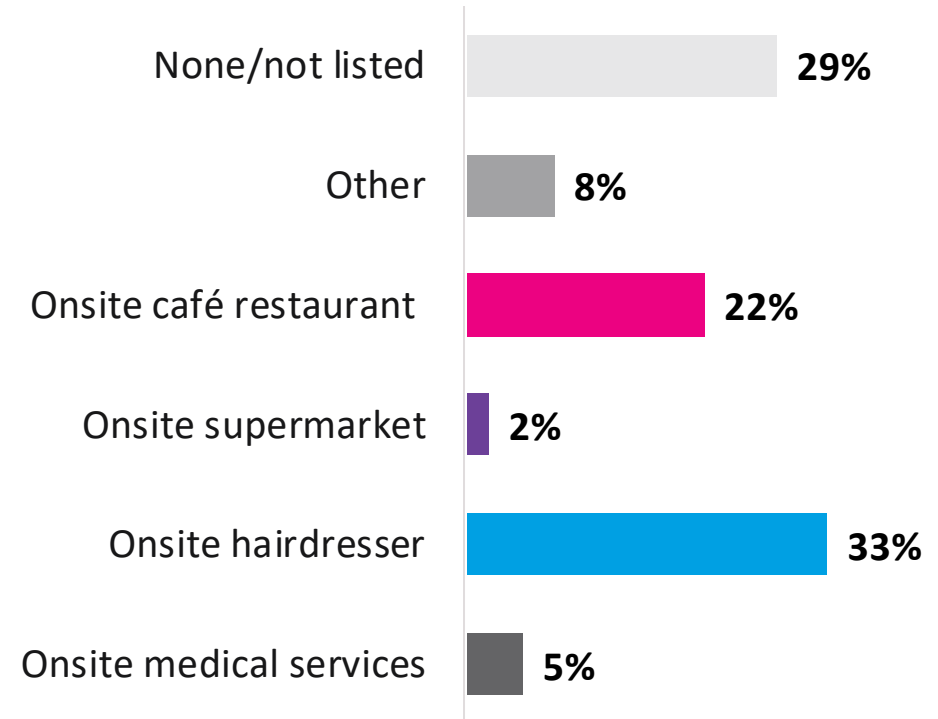
% of villages that are within short walking distance
(~400m) to shops and amenities?



% 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

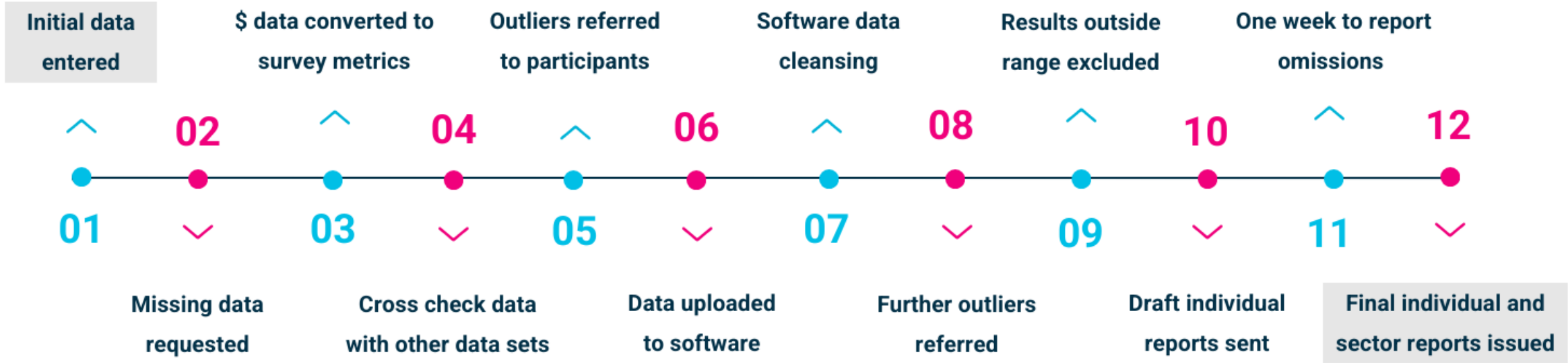
8%

Does the Village provide electric vehicle charging points

5%

The Retirement Living Survey

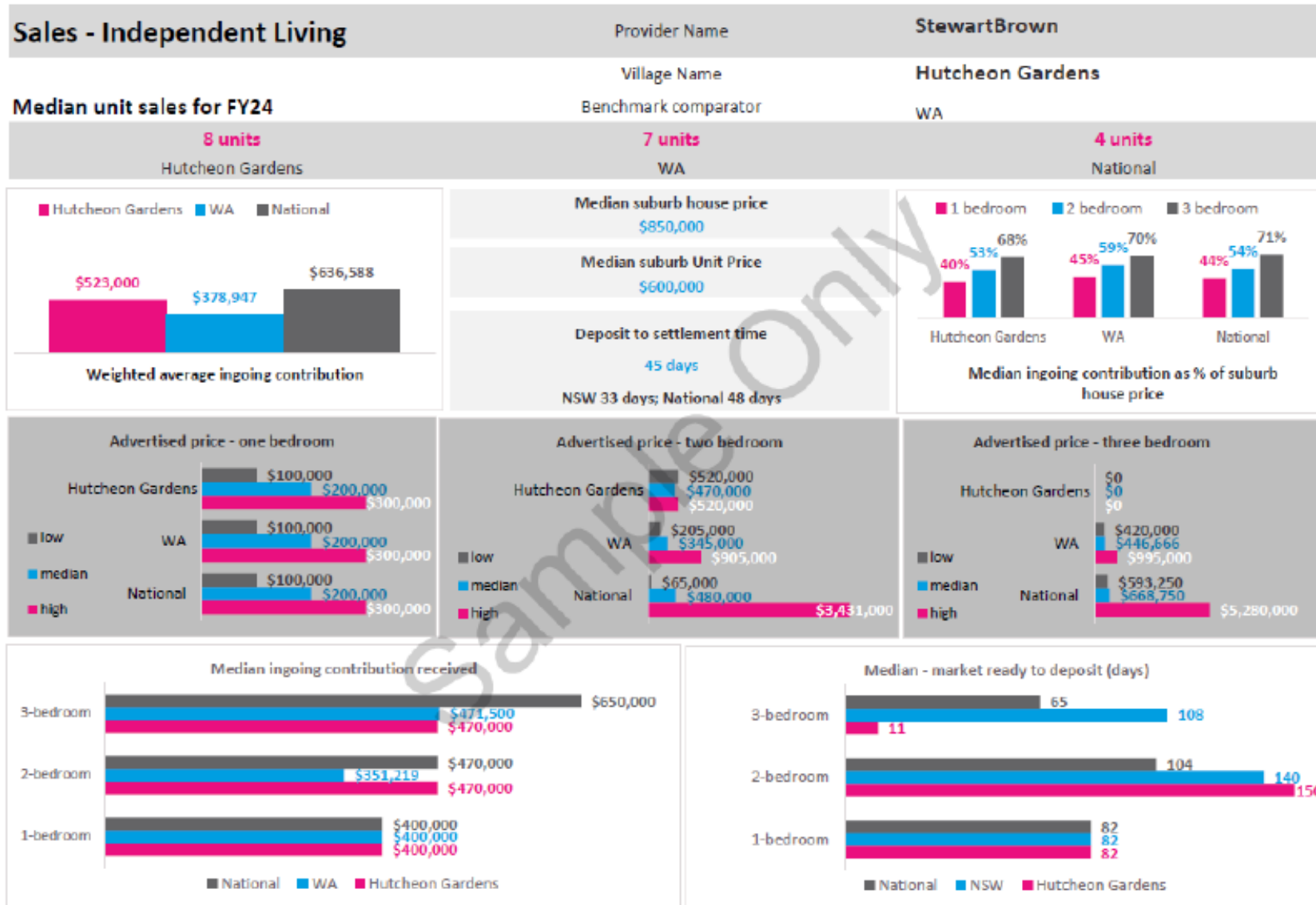
Data cleansing process



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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