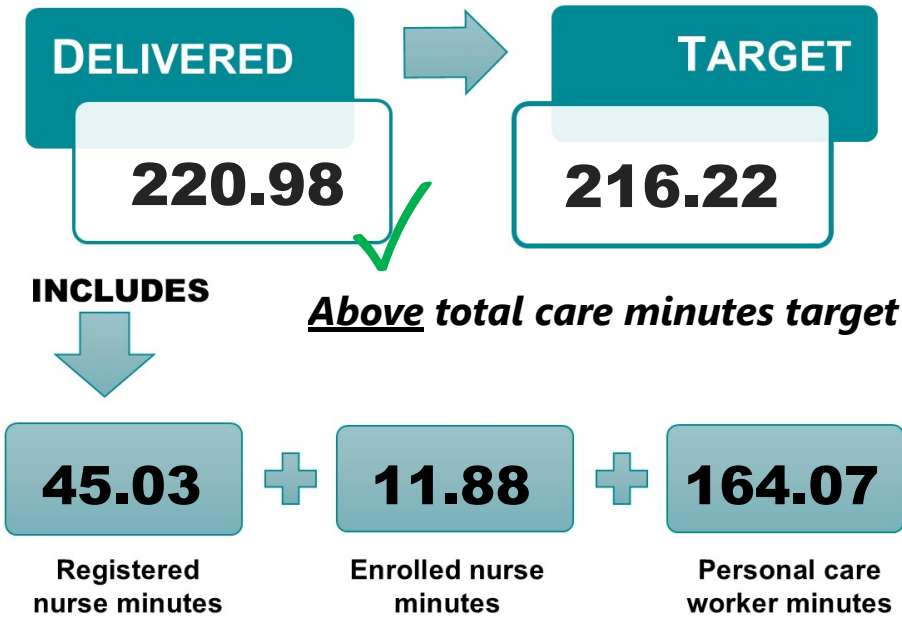
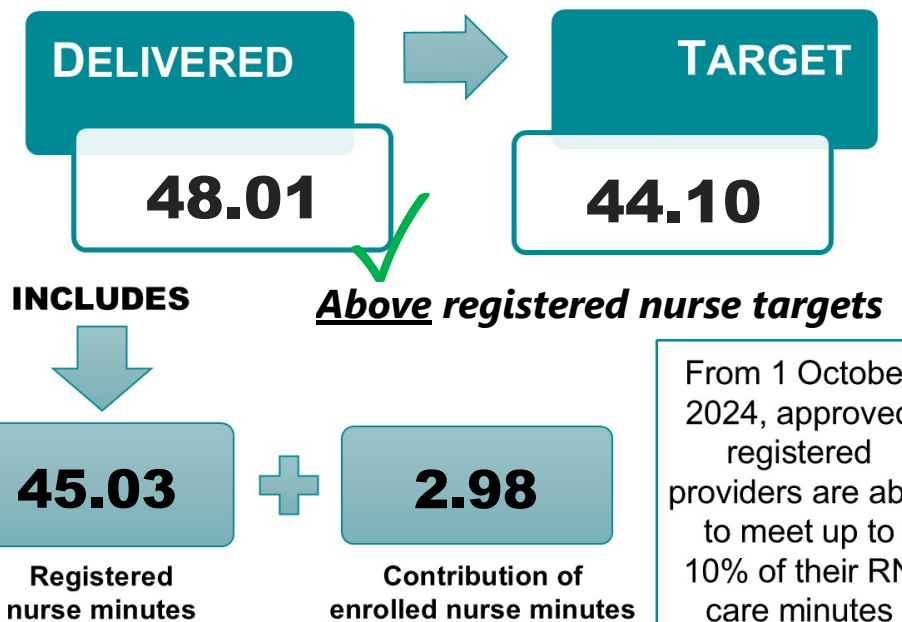


Care minutes in residential aged care in January - March 2026

Total care minutes delivered



Registered nurse care minutes delivered



From 1 October 2024, approved registered providers are able to meet up to 10% of their RN care minutes target with care time delivered by enrolled nurses

Number of homes that report care minutes

2560

Number of homes that met both targets

1629 (63.63%)

Number of homes that met total care minutes

1800 (70.31%)

Number of homes that met RN minutes

2083 (81.37%)

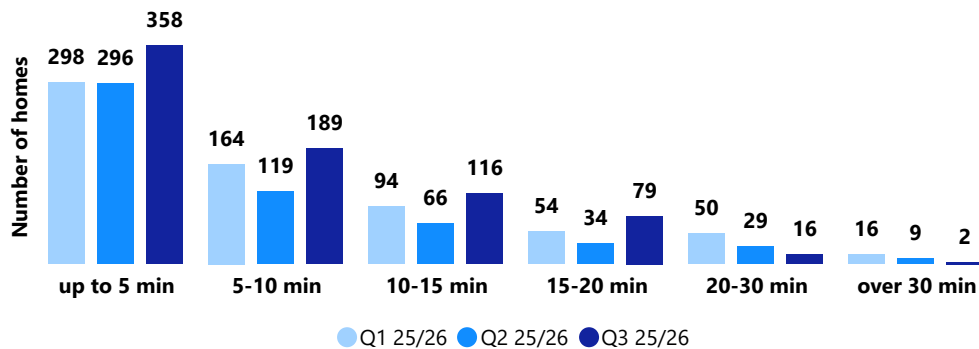
Number of homes that met neither target

306 (11.95%)

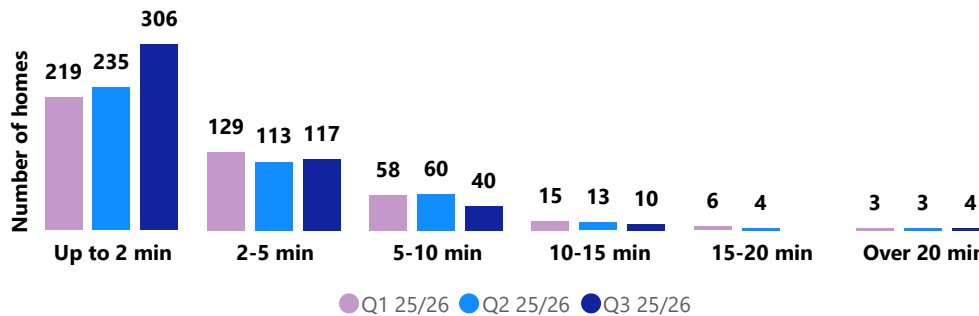
Number of homes that met only one target

625 (24.41%)

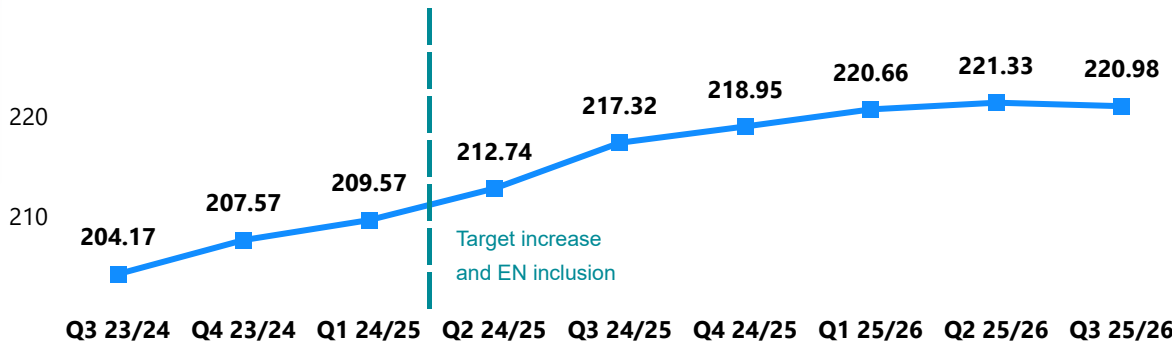
Average gap from meeting total care minutes



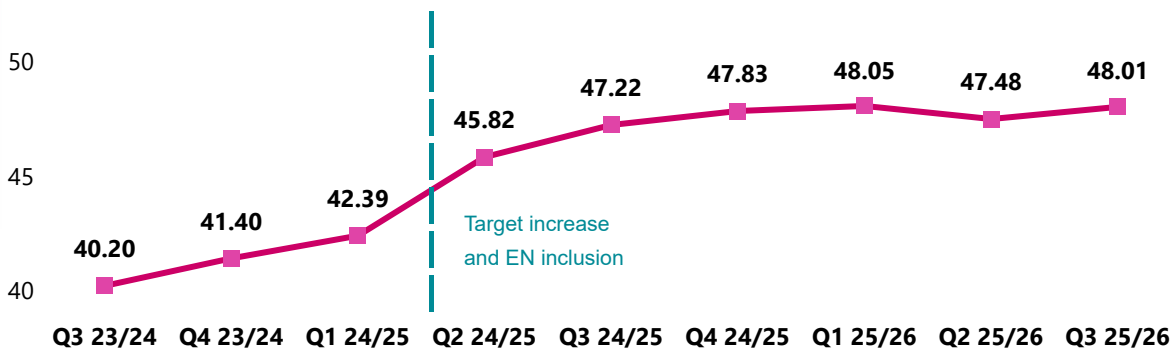
Average gap from meeting RN care minutes



Total care minutes delivered across reporting periods



Total RN minutes delivered across reporting periods



Care minutes by Modified Monash (MM) location

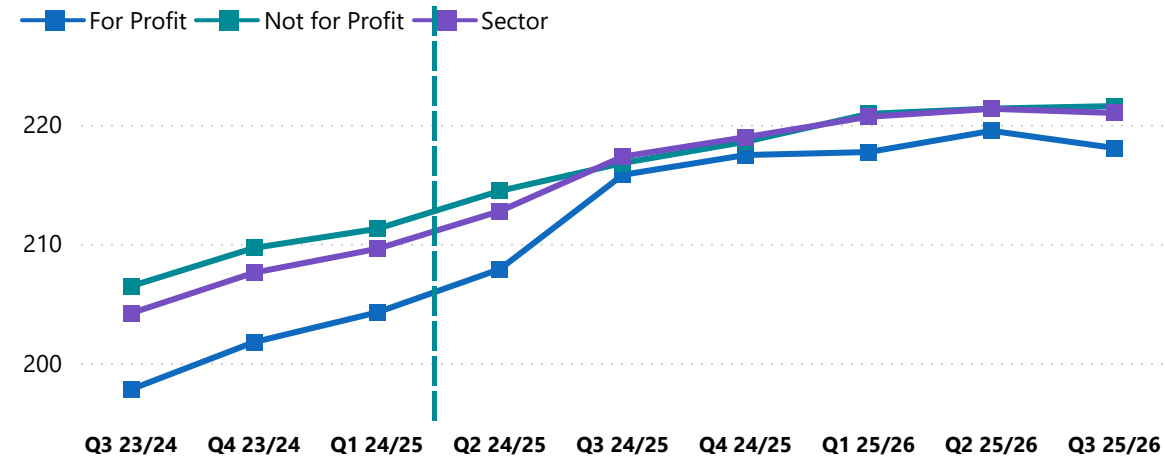
| Modified Monash location    | No. of homes | % Meets both targets | Total care minutes delivered | % Meets total care minutes | RN minutes delivered | % Meets RN care minutes |
|-----------------------------|--------------|----------------------|------------------------------|----------------------------|----------------------|-------------------------|
| 1: Metropolitan areas       | 1645         | 65.96%               | 221.19                       | 71.49%                     | 47.19                | 82.43%                  |
| 2: Regional centres         | 205          | 51.71%               | 218.49                       | 59.02%                     | 48.66                | 78.05%                  |
| 3: Large rural towns        | 226          | 51.33%               | 218.47                       | 62.39%                     | 46.42                | 73.01%                  |
| 4: Medium rural towns       | 175          | 58.29%               | 218.92                       | 68.57%                     | 49.01                | 76.57%                  |
| 5: Small rural towns        | 276          | 70.65%               | 225.62                       | 77.54%                     | 56.95                | 86.23%                  |
| 6: Remote communities*      | 24           | 79.17%               | 247.76                       | 87.50%                     | 66.12                | 91.67%                  |
| 7: Very remote communities* | 9            | 66.67%               | 250.81                       | 77.78%                     | 80.88                | 88.89%                  |

\* No For Profit homes operate in MM6 or MM7 locations



Care minutes in residential aged care - Trends (as reported in the Quarterly Financial Report)

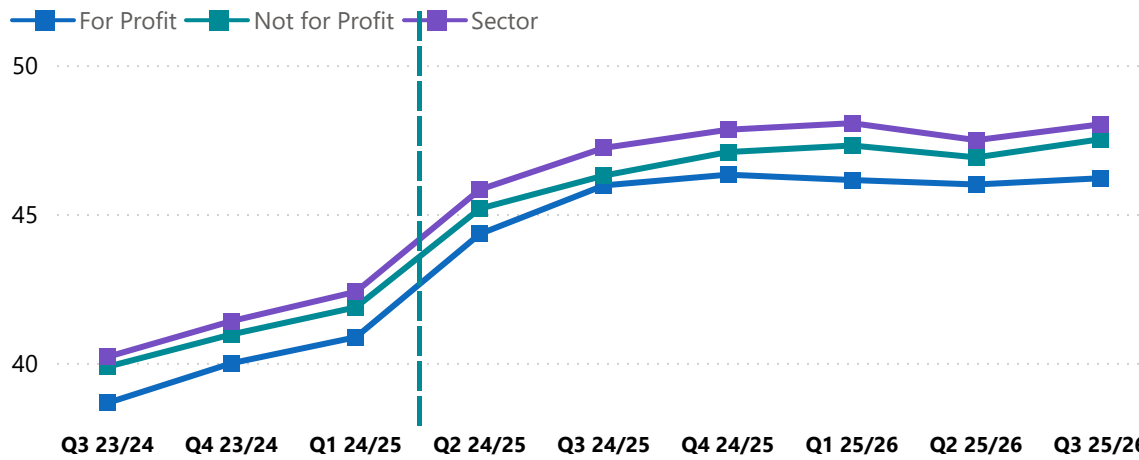
Average total care minutes delivered by provider type



Reporting period For Profit Not for Profit Sector

| Reporting period | For Profit | Not for Profit | Sector |
|------------------|------------|----------------|--------|
| Q1 24/25         | 204.23     | 211.25         | 209.57 |
| Q2 24/25         | 207.87     | 214.44         | 212.74 |
| Q3 24/25         | 215.79     | 216.78         | 217.32 |
| Q4 24/25         | 217.45     | 218.57         | 218.95 |
| Q1 25/26         | 217.70     | 220.91         | 220.66 |
| Q2 25/26         | 219.48     | 221.35         | 221.33 |
| Q3 25/26         | 218.04     | 221.56         | 220.98 |

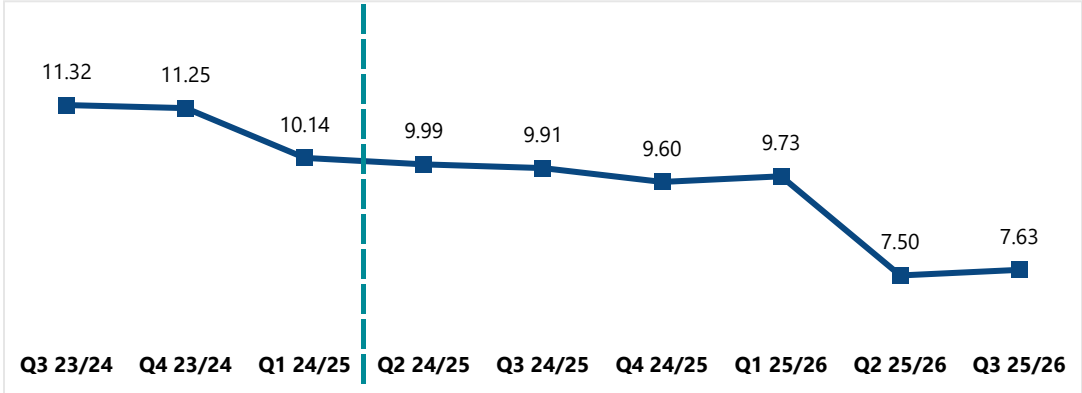
Average RN minutes delivered by provider type



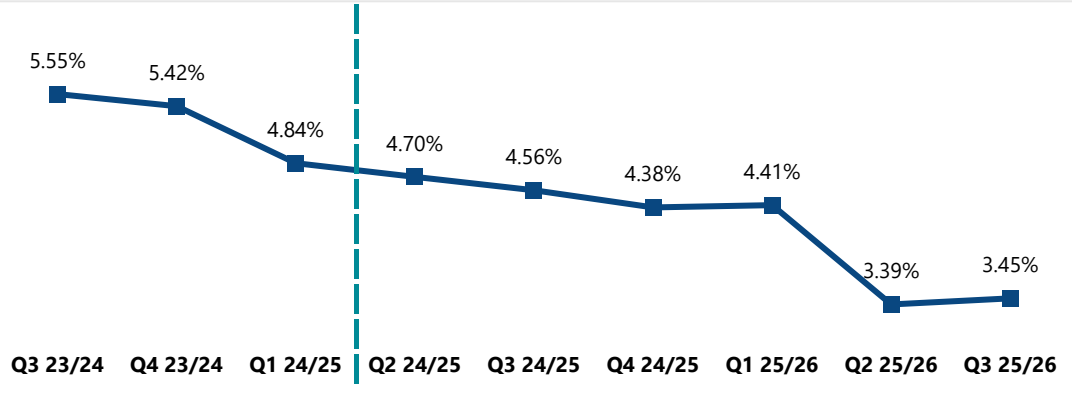
Reporting period For Profit Not for Profit Sector

| Reporting period | For Profit | Not for Profit | Sector |
|------------------|------------|----------------|--------|
| Q1 24/25         | 40.86      | 41.86          | 42.39  |
| Q2 24/25         | 44.33      | 45.18          | 45.82  |
| Q3 24/25         | 45.96      | 46.29          | 47.22  |
| Q4 24/25         | 46.32      | 47.08          | 47.83  |
| Q1 25/26         | 46.14      | 47.30          | 48.05  |
| Q2 25/26         | 45.99      | 46.90          | 47.48  |
| Q3 25/26         | 46.20      | 47.51          | 48.01  |

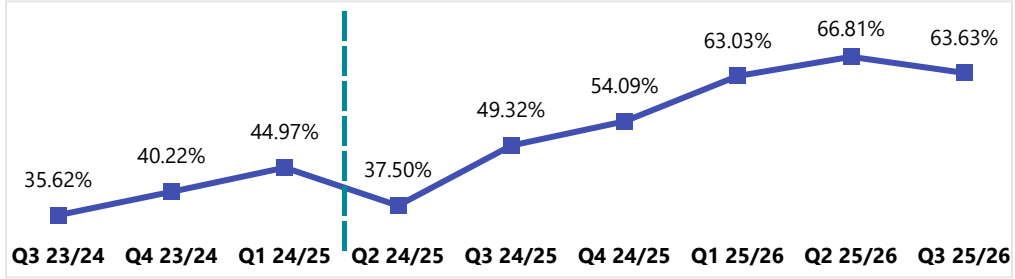
Sector (all homes) – total agency care minutes



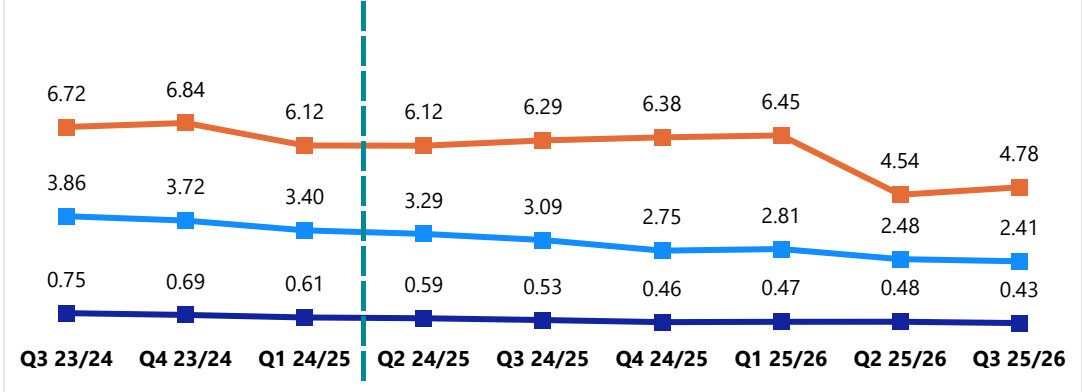
Sector (all homes) – % proportion of agency minutes of total care minutes



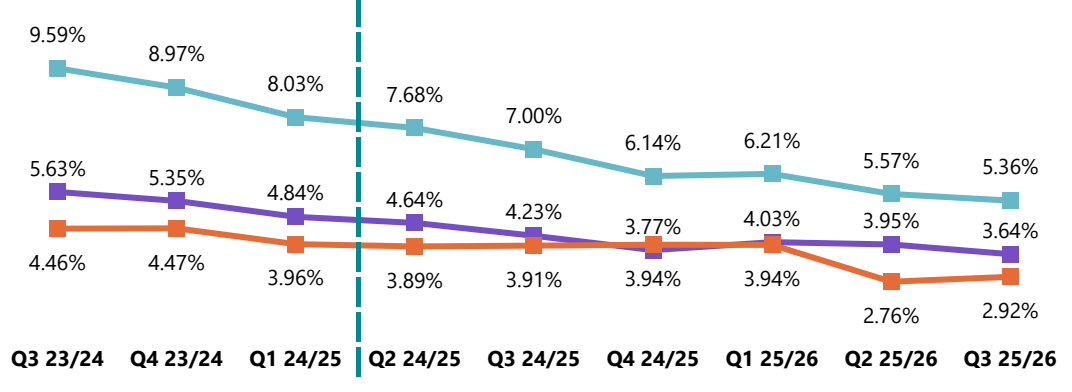
Percentage of homes that meet BOTH care minutes targets



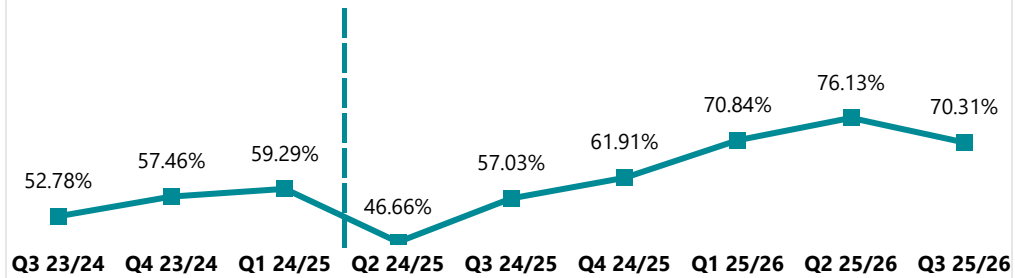
Sector (all homes) – agency minutes by care types



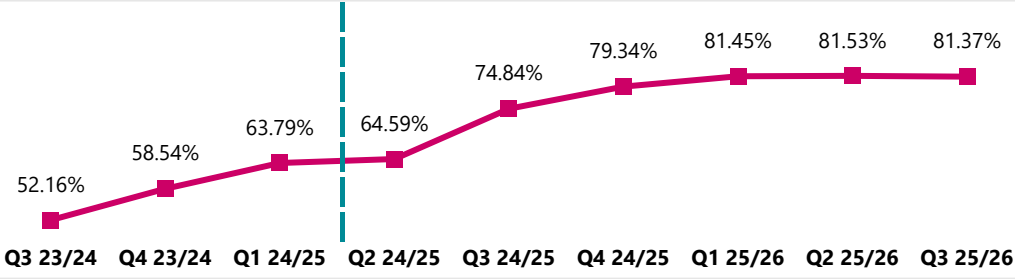
Sector (all homes) – % proportion of agency minutes by care types



Percentage of homes that meet total care minutes



Percentage of homes that meet RN minutes

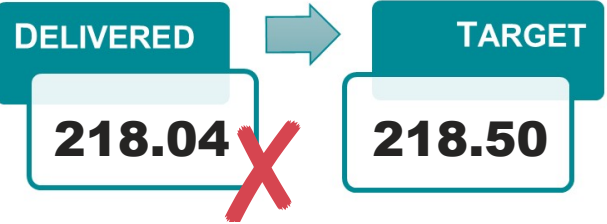


Dashed line denotes that from 1 October 2024, the sector benchmark for care minutes increased to 215 total care minutes and 44 RN minutes. Approved registered providers are also able to meet up to 10% of their RN care minutes target with care time delivered by enrolled nurses

Care minutes in residential aged care - By provider type (as reported in the Quarterly Financial Report)

For Profit (850 Homes)

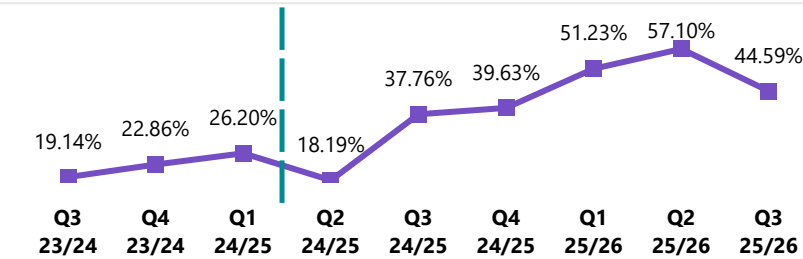
Total care minutes delivered



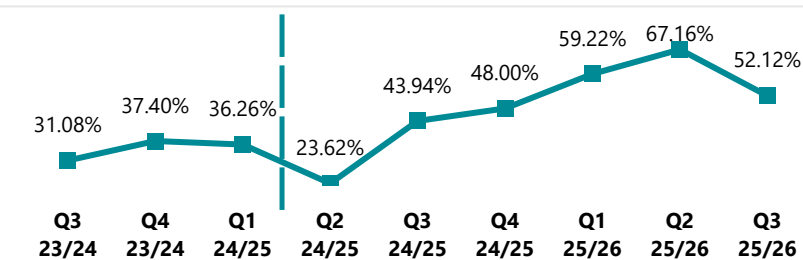
Registered nurse minutes delivered



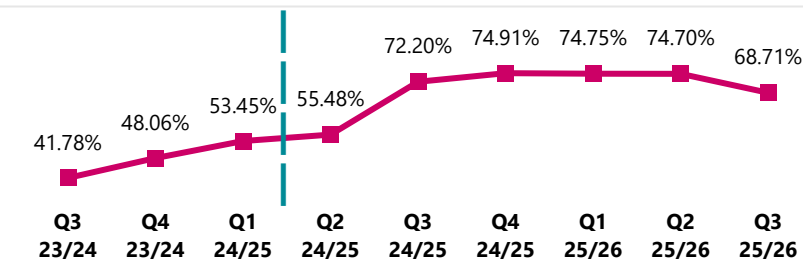
Percentage of homes that meet BOTH care minutes targets



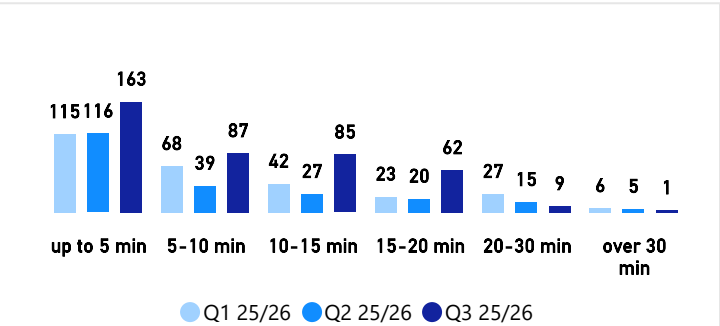
Percentage of homes that meet total care minutes



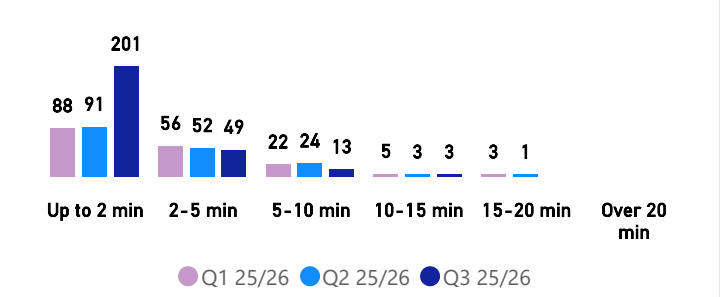
Percentage of homes that meet RN minutes



Average gap from care minutes targets



Average gap from RN minutes targets

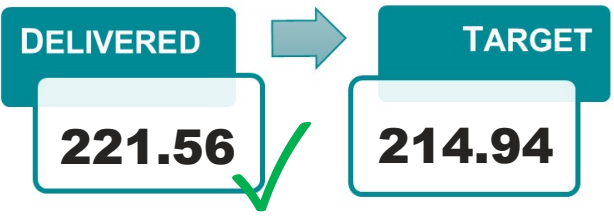


| Modified Monash | No. of homes | % Meets both targets | % Meets total care minutes | % Meets RN care minutes |
|-----------------|--------------|----------------------|----------------------------|-------------------------|
| 1               | 691          | 46.16%               | 52.97%                     | 69.46%                  |
| 2               | 55           | 32.73%               | 41.82%                     | 61.82%                  |
| 3               | 49           | 32.65%               | 42.86%                     | 65.31%                  |
| 4               | 29           | 37.93%               | 51.72%                     | 65.52%                  |
| 5               | 26           | 57.69%               | 69.23%                     | 73.08%                  |

\* No For Profit homes operate in MM6 or MM7 locations

Not for Profit (1532 Homes)

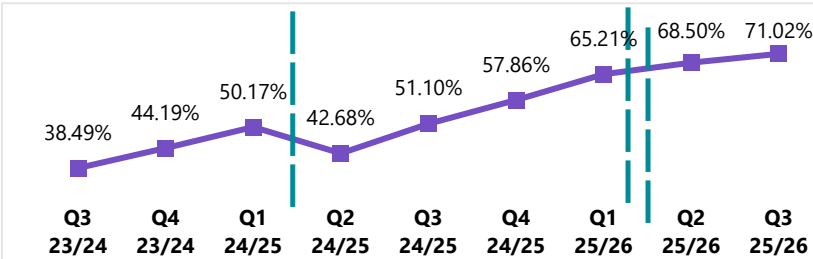
Total care minutes delivered



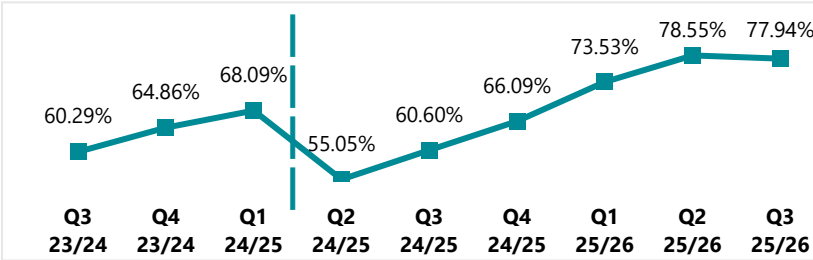
Registered nurse minutes delivered



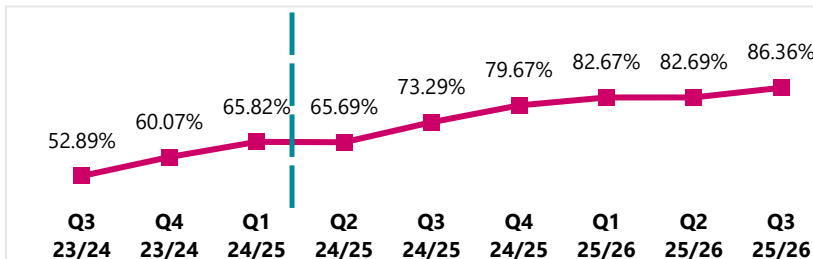
Percentage of homes that meet BOTH care minutes targets



Percentage of homes that meet total care minutes

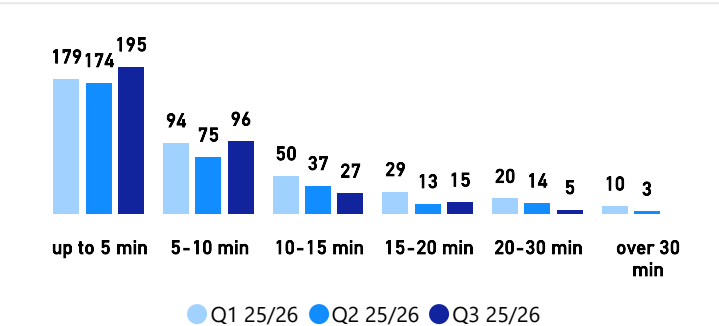


Percentage of homes that meet RN minutes

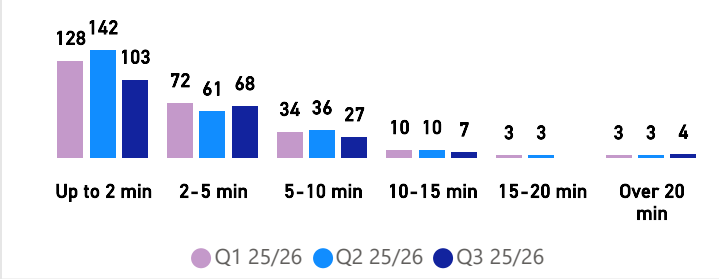


Dashed line denotes that from 1 October 2024, the sector benchmark for care minutes increased to 215 total care minutes and 44 RN minutes. Approved registered providers are also able to meet up to 10% of their RN care minutes target with care time delivered by enrolled nurses

Average gap from care minutes targets



Average gap from RN minutes targets



| Modified Monash | No. of homes | % Meets both targets | % Meets total care minutes | % Meets RN care minutes |
|-----------------|--------------|----------------------|----------------------------|-------------------------|
| 1               | 937          | 80.15%               | 84.74%                     | 91.78%                  |
| 2               | 128          | 52.34%               | 60.16%                     | 81.25%                  |
| 3               | 169          | 54.44%               | 66.27%                     | 73.96%                  |
| 4               | 114          | 53.51%               | 65.79%                     | 72.81%                  |
| 5               | 160          | 62.50%               | 72.50%                     | 81.25%                  |
| 6               | 18           | 77.78%               | 88.89%                     | 88.89%                  |
| 7               | 6            | 50.00%               | 66.67%                     | 83.33%                  |

