



Residents' Experience Survey 2025

Key findings

44,318

surveys
completed

2,589

aged care
homes surveyed

14

survey
questions

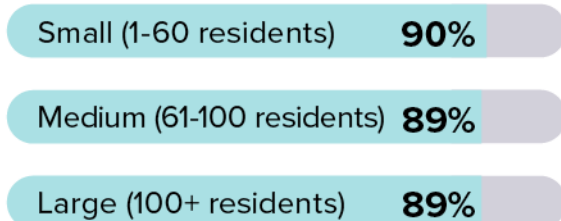
Residents recommending their aged care home



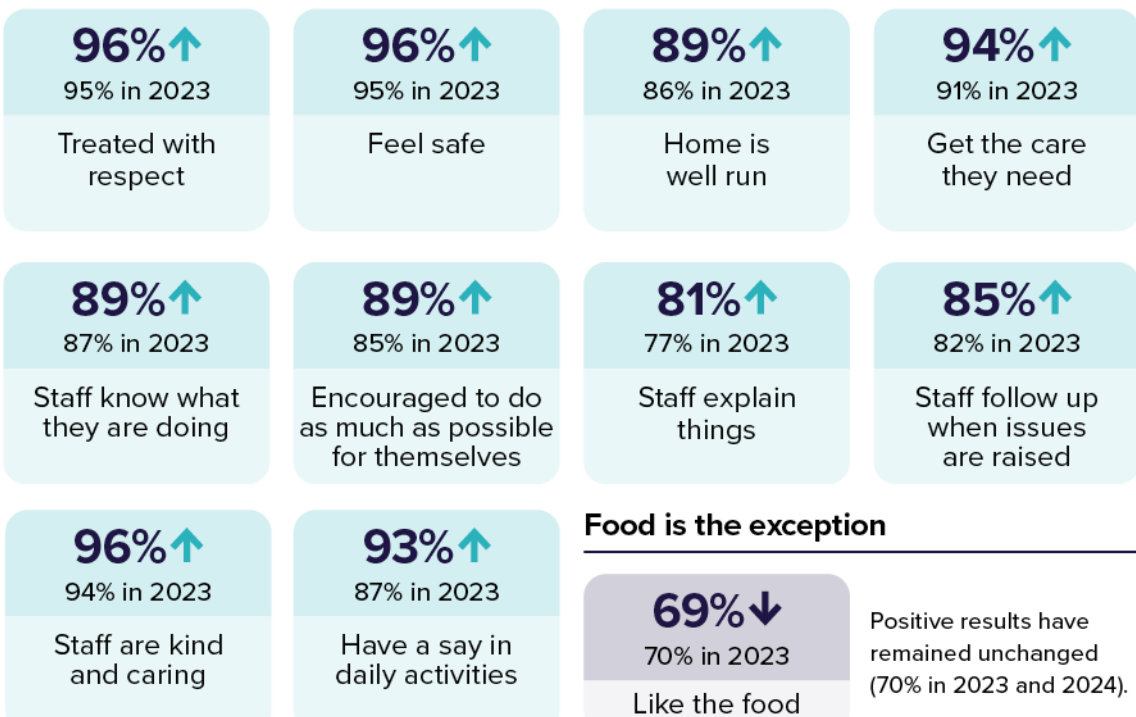
By location



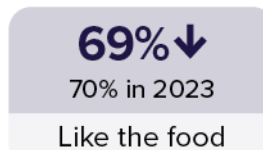
By home size



Consistently high results



Food is the exception



Positive results have remained unchanged (70% in 2023 and 2024).

What residents said in their own words



What residents valued

43.7%

Staff kindness and responsiveness

12.2%

Independence and choice

11.5%

Atmosphere and community

I feel at home, I have always felt at home since I arrived here.

The staff are lovely, and they talk to us and know us all really well.



What residents would change

39.5%

Food and dining

32.7%

Staffing levels and training

16.0%

Staff kindness and responsiveness

Chefs to take more inspiration from home cooked meals.

More staff, there are long wait times when you press the call bell.

Experience across diverse groups



More positive than other residents

Rural and remote residents

More likely to give a positive response on every question:

- liking the food (73% vs 68%)
- staff explaining things (84% vs 80%)
- recommending their home (91% vs 89%).

Veterans

More likely to recommend their aged care home (91% vs 89%).



Less positive than other residents

First Nations residents

Less likely to give a positive response for:

- feeling safe (93% vs 96%)
- treated with respect (93% vs 96%).

Culturally and linguistically diverse residents

Less likely to give a positive response for:

- liking the food (67% vs 71%)
- recommending their home (88% vs 90%)
- getting the care they need (93% vs 95%).

These percentages compare residents in each diverse group with residents who are not in that diverse group.