

# Retirement Living Performance Survey Report

## FY24 Results

The survey delivers a **financial and operational benchmark** for the Australian retirement living sector and provides invaluable insights into the **trends and drivers of performance** at the sector and individual village level.

79

Operators

35,000+

Residents

455

Villages

31,000+

Units

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## EXECUTIVE SUMMARY

### Abstract

The *Retirement Living Performance Survey* (Survey) Sector Report for the 2024 financial year (FY24) provides an overview of the key performance indicators and metrics of the retirement living sector in Australia.

### Survey Overview

The Survey is derived from detailed financial and non-financial granular data submitted by operators across the Australian retirement living sector.

Information and insights from the Survey are used by participating operators to identify business improvement measures to support financial sustainability, ensuring quality retirement living options remain both accessible and affordable.

Just as StewartBrown's *Aged Care Financial Performance Survey* is used to guide Boards, executives and government in strategy and decision making, so to does the potential of the Survey in future years, while also providing operators with meaningful information to benchmark village performance, resales, financial management and asset management against.

### Survey Metrics

The *Retirement Living Performance Survey* Sector Report uses data and information from:

- ✓ 79 operators
- ✓ 455 villages
- ✓ 31,000 units

### Data Management

A secure and rigorous multi-stage process underpins the collection and cleansing of all data from operators to ensure integrity for results produced for individual participant reports and reports for the sector. Refer to overview in *Figure 2*. Refer also to the *Glossary*, which provides a further breakdown of the processes and explanations for key terms and metrics used throughout this report.

Figure 1: Overview of Retirement Living Financial Performance Survey

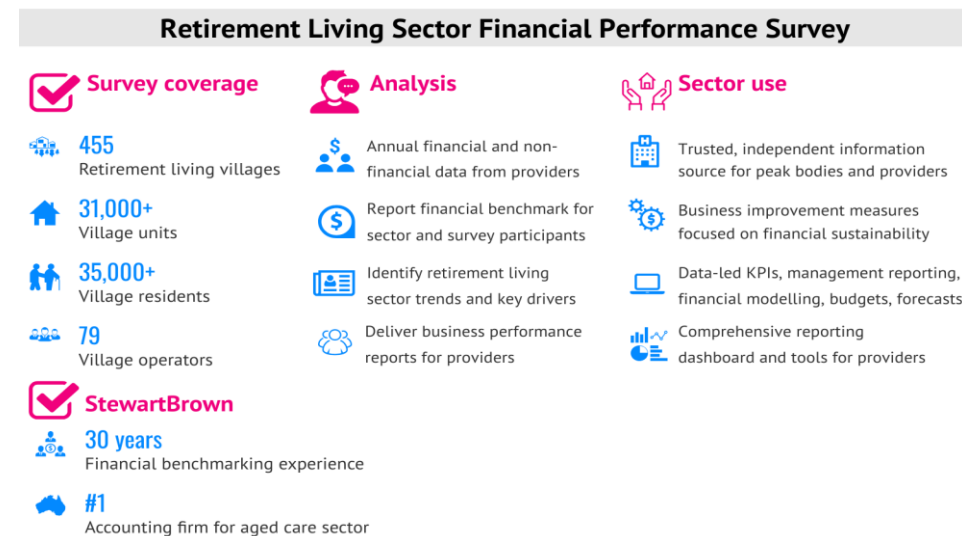
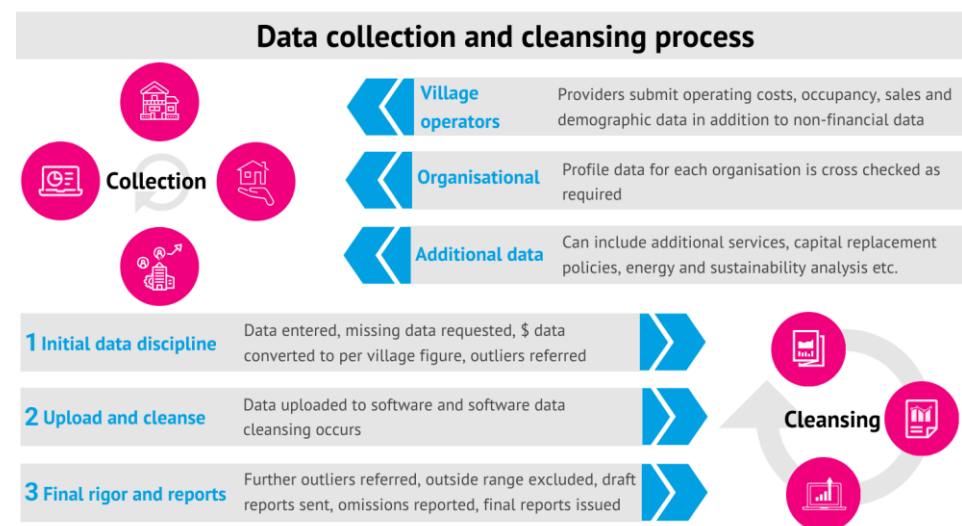
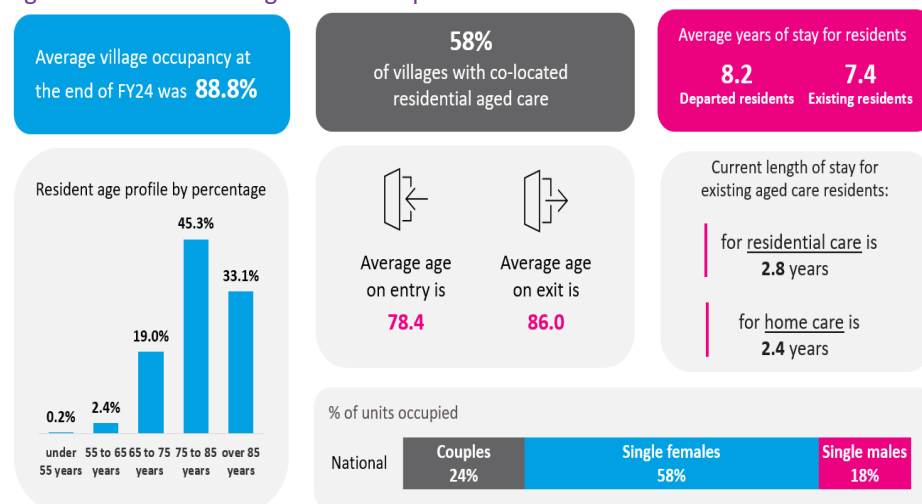


Figure 2: Overview of data collection and cleansing process



## Results Snapshot

Figure 3: National average results snapshot



The profile of retirement village residents is shifting. The average age of incoming residents into retirement villages has steadily increased to be 78.4 years with the average length of occupancy being 7.4 years. One in three residents is now over the age of 85.

This ageing profile is fundamentally reshaping village operations, and the services residents expect. Care, wellness, accessibility, and community engagement are no longer “nice to have” – they are essential components of a modern village offering.

To further demonstrate the changing age and care requirement demographics of residents, 58% of villages are co-located with residential aged care services.

Current national occupancy sits at 88.8%. While slightly below historical highs, this reflects more than just market demand. Longer turnaround periods to get units ‘market ready’ is a key factor.

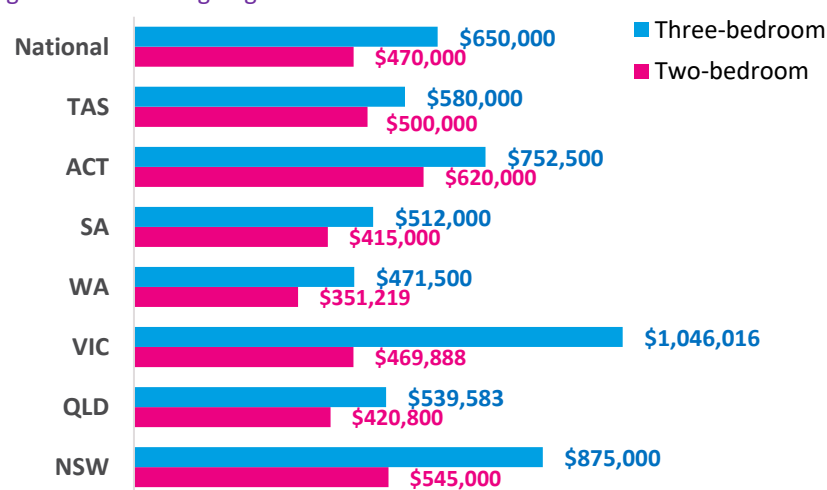
Single females represent 58% of the residents living in retirement living communities, followed by couples at 24%, and single males at 18%.

The age profile analysis shows 78% of residents are over 75 years, with 33.1% of residents aged over 85 years.

This demographic reality underscores the need for operators to evolve and to deliver environments that support ageing in place.

*The FY24 Survey has a larger proportion of not-for-profit participants due to the increased focus on residents requiring increased care and wellness needs. The for-profit (private) sector is not exempt from this shift and increasingly are moving their strategic direction accordingly. It is anticipated that the Survey participants will have an increasing number of for-profit participants in future years to assist with their strategic initiatives.*

Figure 4: Median ingoing contributions received



## Strategic Considerations

### Villages aren't getting younger

The physical landscape of retirement living is ageing as are residents.

The average age of retirement villages nationally now sits at 30 years, with a median of 29 years. This presents a dual challenge for operators: maintaining ageing assets while supporting an increasingly older resident cohort.

By the time a village reaches just 6 to 10 years of operation, the average age of its residents approaches 81 (*Figure 6*), with an average entry age not far behind at 79.9 (*Figure 7*).

The average age of entry into a retirement village does not change significantly until a village passes the 45-years old milestone, at which point there are likely other asset-based considerations an operator is faced with.

The average size of a village has increased over time, with newer villages being larger in scale than those built 30+ years ago (*Figure 8*).

Figure 5: Age profile distribution of villages

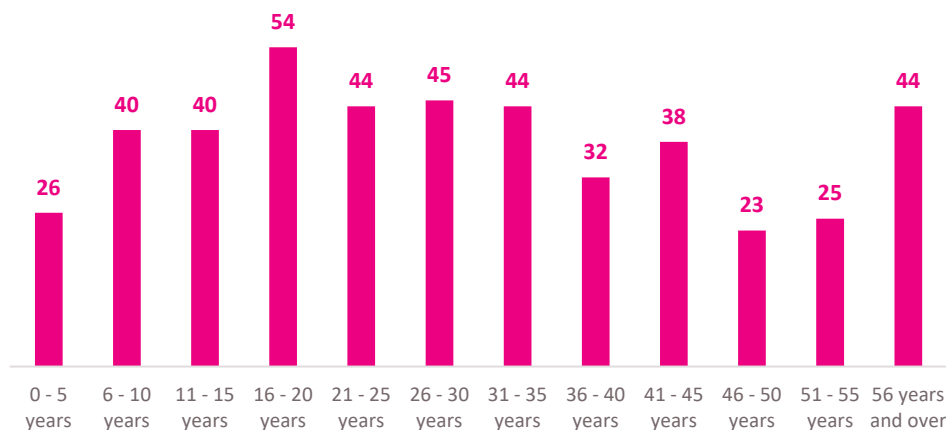


Figure 6: Average age (years) of current residents by village age

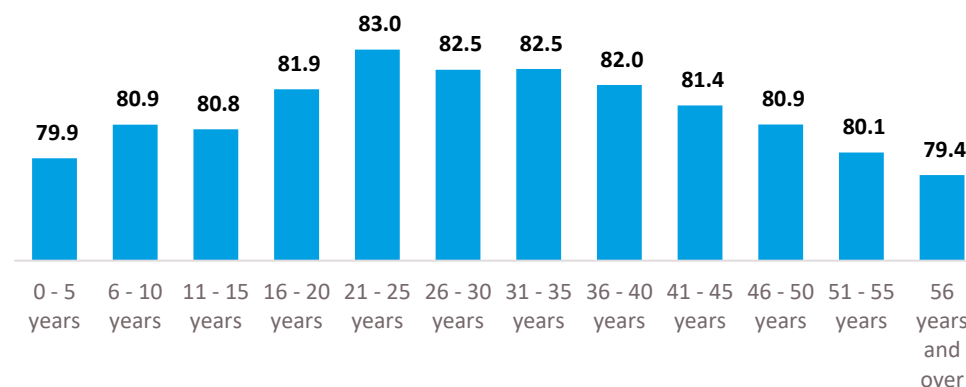


Figure 7: Average resident age (years) on entry by village age

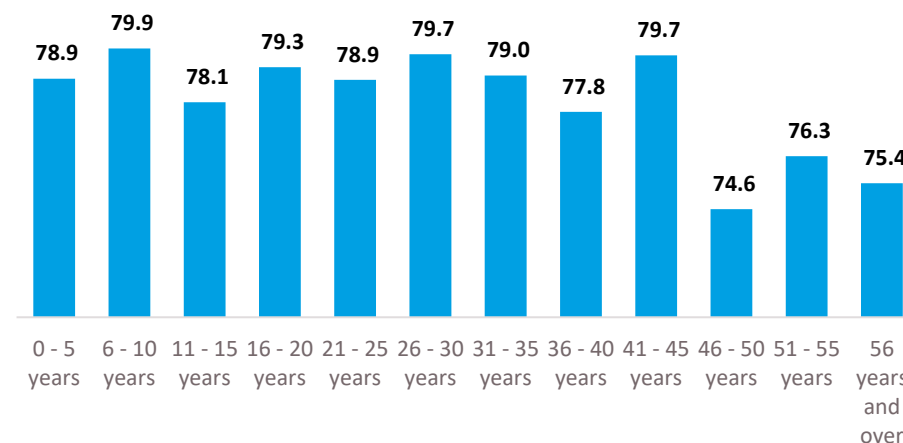
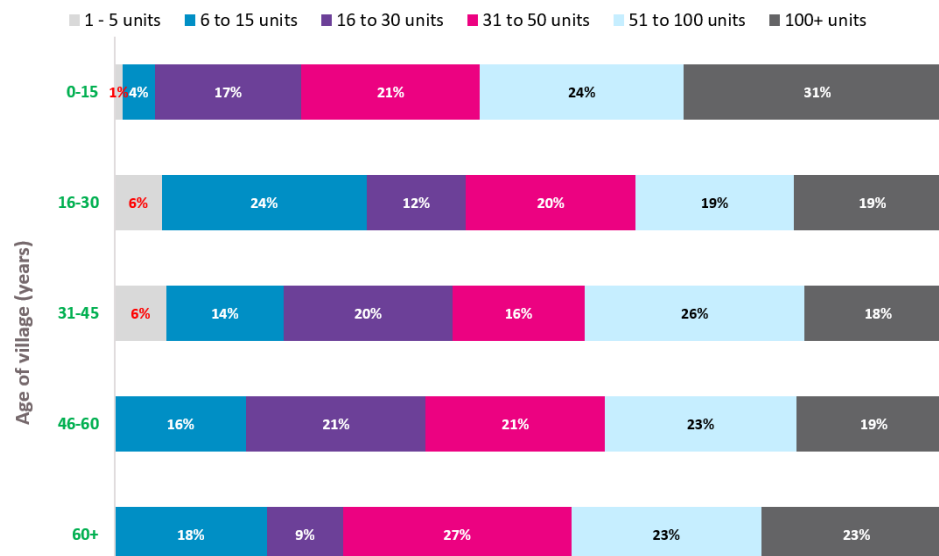


Figure 8: Village size by age of village



The reality is that older villages with older residents will remain a significant share of the market in the years ahead. Operators must think strategically about two critical areas:

First - capital investment. Refurbishment at the point of unit resale and upgrades to common areas are no longer optional. With the DMF-model continuing to be accepted by incoming residents, the built form needs to remain desirable and marketable.

Second - care is an integral part of the value proposition. With residents seeking to age in place, operators need to ensure their villages can support both wellbeing and care.

Success will depend on how well operators manage this evolution - investing in both bricks and mortar, and the services that support residents through later life.

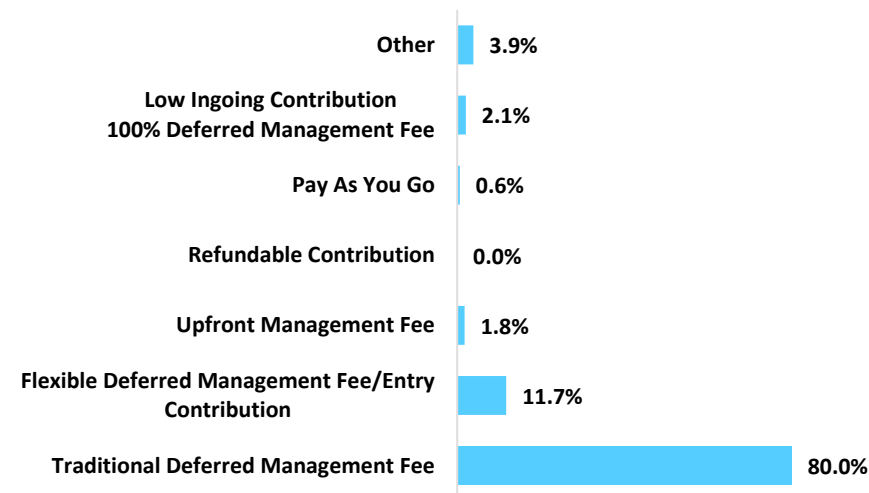
## DMF is still an accepted financial model on entry - and exit

The DMF-model remains widely accepted with 80% of new residents entering their village under a traditional model, with almost 12% entering under a flexible DMF arrangement (*Figure 9*).

The median DMF retention policy varies across the states/territory with the national average being 5 years. Note the average length of stay for departed residents is 8.4 years.

To maximise the DMF, it is common for contracts to structure DMF retention period to be less than the average length of resident stay and to weight a higher DMF loading in the earlier years of stay. This protects the operator from loss of DMF for early resident departures. The average first year of DMF loading is 9% which equates to 2.1% taken upfront and 6.9% taken at the end of year 1.

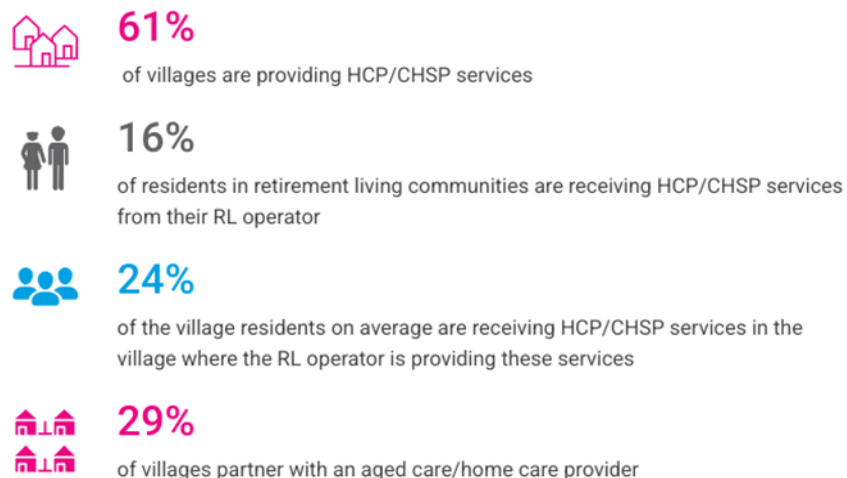
Figure 9: Percentage of new village residents entering different contract types



## Care is an immediate opportunity

Operators are increasingly positioning themselves within the wider care economy, a shift driven as much by resident demand as by opportunity. Close to two-thirds (63%) of operators are now approved to provide in-home support services, with 61% actively delivering these services.

Figure 10: Provision of care in retirement living communities



For those village operators not functioning as approved aged care providers, partnerships fill the gap. Almost a third (29%) of operators partner with residential aged care or home care providers to ensure residents can access necessary support within their village environment.

With the average resident now aged over 80, the care imperative is only intensifying. Operators that can seamlessly integrate care into their offering are fast becoming the provider of choice - not just for housing, but for a holistic ageing experience. Already, 16% of residents nationwide receive a Home Care Package (HCP) or Commonwealth Home Support Programme (CHSP) service through their village operator.

As care funding grows and residents' needs become more acute, this share is likely to climb in the next one to two years. The opportunity for operators is clear: be where residents want to age - and where they trust their care will come from.

Figure 11: Retirement living operator is an approved HCP and/or CHSP provider

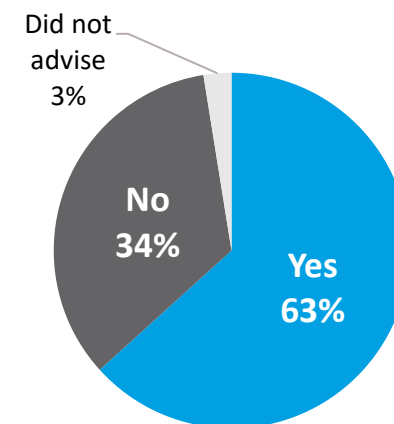
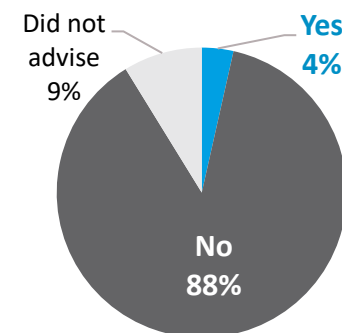


Figure 12: Percentage of villages built to class 9C standard to have funded residential aged care services

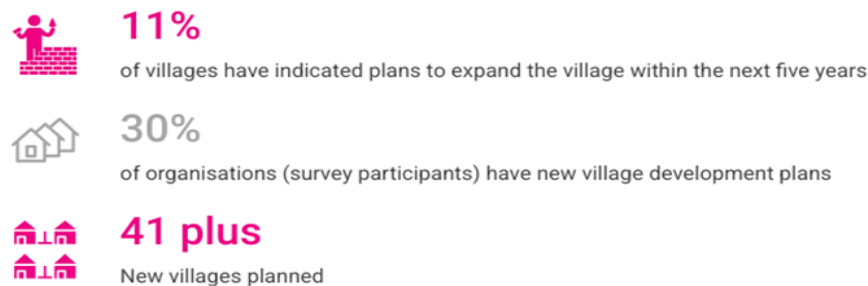


The majority (88%) of villages are not built to the requirements to receive Commonwealth-funded residential aged care services. Note that 58% of the villages are already co-located with residential aged care facilities.

The Support At Home reforms commencing from 1 November 2025 (rescheduled from 1 July 2025) will replace Home Care Packages (HCP) and the Commonwealth Home Support Programme (CHSP) from July 2027. In-home support services may be a growth opportunity for the retirement living sector. Operators delivering in-home support services are only capturing 24% of the residents in their villages.

## Structural challenges remain

Figure 13: Percentage of villages planning or approved expansion



Maintaining the sector's current penetration rate - where 12% of Australians over 75 live in retirement villages - will require significant new supply. To stay on track, the sector needs to deliver 67,000 additional units by 2030. With the national stock currently sitting at around 200,000 units, this represents a required growth of 34%.

Yet the pipeline is lagging. Between FY25 and FY29, Survey participants project supply to grow by just 17% - well short of what's needed to keep pace, let alone meet the 22% forecast growth in the 75+ population over the same period. Without a steep change in delivery, penetration will inevitably decline.

Figure 14: Unit supply increase falling short of aged population growth (FY25 - FY29)

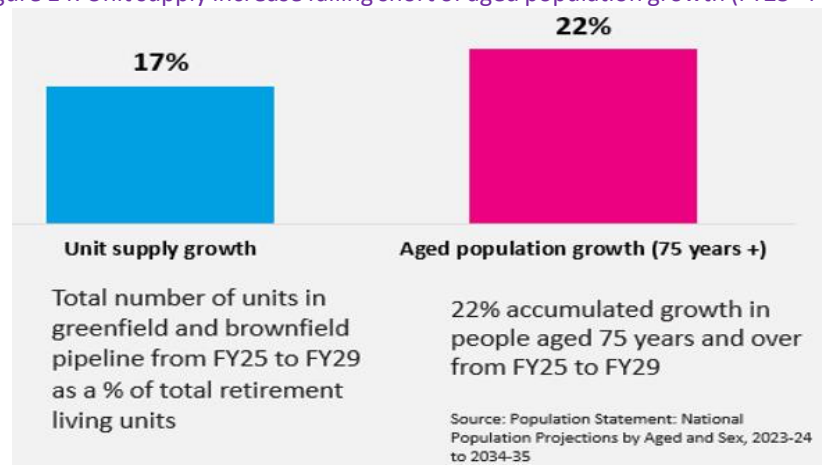
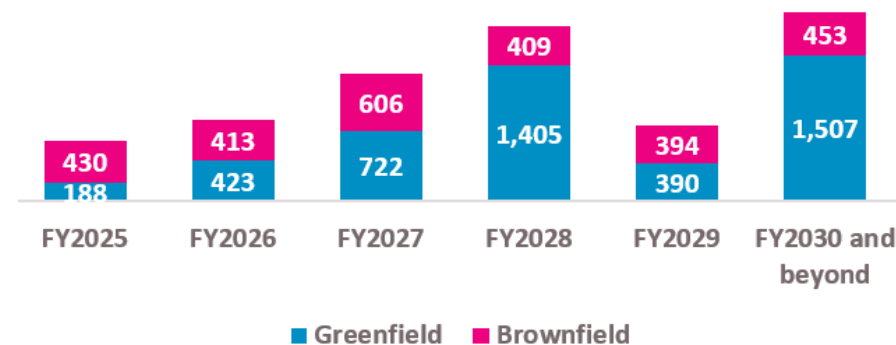


Figure 15: Retirement living sector pipeline (no. of units) from Survey participants by greenfield and brownfield development sites

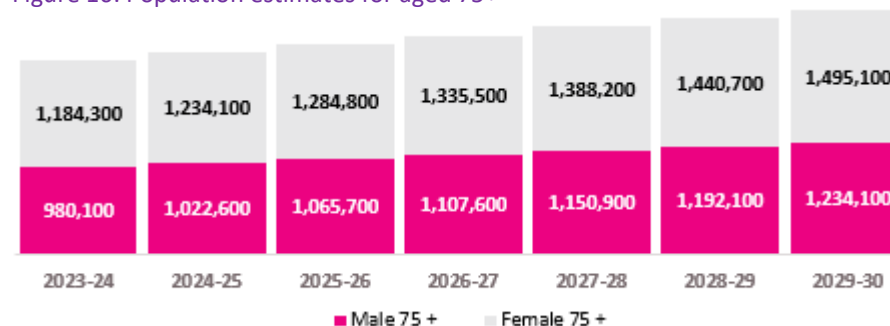


Most of the future pipeline will come from greenfield developments, expected to contribute 4,635 new units. Brownfield sites - expansion and redevelopment of existing villages - will add another 2,750 units. While these are important numbers, they won't bridge the gap alone.

The mix of new product remains weighted towards independent living units (79%), with assisted living (6%) and co-located residential aged care (10%) making up the balance.

Notably, none of the surveyed operators reported plans to move into the land lease community market - despite this segment's strong growth and rising consumer appeal. It remains a space to watch as retirement living models continue to evolve.

Figure 16: Population estimates for aged 75+



(Source: Population Statement- National Population Projections by Aged and Sex, 2023-24 to 2034-35)



## Sales: Affordable with Long Lead Times for Resale

Affordability remains a critical part of a retirement villages overall value proposition. Nationally, the median ingoing contribution for a two-bedroom unit is equivalent to 53% of the median house price in the surrounding suburb. This increases to 66% with regards to three-bedroom units.

Price negotiation is limited with the difference between advertised price and the final sale (purchase) price just 3%. This suggests incoming residents are comfortable with the price set by operators.

Figure 17: Affordability - ingoing contribution received as % suburb house price

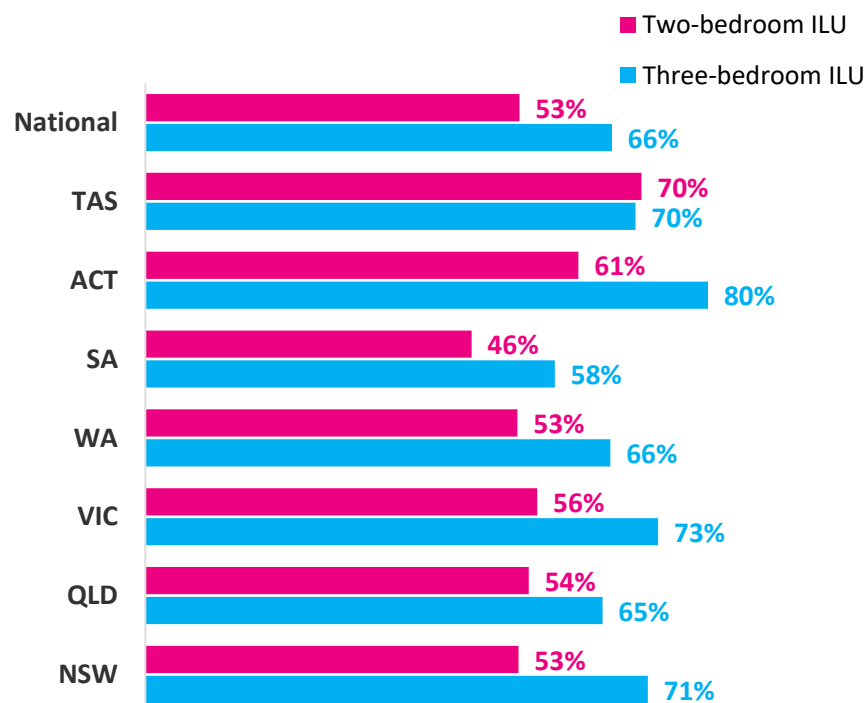
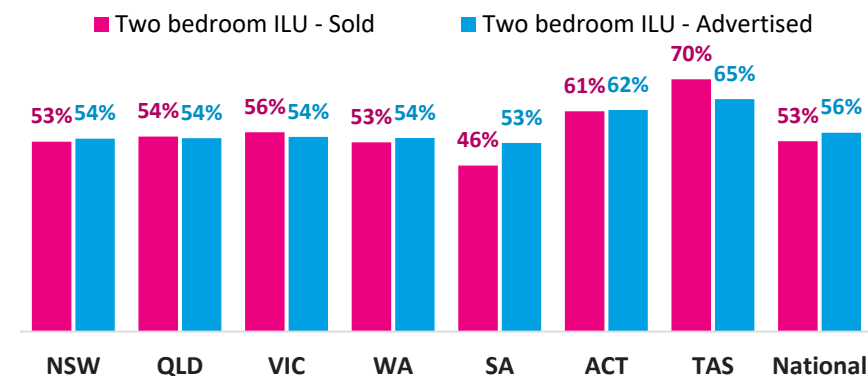


Figure 18: Median two-bedroom ILU units sold and advertised as percentage of the median suburb house price



According to the Survey data, 73% of villages are undergoing some form of unit reinstatement and/or unit refurbishment works. This commences the process of getting a unit 'market ready.'

The median unit reinstatement cost is \$15,000 while the median number of days to complete a unit reinstatement is 45 days.

The median unit refurbishment cost is \$72,239 and the median number of days to complete a unit refurbishment is 81 days.

Figure 19: Activity level for unit reinstatement and refurbishment works

% of villages unit reinstatement and/or refurbishment    % of unit stock reinstatement/refurb work

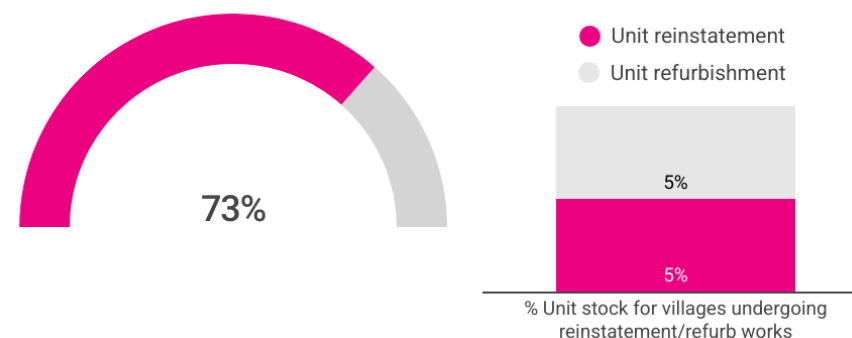


Figure 20: Median number of days for two-bedroom unit reinstatement and refurbishment

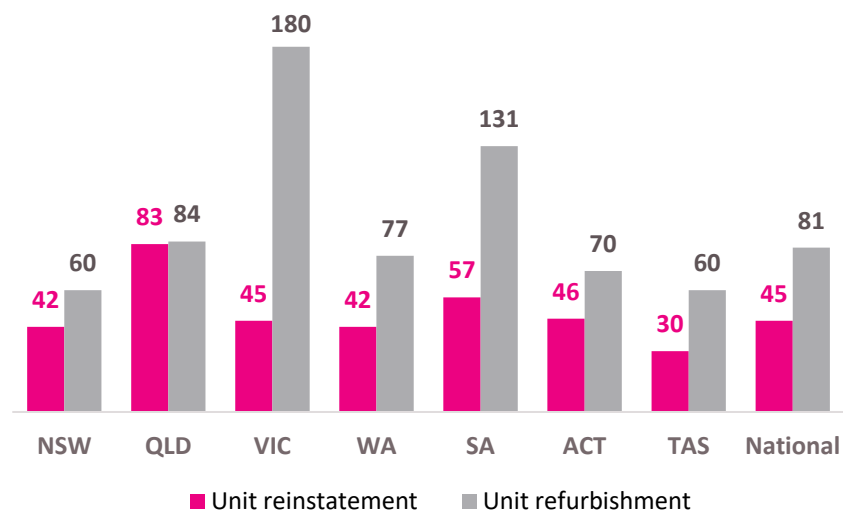


Figure 21: Median two-bedroom unit reinstatement and refurbishment costs

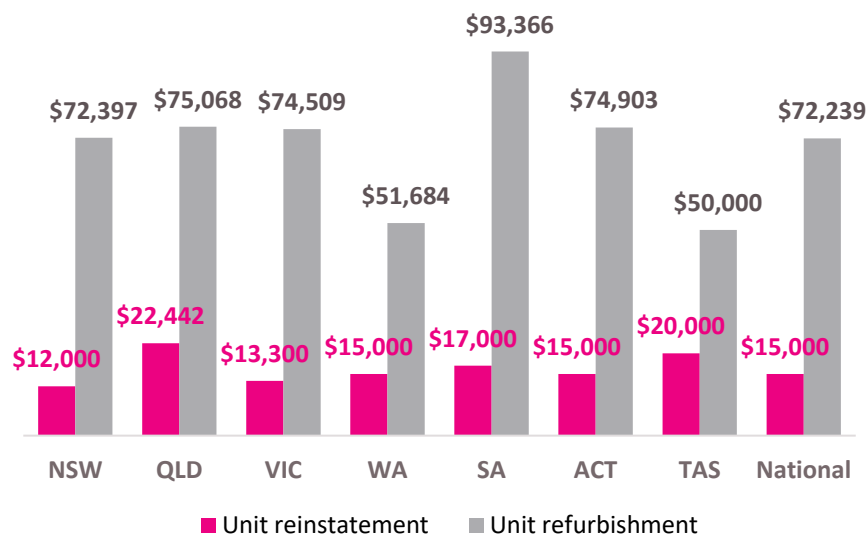


Figure 22: Sales - number of days from 'market ready' to 'deposit'

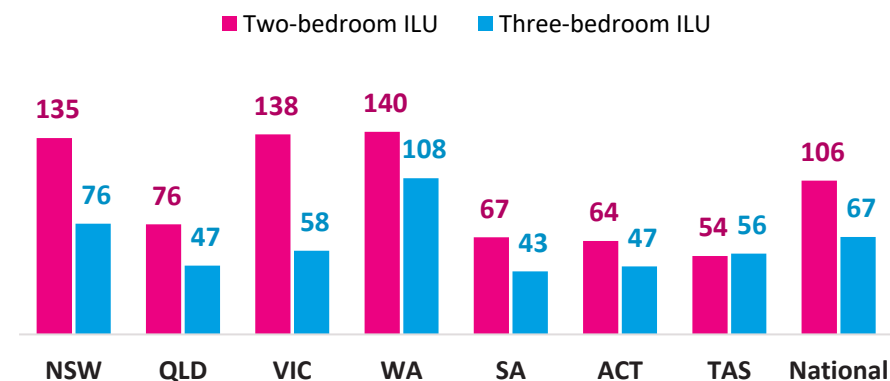
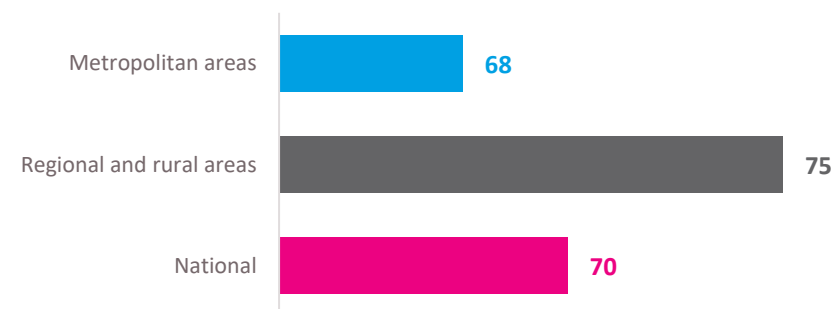


Figure 23: Average deposit to settlement time (days)



Three-bedroom units are in high demand, selling faster (67 days on average) than two-bedroom units (106 days), likely due to limited supply. As mentioned previously they remain an affordable option.

Deposit-to-settlement times should be noted with incoming residents relying on the sale of their family home to fund the move. 'Settlement time' is then a lag indicator of the broader property market's strength. Currently, it is taking an average of 70 days nationally from deposit to final settlement.

## Financial Operations

The financial operations of retirement villages remain complex, with operators balancing cost recovery, affordability, and resident expectations.

Recurrent service charges are a key part of the financial equation. The national average monthly service fee is \$588 for a two-bedroom unit and \$654 for a three-bedroom unit. In terms of affordability, these charges equate to 27% and 30% respectively of the single basic monthly pension - an important benchmark for many prospective residents.

Annual increases to recurrent charges are typically modest, with 48% of villages applying increases indexed to CPI.

Figure 24: Average recurrent service charges \$ per unit per month by state/territory

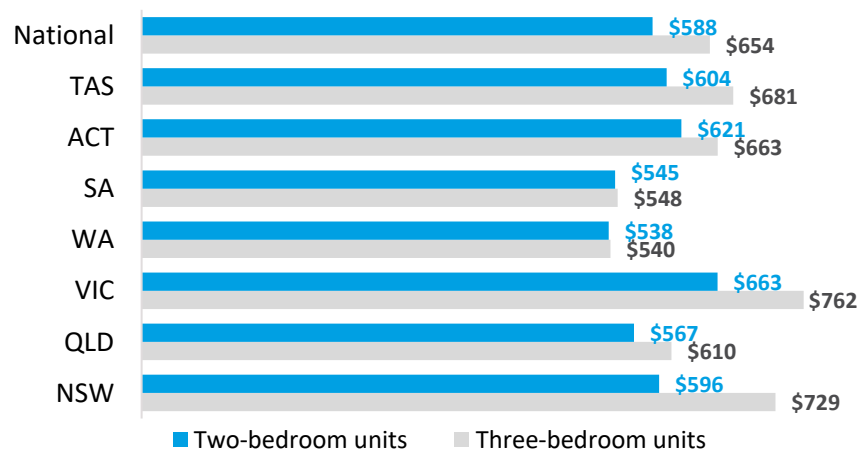


Figure 25: Average monthly service charges as % of single basic daily pension

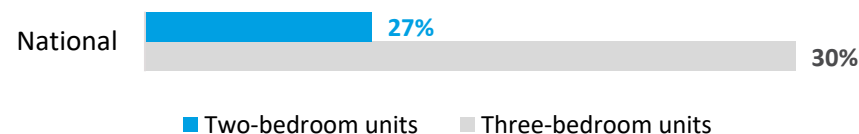


Figure 26: Methods use by villages to increase recurrent charges

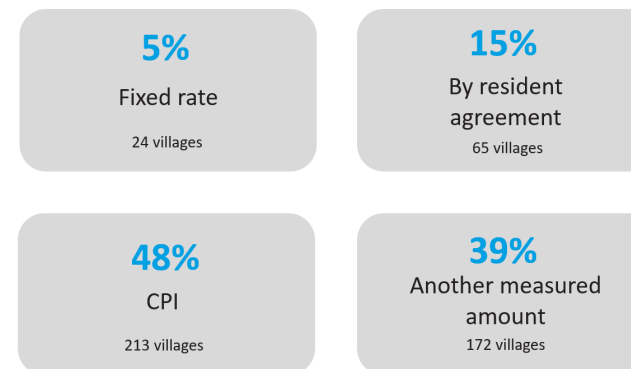


Table 1: Key village expenditure extract (\$ per unit per annum)

Average by line item - key village expenditure \$ per unit	Median	Mean	% Villages report expense
Corporate charges/ head office charges	\$888	\$1,024	88%
Audit fees	\$38	\$58	61%
Total village staff costs (includes village Manager and other staff)	\$2,120	\$2,363	96%
External management costs	\$940	\$887	3%
Total repairs & maintenance costs	\$2,104	\$2,367	100%
Operator contribution towards vacant unit recharges	\$415	\$823	68%
Net Result (resident service fees/charges minus village expenditure)	\$0	(\$380)	

Nationally, 88% of operators apply a corporate recharge to resident accounts, with a median charge of \$888 and a mean of \$1,024 per unit annually. Audit fees are charged by 61% of operators, while the remaining 39% absorb these costs at a corporate level - particularly where multiple villages operate under a consolidated audit process. Where residents do contribute, the median audit fee is \$38 per unit annually, with a mean of \$58.

Overall financial performance remains mixed across the sector. While 34% of villages reported an operating surplus, 46% operated at a loss, and 20% broke even. On a per-unit basis, the mean showed a loss of \$380 per unit annually.

Figure 27: Resident village result statistics

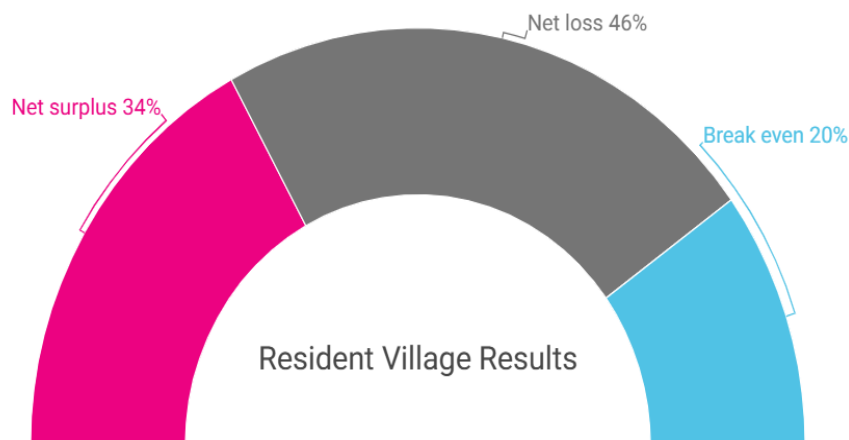


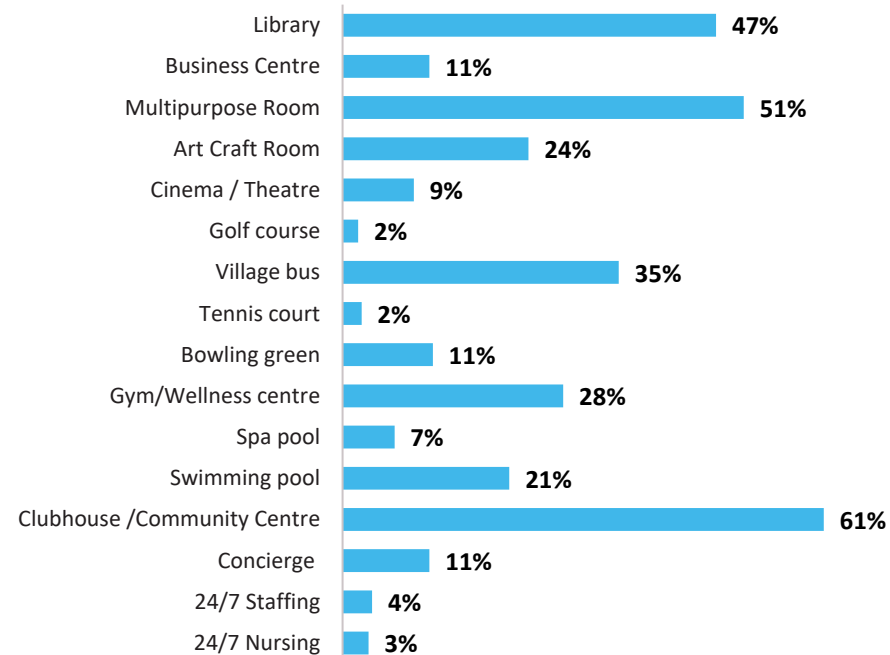
Figure 28: Village manager costs



Labour remains a significant cost. The average full-time equivalent (FTE) cost of a village manager is \$111,039, with 0.6 FTE allocated per village on average, equating to an average village manager cost of \$62,026 per site per year.

Despite these financial pressures, amenities continue to play an important role in supporting resident lifestyle and community connection. The most common amenity is a clubhouse or community centre, provided by 61% of villages, followed by multipurpose rooms (51%) and libraries (47%). These spaces are central to creating vibrant village environments and remain a key differentiator in the market.

Figure 29: Percentages of villages with listed services and amenities funded by resident budget

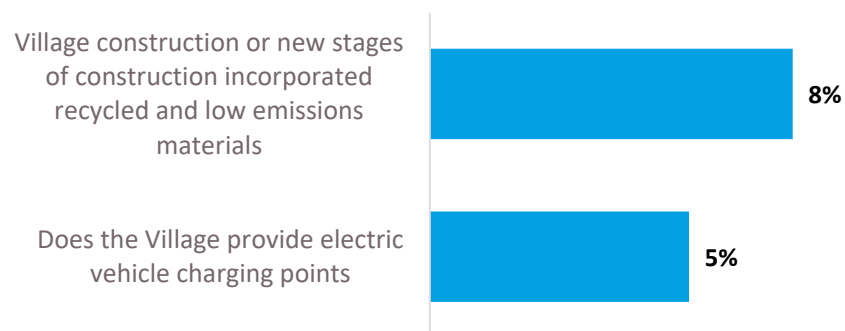


## Social Governance Environmental and Sustainability

Figure 30: Social governance reporting by survey participants



Figure 31: Percentage of villages reporting environmental sustainability measures



Environment Social Governance (ESG) and sustainability reporting is becoming increasingly important as investors, lenders and customers become more ethically minded about where and how they invest their capital.

ESG reporting is disclosure of environment, social and corporate governance data. The importance of ESG reporting is that it demonstrates transparent and responsible business practices that are environmentally sustainable and incorporate robust corporate and socially responsible governance practices.

By its very nature, the Retirement Living sector is people oriented, developing living and lifestyle opportunities for the growing aged population. 82% of survey participants actively provide cultural diversity and awareness training for staff.

39% of organisations participate in practices to combat modern slavery. This includes understanding organisation supply chains and doing business with suppliers who have ethical hiring practises when it comes to workforce. Advocacy from the peak bodies are assisting their membership to become more enabled in this area by developing a modern slavery practice database for their use.

34% of organisations in the Survey have a policy for providing employment for First Nations people. 28% of organisations have a Reconciliation Action Plan (RAP). RAPs assist businesses in embedding the principles and purpose of reconciliation to deliver tangible and substantive benefits for First Nations people by increasing economic equity and self-determination.

## SURVEY PARTICIPANT REPORT

### Listing of Graphs/Tables

Survey participants receive an individual report for each of their respective villages together with detailed comparisons and access to the interactive Survey web.

In addition, Survey participants also received a detailed report for distribution to the Board, executive and line managers.

A summary of the additional graphs/tables that are included in the Survey Participant Report is as follows:

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 Figure 33: Percentage of retirement living operators offering key care services  
 Figure 34: Survey coverage by villages  
 Figure 35: Survey coverage by residents  
 Table 2: Overview of survey participants  
 Figure 36: Room configurations  
 Figure 37: Room configuration by state/territory  
 Figure 38: Percentage of villages within a short walking distance (~400m) to shops and amenities  
 Figure 39: Percentage of villages co-located with residential aged care  
 Figure 40: Villages with listed amenities funded by resident service charges  
 Figure 41: Onsite commercial services available within village  
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 Figure 45: Village build configurations  
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 Figure 47: Ownership and management of village  
 Figure 48: Age distribution of residents in retirement living settings  
 Figure 49: Age distribution of residents in retirement living settings by region  
 Figure 50: Average age (years) of current village residents by state/territory  
 Figure 51: Average age (years) of current village residents by region  
 Figure 52: Average age (years) of current residents by village age  
 Figure 53: Average age (years) of residents on entry and exit by state/territory  
 Figure 53: Average age (years) of residents on entry and exit by region

Figure 54: Average resident age (years) on entry by village age  
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 Figure 56: Average resident length of stay (years) for current and departed residents by state/territory  
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 Figure 58: Village occupancy versus residential aged care occupancy by state/territory  
 Figure 59: Village occupancy by region  
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 Figure 61: Demographic resident breakdown of occupied units by state/territory  
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 Figure 64: Reasons for resident exits by region  
 Figure 65: Weighted average ingoing contribution vs average RAD received  
 Figure 66: Weighted average of ingoing contribution vs average RAD received  
 Figure 67: Median ingoing contribution received for two and three-bedroom ILUs  
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 Figure 69: Median ingoing contribution received for two and three-bedroom ILUs versus capital city house prices  
 Figure 70: Median ingoing contribution taken as percentage of median suburb house price for two and three-bedroom ILUs  
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 Figure 72: Median three-bedroom ILU units sold and advertised as percentage of the median suburb house price  
 Figure 73: Min. and max. advertised price by state/territory (two-bedroom)  
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 Figure 76: Weighted average ingoing contribution received by region  
 Figure 77: Weighted average ingoing contribution received by village age  
 Figure 78: Weighted average ingoing contribution taken by village size (no. of units)  
 Figure 79: Weighted average ingoing contribution received by median suburb house price

Figure 80: Weighted average ingoing contribution received in relation to accessibility to services and amenities (within 400m walk)

Figure 81: Weighted average ingoing contribution received in relation to village services and amenities funded by the resident budget

Figure 82: Entry contribution uplift/fall for villages with a particular service or amenity

Figure 83: Median one-bedroom ILUs ingoing contribution received (sold)

Figure 84: Median one-bedroom ILUs ingoing contribution advertised

Figure 85: Average sales time for one-bedroom ILUs from 'market ready to deposit'

Figure 86: Average sales time (days) from market ready to deposit by state for two and three-bedroom ILUs

Figure 87: Average sales time (days) from 'market ready to deposit' for villages with the following services and amenities funded by the resident budget

Figure 88: Average sales time from market ready to deposit by region

Figure 89: Average deposit to settlement time (days)

Figure 91: National percentage of new residents entering contracts by contract structure

Figure 92: National percentage of different contract structures offered by villages

Table 3: Percentage of villages who offer different contract types by state/territory

Figure 93: Percentage of new contracts entered with resident sharing capital gains by state/territory

Figure 94: Average resident share of capital gains for most popular village contract where contract has capital gain sharing

Figure 95: DMF calculated on ingoing or outgoing contribution for most popular village contract

Figure 96: Average total DMF taken - most popular village contract by state/territory

Figure 97: Average total DMF for the most popular village contract by those contracts with and without resident sharing in capital gains.

Figure 98: Average total DMF taken for most popular village contract by ingoing and outgoing structures

Figure 99: Median DMF retention period in years for most popular village contract

Figure 100: Distribution of villages by DMF retention period policies of most popular village contracts

Figure 101: Average DMF loading for most popular village contract with five-year DMF policy

Figure 102: Average DMF loading for most popular village contract with six-year DMF policy

Figure 103: Average DMF loading for most popular village contract with ten-year DMF policy

Figure 104: Average DMF YoY by DMF policy length of five, six and ten years for village most popular contract

Figure 105: Average DMF YoY by span of DMF policy length for Village most popular contract

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Figure 107: Affordability of monthly service fees for two and three-bedroom ILUs as a percentage of the basic single monthly pension

Figure 108: Monthly rental fees - rental agreements

Figure 109: Average two-bedroom ILU monthly services fees in relation to village having services and amenities funded by the resident budget

Figure 110: Fee uplift/fall for two-bedroom ILUs for villages with a particular service or amenity

Figure 111: Process for increasing service fees

Figure 112: Process for increasing service fees by state/territory

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Figure 114: Resident village result statistics

Table 4: Key village expenditure extract (\$ per unit per annum)

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Figure 117: Median total village staff costs (\$ per unit per annum) by state/territory

Figure 118: Median repairs and maintenance costs (\$ per unit per annum) by state/territory

Figure 119: Property and maintenance model - insourcing versus outsourcing by state/territory

Figure 120: Median operator contribution towards vacant units (\$ per unit per annum) by state/territory

Figure 121: Average village manager staff cost allocation to the village per annum by state/territory

Figure 122: Average village manager staff cost allocation (\$ per unit per annum) by state/territory

Figure 123: Average village manager cost per full time equivalent (FTE)

Figure 124: Average village manager FTE allocation per village by state/territory

Figure 125: Median utility costs (\$ per unit per annum) by state/territory

Figure 126: Median water costs (\$ per unit per annum) by state/territory

Figure 127: Median insurance premium costs (\$ per unit per annum) by state/territory

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## APPENDIX

### StewartBrown Survey

#### Survey Outline

The StewartBrown *Retirement Living Performance Survey* (Survey) commenced in 2024. The use of the term “Survey” is a misnomer, as unlike many public surveys which have a limited data set, the StewartBrown Survey is subscription based and very granular in respect of data covered and depth.

The Survey is primarily for the benefit of retirement living service operators in reviewing their financial and operational performance measures and considerations of strategic direction on a village basis.

Operators compare their retirement village performance using several metrics through a range of data attributes, including:

- ✓ Sales performance
- ✓ Resident demographics
- ✓ Contract structuring
- ✓ Village expenditure and recurrent service fees
- ✓ Care service delivery
- ✓ Refurbishment and development
- ✓ Sustainability (ESG) measures

The Survey participants utilise an interactive website with high level dashboards, business intelligence tools and the ability to drill down on data fields as required.

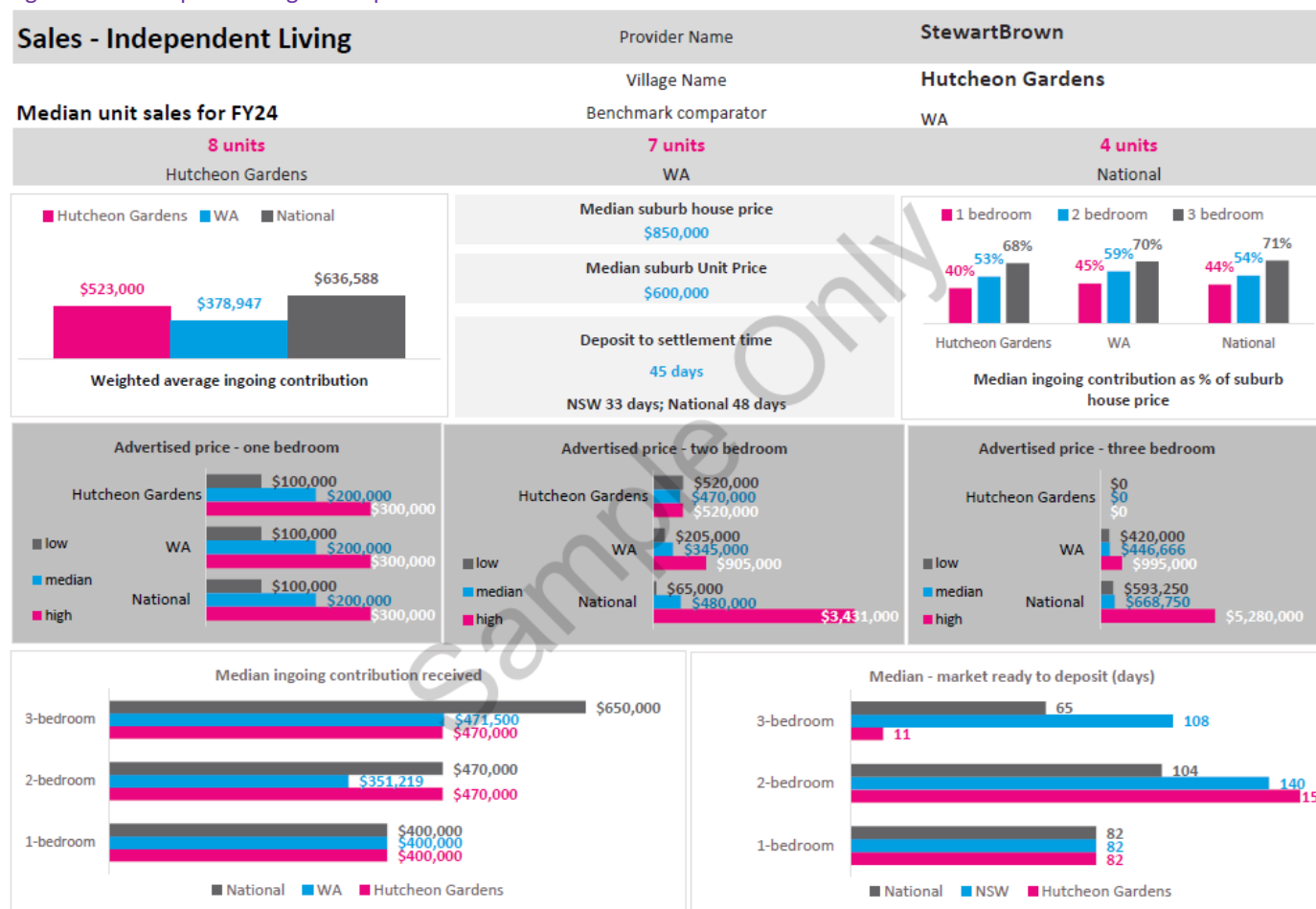
Each participant completes detailed data input forms for the year. Once received, the data undergoes a substantial cleansing and checking process (refer *Figure 2*) which identifies all material variances, by comparison to previous periods for each village and comparison to equivalent benchmark villages. In this context, all variances identified through this automated cleansing process are followed up with the respective provider for comment and further amendment if required.

**To join the Survey** please email [retirement.survey@stewartbrown.com.au](mailto:retirement.survey@stewartbrown.com.au)

## StewartBrown Sample Village Report (*individual village level*)

Survey Participants will receive individual village performance reports to enable comparisons of their village on sales, contracts, refurbishments, service fees and village expenditure, care services and village amenities/services.

Figure 165: Example of village sales performance dashboard



## GLOSSARY

**ACQSC:** Aged Care Quality and Safety Commission.

**Age Pension:** A government-funded payment for eligible seniors based on age and income/assets.

**Assisted Living Unit (ALU)** Assisted living/serviced apartments. Serviced apartments are regulated by the state or territory based Retirement Village Act but provide a provision for care services as part of the living arrangement. Residents live independent with the support of services such as meals, cleaning and care. The provision of services is part of the agreement.

**Audit fees:** The total charges incurred for professional services executed for auditing and reviewing financial statements within a financial year.

**Averages:** A single number taken as representative of a list of numbers. There are different types of averages, such as the mean, median, and mode.

**Average by line item:** This measure is averaged across only those villages that provide data for that line item. All other measures are averaged across all the villages in the particular group. The average by line item is particularly useful for line items such as village expenditure line items as certain expenditure items are not included by every village.

**Benchmark:** Performance measurements against the industry to pinpoint opportunities, threats, weaknesses, and strengths.

**Brownfield development:** Village development and expansion plans on existing operational sites.

**Co-located:** Operating in the same place or building. In retirement living, this may refer to a village sharing a location with a residential aged care facility.

**Commonwealth Home Support Programme (CHSP):** A subsidised program offering basic support for seniors to remain independent at home.

**Company title:** Although quite uncommon in retirement living settings with less than 7% of villages in the Survey, this share enables the residents to have the right to occupy a unit within the village. Legal advice is required to understand the arrangement as can be a complex area of law not designed for private residential accommodation.

The resident buys shares in a company that owns the retirement village. A Board of Directors is elected by shareholders to operate the village. Residents are required to comply with the company constitution.

**Corporate charges/ head office charges:** Share of corporate and head office costs allocated to the village operating fund.

**CPI:** Consumer Price Index.

**Daily Accommodation Payment (DAP):** A recurring, non-refundable payment made for accommodation, typically on a daily or periodic basis.

**Deferred Management Fee (DMF):** A fee paid when leaving a retirement village, typically deducted from the resale or refund value of the unit.

**Deferred Management Fee (DMF) Period:** The period the DMF is deducted from the ingoing/outgoing contribution as defined by the contract structure timeframe.

**Deposit to settlement:** This is the average number of days to settle on the sale from when a deposit is received. In the survey this is the average for all room configuration types. The time from deposit to settlement is a lag indicator to wider market conditions

**Entry contribution:** The upfront cost paid to live in a retirement village, as with purchasing property or leasing. Also, can be referred to as an ingoing contribution.

**ESG:** Environmental, Social Governance. Relates to an organisation's long-term sustainability and ethical performance.

**External management costs:** Costs paid to external management services to manage the retirement village operations.

**Flexible DMF/entry contribution:** A contract structure where the operator and resident negotiate a DMF structure based on the ingoing contribution/entry price the resident can afford, the amount of DMF they wish to pay, and the outgoing contribution refund they wish to receive. Generally, higher entry prices paid means lower deferred management fees, and a lower entry price means higher DMF.

**FTE:** Refer to full-time equivalent, meaning the total number of full-time hours worked by all employees within a period, typically a week or year, regardless of whether those employees are full-time or part-time.

**Greenfield development:** A greenfield development refers to new development on previously undeveloped land.

**Home Care Packages (HCP):** Government-subsidised in-home care and support programs allowing seniors to receive personalised, tailored assistance while staying in their own homes.

**Independent Living Unit (ILU):** Self-contained housing units in retirement villages for seniors who can live independently. Regulated by state-based Retirement Acts.

**Insurance premium:** Is the cost of insurance premiums for the village.

**Key Performance Indicators (KPIs):** Are measurable values that demonstrate how effectively an organisation is at achieving key objectives.

**Land lease community:** Refers to seniors housing where transportable homes are generally owned by the residents and they lease the land and common facilities from the operator. Generally regulated by state or territory-based residential tenancy Acts and local government regulations.

- NSW is regulated by the Residential Land lease Communities Act 2013
- QLD is regulated under the Manufactured Homes (Residential Parks) Act 2003
- VIC is regulated by the Residential Tenancies Act 1997 (VIC), Part 4A
- SA is regulated by Residential Parks Act 2007
- WA is regulated by Residential Parks (Long-stay Tenants) Act 2006 and the Residential Parks (Long-stay Tenants) Regulations 2007

**Leasehold:** Tenure agreement is a fixed term lease of generally 99 years or more for exclusive possession of the property with a set periodic rent. The lease terminates of death of the resident or when the unit is sold.

**Lifestyle villages:** Housing developments targeting active seniors, often offering amenities like golf courses or community centres.

**Loan licence:** Tenure agreement is a licence for the right to occupy the unit.

**Location (City):** In Australia, a city is generally considered to have a population of over 100,000 people.

**Location (Regional):** In Australia, regional generally refers to areas outside of major capital cities. Inner regional and outer regional are sub-categories of this classification.

**Low ingoing contribution 100% DMF:** Full DMF model is where the full entry price contribution is taken up in DMF across the resident length of stay. Typically, the resident will pay a lower entry contribution price as a compromise for forfeiting their entire outgoing contribution in DMF. This may also be known as the donation management fee model.

**Make good provisions:** Refers to where the resident needs to contribute financially towards the cost of bringing the unit back up to market condition either during their tenure or at the conclusion. Normally taken as an additional departure fee deducted from the refund of the remaining ingoing contribution.

**Market ready to deposit:** The average number of days it took to sell a unit from the day it was listed on the market. This is the average selling time for any units that were sold within the financial year regardless of the financial year that they were listed.

**Mean:** The mean of a data set is found by adding all numbers in the data set and then dividing by the number of values in the set.

**Means Test:** An assessment of income and assets to determine eligibility for government benefits such as the Age Pension.

**Median:** The median is the middle value when a data set is ordered from least to greatest.

**Mode:** The mode is the number that occurs most often in a data set.

**Modern Slavery practices:** Policies or processes in place to help organisations meet their responsibility to respect the rights of all workers within their operations and supply chains to be free from modern slavery.

**Modified Monash Model (MMM):** A classification system used in Australia to define areas based on their remoteness and accessibility. It is used to determine the distribution of health workforce and funding incentives, with higher MMM categories indicating greater remoteness.

- **MM1 - Major Cities:** This includes large urban areas with a population of 100,000 or more.
- **MM2 - Regional Centres:** Inner and Outer Regional areas within 20km of a town with over 50,000 residents.
- **MM3 - Large Rural Towns:** Areas within 15km of a town with a population between 15,000 and 50,000.
- **MM4 - Medium Rural Towns:** Areas within 10km of a town with a population of between 5,000 and 15,000.
- **MM5 - Small Rural Towns:** All remaining Inner and Outer Regional areas not covered by MM2, MM3, or MM4.
- **MM6 - Remote Communities:** Remote mainland areas and remote islands less than 5km offshore.
- **MM7 - Very Remote Communities:** Areas considered very remote.

**Monthly service fees (Retirement Living /ILUs/ALUs):** Equivalent monthly service charges used to fund the operations of the retirement village. This covers the costs for village services and routine maintenance. These general service fees are commonly referred to as 'recurrent charges' in NSW, SA, WA, ACT, NT. In Victoria the terminology commonly used is "maintenance charge". In QLD this would be the combination of the general service charge and the maintenance reserve fund contribution.

**Operator contribution towards vacant unit recharges:** The amount the operator needs to contribute for recurring charges associated with vacant units. In VIC, this includes the operator's contribution to the maintenance charge for vacant units. In QLD, it encompasses the operator's contribution to the general service charge and the maintenance reserve fund.

**Operators:** Organisations or entities that manage and run retirement living facilities or services.

**Outgoing contribution:** The alternate entry contribution method paid by the resident where the contracts have the DMF calculated on the outgoing price.

**Refundable Accommodation Deposit (RAD):** A lump sum payment residential care residents make for their accommodation, which is fully refundable when they leave the facility. Note, from 1 November 2025, new RADs will have 2% retentions taken from the balance for five years with the changes to the new *Aged Care Act 2024*.

**RAP:** Reconciliation Action Plan. RAPs assist businesses to embed the principles and purpose or reconciliation, aimed at delivering tangible and substantive benefits for First Nations people by improving economic equity and self-determination.

**Refundable contribution:** Generally, refers to a contract model with no management fees taken from the ingoing contribution. Resident opts to pay a higher entry contribution price for no management fees (DMF) to be deducted from the outgoing contribution.

**Refurbishment:** Unit refurbishment refers to major renovation work required to bring the unit back to a markable position beyond 'make good'. The work required is more than a unit reinstatement, it is improving the quality of the unit to be an improvement on its original condition and could involve removal of existing furnishing and fittings and replacing with new bathrooms, kitchen etc. to modernise the unit to current market expectations.

**Reinstatement:** Unit reinstatement refers to restoring the unit back to its original condition. This typically involves a repaint, new floor and window coverings etc.

**Rental housing units:** Seniors housing regulated by a state or territory-based Residential Tenancy Act.

**Residential aged care:** Nursing home facilities offering 24/7 care, medical support, and accommodation for seniors who can no longer live independently. These facilities are subsidised by the Commonwealth and regulated by the Aged Care Act.

**Residents sharing in capital gain:** Resident share in the entry price capital growth. The capital gain is the difference between the ingoing contribution paid by the resident and the outgoing price paid by the new resident. Some contract structures allow for a resident to take a share in the capital gain.

**Village result (Village fees I&E extract):** referring to the resident expenditure covered by the resident recurrent recharges (operating). The resident village accounts are legislated for the resident budget to breakeven, meaning the operator cannot make a profit from the village monthly services charges. It excludes deferred management revenue and other non-operating expenditure.

**Retention:** Alternative terminology for DMF. *See also Deferred Management Fee.*

**Retirement living/independent living units:** Seniors independent housing regulated by state or territory-based Retirement Village Act. Residents live independently.

**Retirement village:** A residential complex providing accommodation and services specifically for retirees.

**Social housing:** Social/affordable housing for seniors. Funding is generally by state government agreement.

**Strata title/freehold:** Direct ownership structure where a resident purchases freehold title to unit but not the land or structures.

**Total repairs & maintenance costs:** Total repairs and maintenance costs to operate and maintain the village. This can include materials and repairs for routine and reactive maintenance of village assets, minor capital works, contracts for gardening, security, pest control, and fire protection.

**Total village staff costs** (including village manager and other staff): This includes employee wages, allowances, uniform costs, leave, fringe benefits, superannuation, workers compensation excesses and wages paid to, or in respect to, village staff.

**Traditional DMF:** Contract structure where the Management fees are deferred across the resident length of stay. Management fees are deducted from the Ingoing Contribution. *See also Deferred Management Fee.*

**Upfront Management Fee:** Contract structure where the management fees are paid up front as either a proportion of the ingoing contribution price or on top of the ingoing contribution price.

**Utilities:** Electricity and gas expenses for common areas.

**Village manager full-time equivalent (FTE) for village:** FTE in respect of village management staff time allocated to the village. *See also FTE.*

**Village manager staff costs:** Village manager staff costs allocated to the village.

**Village manager:** The person responsible for overseeing daily operations of a retirement village.

**Water and rates:** Cost of water and rates in the village.

**Weighted average ingoing sales price received:** Where applicable, the methodology for this report takes the total dollar sales value of all room configuration types divided by the total number of units in all configuration types sold.

**Wellness Programs:** Activities promoting physical and mental health in retirement communities.

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