Australian Government

Aged Care Quality and Safety Commission

Choice
Dignity
Respect



Annual Report 2025–26

Annual Report
2025–26



Australian Government

Aged Care Quality and Safety Commission

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Aboriginal and Torres Strait Islander readers are advised that this publication may contain images of people who have died.

The Hon Sam Rae MP
Minister for Aged Care and Seniors
Parliament House, Canberra ACT 2600

Dear Minister

I am pleased to present the *Aged Care Quality and Safety Commission Annual Report 2025–26* for the year ended 30 June 2026.

This report has been prepared in accordance with the requirements of section 46 of the *Public Governance, Performance and Accountability Act 2013*.

It includes information relating to the functions of the Aged Care Quality and Safety Commissioner from 1 July 2025 to 30 June 2026. It also includes information relating to the function of the Aged Care Complaints Commissioner from 1 November 2025 to 30 June 2026.

The report meets all requirements for the Commission's Annual Report set out in section 372 of the *Aged Care Act 2024*.

Yours sincerely



Liz Hefren-Webb
Aged Care Quality and Safety Commissioner

19 October 2026

In the spirit of reconciliation, the Aged Care Quality and Safety Commission acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, water and community. We pay our respect to their Elders, past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples.



Our reconciliation vision is reflected in *Aged Care Quality and Safety Commission's Journey*, an artwork by Chern'ee Sutton, a proud Kalkadoon woman from Mount Isa, Queensland. The artwork represents connection, community, cultural safety and respect.

Throughout the artwork, elements convey important aspects of the aged care experience and the Commission's work.

The shield at the centre of the large community symbol represents our purpose to protect and enhance the safety, health, wellbeing and quality of life of older people accessing aged care services.

For a full description of the artwork and individual elements visit agedcarequality.gov.au/FirstNations

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From the Commissioners



From the Aged Care Quality and Safety Commissioner

The 2025–26 year was one of the most significant periods of reform in the history of aged care in Australia. It marked the transition to the new *Aged Care Act 2024* and the beginning of a new chapter for older people, the aged care sector and the Commission.

Transparency and rights

The Commission has risen to the challenge of regulating under a new Act, with new standards and the Statement of Rights.

We have worked closely with stakeholders across the aged care sector to support readiness, and through education, guidance, engagement and regulatory support, we have sought to improve clarity and confidence during a period of substantial change.

Since November 2025, we have continued to evolve to meet the expectations of the Aged Care Act, and we have adapted to new functions.

We welcomed Treasure Jennings, our first statutory-appointed Complaints Commissioner, whose role strengthens oversight of complaint handling and reinforces the importance of listening to the experiences of older people (see 'From the Complaints Commissioner').

Registration provides a stronger framework for assessing whether providers have the capability, capacity and commitment required to deliver quality aged care services.

Alongside this change, we introduced a new audit process designed to be more transparent, consistent and efficient. The approach ensures greater clarity for providers while maintaining a strong focus on the quality and safety of care.

We introduced a new Compliance and Enforcement Policy, which explains the things we consider when deciding how to intervene, and the actions we can take to respond, when providers are not complying with their obligations.

We invested in our provider monitoring activities. Under our Supervision Model, we continuously monitor all providers to make sure they deliver safe and quality care to older people. The intensity of our supervision depends on our assessment of the level of risk to older people, and how willing and able providers are to manage that risk. Our Supervision Model and Compliance and Enforcement Policy work together to guide how we manage risk and safeguard older people under the Aged Care Act.

The year also saw significant progress in strengthening financial and prudential regulation across the aged care sector. The new Financial and Prudential Standards are an important reform designed to improve transparency, accountability and long-term sustainability of providers. These standards help ensure providers remain financially viable, manage entrusted funds responsibly and maintain the resources necessary to deliver safe and quality care.

Throughout the year, another focus has been working closely with providers to support understanding of new Support at Home requirements, particularly relating to pricing transparency, service agreements and financial management obligations.

Our reviews and engagement activities have highlighted areas where providers are performing well, as well as opportunities for improvement. We will continue to work collaboratively with providers to support compliance and improve outcomes for older people receiving care. We are also focusing on our own continuing improvement and on being more transparent about how we work.

Sector risk and clinical quality and safety

We continued to maintain a strong focus on identifying and addressing sector-wide risks. Through our Sector Risk Management Program, we monitored emerging and ongoing risks that have the potential to affect the rights, safety and wellbeing of older people. By identifying risks early and working collaboratively across the sector, we can help prevent harm and promote better care outcomes.

During the year we commenced development work to identify and prioritise sector-wide risks in the following areas:

- upholding older people's rights
- supporting sexual safety and sexual rights
- improving responses to changed behaviours
- strengthening culturally safe care.

In addition to these focus areas, clinical quality and safety remain fundamental to the delivery of high-quality aged care. Throughout the year, we delivered a range of education, guidance and improvement initiatives focused on areas such as safety during extreme weather, infection prevention and control, nutrition, dining experiences, dementia care, diabetes management, antimicrobial stewardship and swallowing difficulties.

These programs support providers and workers to strengthen capability and improve care outcomes for older people. They also reinforce the importance of evidence-based practice, person-centred care and continuous quality improvement.

Positive Footprints

Everyone has the right to receive safe, respectful and culturally appropriate aged care. An important element of this is supporting Aboriginal and Torres Strait Islander-owned and operated aged care providers to be part of the sector. We recognise the Commission's important role in encouraging Aboriginal and Torres Strait Islander providers and workers to enter the market, and in ensuring the delivery of culturally safe and quality care to all older people.

During the year we developed Positive Footprints – an integrated strategy to guide the Commission to become a more culturally capable regulator.

We will be a better regulator when we apply the skills, knowledge and practices that show we:

- understand and appreciate Aboriginal and Torres Strait Islander culture and history
- acknowledge the impacts still experienced by Aboriginal and Torres Strait Islander people today from trauma, racism, dispossession and disadvantage
- recognise the aspirations, strengths and resilience of Aboriginal and Torres Strait Islander people and communities.

Positive Footprints is built on these insights and provides a pathway forward to practise relational regulation – working alongside Aboriginal and Torres Strait Islander older people, communities, workers and providers to improve aged care.

The strategy aims to make sure our decisions and resources are informed by appropriate Aboriginal and Torres Strait Islander perspectives and cultural authority, and that cultural risk is identified and managed early.

This aligns with the Australian Government's Closing the Gap priority to 'embed Aboriginal and/or Torres Strait Islander voices in agency governance structures to ensure Aboriginal and/or Torres Strait Islander perspectives directly influence decision-making, accountability, and strategic direction'.

I would like to take the opportunity to acknowledge the guidance provided by Andrea Kelly, the interim First Nations Aged Care Commissioner, to the Commission as we developed the Positive Footprints strategy.

During the year we added more products to our First Nations aged care resource hub to support all providers to deliver culturally safe and appropriate care. The hub brings together a range of practical resources designed to help providers and workers to meet the needs of older First Nations people. It also offers resources for First Nations older people and their supporters to help them understand their rights and what good care should look like.

Partnerships and engagement

Engagement remains one of our most important tools for achieving meaningful and lasting change. Through conferences, webinars, consultations, workshops, newsletters, learning resources and stakeholder forums, we have continued to engage with providers, workers, advocates, peak bodies, researchers and older people. Particular focus is placed on making sure our resources can be understood by people from diverse backgrounds, for example by publishing key materials in a wide range of languages, using subtitles on our video resources and aiming for plain English and accessible design at all times.

During 2025–26 we expanded our efforts to raise awareness of the Statement of Rights and to empower older people to understand and exercise those rights. In May 2026 we launched a national public information campaign to help older people, their families and supporters better understand their rights and protections in aged care.

'Choice, dignity, respect – your rights in aged care' was developed in response to our research that showed many older people are still unaware of their right to safe, respectful and high-quality care, and of pathways to get support. The campaign aims to provide people with the knowledge and confidence to make a complaint or give feedback should they have a concern about the quality of their care (see 'From the Complaints Commissioner').

Our 2025 National Aged Care Provider Conference once again provided an important opportunity to share information, discuss challenges and learn from one another. More than 2,800 people attended this conference, either in person or online. Feedback from participants highlighted the value of practical guidance, open discussion and collaboration.

Strong partnerships are essential to effective regulation. During the year, the Commission strengthened collaboration with government agencies and sector organisations through a range of Memoranda of Understanding and information-sharing arrangements. These partnerships support coordinated responses to risks, improved decision-making and better outcomes for older people.

Advisory Council

The Aged Care Quality and Safety Advisory Council monitors the work of the Commission, provides advice and makes recommendations to me as Commissioner, along with the Complaints Commissioner and the Minister for Aged Care and Seniors.

During the year the government appointed a new Chair (Leanne Kearins), Deputy Chair (Margot Richardson) and members (Fiona Cornforth and Professor Edward Strivens AM, PSM) to the Council.

I have very much appreciated the advice and support provided by the Advisory Council as we work to safeguard the rights and wellbeing of older people using aged care services.

A stronger Commission

None of this work would be possible without the dedication of our people. Throughout a period of significant reform and organisational change, Commission staff continued to demonstrate professionalism, resilience and an unwavering commitment to public service.

Sitting behind this is our investment in workforce capability, leadership development, diversity and inclusion, digital transformation, and staff wellbeing (including psychosocial risk). This includes our:

- Respectful Workplace Policy
- Diversity and Inclusion education series
- People Strategy 2024–26
- Artificial Intelligence Policy
- Digital and Data Strategy 2026–29
- review of our governance arrangements.

These investments help ensure the Commission continues to improve its culture and capability.

In November we celebrated the graduation of 3 Indigenous Apprenticeships Program participants. Then in January we launched our Graduate Development Program, with 8 graduates joining the Commission.

Looking ahead

The Australian Government's continued investment in the Commission reflects the importance of our role under the new legislative framework. We received additional funding of $156.8 million for the 2026–27 financial year. This is a very positive outcome, providing us with continued resourcing to fulfil our expanded regulatory role under the Aged Care Act.

As we look ahead, our focus remains clear. We will continue to support providers to deliver safe and quality care, strengthen public confidence in the aged care system and take action where necessary to protect older people from harm.

The progress made during 2025–26 demonstrates what can be achieved when people work together with a shared purpose. While there is still more to do, we have established strong foundations for the future.

A simple but important principle lies at the heart of everything we do: that every older person deserves choice, dignity, respect and high-quality care. That commitment will continue to guide our work in the years ahead.



Liz Hefren-Webb
Aged Care Quality and Safety Commissioner

19 October 2026

From the Aged Care Complaints Commissioner

The 2025–26 year marked a significant period of change for aged care in Australia. The commencement of the *Aged Care Act 2024* introduced a stronger rights-based approach to aged care and reinforced the importance of dignity, choice and respect for every older person using aged care services.

I am honoured to serve as Australia's first independent Aged Care Complaints Commissioner under the Aged Care Act. This role was created to strengthen protections for older people, and to make sure their voices are heard and their concerns are addressed fairly, respectfully and effectively.

Complaints and feedback play a vital role in achieving these goals. They provide valuable insights into the experiences of older people and their supporters. They help identify where services are working well and where improvements are needed.

Throughout the year, the Commission continued to receive significant numbers of complaints and concerns across all areas of aged care. In residential aged care, common issues included medication management, falls prevention, staffing and hygiene. In home and community care, concerns were often related to communication, fees and charges, care coordination and the management of personal finances. Across all service types, the most effective resolution to the issues raised often came from better communication and respect for the views and preferences of the older person.

Every complaint represents a person's experience. Behind each concern is an older person seeking safe, high-quality care and the confidence that their rights will be respected. Knowing this guides our work and shapes our approach to resolving complaints.

New legislation

Under the Aged Care Act, complaint resolution has evolved significantly. The Commission now operates within a framework that is firmly grounded in the Statement of Rights. These rights recognise that every older person should be treated with dignity and respect, be supported to make decisions about their own life, have their culture and identity valued, maintain connections with their community, and raise concerns without fear of adverse consequences.

As a rights-based regulator, we consider every complaint through the lens of these rights. Our focus is not only on resolving individual concerns, but also on supporting outcomes that restore trust, address harm and prevent similar issues from occurring in the future.

This approach reflects the growing importance of restorative practices in aged care regulation. Wherever possible, we seek outcomes that repair relationships, support open communication and contribute to lasting improvements in care. We recognise that when concerns are handled well, complaints can become powerful opportunities for learning, growth and positive change.

The new legislation has also strengthened the Commission's role and powers including legislated timeframes for handling complaints, strengthened whistleblower protections and expanded powers to address concerns involving aged care workers directly. These changes provide additional safeguards for older people and help ensure complaints are managed in a timely, transparent and accountable way.

At the same time, we worked closely with providers to support their understanding of the new legislative framework. Providers are now required to demonstrate that their systems, policies and practices reflect the Statement of Rights. Strong internal complaints processes are essential to achieving this. I encourage providers to view complaints not as problems to be avoided, but as opportunities to improve services and strengthen trust with those in their care.

Following the introduction of the Support at Home program on 1 November 2025, we received an increase in the number of complaints about aged care pricing. The Aged Care Rules 2025 include new protections for older people using services through the Support at Home program to ensure prices set by providers are reasonable and transparent.

In addition to dealing with individual complaints, the Commission and the Department of Health, Disability and Ageing are working together to actively monitor providers' compliance with their pricing requirements. Where non-compliance is detected, the Commission has powers to take regulatory action, including requiring providers to adjust their prices. Through resolving complaints, we have assisted older people to have better explanations of the pricing structures or have errors in pricing fixed.

Engagement and partnerships

A major focus during the year was improving the experience of people who contact us. We know that raising a concern can be difficult, particularly for older people who may already feel vulnerable. We therefore continued to strengthen our commitment to clear communication, respectful engagement and accessible services. We want every person who raises a concern to feel listened to, supported and treated fairly throughout the process.

Education and awareness also remained important priorities. The Commission launched initiatives to help older people better understand their rights and protections under the new Act. Through the 'Choice, dignity, respect – your rights in aged care' national public information campaign, we encouraged older people, families and supporters to learn more about their rights and to feel confident to make a complaint when concerns arise.

The Commission also continued to strengthen our partnerships across the broader health and care sector. During the year, we progressed agreements with state and territory complaints and health oversight bodies to improve collaboration, support information sharing and enhance outcomes for older people. These partnerships help ensure concerns are directed to the right organisation and managed as effectively as possible.

Cultural safety

We also continued our work to strengthen cultural safety and trauma-informed practice across the complaints system. This includes ensuring our processes are respectful, inclusive and responsive to the diverse experiences of older people, particularly First Nations peoples and other communities who may face barriers when raising concerns.

Understanding and acting on trends

Another key area of focus was improving how we use information gathered through complaints and serious incident reporting. Together, these functions give valuable insights into emerging risks, trends and systemic issues across aged care. By strengthening our analysis and use of this information, we can better identify areas requiring attention and contribute to sector-wide improvements in quality and safety.

As the Commission's primary point of contact for concerns and feedback, the complaints function plays a critical role in connecting the lived experiences of older people with regulatory action, service improvement and system reform.

Looking ahead

The year ahead presents further opportunities to strengthen confidence in the complaints system and continue embedding the rights-based principles of the Aged Care Act. I remain committed to ensuring that every concern raised is treated with care and respect, and that every complaint contributes to safer, higher-quality aged care for older people.

I thank older people, their supporters, providers, workers and Commission staff for their ongoing commitment to improving aged care. Together, we are helping build a system where the rights, voices and experiences of older people remain at the centre of everything we do.



Treasure Jennings
Aged Care Complaints Commissioner

19 October 2026

Commission overview



About the Commission

The Commission is the national regulator of Australian Government-funded aged care services. We protect and enhance the safety, wellbeing and quality of life of people using aged care services, including dealing with complaints and feedback about the care they receive.

Our purpose is to uphold the rights of older people accessing aged care and to protect and enhance their safety, health, wellbeing and quality of life.

We aim to build confidence and trust in aged care by promoting best practice and a culture of safety and quality in the sector. We hold providers to account if they do not meet the expected standards of care.

We work with aged care providers, workers, older people and their families and supporters to ensure that older people's rights are upheld.

We are an Australian Government statutory authority within the Health, Disability and Ageing portfolio. The responsible minister is the Hon Sam Rae MP, Minister for Aged Care and Seniors.

The Accountable Authority is Ms Liz Hefren-Webb, Aged Care Quality and Safety Commissioner, who was appointed to the position on 20 January 2025. Ms Treasure Jennings, Aged Care Complaints Commissioner – a statutory appointment from 1 November 2025 – works alongside the Commissioner and also reports to the Minister for Aged Care and Seniors.

We are a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). We operate independently and objectively in performing our functions and exercising our powers as set out in the *Aged Care Act 2024* and the Aged Care Rules 2025.[1]

We are responsible for the following outcome in the 2025–26 Health and Aged Care Portfolio Budget Statements:

> Uphold rights, and protect and enhance the safety, health, wellbeing and quality of life of older people in Australia receiving Commonwealth-funded aged care services, including through effective engagement with older people, regulation and education of aged care providers and workers, and independent and accessible resolution of complaints about aged care services.

Under this outcome we are responsible for the deliverables in Program 1.1 – Quality Aged Care Services:

> Uphold rights, and protect and enhance the safety, health, wellbeing and quality of life of older people in Australia receiving Commonwealth-funded aged care services and build confidence and trust in the provision of aged care services. Empower older people to exercise their rights when accessing, or seeking to access, Commonwealth-funded aged care services and support them to live active, self-determined and meaningful lives as they age.

We are an Australian Public Service (APS) agency that engages staff under the *Public Service Act 1999*.

1 This legislation replaced the *Aged Care Quality and Safety Commission Act 2018* and Aged Care Quality and Safety Commission Rules 2018 on 1 November 2025.

Functions

The Aged Care Act sets out the functions of the Commissioner, Complaints Commissioner and the Commission.

Commissioner's functions

Safeguarding, including:

- upholding the rights of people using aged care services
- encouraging providers and workers to keep improving
- monitoring providers and workers, and managing non-compliance and enforcement
- protecting continuity of care, including making sure providers can stay financially viable (have the money to keep providing aged care)
- managing notification of reportable incidents.

Engaging and educating, including:

- empowering and listening to people using aged care services to improve their care experience
- promoting the Statement of Rights to older people, providers and workers
- educating providers and workers on their obligations under the Aged Care Act
- educating providers and workers about ways to keep improving.

Registering, including:

- registering providers to deliver aged care
- regularly assessing if providers are suitable, capable, committed and able to operate in the aged care market
- varying (changing), suspending or revoking (stopping) registration if providers do not deliver safe and quality care.

Complaints Commissioner's function

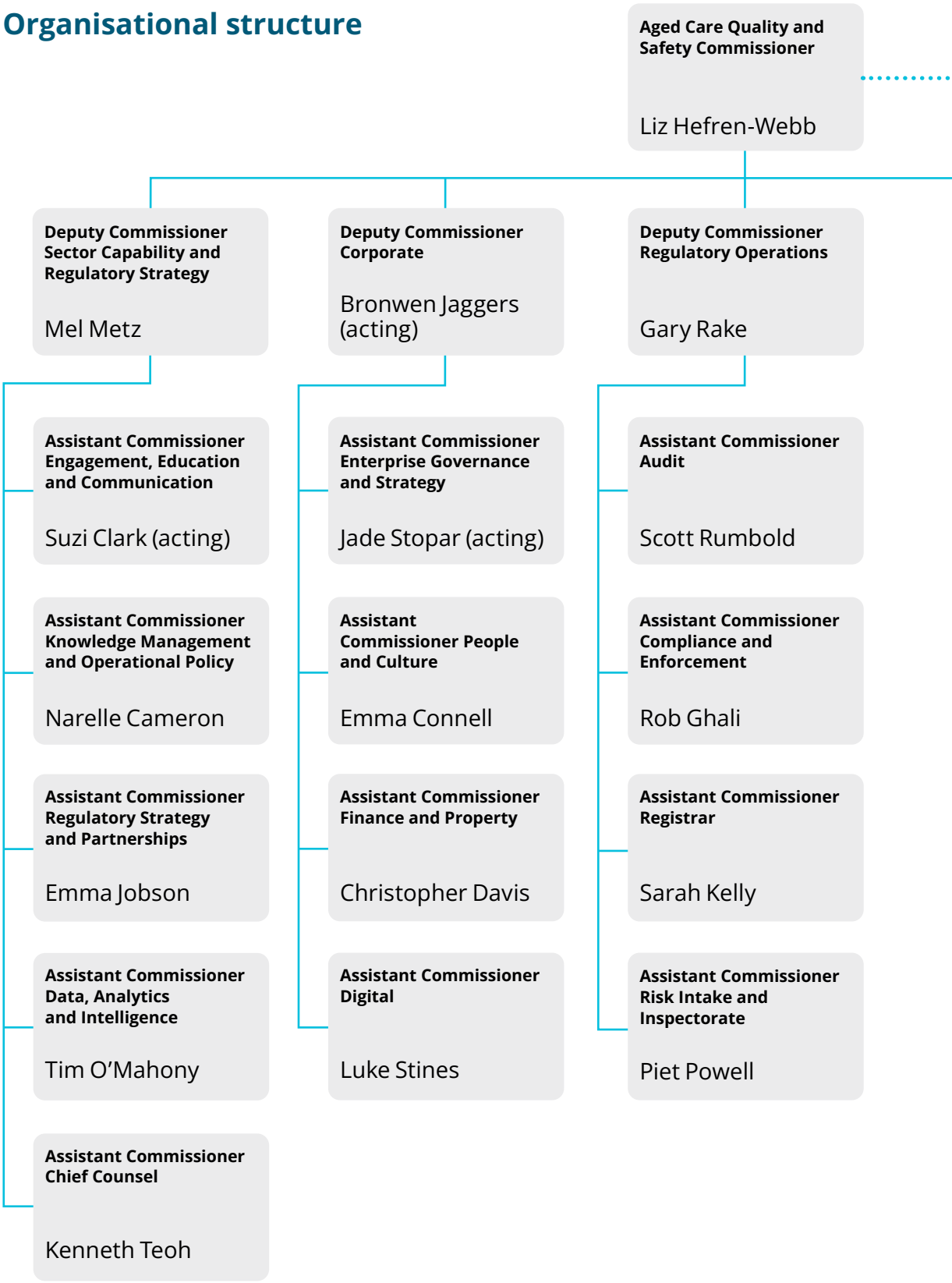
Managing complaints, including:

- upholding the rights of older people by managing processes for people to make complaints and provide feedback
- empowering and helping people using aged care services to make complaints about providers and workers
- resolving complaints, with the best possible outcome for older people
- encouraging best-practice complaint handling in the aged care sector, including open disclosure and continuous improvement.

Commission's function

To support the Commissioner and Complaints Commissioner to deliver their functions.

Organisational structure



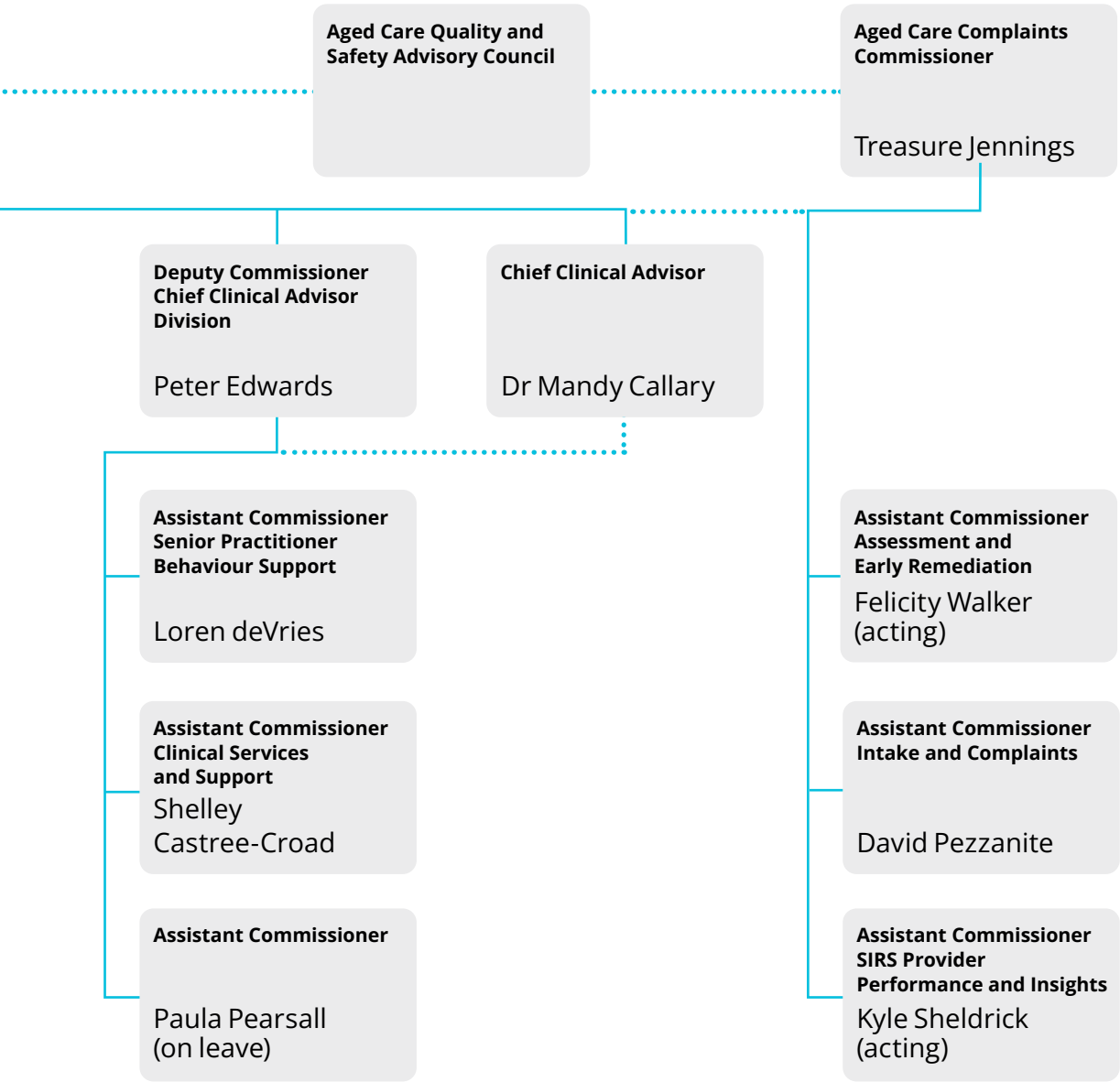


Figure 1.
Organisational structure,
30 June 2026

Regulatory approach

The Commission's regulatory approach is set out in our Regulatory Strategy, which we review each year.

Our approach to regulation is:

- rights-based
- risk-led
- in proportion to the risk of harm to older people
- developed in collaboration with the aged care sector to achieve better outcomes for older people.

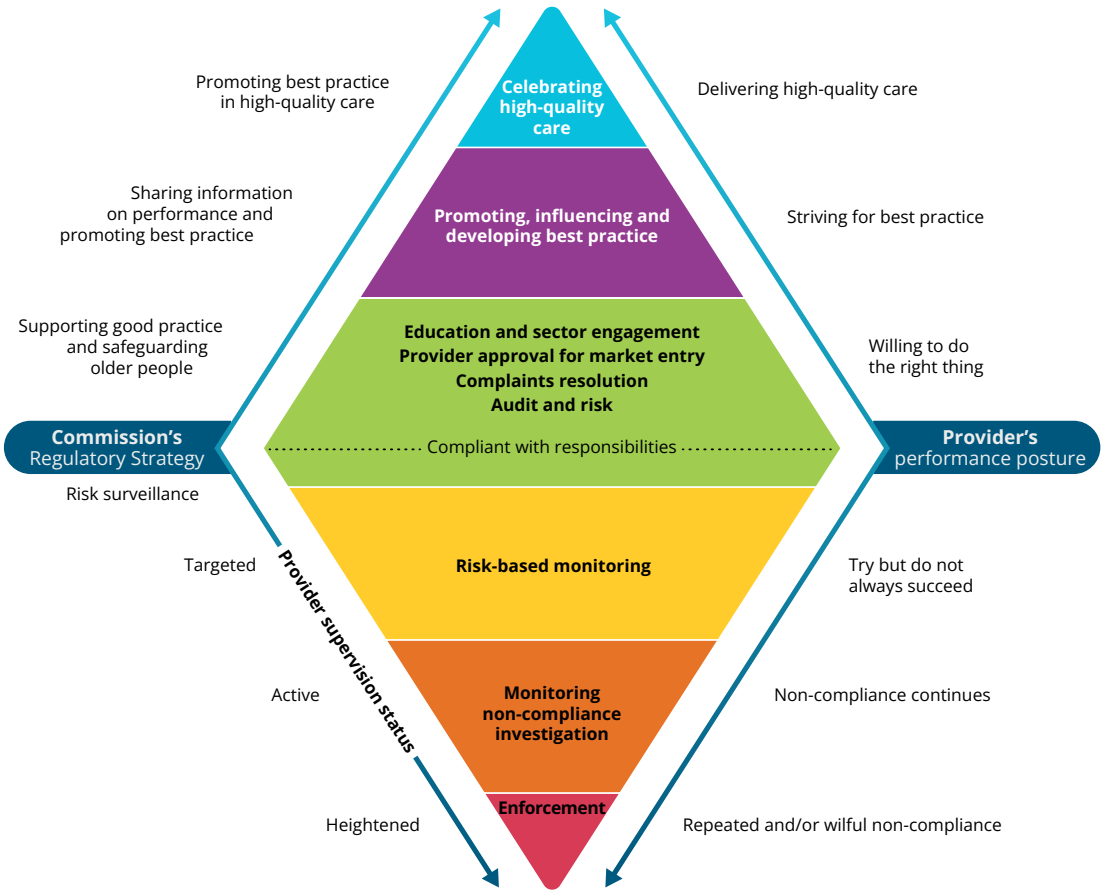
Our regulatory priorities are to:

- protect people receiving aged care services
- support continuous improvement in the aged care sector
- build public trust and confidence in the aged care system.

The regulatory diamond (Figure 2) summarises our approach.

We protect older people by preventing and responding to risks. We use data and regulatory intelligence (information we collect through regulation, complaints and other sources) to identify risks early and prevent harm.

Figure 2.
The Commission's regulatory diamond



We use our Supervision Model to respond to risk. This includes:

- assessing a provider's ability to manage risks
- changing our level of supervision and action to match the risk.

The Supervision Model supports us to use our influence and powers to quickly achieve better outcomes for older people. If a provider cannot show they are managing risk or non-compliance, we use our legal powers to make them change their behaviour and deliver quality and safe care. We can also take action against aged care workers if they do not comply with their obligations.

We use a range of regulatory approaches and tools to ensure providers are doing the right thing. When we identify serious failures to provide safe care, we take compliance and enforcement actions to protect older people from harm.

When providers are willing to do the right thing and strive for best practice, we support them to improve. We recognise them when they deliver quality care, for example by awarding them an 'exceeding' audit grade.

We build public confidence and trust in the aged care system through our registration functions. We are thorough and careful when deciding who can enter the aged care market and the conditions that apply to them. We monitor registered providers and their workers to make sure they are meeting their obligations under the:

- Aged Care Act
- Aged Care Quality Standards
- Aged Care Code of Conduct
- Statement of Rights.

Aged Care Quality and Safety Advisory Council

The Aged Care Quality and Safety Advisory Council supports and monitors the Commission in safeguarding the rights and wellbeing of older people accessing aged care services in Australia.

The Advisory Council's independence and functions were strengthened from 1 November 2025 under the Aged Care Act. This included a new requirement to monitor the performance of the Commission's functions, as recommended by the 2023 Independent Capability Review of the Aged Care Quality and Safety Commission.

In 2025–26 the Advisory Council focused on supporting the Commission to prepare for the commencement of the Aged Care Act, and to deliver its own enhanced role and functions. This work was supported by additional members appointed throughout the year.

Role and functions

The Advisory Council brings independent insight and perspective to the work of the Commission.

It was established in January 2019 under the *Aged Care Quality and Safety Commission Act 2018* as an advisory body to the Commissioner and Minister.

The Aged Care Act provides for the continued operation of the Advisory Council and defines its functions, membership and operating arrangements.

From 1 November 2025, the Advisory Council's functions include:

- monitoring the performance of the Commission's functions
- providing advice to the Commissioner, Complaints Commissioner and the Minister, including identifying current and emerging risks, systemic performance issues and making recommendations
- supporting the Commission to develop its strategic objectives
- accessing data and other information relating to these functions.

Membership

The Advisory Council welcomed new and reappointed members in August 2025 and January 2026.

The Minister appoints Advisory Council members for their individual expertise and experience.

Short-term appointments from August to October 2025 enabled the Advisory Council to continue to operate. Four-year appointments in January 2026 boosted the Advisory Council's aged care sector expertise and supported commencement of its enhanced functions.

The Advisory Council is supported by senior officials from the Commission and the Department of Health, Disability and Ageing, a Commission staff representative and secretariat.

Meeting schedule

The Advisory Council held 5 formal meetings in 2025–26. Meeting dates and communiques from each meeting are available on the Advisory Council's website.

Table 1.
Advisory Council members, 2025–26

Role	Member	Period of appointment
Chair	Ms Maree McCabe AM	April 2022 – July 2025
	Ms Margot Richardson	August – October 2025
	Ms Liz Kearins	January 2026 – December 2029
Deputy Chair	Ms Margot Richardson	January – November 2026
Member	Professor Valerie Braithwaite	November 2023 – November 2026
	Mr Andrew Brown	August – October 2025 January 2026 – December 2029
	Dr Noel Collins	April 2024 – April 2027
	Ms Fiona Cornforth	January 2026 – December 2029
	Ms Julie Dundon	April 2022 – July 2025 August – October 2025 January 2026 – December 2029
	Ms Julie Reeves	April 2024 – April 2027
	Ms Margot Richardson	April 2024 – April 2027
	Mr Barry Sandison	April 2022 – July 2025
	Professor Eddy Strivens AM, PSM	January 2026 – December 2029
	Professor Victoria Traynor	April 2024 – April 2027



Left to right: Professor Eddy Strivens AM, PSM, Dr Noel Collins, Ms Julie Dundon, Professor Valerie Braithwaite, Ms Julie Reeves, Ms Margot Richardson (Deputy Chair), Ms Liz Hefren-Webb (Aged Care Quality and Safety Commissioner), Ms Liz Kearins (Chair), Mr Andrew Brown, Ms Fiona Cornforth, Ms Treasure Jennings (Aged Care Complaints Commissioner), Professor Victoria Traynor

Year in review

Monitoring performance

The Advisory Council acknowledges the expertise, commitment and contribution of the Commission's senior leadership team and staff during a time of significant reform.

At each meeting, the Advisory Council reviewed data from the Commissioner and Complaints Commissioner on the performance of key regulatory and complaints functions. This included consideration of current priorities, and current and emerging issues.

The Advisory Council also received regular updates from the Commission and the Department on the progress of development and implementation of the Aged Care Act and other key aspects of aged care reform.

In June 2026 the Advisory Council agreed to a new performance-monitoring approach for 2026–27 to supplement existing arrangements.

Providing advice and supporting the Commission to develop strategic directions

The Advisory Council discussed and provided independent expert advice and feedback to the Commissioner and Complaints Commissioner.

Areas of advice in 2025–26 focused on the Commission's preparedness for the commencement of the new rights-based Aged Care Act, early implementation issues, and related emerging risks and issues.

The Advisory Council also contributed to the development of the Commission's updated Regulatory Strategy, Corporate Plan, strategic objectives and sector risk priorities for 2026–27.

Data and engagement

The Advisory Council used a broad range of data and information to develop its advice. This included drawing on the expertise of members and data from:

- the Commission's surveillance, risk assessment, and regulatory processes and activities
- the Department
- independent information sources.

Examples of engagement in 2025–26 included:

- attending the National Aged Care Provider Conference in Melbourne in 2025 and quarterly Commission Consultation Forum meetings
- meetings with key stakeholders in 2026 to introduce the new Advisory Council and discuss areas of alignment
- participating in workshops on the use of data in the Commission and the development of sector risk priority areas for 2026–27.

Operating arrangements

The Advisory Council reviewed its charter, operating procedures and induction materials to ensure consistency with the Aged Care Act and to support the effective onboarding of new members.

The Advisory Council also progressed the development of a performance-monitoring framework to provide a consistent structure for its monitoring role in 2026–27.

Financial information and secretariat services

The Advisory Council is funded by the Commission's budget appropriation. Major expenditure items in 2025–26 continued to be remuneration for members, travel and meeting costs.

In addition to this direct financial support (Table 2), the Commission also funded secretariat and administrative services for the Advisory Council and supported participation of Commission officials.

Table 2. Advisory Council expenditure, 2025–26

Item	Expenditure ($, incl. GST)
Remuneration for members (including superannuation)	120,166
Travel costs for members	67,522
Venue costs for face-to-face meetings	10,758
Total	**198,446**

Performance reports



Annual Performance Statements

I, Liz Hefren-Webb, as the Accountable Authority of the Aged Care Quality and Safety Commission, present the 2025–26 Annual Performance Statements of the Commission, as required under paragraphs 39(1)(a) and 39(1)(b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these Annual Performance Statements are based on properly maintained records, accurately reflect the performance of the Commission, and comply with subsection 39(2) of the PGPA Act.



Liz Hefren-Webb
Aged Care Quality and Safety Commissioner

23 September 2026

Performance reporting framework

The Commission's annual performance reporting framework connects our purpose, strategic priorities, key activities, resource allocation, and performance measurement and monitoring. This complies with the requirements of the Commonwealth Performance Framework, which covers planning and performance reporting for all Commonwealth entities.

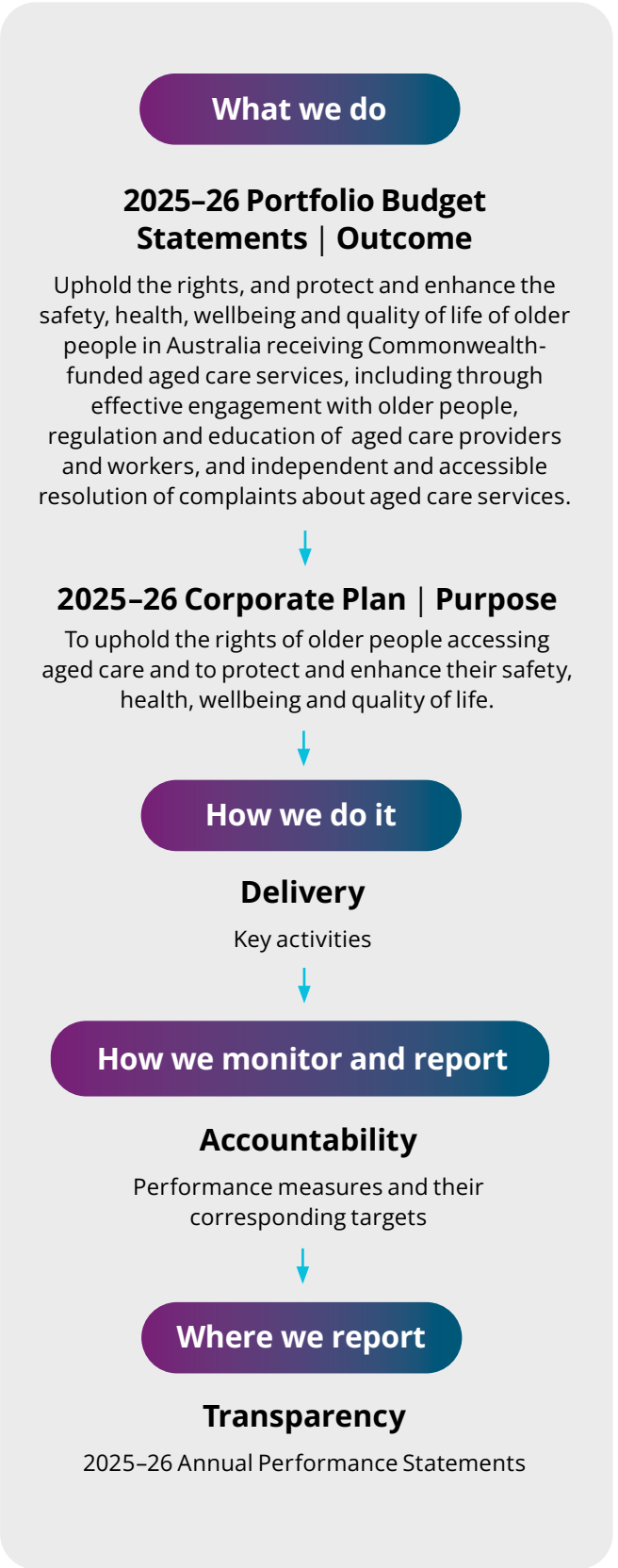
The 2025–26 Health Portfolio Budget Statements (PBS) set out the government-approved outcome, program and performance measures for the Commission. Our Corporate Plan 2025–26 is based on the information in the PBS. The Corporate Plan includes an additional 3 performance measures to provide a more holistic view of how we will fulfil our purpose.

All 6 performance measures are aligned to the Commission's 4 key activities. Anticipated results or targets are assigned to each performance measure, so progress can be monitored, measured and reported.

These targets can be removed, amended or added to, depending on our priorities or as new functions are introduced. This makes the performance measures more consistent over time (a requirement of the Public Governance, Performance and Accountability Rule 2014). It also allows greater flexibility to accommodate changes to targets without impacting other measures, targets or our broader planning, performance and reporting framework.

These 2025–26 Annual Performance Statements report on actual performance against the targets of the 6 performance measures. The statements have been developed in accordance with the relevant requirements and guidelines.

Figure 3.
Planning and reporting framework, 2025–26



Key activities

Our 4 key activities are:

1. Uplift the quality and safety of aged care services through active collaboration, education and engagement with older people, aged care providers, workers and the sector

2. Register entities to deliver Commonwealth-funded aged care services, monitor their ongoing suitability to be a registered provider, and manage the process for renewal, variation and/or revocation of registration

3. Undertake risk-based regulation and effective complaints management to protect, safeguard and uphold the rights of older people receiving care

4. Hold providers accountable for high-quality care and deter poor performance through monitoring, compliance and enforcement activities

Performance measures

Our 6 performance measures are:

1. Enable older people to receive high-quality and safe care by regulating the entry, exit and ongoing suitability of providers and workers delivering government-subsidised aged care services

2. Protect and improve the care quality, safety and experience of older people receiving care through an efficient and effective complaint handling service and the processing of provider reporting and notifications, including serious incident notifications

3. Undertake provider and worker supervision in response to risks and non-compliance in aged care service delivery, incentivising provider compliance and taking enforcement actions where necessary

4. Deliver transparent regulation, in which aged care recipients and providers have trust and confidence

5. Deliver targeted engagement and education initiatives and materials that support capability uplift and behavioural change across providers, workers and the sector

6. Use risk profiling and detection to enable regulatory risk management that is appropriate and proportionate to the level of risk of harm to aged care recipients

Figure 4.
Key activities and corresponding performance measures, 2025–26

Key Activity 1

Collaboration, education and engagement

Performance Measure 4 – Older people and providers trust our regulation

Performance Measure 5 – Targeted engagement and education

Key Activity 2

Register providers

Performance Measure 1 – Regulate the entry, exit and ongoing suitability of providers and workers

Performance Measure 4 – Older people and providers have trust and confidence in our regulation

Performance Measure 6 – Use of regulatory risk profiling and detection

Key Activity 3

Regulation and complaints management

Performance Measure 2 – Complaint handling service

Performance Measure 4 – Older people and providers trust our regulation

Key Activity 4

Compliance and enforcement

Performance Measure 2 – Complaint handling service

Performance Measure 3 – Provider and worker supervision

Performance Measure 4 – Older people and providers trust our regulation

Performance Measure 6 – Use of regulatory risk profiling and detection

Results and analysis

Table 3 provides a summary of the Commission's results against performance measure targets from the 2025–26 PBS and Corporate Plan.

Of the 17 targets, 8 were achieved, 4 were partially achieved and 4 were not achieved. We are unable to report against 1 target owing to a lack of reliable data as a result of issues arising from implementation of our new case management system.

Against a backdrop of significant change and transition these results demonstrate our commitment to delivering our purpose to uphold the rights of older people accessing aged care and to protect and enhance their safety, health, wellbeing and quality of life.

Eight targets were introduced or updated to reflect the changes resulting from the commencement of the *Aged Care Act 2024* (1.1, 2.1, 3.1, 3.3, 4.1, 4.2, 6.1 and 6.2). These changes include:

- introduction of the provider registration function
- new audit process, Compliance and Enforcement Policy, and Financial and Prudential Standards
- the commencement of an independent Aged Care Complaints Commissioner
- increased engagement with providers and workers about their obligations under the Aged Care Act.

As a consequence, several targets focused on establishing new baselines rather than measuring ongoing performance, while others could not be fully assessed because the necessary data had not yet matured.

The commencement of the new legislative framework has created a break in the performance time series for some targets, meaning it is not possible to demonstrate meaningful trends over time or directly compare results with previous years.

In addition, performance against some targets was directly affected by implementation activities associated with the Aged Care Act, including the introduction of new systems, processes and regulatory functions, and delays in the availability of reliable data needed to establish baselines and report results.

Looking forward we will focus on strengthening data maturity, supporting performance monitoring, and ensuring reporting frameworks provide meaningful insights to inform operational management, strategic planning and reporting, and continuous improvement activities.

Reporting against 2 targets – Target 1.1 (100% of registration and renewal decisions are completed within statutory timeframes) and Target 2.1 (80% of complaints are resolved within published service standards) did not start until the commencement of the Aged Care Act on 1 November 2025. In the case of Target 2.1, data from 1 July to 31 October 2025 has been provided to give a more holistic depiction of performance during the reporting period (noting the differing service standard under the Aged Care Act).

Table 3.
Summary of results against performance measure targets, 2025–26

Performance measures and target	Result
Performance Measure 1 Enable older people to receive high-quality and safe care by regulating the entry, exit and ongoing suitability of providers and workers delivering government-subsidised aged care services [PBS MEASURE]	
Target 1.1 100% of registration and renewal decisions are completed within statutory timeframes [PBS TARGET]	Achieved (100%)
Target 1.2 100% of banned workers are included on the Commission's Register of Banning Orders	Achieved (100%)
Performance Measure 2 Protect and improve the care quality, safety and experience of older people receiving care through an efficient and effective complaint handling service and the processing of provider reporting and notifications, including serious incident notifications [PBS MEASURE]	
Target 2.1 80% of complaints are resolved within published service standards [PBS TARGET]	Partially achieved (70%)
Target 2.2 80% of enquiries are responded to within published service standards [PBS TARGET]	Achieved (95%)
Target 2.3 65% of complainant and provider survey responses have an overall rating of satisfied or higher with the complaints process [PBS TARGET]	Partially achieved (61%)
Target 2.4 80% of complaints finalised achieve a positive outcome for older people [PBS TARGET]	Partially achieved (70%)
Target 2.5 80% of initial assessments of Serious Incident Response Scheme Priority 1 notifications are completed within 7 business days	Achieved (99.9%)
Target 2.6 Establish an assurance strategy to ensure that home care providers have adequate incident management systems and governance in place	Not achieved

Performance measures and target	Result
Performance Measure 3 Undertake provider and worker supervision in response to risks and non-compliance in aged care service delivery, incentivising provider compliance and taking enforcement actions where necessary [PBS MEASURE]	
Target 3.1 Establish a baseline of non-compliance by provider cohort under the *Aged Care Act 2024* [PBS TARGET]	Not achieved
Target 3.2 80% of decisions in response to escalated referrals are made within 7 days	Achieved (95%)
Target 3.3 80% of escalated referrals requiring active supervision are remediated within 5 months	Partially achieved (67%)
Performance Measure 4 Deliver transparent regulation, in which aged care recipients and providers have trust and confidence	
Target 4.1 Establish a baseline for the confidence expressed by aged care recipients in the Commission's ability to safeguard their rights and quality of care under the *Aged Care Act 2024*	Not achieved
Target 4.2 Establish a baseline for the trust and confidence expressed by aged care providers in the Commission's oversight and support under the *Aged Care Act 2024*	Baseline established

Performance measures and target	Result
Performance Measure 5 Deliver targeted engagement and education initiatives and materials that support capability uplift and behavioural change across providers, workers and the sector	
Target 5.1 80% of participants report satisfaction with engagement and education activities	
Target 5.2 80% of user feedback rates education resources as effective and engaging	
Performance Measure 6 Use risk profiling and detection to enable regulatory risk management that is appropriate and proportionate to the level of risk of harm to aged care recipients	
Target 6.1 Of providers placed under active supervision, 20% result from proactive risk profiling or risk detection	
Target 6.2 Complete an annual review and evaluation of risk profiling methodologies for continuous improvement	

Achieved – 100% of the target achieved

Partially achieved – At least 75% of the performance target achieved

Not achieved – Less than 75% of the performance target achieved

Unable to report – Lack of reliable data

The data source and methodology for each target can be found in the Corporate Plan 2025–26.

Performance Measure 1

Enable older people to receive high-quality and safe care by regulating the entry, exit and ongoing suitability of providers and workers delivering government-subsidised aged care services [PBS MEASURE]

Key Activity 2 – Register entities to deliver Commonwealth-funded aged care services, monitor their ongoing suitability to be a registered provider, and manage the process for renewal, variation and/or revocation of registration

Source: Health Portfolio Budget Statements 2025–26, page 132; Corporate Plan 2025–26, pages 49–50

Target 1.1

100% of registration and renewal decisions are completed within statutory timeframes [PBS TARGET]	Achieved (100%)

Rationale: demonstrates the Commission's commitment to holding providers accountable to a high standard of care through a comprehensive and systematic audit process

Discussion and analysis

Our registration function came into effect on 1 November 2025, with the commencement of the Aged Care Act. We register providers once we are confident they can deliver safe and quality care, and regularly assess to ensure they remain suitable, capable, committed and able to deliver that care.

While the Commission supported the sector with this new function, only a low number of registration and renewal application decisions were made. A limited number of renewal applications were received in the reporting period (the earliest renewal date being late May 2026), and all registration applications required a preceding audit, meaning they take longer to finalise.

Of the 10 provider registration and renewal decisions completed between 1 November 2025 and 30 June 2026 (9 registration decisions and 1 renewal decision), all were made within statutory timeframes.

The number of registration and renewal decisions made in 2026–27 is anticipated to dramatically increase. As staff gain experience applying the new legislative requirements and integrating mandatory registration audits into the assessment process, the time taken to assess registration applications will decrease. In addition, ongoing improvements to applicant guidance and the registration application process will result in better-quality applications from providers.

This is a new performance target, therefore we are unable to report trend information.

Target 1.2

100% of banned workers are included on the Commission's Register of Banning Orders	Achieved (100%)

Rationale: ensures that providers and the public are aware of people prohibited from working in the sector; deters misconduct among workers

Discussion and analysis

We can apply a banning order to prohibit or restrict a person from being involved in the provision of aged care services.

During the reporting period, we made 141 banning orders. The details of these orders were published on our Register of Banning Orders.

The 2025–26 result of 100% is the same as that achieved in 2024–25. (We did not report against this target in 2023–24.)

This target will be revised in 2026–27 to monitor and measure the timeliness and effectiveness of investigations and regulatory decisions about a responsible person or aged care worker. It will therefore provide a more holistic reflection of our approach to regulating aged care workers and responsible persons.

Performance Measure 2

Protect and improve the care quality, safety and experience of older people receiving care through an efficient and effective complaints handling service and the processing of provider reporting and notifications, including serious incident notifications [PBS MEASURE]

Key Activity 3 – Undertake risk-based regulation and effective complaints management to protect, safeguard and uphold the rights of older people receiving care

Key Activity 4 – Hold providers accountable for high-quality care and deter poor performance through monitoring, compliance and enforcement activities

Source: Health Portfolio Budget Statements 2025–26, page 132; Corporate Plan 2025–26, pages 51–3

Target 2.1

80% of complaints are resolved within published service standards [PBS TARGET]	Partially achieved (70%)

Rationale: demonstrates that complaints are taken seriously and the Commission acts swiftly to address them

Discussion and analysis

We respond to complaints about providers and workers with a focus on meaningful and restorative outcomes. This includes helping older people to make complaints and promoting best-practice complaint handling to build a culture of continuous improvement.

Under the Aged Care Act, complaints are to be resolved within 90 days (unless a particular circumstance applies). From 1 November 2025 to 30 June 2026, we finalised 6,783 complaints. Of these, 4,779 (70%) were resolved within 90 days.

Under the former *Aged Care Quality and Safety Commission Act 2018*, complaints were to be resolved within 60 days (unless a particular circumstance applied). From 1 July to 31 October 2025, we finalised 4,346 complaints. Of these, 3,047 (70%) were finalised within 60 days. In 2024–25, 7,542 (74%) of complaints were resolved in 60 days. In 2023–24 this figure was 6,662 (68%).

The number of complaints received between 1 November 2025 and 30 June 2026 totalled 10,628, an increase of 45% when compared to the same period in 2024–25 (7,323 complaints received).

This increase to our workload placed pressure on our ability to meet complaint handling timeframes, in addition to staff adapting to changed work practices to support implementation of the Aged Care Act.

Target 2.1 (continued)

During the reporting period we continued to implement operational improvements to reduce the time taken to resolve complaints. We also completed a benchmarking project to inform future operational planning and continuous improvement initiatives.

Figure 5. Complaints received and resolved, 2023–24 to 2025–26



Target 2.2

80% of enquiries are responded to within published service standards [PBS TARGET]	Achieved (95%)

Rationale: demonstrates that enquiries are taken seriously and the Commission acts swiftly to respond to them

Discussion and analysis

We receive requests for information, clarification or assistance that are not related to a complaint. These are considered 'enquiries' and typically they are seeking answers, understanding of, or further details about, a particular matter.

Of the 14,374 enquiries received in 2025–26, 13,429 (95%) were responded to within 7 days.

This result is comparable with 2024–25, when 13,385 (94%) of enquiries were responded to within 7 days. In 2023–24, 13,234 (86%) of enquiries were responded to within 7 days.

The 2025–26 result can be attributed to the:

- introduction of operational improvements
- efficiency improvements in initial contact handling
- enhancements to triage and assessment processes
- increased staff awareness of managing out-of-scope enquiries and promoting provider-led resolution pathways.

Note: the service standard is 7 days, as published in our Corporate Plan.

Target 2.3

65% of complainant and provider survey responses have an overall rating of satisfied or higher with the complaints process [PBS TARGET]	Partially achieved (61%)

Rationale: indicates how well the Commission's complaints process meets the needs and expectations of complainants and providers

Discussion and analysis

Once a complaint has been resolved, both the complainant and the provider are invited to complete a survey to elicit their views on our complaint handling process as well as their satisfaction with the outcomes achieved.

Of the 11,935 survey questions answered during 2025–26, 7,256 (61%) had an overall rating of satisfied or higher with our complaint handling process.

This result is a reduction compared to the previous reporting period, where 70% of survey responses had an overall rating of satisfied or higher with our complaint handling process. In 2023–24, 68% of survey responses had an overall rating of satisfied or higher.

The decrease in the 2025–26 result is likely attributed to:

- the longer time taken to resolve some complaints as staff negotiated changed work practices under the new case management system, in addition to the substantial increase in complaints received
- complainants' understanding and expectations of the new legislation and associated program changes
- data capture and reporting changes within our new case management system.

Improvements to our digital systems and associated work practices (including within our case management system) to more accurately support performance reporting is a key priority for 2026–27.

Target 2.4

80% of complaints finalised achieve a positive outcome for older people [PBS TARGET]	Partially achieved (70%)

Rationale: ensures that the Commission's resolution decisions have a tangible, beneficial impact on the quality of care received by older people

Discussion and analysis

We focus on achieving a positive outcome for every older person who makes a complaint. At the end of the complaints process, people should leave with something of value, whether that is a resolved issue, greater understanding of their options, useful information, reassurance or having their concerns heard. We therefore consider any outcome at the resolution of a complaint to be a positive outcome for an older person. Commission staff determine the outcome/s at the resolution of each complaint.

Of the 11,129 complaints finalised in 2025–26, Commission staff determined that 7,828 (70%) achieved a positive outcome for older people.

The result is a decrease from 2024–25, when 81% of finalised complaints achieved a positive outcome for older people. (We did not report against this target in 2023–24.)

The decrease is likely attributed to data capture and reporting changes under our new case management system, introduced on 1 November 2025 to support implementation of the Aged Care Act.

Improvements to our digital systems and associated work practices – including within our case management system – to more accurately support performance reporting are a key priority for 2026–27.

Target 2.5

80% of initial assessments of Serious Incident Response Scheme Priority 1 notifications are completed within 7 business days	Achieved (99.9%)

Rationale: demonstrates that the Commission takes Serious Incident Response Scheme notifications seriously, with a quick response to serious incidents

Discussion and analysis

Under the Serious Incident Response Scheme (SIRS), providers must report to the Commission any occurrence of a serious incident. A Priority 1 SIRS incident is one that has caused a physical or psychological injury or discomfort that requires medical or psychological treatment; where there are reasonable grounds to report the incident to police; involves unlawful sexual contact or inappropriate sexual conduct; involves an unexpected death; or where an older person goes missing.

Of the 19,907 Priority 1 SIRS notifications received during 2025–26, 19,866 (99.9%) were assessed within 7 business days. Of the notifications that were not responded to within 7 business days, a significant number were responded to within 10 business days.

The 2025–26 result is an increase over 2024–25, where 19,516 (92%) of Priority 1 SIRS notifications assessments were completed within 7 business days. (We did not report against this target in 2023–24.)

Target 2.6

Establish an assurance strategy to ensure that home care providers have adequate incident management systems and governance in place	Not achieved

Rationale: ensures that home care providers have adequate incident management systems and governance in place

Discussion and analysis

The intent of this new target was to measure improvement in home care providers' incident reporting under SIRS. A baseline of reporting was to be established and improvement captured in forward years.

This target was not achieved. Activities intended to support the development of a dedicated assurance strategy were instead incorporated into existing regulatory assurance and oversight frameworks.

During 2025–26 we regulated incident management systems and governance in the home care sector through established regulatory arrangements. These include a 3-yearly audit of all Support at Home providers delivering Category 4 and 5 services, and Commonwealth Home Support Program providers delivering Category 1 to 3 services as part of the registration renewal process.

This target will no longer be used to measure the progress of Performance Measure 2.

Performance Measure 3

Undertake provider and worker supervision in response to risks and non-compliance in aged care service delivery, incentivising provider compliance and taking enforcement actions where necessary [PBS MEASURE]

Key Activity 4 – Hold providers accountable for high-quality care and deter poor performance through monitoring, compliance and enforcement activities

Source: Health Portfolio Budget Statements 2025–26, page 133; Corporate Plan 2025–26, pages 54–5

Target 3.1

Establish a baseline of non-compliance by provider cohort under the *Aged Care Act 2024* [PBS TARGET]	Not achieved

Rationale: demonstrates the Commission's commitment to supporting provider compliance and encouraging continuous improvement in service delivery, while ensuring that non-compliance is monitored and enforcement actions taken where necessary

Discussion and analysis

The intent of this target was to establish a baseline from which to monitor and measure provider non-compliance with their regulatory obligations.

We did not achieve this target as the data required to establish the baseline is not yet available, owing to our audit program's early stage of implementation under the Aged Care Act, and data and case management system limitations.

This is a new performance target, therefore we are unable to report trend information.

This target will be refined in 2026–27 to better facilitate monitoring and measurement of the effectiveness of our supervision and regulatory processes under the Aged Care Act.

Target 3.2

80% of decisions in response to escalated referrals are made within 7 days	Achieved (95%)

Rationale: demonstrates the Commission's effective supervision activities and ability to respond swiftly to escalated referrals

Discussion and analysis

When we identify actual or potential risk of harm to older people, we work with providers to rectify the situation. However, should the risk increase, we undertake a more intensive regulatory response.

During 2025–26 a total of 1,077 escalated referrals were received. Decisions in response to 1,025 (95%) of these referrals were made within 7 days.

This result is an increase compared to 2024–25, where decisions in response to 1,001 (83%) of referrals were made within 7 days. (We did not report against this target in 2023–24.)

Target 3.3

80% of escalated referrals requiring active supervision are remediated within 5 months	Partially achieved (67%)

Rationale: demonstrates the Commission's effective oversight and supervision to ensure risks are promptly addressed

Discussion and analysis

Under our Supervision Model, we continuously monitor providers to ensure they are appropriately managing risks to older people. We adjust the level of engagement with providers based on how well they are managing risks. The 4 cohorts of the Supervision Model are 'Risk surveillance' (lowest risk cohort), through to 'Targeted supervision', 'Active supervision' and 'Heightened supervision' (highest risk cohort).

Of the 252 escalated referrals requiring active supervision during 2025–26, 170 (67%) were remediated within 5 months.

This is an increase compared to 2024–25, where 62% of escalated referrals requiring active supervision were remediated within 4 months (noting the increased timeframe to 5 months for 2025–26 to allow more time to remediate more complex cases).

Performance against this measure was impacted by:

- workforce attrition
- resourcing constraints
- the increasing complexity of high-risk compliance matters
- reporting changes and initial anomalies under our new case management system.

Despite this, significant work was undertaken during 2025–26 to strengthen workforce and system capability to implement the new regulatory framework under the Aged Care Act. This included embedding an escalated response module into our case management system.

This performance target will be revised in 2026–27 to facilitate a more holistic approach to monitoring and measuring the effectiveness of our compliance and enforcement activities.

Performance Measure 4

Deliver transparent regulation, in which aged care recipients and providers have trust and confidence

Key Activity 1 – Uplift the quality and safety of aged care services through active collaboration, education and engagement with older people, aged care providers, workers and the sector

Key Activity 2 – Register entities to deliver Commonwealth-funded aged care services, monitor their ongoing suitability to be a registered provider, and manage the process for renewal, variation and/or revocation of registration

Key Activity 3 – Undertake risk-based regulation and effective complaints management to protect, safeguard and uphold the rights of older people receiving care

Key Activity 4 – Hold providers accountable for high-quality care and deter poor performance through monitoring, compliance and enforcement activities

Source: Corporate Plan 2025–26, pages 55–6

Target 4.1

Establish a baseline for the confidence expressed by aged care recipients in the Commission's ability to safeguard their rights and quality of care under the *Aged Care Act 2024*	Not achieved

Rationale: provides an indicator of aged care recipients' confidence in the Commission's ability to safeguard their rights and quality of care under the Aged Care Act

Discussion and analysis

The intent of this target was to establish a baseline for aged care recipients' confidence in our ability to safeguard their rights and quality of care under the Aged Care Act.

The baseline was to be informed by data from survey responses. However the proposed survey did not proceed as planned owing to the delay in the commencement of the Aged Care Act.

In addition, research undertaken in early 2026 indicated that awareness of the Aged Care Act, the rights of older people and the Commission's role were limited. A public information campaign to increase awareness of these issues was subsequently undertaken.

A decision was made to postpone the survey until after the campaign, when more older people would have an increased awareness of the role of the Commission in safeguarding their rights and quality of care. This would ensure a larger and more robust survey response rate.

This is a new performance target, therefore we are unable to report trend information.

In 2026–27 this measure will be assessed using a case study methodology designed to address the limitations identified during 2025–26.

Target 4.2

Establish a baseline for the trust and confidence expressed by aged care providers in the Commission's oversight and support under the *Aged Care Act 2024*	Baseline established

Rationale: provides an indicator of aged care provider trust and confidence in the Commission's oversight and support under the Aged Care Act

Discussion and analysis

We work with aged care providers to continuously improve towards delivering safe and quality care. This is only possible if providers trust and have confidence in the Commission.

During 2025–26 we established a baseline to measure the trust and confidence expressed by aged care providers in our oversight and support.

Our inaugural Provider Trust and Confidence Survey – run by third-party provider ORIMA Research – received 234 partially or fully completed responses from a random sample of 1,019 providers (response rate: 23%). Survey results showed that 72% of respondents either agreed or strongly agreed that they have trust and confidence in the Commission.

This result of 72% will be the baseline against which we measure trust and confidence in the Commission over future performance cycles.

This is a new performance target, therefore we are unable to report trend information.

Performance Measure 5

Deliver targeted engagement and education initiatives and materials that support capability uplift and behavioural change across providers, workers and the sector

Key Activity 1 – Uplift the quality and safety of aged care services through active collaboration, education and engagement with older people, aged care providers, workers and the sector

Source: Corporate Plan 2025–26, page 57

Target 5.1

80% of participants report satisfaction with engagement and education activities	Not achieved (57%)

Rationale: provides an indicator of how well engagement activities meet the needs and expectations of stakeholders; encourages ongoing evaluation and improvement among the sector

Discussion and analysis

We engage with the aged care sector to support continuous improvement towards the delivery of safe and quality care. We invite people who have participated in an engagement activity to complete a survey to elicit their views on their level of satisfaction with the event. Surveys are conducted by Commission staff.

During 2025–26, 57% of survey responses reported satisfaction with the following engagement initiatives:

- 2 engagement sessions on organisational governance – 5 completed surveys received (response rate: 23%)
- Consumers and Families Panel survey – 75 completed surveys received (response rate: 20%)
- Aged Care Provider and Worker Engagement Register survey – 40 completed surveys received (response rate: 15%).

This result is a decrease from 2024–25, when 88% of surveyed stakeholders reported satisfaction with our engagement activities. (We did not report against this target in 2023–24.)

The 2025–26 result derives from a formal evaluation sample that was limited in size and scope. Consequently, it did not fully represent the breadth of our extensive engagement activities and did not consider evaluation of our education activities.

Engagement activities undertaken during 2025–26 that were outside the scope of the formal evaluation show significantly broader evidence of positive stakeholder engagement. For example, engagement sessions to support providers to understand the new registration process, attended by 207 people, achieved a satisfaction rating of 98% (response rate: 23%).

The methodology for this target will be refined in 2026–27 to address the limitations identified in 2025–26.

Target 5.2

80% of user feedback rates education resources as effective and engaging	Achieved (85%)

Rationale: indicates how well education resources meet the needs and expectations of providers and workers; encourages a culture of continuous learning and development

Discussion and analysis

Our educational resources support providers and workers to continually improve in delivering safe and quality care. We invite people who have undertaken one or more of our learning modules to complete a survey to determine how effective and engaging they found the activity. Surveys are conducted by Commission staff.

During 2025–26 we received 33,305 completed surveys. The responses indicated that our education resources received a Customer Satisfaction Score – an indicator used to measure 'effectiveness' – of 85%. This is comparable with the 2024–25 result of 86%. (We did not report against this target in 2023–24.)

In 2026–27 the survey methodology will more directly measure participant engagement with, and the effectiveness of, education activities. This will strengthen the evidence base of future performance reporting and provide a more robust assessment of the impact of our education initiatives.

Performance Measure 6

Use risk profiling and detection to enable regulatory risk management that is appropriate and proportionate to the level of risk of harm to aged care recipients

Key Activity 2 – Register entities to deliver Commonwealth-funded aged care services, monitor their ongoing suitability to be a registered provider, and manage the process for renewal, variation and/or revocation of registration

Key Activity 4 – Hold providers accountable for high-quality care and deter poor performance through monitoring, compliance and enforcement activities

Source: Corporate Plan 2025–26, pages 58–9

Target 6.1

Of providers placed under targeted and active supervision, 20% result from proactive risk profiling or risk detection	Unable to report

Rationale: demonstrates the proficiency of the Commission's risk management, profiling and detection processes; assists in addressing risks and issues promptly

Discussion and analysis

The intent of this target was to measure the effectiveness of our proactive risk profiling and risk detection activities.

However, due to data and case management system limitations, we cannot report against this target for 2025–26.

Of providers placed under active supervision in 2024–25, 24% resulted from proactive risk profiling or risk detection, noting the target did not measure providers under 'targeted' supervision. (We did not report against this target in 2023–24.)

The target has been revised for 2026–27 to demonstrate the effectiveness of our preventative risk profiling to address issues promptly and proactively.

Target 6.2

Complete an annual review and evaluation of risk profiling methodologies for continuous improvement	Achieved

Rationale: demonstrates the Commission is accountable and transparent, strives for best practice, and has a proactive approach to managing provider and sector risk

Discussion and analysis

We hold information about provider performance, worker conduct and older people's experiences of aged care. Use of this data assists in our risk profiling and risk detection activities.

During 2025–26 we completed an annual review and evaluation of our risk profiling methodologies as part of our commitment to continuous improvement. The review was undertaken by an independent expert. It assessed our risk profiling capability, evaluated the performance of existing models, identified gaps and areas for improvement, and provided actionable recommendations.

Based on the review recommendations, we will implement a response plan in 2026–27 to strengthen our risk profiling approach and enhance regulatory effectiveness. We will also inform the sector of our risk profiling approach through a webinar and published guidance materials.

Reporting requirements under the *Aged Care Act 2024*

Under section 372 of the *Aged Care Act 2024*, we are required to provide a summary of activities undertaken during 2025–26 in relation to our regulatory activities.

This information complements our 2025–26 Annual Performance Statements.

Table 4. Compliance and enforcement regulatory action, 1 November 2025 – 30 June 2026

Action	Number
Required action notices	4
Notice to attend	14
Notices to give information or produce documents	8
Compliance notices	0
Conditions of registration	2
Enforceable undertaking	0
Revocations and suspensions	0
Civil penalties	0
Criminal prosecutions	0
Injunctions	0
Warrants	0
Compensation orders	0
Banning orders	73

Table 5. Reconsideration and review of regulatory decisions, 2025–26

Action	Received	Finalised	Outstanding as at 30 June 2026
Reconsideration of a compliance decision	0	1[a]	0
Reconsideration of a banning order decision	9	8[b]	2
Reconsideration of an application for approved provider status	73	93[c]	0
Reconsideration of a decision not to make a determination that governance requirements do not apply	1	1	0

a Carried over from 2024–25.

b Includes one application for reconsideration received in 2024–25.

c Includes 20 applications for reconsideration received in 2024–25.

Table 6. Engagement and education metrics, 2025–26

Action	Number
Website page views	7,994,394
Website visitors	2,188,812
Social media followers	107,625
Social media engagements	388,607
Social media impressions [a]	17,170,649
Quality Bulletin articles viewed	45,638
Commission courses completed on ALIS	219,970
Commission learning modules completed via content sharing	700,623
Workshops run	45
Sector events attended [b]	170

a An impression is the number of times a post appears in a user's feed.

b Includes 130 speakers and 40 exhibitor booths.

Financial performance

Operating results

The Commission returned a net deficit of $33.7m against an original budgeted net deficit, per the 2025–26 Portfolio Budget Statements, of $60.5m for the year. The net cash deficit, after adjusting for depreciation of assets and payments for right-of-use-assets, was $30.0m against a budgeted deficit of $54.0m.

Operating revenue

The total operating income was $328.0m.

Table 7. Operating revenue, 2025–26

Revenue	$'000
Revenue from contracts with customers	57
Audit services received free of charge	76
Revenue from government	327,908
Allowances and rebates received	8
Total revenue	**328,049**

Operating expenses

Total operating expenses were $361.7m.

Table 8. Operating expenses, 2025–26

Expense	$'000
Employee benefits	247,248
Suppliers	103,349
Depreciation and amortisation	10,135
Finance costs	989
Loss on lease disposal	4
Total expenses	**361,725**

Financial position

Net asset position

The net assets of the Commission at 30 June 2026 were $52.3m.

Total assets

Total assets at 30 June 2026 were $148.5m.

Table 9. Total assets, 30 June 2026

Asset	$'000
Cash and cash equivalents	4,355
Trade and other receivables	2,140
Appropriations receivable	95,957
Non-financial assets	46,089
Total assets	**148,541**

Total liabilities

Total liabilities at 30 June 2026 were $96.3m.

Table 10. Total liabilities, 30 June 2026

Liability	$'000
Supplier payables	9,795
Other payables	8,286
Leases	30,468
Employee provisions	47,701
Total liabilities	**96,250**

Table 11.
Entity resource statement for the year ended 30 June 2026

	Current available appropriation (a) $'000	Payments made (b) $'000	Balance remaining (a)–(b) $'000
Departmental			
Annual appropriations – ordinary annual services			
Prior year appropriations available – ordinary annual services	124,511	(123,234)	1,277
Departmental appropriations	336,780	(229,587)	107,193
S74 retained revenue receipts	12,270	(12,270)	–
Departmental capital budget	1,941	–	1,941
Annual appropriations – other services – non-operating			
Prior year appropriations available – other services – non-operating	–	–	–
Equity injection	50	–	50
Total departmental annual appropriations (c)	475,552	(365,091)	110,461
Total departmental special appropriations (d)	–	–	–
Total departmental resourcing (c+d)	**475,552**	**(365,091)**	**110,461**
Administered			
Annual appropriations – ordinary annual services	–	–	–
Prior year appropriations available – ordinary annual services	–	–	–
Administered appropriations	342	(342)	–
Receipts from regulatory activities	17,916	(17,916)	–
Total administered annual appropriations (e)	18,258	(18,258)	–
Total resourcing and payments	**493,810**	**(383,349)**	**110,461**

Financial statements

Australian National Audit Office

INDEPENDENT AUDITOR'S REPORT

To the Minister for Aged Care and Seniors

Opinion

In my opinion, the financial statements of the Aged Care Quality and Safety Commission (the Entity) for the year ended 30 June 2026:

(a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and

(b) present fairly the financial position of the Entity as at 30 June 2026 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2026 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Statement of Cash Flows;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and their delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Commissioner is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Commissioner is also responsible for such internal control as the Commissioner determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Commissioner is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the entity's operations will cease as a result of an

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administrative restructure or for any other reason. The Commissioner is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern;
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation; and
- obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Entity to express an opinion on the financial report. I am responsible for the direction, supervision and performance of the Entity audit. I remain solely responsible for my audit opinion.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office

CmPauli

Catherine Pauli

Executive Director

Delegate of the Auditor-General

Canberra

23 September 2026

Aged Care Quality and Safety Commission
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Aged Care Quality and Safety Commission
Statement by the Accountable Authority and Chief Financial Officer
For the period ended 30 June 2026

In our opinion, the attached financial statements for the year ended 30 June 2026 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Aged Care Quality and Safety Commission (the Commission) will be able to pay its debts as and when they fall due.



Liz Hefren-Webb
Commissioner
23 September 2026



Christopher Davis
Chief Financial Officer
23 September 2026

Aged Care Quality and Safety Commission
Statement of Comprehensive Income
For the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Net cost of services				
Expenses				
Employee benefits	1.1A	**247,248**	205,385	264,701
Suppliers	1.1B	**103,349**	121,954	119,986
Depreciation and amortisation	3.2	**10,135**	10,275	12,352
Finance costs	1.1C	**989**	767	606
Loss on lease disposal	1.1D	**4**	-	-
Total expenses		**361,725**	338,381	397,645
Own-source income				
Own-source revenue				
Revenue from contracts with customers	1.2A	**57**	8,614	-
Other revenue	1.2B	**84**	334	70
Total own-source revenue		**141**	8,948	70
Net cost of services		**361,584**	329,433	397,575
Revenue from Government	1.2C	**327,908**	314,316	337,055
Total comprehensive deficit		**(33,676)**	(15,117)	(60,520)

The above statement should be read in conjunction with the accompanying notes.

Aged Care Quality and Safety Commission
Statement of Financial Position
As at 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Assets				
Financial assets				
Cash and cash equivalents	3.1A	**4,355**	1,021	4,311
Trade and other receivables	3.1B	**98,097**	125,332	65,943
Total financial assets		**102,452**	126,353	70,254
Non-financial assets[1]				
Buildings	3.2	**28,893**	24,249	20,038
Plant and equipment	3.2	**9,421**	11,387	8,365
Computer software	3.2	**3**	4	200
Prepayments		**7,772**	10,973	3,163
Total non-financial assets		**46,089**	46,613	31,766
Total assets		**148,541**	172,966	102,020
Liabilities				
Payables				
Suppliers		**9,795**	19,001	14,741
Contract liabilities from contracts with customers	3.3A	**-**	182	-
Other payables	3.3B	**8,286**	6,172	5,251
Total payables		**18,081**	25,355	19,992
Interest bearing liabilities				
Leases	3.4	**30,468**	25,462	24,185
Provisions				
Employee provisions	6.1	**47,701**	38,173	32,726
Other provisions		**-**	-	126
Total provisions		**47,701**	38,173	32,852
Total liabilities		**96,250**	88,990	77,029
Net assets		**52,291**	83,976	24,991
Equity				
Contributed equity		**30,612**	28,621	30,612
Retained surplus/(deficit)		**21,679**	55,355	(5,621)
Total equity		**52,291**	83,976	24,991

[1] Right-of-use assets are included in the Buildings line.

The above statement should be read in conjunction with the accompanying notes.

Aged Care Quality and Safety Commission
Statement of Changes in Equity
For the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Contributed equity				
Opening balance as at 1 July		**28,621**	26,539	28,621
Contributions by owners				
Equity injections	5.1	**50**	150	50
Departmental capital budget	5.1	**1,941**	1,932	1,941
Total transactions with owners		**1,991**	2,082	1,991
Closing balance as at 30 June		**30,612**	28,621	30,612
Retained surplus/(deficit)				
Opening balance as at 1 July		**55,355**	70,472	54,899
Deficit for the period		**(33,676)**	(15,117)	(60,520)
Closing balance as at 30 June		**21,679**	55,355	(5,621)
Total equity		**52,291**	83,976	24,991

Accounting policy
Equity injections
Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

Other distributions to owners
The Financial Reporting Rule (FRR) requires that distributions to owners be debited to contributed equity unless they are in the nature of a dividend.

The above statement should be read in conjunction with the accompanying notes.

Aged Care Quality and Safety Commission
Statement of Cash Flows
For the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Operating activities				
Cash received				
Appropriations		**356,155**	316,914	388,836
Sale of goods and rendering of services		**27**	7,073	1,734
Other receipts		**4,169**	4,961	-
Net GST received		**11,399**	12,915	11,492
Total operating cash received		**371,750**	341,863	402,062
Cash used				
Employees		**(239,799)**	(198,398)	(263,480)
Suppliers		**(119,818)**	(137,851)	(130,227)
Interest payments on lease liabilities		**(989)**	(767)	(606)
Total operating cash used		**(360,606)**	(337,016)	(394,313)
Net cash from operating activities		**11,144**	4,847	7,749
Investing activities				
Cash used				
Purchase of property plant and equipment		**(1,349)**	(3,409)	(1,888)
Purchase of computer software		**-**	-	(48)
Total investing cash used		**(1,349)**	(3,409)	(1,936)
Net cash used by investing activities		**(1,349)**	(3,409)	(1,936)
Financing activities				
Cash received				
Contributed equity		**-**	3,382	1,991
Total financing cash received		**-**	3,382	1,991
Cash used				
Principal payments of lease liabilities		**(6,461)**	(6,420)	(5,793)
Total financing cash used		**(6,461)**	(6,420)	(5,793)
Net cash used by financing activities		**(6,461)**	(3,038)	(3,802)
Net increase/(decrease) in cash held		**3,334**	(1,600)	2,011
Cash at the beginning of the period		**1,021**	2,621	2,300
Cash at the end of the period	3.1A	**4,355**	1,021	4,311

The above statement should be read in conjunction with the accompanying notes.

Aged Care Quality and Safety Commission
Administered Schedule of Comprehensive Income
For the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Net cost of services				
Income				
Revenue				
Non-taxation revenue				
Revenue from contracts with customers	2.1A	**1,783**	-	43,851
Fees and fines	2.1B	**-**	19	-
Total non-taxation revenue		**1,783**	19	43,851
Net contribution by services		**1,783**	19	43,851
Total comprehensive income		**1,783**	19	43,851

The above schedule should be read in conjunction with the accompanying notes.

Administered Schedule of Assets and Liabilities
As at 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Assets				
Financial assets				
Cash and cash equivalents	4.1A	**-**	-	-
Trade and other receivables	4.1B	**-**	-	-
Total financial assets		**-**	-	-
Total assets administered on behalf of Government		**-**	-	-
Liabilities				
Payables				
Contract liabilities from contracts with customers	4.2	**15,791**	-	-
Total payables		**15,791**	-	-
Total liabilities administered on behalf of Government		**15,791**	-	-
Net liabilities		**(15,791)**	-	-

The above schedule should be read in conjunction with the accompanying notes.

Aged Care Quality and Safety Commission
Administered Reconciliation Schedule
For the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Opening assets less liabilities as at 1 July		**-**	-	-
Net contribution by services				
Income		**1,783**	19	43,851
Transfers (to)/from the Australian Government				
Appropriation transfers from Official Public Account		342	-	-
Appropriation transfers to Official Public Account		(17,916)	(19)	(43,851)
Closing assets less liabilities as at 30 June		**(15,791)**	-	-

Accounting Policy

Administered Cash Transfers to and from the Official Public Account
Revenue collected by the Commission for use by the Government rather than the Commission is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the Commission on behalf of the Government and reported as such in the administered cash flow statement and in the administered reconciliation schedule.

The above schedule should be read in conjunction with the accompanying notes.

Administered Cash Flow Statement
For the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget $'000
Operating activities				
Cash received				
Rendering of services		**17,574**	-	43,851
Fees and fines		**-**	19	-
Total operating cash received		**17,574**	19	43,851
Cash from Official Public Account				
Appropriations		**342**	-	-
Cash to Official Public Account				
Appropriations		**(17,916)**	**(19)**	**(43,851)**
Net (decrease)/increase in cash held		**-**	**-**	**-**
Cash at the beginning of the period		**-**	**-**	**-**
Cash at the end of the period	4.1A	**-**	**-**	**-**

The above schedule should be read in conjunction with the accompanying notes.

Aged Care Quality and Safety Commission
Notes to and forming part of the financial statements
For the period ended 30 June 2026

Overview

Objectives of the Aged Care Quality and Safety Commission
The Aged Care Quality and Safety Commission (the Commission), is a non-corporate Commonwealth Government Statutory Authority. The Commission operates across the whole of Australia with its main business location being in New South Wales. Its business address is Level 11, 95-101 George Street, Parramatta NSW 2150. The Commission is subject to the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The Commission is the national regulator of Commonwealth subsidised aged care services. The Commission's primary purpose is to uphold rights, and protect and enhance the safety, health, wellbeing and quality of life of older people in Australia receiving Commonwealth-funded aged care services.

During the 2025-26 financial year new legislation underpinning the Commission's regulatory activities commenced, the *Aged Care Act 2024*. The Commission applies the range of functions and powers available under the *Aged Care Act 2024* and associated subordinate legislation including:

1. upholding the rights under the Statement of Rights, including by maintaining transparent and accountable processes for handling complaints about registered providers, responsible persons or aged care workers
2. protecting continuity of care by monitoring the financial viability and sustainability of registered providers and mitigating financial risks
3. building the confidence and trust of individuals in the delivery of funded aged care including by promoting continuous improvement towards high quality care
4. ensuring registered providers, responsible persons, aged care workers and operators of aged care digital platforms comply with their obligations under the Act, including by using the Commission's information-gathering, compliance and enforcement powers
5. engaging with individuals accessing funded aged care services to learn about their experiences, and using this engagement to inform the development of best-practice models for providers and workers
6. educating the aged care sector on the rights of individuals under the Statement of Rights, the role of the Commission, and the obligations that apply to registered providers, responsible persons, aged care workers and operators of aged care digital platforms
7. registering providers of funded aged care services, and regulating this registration, including through varying, suspending or revoking the registration as appropriate
8. promoting a culture for registered providers, responsible persons and aged care workers of open disclosure and best-practice handling and resolution of complaints and feedback, including by building the capability of individuals to engage in the complaints process.

These functions and powers enable the Commission to protect and enhance the safety, health, wellbeing and quality of life of individuals accessing funded aged care services, including by managing sector-wide risks and issues.

The Commission gives older people in Australia and their families a single point of contact when they want to raise a concern about the performance of an aged care provider or worker in fulfilling their obligations under the *Aged Care Act 2024* and associated subordinate legislative instruments.

The basis of preparation
The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with the:

- Public Governance, Performance and Accountability (Financial Reporting) Rule 2015 (FRR)
- Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis, and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

Adoption of new Australian Accounting Standards requirements

All new, revised or amending standards and interpretations that were issued prior to the sign-off date in the current reporting period have been considered and did not have a material impact on the Commission's financial statements.

Taxation

The Commission is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Reporting of Administered activities

Administered activities consist of the consideration of applications for registration, renewals and variations to registrations, and the issuing of fines under the Commission's enforcement powers. In 2025-26 the Commission's regulatory charging revenue shifted from departmental to administered, with the commencement of the *Aged Care Act 2024*.

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Events after the reporting period

Departmental

Subsequent to 30 June 2026, the Commission signed a Memorandum of Understanding (MOU) with the Department of Climate Change, Energy, the Environment and Water for office accommodation in Perth. The MOU has an initial term of two years with options to extend for another four years and annual lease payments of approximately $786k.

The Commission also exercised its right to extend its lease agreement for office accommodation and parking in Hobart, with annual lease payments of approximately $692k.

The MOU and lease extension will be recognised and accounted for in accordance with AASB 16 *Leases* during 2026-27.

There were no other known events after the reporting period that would significantly affect the ongoing structure and financial activities of the Commission.

1. Departmental Financial Performance

This section analyses the financial performance of the Commission for the year ended 30 June 2026.

1.1: Expenses

	2026 $'000	2025 $'000
1.1A: Employee benefits		
Wages and salaries	**208,210**	171,724
Superannuation:		
Defined contribution plans	**27,568**	22,164
Defined benefit plans	**4,662**	4,308
Leave and other entitlements	**6,531**	7,176
Separation and redundancies	**277**	13
Total employee benefits	**247,248**	205,385

Accounting Policy

Accounting policies for employee related expenses are contained in the People and Relationships section.

1.1B: Suppliers		
Goods and services supplied or rendered		
IT services	**31,349**	19,310
Contractors	**30,627**	36,058
Communications	**6,546**	5,721
Travel	**5,421**	7,931
Fee for service	**5,069**	182
Recruitment and training	**3,441**	3,506
Third party assessor services[2]	**-**	3,294
Consultants[1]	**2,936**	30,539
Property expenses	**2,575**	1,866
Shared services fee	**2,389**	1,759
Legal	**1,601**	2,792
Advertising - marketing	**1,217**	-
Workplace health and safety	**650**	571
Internal audit services	**460**	496
Insurance	**359**	412
Serviced facilities	**95**	187
Audit of the financial statements	**76**	72
Low-value equipment	**30**	15
Other	**2,388**	2,076
Total goods and services supplied or rendered	**97,229**	116,787
Goods supplied	**157**	329
Services rendered	**97,072**	116,458
Total goods and services supplied or rendered	**97,229**	116,787
Other suppliers		
Workers compensation expenses	**6,020**	5,066
Short-term leases[3]	**82**	82
Low-value leases	**18**	19
Total other suppliers	**6,120**	5,167
Total suppliers	**103,349**	121,954

[1] Expenditure on consultants has reduced as additional support for the introduction of the new Aged Care Act provided in previous financial years ended with the commencement of the Act.
[2] No third-party assessor service expenses were incurred in 2025-26 as all assessor services were transitioned in house during the 2024-25 financial year.
[3] The Commission has short-term lease commitments of $270,937 as at 30 June 2026 (2025: $465,344).

Accounting policy

Short-term leases and low-value leases

The Commission has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than $10,000 per asset). The Commission recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	2026 $'000	2025 $'000
1.1C: Finance costs		
Interest on lease liabilities	**989**	767
Total finance costs	**989**	767

The above lease disclosures should be read in conjunction with the accompanying notes 3.2, 3.4 and 8.1.

Accounting policy

All borrowing costs are expensed as incurred.

1.1D: Loss on lease disposal		
Right-of-use buildings		
Carrying value of assets disposed	**561**	-
Reduction in lease liability on disposal	**(557)**	-
Total loss on lease disposal	**4**	-

During 2025-26 the Commission moved into new leased office premises in Brisbane, and vacated its previous premises. The previous premises had multiple leases including one with a different end date and the above loss relates to the early exit from this lease.

Accounting policy

Gains or losses from lease disposals are recognised when the right-of-use asset has been returned to the lessor.

1.2: Own-source revenue and gains

1.2A: Revenue from contracts with customers		
Revenue from rendering of services	**57**	8,614
Disaggregation of revenue from rendering of services		
Major service line		
Accreditation fees	**-**	6,614
New provider fees	**-**	1,892
Educational services	**57**	37
Licence fees	**-**	71
Total revenue from rendering of services	**57**	8,614

Accounting policy

Revenue from the sale of goods and services is recognised when control has been transferred to the buyer. A contract is within the scope of AASB 15 when a contract gives rise to performance obligations that are enforceable and sufficiently specific to enable the Commission to determine when they have been satisfied.

To support the introduction of the *Aged Care Act 2024,* regulatory charges previously held as departmental revenue have now been reclassified as administered and will be treated as administered income from 2025-26 onwards.

The Commission's departmental own source revenue in 2025-26 consists mainly of the provision of training, and income is recognised once the training has been delivered.

	2026 $'000	2025 $'000
1.2B: Other revenue		
Allowances and rebates received	**8**	262
Resources received free of charge:		
Remuneration of auditors	**76**	72
Total other revenue	**84**	334

Accounting policy

Resources received free of charge are recognised as income when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

1.2C: Revenue from Government		
Departmental appropriations	**327,908**	314,316
Total revenue from government	**327,908**	314,316

Accounting policy

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the Commission gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

2. Income and Expenses Administered on Behalf of Government

This section analyses the activities that the Commission does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

2.1: Administered income

	2026 $'000	2025 $'000
Non-taxation revenue		
2.1A: Revenue from contracts with customers		
Revenue from rendering of services	**1,783**	-
Total revenue from rendering of services	**1,783**	-
2.1B: Fees and fines		
Fees and fines	**-**	19

Accounting policy

All administered revenues are revenues relating to ordinary activities performed by the Commission on behalf of the Australian Government. As such, administered appropriations are not revenues of the Commission, which oversees distribution or expenditure of the funds as directed.

The Commission's regulatory charging revenue comprises application assessment services for registration, renewal and variation of registration, together with related audit services. Application assessment activities are treated as a bundled performance obligation, while separately identifiable audit services are treated as distinct performance obligations. The obligation is to perform the relevant assessment or audit service and is not dependent on the applicant achieving a successful outcome.

Revenue is recognised over time as the Commission performs the relevant application assessment or audit service. For services that are incomplete at reporting date, progress is measured using operational milestones, together with management-approved completion percentages.

Applicants are required to pay the prescribed fees before the Commission commences the relevant activities. Amounts received in advance are recognised as contract liabilities and recognised as revenue as the relevant performance obligations are satisfied. Where an application is withdrawn before substantive work commences, amounts relating to unperformed services may be refunded.

3. Departmental Financial Position

This section analyses the Commission's assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in the People and Relationships Section.

3.1: Financial assets

	2026 $'000	2025 $'000
3.1A: Cash and cash equivalents		
Cash at bank	**4,355**	1,021
Total cash and cash equivalents	**4,355**	1,021

Accounting policy

Cash is recognised at its nominal amount.

3.1B: Trade and other receivables		
Other receivables		
Receivables - other	**58**	20
Receivables - employee entitlements	**1,044**	993
GST receivable from the Australian Taxation Office	**1,038**	2,106
Total other receivables	**2,140**	3,119
Appropriation receivables:		
Departmental appropriations	**93,966**	122,213
Equity injection	**50**	-
Departmental capital budget	**1,941**	-
Total appropriation receivables	**95,957**	122,213
Total trade and other receivables (net)	**98,097**	125,332

The Commission did not draw down its 2025-26 equity injection or departmental capital budget appropriations.

Accounting policy

Financial assets

Trade receivables, loans and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

3.2: Non-financial assets

3.2: Reconciliation of the opening and closing balances of property, plant and equipment, and intangibles

	Buildings $'000	Plant and equipment $'000	Computer software $'000	Total $'000
As at 1 July 2025				
Gross book value	**44,398**	**21,786**	**3,418**	**69,602**
Accumulated depreciation and impairment	**(20,149)**	**(10,399)**	**(3,414)**	**(33,962)**
Total as at 1 July 2025	**24,249**	**11,387**	**4**	**35,640**
Additions:				
By purchase	**-**	**1,349**	**-**	**1,349**
Right-of-use assets	**12,024**	**-**	**-**	**12,024**
Depreciation and amortisation	**-**	**(3,315)**	**(1)**	**(3,316)**
Depreciation on right-of-use assets	**(6,819)**	**-**	**-**	**(6,819)**
Disposal of right-of-use asset	**(561)**	**-**	**-**	**(561)**
Total as at 30 June 2026	**28,893**	**9,421**	**3**	**38,317**
Total as at 30 June 2026 represented by:				
Gross book value	**51,951**	**23,135**	**3,418**	**78,504**
Accumulated depreciation/amortisation and impairment	**(23,058)**	**(13,714)**	**(3,415)**	**(40,187)**
Total as at 30 June 2026	**28,893**	**9,421**	**3**	**38,317**
Carrying amount of right-of-use assets	**28,893**	**-**	**-**	**28,893**

All assets as at 30 June 2026 were checked for indicators of impairment. No indicators of impairment were identified.

Revaluations of non-financial assets

The Commission obtains an independent valuation of the fair value of its property, plant and equipment at least every three years and performs an internal management review in the intervening years.

The Commission's assets are currently carried at their initial cost less accumulated depreciation which is considered to be materially representative of their fair values as established in the last valuation, undertaken by Colliers International (VIAS (NSW) Pty Ltd), which took place in June 2026.

If a particular asset class experiences significant and volatile changes in fair value (i.e. where indicators suggest that the value of the class has changed materially since the previous reporting period) during an internal management review, that class is subject to specific valuation in the reporting period, where practicable, regardless of the timing of the last valuation.

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

The Commission has entered into contracts worth $323,252 (excluding GST) for the purchase of computer hardware and office equipment in the next financial year.

Accounting policy

Acquisition of assets
Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition.

Asset recognition threshold
Purchases of property, plant and equipment are initially recognised at cost in the Statement of Financial Position, except for purchases costing less than $1,000, which are expensed in the year of acquisition (other than where they form part of a group of similar assets/items which are significant in total). The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

Leased right-of-use assets
Leased right-of-use assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for as separate asset classes to corresponding assets owned outright but included in the same column as where the corresponding underlying assets would be presented if they were owned. An impairment review is undertaken for any right-of-use lease asset that shows indicators of impairment, and an impairment loss is recognised against any right of use lease asset that is impaired. Leased right-of-use assets continue to be measured at cost after initial recognition.

Revaluations
Following initial recognition at cost, property, plant and equipment (excluding right-of-use assets) is carried at fair value (or an amount not materially different from fair value) less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency, currently every three years (or earlier if a particular asset class experiences significant and volatile changes in fair value), to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. An internal management review is performed in the intervening years between independent valuations.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to the asset revaluation reserve in equity except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class of asset. Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation
Depreciable property, plant and equipment assets are written off to their estimated residual values over their estimated useful lives to the Commission using, in all cases, the straight-line method of depreciation. Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods as appropriate.

Property, plant and equipment is depreciated on a straight-line basis over its anticipated useful life. The useful lives of the Commission's property, plant and equipment are 3 to 10 years (2024–25: 3 to 10 years). The depreciation rates for right-of-use assets are based on the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term.

Impairment
Where indicators of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment is made if the asset's recoverable amount is less than its carrying amount. The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the Commission were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition
An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

3.3: Payables

	2026 $'000	2025 $'000
3.3A: Contract liabilities from contracts with customers		
Contract liabilities from contracts with customers	-	182
Total contract liabilities from contracts with customers	-	182

Contract liabilities from contracts with customers comprise receipts in advance for accreditation audits still to be finalised. In 2025-26 the Commission's regulatory charging revenue shifted from departmental to administered, with the commencement of the *Aged Care Act 2024*.

Accounting policy

Contract liabilities from contracts with customers represents cash receipts for audits of approved providers and education services that have been paid in advance. Revenue is recognised and the liability reduced when the accreditation activities or education services have been provided.

3.3B: Other payables		
Salaries and wages	**8,185**	6,058
Employee deductions	**24**	17
Other accrued expenses	**77**	97
Total other payables	**8,286**	6,172

3.4: Interest bearing liabilities

	2026 $'000	2025 $'000
Lease liabilities		
Buildings	**30,468**	25,462
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	**7,011**	6,176
Between 1 to 5 years	**17,938**	16,765
More than 5 years	**10,054**	4,837
Total leases	**35,003**	27,778

The total cash outflow for leases for the year ended 30 June 2026 was $7,645,349 (2025: $7,473,874). This consists of principal payments of lease liabilities of $6,461,748 (2025: $6,419,146), payments of interest of $989,091 (2025: $766,895) and low-value leases and serviced facility payments of $194,510 (2025: $287,833).

Leases for office accommodation
During the financial year, the Commission had 9 leases (2025: 11 leases) for the rental of office accommodation and associated parking. Lease payments are subject to review in accordance with the lease agreement. The reviews are generally annual and are either a predetermined increase, consumer price index variation, or a market review. Where offered, lease renewal and options range from one to ten years. There are no contingent rentals in the agreements.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1C and 1.1D.

Accounting policy

For all new contracts entered into, the Commission considers whether the contract is, or contains, a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains, a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the Commission's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

4. Assets and Liabilities Administered on Behalf of the Government

This section analyses assets used to conduct operations and the operating liabilities incurred as a result the Commission does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

4.1: Administered financial assets

	2026 $'000	2025 $'000
4.1A: Cash and cash equivalents		
Cash at bank	-	-
4.1B: Trade and other receivables		
Goods and services	-	-

4.2: Administered payables

4.2: Contract liabilities from contracts with customers		
Contract liabilities from contracts with customers	**15,791**	-
Total contract liabilities from contracts with customers	**15,791**	-

Administered payables are expected to be settled in no more than 12 months. Refer to note 2.1 for further information on the Commission's accounting policy.

5. Funding

This section identifies the Commission's funding structure.

5.1: Appropriations

5.1A: Annual appropriations

Annual appropriations for 2026

	Annual appropriation $'000	Adjustments to appropriation[2] $'000	Total appropriation $'000	Appropriations applied in 2026 (current and prior years) $'000	Variance[3] $'000
Departmental					
Ordinary annual services[1]	336,780	12,270	**349,050**	(365,091)	**(16,041)**
Capital budget[4]	1,941	-	**1,941**	-	**1,941**
Equity injections	50	-	**50**	-	**50**
Total departmental	**338,771**	**12,270**	**351,041**	**(365,091)**	**(14,050)**

[1] As at 30 June 2026, $8.872m of departmental operating was withheld under section 51 of the PGPA Act due to a movement of funds decision.

[2] Reflects Section 74 of PGPA Act own-source income and other receipts.

[3] The variance in departmental ordinary annual services has been caused by the operating deficit and timing differences in payments to suppliers and employees.

[4] Departmental capital budgets are appropriated through Appropriation Acts (No.1,3,5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

Annual appropriations for 2025

	Annual appropriation $'000	Adjustments to appropriation[2] $'000	Total appropriation $'000	Appropriations applied in 2025 (current and prior years) $'000	Variance[3] $'000
Departmental					
Ordinary annual services[1]	314,316	21,821	336,137	(340,335)	(4,198)
Capital budget[4]	1,932	-	1,932	(1,932)	-
Equity injections	150	-	150	(1,450)	(1,300)
Total departmental	316,398	21,821	338,219	(343,717)	(5,498)

[1] $11.212m of departmental appropriations for ordinary annual services is subject to administrative quarantines.

[2] Reflects Section 74 of PGPA Act own-source income receipts.

[3] The variance in departmental ordinary annual services has been caused by the operating deficit, administrative quarantines and timing differences in payments to suppliers and employees.

[4] Departmental capital budgets are appropriated through Appropriation Acts (No.1,3,5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

	2026 $'000	2025 $'000
5.1B: Unspent appropriations		
Departmental		
Appropriation Act (No.1) 2023-24[1]	**1,277**	1,277
Appropriation Act (No.1) 2024-25	**-**	118,755
Appropriation Act (No.3) 2024-25	**-**	3,458
Supply Act (No.1) 2025-26	**809**	-
Supply Act (No.2) 2025-26	**21**	-
Appropriation Act (No.1) 2025-26[2]	**100,680**	-
Appropriation Act (No.2) 2025-26	**29**	-
Appropriation Act (No.3) 2025-26	**3,290**	-
Cash at bank[3]	**4,355**	1,021
Total unspent departmental annual appropriation	**110,461**	124,511

[1] This appropriation comprises $1.277m quarantined under Section 51, but legally available at 30 June 2026.

[2] This appropriation includes $8.872m quarantined under Section 51, but legally available at 30 June 2026.

[3] Cash at bank relates to the Appropriation Acts (No.1) for the relevant year.

5.1C: Special appropriations

	Appropriation applied	
	2026	2025
Authority	**$'000**	$'000
Administered		
Public Governance, Performance and Accountability Act 2013 s.77 (Refund)	**342**	-
Total special appropriation applied	**342**	-

The special appropriations were drawn down and accessed to allow the Commission to refund amounts that had previously been received from aged care providers and transferred to the official public account. Amounts can be refunded where an application has been overpaid, partially or fully withdrawn, and the full fee has already been received by the Commission.

5.2: Regulatory charging summary

	2026 $'000	2025 $'000
Amounts applied		
Departmental		
Departmental appropriations	**22,864**	3,761
Own source revenue	**-**	8,506
Total amounts applied	**22,864**	12,267
Expenses		
Departmental	**22,864**	12,267
Total expenses	**22,864**	12,267
External revenue		
Administered	**1,783**	-
Total external revenue	**1,783**	-

Regulatory charging activities
Regulatory charges raised by the Commission are for application fees for registration as a new provider, variations to existing registrations and renewal of existing registrations and audits required by the application.

Documentation for the activities is available at:

https://www.agedcarequality.gov.au/resource-library/cost-recovery-implementation-statement-provider-registration-renewal-registration-and-provider-initiated-variations-registration-1-november-2025-30-june-2026

5.3: Net cash appropriation arrangements

	2026 $'000	2025 $'000
Total comprehensive deficit per the Statement of Comprehensive Income	**(33,676)**	(15,117)
Plus: depreciation/amortisation of assets funded through appropriations (departmental capital budget funding and/or equity injections)	**3,316**	3,317
Plus: depreciation of right-of-use assets	**6,819**	6,958
Less: lease principal repayments	**(6,461)**	(6,420)
Net cash operating deficit	**(30,002)**	(11,262)

From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity injections. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required. The inclusion of depreciation/amortisation expenses related to right-of-use leased assets and lease liability principal repayment amounts reflects the impact of AASB 16 Leases, which does not directly reflect a change in appropriation arrangements.

6. People and Relationships

This section provides details of a range of employment and post-employment benefits provided to our people and our relationships with other key people.

6.1: Employee provisions

	2026 $'000	2025 $'000
Leave	**47,701**	38,173
Total employee provisions	**47,701**	38,173

Accounting policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period.

Leave
The liability for employee benefits includes provision for annual leave and long service leave. The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the Commission's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination. The liability for long service leave has been determined by reference to the work of an external actuary, KPMG, as at 30 June 2026. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and redundancy
Provision is made for separation and redundancy benefit payments. The Commission recognises a provision for termination when it has developed a detailed formal plan for the terminations or where the circumstances indicate that separations and redundancies are more likely to occur than not.

Superannuation
The Commission's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSap), or other superannuation funds held outside the Australian Government. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

The Commission makes employer contributions to the employees defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. The Commission accounts for the contributions as if they were contributions to defined contribution plans. The liability for superannuation recognised as at 30 June 2026 represents outstanding contributions.

6.2: Key management personnel remuneration

Key management personnel are those persons having authority and responsibility for planning, directing and controlling activities of the Commission, directly or indirectly, including any director (whether executive or otherwise) of the Commission.

The Commission has determined the key management personnel to be the Commissioner and senior executive service personnel or equivalent who are members of the Commission Management Committee, and members of staff acting in those roles for a substantial period.

	2026	2025
	$'000	$'000
Short-term employee benefits	**2,336**	2,027
Post-employment benefits	**372**	329
Other long-term employee benefits	**78**	97
Termination benefits	**-**	-
Total key management personnel remuneration expenses	**2,786**	2,453

The total number of key management personnel who are included in the above table is 9 (2025:12). These personnel relate to 7 roles (2025: 6 roles).

The above key management personnel remuneration excludes the remuneration and other benefits of the portfolio minister. The portfolio minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the Commission.

6.3: Related party disclosures

Related party relationships

The Commission is an Australian Government controlled entity. Related parties to this entity are key management personnel including the portfolio minister and other Australian Government entities.

Transactions with related parties

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens.

Significant transactions with related parties can include:

- purchases of goods and services
- asset purchases, sales transfers or leases
- debts forgiven, and
- guarantees.

Giving consideration to relationships with related entities and transactions entered into during the reporting period by the Commission, it has been determined that there are no related party transactions to be separately disclosed.

7. Managing Uncertainties

This section analyses how the Commission manages financial risks within its operating environment.

7.1: Contingent liabilities and contingent assets

Quantifiable contingent liabilities

The Commission has an unused facility for the issuing of guarantees of $279,968 at 30 June 2026, (2025: $279,968).

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the Statement of Financial Position but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

7.2: Financial instruments

	2026 $'000	2025 $'000
Categories of financial instruments		
Financial Assets		
Financial assets at amortised cost		
Cash and cash equivalents	**4,355**	1,021
Trade and receivables	**58**	20
Receivables for employee entitlements	**1,044**	993
Total financial assets at amortised cost	**5,457**	2,034
Financial Liabilities		
Financial liabilities measured at amortised cost		
Supplier payables	**9,795**	19,001
Other payables	**77**	97
Total financial liabilities measured at amortised cost	**9,872**	19,098

Accounting policy

Financial assets

In accordance with AASB 9 Financial Instruments, the Commission classifies its financial assets in the following categories:

a) financial assets at fair value through profit or loss
b) financial assets at fair value through other comprehensive income, and
c) financial assets measured at amortised cost.

The classification depends on both the Commission's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when the Commission becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash, and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial assets at amortised cost
Financial assets included in this category need to meet two criteria:
1. the financial asset is held in order to collect the contractual cash flows, and
2. the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective interest method
Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Impairment of financial assets
Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the general approach, which measures the loss allowance based on an amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

Financial liabilities
Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'. The Commission categorises its financial liabilities at amortised cost.

Financial liabilities at amortised cost
Financial liabilities are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis. Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

8. Other Information

8.1: Current/non-current distinction for assets and liabilities

	2026 $'000	2025 $'000
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	**4,355**	1,021
Trade and other receivables	**98,097**	125,332
Prepayments	**5,723**	7,411
Total no more than 12 months	**108,175**	133,764
More than 12 months		
Buildings	**28,893**	24,249
Property plant and equipment	**9,421**	11,387
Intangibles	**3**	4
Prepayments	**2,049**	3,562
Total more than 12 months	**40,366**	39,202
Total assets	**148,541**	172,966
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	**9,795**	19,001
Contract liabilities from contracts with customers	**-**	182
Other payables	**8,286**	6,172
Lease liabilities	**5,519**	5,584
Employee provisions	**39,593**	31,920
Total no more than 12 months	**63,193**	62,859
More than 12 months		
Lease liabilities	**24,949**	19,878
Employee provisions	**8,108**	6,253
Total more than 12 months	**33,057**	26,131
Total liabilities	**96,250**	88,990

Administered payables are expected to be settled in no more than 12 months.

8.2: Budget variance commentary

The following tables provide a comparison of the original budget as presented in the 2025-26 Portfolio Budget Statements (PBS) to the 2025-26 final outcome as presented in accordance with Australian Accounting Standards for the Commission. The Budget is not audited. Explanations of major variance are provided below.

Variances are considered to be major based on the following criteria:

- the variance between budget and actual is greater than $3m, or
- an item below this threshold that is considered important for the reader's understanding or relevant to an assessment of the discharge of the accountability and to an analysis of performance of the Commission.

DEPARTMENTAL

Explanation of major variances	Affected line item(s)
Employee benefits expense was $17.5m lower than the original budget estimate primarily due to the time taken to recruit to higher, funded staffing level. The Commission's actual Average Staffing Level (ASL) of 1,796 was below the budgeted ASL of 1,952 throughout the year.	Statement of Comprehensive Income - employee benefits Statement of Cash Flows – cash used for employees
Suppliers expenditure was $16.6m lower than the original budget estimate, primarily due to the timing of completing the shift of regulatory charging revenue from departmental to administered under the *Aged Care Act 2024*. Adjustments were made during Budget 2025-26 to shift departmental revenue estimates for 2025-26 to administered; however, the related departmental expenses were not adjusted and reduced at this time resulting in higher supplier expense estimates. From 2026-27 onwards, both departmental revenue and the related supplier expenses have been removed from the Commission's forward estimates.	Statement of Comprehensive Income - suppliers Statement of Cash Flows - cash used for suppliers
Total revenue from government was lower than original budget estimate by $9.1m due to a s51 quarantine adjustment of $8.8m reflecting the delay in the commencement of the *Aged Care Act 2024* and the impact of savings targets of $3.0m. The impact of these adjustments was offset by additional funding of $2.7m received for the Food Nutrition and Dining Budget Measure as part of the 2025-26 MYEFO Budget process.	Statement of Comprehensive Income - revenue from Government
Total assets were $46.5m higher than the original budget estimate mainly due to:	
Appropriations receivable being greater than budget by $33.7m as the deficit result was lower than planned.	Statement of Financial Position - trade and other receivables Statement of Cash Flows - cash received for appropriations
An increase of $8.9m in leasehold right-of-use assets as the Commission changed its leasing arrangements during the year.	Statement of Financial Position - buildings
An increase in prepaid software licences of $4.6m at year-end compared to budget estimates.	Statement of Financial Position - prepayments Statement of Cash Flows - Suppliers
Total liabilities were $19.2m higher than the original budget mainly due to:	
Supplier payables being lower than expected by $4.9m.	Statement of Financial Position - suppliers
Lease liabilities increasing by $6.3m in association with the Commission's changed leasing arrangements during the year.	Statement of Financial Position - leases
Employee payables being higher by $3.0m and additional accumulated leave liabilities of $14.9m, primarily due to increased staffing numbers,	Statement of Financial Position – other payables

Explanation of major variances	Affected line item(s)
new accrued leave entitlements and the impact of enterprise agreement pay rises, combined with the transfer of leave entitlements for staff who joined the Commission from other agencies during the year.	Statement of Financial Position – employee provisions
Cash received from other agencies for the leave balances of staff who transferred to the Commission during the course of the year were $4.2m higher than the original budget.	Statement of Cash Flows – other receipts.

ADMINISTERED

Explanation of major variances	Affected line item(s)
Revenue from rendering of services was $42.1m lower than the original budget estimate primarily due to the deferred commencement of regulatory charging activities under the *Aged Care Act 2024* and a partial financial year of charging activity. In addition, both the original and revised estimates assumed an even distribution of cost recovered activities (and resulting revenue) across the relevant periods. In practice, under the *Aged Care Act 2024,* not all cost recovered activities commenced from 1 November 2025, such as the Commission's audit program, which commenced in February 2026. Reported revenue includes an estimate of the value of activities that commenced and were still underway at the end of the financial year.	Administered Schedule of Comprehensive Income - Revenue from contracts with customers Administered Cash Flow Statement – Rendering of services
Contract liabilities from contracts with customers were $15.8m higher than the original budget estimates, representing outstanding performance obligations at the year end.	Administered Schedule of Assets and Liabilities – Contract liabilities from contracts with customers

Management and accountability



Corporate governance

The Commission's corporate governance arrangements play a crucial role in ensuring that the Australian Government's priorities and program objectives are delivered efficiently and effectively. This is managed through quality planning, informed and objective decision-making, assigned accountability, and performance and compliance monitoring.

Our Enterprise Governance and Accountability Framework provides the context within which we operate to:

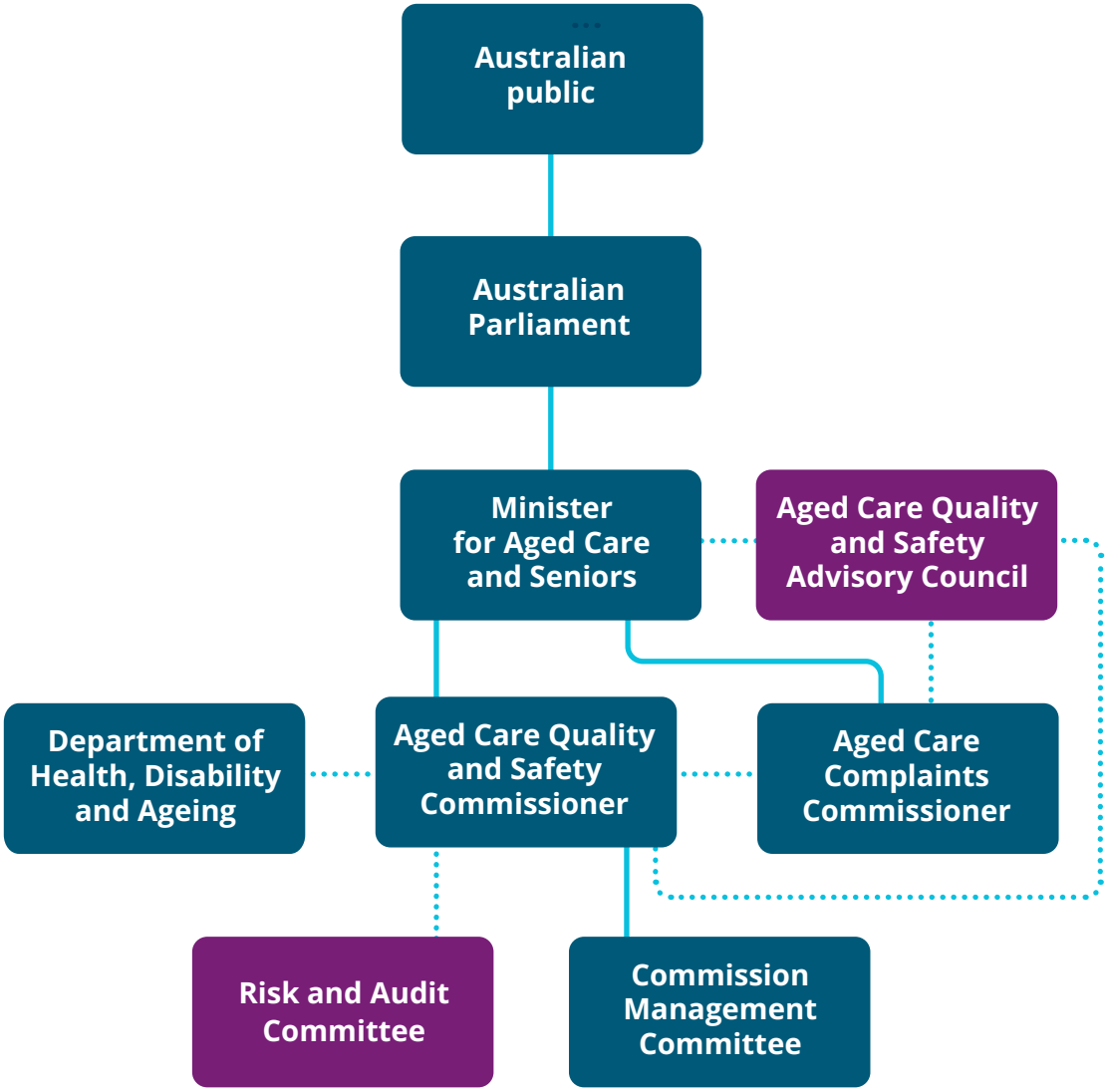
- achieve our objectives
- ensure transparent, ethical and accountable evidence-based decision-making
- effectively manage risk and stakeholder relationships.

We are governed by the Aged Care Act. Under this Act, an independent Aged Care Quality and Safety Commissioner and Aged Care Complaints Commissioner report to the Minister for Aged Care and Seniors.

The Aged Care Quality and Safety Commissioner is our accountable authority and is accountable for all of our corporate and operational activities. The Commissioner has the power to delegate all or any of her functions and powers to a Commission staff member.

The Aged Care Complaints Commissioner establishes and oversees our processes for dealing with complaints about aged care services, promoting restorative solutions to issues or concerns.

Figure 6.
Governance structure,
30 June 2026



Direct reporting

Engagement/collaboration

Note: The Aged Care Complaints Commissioner is a member of the Commission Management Committee.

Purple boxes indicate an external governance body.

Commission Management Committee

The Commission Management Committee provides strategic, whole-of-organisation leadership to the Commission. It meets fortnightly and ensures effective decision-making, management and oversight of our operations and performance.

The Commission Management Committee is chaired by the Commissioner and at 30 June 2026 comprised:

- Liz Hefren-Webb, Aged Care Quality and Safety Commissioner (Chair) – statutory head of the Commission; responsible for the performance of functions set out in the Aged Care Act.
- Treasure Jennings, Aged Care Complaints Commissioner – responsible for overseeing the Commission's processes for dealing with complaints about aged care services as a function of the Aged Care Act.
- Dr Mandy Callary, Chief Clinical Advisor – responsible for providing high-level clinical advice to staff and assisting providers to access guidance on best-practice clinical care for older people.
- Peter Edwards, Deputy Commissioner Chief Clinical Advisor Division – responsible for our specialised clinical functions: Behavioural Support and Restrictive Practices; Clinical; Clinical Education; Clinical Pharmacy; Food, Nutrition and Dining; and Operations.
- Bronwen Jaggers, Acting Deputy Commissioner Corporate – responsible for our corporate functions: Finance and Property, Digital, People and Culture, and Enterprise Governance and Strategy.
- Mel Metz, Deputy Commissioner Sector Capability and Regulatory Strategy – responsible for ensuring the Commission makes regulatory decisions that are coordinated and based on data, evidence, and our Regulatory Strategy and operational

policies; identifies and manages legal and privacy risks; supports the sector to build capability; and engages and builds relationships with a diverse range of stakeholders.

- Gary Rake, Deputy Commissioner Regulatory Operations – responsible for delivering rights-based, risk-led and proportionate regulatory operations and decisions that align with legislative requirements and our Regulatory Strategy.

The Commission Management Committee is complemented and supported by the Executive Leadership Group – an information-sharing, engagement and coordination forum comprising the Commissioners, Deputy Commissioners and Assistant Commissioners.

Risk and Audit Committee

In accordance with the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) the Commission has a Risk and Audit Committee that operates independently of management.

The Committee's function is to report to the Commissioner on matters relating to compliance with obligations under the PGPA Act, any regulations and Finance Minister's Orders, and to provide a forum for communication among the Commissioner, senior managers, internal auditors and the Auditor-General.

The Risk and Audit Committee provides independent advice to the Commissioner on our financial and performance reporting, risk oversight, and systems of internal control and their management.

Membership of the Risk and Audit Committee comprised 4 external members at 30 June 2026. The Risk and Audit Committee Charter is available on the Commission's website at agedcarequality.gov.au/sites/default/files/media/risk-audit-comm-charter.pdf.

Table 12.
Membership of the Risk and Audit Committee, 2025–26

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended	Number of meetings held	Annual remuneration ($, ex. GST)	Additional information
Geoffrey Applebee	FCA, FAICD Retired senior partner of Ernst & Young and previous registered company auditor Experienced company director and audit committee chair for companies and agencies in private and public sectors over many years	2	2	12,333	Chair to 31 October 2025
Carol Lilley	FCA, GAICD Retired partner of Pricewaterhouse Coopers and previous registered company auditor Experienced independent company director and audit committee member and chair in federal and ACT governments and the private sector	6	6	26,000	Deputy Chair to 31 October 2025 Chair from 1 November 2025
Lily Viertmann	FCPA, GAICD Retired Australian Government senior officer with positions held across a number of sectors including health, vocational, education, environment, defence, industrial relations, treasury and finance, and service delivery Experience working in agencies with regulatory, policy, program and service delivery functions as well as in departments of state and statutory agencies	6	6	16,500 [a]	Member to 31 October 2025 Deputy Chair from 1 November 2025

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended	Number of meetings held	Annual remuneration ($, ex. GST)	Additional information
Russell Egan	Former Australian Government senior officer with positions held in the service delivery and human services sectors, and the Department of the Prime Minister and Cabinet Currently holding independent governance roles across multiple Australian Government agencies	4	4	11,000	Member from 1 November 2025
Peter Qui	Formerly held senior roles across Australian Government sectors including social service delivery Currently in a senior officer role focused on digital service delivery within an Australian Government central agency	4	4	0 [b]	Member from 1 December 2025

a Ms Viertmann became a remunerated member of the Committee on her retirement from the Australian Public Service on 28 November 2025.

b Not applicable as Mr Qui is a representative from another Australian Government agency.

Risk management

The Commission has an integrated approach to risk that is used in every aspect of our operations to support informed decision-making. Our Enterprise Risk Management Framework is aligned to the requirements of the PGPA Act and Commonwealth Risk Management Policy. The Framework delivers an approach consistent with other risk activities in the Commission, including the Quality Assurance Framework, Regulatory Operating Model and Regulatory Risk Management Framework.

During the reporting period risk continued to be managed through monitoring and reporting. The Chief Risk Officer (Assistant Commissioner Enterprise Governance and Strategy) provided oversight of risk management across the Commission and gave regular presentations and advice to the Commission Management Committee, and Risk and Audit Committee.

Internal audit and assurance

The Commission conducts internal audits to provide independent assurance that our systems of internal control and operations are in place, working efficiently and effectively, and satisfy the compliance requirements of the PGPA Act and associated regulations. These audits strengthen accountability, and promote a culture of risk management and continuous improvement.

Each year we develop an internal audit work plan – in consultation with the Commissioner, Commission Management Committee, and Risk and Audit Committee – taking into consideration our priorities and enterprise risks.

We engage professional service firms to conduct internal audits. The internal auditors report their findings and recommendations to the Risk and Audit Committee, and provide advice and assurance to the Commissioner.

In 2025–26, internal audits were completed on:

- 2025–26 annual performance reporting
- implementation of the People Strategy 2024–26
- updated governance arrangements.

Internal audits commenced on:

- Knowledge Management Hub
- application of the Enterprise Agreement 2024–2027 (management-initiated review).

Integrity

The Commission is committed to maintaining high standards of integrity and ethical behaviour. All staff are required to uphold the Australian Public Service (APS) Code of Conduct, APS Values and employment principles.

We are committed to achieving an optimised level of integrity maturity against the Commonwealth Integrity Maturity Framework and continue to work towards our desired maturity scale.

Complaints about the Commission

The Commission encourages and welcomes feedback about our services. In October 2025, we established an Internal Standards and Conduct section, together with a centralised policy and framework. This allows us to address feedback and complaints raised by our stakeholders in accordance with relevant legislation and guidelines.

Public interest disclosure

The Commission complies with the legislative requirements set out in the *Public Interest Disclosure Act 2013*. This Act serves to facilitate the disclosure and investigation of wrongdoing and maladministration within the Commonwealth public sector and promote the integrity and accountability of agencies and public officials. The Act also provides protections for disclosers and witnesses.

Freedom of information

The *Freedom of Information Act 1988* (FOI Act) grants people the right to access government-held information, unless it is exempt (for example, documents relating to national security). We comply with the legislative requirements set out in the FOI Act.

In 2025–26 a total of 99 freedom of information requests were granted (either wholly or partially), 19 were refused, 10 were withdrawn and 1 was transferred to another agency. All requests were processed within the applicable statutory timeframe.

Information Publication Scheme

Agencies subject to the FOI Act are required to declare the information they publish in accordance with the Information Publication Scheme requirements. This requirement is in Part II of the FOI Act and has replaced the former requirement to publish a section 8 statement in annual reports. Our Information Publication Scheme plan is published on our website.

Fraud and corruption control

Certification of Commission fraud and corruption control arrangements

I, Liz Hefren-Webb, certify that the Commission has:

- prepared fraud and corruption risk assessments and fraud and corruption control plans
- in place appropriate fraud and corruption prevention, detection, investigation and reporting mechanisms that meet the specific needs of the Commission
- taken all reasonable measures to appropriately deal with fraud and corruption relating to the Commission.



Liz Hefren-Webb
Aged Care Quality and Safety Commissioner
23 September 2026

The Commission's Fraud and Corruption Control Plan 2024–26 is designed to prevent, detect and respond to fraud and corruption in accordance with the requirements of section 10 of the Public Governance, Performance and Accountability Rule 2014. The plan includes a:

- statement of our policy on, and approach to, fraud and corruption risks based on a fraud and corruption risk assessment
- description of fraud and corruption control ownership, control effectiveness and treatment strategies
- direction for fraud and corruption control, fraud response and fraud awareness
- description of fraud and corruption reporting obligations within, and external to, the Commission.

Our fraud and corruption control strategy encompasses staff training in minimising the risk of fraud and corruption from both internal and external threats. Fraud awareness and security training is provided to all staff.

Significant non-compliance with financial law

Financial law includes the PGPA Act, related rules and instruments, and Appropriation Acts. No instances of significant non-compliance with financial law were reported by the Commission to the Minister for Aged Care and Seniors or the Minister for Finance during the reporting period.

External scrutiny

Administrative and judicial reviews

The Commission was involved in 27 matters before the Administrative Review Tribunal during 2025–26. A total of 12 were closed, and 2 went before the Federal Court as a judicial review. A total of 15 matters were carried over to 2026–27.

Auditor-General

The Auditor-General issued an unmodified report for the Commission's 2025–26 financial statements.

Australian Human Rights Commission

The Commission was involved in one matter before the Australian Human Rights Commission, which concluded in 2025–26.

Commonwealth Ombudsman

During 2025–26 the Commonwealth Ombudsman made 5 preliminary inquiries about how the Commission handled a complaint we received about a provider. We provided information in response to all matters and were subsequently advised by the Ombudsman that no further action was required in relation to all cases.

At 30 June 2026 we were awaiting notification of the outcome of one case that was received prior to the reporting period.

Coronial inquiries and inquests

During 2025–26 we responded to 70 requests for information to assist coronial investigations. Of these, 67 requests were finalised, with 3 carried over to 2026–27.

We assisted in the following coronial inquests during the reporting period:

- Coroners Court of Victoria – St Basil's Inquiry (COVID-related deaths)
- Coroners Court of Victoria – Aged Care Aggression Cluster
- Coroners Court of New South Wales – Inquest into the death of Clare Nowland.

Fair Work Commission

The Commission was involved in 4 matters before the Fair Work Commission, and one employment matter before the Federal Court. No matters were carried over to 2026–27.

Office of the Australian Information Commissioner

The Office of the Australian Information Commissioner commenced 5 freedom of information review applications during 2025–26. The Commission carried over 8 review applications from the previous reporting period. At 30 June 2026, 8 review applications were finalised, with the Commission awaiting the outcome of the remaining 5 applications.

We are committed to ensuring that personal information-handling practices comply with privacy obligations set out in the *Privacy Act 1988*. We collect, use, hold and disclose personal information to carry out our functions under the Aged Care Act. Details about how we handle personal and/or sensitive information can be found in our Privacy Policy, published on our website.

The Office of the Australian Information Commissioner did not initiate any privacy complaints or investigations into our personal information practices during the reporting period.

In addition we were not subject to determinations made by the Australian Privacy Commissioner or involved in decisions that had, or might have, a significant impact on our operations.

Parliamentary accountability

The Commission appears before parliamentary committees to answer questions about our role and functions. In 2025–26 we appeared before the Community Affairs Legislation Committee for:

- Inquiry into the Aged Care (Accommodation Payment Security) Levy Amendment Bill 2025 and Aged Care and Other Legislation Amendment Bill 2025 (August 2025)
- Supplementary Estimates 2025–26 (October and December 2025)
- Additional Estimates 2025–26 (February 2026)
- Budget Estimates 2026–27 (June 2026).

Management of human resources

Guided by our People Strategy 2024–26, we continued to build a well-supported, highly capable and diverse workforce that performs together effectively. During the reporting period we focused on supporting staff through organisational and sector change, fostering a positive, high-performing and inclusive workplace culture, and attracting, developing and retaining talented staff. We significantly increased our workforce size (in line with our overall budget allocation) by engaging ongoing and non-ongoing staff, while reducing the use of contractors.

Attraction and recruitment

Recruitment

The Commission engaged 508 APS staff in 2025–26, primarily filling existing ongoing frontline roles to support delivery of our functions under the Aged Care Act. Applicants were assessed on their demonstrated ability, skills, knowledge, experience and qualifications to perform the role, in line with the APS Work Level Standards. Approximately 3% of new staff identified as Aboriginal and/or Torres Strait Islander.

New and varied recruitment methodologies were introduced to streamline processes, support diversity and inclusion, and attract talented candidates from a wide array of disciplines. Assessment methodologies included psychometric testing, one-way interviews, work sample testing and yarning circles.

Salary and conditions

The Commission's Enterprise Agreement 2024–27 has been in effect since April 2024 and outlines the classification structures, salaries and employment conditions for staff. Some employment conditions are incorporated including allowances, leave entitlements and flexible working arrangements.

We do not provide performance-based payments to staff but do offer non-salary benefits such as fitness passports, salary packaging and car parking to a limited number of employees.

On 12 March 2026 a 3.4% salary increase was applied to staff covered by the Enterprise Agreement 2024–27. A 3.4% increase was also applied to Senior Executive Service (SES) salaries. These increases were applied in accordance with guidance and direction from the Australian Public Service Commission.

Table 13.
Australian Public Service Act employment salary ranges by classification level, 30 June 2026

	Minimum salary ($)	Maximum salary ($)
SES 2	294,762	358,044
SES 1	232,671	280,765
EL 2	146,298	173,208
EL 1	122,620	139,850
APS 6	99,784	112,571
APS 5	89,135	96,829
APS 4	83,159	87,869
APS 3	73,401	81,360
APS 2	63,516	69,313
APS 1	57,497	61,036
Legal 2	165,948	179,273
Legal 1	86,583	151,738
Medical Officer Class 6	308,578	359,203
Medical Officer Class 5	270,909	306,345
Medical Officer Class 4	189,021	208,057
Medical Officer Class 3	173,330	181,478
Medical Officer Class 2	155,017	163,334
Medical Officer Class 1	110,068	141,659
Senior Public Affairs 2	173,137	180,138
Senior Public Affairs 1	164,894	164,894
Public Affairs 3	134,353	150,339
Public Affairs 2	99,784	112,686
Public Affairs 1	83,160	96,396
Senior Quality Surveyor	99,997	112,769
Quality Surveyor	89,385	96,624
Minimum/maximum range	57,497	359,203

Table 14.
Australian Public Service Act employment arrangements, 30 June 2026

	SES	Non-SES	Total
Individual Flexibility Agreement	0	38	**38**
Determination	20	2	**22**
Enterprise Agreement	0	2,038	**2,038**

Capability development

During 2025–26 we continued to support staff to develop their capabilities. We applied the APS Continuous Learning Model to ensure staff had opportunities to learn through work, resources, people and courses. Key features of our approach included:

- continued use of our People Capability Framework to drive consistency across capability pathways, performance management approaches and development opportunities
- enhancing our learning management system (LearnHub) and hosting 72 live learning sessions, 106 courses, 13 mandatory learning program modules and 23 APS Academy and Comcare modules via APS shared content integration
- facilitating 123 face-to-face or face-to-screen programs, comprising 603 sessions
- delivering the Manager's Essentials virtual learning program for 94 new or emerging managers, and the Lifting Leadership program for 312 APS 6 and EL 1 emerging leaders
- delivering a new face-to-face Audit Methodology in Practice program
- providing Study Assistance to 42 staff, including 233 study leave days and $53,611 of reimbursed fees.

Diversity and inclusion

We value the contributions, perspectives and lived experiences of people from all backgrounds. A diverse and inclusive workforce is critical to achieving our purpose and delivering outcomes that reflect the communities we serve.

Throughout 2025–26 significant progress was made to foster an inclusive and respectful workplace including:

- supporting 6 staff diversity networks representing First Nations, Culturally and Linguistically Diverse, Neurodiverse, Disability, LGBTIQA+ and Gender Equity cohorts – each with executive sponsorship
- promoting flexible public holiday arrangements, allowing staff to substitute culturally significant days in line with Enterprise Agreement provisions
- supporting diversity events and awareness campaigns, including National Reconciliation Week, NAIDOC Week, International Day of People with Disability and Wear It Purple Day
- embedding cultural capability into the Commission's broader People Capability Framework, performance development agreements and mandatory learning
- updating our Respectful Workplace Policy to strengthen anti-discrimination principles and provide practical examples to guide staff behaviour
- confirming accessibility compliance across all Commission offices, in alignment with the Commonwealth Property Management Framework and *Disability Discrimination Act 1992* requirements
- maintaining annual membership of national diversity partners, including Diversity Council Australia, Pride in Diversity and Australian Disability Network.

Staff with disability

In 2025–26 we continued to deliver initiatives in alignment with the Australian Government's Disability Strategy 2021–31. Key highlights to promote awareness, remove barriers and support staff with disability include:

- implementation of our monthly Diversity and Inclusion education series to strengthen understanding of the barriers and issues for, as well as strengths of, people with disability
- promotion of inclusive storytelling, with staff sharing lived experiences in recognition of key awareness days
- accessibility improvements through digital platforms including the redevelopment of our intranet on Microsoft SharePoint
- ongoing focus on accessible information design for internal and external communications
- use of RecruitAbility for all recruitment processes, provision of guidance to recruitment panels about reasonable adjustment, and introduction of a register for staff with lived disability experience to participate on recruitment panels.

Reporting on disability

Australia's Disability Strategy 2021–31 is the overarching framework for inclusive policies, programs and infrastructure that will support people with disability to participate in all areas of Australian life. The strategy sets out where practical changes will be made to improve the lives of people with disability in Australia. It acts to ensure that the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australia's policies and programs that affect people with disability, their families and carers. All levels of government have committed to deliver more comprehensive and visible reporting under the strategy.

A range of reports on progress of the strategy's actions and outcome areas will be published and available at disabilitygateway.gov.au/ads.

Disability reporting is included in the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin. These reports are available at apsc.gov.au.

Aboriginal and Torres Strait Islander staff

Staff can nominate as being of either Aboriginal or Torres Strait Islander origin at the commencement, or at any stage, of their employment. We have 61 staff members – or 3% of our workforce – who have told us they identify as being of Aboriginal or Torres Strait Islander origin. In alignment with the Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy, Closing the Gap Priority Reforms and our Innovate

Reconciliation Action Plan, we aim to increase representation to 5%. We will do this by promoting targeted entry pathways into the Commission and investing in the capability and career development of Aboriginal and Torres Strait Islander staff.

We are committed to fostering a culturally capable and inclusive workplace where Aboriginal and Torres Strait Islander people are valued, respected and supported to thrive.

During 2025–26 we:

- established the First Nations Operations Policy unit – which works with internal and external stakeholders to help transform our regulation of aged care for Aboriginal and Torres Strait Islander people
- supported 4 apprentices to complete the Australian Government's Indigenous Apprenticeships Program – which provides a pathway to permanent APS employment and a Diploma of Government
- recruited 15 staff members through affirmative measures recruitment processes – supporting targeted employment opportunities for Aboriginal and Torres Strait Islander candidates
- further developed and promoted our First Nations Cultural Protocols – a practical guide to culturally respectful engagement with Aboriginal and Torres Strait Islander people
- implemented cultural safety training for staff – with 735 staff undertaking the training within the first 8 months, representing a significant investment in building collective cultural capability
- maintained a dedicated Indigenous Liaison Officer – providing confidential cultural support, guidance and career development assistance to Aboriginal and Torres Strait Islander staff, and cultural protocols advice to all staff

- continued to embed the Aboriginal and Torres Strait Islander Recruitment, Retention and Development Strategy, including flexible work arrangements and culturally appropriate leave provisions under our Enterprise Agreement 2024–27.

Table 15.
Australian Public Service Act Indigenous employees, 30 June 2026

	Total
Ongoing	61
Non-ongoing	0
Total	**61**

Staff engagement

Engagement with staff continued to be an important focus for us, with new ways of informing, consulting and engaging. This is reflected in our Enterprise Agreement 2024–27, which includes enhanced commitments to genuine and effective consultation with employees and unions.

The Commissioner and senior leaders travelled to our offices across Australia to meet staff in person to discuss current priorities and issues. Monthly online Commissioner-led sessions and all-staff webinars also provided opportunities for staff to hear directly from their leaders.

During the reporting period we used the APS Employee Census, pulse surveys, consultation sessions and focus groups to seek staff views on a range of employment matters. Our Staff Participation Forum provided a means for consulting with staff about workplace policies and matters of significance for the whole of the Commission. A Consultation Hub platform was also developed to further support consultation and effective communication.

Annual staff acknowledgement awards were held in December 2025, with 227 nominations received and 24 winners awarded. Staff with more than 10 years' service in the APS are acknowledged annually.

Work health and safety

We are committed to providing and maintaining a safe and healthy workplace in accordance with our responsibilities under the *Work Health and Safety Act 2011*, Work Health and Safety Regulations 2011 and *Safety, Rehabilitation and Compensation Act 1988*. Appendix 1 provides details of our activity under this legislation during the reporting period.

Workforce statistics

At 30 June 2026 our workforce headcount consisted of 2,058 APS staff and 91 contracted staff, comprising 4.2% of our total workforce. Of the 2,058 APS staff:

- 90.0% were full-time
- 94.1% were ongoing.

A total of 546 staff held executive-level roles or equivalent, ranging from Executive Level (EL) 1 to SES 2.

There were 194 APS employees who separated from the Commission during the reporting period, of whom 142 were ongoing and 52 were non-ongoing. Of the 194 separated employees:

- 140 were APS levels 3–6
- 52 were EL 1–2
- 2 were SES.

Table 16.
All ongoing employees by location and gender, 30 June 2026

	Man/male			Woman/female			Gender diverse			Prefers not to answer			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	119	2	**121**	267	27	**294**	1	0	**1**	0	0	**0**	**416**
QLD	115	7	**122**	267	38	**305**	0	0	**0**	0	0	**0**	**427**
SA	82	1	**83**	151	26	**177**	1	0	**1**	0	0	**0**	**261**
TAS	26	3	**29**	82	13	**95**	0	0	**0**	0	0	**0**	**124**
VIC	127	3	**130**	234	41	**275**	3	0	**3**	0	0	**0**	**408**
WA	27	3	**30**	63	9	**72**	0	0	**0**	0	0	**0**	**102**
ACT	61	0	**61**	110	21	**131**	0	1	**1**	0	0	**0**	**193**
NT	2	0	**2**	3	1	**4**	0	0	**0**	0	0	**0**	**6**
External territories [a]	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
Overseas	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
Total	**559**	**19**	**578**	**1,177**	**176**	**1,353**	**5**	**1**	**6**	**0**	**0**	**0**	**1,937**

a Australian territories that are external to Australian borders, for example, Norfolk Island and the Australian Antarctic Territory.

Table 17.
All non-ongoing employees by location and gender, 30 June 2026

	Man/male			Woman/female			Gender diverse			Prefers not to answer			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	7	0	**7**	15	2	**17**	0	0	**0**	0	0	**0**	**24**
QLD	5	0	**5**	15	1	**16**	0	0	**0**	0	0	**0**	**21**
SA	9	0	**9**	6	2	**8**	0	0	**0**	0	0	**0**	**17**
TAS	2	1	**3**	1	1	**2**	0	0	**0**	0	0	**0**	**5**
VIC	10	0	**10**	12	0	**12**	0	0	**0**	0	0	**0**	**22**
WA	4	0	**4**	3	0	**3**	0	0	**0**	0	0	**0**	**7**
ACT	10	1	**11**	12	2	**14**	0	0	**0**	0	0	**0**	**25**
NT	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
External territories [a]	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
Overseas	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
Total	**47**	**2**	**49**	**64**	**8**	**72**	**0**	**0**	**0**	**0**	**0**	**0**	**121**

a Australian territories that are external to Australian borders, for example, Norfolk Island and the Australian Antarctic Territory.

Table 18.
Australian Public Service Act ongoing employees by classification and gender, 30 June 2026

	Man/male			Woman/female			Gender diverse			Prefers not to answer			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 2	2	0	2	1	0	1	0	0	0	0	0	0	**3**
SES 1	7	0	7	10	0	10	0	0	0	0	0	0	**17**
EL 2	27	1	28	62	3	65	0	0	0	0	0	0	**93**
EL 1	108	3	111	236	43	279	1	0	1	0	0	0	**391**
APS 6	196	9	205	422	96	518	3	0	3	0	0	0	**726**
APS 5	57	5	62	144	23	167	0	1	1	0	0	0	**230**
APS 4	57	0	57	97	6	103	1	0	1	0	0	0	**161**
APS 3	0	0	0	2	0	2	0	0	0	0	0	0	**2**
Medical Officer 4	1	0	1	0	0	0	0	0	0	0	0	0	**1**
Legal 2	1	0	1	3	0	3	0	0	0	0	0	0	**4**
Legal 1	5	0	5	6	0	6	0	0	0	0	0	0	**11**
Senior Quality Surveyor	80	1	81	171	5	176	0	0	0	0	0	0	**257**
Quality Surveyor	18	0	18	23	0	23	0	0	0	0	0	0	**41**
Total	**559**	**19**	**578**	**1,177**	**176**	**1,353**	**5**	**1**	**6**	**0**	**0**	**0**	1,937

Note: Classification levels with 0 ongoing employees are excluded from this table.

Table 19.
Australian Public Service Act non-ongoing employees by classification and gender, 30 June 2026

	Man/male			Woman/female			Gender diverse			Prefers not to answer			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
EL 2	1	0	1	1	0	1	0	0	0	0	0	0	**2**
EL 1	7	1	8	12	3	15	0	0	0	0	0	0	**23**
APS 6	20	1	21	28	0	28	0	0	0	0	0	0	**49**
APS 5	8	0	8	10	2	12	0	0	0	0	0	0	**20**
APS 4	9	0	9	11	1	12	0	0	0	0	0	0	**21**
Medical Officer 6	0	0	0	0	1	1	0	0	0	0	0	0	**1**
Legal 2	0	0	0	0	1	1	0	0	0	0	0	0	**1**
Senior Quality Surveyor	1	0	1	1	0	1	0	0	0	0	0	0	**2**
Quality Surveyor	1	0	1	1	0	1	0	0	0	0	0	0	**2**
Total	**47**	**2**	**49**	**64**	**8**	**72**	**0**	**0**	**0**	**0**	**0**	**0**	**121**

Note: Classification levels with 0 non-ongoing employees are excluded from this table.

Table 20. Australian Public Service Act employees by classification and employment type, 30 June 2026

	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total ongoing	
SES 3	0	0	**0**	0	0	**0**	**0**
SES 2	3	0	**3**	0	0	**0**	**3**
SES 1	17	0	**17**	0	0	**0**	**17**
EL 2	89	4	**93**	2	0	**2**	**95**
EL 1	345	46	**391**	19	4	**23**	**414**
APS 6	621	105	**726**	48	1	**49**	**775**
APS 5	201	29	**230**	18	2	**20**	**250**
APS 4	155	6	**161**	20	1	**21**	**182**
APS 3	2	0	**2**	0	0	**0**	**2**
APS 2	0	0	**0**	0	0	**0**	**0**
APS 1	0	0	**0**	0	0	**0**	**0**
Medical Officer 6	0	0	**0**	0	1	**1**	**1**
Medical Officer 4	1	0	**1**	0	0	**0**	**1**
Legal 2	4	0	**4**	0	1	**1**	**5**
Legal 1	11	0	**11**	0	0	**0**	**11**
Senior Quality Surveyor	251	6	**257**	2	0	**2**	**259**
Quality Surveyor	41	0	**41**	2	0	**2**	**43**
Other	0	0	**0**	0	0	**0**	**0**
Total	**1,741**	**196**	**1,937**	**111**	**10**	**121**	**2,058**

Table 21. Australian Public Service Act employees by location and employment type, 30 June 2026

	Ongoing	Non-ongoing	Total
NSW	416	24	**440**
QLD	427	21	**448**
SA	261	17	**278**
TAS	124	5	**129**
VIC	408	22	**430**
WA	102	7	**109**
ACT	193	25	**218**
NT	6	0	**6**
External territories [a]	0	0	**0**
Overseas	0	0	**0**
Total	**1,937**	**121**	**2,058**

a Australian territories that are external to Australian borders, for example, Norfolk Island and the Australian Antarctic Territory.

Executive remuneration

The categories of officials covered by the disclosure are:

- key management personnel
- senior executives
- other highly paid staff, whose total remuneration exceeds the threshold remuneration amount for the reporting period.

Policies and practices

Under the Aged Care Act, the Minister appoints the Aged Care Quality and Safety Commissioner and the Aged Care Complaints Commissioner. The terms and conditions of this appointment are determined in accordance with the Remuneration Tribunal Amendment Determination (No. 4) 2018.

SES employees are employed under section 22 of the *Public Service Act 1999*. Remuneration of SES employees is determined by the Commissioner in accordance with the Commission's SES Employees' Remuneration, Conditions and Performance Policy and the APS Executive Remuneration Management Policy. Their terms and conditions of employment are provided through a section 24(1) determination under the Public Service Act.

The section 24(1) determination includes:

- annual salary
- superannuation arrangements
- provision for parking of the employee's vehicle
- leave, official travel and other entitlements in accordance with the Commission's applicable policies and guidelines
- flexible working arrangements (where applicable).

Other highly paid staff are remunerated under the terms and conditions of the Commission's Enterprise Agreement 2024–27, which may be varied by an Individual Flexibility

Arrangement as per the provisions of Schedule 2.2 of the Fair Work Regulations 2009, if approved by the Commissioner. An Individual Flexibility Arrangement needs to meet the genuine needs of the Commission and the employee, is mutually agreed, and is based on capability, experience and qualifications of the employee.

Basis of determining remuneration

The Commissioner determines remuneration individually for each SES employee under the Commission's section 24(1) determination, with consideration given to the APS Executive Remuneration Management Policy and other guidance provided by the Australian Public Service Commission.

The SES Employees' Remuneration, Conditions and Performance Policy does not allow for any bonus component related to performance. Progression to a higher salary is based on an annual performance assessment conducted in July under the Performance Development Scheme in place for all SES employees. Salary progression is not automatic.

Tables 22 and 23 show disaggregated information related to Commission executive remuneration for 2025–26.

Key management personnel

Key management personnel are those people with authority and responsibility for planning, directing and controlling the activities of the Commission, directly or indirectly, including any director of the Commission (whether executive or otherwise).

The Commission has determined our key management personnel to be the Commissioner and SES personnel or equivalent who are members of the Commission Management Committee, and members of staff acting in those roles for a substantial period.

Table 22. Remuneration for key management personnel, 2025–26 ($)

Name and position title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
	Base salary	Bonuses	Other benefits and allowances	Superannuation contributions	Long service leave	Other long-term benefits		
Elizabeth Hefren-Webb Aged Care Quality and Safety Commissioner	473,435	0	0	78,539	(698)	0	0	**551,276**
Treasure Jennings [a] Aged Care Complaints Commissioner	261,987	0	0	19,783	3,355	0	0	**285,125**
Michelle Bampton [b] Interim Complaints Commissioner	92,228	0	1,918	15,002	7,758	0	0	**116,906**
Mandy Callary Chief Clinical Advisor	273,616	0	5,624	40,422	6,056	0	0	**325,718**
Peter Edwards **Deputy Commissioner**	250,749	0	4,891	40,962	20,081	0	0	**316,683**
Bronwen Jaggers Deputy Commissioner	76,364	0	1,152	12,463	2,891	0	0	**92,870**
Mark le Dieu [c] Deputy Commissioner	243,919	0	4,894	48,820	9,008	0	0	**306,641**
Melanie Metz Deputy Commissioner	294,446	0	4,488	56,826	20,725	0	0	**376,485**
Gary Rake Deputy Commissioner	342,102	0	4,488	59,126	8,351	0	0	**414,067**
Total	**2,308,846**	**0**	**27,455**	**371,943**	**77,527**	**0**	**0**	**2,785,771**

a Commenced at the Commission 1 November 2025

b Departed the Commission 5 December 2025

c Departed the Commission 24 April 2026

Table 23. Remuneration for Senior Executive Service staff, 2025–26 ($)

Total remuneration on bands	Number senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Average base salary	Average bonuses	Average other benefits and allowances	Average super-annuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
$0–220,000	3	118,507	0	6,358	25,825	8,432	0	0	159,123
$220,001 –245,000	1	190,443	0	1,643	35,492	11,821	0	0	239,400
$245,001 –270,000	1	212,930	0	0	32,314	7,190	0	0	252,434
$270,001 –295,000	1	235,727	0	4,409	34,379	11,246	0	0	285,762
$295,001 –320,000	5	237,512	0	9,070	40,294	19,416	0	0	306,292
$320,001 –345,000	6	264,250	0	5,915	42,905	14,577	0	0	327,648
$345,001 –370,000	4	287,907	0	5,801	49,508	13,371	0	0	356,586
$370,001 –395,000	1	294,446	0	0	56,826	22,527	0	0	373,799
$395,001 –420,000	1	332,656	0	9,446	59,126	9,077	0	0	410,305

Note: Excludes the Commissioner and personnel acting for short-term periods in SES positions; minor differences between data in Table 22 and the Annual Financial Statements are due to rounding.

There are no other highly paid staff within the Commission.

Strategic Commissioning Framework

In 2025–26 the Commission continued to bring core work inhouse in accordance with the APS Strategic Commissioning Framework. During the reporting period we aimed to reduce the consultancy spend across the digital and policy job families. We set a target of reducing our consultancy spend by $4.5m.

We successfully achieved a reduction in outsourcing expenditure of $13m against these job families. The actual reduction achieved is significantly greater than the target set, which demonstrates proactive work undertaken to align with the principles of the Strategic Commissioning Framework.

Asset management

The Commission's reportable non-financial asset value was $46.1m as at 30 June 2026. Commission assets include leases (right-of-use assets), plant and equipment, purchased computer software and computer equipment. We outsource the property management of 9 office locations across Australia under Whole-of-Australian Government arrangements.

Purchasing

The Commission's approach to procurement activities is consistent with the principles of the PGPA Act and related regulations, including the Commonwealth Procurement Rules and relevant internal policies. The Commonwealth Procurement Rules encourage competition, value for money, transparency and accountability, as well as the efficient, effective, ethical and economical use of Commonwealth resources. This includes compliance with relevant legislation including the *Modern Slavery Act 2018*.

Through our Accountable Authority Instructions and supporting operational guidance, we have appropriate controls in place to ensure procurement activities are effective, efficient, economical and ethical, giving appropriate consideration to financial and non-financial costs and benefits.

We are subject to internal and external (Australian National Audit Office) compliance audits in line with Commonwealth procurement requirements. We proactively respond to audit recommendations and routinely monitor our procurement performance against the Commonwealth Procurement Rules to ensure continuous business improvement.

Reportable consultancy contracts

Decisions to engage consultants are made in accordance with the PGPA Act and related regulations. The Commission engages consultants when we require specialist expertise or when independent research, review or assessment are required. Providers of consulting services are chosen after considering the skills and resources required for the task, internal capacity and cost effectiveness of contracting an external service provider. We select consultants via panel arrangements or other mechanisms consistent with the Commonwealth Procurement Rules and Accountable Authority Instructions.

During the reporting period, 12 new reportable consultancy contracts were entered into, with a total actual expenditure of $1.3m. In addition, 15 ongoing reportable consultancy contracts were active during 2025–26, with a total actual expenditure of $6.6m (Table 24).

The main categories under which consultants were engaged were:

- management advisory services
- other professional and corporate services, including information technology.

Details of the organisations receiving the largest share of consultancy contract expenditure are at Table 25.

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.

Table 24. Number of, and expenditure on, reportable consultancy contracts, 2025–26

Note: The consultancy expense figures in this table have been prepared based on the original classification of contracts as consultancies as published by the Commission on AusTender. These expenses differ from those disclosed in the financial statements as a number of these contracts had an initial activity deemed consultancy in nature and then subsequently, non-consultancy services.

	Number	Expenditure $'000 (incl. GST)
New contracts entered into during the reporting period	12	1,274
Ongoing contracts entered into during a previous reporting period	15	6,625
Total	**27**	**7,899**

Table 25. Organisations receiving a share of consultancy contract expenditure, 2025–26

Name of organisation	ABN	Expenditure $'000 (incl. GST)
xAmplify Services Pty Ltd	74 632 045 080	4,448
Deloitte Touche Tohmatsu	74 490 121 060	450
Expose Data Pty Ltd	27 613 307 592	448
Whereto Research Based Consulting Pty Ltd	65 605 178 603	441
McGrathNicol Advisory Partnership	34 824 776 937	336

Reportable non-consultancy contracts

The Commission entered into and managed a range of reportable non-consultancy contracts during 2025–26. Contracts were established in accordance with the PGPA Act, Commonwealth Procurement Rules and relevant internal procurement policies.

During 2025–26 we entered into 169 new reportable non-consultancy contracts, with expenditure of $34.7m. A further 256 reportable non-consultancy contracts entered into during previous reporting periods remained active during the year, with expenditure of $55m. Total expenditure on reportable non-consultancy contracts during 2025–26 was $89.6m across 425 contracts (Table 26).

Details of the organisations receiving the largest share of non-consultancy contract expenditure are at Table 27.

Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.

Table 26. Number of, and expenditure on, reportable non-consultancy contracts, 2025–26

	Number	Expenditure $'000 (incl. GST)
New contracts entered into during the reporting period	169	34,689
Ongoing contracts entered into during a previous reporting period	256	54,950
Total	**425**	**89,639**

Table 27. Organisations receiving a share of non-consultancy contract expenditure, 2025–26

Name of organisation	ABN	Expenditure $'000 (incl. GST)
Evolve FM	52 605 472 580	11,716
Pegasystems Ltd	59 954 141 135	11,543
Macquarie Technology Operations Pty Ltd	21 082 930 916	5,878
Incotrade Australia Pty Ltd TA Leonardo Consulting	20 066 273 256	3,356
Technology One Ltd	84 010 487 180	2,250

Australian National Audit Office access clauses

During 2025–26 no contracts of $100,000 or more (inclusive of GST) were entered into, where the Auditor-General required to have access to the contractor's premises.

Exempt contracts

During 2025–26 no contracts of $10,000 or more (inclusive of GST) or standing offers were exempted by the Commissioner from being published on AusTender on the basis that it would disclose exempt matters under the FOI Act.

Support of small business

The Commission supports small business participation in the Australian Government procurement market.

We support small and medium enterprises (SMEs) through our procurement practices by applying the requirements of the Commonwealth Procurement Rules that promote SME participation in certain procurements. This includes approaching SMEs through relevant panel arrangements and, where applicable, restricting procurement opportunities under $125,000 (inclusive of GST) to SMEs in accordance with Commonwealth procurement policy.

We support SMEs by:

- complying with the Commonwealth Procurement Framework and Commonwealth Procurement Rules
- implementing procurement practices that provide SMEs with opportunities to compete for government business
- applying the requirements of the Commonwealth Procurement Rules that support Australian businesses and SMEs, including use of SME-restricted procurement opportunities where applicable
- using the Commonwealth Contracting Suite for low-risk procurements valued under $200,000 (inclusive of GST)
- using credit cards for procurements valued below $10,000 (inclusive of GST)
- implementing the Indigenous Procurement Policy, recognising that many Indigenous businesses are also SMEs
- using the Australian Industry Participation policies and programs to encourage SME engagement opportunities
- supporting local small businesses when procuring accommodation in locations where whole-of-government travel arrangements are unavailable

- facilitating the timely payment of invoices through our financial management system
- complying with the government's Supplier Pay On-time or Pay Interest Policy.

SME participation statistics are available on the Department of Finance's website.

Statistics on SME participation in Australian Government procurement are available on the Statistics on Australian Government Procurement Contracts page.

Supplier Pay On-time or Pay Interest Policy

The Commission recognises the importance of ensuring that small businesses are paid on time. We support timely payment practices through our financial management processes and compliance with the Australian Government's Supplier Pay On-time or Pay Interest Policy.

This policy requires non-corporate Commonwealth entities to pay eligible invoices within:

- 5 calendar days for electronic invoices
- 20 calendar days for all other invoices, unless a shorter payment period was agreed between the entity and the supplier.

Where payment is not made in full and on time, the non-corporate Commonwealth entity is required to pay interest to the supplier on the outstanding amount if the interest accrued is more than $100.

Table 28.
Supplier Pay On-time or Pay Interest Policy activity, 2025–26

	Eligible invoices up to $1 million (incl. GST)	All eligible invoices (incl. GST)
Invoices paid within 20 days		
Percent of invoices paid by number	99.8%	99.8%
Percent of invoices paid by value	99.4%	99.4%
Total value of invoices	**$106,468,513**	**$106,468,513**
eInvoices paid within 5 days		
Percent of einvoices paid by number	97.4%	97.4%
Percent of einvoices paid by value	98.1%	98.1%
Total value of einvoices	**$13,007,891**	**$13,007,891**

Table 29.
Interest paid on late invoices, 2025–26

Late invoices	Interest paid
Late invoices (due payment in 20 days)	0
Late eInvoices (due payment in 5 days)	0
Late paid invoices and eInvoices	0

Other mandatory information

Advertising and market research

During 2025–26 the Commission conducted the following advertising and market research activity:

- 'Choice, dignity, respect – your rights in aged care' public information campaign
- developmental research on barriers to raising concerns in aged care.

As a transparent organisation, we are committed to the public disclosure of specific advertising and market research expenditure. In accordance with section 311A of the *Commonwealth Electoral Act 1918*, Table 30 sets out the particulars of amounts above $16,900 (inclusive of GST) paid during the reporting period to:

- advertising agencies
- market research organisations
- polling organisations
- direct mail organisations
- media advertising organisations.

Table 30.
Advertising and market research expenditure above $16,900 (inclusive of GST), 2025–26

Organisation	Organisation type	Purpose	Amount ($, incl. GST)
APSJobs	Media advertising	Recruitment advertising	**708,359**
Universal McCann	Media advertising	Recruitment advertising	**32,611**
		'Choice, dignity, respect – your rights in aged care' public information campaign	**1,338,261**
WhereTo Research Based Consulting Pty Ltd	Market research	Developmental research on barriers to raising concerns in aged care	**440,913**
Total			**2,520,144**

Complaints Commissioner report



Aged Care Complaints Commissioner Report 2025–26

The independent Aged Care Complaints Commissioner role was formally established on 1 November 2025, with the commencement of the *Aged Care Act 2024*.

The Complaints Commissioner plays a vital role in:

- upholding the rights of older people by providing accessible pathways for complaints and feedback
- supporting people who use aged care services to raise concerns about registered providers, responsible persons or aged care workers
- resolving complaints with the best possible outcomes for older people
- promoting best-practice complaint handling, open disclosure and continuous improvement across the sector.

Under the Aged Care Act, the Commission's Annual Report must include a report on the functions of the Complaints Commissioner, providing transparency and accountability in the management of complaints and feedback across the aged care sector. This report has been prepared in accordance with the requirements set out in the Aged Care Rules 2025.

The information presented covers complaints and feedback received by the Complaints Commissioner from 1 November 2025 to 30 June 2026, including ongoing complaints received before 1 November 2025.

Complaints received

The number of complaints received between 1 November 2025 and 30 June 2026 totalled 10,628, an increase of 45% when compared to the same period in 2024–25 (7,323 complaints from 1 November 2024 to 30 June 2025). This increase in complaints activity may indicate that:

- the Commission's activities – including a dedicated public information campaign – to promote, educate and empower older people about their rights have been effective
- there is greater public awareness owing to media coverage of aged care sector reform
- older people may be experiencing new concerns about the safety and quality of the services they are receiving.

Table 31. Complaints received, 1 November 2025 – 30 June 2026

	Number of complaints
Total complaints received	10,628
Complaints received about compliance with the Act – registered provider, responsible person or worker	1,976
Complaints received about a registered provider acting in a way that is incompatible with the Statement of Rights	1,042

Table 32. Complaints received by location, 1 November 2025 – 30 June 2026

State or territory	Number of complaints
New South Wales	3,217
Victoria	2,764
Queensland	2,364
South Australia	916
Western Australia	752
Tasmania	283
Australian Capital Territory	117
Northern Territory	54
Other [a]	161
Total	**10,628**

The Commission has implemented a new case management system designed to support our obligations under the Aged Care Act. Up until 30 June 2026, we were only able to report the number of complaints received by service category for residential care homes (Category 6: Residential care). To enhance our reporting capabilities and system functionality, further enhancements to our case management system continue to be made.

The number of complaints received from 1 November 2025 to 30 June 2026 for provider registration category 6: residential care is 4,914. The number of complaints received by provider can be found at Appendix 3 .

a Complaints received by the Complaints Commissioner and other business areas of the Commission that cannot be linked to a specific jurisdiction.

Types of complaints

A complaint can contain more than one concern. Complaints received by the Commission are allocated one or more topics (or 'specific concerns'). During the reporting period, a total of 17,781 individual concerns were recorded against a total of 10,628 complaints. All concerns are categorised across 11 common categories.

The most common concern categories were:

- Care provision and planning concerns
- Fees, charges and agreement concerns
- Provider and workforce concerns
- Support at Home, Commonwealth Home Support Program and respite services concerns
- Statement of Rights concerns.

The most common individual concerns were:

- Effective assessment, planning and management of health condition(s), not otherwise listed
- Numbers of workers not being sufficient for quality aged care including 24/7 registered nurses and care minutes
- Providers' communication and consultation around fees and charges
- Account statements not being provided or inaccurate
- Providers' communication and consultation about account statements not being provided or inaccurate.

A detailed breakdown of the number of complaints per concern by registered provider or residential care home is at Appendix 3.

Complaints finalised

Between 1 November 2025 and 30 June 2026, the Commission finalised 6,783 complaints.

Table 33. Finalised and open complaints by location, 1 November 2025 – 30 June 2026

		Complaints received between 1 Nov'25 – 30 Jun'26		
State or territory	**Open complaints (as at 31 Oct'25)**	**Complaints received (1 Nov'25 – 30 Jun'26)**	**Complaints finalised (1 Nov'25 – 30 Jun'26)**	**Open complaints (as at 30 Jun'26)**
Australian Capital Territory	28	117	76	41
New South Wales	645	3,217	2,042	1,175
Northern Territory	4	54	40	14
Queensland	445	2,364	1,374	990
South Australia	186	916	652	264
Tasmania	20	283	198	85
Victoria	361	2,764	1,859	905
Western Australia	109	752	533	219
Other [a]	31	161	9	152
Total	**1,829**	**10,628**	**6,783**	**3,845**

Note: The number of open complaints as at 30 June 2026 is the number of complaints received between 1 November 2025 and 30 June 2026, minus the number of complaints finalised (dealt with) and does not include complaints on hand at 31 October 2025. 1,823 of the 1,829 complaints on hand at 31 October 2025 were also closed in this time period, but are not included in the table above.

a Complaints received that cannot be linked to a specific jurisdiction.

Time taken to finalise complaints

During the reporting period a total of 8,606 complaints were finalised. Of these:

- 1,823 were open (existing) complaints as of 31 October 2025 (pursuant to transitional arrangements)
- 6,783 were received and finalised between 1 November 2025 and 30 June 2026.

A breakdown of the time taken to finalise complaints can be found at Table 34.

'Existing' complaints received under the former *Aged Care Quality and Safety Commission Act 2018* and 'new' complaints received under the Aged Care Act are reported separately. Requirements and timeframes for managing complaints differ between these 2 Acts.

Table 34. Time taken to finalise complaints, 30 June 2026

Time	Number of complaints
Time taken to finalise complaints open at 31 October 2025 ('existing' complaints) [a]	
Within 60 days	462
Within 90 days	706
91–120 days	266
Over 120 days	851
Total complaints finalised	**1,823**
Average number of days to finalise a complaint	**124**
Time taken to finalise complaints received since 1 November 2025 ('new' complaints) [b]	
Within 90 days	4,779
91–120 days	1,220
More than 120 days	784
Total complaints finalised	**6,783**
Average number of days to finalise a complaint	**57.7**

a Received under the former *Aged Care Quality and Safety Commission Act 2018*.

b Received under the *Aged Care Act 2024*.

Exceptional circumstances

We aim to resolve complaints within the legislated timeframe of 90 days. However, it is sometimes not possible to meet the legislated deadline for complaints for the following reasons:

- the complaint is complex – for example, it relates to high-risk, organisation-wide clinical matters
- we need to consult with specialist areas within the Commission
- the complainant, older person or their supporter need extra time to consider information or a possible resolution outcome
- there are complex family dynamics that require sensitivity and time to balance different accounts of events and manage relationships
- there are multiple parties to the complaint with different views or wishes
- the provider is being actively monitored by another area of the Commission, which may affect resolution of the complaint
- a requirement for a specific action was issued, which needs time to implement and demonstrate its effectiveness
- there are unexpected interruptions to the complaints process (for example, people are unavailable due to hospitalisation)
- the provider needs time to improve their risk controls so they are effective and meet their obligations
- the Commission needs extra time to verify the effectiveness of the provider's risk controls (for example, undertake a site visit or collect extra evidence).

From 1 November 2025 to 30 June 2026, a total of 784 complaints (or 12%) were finalised in excess of 120 days.

Outcomes of finalised complaints

We respond to complaints about registered providers, responsible persons and aged care workers, with a focus on meaningful and restorative outcomes. Of the 6,783 complaints received from 1 November 2025 and finalised by 30 June 2026, 4,257 (63%) achieved a positive outcome for older people.

The result is a decrease from 2024–25, when 81% of finalised complaints achieved a positive outcome for older people. The decrease is likely attributed to data capture and reporting changes under our new case management system, introduced to support implementation of the Aged Care Act.

Table 35.
Results of finalised complaints, 30 June 2026

	Number of complaints
Results of finalised complaints open at 31 October 2025 ('existing' complaints) [a]	
Total complaints finalised	1,823
Complaints finalised with a positive outcome	1,578
% finalised with a positive outcome	87%
Results of finalised complaints received since 1 November 2025 ('new' complaints) [b]	
Total complaints finalised	6,783
Complaints finalised with a positive outcome for older people	4,257
% finalised with a positive outcome for older people	63%

a Received under the former *Aged Care Quality and Safety Commission Act 2018*.

b Received under the *Aged Care Act 2024*.

Table 36.
Outcome achieved for finalised complaints, 30 June 2026

Outcome	Number of outcomes	Percent of total outcomes
Outcome for finalised complaints open at 31 October 2025 ('existing' complaints) [a]		
Action expedited	432	6
Action taken with provider staff member	103	1
Better explanation – by Commission	767	11
Better explanation – by provider	3,023	43
Change to government policy/legislation identified for action	3	<0.1
Change to provider policy/practice	754	11
Debt/penalty waived or reduced	32	0.5
Decision changed	50	1
Other financial remedy	75	1
Provider disclosure or apology	494	7
Referral of information for action – outside Commission	16	0.2
Referral of information for action – within Commission	733	10
Remedy provided without Commission intervention	191	3
No remedy	382	5
Total	**7,055**	**100**

Outcome	Number of outcomes	Percent of total outcomes
Outcome achieved for finalised complaints received since 1 November 2025 ('new' complaints)[b]		
Action expedited	340	4.5
Action taken with provider staff member	186	2.4
Better explanation – by the Commission	717	9.4
Better explanation – by provider	2,815	36.9
Change to government policy/legislation identified for action	20	0.3
Change to provider policy/practice	625	8.2
Debt/penalty waived or reduced	53	0.7
Decision changed	101	1.3
Other financial remedy	110	1.4
Provider disclosure or apology	566	7.4
Referral of information for action – outside the Commission	0	0.0
Referral of information for action – within the Commission	211	2.8
Remedy provided without Commission intervention	403	5.3
No remedy	1,472	19.3
Total	**7,619**	**100**

Note: Some complaints were finalised with multiple outcomes, so the sum of outcomes achieved will be higher than the total complaints finalised.

a Received under the former *Aged Care Quality and Safety Commission Act 2018*.

b Received under the *Aged Care Act 2024*.

Table 37. Complaints finalised with no remedy, 30 June 2026

	Number of complaints
Complaints open at 31 October 2025 finalised with no remedy ('existing' complaints) [a]	
Existing complaints finalised with no remedy	245
Total outcomes recorded	**5,034**
Complaints received since 1 November 2025 finalised with no remedy ('new' complaints) [b]	
Complaints finalised with no remedy	1,472
Total outcomes recorded	**7,619**

Participant feedback

Once a complaint has been finalised, both parties are invited to complete a survey to canvas their views on the Commission's complaint handling process, as well as their satisfaction with the outcomes achieved.

On behalf of the Commission, ORIMA Research Pty Ltd (our survey supplier) contacts complainants and providers to obtain anonymous, confidential feedback about their level of satisfaction. The results are collated to determine overall satisfaction scores.

Of the 3,155 survey responses received between 1 November 2025 and 30 June 2026, 1,953 (62%) had an overall satisfaction rating of 'satisfied' or higher with how the Commission managed the complaints process.

Note: Some complaints have multiple issues. While some issues may be resolved and a specific outcome achieved, the balance of issues may not be able to be resolved, hence 'no remedy'.

a Received under the former *Aged Care Quality and Safety Commission Act 2018*.

b Received under the *Aged Care Act 2024*.

Complaint determinations

Under the Aged Care Act, once a complaint has been resolved, a written statement ('complaint determination') must be prepared setting out:

- what action the Complaints Commissioner may have taken to deal with and resolve the complaint
- what action should be taken by another person to deal with and resolve the complaint where applicable
- information relating to the review or reconsideration of decisions made under the scheme where applicable.

To finalise a complaint, Commission staff:

- draft a complaints determination
- provide the proposed complaint determination to the complainant
- consider any new information or views provided about the proposed complaint determination
- provide the final determination to the complainant and the provider, responsible person or aged care worker who was the subject of the complaint.

This must be done within a period of 90 days from the day the complaint was made, unless the Complaints Commissioner is satisfied that there are circumstances requiring a period of more than 90 days.

Complaint reconsideration decisions

No further action

A 'no further action' decision is made when the Commission determines that no further complaint resolution or investigation is required after considering the available information. Under section 361–55 of the Aged Care Rules complainants, or the entity against which a complaint was made, may ask for this decision to be reconsidered. The requestor must identify the reason for the request, either orally or in writing, within 42 days of receiving the complaint determination.

Table 38. Complaint reconsideration decisions – no further action, 1 November 2025 – 30 June 2026 [a]

Reconsiderations – no further action	Number of reconsiderations
Number of decisions to take no further action reconsidered under Subdivision D of Division 4	61
Number for which the reconsideration decision was to affirm the decision	30
Number for which the reconsideration decision was to set the decision aside and decide to make a new decision under section 361–42 in relation to the complaint	1
Number for which the reconsideration decision was to set the decision aside and undertake new resolution process under section 361–42 in relation to the complaint	11
Withdrawn	1

a Data represents reconsideration decisions made between 1 November 2025 and 30 June 2026 under the Aged Care Act, and does not include any of the transitional reconsideration decisions also made during that time under previous legislation.

End resolution process

'End resolution process' is a decision made by the Complaints Commissioner or delegate under section 361–50 of the Aged Care Rules to discontinue the complaint resolution process because one or more prescribed grounds apply. These grounds include:

- where the complaint has been resolved by other means (for example the complainant and the provider have reached an agreement)
- the complaint has been withdrawn by the complainant
- the complaint is vexatious or frivolous or is the subject of legal proceedings or a coronial inquiry
- the Complaints Commissioner has referred the complaint to another entity to resolve.

Complainants may seek a reconsideration of this decision.

Table 39. Complaint reconsideration decisions – end resolution process, 1 November 2025 – 30 June 2026 [a]

Reconsiderations – end resolution process	Number of reconsiderations
Number of decisions to end resolution processes reconsidered under Subdivision D of Division 4	92
Number for which the reconsideration decision was to affirm the decision	46
Number for which the reconsideration decision was to set the decision aside and decide to make a new resolution process under Division 4	15
Withdrawn	2

a Data represents reconsideration decisions made between 1 November 2025 and 30 June 2026 under the Aged Care Act, and does not include any of the transitional reconsideration decisions also made during that time under previous legislation.

Summary of activities

During the reporting period the following activities to support the complaints function were undertaken by the Complaints Commissioner division.

Recurring external meetings attended:

- Aged Care Quality and Safety Advisory Council (every 2 months)
- Ageing Australia (quarterly)
- Commission Consultation Forum (quarterly)
- Commonwealth Ombudsman
- LGBTIQ+ Health Australia (quarterly)
- National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (quarterly)
- National Aboriginal Community Controlled Health Organisation (every 6 months)
- National Disability Insurance Scheme (quarterly)
- Older Persons Advocacy Network (quarterly)
- representatives from the United Workers' Union, the Australian Nursing and Midwifery Federation, the Health Services' Union and the Australian Workers' Union (as required)
- registered providers (as required).

Presentations delivered to the following external organisations:

- ADA Australia
- Aged Care Reform Forum
- Aged Care Research and Industry Innovation Australia (panel member)
- Ageing Australia National Home and Community Care Forum
- Ageing Forum
- Dementia Practice webinar
- Dementia Support Australia (panel member)
- Elder ECHO (The importance of advocacy)
- Health Care Complaints Commission
- LGBTIQ+ Health Australia policy and research webinar
- National Aged Care Alliance
- National Dementia Conference (panel member)
- OPAN webinar
- Rights Information and Advocacy Centre
- UQ Conversations about Care
- Victorian Statewide Support at Home Provider Network

Attendance at the following external events (including hosting exhibitor booths):

- First Nations Integrated Strategy Planning Session
- Risk-based Regulation Conference
- ANZSOG First Nations Conference
- National Multicultural Health and Wellbeing Conference 2025
- Have a Go Day Perth
- Care Expo Sydney

Communications products:

- Open letter to older people, families and supporters from the Commissioner and Complaints Commissioner – 3 November 2025
- A new rights-based process for complaints – what providers can expect from us – 23 December 2025
- Resources for aged care workers – New Aged Care Act – 1 November 2025
- Asking for a review of a complaint decision – 1 November 2025
- Do you have concerns about an aged care provider, worker or responsible person? Poster – 1 November 2025
- First Nations Statement of Rights Information Sheet – 5 November 2025
- General notice of collection of personal information – 5 November 2025
- Do you have a concern about an aged care provider, worker or responsible person? Brochure – 5 November 2025
- First Nations – Stakeholder Communications Toolkit – 17 December 2025

Appendices



Appendix 1 | Reporting requirements under the *Work Health and Safety Act 2011*

The Commission is committed to providing and maintaining a safe and healthy workplace in accordance with our responsibilities under the *Work Health and Safety Act 2011*, Work Health and Safety Regulations 2011 and *Safety, Rehabilitation and Compensation Act 1988*. We have a range of initiatives in place to support this commitment.

We value early intervention and support staff to safely remain at, or return to, work after an illness or injury through:

- rehabilitation assessments
- return to work plans
- flexible working arrangements
- workplace adjustments.

During the reporting period we refreshed our approach to early intervention by providing more guidance for staff in recognising early warning signs of illness or injury.

The Employee Assistance Program is available for all staff members and their families. In 2025–26 staff used an average of 97 hours of counselling per month. Further Employee Assistance Program services include:

- manager support sessions
- wellbeing check-ins
- mediation
- on site support
- coaching and learning programs.

Our Wellbeing Plan delivers practical initiatives and support to reduce psychological and physical risks in the workplace. During the reporting period this included monthly health and wellbeing information sessions, participation in community-based activities, and self-service resources on our intranet.

Our hazard and incident management process remained in place to identify hazards, assess risk and ensure effective control measures. During the reporting period there were no notifiable incidents arising from the conduct or undertakings of the Commission.

We engaged our Work Health and Safety Committee on health and safety matters, facilitating cooperation between staff and management representatives to improve psychosocial and physical safety across the Commission. We also trained 91 staff to undertake the roles of Health and Safety Representative, Workplace Contact Officer, First Aid Officer, Emergency Warden and Harassment Contact Officer.

Free annual influenza vaccinations were offered to all staff, with vaccination mandatory for field-based staff.

We are committed to ongoing improvement and striving for best practice. To support this, we undertook a self-initiated audit of our work health and safety practices and developed a plan to implement opportunities for improvement.

During 2025–26 no notifiable incidents arose out of the conduct of business or undertakings by the Commission.

In addition, no investigations were conducted that related to our business or undertakings (including details of notices given to the Commission under Part 10 of the Work, Health and Safety Act). We were not issued any enforcement notices during the reporting period.

Appendix 2 | Commonwealth Climate Disclosure and corporate sustainability

The Commission recognises that climate change presents both immediate and long-term risks to the delivery of safe, effective and sustainable aged care services. During 2025–26 we commenced implementation of the Australian Government's Commonwealth Climate Disclosure Requirements as a Tranche 2 (medium-sized) entity. The Commonwealth Climate Disclosure framework requires entities to disclose climate-related information across the 4 pillars of Governance, Strategy, Risk Management, and Metrics and Targets, with requirements progressively increasing over a 3-year implementation period.

While we are required to report against Year 1 Commonwealth Climate Disclosure requirements in our Annual Report 2025–26, much of the foundational work is scheduled for delivery during 2026–27 through a structured climate disclosure program. This approach reflects our current level of climate-risk maturity and the need to establish robust governance policy, risk management and sustainability arrangements before more advanced disclosures are undertaken.

We have adopted a phased approach consistent with the government's climate disclosure guidance and methodology, which emphasises transparent governance, risk identification, organisational resilience and continual capability improvement.

Governance

We acknowledge that effective climate governance is essential to identifying, assessing and managing climate-related risks and opportunities. Oversight of climate-related matters is currently provided through our existing governance framework, including the Commission Management Committee, and Risk and Audit Committee.

During 2025–26 we appointed a Chief Sustainability Officer to provide executive leadership and support implementation of the Commonwealth Climate Disclosure program. This role is responsible for coordinating climate-related activities, promoting organisational awareness, and supporting disclosure obligations. Looking forward, the Chief Sustainability Officer will report through established governance channels to ensure climate-related information is considered in strategic and operational decision-making.

A Commonwealth Climate Disclosure program management approach was developed to establish governance arrangements, responsibilities and implementation priorities. Climate-related governance responsibilities will continue to mature throughout 2026–27 and beyond as we develop a Climate Sustainability Policy and Climate Change Action Strategy, supporting greater integration of climate considerations into business planning and decision-making processes.

Strategy

Our purpose is to protect and enhance the safety, health, wellbeing and quality of life of older people receiving aged care services. Climate change has the potential to affect our ability to achieve this purpose through impacts on aged care providers, service continuity, workforce availability, infrastructure resilience and emergency response arrangements.

We recognise that older people are among the most vulnerable to risks arising from extreme weather events, including heatwaves, bushfires, floods and severe storms. Climate-related disruptions can affect aged care facilities, service delivery arrangements and regulatory oversight activities.

Consistent with the Commonwealth Climate Disclosure framework, we commenced preliminary development of a Climate Risk and

Opportunity Management Program to identify climate-related risks and opportunities relevant to our operations and regulatory responsibilities. This program will provide a structured assessment of both physical climate risks and transition risks, including changes arising from government policy, stakeholder expectations and evolving sustainability practices.

Our strategic response during 2025–26 focused on establishing foundational arrangements. Planned future activities include:

- development of a Climate Change Action Strategy and Policy
- development of an Emissions Reduction and Sustainability Plan
- integration of climate considerations into strategic planning and business operations
- identification of opportunities to improve operational sustainability and support the Australian Public Service (APS) Net Zero by 2030 Target.

These initiatives will strengthen organisational resilience and support our capacity to respond effectively to climate-related challenges.

Risk management

We manage enterprise risks through our Enterprise Risk Management Framework. During 2025–26 climate-related risks were not yet formally embedded within the Framework; however, preparatory work commenced to support future integration.

Completion of the Climate Risk and Opportunity Management Program assessment is a key priority for 2026–27. The assessment will identify material climate-related risks and opportunities, evaluate their potential impacts, and inform development of risk treatments and mitigation strategies.

Following completion of the climate risk assessment process, identified climate-related risks will be considered for inclusion within our Enterprise Risk Management Framework and associated risk registers. This will support a more systematic and integrated approach to managing climate-related impacts.

We intend to progressively enhance climate-risk management processes in line with increasing Commonwealth Climate Disclosure maturity requirements and emerging best practice across the APS.

Metrics and targets

We currently report a range of sustainability-related operational metrics through whole-of-government reporting frameworks, including energy use, emissions and environmental performance data where required.

During 2025–26 no climate-specific targets were established under the Commonwealth Climate Disclosure program. Instead, we focused on establishing the governance, policy and planning foundations necessary to support future performance measurement.

Planned activities for 2026–27 and 2027–28 include:

- development of climate-related performance metrics
- establishment of emissions reduction targets aligned with APS Net Zero commitments
- development of sustainability indicators relevant to our operations
- improved monitoring and reporting arrangements for climate-related performance.

As capability and data quality improve, we will expand our disclosures to meet future Commonwealth Climate Disclosure requirements.

Greenhouse gas emissions inventory

As part of the Net Zero in Government Operations Strategy, and the reporting requirements under the *Environment Protection and Biodiversity Conservation Act 1999*, all Commonwealth entities and Commonwealth companies are required to report on their operational greenhouse gas emissions.

Tables

Tables 40 and 41 present our greenhouse gas emissions over 2025–26. This is consistent with the whole-of-government approach, outlined in the Net Zero in Government Operations Strategy and Commonwealth Climate Disclosure requirements.

Table 40.
Greenhouse gas emissions inventory – location-based method, 2025–26

Emission source	Scope 1 (t CO_2-e)	Scope 2 (t CO_2-e)	Scope 3 (t CO_2-e)	Total (t CO_2-e)
Electricity (location-based approach)	n/a	182.90	14.98	**197.88**
Natural gas	0	n/a	0	**0**
Solid waste	0	n/a	10.22	**10.22**
Refrigerants [a]	0	n/a	n/a	**0**
Fleet and other vehicles	0	n/a	0	**0**
Domestic commercial flights	n/a	n/a	825.58	**825.58**
Domestic hire car	n/a	n/a	30.32	**30.32**
Domestic travel accommodation	n/a	n/a	240.30	**240.30**
Other energy	0	n/a	0	**0**
Total (t CO_2-e)	**0**	**182.90**	**1,096.20**	**1,304.30**

Note: The table above presents emissions related to electricity usage using the location-based accounting method.

t = tonne

CO_2-e = carbon dioxide equivalent

n/a = not applicable

a Reporting on refrigerants is being phased in over time as emissions reporting matures and may be an optional source in 2025–26 emissions reporting.

Table 41. Greenhouse gas emissions inventory – market-based method, 2025–26

Emission source	Scope 2 (t CO_2-e)	Scope 3 (t CO_2-e)	Total (t CO_2-e)	Electricity (kWh)
Location-based electricity emissions	182.90	14.98	197.88	298,826.14
Market-based electricity emissions	172.69	23.46	196.14	213,196.07
Total renewable electricity [a]	0	0	0	85,630.07
Renewable power percentage [b]	0	0	0	51,667.04
Jurisdictional renewable power percentage [c]	0	0	0	33,963.03
GreenPower	182.90	14.98	197.88	298,826.14
Large-scale generation certificates	172.69	23.46	196.14	213,196.07

Note: The table above presents emissions related to electricity usage using both the location-based and market-based accounting methods.

t = tonne

CO_2-e = carbon dioxide equivalent

kWh = kilowatt hours

n/a = not applicable.

a Excludes behind the meter solar other than generation used to create large-scale generation certificates.

b The renewable power percentage accounts for the portion of electricity used from the grid that falls within the Renewable Energy Target.

c The Australian Capital Territory is currently the only location with a jurisdictional renewable power percentage.

Corporate sustainability

The Commission is firmly committed to complying with requirements under the Environment Protection and Biodiversity Conservation Act, Commonwealth Climate Disclosure Initiative and APS Net Zero 2030 Policy. We are progressively decreasing our environmental footprint through leasing energy-efficient office buildings (including reducing our office footprint overall), and procurement of environmentally sound equipment and appliances.

Other initiatives to reduce energy consumption include:

- harnessing technology for remote interactions to reduce carbon emissions resulting from air travel
- deploying fit outs that are designed to reduce energy demands
- integrating energy-efficient systems for heating and cooling
- implementing lighting solutions such as T5 LED fixtures paired with movement-activated sensors.

We are also committed to managing climate-related risks through efficient and effective waste management. We aim to increase the amount of waste recycled as a proportion of total waste. Segregated waste streams (co-mingled recycling, paper, cardboard and general waste) are in place at all of our offices. Printer toner cartridges can be recycled at all offices, and we have continued planning for a battery collection and recycling program.

Appendix 3 | Aged Care Complaints Commissioner report

Table 42. Complaints received by registered provider, 1 November 2025 – 30 June 2026

Registered provider	Number of complaints
1st Care Community Pty Ltd	1
3Bridges Community Ltd	11
A4u Consulting Pty Ltd	1
Able Me Care Pty Ltd	1
Aboriginal and Torres Strait Islander Community Health Service Brisbane Ltd	1
Aboriginal Elders and Community Care Services Inc.	5
Absolute Care and Health Pty Ltd	7
Absolute Home Care Pty Ltd	3
Accept Caregroup Pty Ltd	5
Access Sydney Community Transport Ltd	2
Action on Disability within Ethnic Communities Inc.	2
Adelaide Quality Care Pty Ltd	4
Adermina Pty Ltd	1
ADSSI Ltd	11
Advance Diversity Services Ltd	6
Advantaged Care 2 Pty Ltd	5
Advantaged Care 4 Pty Ltd	10
Advantaged Care Pty Ltd	3
Aegis Aged Care Group Pty Ltd	34
Aegis Aged Care Shoalwater Pty Ltd	4
Aegis Health Pty Ltd	2
Aequra Residences Pty Ltd	3
Aeralife Pty Ltd	4
After-Care (A'sia) Pty Ltd	3
Age Care Support	2
Aged Care and Housing Group Inc.	42
Aged Care Group Pty Ltd	25
Aged Care Monto Inc.	2
Air Force Association WA Ltd	3
Albany Community Care	2
Albury Wodonga Health	6
Alfred Health	1
Alino Living	6
All About Living Ltd	7
All Aged Care Ltd	5
All Care Health Services Group Pty Ltd	10
Allcare Nursing Services Pty Ltd	1

Registered provider	Number of complaints
Allegiance Heart and Home Care Pty Ltd	1
Alpha Omega Aged Care Pty Ltd	6
Alpha Support at Home Pty Ltd	2
Alpine Health	1
Always There – Essential Care Pty Ltd	1
Alwyndor Aged Care – City of Holdfast Bay	8
Alzheimer's Association of Queensland Inc.	14
Alzheimer's Australia WA Ltd	1
Amana Living Inc.	19
Amaroo Care Services Inc.	4
Amazing ProCare Australia	4
Amber Aged Care Inc.	1
Amplar Home Health Pty Ltd	1
Angels Health Service Australia Pty Ltd	2
Angels in Aprons Pty Ltd	6
Anglican Aged Care Services Group	27
Anglican Care	31
Anglican Community Services	54
Anglicare NT Ltd	2
Anglicare SA Ltd	50
Anglicare Tasmania Inc.	4
Annecto Inc.	3
Annimaci Pty Ltd	2
Antiochian Care Ltd	6
Antonine Sisters Aged Care Services Ltd	1
Apollo Care Operations Pty Ltd	31
Ararat Retirement Village Inc.	1
Arcanola Pty Ltd	1
Arcare Pty Ltd	134
Ardent Care Services Pty Ltd	2
Arete Health Care (Lansdowne) Pty Ltd	1
Argent Nominees Pty Ltd	176
Armenian rest home association	1
Ashfield Baptist Homes Ltd	3
Ashleigh Community Ltd	3
Aspic Holdings Pty Ltd	4
Assisi Centre Ltd	5
Association for Christian Senior Citizens' Homes Inc.	1

Registered provider	Number of complaints
Association for Christian Senior Citizens' Homes WA Inc.	2
Astley Care Inc.	2
Aston Care Pty Ltd	1
Atlanta Investments Pty Ltd and Kamina Investments Pty Ltd	7
Atticus Health Pty Ltd	5
Aunty Grace Clients Pty Ltd	22
Auscare Staffing Agency Pty Ltd	1
Ausgroup Victoria Aged Care Pty Ltd	2
Auslink Exports Pty Ltd	2
Aussie Care Health Services Pty Ltd	1
Austa Care Pty Ltd	3
Austin Health	2
Australian Chinese and Descendants Mutual Association Ltd	7
Australian Chinese Community Association of New South Wales	3
Australian Greek Welfare Society Ltd	3
Australian Home Healthcare Services Pty Ltd	16
Australian Multicultural Community Services Ltd	10
Australian Nursing and Training Services Pty Ltd	3
Australian Nursing Home Foundation Ltd	1
Australian Regional and Remote Community Services Ltd	14
Australian Unity Care Services Pty Ltd	47
Australian Unity Home Care Service Pty Ltd	184
Australian Unity Retirement Living Management Pty Ltd	4
Australian Vietnamese Aged Care Services Ltd	1
Australian–Polish Benevolent Association	2
Autumn Care Pty Ltd	4
Aveo Home Care Services Pty Ltd	5
Avivo: Live Life Inc.	8
Awabakal Ltd	1
Bairnsdale Regional Health Service	4
Baldwin Care Group Services Pty Ltd	1
Ballycara Ltd	8
Balranald Shire Council	1

Registered provider	Number of complaints
Banksia Villages Ltd	1
Bankstown City Aged Care Ltd	9
Bannister Technical Pty Ltd	5
Baptcare Ltd	57
Baptist Village Baxter Ltd	1
BaptistCare	79
Baralaba Community Aged Care Association Inc.	1
Barossa Hills Fleurieu Local Health Network Inc.	13
Barossa Village Inc.	5
Barunga Village Inc.	7
Barwon Health	2
Bass Coast Health	1
Batra's Home and Health Pty Ltd	3
Batson Group Pty Ltd	3
Bay and Basin Community Resources Ltd	2
Bayside City Council	4
Bayside Health	4
BCD Community Care Inc.	3
Beata Homecare Pty Ltd	6
Beauaraba Living Pittsworth Ltd	1
Beaumont Care (Holdings) Pty Ltd	6
Bedingfeld Park Inc.	1
Beenleigh and Districts Senior Citizens Centre Inc.	10
Bellarine Community Health Ltd	1
Belong Blue Mountains Inc.	1
Belvedere Aged Care Pty Ltd	1
Belyuen Community Government Council	8
Bendigo Health	8
Benevolent Aged Care Ltd	2
Bethany Christian Care	2
Better Connected Community Services Inc.	2
BHN Better Health Network Ltd	1
Biripi Aboriginal Corporation Medical Centre	11
Bismatro Pty Ltd	2
BKV Aged Care Pty Ltd	1
Blackall Range Care Group Ltd	3
Blakehurst Aged Care Services Pty Ltd	2

Registered provider	Number of complaints
Blu Dawn Pty Ltd	1
Boandik Lodge Inc.	2
Bonnie Bridge Pty Ltd	2
Booroongen Djugun Ltd	3
Boroondara Aged Services Society	3
Bowen Old Peoples' Homes Society	3
Bridgeast Pty Ltd	6
Brightcare Support Pty Ltd	1
Brightwater Care Group Ltd	38
Brodribb Home Inc.	1
Brotherhood of St Laurence	18
Bucketts Way Neighbourhood Group Inc.	1
Budumu Pty Ltd	4
Bupa Aged Care Australia Pty Ltd	125
Burdekin Community Association Inc.	1
Burnie Brae Ltd	2
Burringilly Aboriginal Corporation	1
Burswood Care Pty Ltd	21
Bushland Health Group Ltd	1
Cabanda Care Ltd	1
Call On Clare Pty Ltd	2
Calvary Aged Care Ltd	107
Calvary Home Care	30
Canterbury City Community Centre	1
Capital Region Community Services Ltd	1
Care Assessment Consultants Pty Ltd	11
Care Connect Ltd	23
Care Options Australia	2
Care Services Australia Pty Ltd	3
Carers Link Pty Ltd	1
Carexcell Community Care Pty Ltd	2
Caring Approach Pty Ltd	1
Carino Care Pty Ltd	17
Carinya Home for the Aged	2
Carinya Lodge Homes Inc.	1
Carrington Aged Care Facility Pty Ltd	1
Carrington Centennial Care Ltd	8
CASS Care Ltd	5
Cathay Community Association Inc.	1

Registered provider	Number of complaints
Catholic Family Welfare Services	3
Catholic Healthcare Ltd	93
Catholic Homes Inc.	4
CatholicCare	4
CatholicCare Victoria Ltd	4
Caura Pty Ltd	2
Celebrate Health Care	9
Central and Upper Burnett District Home for the Aged	1
Central Coast Alternative Care Group Ltd	2
Central Gippsland Health Service	8
Central Highlands Rural Health	4
Central Queensland Hospital and Health Service	3
Chanticleer Holdings Pty Ltd	2
Charlestown and District Meals on Wheels Inc.	1
CHC Home and Aged Care Pty Ltd	1
Chinese Community Social Services Centre Ltd	9
Chorus Australia Ltd	7
Christadelphian Homes Ltd	5
Christadelphian Welfare Association (Vic.) Inc.	3
Christian Community Services	2
Christian Homes Tasmania Ltd	4
Chung Wah Association	1
Churches of Christ in Queensland	45
Churches of Christ Life Care Ltd	2
Circular Head Aboriginal Corporation	1
City of Cockburn	3
City of Greater Geelong	2
City of Port Adelaide Enfield	2
City of Port Phillip	1
Claremont and Southport Aged Care Ltd	2
Clayton Church Homes Inc.	13
Clifton Co-Op Hospital Ltd	5
Clincare Pty Ltd	1
Clinical Assessor Pty Ltd	1
CNA Group Pty Ltd	3
Co.As.It Italian Association of Assistance	1
Co.As.It Italian Association of Assistance	7

Registered provider	Number of complaints
Co.As.It. Community Services Ltd	9
Coast and Country Community Services Ltd	2
Cobar Shire Council	1
Cobden District Health Services Inc.	3
Cobram Regional Care	3
Coburg Aged Care Pty Ltd	3
Coburg Home for the Aged Inc.	2
Coffs Harbour Home Modification and Maintenance Service Inc.	1
Coffs Harbour Legacy Welfare Fund	2
COHS Pty Ltd	2
Cohuna District Hospital	1
Colac Otway Shire	1
Columbia Nursing Homes Pty Ltd	1
COMFICARE Pty Ltd	2
Comfort Care Group Pty Ltd	2
Comfort Disability and Aged Home Care Services Pty Ltd	1
Comlink Australia Ltd	21
Comm Care Pty Ltd	1
Community Accessibility Inc.	2
Community Action for Better Living Inc.	1
Community Based Support Ltd	5
Community Care Options Ltd	2
Community Care Tasmania	13
Community Gateway Ltd	3
Community Home Care Inc.	4
Community Home Care Service Pty Ltd	1
Community Services #1	1
Community Support Inc.	5
Community Vision Australia Ltd	2
Companion Home Care Pty Ltd	5
Companions in Care Pty Ltd	1
Continuum Care Australia Pty Ltd	2
Cooinda Coonabarabran LTD	1
Coolibah Care	3
Cootamundra Health Care Co-operative Ltd	1
Coptic Village Hostel Inc.	4
Core Community Services Ltd	2

Registered provider	Number of complaints
Corumbene Nursing Home for the Aged Inc.	7
Country Mile Home Care Pty Ltd	3
Cowra Retirement Village Ltd	1
CPE Link Pty Ltd	7
CPL – Choice, Passion, Life	1
CPSM Pty Ltd	6
Crisden Care Pty Ltd	1
Curatura Pty Ltd	1
Curtin Heritage Living Inc.	3
Custodian Aged Care Pty Ltd	2
DEG Pty Ltd	4
Dale Cottages Inc.	1
Dalrymple Villa Inc.	1
Dandenong and District Aborigines Co-operative Ltd	1
Darling Downs Hospital and Health Service	3
Darlingford Upper Goulburn Nursing Home	2
Daylesford Aged Care Services Pty Ltd	4
Decia Pty Ltd	11
Dementia Caring Australia Pty Ltd	84
Dementia Venture Pty Ltd	1
Department of Human Services	3
Desilva Enterprises Pty Ltd	15
Desjan Pty Ltd	5
DGB Group Pty Ltd	2
Dhauwurd-Wurrung Elderly and Community Health Service Inc.	1
Dhelkaya Health	2
Direct Care (Australia) Pty Ltd	7
Dohmac Pty Ltd	5
Dorset Personal Care Provider Pty Ltd	8
DOS Trading Pty Ltd	1
Dougherty Apartments Retirement Housing Project	23
Doutta Galla Aged Services Ltd	15
Dovida Gold Coast and Ballina	3
DPG Services Pty Ltd	423
DPV Health Ltd	1
Drysdale Aged Care Pty Ltd	24
Dunbar Homes Inc.	4

Registered provider	Number of complaints
Dunmunkle Lodge Inc.	2
Dutch Aged Care (Western Australia) Inc.	1
Dyirri-Bang-Gu Aboriginal Corporation	1
EEW Investments Pty Ltd	3
EACH	4
Eaglecare Pty Ltd	5
East Arnhem Regional Council	1
East Coast Care No.7 Pty Ltd	1
East Wimmera Health Service	4
Eastern Health	6
ECH Inc.	16
Echuca Benevolent Society Inc.	4
Ei Care Pty Ltd	4
Ejaz Nominees Pty Ltd	2
El-Jasbella Ramsay Pty Ltd	12
Eldercare Australia Ltd	16
Elderly Australian Chinese Homes (NSW) Cooperative Ltd	2
Elderly Chinese Home Inc.	1
Elderly Home Care Solutions Pty Ltd	3
Elite Geriatric Care Pty Ltd	1
Elite Nursing Care Pty Ltd	1
El-Jasbella Pty Ltd	3
Embracia Victoria Pty Ltd	3
Emmerton Park Inc.	1
Empower Home Care Pty Ltd	1
Enhance Supports and Services Pty Ltd	1
Envigor Pty Ltd	5
Essential Care Victoria Pty Ltd	11
Estia Investments Pty Ltd	261
Euroa Health Inc.	5
Eva Tilley Memorial Home Inc.	2
Eventide Homes (Stawell) Inc.	1
Everglow Community Care Links Inc.	2
Evergreen Life Care Ltd	4
Extended Community Help Organisation Inc.	6
Eyre and Far North Local Health Network Inc.	3
Eyre Peninsula Old Folks Home Inc.	1
Fairmont NSW Pty Ltd	1

Registered provider	Number of complaints
Fairview Village Ltd	2
Fairway Bayside Aged Care	4
Family Based Care Association North West Inc.	3
Farris Care Services Pty Ltd	1
Farwell Nominees Pty Ltd	9
Feros Care Ltd	27
Filipino Community Council of Vic. Inc.	2
Finest Care Solutions Pty Ltd	1
Finley Regional Care Ltd	2
Finncare Inc.	1
Fitzgerald Memorial Aged Care Facility Ltd	2
Five Good Friends Pty Ltd	84
Flinders and Upper North Local Health Network Inc.	1
Focus Care Australia Pty Ltd	10
Focused Health Care Pty Ltd	1
Footprints Community Ltd	6
For Life Pty Ltd	4
Forest View Childers Inc.	1
Franciscan Sisters of the Heart of Jesus Inc. SA	2
Fremantle Italian Aged Persons Services Association Inc.	1
Frenchmans Lodge Nursing Home Pty Ltd	1
Fresh Fields Aged Care (NSW) No 1 Pty Ltd	10
Fresh Fields Aged Care Pty Ltd	14
Fresh Fields Management (NSW) No 2 Pty Ltd	8
Fresh Fields Management (NSW) Pty Ltd	8
Fronditha Care	33
G and G Healthcare Pty Ltd	2
Gallipoli Health Services Ltd	2
Garden Village Port Macquarie	2
Gateway Health Ltd	1
Georjose Pty Ltd	1
Gippsland Care Services Pty Ltd	2
Gippsland Lakes Complete Health Ltd	3
Gippsland Southern Health Service	3
Gladstone Community Linking Agency Ltd	4
Gladstone Region Aboriginal and Islander Community Controlled Health Service	1
Glasshouse Country Care Ltd	3

Registered provider	Number of complaints
Glengollan Village	4
Glenn-Craig Villages Pty Ltd	19
Glenview Community Services Inc.	11
Goel Nominees Pty Ltd	7
Gold Coast Home Care Meals on Wheels Organisation	1
Gold Coast Hospital and Health Service	1
Good Shepherd Lodge Ltd	2
Goodwin Aged Care Services Ltd	13
Goondir Aboriginal and Torres Strait Islanders Corporation for Health Services	2
Goulburn Valley Health	8
Grace and Ease Pty Ltd	17
Grace Munro Aged Care Centre Ltd	1
Grampians Community Health Ltd	1
Grampians Health	19
Grand Lodge of Western Australian Freemasons Homes for the Aged Inc.	8
Grata Care Services	12
Gratis Home Care Pty Ltd	3
Great Community Transport Inc.	3
Great Lakes Aged and Invalid Care Association Ltd	9
Great Oaks Pty Ltd	5
Great Ocean Road Health	1
Greek Ladies Philoptochos Society of St George	4
Greek Orthodox Archdiocese of Australia Consolidated Trust – Greek Welfare Centre	4
Greek Orthodox Community of South Australia Inc.	26
Greek Orthodox Community of St George Brisbane	3
Greengate Care Pty Ltd	10
Greenhill Manor Pty Ltd	3
Group Homes Australia Pty Ltd	3
Guardian Healthcare Services Pty Ltd	2
Guardian Nursing Agency Pty Ltd	2
HV Housing and Accommodation Pty Ltd	1
Hahndorf Holdings Pty Ltd	8
Haisey Home Care Service Pty Ltd	8
Halenvy Pty Ltd	3

Registered provider	Number of complaints
HammondCare	73
Harbison Memorial Retirement Village	6
Havilah Hostel Inc.	11
Hawkesbury City Council	1
Hawkesbury Living Pty Ltd	4
Hayee Aged Care Services Pty Ltd	1
HCA Corporate Health Pty Ltd	15
Health Department of Western Australia	4
Helping Hand Aged Care Inc.	32
HenderCare Pty Ltd	14
Heritage Care Pty Ltd	22
Heywood Rural Health	1
Hillside Brae Pty Ltd	1
Hillview Bunyip Aged Care Inc.	1
Hobart District Nursing Service Inc.	9
Holdsworth Community Ltd	5
Holistic Horizons Support Services Pty Ltd	2
Home at Heart Pty Ltd	1
Home Maintenance and Security Service Association Inc.	2
Home Modifications Lake Macquarie/ Newcastle Ltd	1
Home Nursing Group Pty Ltd	20
HomeCare South Brisbane Pty Ltd	72
Hoori Group Pty Ltd	1
Hope Island Care Pty Ltd	4
Hosanna Health Care Pty Ltd	11
Hunter Healthcare Group Pty Ltd	1
Hunter New England Local Health District	3
Hunter Valley Care Pty Ltd	7
Huntingdon Nursing Home Pty Ltd	3
Huon Eldercare Ltd	9
Ibis No 3 Pty Ltd	2
IC (Cairns) Pty Ltd	2
IC (Edge Hill) Pty Ltd	2
IC (Edmonton) Pty Ltd	7
IC (Padstow Heights) Pty Ltd	2
IC (Padstow) Pty Ltd	6
IC (SEQ) Pty Ltd	2
IC (Victoria) Pty Ltd	1

Registered provider	Number of complaints
IC (Wyoming) Pty Ltd	7
Ideally Pty Ltd	9
Illawarra Aboriginal Corporation	4
Illawarra Diggers Aged and Community Care Ltd	4
Illawarra Retirement Trust	38
Inasmuch Community Ltd	1
Inclusee Ltd	1
Indigo Australasia	6
Indochinese Aged Care Ltd	12
Indochinese Elderly Refugees Association Victoria Inc.	5
Infinite Aged Care (Cornubia) Pty Ltd	4
Infinite Aged Care (QLD) Pty Ltd	1
Infinite Aged Care (Toowoomba) Pty Ltd	10
Infinite Aged Care (Vic) Pty Ltd	1
Ingham Meals On Wheels Inc.	1
Ingham Parents Support Group Inc.	2
Inglewood and Districts Health Service	1
Inhome Care SA Pty Ltd	2
Inspired Aged Care Services Pty Ltd	2
Institute for Urban Indigenous Health Ltd	7
Integrated Living Australia Ltd	18
Interchange Australia Ltd	2
Intereach Ltd	2
IPC Health Ltd	4
Ipswich Nursing Services Pty Ltd	2
Iris Aged Care Pty Ltd	1
Islamic Society of Melbourne Eastern Region Inc.	4
ITSOWEL – Italian Social Welfare Organisation of Wollongong	3
Italian Aged Care Inc.	5
Italian Benevolent Foundation (SA) Inc.	11
Italian Home Delivered Meals and Services Inc.	1
Italo–Australian Welfare and Cultural Centre Inc.	2
IWA Australia Ltd	5
Jacqueline Elizabeth Dillon Business Pty Ltd	2
James Brown Memorial Trust	14

Registered provider	Number of complaints
Jamia Healthcare Pty Ltd	3
Jatoch Pty Ltd	1
Java Dale Pty Ltd	6
Javas Care Pty Ltd	2
JBC Brisbane North Pty Ltd	2
Jesmond Aged Care Pty Ltd	4
Jessica Education Centre Pty Ltd	2
Jewish Care	7
Jewish Care (Victoria) Inc.	24
Jewish Community Services Inc.	2
JFU Job Seek Pty Ltd	2
Jimroy Pty Ltd	4
Jim's Home Care Pty Ltd	7
John Curtin Aged Care Inc.	6
Johnson Stenner Aged Care Pty Ltd	1
Johnson Village Services Pty Ltd	1
Jomal Pty Ltd	3
Jovicare Pty Ltd	2
Jubilee Community Care Inc.	1
Just Better Care Australia Pty Ltd	30
Justor Pty Ltd	3
K and M Healthcare Pty Ltd	3
KNH Nominees Pty Ltd	3
Kal'ang Community Care Aboriginal Corporation	2
Kaloma Home for the Aged Ltd	4
Kalwun Development Corporation Ltd	4
Kanandah Retirement Ltd	6
Kanda Health and Ageing	1
Karbhat Pty Ltd	1
Kare Seniors Pty ltd	1
Karingal Green Health, Aged and Community Care (WA) Pty Ltd	3
Karingal St Laurence Ltd	6
Kewarra Lifestyles Pty Ltd	1
Killarney Memorial Aged Care Ltd	3
Kingston City Council	10
Kirinari Community Services Ltd	4
Kogarah Community Services Inc.	2

Registered provider	Number of complaints
Kompletecare Community and Home Care Pty Ltd	11
Koonambil Aged Care Ltd	1
Kooweerup Regional Health Services	1
Kopwa Ltd	1
LP Rositano and M Rositano and RM Rositano and SP Rositano	4
Labouchere Investments Pty Ltd	2
Lakeside Hostel Pty Ltd	4
Latitude Care Pty Ltd	3
Latrobe Community Health Service Ltd	35
Latrobe Valley Village Inc.	1
LDK AP Pty Ltd	4
Leaders Care Pty Ltd	1
Leading Staff Pty Ltd	2
Leora Healthcare Pty Ltd	6
Liberty Community Connect Inc.	3
Life Unlimited Support Services Pty Ltd	1
Life Without Barriers	39
Lifebridge Australia Ltd	7
Lifestyle Plus Services Pty Ltd	3
Lifetime Connect Ltd	4
Limestone Coast Local Health Network Inc.	6
Lingcare Pty Ltd	1
Linked to Life Inc.	1
Lions Haven for the Aged Ltd	2
Lithgow Information and Neighbourhood Centre Ltd	2
Little Sisters of the Poor Aged Care Ltd	2
Livable Ltd	3
Live Well by Aequra	5
Livebetter Services Ltd	7
Living Choice Home Care Pty Ltd	1
Living Waters Aged Care Pty Ltd	1
Local Guardians Pty Ltd	41
Local Health Services Australia	1
Lollies Management Pty Ltd	1
Lomman Waigh Enterprises Pty Ltd	2
Long and Stamps Pty Ltd	6

Registered provider	Number of complaints
Lower North Shore Community Transport Inc.	1
LTC Care Services Pty Ltd	1
Lumia Care Services Pty Ltd	13
Luson Aged Care Pty Ltd	71
Lutheran Aged Care Albury	3
Lutheran Church of Australia Queensland District	29
Lutheran Church of Australia Queensland District (Lutheran Services)	6
Lutheran Homes Group Inc.	3
Lynden Aged Care Association Inc.	1
MandI Home Care Pty Ltd	1
MNH Pty Ltd	1
Macedonian Community Welfare Association Ltd	12
Mackay Hospital and Health Service	1
Maiestas Care Pty Ltd	3
Mallacoota District Health and Support Service Inc.	6
Manlyvale Nursing Home Pty Ltd	4
MannaCare Inc.	8
Manning Support Services Inc.	15
Manor Court Aged Care Ltd	2
Mansfield District Hospital	1
Maree Care Pty Ltd	1
Mark Moran Group Pty Ltd	1
Maroba	3
Martin Luther Homes Boronia Inc.	2
Maryborough District Health Service	2
Masajoda Pty Ltd	6
Matthew Flinders Home Inc.	1
Mayflower Community and Care	12
McCarney Enterprises Pty Ltd	2
McKenzie Carrick Pty Ltd	21
McLean Care Ltd	21
Meath Care Inc.	3
Mecwacare	63
Medea Park Association Inc.	2
Meercroft Care Inc.	2
Melaleuca Home for the Aged Inc.	3

Registered provider	Number of complaints
Melbar Pty Ltd	2
Mellreach Pty Ltd	2
Melville Cares Inc.	1
Menarock Aged Care Services (Templestowe) Pty Ltd	5
Menarock Aged Care Services (Victoria) Pty Ltd	18
Merakis Enterprises Pty Ltd	4
Mercy Aged and Community Care Ltd	82
Mercy Community Services Ltd	3
Mercy Community Services North Queensland Ltd	1
Mercy Community Services SEQ Ltd	7
Mercy Health and Aged Care Central Queensland Ltd	6
Mercy Human Services Ltd	9
Merri Community Health Services Ltd	9
Merrie Family Pty Ltd	4
Metou Care Pty Ltd	1
Metta Community Care Sydney	1
MiCare Ltd	13
Mid Murray Homes for the Aged Inc.	2
Mid Murray Support Service Inc.	1
Milang and District Community Association Inc.	4
Ministry of Health	4
Mission Australia	1
Monash City Council	1
Monash Health	17
Moonee Valley City Council	2
Moonta Health and Aged Care Service Inc.	1
Moran Australia (Aged Care Services) Pty Ltd	8
Moran Australia (Residential Aged Care) Pty Ltd	5
Morcare Services Pty Ltd	1
Moree Aged and Disability Services Inc.	1
Morshead Home for Veterans and Other Aged Persons Ltd	6
Mosel Williams Care Pty Ltd	3
Mount Eliza Neighbourhood House Inc.	1
Mountainview Nursing Home Pty Ltd	1
Multicultural Aged Care Service Geelong Inc.	4
Multicultural Care Ltd	8

Registered provider	Number of complaints
Multicultural Communities Council – Gold Coast Ltd	5
Multicultural Community Services Geelong Inc.	3
Multicultural Services Centre of Western Australia Inc.	1
Multilink Community Services Inc.	3
Murray Haven Homes Ltd	1
Murray Mallee Aged Care Group Inc.	7
Murrumbidgee Local Health District	3
Mutkin Residential and Community Care Indigenous Corporation	4
My Care Solution Pty Ltd	17
My Flex Health Services Pty Ltd	4
My Guardian Group Pty Ltd	28
My Home Care Choices Pty Ltd	4
My Support Australia Pty Ltd	1
MyHomecare Pty Ltd	56
Nagambie HealthCare Inc.	2
Napranum Aboriginal Shire Council	1
Nationwide Care Plus Pty Ltd	1
Nazareth Care	5
New Care Services Ltd	3
New Home Care Pty Ltd	2
New Lutheran Services Ltd	1
New Direction Bellmere Pty Ltd	2
Ngoonbi Community Services Indigenous Corporation	2
Nightbreeze Pty Ltd	3
Nillumbik Community Health Service Ltd	5
Noosacare Ltd	5
Norsan Pty Ltd	2
North and West Remote Health Ltd	1
North Eastern Community Hospital Inc.	3
North Richmond Community Health Ltd	1
North Sydney Retirement Trust	5
Northern Coalfields Community Care Association Ltd	2
Northern Health	4
Northern Settlement Services Ltd	1
Nova Care Community Services Ltd	12

Registered provider	Number of complaints
NSW Home Support Services	8
NSW Planning Management Pty Ltd	1
NVC Group Ltd	3
OC Health Torquay Pty Ltd	6
Odyssey Care Angels Pty Ltd	3
Omeo District Hospital	3
Omnia Community Health	5
Omnicare Alliance Ltd	6
Omni-Care Pty Ltd	4
One Dream Community Pty Ltd	5
One Hundred and Seventy Nine Napier St Hostel Assoc Inc.	4
OneCare Ltd	14
Orbost Regional Health	1
Oryx Communities AP Pty Ltd	9
Osan Ability Assist Pty Ltd	12
Our Lady of Consolation Aged Care and Services Ltd	3
Ourcare Services Ltd	1
Outlook (Aust.) Ltd	3
Oxha Health Pty Ltd	23
Ozcare	68
OZConnections (NSW) Pty Ltd	11
Ozcott Pty Ltd	1
OzPol Services Pty Ltd	5
Pakenham and District Hospital Inc.	39
Palm Beach Share ‘n’ Care Centre Inc.	2
Palm Lake Care Operations Pty Ltd	50
Panaghia Myrtidiotissa Ltd	1
Pannavila Enterprises Pty Ltd	1
Park Beach Residence Pty Ltd	1
Parkglen Friendly Society Ltd	4
Parkinsons South Australia Inc.	1
Partner with Care	3
Pathways Aged Care Pty Ltd	9
Pearl Home Care Pty Ltd	52
Peninsula Palms Aged and Community Services Ltd	1
Peninsula Village Ltd	2
People First Healthcare (NSW) Pty Ltd	2

Registered provider	Number of complaints
People First Healthcare Pty Ltd	43
People Who Care Inc.	5
Phillip House Nursing Home Pty Ltd	1
Phillip Island Homes for the Aged Association Inc.	2
Phoenix Community Project Inc.	2
Physio Inq Pty Ltd	1
Pines Living Pty Ltd	1
Pink Comfort Pty Ltd	2
PlanCare Holdings Pty Ltd	79
Planlow Pty Ltd	2
Polish Community Council of Victoria Inc.	1
Port Fairy Community Services Centre	1
Port Stephens Veterans and Citizens Aged Care Ltd	1
Premier Aged Care Pty Ltd	1
Prestige Inhome Care Pty Ltd	6
Prestige Linx Pty Ltd	9
Primary Caring Pty Ltd	4
Princes Court Ltd	5
Prom Country Aged Care Inc.	4
Proserpine Nursing Home Inc.	8
Prosperous S and G Pty Ltd	7
Provectus Care Pty Ltd	3
Proveda Ltd	7
Pu-Fam Pty Ltd	19
Pyramid Residential Care Centre	2
Quality Care Homes Pty Ltd	1
Quantum Care Services Pty Ltd	1
Queensland Rehabilitation Services Pty Ltd	3
Ram Care Pty Ltd	5
Rasko Holdings Pty Ltd	1
Ray Village Aged Services Inc.	5
Raykay Pty Ltd	1
RDNS Homecare Ltd	3
Red Cliffs and Community Aged Care Services Inc.	1
Redcliffe Community Bus for Disabled or Aged Inc.	1
Regents Garden Group Pty Ltd	3

Registered provider	Number of complaints
Regents Garden Lake Joondalup Pty Ltd	2
Regents Garden Scarborough Pty Ltd	1
Regis Aged Care Pty Ltd	125
Regis Group Pty Ltd	39
Regis RP Morayfield Pty Ltd	6
REGIS RP Pty Ltd	27
Relative Care Home Support Services Pty Ltd	3
Reliable Nursing Agency Pty Ltd	1
Rembrandt Living Inc.	4
Rescare Podiatrists Pty Ltd	7
Residential Gardens For Spanish Speaking Frail Aged Ltd	7
Respect Group Ltd	170
Resthaven Inc.	44
Retire Australia Care and Services Pty Ltd	4
Retirees WA (Inc.)	6
Retirement Care Australia (Logan) Pty Ltd	3
RHDOM Pty Ltd	1
Richardson House	1
Ringwood Area Lions Aged Care Inc.	2
Rise Network Inc.	1
Riverina Continence Advisory Service Pty Ltd	1
Riverland Mallee Coorong Local Health Network Inc.	6
Riverview Lutheran Rest Home Inc.	4
Riverview Residence Collie Inc.	2
Rochester and Elmore District Health Service	1
Roseneath Aged Care Centre Pty Ltd	3
Rosewood Care Group (Inc.)	4
Rosha Pty Ltd	1
Royal District Nursing Service Ltd	36
Royal District Nursing Service of SA Ltd	12
Royal Freemasons' Benevolent Institution	27
Royal Freemasons Ltd	23
Royal Society for the Blind of South Australia Inc.	1
RSL Care RDNS Ltd	204
RSL Care South Australia Inc.	1
RSL LifeCare Ltd	66

Registered provider	Number of complaints
Rural City of Murray Bridge	1
RusCare Ltd	2
Russian Relief Association of St Sergius of Radonezh	2
Ryman Aged Care (Australia) Pty Ltd	9
ST McGarry Pty Ltd	3
SA Disability Care Pty Ltd	5
SAC (SA) Pty Ltd	1
Sacred Heart Mission Inc.	14
Samjez Pty Ltd	12
Samkay Health Pty Ltd	3
Sandra Pty Ltd	3
S'Antonio Da Padova Protettore Di Poggioreale Sydney Nursing Home Ltd	3
Sapphire Coast Community Aged Care Ltd	2
Sarmace Pty Ltd	29
Sawinaro Pty Ltd	3
SBcare Inc.	2
Scalabrini Communities Ltd	27
Seasons Living Australia Pty Ltd	1
Selectability Ltd	1
Self Managed Support Pty Ltd	137
Seniors Community Care Pty Ltd	7
Senjah Pty Ltd	1
Sensible Care Pty Ltd	7
Serbian Community Welfare Association of SA Inc.	4
Serbian Social Services and Support Inc.	1
SereneCare Pty Ltd	1
Seven Hills Nursing Home Pty Ltd	1
Seventh-day Adventist Aged Care (Greater Sydney) Ltd	6
Seventh-day Adventist Aged Care (North New South Wales) Ltd	11
Seventh-Day Adventist Aged Care (South Queensland) Ltd	2
Seventh-Day Adventist Aged Care (Victoria) Ltd	7
Seventh-Day Adventist Care (Western Australia) Ltd	2
Shalimah Aust Pty Ltd	7
Share and Care Community Services Group Inc.	1

Registered provider	Number of complaints
SHC Services Pty Ltd	1
Shepparton Retirement Villages Inc.	9
Shire of Northam	1
Shire of Wanneroo Aged Persons Homes Trust Inc.	5
Siena Management Services Pty Ltd	1
Silver Chain – Victoria Ltd	6
Silver Chain Group Ltd	38
Silverchain Care Pty Ltd	43
Sisters of St Paul de Chartres Australia	1
Six Star Home and Community Care Pty Ltd	3
Sixmortons Pty Ltd	1
Sixth Eastway Pty Ltd	5
SJT Aged Care Services Pty Ltd	1
Snowy Valleys Council	1
South Coast Home Modification and Maintenance Service Ltd	4
South Eastern Community Connect Inc.	1
South West Aboriginal Medical Service Ltd	6
South West Hospital and Health Service	1
Southcare Inc.	3
Southern Cross Care (Broken Hill) Ltd	1
Southern Cross Care (NSW and ACT) Ltd	35
Southern Cross Care (QLD) Ltd	20
Southern Cross Care (SA, NT and VIC) Inc.	18
Southern Cross Care (TASMANIA) Inc.	22
Southern Cross Care (WA) Inc.	9
Southern Cross Care Services Pty Ltd	9
Spectrum Migrant Resource Centre Ltd	3
Spinal Life Australia Ltd	1
Sri Om Foundation Ltd	1
St Agnes' Care and Lifestyle	6
St Andrew's Village Ballina Ltd	8
St Anna's Residential and Home Care	4
St Bartholomew's House Inc.	3
St Basil's Aged Care Services in Western Australia (Vasileias) Inc.	1
St Basil's Homes	15
St Basil's Homes for the Aged In SA (Vasileias) Inc.	8

Registered provider	Number of complaints
St Catherine's Aged Care Services	2
St Charbel's Care Centre Ltd	6
St Ezekiel Moreno Ltd	2
St John's Community Care Ltd	7
St Louis Community Care Packages Pty Ltd	15
St Luke's Care	2
St Simeon Healthcare	1
St Vincent's Care Services Ltd	44
St Basil's Homes for the Aged In Victoria	3
St Elizabeth Home	2
St Louis Nursing Home Pty Ltd	1
St Mary's Gardens Aged Care Centre Pty Ltd	6
St Vincent's Hospital (Melbourne) Ltd	6
Star Community Services Ltd	9
Start Nursing Services Pty Ltd	2
STELCOM Pty Ltd	2
Stirling Ethnic Aged Homes Assoc. Inc.	1
Strathpine Aged Care Pty Ltd	4
Subee Pty Ltd	2
Sublime Healthcare Pty Ltd	3
SUMAC (Vic.) Pty Ltd	4
Suncare Community Services Ltd	24
Sundale Ltd	9
Sunnycare Home Services Pty Ltd	12
Sunnycare Residential Pty Ltd	5
Sunrise Home Care Pty Ltd	1
Sunshine Coast Hospital and Health Service	1
Sunsouth Pty Ltd	1
Superior Care Group Pty Ltd	13
Supreme Care Pty Ltd	2
SwanCare Group Inc.	6
SWIAA Ltd	7
SYDWEST Multicultural Services	1
Tabulam and Templer Homes for the Aged Inc.	9
Tallangatta Health Service	3
Tangentyere Council Aboriginal Corporation	1
Tanunda Lutheran Home Inc.	4
Taralga Retirement Village Inc.	2
Taronne Pty Ltd	3

Registered provider	Number of complaints
Tasmanian Health Service	3
TBG Senior Living Services Pty Ltd	2
Technology for Ageing and Disability WA Inc.	2
TEMAHL (Aust) Pty Ltd	2
Ten Years Younger Home Care Pty Ltd	13
Tender Loving Care Aged Care Services Pty Ltd	12
Terang and Mortlake Health Services	1
TFG Holdings Pty Ltd	1
The Abel Tasman Village Association Ltd	1
The Adelaide Day Centre for Homeless Persons Inc.	1
The Baptist Union of Queensland – Carinity	24
The Benevolent Society	4
The Bethanie Group Inc.	22
The Bur-Del Co-Operative Advancement Society Ltd	4
The Butler Canberra	4
The Care Side Pty Ltd	13
The Carers' Phone Pty Ltd	6
The Careside	71
The Catholic Diocese of Port Pirie Inc.	3
The Chinese Fraternity Association of Queensland Inc.	12
The Churches of Christ Property Trust	16
The Co-Group Ltd	1
The Co-operative Life Ltd	3
The Corporation of the City of Norwood Payneham and St Peters	1
The Corporation of the Franciscan Sisters of the Heart of Jesus (Qld)	2
The Corporation of the Synod of the Diocese of Brisbane	57
The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	16
The Deniliquin Nursing Home Foundation Ltd	4
The Ethnic Communities Council of Queensland Ltd	10
The Frank Whiddon Masonic Homes of New South Wales	54
The Good Shepherd Ltd	3
The Greek Orthodox Community of New South Wales Ltd	1

Registered provider	Number of complaints
The Hills Shire Council	1
The Hub Family Medical Centre Pty Ltd	1
The Junction Neighbourhood Centre Inc.	1
The Leaper Corporation Pty Ltd	1
The Maronite Sisters of the Holy Family Village	7
The Mary Ogilvy Homes Society	4
The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd	2
The Nazareth Lutheran Church of South Brisbane	2
The Old Colonists Association of Victoria	3
The Parkside Foundation Pty Ltd	1
The Pioneers Lodge Ltd	1
The Queen Victoria Home Inc.	1
The Roman Catholic Trust Corporation for the Diocese of Rockhampton	8
The Royce Aged Care Pty Ltd	5
The Salvation Army (NSW) Property Trust	47
The Salvation Army (Queensland) Property Trust	2
The Salvation Army Property Trust (Tasmania)	2
The Sir Moses Montefiore Jewish Home	15
The Sisters of Our Lady of China Health Care (2) Pty Ltd	1
The Sisters of Our Lady of China Health Care Pty Ltd	8
The Society for the Mount Isa Memorial Garden Settlement for the Aged	3
The Society of St Hilarion Inc.	1
The Trustee for the Salvation Army (SA) Property Trust	2
The Trustee for WeCare Wellness Services Trust	10
The Uniting Church in Australia Property Trust (NSW)	130
The Uniting Church in Australia Property Trust NSW for UnitingCare Lithgow	1
The Village Care Managers Pty Ltd	1
The Willows Private Nursing Home Pty Ltd	2
Thompson Health Care No. 2 Holdings Pty Ltd	1
Thompson Health Care Pty Ltd	25
Three Tree Lodge Lithgow Ltd	1

Registered provider	Number of complaints
Tilburg Proprietary Ltd	8
Timbrebongie House Ltd	1
Timeless Support Pty Ltd	1
Tingari Group Pty Ltd	8
TLC Melbourne Pty Ltd	12
TLC Whittlesea Pty Ltd	3
Tolega Pty Ltd	4
Toosey	1
Torbay Lifestyles and Care Ltd	4
Touriandi Ltd	1
Townsville Hospital and Health Service	9
Transcare Hunter Ltd	1
Transition Care Pty Ltd	2
Tre Cuori Pty Ltd	12
TriCare Aged Care Pty Ltd	58
Trilogy Care Pty Ltd	558
Trinity Aged Care Pty Ltd Trustee for NJ Fung Family Trust	2
Tripoli and Mena Association Ltd	1
Trustees of Catholic Aged Care Sydney	18
Trustees of the Roman Catholic Church for the Archdiocese of Canberra and Goulburn as Trustees for Chancery Office	1
TSM Supports Pty Ltd	2
Tullawon Health Service Inc.	1
Tully Nursing Home Inc.	8
Ukrainian Elderly People's Home	7
Umbrella Multicultural Community Care Services Inc.	3
United Protestant Association of NSW Ltd	23
United–Spanish Latin American Welfare Centre	1
Uniting (NSW.ACT)	23
Uniting Agewell Ltd	73
Uniting Church Homes	32
Uniting Communities Inc.	11
UnitingCare Queensland Ltd	180
UnitingCare wesley bowden ltd	6
UnitingSA Ltd	4
Upwards Living	3
Valmar Support Services Ltd	3

Registered provider	Number of complaints
Vasey RSL Care Ltd	8
Victorian Croatian Aged Care Services Inc.	1
Victorian Elderly Chinese Welfare Society	1
Villa Maria Catholic Homes Ltd	53
Village Glen Flexicare Pty Ltd	1
Villaggio Italiano Ltd	4
Villawood Aged Care Pty Ltd	5
Violet Town Bush Nursing Centre Inc.	3
Vital Home Health Services Pty Ltd	2
Vitalcare Support Pty Ltd	1
Viva Mutual Foundation Ltd	2
WA Country Health Service	1
Walara Inc.	3
Walcha Council	2
Wali Partners Pty Ltd	3
Wami Kata Old Folks Home Inc.	2
Wangaratta Rural City Council	2
Warramunda Village Ltd	1
Warrigal Care	33
Warrina Homes Inc.	13
Warwick Benevolent Society Inc.	2
Wattle Hill Lodge Inc.	3
We Care One Stop Service Pty Ltd	1
We Care Staffing Solutions Pty Ltd	2
We Do Care Aust	1
WeCare Disability and Social Work Services Pty Ltd	3
Wesley Community Services Ltd	7
Wesley Mission Queensland Ltd	21
West Gippsland Healthcare Group	5
Western District Health Service	6
Western Health	1
Western HomeCare Pty Ltd	48
Western NSW Local Health District	5
Western Residential Aged Care Pty Ltd	5
Western Sydney Migrant Resource Centre Ltd	1
Westmont Aged Care Services Ltd	4
Wheatfields Inc.	1
White Oak Home Care Services Pty Ltd	4

Registered provider	Number of complaints
Wickro Pty Ltd	22
Willshire Pty Ltd	2
Winnam Aboriginal and Torres Strait Islanders Corporation	1
Wintringham Ltd	30
Wirraminna Care Inc.	3
Wollondilly Support and Community Care Inc.	1
Wommin Bay Village	1
Wongaburra Society	8
Woombye Care Inc.	7
Woorayl Lodge Inc.	1
Woy Woy Community Aged Care Ltd	1
Wujal Wujal Aboriginal Council	1
Wyanga Aboriginal Aged Care Program Inc.	4
Yallambee Traralgon Village for the Aged Inc.	1
Yarra City Council	1
Yarram and District Health Service	2
Yarrawonga Health	2
Yea and District Memorial Hospital	1
Yellowbridge Qld Ltd	1
Yorke and Northern Local Health Network Inc.	2
Your Aged Care at Home Ltd	1
Your Side Australia Ltd	5
Yours In Caring Pty Ltd	5
Total	**10,011**

Note: The total number of complaints received in Tables 42–45 does not reconcile with that in the Aged Care Complaints Commissioner report (pp.148–64). This is because the tables only cover complaints that could be directly linked to a registered provider or residential care home.

Table 43. Complaints received by residential care home, 1 November 2025 – 30 June 2026

Residential care home	Number of complaints
501 Respite and Care Services	3
Abberfield Aged Care Facility	3
Abbey House Aged Care	5
Abel Tasman Village	1
Acacia Living Group Meadow Springs Aged Care Facility	2
Acacia Living Group Menora Gardens Aged Care Facility	1
ACDMA Aged Care Services	7
ACH Group Residential Care – Kapara	7
ACH Group Residential Care – Milpara	1
ACH Group Residential Care – Perry Park (high care)	1
ACH Group Residential Care – ViTA	2
Ada Cottage	2
Adelene Nursing Home	3
Adina Care Cootamundra	1
Advantaged Care at Edensor Gardens	10
Advantaged Care at Georges Manor	3
Advantaged Care at Prestons Lodge	5
AdventCare Whitehorse	6
AdventCare Yarra Ranges	1
Adventist Nursing Home	6
Adventist Residential Care	2
Adventist Retirement Village – Victoria Pt	2
Aegis Alfred Carson	1
Aegis Amherst	2
Aegis Anchorage	3
Aegis Banksia Park	1
Aegis Carrington	1
Aegis Ellenvale	2
Aegis Greenfields	3
Aegis Hermitage	1
Aegis Hilton Park	2
Aegis Karalee	1
Aegis Lincoln Park	3
Aegis Montgomery	1
Aegis Murdoch	2
Aegis Parkview	4
Aegis Sandstrom	2

Residential care home	Number of complaints
Aegis Shawford	1
Aegis Shoalwater	4
Aegis Shorehaven	1
Aegis Shoreline	5
Aegis St Michael's	2
Aegis Stirling	2
Aeralife Bayswater	1
Aeralife Botany	2
Aeralife Kingswood	2
Aeralife Northpoint	4
Aeralife Queanbeyan	2
Aeralife The Manor	6
Aeralife Twin Parks	2
Aeralife Watergardens	11
Ainslie Low Head	1
Akooramak Care of Older Persons	2
Albert Moore Gardens	1
Albury Wodonga Health Residential Care Program	6
Alchera House	3
Alcheringa	2
Aldersgate Aged Care Services	2
Aldinga Beach Care Community	1
Alexander Campbell House	1
Alfred Cove Care Community	5
Alkira Gardens	1
Alkira Lodge	1
Aloaka Care Centre	2
Alton Lodge	2
Altona Gardens Care Community	1
Alwyndor Aged Care	1
Amana Living Kinross Care Community	3
Amana Living Lefroy Care Centre	2
Amana Living Mosman Park Care Centre	2
Amaroo Aged Care Facility	3
Amaroo Village Buckley Caring Centre	1
Amber Aged Care	1
Aminya Village Hostel	2
Anam Cara	3

Residential care home	Number of complaints
Ananda Aged Care Findon	3
Andrews House	2
Anglican Care Bishop Tyrrell Place	6
Anglican Care C A Brown	2
Anglican Care Jesmond Grove	1
Anglican Care Kilpatrick Court	5
Anglican Care McIntosh Court	3
Anglican Care Mirrabooka Place	1
Anglican Care Scenic Lodge Merewether	3
Anglican Care Storm Village	5
Anglican Care Warnervale Gardens	3
Anglicare Dudley Foord House	1
Anglicare Elizabeth Lodge	4
Anglicare Farrer Brown Court	1
Anglicare Jean Ross House	1
Anglicare Melva McDonald Lodge	1
Anglicare Newmarch House	4
Anglicare Piper House	6
Anglicare Porter Lodge	1
Anglicare SQ Edwin Marsden Tooth Memorial Home for Aged	2
Anglicare SQ Symes Grove Home for the Aged	5
Anglicare SQ Symes Thorpe Home for the Aged	2
Anglicare The Terraces Residential Care	3
Anglicare Warrina Residential Care	3
Anglicare Woodberry Village	1
AnglicareSA Elizabeth – Dutton Court	2
AnglicareSA Elizabeth East	7
AnglicareSA Grange	14
AnglicareSA Trott Park	2
Annandale Grove Care Community	3
Anthem	2
Anzac Lodge Private Nursing Home	3
Applecross Shore Care Community	1
Apsley Riverview	2
Arcare Aranda	5
Arcare Balnarring	2
Arcare Brighton	1
Arcare Burnside	3

Residential care home	Number of complaints
Arcare Caboolture	6
Arcare Carnegie	2
Arcare Castlemaine	1
Arcare Caulfield	1
Arcare Cheltenham	6
Arcare Clyde	1
Arcare Craigieburn	5
Arcare Eight Mile Plains	1
Arcare Epping	3
Arcare Essendon	8
Arcare Gisborne	4
Arcare Glenhaven	2
Arcare Helensvale	3
Arcare Helensvale St James	1
Arcare Hillside	1
Arcare Hope Island	4
Arcare Kanwal	2
Arcare Knox	7
Arcare Lisarow The Orchards	1
Arcare Logan Reserve	2
Arcare Lysterfield	1
Arcare Maidstone	4
Arcare Malvern East	1
Arcare Noosa	1
Arcare North Lakes	4
Arcare North Shore	5
Arcare Oatlands	1
Arcare Parkinson	4
Arcare Parkview Malvern East	3
Arcare Parkwood	5
Arcare Peregian Springs	2
Arcare Pimpama	1
Arcare Point Lonsdale	1
Arcare Ringwood	1
Arcare Sanctuary Manors	2
Arcare Seven Hills	2
Arcare Slacks Creek	2
Arcare Springwood	2
Arcare Sydenham	1

Residential care home	Number of complaints
Arcare Taigum	10
Arcare Templestowe	3
Arcare Thornlands	2
Arcare Warriewood	6
Arcare Werribee	3
Arcare Wright	2
Archbishop Goody Hostel	1
Armadale Place Care Community	1
Arthur Blackburn VC Gardens	2
Ascott Gardens	2
Ashfield Terrace Care Community	2
Ashleigh House Hostel	3
Ashman Grove Aged Care Hostel	1
Ashmore Gardens Care Community	2
Ashwood Residential Care Service	3
Assisi Centre Aged Care	4
Auburn House	1
Australian Vietnamese Aged Care Services	1
Avondale Heights Care Community	2
Avondale House	6
Bairnsdale Parklands Care Community	1
Bairnsdale Regional Health Service	4
BallyCara Aged Care	2
Balranald Retirement Hostel	1
Banksia Lodge	1
Banksia Lodge Residential Aged Care Service	3
Bankstown Terrace Care Community	4
Baptcare – Hedley Sutton Community	1
Baptcare – Karana Community	1
Baptcare – Northaven Community	1
Baptcare – Strathalan Community	1
Baptcare – Westhaven Community	2
Baptcare Abbey Gardens Community	3
Baptcare Amberlea Community	6
Baptcare Coasthaven Community	4
Baptcare Karingal Community Care	2
Baptcare Peninsula View Community	3
Baptcare The Orchards Community	1
Baptcare Wattle Grove Community	7

Residential care home	Number of complaints
Baptcare Wyndham Lodge Community	5
BaptistCare Aminya Centre	1
Baptistcare Balladong Gardens	1
BaptistCare Bethshan Gardens Centre	3
BaptistCare Caloola Centre	1
BaptistCare Glendale Lodge	1
Baptistcare Gracewood	1
BaptistCare Griffith	1
BaptistCare Kularoo Centre	5
BaptistCare Maranoa Centre – Alstonville	1
BaptistCare Minnamurra	1
BaptistCare Morven Gardens Centre	2
BaptistCare Niola Centre	2
BaptistCare Orana Centre	2
BaptistCare Shalom Centre	2
BaptistCare The Gracewood Centre	1
BaptistCare Warabrook Centre	5
BaptistCare Warena Centre	2
Baptistcare Yallambee	1
Baradine Multi–Purpose Service	1
Barossa Park Lodge	4
Barossa Village Inc	2
Barrington Lodge	5
Barunga Village Incorporated	2
Bathurst Riverview Care Community	2
Baw Baw Views	4
Bayview Haven	4
Bayview Treetops Care Community	1
Beauaraba Lodge	1
Beaumont Care Roslyn Lodge	1
Beaumont Care Wamuran	2
Bedingfeld Lodge	1
Beecroft House Aged Care	1
Bella Vista Gardens	3
Belmore Place Care Community	5
Belvedere Aged Care	1
Bendigo Health Hospital TCU	1
Bene Aged Care – Campbelltown	1
Bene Aged Care – St Clair	2

Residential care home	Number of complaints
Bene Aged Care – The Italian Village	5
Bene St Pauls	2
Benetas Colton Close	2
Benetas Corowa Court	1
Benetas St George's	6
Benetas St Laurence Court – Kangaroo Flat	1
Benevolent Living	2
Bentleys Aged Care	3
Bentons Lodge – Residential Aged Service	2
Berengarra	1
Beresford Hall	1
Berkeley Vale Care Community	5
Bernard Chan Nursing Home	1
Berrinba Greens Care Community	9
Bert England Lodge	1
Bert Newton Retirement Village	2
Bethania Gardens	4
Bethania Parklands Care Community	3
Bethanie Beachside	4
Bethanie Como	1
Bethanie Edinboro	2
Bethanie Elanora Villas Nursing Home	3
Bethanie Fields	1
Bethanie Gwelup	2
Bethanie Kingsley	1
Bethanie Subiaco	1
Bethanie Waters	3
Bethany	6
Bethany Aged Care Plus Centre	1
Bethel Aged Care	3
Bethel Lodge	2
Bethesda Aged Care Plus Centre	1
Bexley Care Centre	1
Bicton Village	2
Bill Crawford Lodge	4
Bill McKenzie Gardens	1
Bilyara Hostel	1
Bindaree Retirement Centre	1
Bishop Davies Court	2

Residential care home	Number of complaints
Blacktown Nursing Home	4
Blacktown Terrace Care Community	2
Blakehurst Aged Care Centre	2
Blue Care Bli Bli Aged Care Facility	1
Blue Care Brassall Aged Care Facility	2
Blue Care Bundaberg Pioneer Aged Care Facility	20
Blue Care Bundaberg Riverlea Aged Care Facility	5
Blue Care Caloundra Aged Care Facility	3
Blue Care Carbrook Wirunya Aged Care Facility	1
Blue Care Carina Aged Care Facility	1
Blue Care Flinders View Nowlanvil Aged Care Facility	1
Blue Care Kallangur Pilgrim Aged Care Facility	1
Blue Care Kingaroy Canowindra Aged Care Facility	7
Blue Care Kirra Aged Care Facility	1
Blue Care Lowood Glenwood Aged Care Facility	3
Blue Care Mackay Homefield Aged Care Facility	2
Blue Care Redcliffe Aged Care Facility	3
Blue Care Rothwell Nazarene Aged Care Facility	3
Blue Care Shalom Elders Village	8
Blue Care Springwood Yurana Aged Care Facility	2
Blue Care Sunnybank Hills Carramar Aged Care Facility	1
Blue Care Tallebudgera Talleyhaven Aged Care Facility	2
Blue Care Toowoomba Residential Aged Care Facility	5
Blue Care Townsville Mt Louisa Aged Care Facility	3
Blue Care Warana Beachwood Aged Care Facility	2
Blue Care Wynnum Aged Care Facility	2
Blue Haven Bonaira	8
BlueWave Living	1
Boandik St Mary's	2
Bolga Court Hostel	3
Bolton Clarke Avonlea	2
Bolton Clarke Bass Hill	1

Residential care home	Number of complaints
Bolton Clarke Baycrest	3
Bolton Clarke Bayside (PKA – Bayside Residential Aged Care Facility)	2
Bolton Clarke Bayside (VIC)	2
Bolton Clarke Beechwood (PKA – Beechwood Aged Care)	5
Bolton Clarke Bribie Cove	1
Bolton Clarke Buderim Views	1
Bolton Clarke Cabrini	1
Bolton Clarke Calare (PKA – Calare Residential Aged Care Facility)	2
Bolton Clarke Camberwell Green	1
Bolton Clarke Capella Bay	1
Bolton Clarke Carinya	1
Bolton Clarke Carrington	1
Bolton Clarke Centaur	1
Bolton Clarke Charles Young	1
Bolton Clarke Charlesbrook	2
Bolton Clarke Chelsea	6
Bolton Clarke Claremont Terrace	1
Bolton Clarke Coastal Waters (PKA – Coastal Waters Aged Care)	3
Bolton Clarke Darlington	3
Bolton Clarke Fairview	1
Bolton Clarke Farnorha	2
Bolton Clarke Fernhill	2
Bolton Clarke Galleon Gardens	4
Bolton Clarke Glasshouse Views	2
Bolton Clarke Glendale	4
Bolton Clarke Glendale (Vic.)	5
Bolton Clarke Greenview	4
Bolton Clarke Greenwood	3
Bolton Clarke Heritage Lodge	2
Bolton Clarke Highwood Court	1
Bolton Clarke Holly	5
Bolton Clarke Inverpine	1
Bolton Clarke Lexington Gardens	1
Bolton Clarke Lilydale	2
Bolton Clarke Little Para	2
Bolton Clarke Lynbrook Park	9

Residential care home	Number of complaints
Bolton Clarke Medina Manor	1
Bolton Clarke Milford Grange	1
Bolton Clarke Montclaire	2
Bolton Clarke Moreton Shores	3
Bolton Clarke Newmans on the Park	7
Bolton Clarke Pemulwuy	2
Bolton Clarke Raffles	1
Bolton Clarke Redleaf Manor	2
Bolton Clarke Riddell Gardens	4
Bolton Clarke Ridgehaven	5
Bolton Clarke Rosemore	1
Bolton Clarke Ross Robertson	2
Bolton Clarke Rowes Bay	2
Bolton Clarke Sandbrook	2
Bolton Clarke Seabrook	3
Bolton Clarke Seaton Place	2
Bolton Clarke Smithfield	4
Bolton Clarke Somerton Park	2
Bolton Clarke Sunset Ridge	4
Bolton Clarke Sutton Park	1
Bolton Clarke Tannoch Brae	5
Bolton Clarke Tantula Rise	4
Bolton Clarke Templestowe Manor	1
Bolton Clarke The Ormsby	2
Bolton Clarke The Terraces	4
Bolton Clarke Trevi Court	3
Bolton Clarke Villa Serena	7
Bolton Clarke Walkerville	8
Bolton Clarke Willandra	1
Bolton Clarke Willowdale	1
Bonney Lodge	1
Boollam Boollam Aged Care Centre	11
Booroongen Djugun Limited	2
Boorowa Multi-purpose Service	1
Borella House	1
Boronia Residential Aged Care	10
Bossley Parkside Care Community	8
Bowder Care Centre	2
Box Hill Views Care Community	2

Residential care home	Number of complaints
Bracken House Dubbo	1
Braemar Cooinda	1
Braemar House	1
Braemar Village	1
Brightwater Birralee	6
Brightwater Inglewood	4
Brightwater Kingsley	2
Brightwater Madeley	7
Brightwater Onslow Gardens	2
Brightwater Oxford Gardens	1
Brightwater The Cove	2
Brightwater The Village	2
Broadwater Grove Care Community	3
BSL Aged Care – Clifton Hill	7
Bucklands Residential Care	3
Bundaleer Gardens Hostel	3
Bupa Ballarat	2
Bupa Ballina	5
Bupa Bankstown	3
Bupa Banora Point	2
Bupa Bateau Bay	8
Bupa Baulkham Hills	7
Bupa Bellarine Lakes	1
Bupa Bendigo	2
Bupa Berwick	10
Bupa Bexley	1
Bupa Cairns	1
Bupa Campbelltown	1
Bupa Caulfield	2
Bupa Clayton	4
Bupa Clemton Park	1
Bupa Coburg	3
Bupa Croydon	1
Bupa Dural	3
Bupa Echuca	3
Bupa Enfield	1
Bupa Glenvale	6
Bupa Greenacre	1
Bupa Greensborough	1

Residential care home	Number of complaints
Bupa Kempsey	2
Bupa Merrimac	1
Bupa Mildura	4
Bupa Morphettville	2
Bupa Mosman	2
Bupa Mt Sheridan	1
Bupa North Rocks	3
Bupa Queens Park	1
Bupa Rangeville	1
Bupa Runaway Bay	3
Bupa Seaforth	5
Bupa South Morang	3
Bupa St Ives	1
Bupa Tamworth	5
Bupa Templestowe	3
Bupa Traralgon	5
Bupa Waratah	3
Bupa Willoughby	1
Bupa Wodonga	1
Bupa Woodend	4
Bupa Woodville	2
Burpengary Manor Aged Care	2
Burswood Care Annie Bryson McKeown Lodge	1
Burswood Care Gwen Hardie Lodge	2
Burswood Care Sunshine Park	1
Byron Aged Care	1
Cabanda Aged Care	2
Caboolture Parklands	10
Caloundra Place Care Community	1
Calvary Albury and District	2
Calvary Balmoral Grove	1
Calvary Bayview	1
Calvary Brighton	2
Calvary Brighton-Le-Sands	3
Calvary Elanora	4
Calvary Elouera	3
Calvary Flora McDonald Retirement Community	1
Calvary George Vowell	5

Residential care home	Number of complaints
Calvary Goonawarra	7
Calvary Haydon Retirement Community	1
Calvary Henley Manor	2
Calvary Kelaston	1
Calvary Kirralee	1
Calvary Lower Plenty Garden Views	1
Calvary Millward	1
Calvary Mirridong	1
Calvary Mt Carmel Retirement Community	2
Calvary Muswellbrook Retirement Community	3
Calvary Narracan Gardens	3
Calvary Oaklands	1
Calvary Riverside Views	9
Calvary Rosanna Views	1
Calvary Ryde Retirement Community – Mary Potter Residential Care	2
Calvary Sandhill	3
Calvary Sandhurst	2
Calvary Scottvale	1
Calvary Springvale	1
Calvary St Joseph's Retirement Community	7
Calvary St Judes	1
Calvary St Paul's Retirement Community	1
Calvary The Highbury	4
Calvary The Homestead	4
Calvary The Mariner	9
Calvary The Regent	1
Calvary Trevu House	2
Calvary Trugo Place	5
Calvary Viewhills Manor	3
Camberwell Gardens	4
Cameron Park Care Community	5
Campbell Place	4
Capecare	4
Caravonica Waters	2
Cardinia Community Aged Care	3
Carine Parkside Care Community	5
Carinity Cedarbrook	1
Carinity Fairfield Grange	2

Residential care home	Number of complaints
Carinity Hilltop	1
Carinity Karinya Place	3
Carinity Shalom	3
Carinity Wishart Gardens	3
Carino Care at Oatley	8
Carino Care at Rockdale	1
Carino Care at Russell Lea	1
Carino Care at Sylvania	7
Carinya Home for the Aged	2
Carinya House	2
Carinya Lodge Hostel	1
Carinya of Bristol	3
Carmel Roshana Care	3
Carpenter Court Aged Care Plus Centre	3
Carramar Aged Care	4
Carrum Downs Private Nursing Home	1
Carseldine Greens Care Community	4
Carshalton House Hostel	2
Casa Mia Aged Care Centre	6
Casey Aged Care	2
Casey Manor	1
Castle Hill Aged Care Home	2
Castlemaine Health	2
Catholic Healthcare Bodington	4
Catholic Healthcare Charles O'Neill Hostel	4
Catholic Healthcare Emmaus Village	1
Catholic Healthcare Gertrude Abbott Aged Care	1
Catholic Healthcare Holy Cross Kincumber	2
Catholic Healthcare Holy Spirit Casula	3
Catholic Healthcare Lewisham Retirement Hostel	1
Catholic Healthcare McQuoin Park	1
Catholic Healthcare Percy Miles Villa	1
Catholic Healthcare St Catherine's Aged Care	4
Catholic Healthcare St John's Villa	1
Catholic Healthcare St Mary's Retirement Village	1
Catholic Healthcare The Haven Residential Aged Care	3

Residential care home	Number of complaints
Catholic Healthcare The Sister Anne Court Aged Care	3
Centennial Lodge	1
Central and Upper Burnett District Home for the Aged Nursing Home	1
Chaffey House	2
Chamberlain Gardens Aged Care	7
Charles Chambers Court	1
Chelsea Manor Care Community	1
Chelsea Parkside Care Community	1
Cheltenham House Aged Care Facility	3
Cheltenham Manor	1
Chestnut Gardens Aged Care Home	2
Chiswick Manor Care Community	4
Churches of Christ Arcadia Aged Care Service	5
Churches of Christ Bribie Aged Care Service	6
Churches of Christ Brig-o-doon Aged Care Service	3
Churches of Christ Clive Burdeu Aged Care Service	1
Churches of Christ Fassifern Aged Care Service	2
Churches of Christ Golden Age Aged Care Service	4
Churches of Christ Homesteads Aged Care Service	1
Churches of Christ Kolan Gardens Aged Care Service	1
Churches of Christ Little Mountain Aged Care Service	2
Churches of Christ Moonah Park Aged Care Service	2
Churches of Christ Oak Towers Aged Care Service	2
Churches of Christ Stanthorpe Aged Care Service	2
Churches of Christ Toowoomba Aged Care Service	3
Churches of Christ Warwick Aged Care Service	2
Clarence Estate Residential Health and Aged Care	2
Clarendon Grange Hostel	4
Clarinda on the Park	3
Clelland Lodge	4

Residential care home	Number of complaints
Clifton Nursing Home	3
Clifton Views	7
Clovelly Cottage	1
Cobden District Health Services	2
Coburg North Villa Care Community	1
Coffs Harbour Grange Care Community	1
Coffs Harbour Legacy Nursing Home	2
Coffs Haven Residential Care Service	4
Cohuna District Nursing Home	1
Cohuna Village	3
Columbia Aged Care Services – Oberon Village	1
Concord Community Hostel	2
Coober Pedy Multi–Purpose Service	1
Cooinda	1
Cooinda Lodge Nursing Home	3
Coolibah Care	3
Coppin Centre	5
Coptic Hostel	4
Coroneagh Park	10
Corpus Christi Community	3
Corumbene Hostel	3
Costa House	3
Courtlands Aged Care Facility	3
Craigcare Ascot Waters	4
Craigcare Berwick	6
Craigcare Maylands	1
Craigcare Moonee Ponds	1
Craigcare Mornington	2
Craigcare Pascoe Vale	2
Craigcare Plumpton Villa	3
Croydon Grove Care Community	4
Croydon Place Care Community	5
Cumberland Manor	3
Cumberland View Aged Care – Whalley Drive	2
Dale Residency	1
Dalrymple Villa	1
Darley House	1
Darlingford Upper Goulburn Nursing Home	2
Deborah Cheetham Retirement Village	1

Residential care home	Number of complaints
Dellacourt	3
Deloraine Private Nursing Home	1
Denhams Beach Care Community	4
Derwent Views	4
Diamond Creek Care Community	4
Dianella Hostel	1
Disability SA Northgate	3
Donvale Gardens	3
Dorothy Impey Home	2
Dougherty Apartments	23
Doutta Galla Avondale Heights Aged Care Facility	3
Doutta Galla Footscray Aged Care Facility	2
Doutta Galla Grantham Green Aged Care Facility	2
Doutta Galla Woornack Aged Care Facility	3
Dovetree	6
Dr Mary Surveyor Centre	3
Dryandra Residential and Community Care Inc	1
Drysdale Grove	24
Dunbar Homes Salisbury	3
Dunedoo Multi-purpose Service	1
Dunmunkle Lodge Hostel	2
Dural House Aged Care	3
Durham Green Lodge Memory Care	1
Edenfield Family Care	3
Edenfield Family Care – Yankalilla	8
Edenfield Family Care West Park	4
Edge Hill Orchards	2
Edgewater Mercy Hostel	1
Edward Collick Home	1
Eldercare Acacia Court	2
Eldercare Allambi	2
Eldercare Cottage Grove	3
Eldercare Goodwood	1
Eldercare Oxford	2
Eldercare Sash Ferguson	1
Eldercare Seaford	1
Eldercare The Village	3
Elderly Chinese Home	1

Residential care home	Number of complaints
Eliza Purton	5
Elizabeth Gardens Burwood	5
Embracia Moonee Valley	3
Emerald Hill Residence	2
Emmaus	2
Emmaus Village	2
Emmavale Gardens	1
Epping Meadows Care Community	5
Estia Health Albury	2
Estia Health Bannockburn	3
Estia Health Benalla (Thomas St)	6
Estia Health Bentleigh	2
Estia Health Bexley Park	2
Estia Health Blakehurst	2
Estia Health Brunswick	2
Estia Health Camden	6
Estia Health Carindale	1
Estia Health Cleveland	2
Estia Health Coolaroo	1
Estia Health Coorparoo	6
Estia Health Craigmore	1
Estia Health Dalmeny	7
Estia Health Dandenong	2
Estia Health Daw Park	1
Estia Health Encounter Bay	6
Estia Health Epping – The Poplars	1
Estia Health Epping Vic.	3
Estia Health Erina	9
Estia Health Figtree	7
Estia Health Flagstaff Hill	1
Estia Health Forster	18
Estia Health Glen Waverley	1
Estia Health Gold Coast	2
Estia Health Golden Grove	1
Estia Health Grovedale	1
Estia Health Gympie	1
Estia Health Hamilton	13
Estia Health Healesville	2
Estia Health Heidelberg West	1

Residential care home	Number of complaints
Estia Health Hervey Bay	5
Estia Health Hope Valley	2
Estia Health Kadina	1
Estia Health Kangaroo Flat	11
Estia Health Kensington Gardens	1
Estia Health Keysborough	2
Estia Health Kilbride	2
Estia Health Knoxfield	1
Estia Health Kogarah	3
Estia Health Lockleys	6
Estia Health Manly Vale	1
Estia Health Melton South	2
Estia Health Merrylands	1
Estia Health Mount Clear	2
Estia Health Mount Coolum	4
Estia Health Mount Gravatt East	2
Estia Health Mudgeeraba	2
Estia Health Myrtle Bank	3
Estia Health Noosa	7
Estia Health Norah Head	6
Estia Health Oakleigh East	3
Estia Health Pacific Paradise	2
Estia Health Parkside	1
Estia Health Plenty	1
Estia Health Reservoir	2
Estia Health Ringwood	1
Estia Health Robina	3
Estia Health Ryde	1
Estia Health Salisbury	1
Estia Health South Morang	1
Estia Health Strathalbyn	1
Estia Health Taree	9
Estia Health Tea Gardens	4
Estia Health Tuncurry	34
Estia Health Twin Waters	4
Estia Health Valley View	1
Estia Health Victoria Heights	2
Estia Health Victoria Point	6
Estia Health Willoughby	1

Residential care home	Number of complaints
Estia Health Wodonga	2
Estia Health Yarra Valley	5
Eudunda Senior Citizens Hostel	3
Eugowra Multi-purpose Service	1
Eureka Village Hostel	4
Eva Tilley Memorial Hostel	2
Eventide Charters Towers	8
Eventide Home Rockhampton	1
Eventide Homes (Stawell) Inc.	1
Everard Park Care Community	5
Evergreen Lodge	4
Eyre Peninsula Old Folks Home	1
Fairfield Nursing Home	4
Fairlea Aged Care @ Harris Park	1
Fairlea Aged Care @ Rosehill	1
Fairmont Aged Care Centre	1
Fairview Ltd	2
Fairway Bayside Aged Care	4
Fairway Rise	2
Ferndale Gardens Aged Care Facility	2
Ferndale Gardens Aged Care Services	2
Feros Village Bangalow	3
Fig Tree Point Aged Care Facility	1
Finley Regional Care	1
Fitzgerald Memorial Aged Care Facility Limited	3
Florence Price Gardens	3
Flynn Lodge	2
Forest Lake Lodge	6
Forest Lodge Residential Aged Care	2
Forest View Residential Care Facility	1
Francis of Assisi Home	2
Frank and Jess Kennett Home	2
Frank Prendergast House	2
Frankston Nursing Home	2
Fred French	3
Fred Ward Gardens	10
Fronditha Anesi Aged Care Services – Thornbury	5
Fronditha Clayton Aged Care	11

Residential care home	Number of complaints
Fronditha Lower Templestowe	2
Fronditha Thalpori Aged Care Services – St Albans	4
Fullarton Residential Care	1
Gallipoli Home	2
Garden Village	2
Garrawarra Centre	3
Gawler Hillside Care Community	5
Genista Aged Care Facility	3
Geraldton Shore Care Community	2
Germanus Kent House	1
Gill Waminda Aged Care Plus Centre	8
Gillawarna Village	4
Glaica House	7
Glen Osmond Grove Care Community	2
Glen Waverley Nursing Home	1
Glenara Lakes	1
Glenella Care	4
Glengollan Village	4
Glenmore Park Care Community	1
Glenroy Grove Care Community	6
Glenview Community Services Inc.	3
Good Shepherd Lodge	2
Goodwin Ainslie (Goodwin House)	1
Goodwin Farrer (George Sautelle House)	3
Goodwin Monash	1
Goondee Aged Care Home	1
Gorrinn House Hostel	1
Governor Phillip Manor	4
Grace Munro Centre	1
Grace Villa Aged Care	3
Grafton Community Aged Care	6
Grand Cedar	1
GraniteHill Aged Care	4
Grant Lodge Aged Care Facility	1
Green Hills Residential Care Service	1
Greenhill Manor	3
Greenway Gardens	5
Greenwood Manor	1

Residential care home	Number of complaints
Griffiths Point Lodge Hostel	1
Guildford Village	5
Guilford Young Grove	1
Guwardi Ngadu	1
Haddington Nursing Home	6
Hahndorf Residential Care Services	5
Hailey House Hostel	1
Hamersley Nursing Home	2
Hamlyn Terrace Care Community	1
HammondCare – Cardiff	2
HammondCare – Caulfield Village	1
HammondCare – Darlinghurst	4
HammondCare – Erina	5
HammondCare – Horsley	1
HammondCare – The Glens	2
HammondCare – Wahroonga	2
HammondCare – Woy Woy	1
HammondCare – Hammondville	8
HammondCare – Mason	1
HammondCare – North Turramurra	1
HammondCare – Scarborough	2
HammondCare – Waratah	2
Harbison Burradoo	3
Harbison Moss Vale	3
Harbour Quays Residential Aged Care	2
Harden Grange	8
Harmony Village Inc.	4
Havilah Hostel	8
Havilah on Palmerston	1
Hawkesbury Living Pty Ltd	4
Hawthorn Village	2
Heiden Park Lodge	3
Helping Hand Aged Care – Golden Grove	1
Helping Hand Aged Care – Ingle Farm	3
Helping Hand Aged Care – Lealholme Port Pirie	3
Helping Hand Aged Care – Lightsview	1
Helping Hand Aged Care – Parafield Gardens	4
Helping Hand Aged Care – Rotary House	1
Hepburn House	4

Residential care home	Number of complaints
Hetti Perkins	1
Highfields Manor Port Macquarie	5
Hill View House – Merrimac	1
Hill View House Aged Care Facility	1
Hillside at Figtree	1
Hillview Bunyip Aged Care Inc.	1
Hippocrates Aged Care Centre	1
Hocart Lodge	2
Holmwood Aged Care	2
Holy Cross Kincumber	1
Homestead Estate Residential Aged Care	1
Homewood Residential Aged Care	4
Hope Aged Care Brunswick	4
Hope Aged Care Gladstone Park	1
Hope Aged Care Sunshine	3
Howard Solomon Residential Care	4
Hugh Cunningham Gardens	1
Hunters Hill Montefiore Home	5
Huntingdon Gardens Aged Care Facility	3
Huon Eldercare	1
Illawarra Diggers	4
Imlay House	1
Indochinese Aged Care Services	12
Infinite Care Ashmore	8
Infinite Care Cleveland	1
Infinite Care Cornubia	4
Infinite Care Edmonton Gardens	7
Infinite Care Ipswich	2
Infinite Care Mount Lofty	9
Infinite Care Tweed	2
Inglewood Multi-purpose Service	1
Inverloch Coast Care Community	6
IRT Berala on the Park	5
IRT Dalmeny	1
IRT Five Islands	3
IRT Macarthur	1
IRT Sarah Claydon	1
IRT Tarrawanna Care Centre	2
IRT Thomas Holt Kirrawee	4

Residential care home	Number of complaints
IRT William Beach Gardens	4
IRT Woodlands	1
IRT Woonona	4
Isomer Aged Care Facility	4
Italian Village Fremantle	1
Ivanhoe Grand Care Community	4
Jacaranda Lodge	4
Jacaranda Village	1
James Barker House	3
James Milson Village North Sydney	2
James Milson Village Woolwich	3
James Thomas Court	1
James Watson Centre	3
Jeremiah Donovan House	1
Jesmond Aged Care	2
Jewish Care (Vic.) Inc. Residential Homes Carnegie	1
Jewish Care (Vic.) Inc. Residential Homes, Windsor	1
Jimbelunga Nursing Centre	1
Jimboomba Community Aged Care	4
Jindalee Aged Care Residence	1
John Curtin Aged Care	5
John Goodlet Manor	1
John Paul II Village Residential Care	1
Jonathan Rogers GC House	3
Joseph Banks Aged Care Facility	2
Joslin Manor Care Community	4
Junee Multi-purpose Service	1
Juniper Annesley	1
Juniper Chrystal Halliday	2
Juniper Cygnet	1
Juniper Elimatta	1
Juniper Ella Williams	1
Juniper Gerdewoonem	9
Juniper Hayloft	4
Juniper Hillcrest	4
Juniper Hilltop	2
Juniper The Residency	1
Kabara Aged Care	1

Residential care home	Number of complaints
Kadimah Nursing Home	1
Kalkarni Residency	1
Kaloma Home for the Aged	4
Kalyna Care	7
Kalyra Belair Aged Care	3
Kalyra Woodcroft Aged Care	2
Kanandah Hostel	6
Kangaroo Island Multi-purpose Service	1
Kanwal Gardens Care Community	2
Kanwal Springs Care Community	1
Kara Court Nursing Home	4
Kara House	1
Karana	1
Karingal Green	1
Karri and Tuart Lodge	1
Katanning Multi-purpose Service	1
Katherine Hostel	1
Katoomba Views Care Community	3
Kawana Waters Care Community	4
Keilor East Manor Care Community	2
Kensington Grange	1
Kerrisdale Gardens	1
Kew Botanica Care Community	6
Kew Grove Care Community	7
Kewarra Beach Aged Care	1
Killara Gardens Aged Care	4
Killara Glades Care Community	1
Killarney Court Aged Care Facility	2
Killarney Vale Care Community	6
Kilmore Grove Care Community	3
Kirra Beach Care Community	6
Klemzig Residential Care Services	1
Knoxfield Residential Care Service	1
Koonambil Aged Care	1
Koorooman House Nursing Home	1
KOPWA Archbold House	1
Korongee	5
Kukatja Place	1
Lake Cathie Manor Aged Care	2

Residential care home	Number of complaints
Lake Haven Court Aged Care Facility	1
Lakes Entrance Care Community	2
Lakeview Lodge Hostel	2
Langford Grange	3
Langwarrin Community Aged Care	4
Lansdowne Aged Care Facility	1
Lansdowne Gardens on Wycombe	1
Lara Aged Care	3
Latrobe Valley Village Hostel	1
Laurieton Lakeside Aged Care Residence	3
Lee Roshana Care	1
Leeton Hospital	1
Leighton Nursing Home	1
Lerwin Residential Care	1
Leslie Place Aged Persons Hostel	2
Lifeview Argyle Court	1
Lifeview Emerald Glades	2
Lifeview The Willows	1
Lifeview Willow Wood	5
Lilliane Brady Village	1
Linsell Lodge Aged Care Facility	1
Lions Haven for the Aged	3
Lionsbrae Hostel	2
Liscombe House	3
Little Sisters of the Poor St Joseph's Home	1
Lourdes Valley The Lodge Residential Care	1
Loxton District Nursing Home	1
Luson Bloom	7
Luson Eden Park	1
Luson The Vue	1
Lutheran Homes Group Fullarton	2
Lutheran Homes Group Hope Valley	1
Lutheran Services – Cooinda Aged Care Centre	6
Lutheran Services – Immanuel Gardens	2
Lutheran Services – Northridge Salem	1
Lutheran Services – Orana	3
Lutheran Services – Salem	2
Lutheran Services – St Andrews	3
Lutheran Services – St Pauls	1

Residential care home	Number of complaints
Lutheran Services – Tabeel	1
Lutheran Services – Trinder Park	2
Lutheran Services – Zion	1
Lynden Aged Care	1
Lyndoch Hostel	4
Lyndoch Nursing Home	1
Lyrebird Village	2
MacKillop House	12
Macleay Valley House	1
Macleod Roshana Care	4
Macpherson Smith Residential Care	1
Macquarie Lodge Aged Care Plus Centre	3
Magill Manor	2
Maitland Grange Care Community	1
Malvern East Horizons Care Community	3
Mandurah Coast Care Community	1
Mandurah Community Aged Care	8
Manly Vale Nursing Home	4
MannaCare – Cassia House	3
MannaCare – Doncaster Melaleuca Lodge	1
Manoah House	1
Manor Court Werribee Aged Care Ltd	2
Maranatha Aged Care	1
Margery Cole Residential Care Service	1
Marina Residential Aged Care Service	4
Marine Views Cottesloe	1
Mark Donaldson VC House	3
Markmoran at Vaucluse	1
Maroba Nursing Home	3
Marsden Park Care Community	4
Martin Luther Homes	2
Martyn Claver Aged Care	1
Mary Ogilvy Home	4
Mary Potter Nursing Home	1
Maryborough Community Aged Care	4
Matthew Flinders Home Inc.	1
May Shaw Aminya	3
May Shaw Residential Aged Care	1
Mayfield Aged Care	1

Residential care home	Number of complaints
Mayflower Brighton	11
McDougall Park Nursing Home	2
McGregor Gardens Aged Care	1
McKellar Centre	2
McLean Care CWA House	2
McLean Care Ltd	4
McLean Care Mackellar Apex Campus	2
McLean Care Yallambee	9
McLellan House Hostel	1
McNamara Lodge	2
Meadow Heights Care Community	3
Meadowbank Grove Care Community	8
mecwacare Annie's Court	1
mecwacare Ballan Aged Care Facility	2
mecwacare Calwell Manor	7
mecwacare Flora Hill	4
mecwacare John Hood Terrace	2
mecwacare Noel Miller Centre	3
mecwacare O'Mara House	2
mecwacare Park Hill	2
mecwacare Simon Price Centre	1
mecwacare Squires Place	2
mecwacare Susan Barton House	2
mecwacare Wahroonga	1
Medea Park Nursing Home	2
Meercroft Care	2
Mekong Cairnlea Vietnamese Aged Care	1
Mekong Vietnamese Aged Care	4
Melaleuca Aged Care	2
Melaleuca Home for the Aged	3
Melbourne Hebrew Memorial Nursing Home	5
Melrose Lodge	2
Melville Parkside Care Community	1
Meningie Multi-purpose Service	1
Mercy Community Services – Emmaus	5
Mercy Health Bethlehem Home for the Aged	1
Mercy Place Albury	2
Mercy Place Ave Maria	2
Mercy Place Ballarat	6

Residential care home	Number of complaints
Mercy Place Colac	2
Mercy Place Dandenong	2
Mercy Place East Melbourne	1
Mercy Place Keon Park	2
Mercy Place Lathlain	2
Mercy Place Lynbrook	7
Mercy Place Mentone	2
Mercy Place Mont Clare	2
Mercy Place Montrose	1
Mercy Place Myrtleford Lodge	3
Mercy Place Parkville	8
Mercy Place Rosebud	1
Mercy Place Shepparton	4
Mercy Place Templestowe	2
Mercy Place Warrnambool	1
Mercy Place Wyndham	1
Mercy Place Yarrawonga Woods Point	1
MercyCare Joondalup	1
MercyCare Maddington	5
MercyCare Rockingham	3
MercyCare Wembley Catherine McAuley	2
Merrimac Park Private Care	4
Merriwa Multi-purpose Service	1
Mertome Aged Care	1
MiCare Margriet Manor	1
MiCare Prins Willem Alexander Lodge	6
Middle Swan Residential Care	4
Midland Nursing Home	2
Midlands Multipurpose Health Centre	2
Mill Park Glades Care Community	1
Millhaven Lodge	37
Millrace Hostel	1
Miranda Aged Care Facility	1
Mitchell House	6
Mona Tait Gardens	2
Mona Vale View Care Community	3
Monash Gardens	4
Mooroolbark Manor Care Community	4
Mooroopna Place Residential Aged Care Service	6

Residential care home	Number of complaints
Moran Engadine	4
Moran Kellyville	4
Moran Stockton	4
Moran Sylvania	1
Morayfield Grove Care Community	1
Mordialloc Grove Care Community	7
Mornington Bay Care Community	8
Mount Eliza Botanica Care Community	9
Mount Esk Aged Care	4
Mount Martha Valley	1
Mount View Aged Care Facility	1
Mount Waverley Glades Care Community	3
Mountain View Lodge	2
Mountainview Nursing Home	1
Moyne Roshana Care	4
Mt Kooyong Convalescent Home	1
Mt Lofty Nursing Home	1
Mt St Vincent	3
Mudgee Grove Care Community	1
Multicultural Community Services Geelong Inc.	3
Murdoch Gardens Care Community	2
Murray Haven Hostel	1
Murray Vale Shalem Hostel	2
Murrenda Residential Aged Care Home	4
Murroona Gardens	1
Murwillumbah Greens Care Community	2
Mutkin Residential Aged Care	3
MYVISTA Mirrabooka	1
Nambour Gardens Care Community	2
Napier Street Aged Care Services	4
Narangba Aged Care	1
Narangba Community Aged Care	6
Narrandera Homestead Care Community	2
Navorina Nursing Home	4
Nazareth House Ballarat	1
Nazareth House Geraldton	3
Nazareth House Wynnum	1
Nazareth Residential Aged Care	2
Nellie Melba Retirement Village	2

Residential care home	Number of complaints
New Auckland Place	1
NewDirection Care at Bellmere	2
Newstead Grand Care Community	1
Nirvana Hostel	2
Noble Gardens Residential Aged Care	1
Norah Head Care Community	1
North Eastern Community Nursing Home	3
North Lakes Terrace Care Community	5
North Rockhampton Nursing Centre	1
Northcote Mews Care Community	1
Northcourt Nursing Home	1
Ny-Ku Byun	1
Nyngan Multi-purpose Service	1
Oakden Green	1
Oakfield Lodge Residential Care	2
Oakwood Aged Care	4
Ocean Mist Aged Care	6
Old Timers	2
Olive Grove Aged Care	2
Olivet Aged Persons Home	3
Omeo District Health – Lewington House	1
Oolong Hostel	1
Oran Park House Aged Care Facility	2
Orange Grove Care Community	2
Ottrey Lodge	1
Our Lady Mercy Place Harris Park	6
Our Lady of Consolation Nursing Home	1
Outlook Gardens Aged Care	1
Oxa Care	23
Oxley Grove Care Community	6
Ozcare – Hervey Bay	6
Ozcare – Toowoomba	2
Ozcare – Caroline Chisholm	1
Ozcare – Douglas	3
Ozcare – Innisfail	1
Ozcare – Keith Turnbull Place	4
Ozcare – Magdalene Villa Aged Care Facility	1
Ozcare – Malanda	1
Ozcare – Ozanam Villa – Burleigh	6

Residential care home	Number of complaints
Ozcare – Ozanam Villa – Clontarf	1
Ozcare – Parkwood Gardens	3
Ozcare – Villa Rosalie Newstead	1
Ozcare – Villa Vincent	4
PS Hobson Nursing Home	1
Pacific Cape	2
Paling Court Residential Aged Care	2
Palm Lake Aged Care Deception Bay	3
Palm Lake Care Bargara	7
Palm Lake Care Beachmere	3
Palm Lake Care Caloundra	1
Palm Lake Care Mt Warren Park	4
Palm Lake Care Toowoomba	31
Para Hills Residential Care	4
Park Lane Croydon	2
Park Village	4
Parkdale Aged Care	4
Parkview	1
Parkvilla Aged Care Facility	2
Pathways Cronulla Pines	3
Pathways Sailors Bay	2
Patrick Bugden VC Gardens	1
Paynesville Gardens Care Community	5
Peacehaven	9
Pearl Supported Care	2
Pembroke Lodge	7
Peninsula Aged Care Service	2
Peninsula Grange Aged Care	1
Peninsula Palms Retirement Village	1
Peninsula Villages Ltd	2
Pennwood Village	2
Penshurst District Health Service – Penshurst TCU (Western District Health Service)	1
Peter Cosgrove House	3
Peter Sinclair Gardens	6
Phillip Island Care Community	6
Phillip Island Grove Care Community	4
Pines Living	1
PM Aged Care	1

Residential care home	Number of complaints
Point Cook Manor	5
Polish Retirement Home	2
Prague House	2
PresCare – Alexandra Gardens	1
PresCare – Groundwater Lodge	1
Preston Hilltop Care Community	4
Princes Court Homes Hostel	5
Prom Country Aged Care	4
Proserpine Nursing Home	8
Pulkapulkka Kari Nursing Home and Hostel	2
Pyramid Residential Care Centre	2
Quakers Hillside Care Community	3
Queen Elizabeth Village Hostel	1
Racecourse Grange Residential Care	3
Raelene Boyle Retirement Village	1
Randwick Montefiore Home	2
Rangeview Private Nursing Home	1
Rathdowne Place	3
Rathgar Lodge	1
Raymond Terrace Gardens Care Community	3
Redcliffe Aged Care Service	1
Regents Garden – Bateman	2
Regents Garden – Aubin Grove	1
Regents Garden Residential Aged Care Resort – Lake Joondalup	2
Regents Garden – Scarborough Condocare	1
Regis Alawarra Lodge	9
Regis Armadale	1
Regis Aspley	1
Regis Birkdale	5
Regis Blackburn	1
Regis Brighton	7
Regis Bunbury	1
Regis Burnside	4
Regis Caboolture	11
Regis Camberwell	2
Regis Capel Sound	3
Regis Carseldine	7
Regis Chelmer	5

Residential care home	Number of complaints
Regis Como	3
Regis Cranbourne	4
Regis Dandenong North	3
Regis Elermore Vale	1
Regis Ferny Grove	8
Regis Frankston	1
Regis Greenbank	3
Regis Greenmount	8
Regis Holland Park	1
Regis Hornsby	1
Regis Inala Lodge	1
Regis Kingswood	2
Regis Kirwan	3
Regis Lodges on George	2
Regis Lutwyche	2
Regis Magnolia	2
Regis Marleston	7
Regis Maroochydore	1
Regis Morayfield	6
Regis Mornington	2
Regis Nedlands	2
Regis North Fremantle	2
Regis Pelican Waters	7
Regis Playford	5
Regis Port Coogee	4
Regis Port Macquarie	2
Regis Redlynch	3
Regis Ringwood	1
Regis Rosebud	9
Regis Salisbury	9
Regis Sandgate – Lucinda	5
Regis Sandringham	2
Regis Sippy Downs	1
Regis Songbird Oxley	13
Regis Tasmania – Eastern Shore	1
Regis Tasmania – Legana	2
Regis Tasmania – Norwood	1
Regis Tiwi	2
Regis Whitfield	3

Residential care home	Number of complaints
Regis Woodlands	3
Regis Wynnum	1
Regis Yeronga	1
Rembrandt Court	1
Renmark Nursing Home	1
Residency by Dillons Mt Lawley	7
Residency by Dillons Tin Can Bay	2
Residential Gardens	6
Respect Autumn Lodge	1
Respect Cedar Place	3
Respect Emerald Avalon	5
Respect Gracemere Gardens	10
Respect Ingham Lodge	6
Respect Maleny Erowal	11
Respect Mareeba Gardens	11
Respect Masters Lodge	3
Respect Riverside Gardens	4
Respect Toogoolawah Alkira	2
Resthaven Aberfoyle Park	1
Resthaven Bellevue Heights	2
Resthaven Craigmore	2
Resthaven Malvern	1
Resthaven Marion	5
Resthaven Murray Bridge	3
Resthaven on Quarry	1
Resthaven Paradise	1
Resthaven Westbourne Park	4
Reynella Hillside Care Community	2
RFBI Basin View Masonic Village	1
RFBI Bathurst Masonic Village	1
RFBI Benhome Masonic Village	3
RFBI Berry Masonic Village	1
RFBI Coffs Harbour Masonic Village	1
RFBI Goulburn Masonic Village	1
RFBI Hawkins Masonic Village – Acacia House	1
RFBI Leeton Masonic Village	1
RFBI Moonbi Masonic Village – Jim Holm	5
RFBI Raleigh Urunga Masonic Village	1
Richardson House	1

Residential care home	Number of complaints
Ridgehaven Retirement Complex	2
Ridleyton Greek Home for the Aged	21
Riverview Lutheran Rest Home	4
Rivulet	1
RM Begg	2
Rochester and Elmore District Health Service – Yalukang Aged Care	1
Rockingham Nursing Home	2
Romsey Community Aged Care	6
Rosary Gardens	5
Rosary Home	1
Rose Court Aged Care Facility	2
Rosebank Hostel	1
Roseneath Aged Care Centre Pty Ltd	3
Rosewood Care Leederville	1
Rosewood Care West Perth	4
Roshana Brentwood Aged Care	3
Royal Freemasons Springtime	1
RSL ANZAC Village	4
Rubicon Grove	1
Ruby Manor	1
Russian Relief Association of St Sergius of Radonezh	1
Rutherford Park Care Community	1
S Antonio Da Padova Nursing Home	3
Sacred Heart Community	14
Sale Gardens Care Community	4
Salisbury House Nursing Home	4
Salter Point Aged Care Facility	4
Samarinda Lodge	2
Sandpiper Lodge Residential Care	1
Sandringham Grove Care Community	1
Scalabrini Village Allambie Heights	1
Scalabrini Village Chipping Norton	8
Scalabrini Village Griffith	4
Scalabrini Village Nursing Home (Austral)	3
Scalabrini Village Nursing Home (Bexley)	8
Seabrae Manor	2
Serene Residential Care Services	1
Seven Hills Nursing Home	1

Residential care home	Number of complaints
Shangri-La Nursing Home	3
Sheoak Lodge	4
Shepparton Aged Care	3
Sherbrooke Private Nursing Home	2
Shoalhaven Place Care Community	1
Sienna Grange Aged Care	9
Simpkin House Nursing Home	2
Singleton Community Aged Care	13
Sinnamon Village – Knowles Court	2
Sinnamon Village – Reid Court	1
Sir James Terrace	1
Sir Leslie Morshead Manor	3
Sirius Cove Nursing Home	2
Sister Mary Glowrey Residential Care	1
Skye Lodge	2
Southern Cross Care Allora	1
Southern Cross Care Campbell Residential Aged Care	1
Southern Cross Care Edens Landing – Connolly Court	3
Southern Cross Care Facility Caloundra	1
Southern Cross Care Greystanes Residential Aged Care	3
Southern Cross Care Holland Park – Duhig Village	2
Southern Cross Care John Woodward Residential Aged Care	1
Southern Cross Care Karinya Residential Aged Care	4
Southern Cross Care Kildare Residential Aged Care	3
Southern Cross Care Lavington Residential Aged Care	2
Southern Cross Care Marian Nursing Home	2
Southern Cross Care Marsfield Residential Aged Care	1
Southern Cross Care Murgon – Castra	1
Southern Cross Care North Turramurra Residential Aged Care	6
Southern Cross Care Parkes Residential Aged Care	1
Southern Cross Care Raceview – St Mary's	3

Residential care home	Number of complaints
Southern Cross Care Reynolds Court Residential Aged Care	2
Southern Cross Care South Coogee Residential Aged Care	1
Southern Cross Care St Catherine's Residential Aged Care	3
Southern Cross Care St Francis Residential Aged Care	1
Southern Cross Care St Michael's Residential Aged Care	1
Southern Cross Care Thornton Park	2
Southern Plus East Fremantle	1
Southhaven Aged Care	2
Southport Lodge	2
Springwood Greens Care Community	4
Springwood Terrace Care Community	5
St Agnes Site	1
St Andrew's Village Ballina	3
St Andrew's Village Byron Bay	4
St Anna's Residential Care Facility	4
St Anne's Nursing Home	1
St Ann's	16
St Basil's Aegean Village	1
St Basil's at Croydon Park	5
St Basil's at St Peters	2
St Basil's Homes for the Aged in Victoria	3
St Basil's Kogarah	4
St Basil's Lakemba	5
St Basil's Randwick	5
St Brigid's Green Maroubra	6
St Catherine's Aged Care Services	1
St Charbel's Care Centre	6
St Elizabeth Home	2
St Ezekiel Moreno Nursing Home	2
St Georges Health Service TCU	1
St Hedwig Village	1
St Ive's House	2
St John's	3
St Joseph's House	2
St Louis Nursing Home	1

Residential care home	Number of complaints
St Mary's Aged Care	2
St Mary's Coolum Beach	5
St Mary's Villa Residential Aged Care	4
St Nicholas Aged Care	4
St Nicholas Seniors Care Centre	6
St Patrick's Green	4
St Paul de Chartres Residential Aged Care	1
St Paul's Hostel for the Elderly	1
St Raphaels Home for the Aged	2
St Simeon Village	1
St Vincent's Care Carina	4
St Vincent's Care Corinda	1
St Vincent's Care Services Arundel	1
St Vincent's Care Services Auburn	3
St Vincent's Care Services Bardon	1
St Vincent's Care Services Bronte	2
St Vincent's Care Services Edgecliff	1
St Vincent's Care Services Eltham – Eltham Lodge	1
St Vincent's Care Services Eltham – Willandra Lodge	1
St Vincent's Care Services Haberfield	1
St Vincent's Care Services Heathcote	5
St Vincent's Care Services Kangaroo Point – Lilian Cooper	3
St Vincent's Care Services Kangaroo Point – Marycrest	3
St Vincent's Care Services Kew	2
St Vincent's Care Services Maroochydore	1
St Vincent's Care Services Southport	5
St Vincent's Care Services Toowoomba – Hostel	1
St Vincent's Care Services Toowoomba – Nursing Home	2
St Vincent's Care Services Werribee	1
St Vincent's Care Services Yennora	1
Stanmore Place Care Community	1
Strathalbyn and District Aged Care Facility	2
Strathearn House	1
Strathearn Village High Care Facility	1
Strathpine Aged Care	3
Summerhill	1

Residential care home	Number of complaints
SummitCare Canley Vale	3
SummitCare Penrith	2
SummitCare Randwick	1
SummitCare St Marys	4
SummitCare Wallsend	2
SummitCare Waverley	1
Sunlight Residential Aged Care	2
Sunnycare Residential	5
Sunnymeade Park Aged Care Community	3
Sunrise Beach Aged Care	5
Sunset Views Manor	6
Sunshine Gardens Care Community	3
SwanCare Kingia/Tandara	1
SwanCare Ningana	1
SwanCare Waminda	4
SWIAA Gardens	7
Tabulam and Templer Home for the Aged	3
Tamworth Community Aged Care	5
Tanunda Lutheran Home	5
Taralga Retirement Village Hostel	2
Tarragal House	3
Templestowe Grove Care Community	3
Templestowe Woodlands Care Community	4
Terrace Gardens	2
The Alba Aged Care Suites	2
The Alexander Aged Care Centre	1
The Bays Aged Care Facility	4
The Belmont Residential Aged Care	2
The Cairns Aged Care Plus Centre at Chapel Hill	3
The Gardens	1
The Good Shepherd Nursing Home	3
The Greek Community Home For The Aged	1
The Heights Donvale	4
The House of Saint Hilarion	1
The Laura Johnson Home	3
The Little Sisters of the Poor Mount St Joseph's Home	1
The Manor Nursing Home	1
The Maronite Sisters of The Holy Family Village	7

Residential care home	Number of complaints
The Oaks Aged Care Facility	7
The Oaks Nursing Home – Gisborne	1
The Palms Nursing Home	2
The Philip Kennedy Centre Residential Care	1
The Pioneers Lodge	1
The Plains	3
The Queen Victoria Home	1
The Queenslea	2
The Richardson West Perth	7
The Royce Manor	5
The Shoreline	1
The Views at Heidelberg	1
The Village by Scalabrini	5
The Willochra Home	2
The Willows Private Nursing Home Pty Ltd	2
Theodore Multi-purpose Service	1
Thomas and Rosetta Agst Aged Care Facility	1
Thomas Eccles Gardens	3
Three Tree Lodge	1
Timbrebongie House	1
Tingha Multi-purpose Service	1
Tingira Hills Care Community	8
TLC Whitewater	2
Tocumwal Multi-purpose Service	1
Tongala Memorial	5
Toongabbie Terrace Care Community	1
Toosey Aged and Community Care	1
Torbay	3
Touriandi Limited	1
Traralgon Aged Care	4
Treeby Parklands Care Community	3
TriCare Ashgrove Aged Care Residence	4
TriCare Bayview Place Aged Care Residence	2
TriCare Bundaberg Aged Care Residence	3
TriCare Cypress Gardens Aged Care Residence	3
TriCare Jindalee Aged Care Residence	2
TriCare Kawana Waters Aged Care Residence	12
TriCare Labrador Aged Care Residence	1
TriCare Mermaid Beach Aged Care Residence	3

Residential care home	Number of complaints
TriCare Mt Gravatt Aged Care Residence	8
TriCare Pimpama Aged Care Residence	4
TriCare Pt Vernon Aged Care Residence	2
TriCare Stafford Lakes Aged Care Residence	1
TriCare Sunnybank Hills Aged Care Residence	2
TriCare Toowoomba Aged Care Residence	4
TriCare Upper Mt Gravatt Aged Care Residence	3
TriCare Williams Landing Aged Care Residence	5
Tuia Lodge	1
Tully and District Nursing Home	8
Turramurra House Nursing Home	1
Tweed River Care Community	2
Tweed Valley Care Community	7
Tyler Village	1
Umina Park Home for the Aged	5
Uniting Abrina Ashfield	1
Uniting AgeWell Aldersgate	1
Uniting AgeWell Aldersgate Village	1
Uniting AgeWell Andrew Kerr Care	4
Uniting AgeWell Box Hill	2
Uniting AgeWell Condare Court	1
Uniting AgeWell Kingsville	2
Uniting AgeWell Lillian Martin	2
Uniting AgeWell Ningana	1
Uniting AgeWell Preston	2
Uniting AgeWell Strathaven	3
Uniting AgeWell Strathdevon	1
Uniting AgeWell Strathdon Community	1
Uniting AgeWell Strathglen	1
Uniting Alblas Lodge Tamworth	2
Uniting Aldersgate Lilyfield	1
Uniting Amala Gordon ACT	1
Uniting Arrunga Ermington	2
Uniting Bankstown	2
Uniting Bernard Austin Lodge Liverpool	1
Uniting Berry	1
Uniting Bowden Brae Normanhurst	1
Uniting Caroona Marima Goonellabah	2
Uniting Caroona Yamba	2

Residential care home	Number of complaints
Uniting Eabrai Weston ACT	1
Uniting Eden	1
Uniting Edinglassie Emu Plains	1
Uniting Edinglassie Lodge Penrith	1
Uniting Elanora Shellharbour	4
Uniting Elizabeth Gates and Alroy House Singleton	1
Uniting Farmborough Unanderra	1
Uniting Garden Suburb	3
Uniting Gerringong	1
Uniting Hawkesbury Richmond	3
Uniting Kingscliff	3
Uniting Koombahla Elermore Vale	5
Uniting Lillian Wells North Parramatta	2
Uniting McKay House Tamworth	1
Uniting Mingaletta Port Macquarie	3
Uniting Mirinjani Weston ACT	1
Uniting Mullauna Blacktown	1
Uniting Nareen Gardens Bateau Bay	1
Uniting Nareen Gardens Lodge Bateau Bay	1
Uniting Nunyara Peakhurst	1
Uniting Pacifica Nambucca Heads	1
Uniting Quong Tart Ashfield	1
Uniting Ronald Coleman Lodge Woollahra	1
Uniting Salamander Bay	1
Uniting Springwood	10
Uniting St Columba's Lane Cove	1
Uniting Taralga	2
Uniting Wesley Gardens Belrose	10
Uniting Wesley Heights Manly	1
Uniting Westmead	1
Uniting Wontama Orange	2
UnitingSA West Lakes Aged Care	1
UnitingSA Westminster Village Aged Care	1
Valley View Nursing Home	2
ValleyView Residence	2
Varsity Views Care Community	3
Vasey RSL Care Bundoora	2
Vasey RSL Care Frankston South	1

Residential care home	Number of complaints
Vaucluse Nursing Home	1
Vermont Aged Care	1
Vermont Views Care Community	9
Victoria Grange Residential Aged Care Facility	9
Victoria Park House	1
Victorian Croatian Aged Care Services Inc.	1
Victorian Elderly Chinese Hostel	1
Vietnam Veterans Keith Payne VC Hostel	1
Villa Del Sole	2
Villa Maria Catholic Homes Ashwood Aged Care Residence	3
Villa Maria Catholic Homes Corpus Christi Aged Care Residence	7
Villa Maria Catholic Homes John R Hannah Aged Care Residence	1
Villa Maria Catholic Homes Providence Aged Care Residence	1
Villa Maria Catholic Homes St Bernadette's Aged Care Residence	2
Villa Maria Catholic Homes Wantirna Aged Care Residence	3
Villa Maria Centre	2
Villa Maria Eastern Heights	2
Villa Pelletier Hostel	2
Villa Terenzio	5
Village Baxter – Manor	1
Village Coorparoo Aged Care	1
Villaggio Sant Antonio Hostel	3
Vincent Court	3
Wagga Wagga Community Aged Care	1
Wahroonga House	1
Wahroonga Place Care Community	1
Wahroonga Tallwoods Care Community	1
Walara Balaklava Millcourt	2
Walara Hamley Bridge	1
Wallarah Point Care Community	15
Walmsley Aged Care	7
Wami Kata Old Folks Home	2
Wanneroo Community Nursing Home	1
Wantirna Views Care Community	1
War Veterans Home Myrtle Bank	1

Residential care home	Number of complaints
Waranga Nursing Home	3
Warragul Community Aged Care	1
Warralily Gardens	2
Warramunda Village Hostel	1
Warrandyte Gardens Care Community	4
Warrigal Care Albion Park Rail	6
Warrigal Care Bundanoon	1
Warrigal Care Calwell	2
Warrigal Care Goulburn	2
Warrigal Care Mt Warrigal	1
Warrigal Care Queanbeyan	4
Warrigal Care Shell Cove	1
Warrigal Hughes	2
Warrigal Mount Terry	8
Warrigal Multi-cultural Village	2
Warrigal Wollongong	2
Warrina Aged Care	3
Warrina Crescent Residential Aged Care	2
Warrina Hostel	1
Warrina Park Residential Aged Care Service	4
Warrina Vales Residential Aged Care	6
Warrnambool Place Care Community	2
Warrnambool Riverside Care Community	6
Waterview Aged Care Facility	2
Wattle Hill Lodge	3
Wattle Rise	1
Wattleglen	4
Waverley Valley Care Community	3
Weeroona Aged Care Plus Centre	1
Wellington Park Private Care	9
Wellington Views	4
West Coast District Hospital – Lyell House	1
Western Port Bay Care Community	1
Westgate Aged Care Facility	1
Westhaven Nursing Home	1
Westmont Homestead	2
Wharparilla Lodge	4
Wheatfields Inc.	1
Wheller Gardens – Emmaus Village	1

Residential care home	Number of complaints
Whiddon Beaudesert Star	2
Whiddon Bourke	1
Whiddon Glenfield	9
Whiddon Glenfield Easton Park	2
Whiddon Kelso	1
Whiddon Kyogle	14
Whiddon Largs	2
Whiddon Maclean	5
Whiddon Redhead	2
Whiddon Temora Narraburra	3
Whiddon Wingham	1
Whittlesea Lodge	1
William Beech Gardens – Bushmaster	1
Willowbrae–Templestowe Hostel	1
Wilson Lodge	1
Windsor Park Aged Care	1
Winston Hillside Care Community	4
Wintringham Gilgunya Village	10
Wintringham Hobart	2
Wintringham McLean Lodge Hostel	1
Wintringham Ron Conn Nursing Home	1
Wirraminna Care Residential Aged Care	3
Wongaburra Garden Settlement Hostel	3
Woodford Manor Aged Care	1
Woodlands Aged Care and NDIS Services	2
Woodlands Lodge	2
Woodport Aged Care Plus Centre	3
Woodside Lodge	7
Woollahra Montefiore Home	1
Woombye Care	7
Woorayl Lodge Hostel	1
Wynyard Care Centre	2
Yallambee Lodge	2
Yallambee Village	1
Yaraandoo Hostel	1
Yaralla Place	3
Total	**4,907**

Note: The total number of complaints received in Tables 42–45 does not reconcile with that in the Aged Care Complaints Commissioner report (pp. 148–64). This is because the tables only cover complaints that could be directly linked to a registered provider or residential care home.

Table 44.
Complaints about registered providers by concern, 1 November 2025 – 30 June 2026

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
3Bridges Community Ltd	0	0	1	1	0
Access Sydney Community Transport Ltd	0	0	0	0	1
Action on Disability within Ethnic Communities Inc.	0	0	1	0	0
ADSSI Ltd	0	0	0	2	2
Advance Diversity Services Ltd	0	0	2	0	0
Age Care Support	0	0	0	0	1
Alwyndor Aged Care – City of Holdfast Bay	2	1	0	0	0
Anglicare NT Ltd	1	1	0	0	0
Anglicare SA Ltd	2	4	1	2	1
Apollo Care Operations Pty Ltd	3	3	1	0	0
Auscare Staffing Agency Pty Ltd	1	0	0	0	0
Australian Greek Welfare Society Ltd	1	0	0	0	0
Australian Multicultural Community Services Ltd	0	0	1	1	3
Avivo: Live Life Inc.	1	0	1	0	2
Able Me Care Pty Ltd	1	0	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Absolute Care and Health Pty Ltd	0	0	1	1	1
Absolute Home Care Pty Ltd	1	0	0	0	0
Accept Caregroup Pty Ltd	0	0	0	0	1
Adelaide Quality Care Pty Ltd	0	0	0	1	0
Advantaged Care 2 Pty Ltd	1	1	0	0	0
Advantaged Care 4 Pty Ltd	0	2	0	0	0
Advantaged Care Pty Ltd	1	1	0	0	0
Aegis Aged Care Group Pty Ltd	2	3	0	0	0
Aeralife Pty Ltd	1	0	1	0	0
After-Care (A'sia) Pty Ltd	0	0	1	0	1
Aged Care and Housing Group Inc.	2	2	2	4	2
Aged Care Group Pty Ltd	1	3	0	1	0
Albany Community Care	1	0	0	1	0
Albury Wodonga Health	0	2	0	0	0
Alino Living	0	1	0	0	0
All About Living Ltd	0	1	1	2	0
All Aged Care Ltd	0	0	0	0	1
All Care Health Services Group Pty Ltd	3	0	0	1	0
Alpha Omega Aged Care Pty Ltd	0	0	1	2	0
Alpine Health	0	0	1	0	1
Alzheimer's Association of Queensland Inc.	0	1	1	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Amana Living Inc.	0	0	0	3	3
Amaroo Care Services Inc.	1	0	1	0	1
Angels Health Service Australia Pty Ltd	0	0	0	1	0
Angels in Aprons Pty Ltd	0	0	1	1	1
Anglican Aged Care Services Group	2	2	1	0	1
Anglican Care	1	1	2	0	2
Anglican Community Services	7	0	5	4	2
Anglicare Tasmania Inc.	0	0	1	0	0
Antiochian Care Ltd	0	1	0	0	0
Arcanola Pty Ltd	0	1	0	0	0
Arcare Pty Ltd	5	15	4	1	0
Argent Nominees Pty Ltd	19	3	27	16	11
Ashfield Baptist Homes Ltd	0	1	0	0	0
Aspic Holdings Pty Ltd	0	0	1	0	0
Assisi Centre Ltd	0	2	0	0	0
Astley Care Inc.	1	0	0	0	0
Atlanta Investments Pty Ltd and Kamina Investments Pty Ltd	1	1	0	0	0
Atticus Health Pty Ltd	1	0	0	1	0
Aunty Grace Clients Pty Ltd	3	0	2	3	0
Ausgroup Victoria Aged Care Pty Ltd	0	0	0	1	0
Austa Care Pty Ltd	1	0	1	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Australian Chinese Community Association of New South Wales	0	0	1	1	1
Australian Home Healthcare Services Pty Ltd	1	0	1	1	0
Australian Regional and Remote Community Services Ltd	0	1	0	1	0
Australian Unity Care Services Pty Ltd	0	10	1	0	0
Australian Unity Home Care Service Pty Ltd	21	3	17	18	21
Australian Unity Retirement Living Management Pty Ltd	0	1	0	1	0
Autumn Care Pty Ltd	0	1	0	0	0
Aveo Home Care Services Pty Ltd	1	0	0	1	0
Batra's Home and Health Pty Ltd	0	0	1	1	0
Bay and Basin Community Resources Ltd	1	0	1	0	0
BCD Community Care Inc.	0	0	1	0	0
Beenleigh and Districts Senior Citizens Centre Inc.	0	0	1	0	0
Bendigo Health	0	1	0	1	0
Biripi Aboriginal Corporation Medical Centre	4	1	0	1	0
BKV Aged Care Pty Ltd	0	0	1	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Blakehurst Aged Care Services Pty Ltd	1	0	0	0	0
Brodribb Home Inc.	0	0	1	0	1
Ballycara Ltd	1	1	0	0	1
Banksia Villages Ltd	0	1	0	0	0
Bankstown City Aged Care Ltd	2	3	1	0	0
Bannister Technical Pty Ltd	0	0	3	3	0
Baptcare Ltd	2	3	2	0	0
BaptistCare	4	3	4	1	1
Barossa Hills Fleurieu Local Health Network Inc.	0	0	3	1	1
Barossa Village Inc.	1	1	0	1	1
Bayside City Council	1	0	1	1	0
Beata Homecare Pty Ltd	0	0	0	1	0
Beaumont Care (Holdings) Pty Ltd	0	1	0	0	0
Belvedere Aged Care Pty Ltd	0	1	0	0	0
Belyuen Community Government Council	1	1	0	1	0
Benevolent Aged Care Ltd	1	0	0	0	0
Bethany Christian Care	0	1	0	0	0
Better Connected Community Services Inc.	0	0	0	1	0
Blackall Range Care Group Ltd	0	0	1	0	0
Booroongen Djugun Ltd	0	0	0	1	0
Bridgeast Pty Ltd	1	0	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Brightwater Care Group Ltd	1	10	1	1	0
Brotherhood of St Laurence	2	3	0	0	0
Bupa Aged Care Australia Pty Ltd	8	13	2	2	2
Burnie Brae Ltd	1	0	0	0	0
Burswood Care Pty Ltd	1	5	0	0	0
Call on Clare Pty Ltd	0	0	0	1	0
Canterbury City Community Centre	0	1	0	0	0
Care Connect Ltd	6	0	2	3	1
Care Services Australia Pty Ltd	0	0	0	1	0
CASS Care Ltd	0	0	0	1	0
Cathay Community Association Inc.	0	0	0	0	1
Celebrate Health Care	1	1	0	1	0
Chorus Australia Ltd	1	0	0	0	1
City of Greater Geelong	0	0	0	0	1
CNA Group Pty Ltd	1	0	0	1	0
CO.AS.IT. – Italian Assistance Association	0	0	2	0	0
Coburg Aged Care Pty Ltd	0	0	1	1	0
COHS Pty Ltd	0	0	0	1	1
Comficare Pty Ltd	0	0	1	0	0
Community Support Inc.	1	0	0	0	0
CPE Link Pty Ltd	3	0	0	0	0
CPL – Choice, Passion, Life	1	0	0	0	0
CPSM Pty Ltd	1	3	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Calvary Aged Care Ltd	7	18	0	0	0
Calvary Home Care	3	0	0	8	9
Care Assessment Consultants Pty Ltd	1	0	1	2	4
Care Options Australia	0	0	1	0	1
Carexcell Community Care Pty Ltd	0	0	1	0	0
Carino Care Pty Ltd	0	2	0	0	0
Catholic Family Welfare Services	1	0	1	0	1
Catholic Healthcare Ltd	6	6	11	7	4
CatholicCare	0	0	0	1	1
Central Coast Alternative Care Group Ltd	0	0	0	1	0
Central Gippsland Health Service	0	0	0	0	4
Central Highlands Rural Health	0	0	1	0	0
Charlestown and District Meals on Wheels Inc.	0	0	1	0	0
Chinese Community Social Services Centre Ltd	1	0	0	0	0
Christadelphian Homes Ltd	0	1	0	0	0
Christadelphian Welfare Association (Vic.) Inc.	0	1	0	0	0
Christian Community Services	0	1	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Churches of Christ in Queensland	3	8	0	0	0
Clayton Church Homes Inc.	3	2	1	0	0
Clincare Pty Ltd	0	0	0	1	0
Clinical Assessor Pty Ltd	0	0	0	1	0
Co.As.It. Community Services Ltd	1	0	1	0	0
Comfort Care Group Pty Ltd	1	0	0	0	0
Comfort Disability and Aged Home Care Services Pty Ltd	0	0	1	0	0
Comlink Australia Ltd	4	0	1	4	0
Community Based Support Ltd	0	0	1	0	0
Community Care Tasmania	1	1	0	1	0
Community Gateway Ltd	0	0	1	0	0
Community Home Care Service Pty Ltd	0	0	0	0	1
Companion Home Care Pty Ltd	2	0	1	0	1
Continuum Care Australia Pty Ltd	0	0	1	0	1
Coptic Village Hostel Inc.	0	1	0	0	0
Core Community Services Ltd	1	0	1	1	0
Country Mile Home Care Pty Ltd	0	0	0	2	0
Crisden Care Pty Ltd	0	0	1	1	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
DGB Group Pty Ltd	1	0	0	0	1
Dhauwurd–Wurrung Elderly and Community Health Service Inc.	0	0	0	1	0
Direct Care (Australia) Pty Ltd	0	0	0	0	1
Doutta Galla Aged Services Ltd	0	2	0	0	0
DPG Services Pty Ltd	20	77	29	8	1
Dandenong and District Aborigines Co-operative Ltd	0	1	0	0	0
Decia Pty Ltd	2	0	2	2	2
Dementia Caring Australia Pty Ltd	7	0	9	18	11
Desilva Enterprises Pty Ltd	1	0	3	4	2
Desjan Pty Ltd	2	0	0	2	0
Dohmac Pty Ltd	0	0	1	0	0
Dorset Personal Care Provider Pty Ltd	1	0	2	1	0
Dougherty Apartments Retirement Housing Project	0	3	0	0	0
Dovida Gold Coast and Ballina	2	0	1	0	0
Drysdale Aged Care Pty Ltd	1	11	0	0	0
EACH	0	0	0	1	0
ECH Inc.	4	0	0	0	0
El-Jasbella Ramsay Pty Ltd	0	1	0	0	0
Elderly Australian Chinese Homes (NSW) Cooperative Ltd	1	0	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Estia Investments Pty Ltd	11	49	1	2	1
Everglow Community Care Links Inc.	0	0	0	0	1
Extended Community Help Organisation Inc.	0	0	2	0	1
Eaglecare Pty Ltd	1	0	1	0	0
Ei Care Pty Ltd	0	0	1	1	0
Ejaz Nominees Pty Ltd	1	0	0	0	0
El-Jasbella Pty Ltd	1	1	0	0	0
Eldercare Australia Ltd	0	2	0	0	0
Elite Geriatric Care Pty Ltd	0	0	1	0	0
Embracia Victoria Pty Ltd	0	0	1	0	0
Emmerton Park Inc.	1	0	0	0	0
Empower Home Care Pty Ltd	0	0	0	1	0
Envigor Pty Ltd	0	0	0	0	1
Essential Care Victoria Pty Ltd	0	1	1	0	1
Evergreen Life Care Ltd	0	0	2	0	0
Farris Care Services Pty Ltd	1	0	0	0	0
Filipino Community Council of Vic. Inc.	0	0	1	0	2
Focus Care Australia Pty Ltd	0	0	2	1	0
Fairway Bayside Aged Care	0	3	0	0	0
Feros Care Ltd	3	1	1	2	1
Finley Regional Care Ltd	0	0	0	1	0
FiveGoodFriends Pty Ltd	11	0	11	14	6

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
For Life Pty Ltd	0	0	0	0	3
Fresh Fields Aged Care (NSW) No 1 Pty Ltd	1	2	0	0	0
Fresh Fields Aged Care Pty Ltd	1	0	0	1	0
Fresh Fields Management (NSW) No 2 Pty Ltd	1	2	0	0	0
Fronditha Care	3	1	2	1	0
G and G Healthcare Pty Ltd	0	0	0	1	0
Gladstone Community Linking Agency Ltd	0	0	0	0	3
Goel Nominees Pty Ltd	1	1	0	0	0
Great Lakes Aged and Invalid Care Association Ltd	0	0	1	0	0
Greek Orthodox Community of South Australia Inc.	1	2	1	0	1
Gallipoli Health Services Ltd	0	1	0	0	0
Garden Village Port Macquarie	1	0	0	0	0
Gippsland Care Services Pty Ltd	0	0	1	0	0
Gladstone Region Aboriginal and Islander Community Controlled Health Service	0	0	0	0	1
Glenview Community Services Inc.	0	2	0	0	0
Good Shepherd Lodge Ltd	0	1	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Goodwin Aged Care Services Ltd	1	0	0	0	1
Goulburn Valley Health	3	0	0	0	0
Grace and Ease Pty Ltd	0	0	0	3	0
Grampians Health	0	0	1	0	0
Grata Care Services	3	0	1	0	2
Gratis Home Care Pty Ltd	0	0	0	0	1
Greek Ladies Philoptochos Society of St George	1	1	0	0	0
Greengate Care Pty Ltd	1	0	0	0	0
Greenhill Manor Pty Ltd	2	0	0	0	0
Guardian Healthcare Services Pty Ltd	1	0	0	0	1
Guardian Nursing Agency Pty Ltd	0	1	0	0	0
HCA Corporate Health Pty Ltd	3	1	0	0	3
Hobart District Nursing Service Inc.	2	0	0	1	0
Huon Eldercare Ltd	1	0	2	1	4
Hahndorf Holdings Pty Ltd	0	1	0	0	0
Haisey Home Care Service Pty Ltd	1	0	1	3	0
HammondCare	5	4	2	6	1
Havilah Hostel Inc.	0	2	0	0	0
Hawkesbury City Council	0	0	0	1	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Hawkesbury Living Pty Ltd	1	0	0	0	0
Helping Hand Aged Care Inc.	1	3	2	1	7
HenderCare Pty Ltd	0	0	1	2	0
Heritage Care Pty Ltd	1	1	0	0	0
Holdsworth Community Ltd	1	0	0	0	0
Holistic Horizons Support Services Pty Ltd	1	0	1	0	0
Home Nursing Group Pty Ltd	3	0	5	2	1
HomeCare South Brisbane Pty Ltd	6	0	9	6	7
Hosanna Health Care Pty Ltd	0	0	1	0	0
IC (Edmonton) Pty Ltd	0	0	0	1	0
Indigo Australasia	1	0	1	0	0
Indochinese Elderly Refugees Association Victoria Inc.	0	1	0	0	0
Interchange Australia Ltd	1	0	0	0	0
IPC Health Ltd	1	0	0	1	0
Islamic Society of Melbourne Eastern Region Inc.	0	1	0	0	0
ItSoWel – Italian Social Welfare Organisation of Wollongong	0	0	1	0	0
Italian Benevolent Foundation (SA) Inc.	1	0	0	0	0
IWA Australia Ltd	1	0	0	1	1
Ideally Pty Ltd	1	0	1	2	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Illawarra Retirement Trust	1	2	0	0	0
Indochinese Aged Care Ltd	0	1	0	0	0
Infinite Aged Care (Cornubia) Pty Ltd	1	2	0	0	0
Inhome Care SA Pty Ltd	0	0	0	1	0
Integratedliving Australia Ltd	1	0	1	1	1
JAVAS Care Pty Ltd	0	0	1	0	0
JBC Brisbane North Pty Ltd	0	0	0	2	0
Jesmond Aged Care Pty Ltd	0	0	1	0	0
JFU Job Seek Pty Ltd	0	0	1	0	0
Jacqueline Elizabeth Dillon Business Pty Ltd	0	1	0	0	0
James Brown Memorial Trust	1	0	2	1	1
Java Dale Pty Ltd	1	1	0	0	0
Jewish Care	2	0	0	1	1
Jewish Care (Victoria) Inc.	3	1	3	1	2
Jim's Home Care Pty Ltd	1	0	1	2	0
John Curtin Aged Care Inc.	0	1	0	0	0
Just Better Care Australia Pty Ltd	4	2	6	2	1
Justor Pty Ltd	0	0	3	1	2
K and M Healthcare Pty Ltd	0	1	0	0	0
Kirinari Community Services Ltd	1	0	2	0	1

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Kogarah Community Services Inc.	0	0	1	0	0
Kompletecare Community and Home Care Pty Ltd	1	0	1	3	1
Kaloma Home for the Aged Ltd	0	1	0	0	0
Karbhat Pty Ltd	0	0	1	0	0
Kare Seniors Pty Ltd	1	0	0	0	0
Karingal Green Health, Aged and Community Care (WA) Pty Ltd	0	1	0	0	0
Karingal St Laurence Ltd	0	0	1	3	1
Kingston City Council	2	1	3	2	3
Leading Staff Pty Ltd	1	0	1	0	0
Lifebridge Australia Ltd	1	0	0	2	0
Lifetime Connect Ltd	0	1	1	0	0
Lumia Care Services Pty Ltd	1	0	1	0	0
Lutheran Church of Australia Queensland District	0	1	2	2	0
Lutheran Church of Australia Queensland District (Lutheran Services)	0	0	1	0	0
Lutheran Homes Group Inc.	0	1	0	0	0
Labouchere Investments Pty Ltd	0	1	0	0	0
Latitude Care Pty Ltd	0	0	1	0	1

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Latrobe Community Health Service Ltd	4	0	1	4	6
Leora Healthcare Pty Ltd	1	0	0	0	0
Life without Barriers	4	0	5	3	0
Lifestyle Plus Services Pty Ltd	0	0	1	0	0
Linked to Life Inc.	1	0	0	0	0
Livable Ltd	0	0	1	1	0
Living Waters Aged Care Pty Ltd	1	0	0	0	0
Local Guardians Pty Ltd	2	0	7	4	5
Local Health Services Australia	0	0	1	0	1
Lomman Waigh Enterprises Pty Ltd	0	0	1	0	0
Long and Stamps Pty Ltd	1	0	1	0	0
Luson Aged Care Pty Ltd	3	8	2	0	0
MNH Pty Ltd	0	1	0	0	0
Manlyvale Nursing Home Pty Ltd	0	1	0	0	0
Mayflower Community and Care	1	4	0	0	0
Meath Care Inc.	1	0	0	0	0
mecwacare	8	4	5	7	7
Merri Community Health Service Ltd	1	0	3	2	2
Mid Murray Homes for the Aged Inc.	0	0	1	0	0
Milang and District Community Association Inc.	0	0	1	1	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Ministry of Health	0	1	0	0	0
Moran Australia (Aged Care Services) Pty Ltd	1	2	0	0	0
Morcare Services Pty Ltd	1	0	0	0	0
Mount Eliza Neighbourhood House Inc.	0	1	0	0	0
Multicultural Aged Care Service Geelong Inc.	1	0	0	1	1
Multicultural Care Ltd	0	0	3	3	1
My Flex Health Services Pty Ltd	0	0	3	0	0
My Guardian Group Pty Ltd	4	1	7	4	3
My Support Australia Pty Ltd	0	0	0	1	0
Macedonian Community Welfare Association Ltd	2	0	1	3	0
Mackay Hospital and Health Service	0	0	0	0	1
Mallacoota District Health and Support Service Inc.	1	0	0	1	1
MannaCare Inc.	0	0	0	1	0
Manning Support Services Inc.	0	0	2	5	0
Maroba	0	1	0	0	0
Masajoda Pty Ltd	1	0	0	0	0
McKenzie Carrick Pty Ltd	0	0	3	9	5
McLean Care Ltd	2	1	0	0	0
Melaleuca Home for the Aged Inc.	1	0	0	0	0
Melbar Pty Ltd	1	0	0	1	0
Melville Cares Inc.	0	0	1	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Menarock Aged Care Services (Victoria) Pty Ltd	2	2	0	0	0
Mercy Aged and Community Care Ltd	3	4	4	1	1
Mercy Community Services SEQ Ltd	1	0	0	1	0
Mercy Human Services Ltd	0	1	0	0	0
MiCare Ltd	1	1	0	0	0
Monash Health	0	1	1	0	0
Moran Australia (Residential Aged Care) Pty Ltd	2	1	0	0	0
Moree Aged and Disability Services Inc.	0	0	0	1	0
Morshead Home For Veterans and Other Aged Persons Ltd	0	1	0	0	0
Multicultural Communities Council – Gold Coast Ltd	3	0	0	0	0
Multicultural Community Services Geelong Inc.	1	0	1	0	0
My Care Solution Pty Ltd	0	0	1	2	3
My Home Care Choices Pty Ltd	1	0	0	2	1
MyHomecare Pty Ltd	8	2	6	9	9
New Care Services Ltd	0	0	1	1	2
Ngoonbi Community Services Indigenous Corporation	0	0	1	0	0
Noosacare Ltd	0	1	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
NSW Home Support Services	1	0	2	2	4
Nagambie HealthCare Inc.	1	0	0	0	0
Nationwide Care Plus Pty Ltd	0	0	0	1	0
New Direction Bellmere Pty Ltd	1	1	0	0	0
Nillumbik Community Health Service Ltd	1	0	0	1	2
North Richmond Community Health Ltd	0	0	1	0	0
NovaCare Community Services Ltd	0	0	2	1	0
OC Health Torquay Pty Ltd	0	1	0	0	0
Omni–Care Pty Ltd	1	0	0	0	0
Omnicare Alliance Ltd	1	0	1	0	0
OSAN Ability Assist Pty Ltd	0	0	3	1	0
OzConnections (NSW) Pty Ltd	0	0	0	5	0
Omnia Community Health	1	0	0	0	0
One Dream Community Pty Ltd	3	0	0	1	0
Oryx Communities AP Pty Ltd	0	2	0	0	0
Our Lady of Consolation Aged Care and Services Ltd	1	0	0	0	0
Ourcare Services Ltd	0	0	0	1	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Outlook (Aust.) Ltd	1	0	1	0	0
Oxha Health Pty Ltd	3	5	0	1	0
OzPol Services Pty Ltd	1	0	1	1	0
Ozcare	3	3	4	3	2
Pakenham and District Hospital Inc.	0	6	1	0	0
Palm Beach Share 'n' Care Centre Inc.	0	0	1	0	0
Pannavila Enterprises Pty Ltd	1	0	0	0	0
People First Healthcare Pty Ltd	4	0	1	8	3
People Who Care Inc.	0	0	1	0	1
Phillip Island Homes For The Aged Association Inc.	0	2	0	0	0
Princes Court Ltd	0	1	0	0	0
Prosperous S and G Pty Ltd	2	0	1	0	2
Proveda Ltd	1	1	1	0	0
Palm Lake Care Operations Pty Ltd	4	4	0	0	0
Parkglen Friendly Society Ltd	0	0	1	0	0
Partner with Care	0	0	2	0	0
Pathways Aged Care Pty Ltd	0	0	1	1	0
Pearl Home Care Pty Ltd	3	0	8	9	12
Phillip House Nursing Home Pty Ltd	0	1	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Phoenix Community Project Inc.	0	0	0	1	0
Pines Living Pty Ltd	1	0	0	0	0
PlanCare Holdings Pty Ltd	6	0	13	6	5
Planlow Pty Ltd	0	2	0	0	0
Prestige Inhome Care Pty Ltd	0	0	1	0	1
Prestige Linx Pty Ltd	2	0	0	1	0
Primary Caring Pty Ltd	0	0	0	0	1
Pu-Fam Pty Ltd	2	1	0	2	0
Pyramid Residential Care Centre	0	1	0	0	0
Quality Care Homes Pty Ltd	0	1	0	0	0
Ram Care Pty Ltd	0	0	1	0	0
RDNS Homecare Ltd	1	0	0	0	0
Regis Group Pty Ltd	0	10	0	0	0
Regis RP Morayfield Pty Ltd	0	2	0	0	0
REGIS RP Pty Ltd	1	4	0	0	0
Resthaven Inc.	4	1	2	2	0
Retirement Care Australia (Logan) Pty Ltd	0	1	0	0	0
Royal District Nursing Service of SA Ltd	0	0	1	0	0
RSL Care RDNS Ltd	12	14	6	4	0
RSL LifeCare Ltd	6	16	2	1	0
Ray Village Aged Services Inc.	1	1	0	0	0
Raykay Pty Ltd	0	0	0	1	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Regents Garden Group Pty Ltd	1	0	0	0	0
Regents Garden Lake Joondalup Pty Ltd	1	0	0	0	0
Regis Aged Care Pty Ltd	10	19	2	1	1
Rescare Podiatrists Pty Ltd	0	0	1	3	0
Respect Group Ltd	8	39	0	1	1
Retire Australia Care and Services Pty Ltd	0	0	0	1	0
Retirees WA (Inc.)	1	0	0	0	0
Richardson House	0	1	0	0	0
Rise Network Inc.	1	0	0	0	0
Riverina Continence Advisory Service Pty Ltd	0	0	0	1	0
Riverland Mallee Coorong Local Health Network Inc.	0	1	0	0	0
Roseneath Aged Care Centre Pty Ltd	1	0	0	0	0
Royal District Nursing Service Ltd	2	1	4	3	3
Royal Freemasons Ltd	2	1	0	1	0
Royal Freemasons' Benevolent Institution	3	3	1	2	0
Royal Society for the Blind of South Australia Inc.	0	0	1	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Russian Relief Association of St Sergius of Radonezh	0	0	0	1	0
Ryman Aged Care (Australia) Pty Ltd	0	1	2	0	0
SA Disability Care Pty Ltd	1	0	0	0	2
Scalabrini Communities Ltd	1	1	3	1	0
SHC Services Pty Ltd	0	0	0	0	1
South West Aboriginal Medical Service Ltd	1	0	0	0	0
Southern Cross Care (SA, NT and Vic.) Inc.	4	1	1	0	0
Southern Cross Care (Tasmania) Inc.	0	3	1	0	0
Spectrum Migrant Resource Centre Ltd	1	0	0	0	0
St Andrew's Village Ballina Ltd	1	0	0	0	0
St Basil'S Aged Care Services in Western Australia (Vasileias) Inc.	0	0	0	1	0
St Basil's Homes	0	4	0	0	0
St Basil's Homes for the Aged in Victoria	0	0	1	0	0
St Elizabeth Home	1	1	0	0	0
Stelcom Pty Ltd	1	0	0	0	0
Sumac (Vic) Pty Ltd	2	0	1	1	0
Sunnycare Home Services Pty Ltd	4	0	3	3	2
SWIAA Ltd	0	1	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Sacred Heart Mission Inc.	1	4	0	0	0
Samjez Pty Ltd	4	0	1	1	1
Sandra Pty Ltd	0	0	1	0	0
Sapphire Coast Community Aged Care Ltd	0	1	0	0	0
Sarmace Pty Ltd	5	0	5	2	6
Sawinaro Pty Ltd	1	0	0	0	0
Self Managed Support Pty Ltd	17	0	19	10	12
Seniors Community Care Pty Ltd	0	0	2	2	0
Sensible Care Pty Ltd	0	0	0	0	1
Serbian Community Welfare Association of SA Inc.	1	0	0	0	0
SereneCare Pty Ltd	0	0	1	0	0
Seventh–Day Adventist Aged Care (South Queensland) Ltd	0	1	0	0	0
Seventh–Day Adventist Aged Care (Victoria) Ltd	0	3	0	0	0
Seventh–day Adventist Aged Care (North New South Wales) Ltd	0	2	0	1	0
Shalimah Aust Pty Ltd	1	1	0	0	0
Shire of Wanneroo Aged Persons Homes Trust Inc.	0	1	0	0	0
Siena Management Services Pty Ltd	0	0	1	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Silver Chain Group Ltd	6	0	3	6	0
Silverchain Care Pty Ltd	4	1	4	3	1
Six Star Home and Community Care Pty Ltd	0	0	1	3	0
Sixth Eastway Pty Ltd	0	0	1	0	0
South West Hospital and Health Service	0	1	0	0	0
Southern Cross Care (NSW and ACT) Ltd	2	1	1	0	0
Southern Cross Care (QLD) Ltd	3	3	1	0	0
Southern Cross Care (WA) Inc.	0	0	0	2	0
Southern Cross Care Services Pty Ltd	1	0	2	1	0
Sri Om Foundation Ltd	0	0	0	0	1
St Agnes' Care and Lifestyle	1	1	0	0	0
St John's Community Care Ltd	0	0	1	1	0
St Louis Community Care Packages Pty Ltd	3	0	2	1	0
St Luke's Care	1	0	0	0	0
St Vincent's Care Services Ltd	5	3	0	1	1
Star Community Services Ltd	1	1	2	0	0
Start Nursing Services Pty Ltd	0	0	0	1	0
Sublime Healthcare Pty Ltd	0	0	1	1	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Suncare Community Services Ltd	1	0	0	4	2
Sundale Ltd	0	0	1	2	0
Sunshine Coast Hospital and Health Service	1	0	0	0	0
Superior Care Group Pty Ltd	2	0	0	0	0
Tabulam and Templer Homes For The Aged Inc.	1	0	1	1	0
TFG Holdings Pty Ltd	0	0	0	1	0
The Baptist Union of Queensland – Carinity	0	3	0	3	3
The Bethanie Group Inc.	3	1	1	1	0
The Hills Shire Council	1	0	0	0	0
The Maronite Sisters of The Holy Family Village	0	1	0	0	0
The Mary Potter Nursing Home and the Ethel Forrest Day Care Centre Pty Ltd	0	1	0	0	0
The Old Colonists Association of Victoria	0	1	0	0	0
The Queen Victoria Home Inc.	0	0	1	0	0
The Sisters of Our Lady of China Health Care Pty Ltd	0	4	0	0	0
Thompson Health Care Pty Ltd	0	3	2	0	0
TLC Melbourne Pty Ltd	0	3	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
TLC Whittlesea Pty Ltd	0	0	1	0	0
Tasmanian Health Service	0	1	0	0	0
Ten Years Younger Home Care Pty Ltd	2	0	2	4	0
Tender Loving Care Aged Care Services Pty Ltd	2	0	0	3	1
The Benevolent Society	0	0	1	1	0
The Bur-Del Co-Operative Advancement Society Ltd	0	0	0	0	1
The Care Side Pty Ltd	1	0	0	0	2
The Carers' Phone Pty Ltd	0	0	1	1	3
The Careside	8	0	12	5	8
The Chinese Fraternity Association of Queensland Inc.	0	0	2	2	0
The Churches of Christ Property Trust	1	2	0	0	2
The Co-operative Life Ltd	1	0	0	2	0
The Corporation of the Synod of the Diocese of Brisbane	4	4	5	6	2
The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	1	0	1	1	0
The Ethnic Communities Council of Queensland Ltd	0	0	0	3	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
The Frank Whiddon Masonic Homes of New South Wales	2	4	1	1	0
The Roman Catholic Trust Corporation for the Diocese of Rockhampton	1	0	1	0	1
The Royce Aged Care Pty Ltd	0	2	0	0	0
The Salvation Army (NSW) Property Trust	3	4	1	3	0
The Sir Moses Montefiore Jewish Home	2	0	0	2	1
The Trustee for WeCare Wellness Services Trust	0	0	2	0	1
The Uniting Church in Australia Property Trust (NSW)	9	8	3	5	2
The Willows Private Nursing Home Pty Ltd	1	1	0	0	0
Tilburg Proprietary Ltd	0	1	0	0	0
Timeless Support Pty Ltd	0	0	0	0	1
Tingari Group Pty Ltd	1	4	0	0	0
Tolega Pty Ltd	1	0	0	0	0
Townsville Hospital and Health Service	0	2	0	0	0
Transcare Hunter Ltd	0	1	0	0	0
Transition Care Pty Ltd	0	0	1	1	0
Tre Cuori Pty Ltd	0	0	1	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
TriCare Aged Care Pty Ltd	2	9	1	0	0
Trilogy Care Pty Ltd	39	2	80	49	47
Trustees of Catholic Aged Care Sydney	0	1	0	7	2
Tully Nursing Home Inc.	0	2	0	0	0
Uniting (NSW. ACT)	2	0	5	2	0
Ukrainian Elderly People's Home	0	2	0	0	0
Umbrella Multicultural Community Care Services Inc.	0	0	0	1	0
United Protestant Association of NSW Ltd	0	1	0	0	0
Uniting Agewell Ltd	4	2	10	4	2
Uniting Church Homes	2	1	3	1	0
Uniting Communities Inc.	1	0	2	1	0
UnitingCare Queensland Ltd	15	10	8	12	9
Upwards Living	0	0	1	1	0
Vasey RSL Care Ltd	0	1	0	0	1
Villaggio Italiano Ltd	1	0	0	0	0
Valmar Support Services Ltd	0	0	1	0	0
Villa Maria Catholic Homes Ltd	11	2	6	7	8
Village Glen Flexicare Pty Ltd	0	0	1	0	0
Vitalcare Support Pty Ltd	0	0	0	0	1
WA Country Health Service	0	1	0	0	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
We Do Care Aust	0	0	0	1	0
Wintringham Ltd	7	0	2	1	0
Wollondilly Support and Community Care Inc.	0	1	0	0	0
Woombye Care Inc.	0	1	0	0	0
Wali Partners Pty Ltd	0	0	0	0	1
Wami Kata Old Folks Home Inc.	1	0	0	0	0
Wangaratta Rural City Council	0	0	0	0	1
Warrigal Care	1	3	1	0	0
Warrina Homes Inc.	0	3	1	1	2
Warwick Benevolent Society Inc.	1	0	0	0	0
We Care One Stop Service Pty Ltd	0	0	0	1	0
We Care Staffing Solutions Pty Ltd	0	0	1	0	0
Wesley Community Services Ltd	1	0	2	0	1
Wesley Mission Queensland Ltd	0	0	0	1	1
West Gippsland Healthcare Group	3	0	0	0	0
Western District Health Service	0	1	3	1	0
Western Health	0	0	1	0	0
Western HomeCare Pty Ltd	6	0	5	1	2
Western NSW Local Health District	0	1	0	0	0
Western Sydney Migrant Resource Centre Ltd	0	0	0	1	0

Registered provider	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Westmont Aged Care Services Ltd	0	0	0	0	1
Wickro Pty Ltd	0	4	0	0	0
Wirraminna Care Inc.	0	1	0	0	0
Wommin Bay Village	0	0	0	1	0
Woorayl Lodge Inc.	0	1	0	0	0
Yarram and District Health Service	1	0	0	1	0
Yarrawonga Health	0	0	1	0	0
Yellowbridge QLD Ltd	1	0	0	0	0
Yorke and Northern Local Health Network Inc.	0	1	0	0	0
Your Side Australia Ltd	1	0	1	0	0
Yours In Caring Pty Ltd	3	0	0	0	0

a Other care provision and planning – Poor assessment, planning and/or management of health condition(s), not otherwise listed

b Workforce insufficiency/low workforce numbers, including but not limited to 24/7 registered nurse and care minutes

Note: The total number of complaints received in Tables 42–45 does not reconcile with that in the Aged Care Complaints Commissioner report (pp. 148–64). This is because the tables only cover complaints that could be directly linked to a registered provider or residential care home.

Table 45.
Complaints about residential care homes by jurisdiction and concern, 1 November 2025 – 30 June 2026

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Australian Capital Territory					
Arcare Aranda	1	0	0	0	0
Arcare Wright	0	1	0	0	0
Calvary Haydon Retirement Community	1	0	0	0	0
Fred Ward Gardens	2	4	0	0	0
Goodwin Farrer (George Sautelle House)	1	0	0	0	0
Pines Living	1	0	0	0	0
Southern Cross Care Campbell Residential Aged Care	1	0	0	0	0
Uniting Mirinjani Weston ACT	0	1	0	0	0
Villaggio Sant Antonio Hostel	1	0	0	0	0
New South Wales					
Advantaged Care at Edensor Gardens	0	2	0	0	0
Advantaged Care at Georges Manor	1	1	0	0	0
Advantaged Care at Prestons Lodge	1	1	0	0	0
Aeralife The Manor	1	0	0	0	0
Alton Lodge	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Anglican Care CA Brown	0	1	0	0	0
Anglican Care Jesmond Grove	0	0	1	0	0
Anglican Care Kilpatrick Court	0	0	0	0	1
Anglican Care Scenic Lodge Merewether	1	0	0	0	1
Anglicare Jean Ross House	1	0	0	0	0
Anglicare Melva McDonald Lodge	1	0	0	0	0
Anglicare The Terraces Residential Care	0	0	1	0	0
Arthur Blackburn VC Gardens	1	0	0	0	0
Ashwood Residential Care Service	0	1	0	0	1
Avondale House	0	1	0	0	0
Banksia Lodge	0	1	0	0	0
Bankstown Terrace Care Community	0	1	0	0	0
BaptistCare Morven Gardens Centre	0	1	0	0	0
BaptistCare Warabrook Centre	0	1	0	0	0
Berkeley Vale Care Community	0	0	0	1	0
Bethel Lodge	0	1	0	0	0
Bexley Care Centre	1	0	0	0	0
Blakehurst Aged Care Centre	1	0	0	0	0
Blue Haven Bonaira	1	2	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Bolton Clarke Bayside (PKA – Bayside Residential Aged Care Facility)	1	0	0	0	0
Bolton Clarke Coastal Waters (PKA – Coastal Waters Aged Care)	1	0	0	0	0
Bolton Clarke Greenwood	1	0	0	0	0
Bolton Clarke Rosemore	1	0	0	0	0
Bossley Parkside Care Community	0	2	1	0	0
Bundaleer Gardens Hostel	0	1	0	0	0
Bupa Ballina	3	0	0	0	0
Bupa Bateau Bay	0	0	0	1	0
Bupa Baulkham Hills	0	1	0	0	0
Bupa Bexley	0	1	0	0	0
Bupa Queens Park	0	0	0	0	1
Bupa Seaforth	0	0	1	0	0
Bupa Waratah	0	1	0	0	0
Byron Aged Care	1	0	0	0	0
Calvary Henley Manor	1	0	0	0	0
Calvary St Joseph's Retirement Community	1	3	0	0	0
Calvary The Mariner	2	2	0	0	0
Cameron Park Care Community	1	2	0	0	0
Carino Care at Oatley	0	1	0	0	0
Carino Care at Sylvania	0	1	0	0	0
Carinya House	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Castle Hill Aged Care Home	1	0	0	0	0
Catholic Healthcare Charles O'Neill Hostel	0	0	1	0	0
Catholic Healthcare Emmaus Village	1	0	0	0	0
Catholic Healthcare Holy Spirit Casula	0	0	1	0	0
Catholic Healthcare St Catherine's Aged Care	0	1	0	0	0
Catholic Healthcare St Mary's Retirement Village	0	0	1	0	0
Catholic Healthcare The Haven Residential Aged Care	0	1	0	0	0
Chiswick Manor Care Community	0	1	1	0	0
Coffs Haven Residential Care Service	1	0	0	0	1
Concord Community Hostel	1	0	0	0	0
Courtlands Aged Care Facility	0	1	0	0	0
Denhams Beach Care Community	1	0	0	0	0
Dougherty Apartments	0	3	0	0	0
Dunedoo Multi-purpose Service	0	1	0	0	0
Emmaus	0	1	0	0	0
Estia Health Albury	0	2	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Estia Health Dalmeny	0	1	0	0	1
Estia Health Epping – The Poplars	0	1	0	0	0
Estia Health Erina	2	0	0	0	0
Estia Health Figtree	0	5	0	0	0
Estia Health Forster	2	5	0	0	0
Estia Health Kilbride	1	0	0	0	0
Estia Health Taree	0	1	0	0	0
Estia Health Tea Gardens	0	3	0	0	0
Estia Health Tuncurry	0	9	0	0	0
Evergreen Lodge	0	0	2	0	0
Fitzgerald Memorial Aged Care Facility Ltd	1	0	0	0	0
Gallipoli Home	0	1	0	0	0
Garden Village	1	0	0	0	0
Garrawarra Centre	0	1	0	0	0
Gill Waminda Aged Care Plus Centre	0	1	0	0	0
Gillawarna Village	1	2	0	0	0
Governor Phillip Manor	0	2	0	0	0
Green Hills Residential Care Service	0	1	0	0	0
Greenhill Manor	2	0	0	0	0
Haddington Nursing Home	0	0	1	0	0
Hamlyn Terrace Care Community	1	0	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
HammondCare – Cardiff	0	1	0	0	0
HammondCare – Erina	0	1	0	0	0
HammondCare – Hammondville	0	1	0	0	0
HammondCare – Scarborough	0	1	0	0	0
Harden Grange	1	1	0	0	0
Hawkesbury Living Pty	1	0	0	0	0
Highfields Manor Port Macquarie	1	0	1	0	0
Hill View House Aged Care Facility	0	1	0	0	0
Hugh Cunningham Gardens	1	0	0	0	0
IRT Tarrawanna Care Centre	0	1	0	0	0
IRT Woonona	0	1	0	0	0
Imlay House	0	1	0	0	0
Indochinese Aged Care Services	0	1	0	0	0
Jonathan Rogers GC House	0	2	0	0	0
Kanwal Gardens Care Community	0	1	0	0	0
Kanwal Springs Care Community	0	1	0	0	0
Killara Gardens Aged Care	0	0	1	1	0
Killarney Court Aged Care Facility	0	1	0	0	0
Lake Cathie Manor Aged Care	0	1	0	0	0
Lara Aged Care	1	0	0	0	0
MacKillop House	2	3	1	0	0
Macleay Valley House	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Manly Vale Nursing Home	0	1	0	0	0
Maroba Nursing Home	0	1	0	0	0
Marsden Park Care Community	0	0	1	0	0
Martyn Claver Aged Care	0	0	1	0	0
Mary Potter Nursing Home	0	1	0	0	0
Mayfield Aged Care	0	1	0	0	0
McLean Care Mackellar Apex Campus	0	1	0	0	0
Meadowbank Grove Care Community	0	2	2	0	0
Mona Vale View Care Community	1	0	0	0	0
Moran Engadine	2	0	0	0	0
Moran Kellyville	0	1	0	0	0
Moran Stockton	1	1	0	0	0
Moran Sylvania	0	1	0	0	0
Oran Park House Aged Care Facility	0	0	2	0	0
Orange Grove Care Community	1	0	0	0	0
Our Lady Mercy Place Harris Park	1	1	0	0	0
Pacific Cape	0	0	1	0	0
Pembroke Lodge	0	4	0	0	0
Peter Cosgrove House	1	0	0	0	0
Peter Sinclair Gardens	0	4	0	0	0
Quakers Hillside Care Community	0	0	2	0	0
RFBI Basin View Masonic Village	0	1	0	0	0
RFBI Benhome Masonic Village	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
RFBI Berry Masonic Village	0	0	0	1	0
RFBI Goulburn Masonic Village	0	1	0	0	0
Rathgar Lodge	0	1	0	0	0
Raymond Terrace Gardens Care Community	1	0	0	0	0
Respect Cedar Place	0	0	0	1	0
Respect Riverside Gardens	1	0	0	0	0
Richardson House	0	1	0	0	0
Roseneath Aged Care Centre Pty Ltd	1	0	0	0	0
Roshana Brentwood Aged Care	0	1	0	0	0
SWIAA Gardens	0	1	0	0	0
Scalabrini Village Chipping Norton	0	1	1	0	0
Scalabrini Village Griffith	1	0	0	0	0
Scalabrini Village Nursing Home (Bexley)	0	0	1	1	0
Shoalhaven Place Care Community	0	1	0	0	0
Sienna Grange Aged Care	0	4	0	0	0
Sirius Cove Nursing Home	0	1	0	0	0
Southern Cross Care John Woodward Residential Aged Care	0	0	1	0	0
Southern Cross Care Kildare Residential Aged Care	1	0	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Southern Cross Care St Catherine's Residential Aged Care	0	1	0	0	0
Springwood Greens Care Community	0	1	1	0	0
St Basil's Kogarah	0	2	0	0	0
St Basil's Randwick	0	2	0	0	0
St Brigid's Green Maroubra	1	0	0	0	0
St Elizabeth Home	1	1	0	0	0
St Ive's House	0	2	0	0	0
St Mary's Villa Residential Aged Care	0	1	0	0	0
St Nicholas Seniors Care Centre	0	1	0	0	0
St Vincent's Care Services Auburn	1	1	0	0	0
St Vincent's Care Services Bronte	1	0	0	0	0
St Vincent's Care Services Heathcote	1	1	0	0	0
SummitCare Wallsend	1	0	0	0	0
SummitCare Waverley	0	1	0	0	0
Tamworth Community Aged Care	0	1	0	0	0
The Maronite Sisters of the Holy Family Village	0	1	0	0	0
The Palms Nursing Home	0	0	1	0	0
The Royce Manor	0	2	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
The Village by Scalabrini	0	0	1	0	0
The Willows Private Nursing Home Pty Ltd	1	1	0	0	0
Tingira Hills Care Community	0	0	1	0	0
Toongabbie Terrace Care Community	0	0	1	0	0
Tweed Valley Care Community	0	7	0	0	0
Uniting Abrina Ashfield	0	1	0	0	0
Uniting Elanora Shellharbour	1	0	0	0	0
Uniting Kingscliff	1	1	0	0	0
Uniting Koombahla Elermore Vale	1	1	0	0	0
Uniting Mullauna Blacktown	0	0	0	1	0
Uniting Pacifica Nambucca Heads	1	0	0	0	0
Uniting St Columba's Lane Cove	1	0	0	0	0
Uniting Taralga	0	1	0	0	0
Uniting Wesley Gardens Belrose	0	1	0	0	0
Uniting Wontama Orange	0	1	0	0	0
Vincent Court	1	0	0	0	0
Wallarah Point Care Community	0	2	1	0	0
Warrigal Care Albion Park Rail	0	1	0	0	0
Warrigal Care Goulburn	1	0	0	0	0
Warrigal Care Queanbeyan	0	1	0	0	0
Warrigal Mount Terry	0	1	1	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Weeroona Aged Care Plus Centre	0	0	1	0	0
Whiddon Glenfield	0	1	1	0	0
Whiddon Largs	1	0	0	0	0
Whiddon Maclean	0	1	0	0	0
Winston Hillside Care Community	0	3	0	0	0
Woodport Aged Care Plus Centre	0	1	0	0	0
Yallambee Village	0	1	0	0	0
Regis Tiwi	1	0	0	0	0
Terrace Gardens	0	1	0	0	0
Queensland					
Adventist Retirement Village – Victoria Pt	0	1	0	0	0
Akooramak Care of Older Persons	1	0	0	0	0
Anglicare SQ Symes Grove Home for the Aged	0	3	1	0	0
Anglicare SQ Symes Thorpe Home for the Aged	0	1	0	0	0
Arcare Caboolture	0	0	1	0	0
Arcare Eight Mile Plains	0	1	0	0	0
Arcare Helensvale	0	2	0	0	0
Arcare Helensvale St James	1	0	0	0	0
Arcare North Lakes	0	1	0	0	0
BallyCara Aged Care	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Beaumont Care Roslyn Lodge	0	1	0	0	0
Benevolent Living	1	0	0	0	0
Berrinba Greens Care Community	1	0	0	0	0
Bethania Gardens	1	1	0	0	0
Bethania Parklands Care Community	0	1	0	0	0
Blue Care Bundaberg Pioneer Aged Care Facility	0	6	0	0	0
Blue Care Bundaberg Riverlea Aged Care Facility	0	1	0	0	0
Blue Care Caloundra Aged Care Facility	0	1	0	0	0
Blue Care Carbrook Wirunya Aged Care Facility	0	1	0	0	0
Blue Care Carina Aged Care Facility	0	0	0	0	1
Blue Care Kingaroy Canowindra Aged Care Facility	1	0	0	0	0
Blue Care Lowood Glenwood Aged Care Facility	0	1	0	0	0
Blue Care Rothwell Nazarene Aged Care Facility	0	0	1	0	0
Blue Care Shalom Elders Village	1	0	0	0	0
Blue Care Springwood Yurana Aged Care Facility	0	0	1	1	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Blue Care Tallebudgera Talleyhaven Aged Care Facility	1	0	0	0	0
Blue Care Toowoomba Residential Aged Care Facility	0	0	0	1	0
Bolton Clarke Chelsea	0	3	0	0	0
Bolton Clarke Fernhill	1	0	0	0	0
Bolton Clarke Galleon Gardens	1	0	0	0	0
Bolton Clarke Moreton Shores	0	1	0	0	0
Bolton Clarke Seabrook	0	1	0	0	0
Bolton Clarke Seaton Place	0	1	0	0	0
Bolton Clarke Tantula Rise	1	0	0	0	0
Bolton Clarke Villa Serena	0	3	0	0	0
Bupa Glenvale	1	0	0	0	0
Burpengary Manor Aged Care	1	0	0	0	0
Cabanda Aged Care	0	0	1	0	0
Caboolture Parklands	0	4	0	0	0
Carinity Shalom	0	2	0	0	0
Carinity Wishart Gardens	0	1	0	0	0
Carramar Aged Care	0	1	0	0	0
Churches of Christ Bribie Aged Care Service	0	3	0	0	0
Churches of Christ Brig-o-doon Aged Care Service	1	0	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Churches of Christ Fassifern Aged Care Service	0	1	0	0	0
Churches of Christ Moonah Park Aged Care Service	0	1	0	0	0
Churches of Christ Stanthorpe Aged Care Service	0	1	0	0	0
Churches of Christ Warwick Aged Care Service	0	1	0	0	0
Estia Health Coorparoo	0	2	1	0	0
Estia Health Gold Coast	1	0	0	0	0
Estia Health Gympie	0	1	0	0	0
Estia Health Hamilton	0	6	0	0	0
Estia Health Hervey Bay	0	1	0	0	0
Estia Health Mount Coolum	0	1	0	0	0
Estia Health Noosa	0	2	0	0	0
Estia Health Pacific Paradise	0	1	0	0	0
Estia Health Twin Waters	1	1	0	0	0
Estia Health Victoria Point	0	1	0	0	0
Eventide Charters Towers	0	2	0	0	0
Good Shepherd Lodge	0	1	0	0	0
Infinite Care Ashmore	1	1	0	0	0
Infinite Care Cornubia	1	2	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Infinite Care Edmonton Gardens	0	0	0	1	0
Kaloma Home for the Aged	0	1	0	0	0
Kirra Beach Care Community	1	3	0	0	0
Lutheran Services – St Andrews	0	1	0	0	0
Lutheran Services – Tabeel	0	0	1	0	0
Lutheran Services – Trinder Park	0	0	0	1	0
Maryborough Community Aged Care	0	1	1	0	0
McLean Care CWA House	1	0	0	0	0
McLean Care Yallambee	1	0	0	0	0
Mercy Community Services – Emmaus	1	0	0	0	0
MiCare Prins Willem Alexander Lodge	1	0	0	0	0
Nambour Gardens Care Community	1	0	0	1	0
Narangba Aged Care	0	1	0	0	0
Narangba Community Aged Care	0	1	0	0	0
New Direction Care at Bellmere	1	1	0	0	0
Newstead Grand Care Community	0	1	0	0	0
North Lakes Terrace Care Community	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Oxley Grove Care Community	0	1	1	0	0
Ozcare – Hervey Bay	1	0	0	0	0
Ozcare – Douglas	0	0	1	0	1
Ozcare Ozanam Villa – Burleigh	0	1	0	0	0
Ozcare Ozanam Villa – Clontarf	1	0	0	0	0
Ozcare – Parkwood Gardens	0	0	1	0	0
Ozcare Villa – Vincent	0	1	0	0	0
Palm Lake Care – Bargara	0	2	0	0	0
Palm Lake Care – Mt Warren Park	1	1	0	0	0
Palm Lake Care – Toowoomba	3	1	0	0	0
Pyramid Residential Care Centre	0	1	0	0	0
Regis Caboolture	0	2	0	0	0
Regis Carseldine	1	1	0	0	0
Regis Chelmer	1	0	0	0	0
Regis Ferny Grove	0	1	0	0	0
Regis Greenbank	0	1	0	0	0
Regis Holland Park	1	0	0	0	0
Regis Lodges on George	0	1	0	0	0
Regis Lutwyche	1	1	0	0	0
Regis Magnolia	0	2	0	0	0
Regis Morayfield	0	2	0	0	0
Regis Pelican Waters	0	1	0	0	0
Regis Salisbury	0	7	0	0	0
Regis Sandgate Lucinda	0	2	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Regis Songbird Oxley	0	2	0	0	0
Residency by Dillons Tin Can Bay	0	1	0	0	0
Respect Emerald Avalon	1	1	0	0	0
Respect Gracemere Gardens	0	5	0	0	0
Respect Ingham Lodge	0	1	0	0	0
Respect Maleny Erowal	1	1	0	0	0
Respect Mareeba Gardens	0	6	0	0	0
Respect Masters Lodge	0	2	0	0	0
Southern Cross Care Edens Landing – Connolly Court	1	0	0	0	0
Southern Cross Care Raceview – St Mary's	1	2	0	0	0
Southport Lodge	0	2	0	0	0
Springwood Terrace Care Community	0	0	1	0	0
St Mary's Coolum Beach	0	1	0	0	0
St Nicholas Aged Care	1	1	0	0	0
St Vincent's Care Services Kangaroo Point – Lilian Cooper	0	1	0	0	0
St Vincent's Care Services Southport	1	0	0	0	0
The Cairns Aged Care Plus Centre at Chapel Hill	0	1	0	0	0
The Plains	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
TriCare Ashgrove Aged Care Residence	0	0	1	0	0
TriCare Bayview Place Aged Care Residence	0	1	0	0	0
TriCare Kawana Waters Aged Care Residence	0	3	0	0	0
TriCare Labrador Aged Care Residence	1	0	0	0	0
TriCare Mermaid Beach Aged Care Residence	0	1	0	0	0
TriCare Mt Gravatt Aged Care Residence	1	1	0	0	0
TriCare Pt Vernon Aged Care Residence	0	2	0	0	0
TriCare Toowoomba Aged Care Residence	0	1	0	0	0
Tully and District Nursing Home	0	2	0	0	0
Varsity Views Care Community	0	1	0	0	0
Villa Maria Centre	0	0	0	1	0
Villa Maria Eastern Heights	0	1	0	0	0
Wellington Park Private Care	2	0	0	0	0
Westhaven Nursing Home	0	1	0	0	0
Whiddon Beaudesert Star	0	1	0	0	0
Woodford Manor Aged Care	0	1	0	0	0
Woombye Care	0	1	0	0	0
Yaralla Place	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
South Australia					
ACH Group Residential Care – Kapara	0	2	0	0	0
Aminya Village Hostel	0	0	1	0	0
AnglicareSA Grange	0	4	0	0	0
Barossa Village Inc.	0	1	0	0	0
Bene Aged Care – The Italian Village	1	0	0	0	0
Bolton Clarke Charles Young	0	0	1	0	0
Bolton Clarke Ridgehaven	1	0	0	0	0
Bolton Clarke Ross Robertson	0	0	2	1	0
Bolton Clarke Smithfield	1	0	0	0	0
Bolton Clarke Walkerville	1	0	0	0	0
Bucklands Residential Care	1	0	0	0	0
Bupa Woodville	0	1	0	0	0
Calvary Oaklands	1	0	0	0	0
Edenfield Family Care	1	1	0	0	0
Edenfield Family Care – Yankalilla	0	1	0	0	0
Eldercare Oxford	0	2	0	0	0
Estia Health Craigmore	1	0	0	0	0
Estia Health Encounter Bay	1	0	0	0	0
Everard Park Care Community	0	1	1	0	0
Gawler Hillside Care Community	2	1	0	0	0
Glen Osmond Grove Care Community	0	0	0	1	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Hahndorf Residential Care Services	0	1	0	0	0
Helping Hand Aged Care – Lealholme Port Pirie	0	1	0	0	0
Helping Hand Aged Care – Parafield Gardens	1	1	0	0	0
Linsell Lodge Aged Care Facility	0	1	0	0	0
Lutheran Homes Group Fullarton	0	1	0	0	0
Magill Manor	0	0	1	0	0
Oakden Green	0	1	0	0	0
Oakwood Aged Care	1	0	0	0	0
Park Village	0	1	0	0	0
Regis Marleston	0	3	0	0	0
Renmark Nursing Home	0	1	0	0	0
Resthaven Malvern	0	1	0	0	0
Resthaven Marion	1	0	0	0	0
Reynella Hillside Care Community	1	0	0	0	0
Ridleyton Greek Home for the Aged	0	2	1	0	0
Sandpiper Lodge Residential Care	0	1	0	0	0
Tanunda Lutheran Home	0	1	0	0	0
The Oaks Aged Care Facility	1	1	0	0	0
Wami Kata Old Folks Home	1	0	0	0	0
Warrina Crescent Residential Aged Care	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Warrina Vales Residential Aged Care	0	2	1	1	1
Wirraminna Care Residential Aged Care	0	1	0	0	0
Woodside Lodge	3	1	0	0	0
Tasmania					
Barrington Lodge	2	0	0	0	0
Calvary Riverside Views	0	1	0	0	0
Calvary Sandhill	0	1	0	0	0
Coroneagh Park	0	2	0	0	0
Derwent Views	1	0	0	0	0
Eliza Purton	1	0	0	0	0
Fred French	0	1	0	0	0
Huon Eldercare	0	0	0	0	1
Korongee	0	1	0	0	0
May Shaw Aminya	0	0	0	1	0
May Shaw Residential Aged Care	0	1	0	0	0
Melaleuca Home for the Aged	1	0	0	0	0
Mount Esk Aged Care	0	2	0	0	0
Mt St Vincent	0	2	0	0	0
Peacehaven	1	2	0	0	0
Regis Tasmania – Legana	1	0	0	0	0
Rosary Gardens	0	1	0	0	0
St Ann's	1	2	0	0	0
The Queen Victoria Home	0	0	1	0	0
Uniting AgeWell Aldersgate	0	1	0	0	0
Uniting AgeWell Lillian Martin	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
West Coast District Hospital – Lyell House	0	1	0	0	0
Victoria					
Abberfield Aged Care Facility	0	0	1	0	0
AdventCare Whitehorse	0	3	0	0	0
Aeralife Bayswater	1	0	0	0	0
Aeralife Northpoint	0	1	0	0	0
Aeralife Twin Parks	0	0	1	0	0
Albury Wodonga Health Residential Care Program	0	2	0	0	0
Andrews House	1	0	0	0	0
Anzac Lodge Private Nursing Home	1	0	0	0	0
Arcare Balnarring	0	0	1	0	0
Arcare Burnside	0	1	0	0	0
Arcare Cheltenham	1	1	1	0	0
Arcare Craigieburn	0	0	1	0	0
Arcare Essendon	2	0	0	0	0
Arcare Knox	0	1	0	0	0
Arcare Lysterfield	0	0	0	1	0
Arcare Maidstone	0	1	0	0	0
Arcare Parkview Malvern East	0	2	0	0	0
Arcare Ringwood	0	1	0	0	0
Arcare Templestowe	0	1	0	0	0
Arcare Werribee	0	3	0	0	0
Assisi Centre Aged Care	0	2	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Avondale Heights Care Community	0	1	0	0	0
BSL Aged Care – Clifton Hill	0	3	0	0	0
Baptcare Amberlea Community	1	1	0	0	0
Baptcare Coasthaven Community	0	1	0	0	0
Baptcare Wattle Grove Community	0	1	0	0	0
Baptcare Wyndham Lodge Community	0	0	1	0	0
Bayview Haven	0	1	0	0	0
Belvedere Aged Care	0	1	0	0	0
Bentons Lodge – Residential Aged Service	0	1	0	0	0
Bert Newton Retirement Village	0	1	0	0	0
Bethel Aged Care	0	1	0	0	0
Bolton Clarke Avonlea	0	1	0	0	0
Bolton Clarke Camberwell Green	1	0	0	0	0
Bolton Clarke Charlesbrook	1	0	0	0	0
Bolton Clarke Greenview	0	1	0	0	0
Bolton Clarke Highwood Court	0	0	1	0	0
Bolton Clarke Lilydale	0	1	0	0	0
Bolton Clarke Lynbrook Park	0	1	0	0	0
Bolton Clarke Newmans on the Park	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Bolton Clarke Tannoch Brae	0	1	0	0	0
Boollam Boollam Aged Care Centre	0	1	0	0	0
Boronia Residential Aged Care	0	3	0	0	0
Bupa Ballarat	1	0	0	0	0
Bupa Berwick	0	6	0	0	0
Bupa Caulfield	1	0	0	0	0
Bupa Coburg	1	0	0	0	1
Bupa Mildura	0	2	1	0	0
Bupa Templestowe	0	1	0	0	0
Bupa Traralgon	0	0	0	1	0
Bupa Woodend	1	0	0	0	0
Calvary Elouera	0	1	0	0	0
Calvary George Vowell	0	3	0	0	0
Calvary Goonawarra	1	0	0	0	0
Calvary Kirralee	0	1	0	0	0
Calvary Rosanna Views	0	1	0	0	0
Calvary The Highbury	0	1	0	0	0
Calvary The Regent	0	1	0	0	0
Calvary Trugo Place	0	2	0	0	0
Camberwell Gardens	0	1	0	0	0
Cardinia Community Aged Care	0	1	0	0	0
Carshalton House Hostel	0	1	0	0	0
Chaffey House	0	1	0	0	0
Chelsea Parkside Care Community	0	0	1	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Churches of Christ Arcadia Aged Care Service	0	1	0	0	0
Clarinda on the Park	0	1	0	0	0
Clifton Views	0	3	0	0	0
Cohuna Village	0	1	0	0	0
Cooinda Lodge Nursing Home	2	0	0	0	0
Coptic Hostel	0	1	0	0	0
Corpus Christi Community	1	0	0	0	0
Croydon Grove Care Community	1	1	1	1	0
Croydon Place Care Community	0	2	0	1	0
Cumberland View Aged Care – Whalley Drive	0	2	0	0	0
Diamond Creek Care Community	0	1	0	0	0
Doutta Galla Avondale Heights Aged Care Facility	0	1	0	0	0
Drysdale Grove	1	11	0	0	0
Embracia Moonee Valley	0	0	1	0	0
Epping Meadows Care Community	0	2	0	0	0
Estia Health Benalla (Thomas St)	0	2	0	0	0
Estia Health Epping	0	0	0	2	0
Estia Health Healesville	0	1	0	0	0
Estia Health Kangaroo Flat	0	2	0	0	0
Estia Health Knoxfield	0	1	0	0	0
Estia Health Oakleigh East	2	0	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Fairway Bayside Aged Care	0	3	0	0	0
Ferndale Gardens Aged Care Services	0	1	0	0	0
Fronditha Anesi Aged Care Services – Thornbury	1	0	1	0	0
Fronditha Clayton Aged Care	0	1	0	0	0
Fronditha Thalpori Aged Care Services – St Albans	1	0	0	0	0
Glenroy Grove Care Community	2	0	0	0	0
Grant Lodge Aged Care Facility	0	0	1	0	0
Greenway Gardens	1	0	0	0	0
Harmony Village Inc.	0	1	0	0	0
Homewood Residential Aged Care	1	0	0	0	0
Hope Aged Care Brunswick	0	0	1	0	0
Inverloch Coast Care Community	0	1	0	0	0
Isomer Aged Care Facility	0	1	0	0	0
Ivanhoe Grand Care Community	0	0	1	0	0
John Curtin Aged Care	0	1	0	0	0
Kalyna Care	0	2	0	0	0
Keilor East Manor Care Community	0	1	0	0	0
Kew Grove Care Community	1	2	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Kilmore Grove Care Community	0	0	2	0	0
Lakes Entrance Care Community	0	1	0	0	0
Lakeview Lodge Hostel	1	0	0	0	0
Langford Grange	0	1	0	0	0
Langwarrin Community Aged Care	0	0	1	0	0
Liscombe House	0	1	0	0	0
Luson Bloom	0	2	0	0	0
Lyndoch Hostel	0	1	0	0	0
Lyndoch Nursing Home	0	1	0	0	0
Lyrebird Village	0	1	0	0	0
Macleod Roshana Care	0	3	0	0	0
Malvern East Horizons Care Community	0	1	0	0	0
Mayflower Brighton	0	4	0	0	0
Meadow Heights Care Community	0	1	0	0	0
Mekong Vietnamese Aged Care	0	1	0	0	0
Melaleuca Aged Care	0	2	0	0	0
Melbourne Hebrew Memorial Nursing Home	0	0	1	0	0
Mercy Place East Melbourne	0	1	0	0	0
Mercy Place Keon Park	0	0	0	1	0
Mercy Place Mentone	0	1	0	0	0
Mercy Place Myrtleford Lodge	1	0	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Mercy Place Shepparton	0	1	1	0	0
Mercy Place Templestowe	0	0	1	0	0
Mercy Place Yarrawonga Woods Point	1	0	0	0	0
MiCare Margriet Manor	0	1	0	0	0
Mill Park Glades Care Community	0	1	0	0	0
Millhaven Lodge	0	5	1	0	0
Mitchell House	0	1	0	0	1
Mooroolbark Manor Care Community	0	2	1	0	0
Mordialloc Grove Care Community	0	2	0	0	0
Mornington Bay Care Community	1	0	1	1	0
Mount Eliza Botanica Care Community	1	2	2	0	0
Mount Waverley Glades Care Community	0	1	1	0	0
Multicultural Community Services Geelong Inc.	1	0	1	0	0
Nellie Melba Retirement Village	0	0	1	0	0
Ocean Mist Aged Care	0	1	0	0	0
Olivet Aged Persons Home	0	1	0	0	0
Oxa Care	3	5	0	1	0
Parkdale Aged Care	0	0	0	1	0
Paynesville Gardens Care Community	0	1	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Penshurst District Health Service – Penshurst TCU (Western District Health Service)	0	0	0	1	0
Point Cook Manor	0	2	0	0	0
Preston Hilltop Care Community	0	0	1	1	0
Princes Court Homes Hostel	0	1	0	0	0
Rathdowne Place	0	2	0	0	0
Regis Alawarra Lodge	1	1	0	0	0
Regis Brighton	0	5	0	0	0
Regis Cranbourne	0	0	1	0	0
Regis Mornington	0	1	0	0	0
Regis Rosebud	1	3	0	0	0
Regis Sandringham	1	0	0	0	0
Romsey Community Aged Care	0	2	0	0	0
Royal Freemasons Springtime	0	1	0	0	0
Sacred Heart Community	1	4	0	0	0
Shepparton Aged Care	1	1	0	0	0
St Basil's Homes for the Aged in Victoria	0	0	1	0	0
St John's	0	2	0	0	0
St Vincent's Care Services Eltham – Eltham Lodge	0	0	0	1	0
Sunlight Residential Aged Care	0	0	1	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Sunshine Gardens Care Community	0	1	0	0	0
Templestowe Woodlands Care Community	0	2	0	0	0
The Bays Aged Care Facility	1	0	0	0	0
Tongala Memorial	0	2	0	0	0
Traralgon Aged Care	1	0	0	0	0
Uniting AgeWell Kingsville	1	0	0	0	0
Uniting AgeWell Preston	0	0	0	0	1
Valley View Nursing Home	0	1	0	0	0
Vermont Views Care Community	0	3	0	0	0
Victoria Grange Residential Aged Care Facility	0	2	1	0	0
Villa Del Sole	0	0	1	0	0
Villa Maria Catholic Homes Corpus Christi Aged Care Residence	2	1	0	0	0
Villa Maria Catholic Homes St Bernadette's Aged Care Residence	0	1	0	0	0
Walmsley Aged Care	0	2	0	0	0
Wantirna Views Care Community	0	0	0	0	1
Waranga Nursing Home	2	0	0	0	0
Warrandyte Gardens Care Community	0	0	1	0	0
Warrina Hostel	0	0	1	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Warrnambool Place Care Community	0	2	0	0	0
Warrnambool Riverside Care Community	0	0	0	1	0
Waverley Valley Care Community	1	2	0	0	0
Western Port Bay Care Community	0	0	1	0	0
Westgate Aged Care Facility	1	0	0	0	0
Whittlesea Lodge	0	1	0	0	0
Wintringham Gilgunya Village	1	0	0	0	0
Woorayl Lodge Hostel	0	1	0	0	0
mecwacare Annie's Court	0	1	0	0	0
mecwacare Calwell Manor	1	0	1	0	0
mecwacare Flora Hill	0	2	0	0	0
mecwacare Noel Miller Centre	1	0	0	0	0
mecwacare Park Hill	0	1	0	0	0
Western Australia					
Acacia Living Group Menora Gardens Aged Care Facility	1	0	0	0	0
Aegis Banksia Park	1	0	0	0	0
Aegis Ellenvale	0	1	0	0	0
Aegis Montgomery	0	1	0	0	0
Aegis Shoreline	1	0	0	0	0
Alfred Cove Care Community	0	3	0	0	0
Bethanie Beachside	1	0	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Bethanie Kingsley	1	0	0	0	0
Brightwater Birralee	0	4	0	0	0
Brightwater Madeley	0	4	0	0	0
Brightwater Onslow Gardens	0	1	0	0	0
Capecare	0	1	0	0	0
Carine Parkside Care Community	0	0	2	0	0
Carinya of Bristol	1	0	0	0	0
Dr Mary Surveyor Centre	1	0	0	0	0
Dryandra Residential and Community Care Inc.	1	0	0	0	0
Frank Prendergast House	0	0	0	1	0
Jacaranda Lodge	0	1	0	0	0
Juniper Gerdewoonem	2	1	0	0	0
Juniper The Residency	0	0	1	0	0
Karingal Green	0	1	0	0	0
Katanning Multi-purpose Service	0	1	0	0	0
Mandurah Community Aged Care	1	0	0	0	0
MercyCare Maddington	0	1	0	0	0
Mertome Aged Care	1	0	0	0	0
Midland Nursing Home	0	1	0	0	0
Regents Garden – Bateman	1	0	0	0	0
Regents Garden Residential Aged Care Resort – Lake Joondalup	1	0	0	0	0

Residential care home	Care provision and planning [a]	Workforce management [b]	Communication or consultation about fees and charges	Account statements inaccurate or not provided	Communication about account statements being inaccurate or not provided
Regis Greenmount	0	1	0	0	0
Regis North Fremantle	0	1	0	0	0
Regis Port Coogee	1	0	1	0	0
Residency by Dillons Mt Lawley	1	1	0	0	0
Salter Point Aged Care Facility	1	0	0	0	0
Singleton Community Aged Care	2	0	0	0	0
Southern Plus East Fremantle	0	0	0	0	1
The Richardson West Perth	0	2	0	0	0
Treeby Parklands Care Community	0	1	0	0	0

a Other care provision and planning – Poor assessment, planning and/or management of health condition(s), not otherwise listed

b Workforce insufficiency/low workforce numbers, including but not limited to 24/7 registered nurse and care minutes

Note: The total number of complaints received in Tables 42–45 does not reconcile with that in the Aged Care Complaints Commissioner report (pp. 148–64). This is because the tables only cover complaints that could be directly linked to a registered provider or residential care home.

References and indexes



Glossary

Aged Care Act *Aged Care Act 2024*

ALIS Aged Care Learning Information Solution

AM Member of the Order of Australia

APS Australian Public Service

CO_2-e Carbon dioxide equivalent

EL Executive Level

FAICD Fellow, Australian Institute of Company Directors

FCA Fellow, Chartered Accountants Australia and New Zealand

FCPA Fellow Certified Practicing Accountant

FOI Act *Freedom of Information Act 1988*

GAICD Graduate Member, Australian Institute of Company Directors

GST Goods and Services Tax

LGBTIQA+ Lesbian, gay, bisexual, transgender, intersex, queer, asexual

MP Member of Parliament

NAIDOC National Aborigines and Islanders Day Observance Committee

PBS Portfolio Budget Statements

PSM Public Service Medal

PGPA Act *Public Governance, Performance and Accountability Act 2013*

PGPA Rule Public Governance, Performance and Accountability Rule 2014

Public Service Act *Public Service Act 1999*

SES Senior Executive Service

SIRS Serious Incident Response Scheme

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List of requirements for non-corporate Commonwealth entities

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17AD(g)	**Letter of transmittal**		
	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory	iii
17AD(h)	**Aids to access**		
17AJ(a)	Table of contents (print only).	Mandatory	v–vi
17AJ(b)	Alphabetical index (print only).	Mandatory	328–45
17AJ(c)	Glossary of abbreviations and acronyms.	Mandatory	316
17AJ(d)	List of requirements.	Mandatory	320–6
17AJ(e)	Details of contact officer.	Mandatory	ii
17AJ(f)	Entity's website address.	Mandatory	ii
17AJ(g)	Electronic address of report.	Mandatory	ii
17AD(a)	**Review by accountable authority**		
17AD(a)	A review by the accountable authority of the entity.	Mandatory	2–9
17AD(b)	**Overview of the entity**		
17AE(1)(a)(i)	A description of the role and functions of the entity.	Mandatory	16–24
17AE(1)(a)(ii)	A description of the organisational structure of the entity.	Mandatory	20–1
17AE(1)(a)(iii)	A description of the outcomes and programmes administered by the entity.	Mandatory	17
17AE(1)(a)(iv)	A description of the purposes of the entity as included in corporate plan.	Mandatory	16
17AE(1)(aa)(i)	Name of the accountable authority or each member of the accountable authority	Mandatory	16
17AE(1)(aa)(ii)	Position title of the accountable authority or each member of the accountable authority	Mandatory	16

PGPA Rule Reference	Description	Requirement	Page
17AE(1)(aa)(iii)	Period as the accountable authority or member of the accountable authority within the reporting period	Mandatory	16
17AE(1)(b)	An outline of the structure of the portfolio of the entity.	Portfolio departments mandatory	n.a.
17AE(2)	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory	n.a.
17AD(c)	**Report on the Performance of the entity**		
	Annual performance statements		
17AD(c)(i); 16F	Annual performance statements in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.		34–62
17AD(c)(ii)	**Report on Financial Performance**		
17AF(1)(a)	A discussion and analysis of the entity's financial performance.		66–8
17AF(1)(b)	A table summarising the total resources and total payments of the entity.		68
17AF(2)	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory	n.a.
17AD(d)	**Management and Accountability**		
	Corporate Governance		
17AG(2)(a)	Information on compliance with section 10 (fraud and corruption systems)	Mandatory	112
17AG(2)(b)(i)	A certification by accountable authority that fraud and corruption risk assessments have been conducted and fraud and corruption control plans have been prepared.	Mandatory	111
17AG(2)(b)(ii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud and corruption that meet the specific needs of the entity are in place.	Mandatory	111

PGPA Rule Reference	Description	Requirement	Page
17AG(2)(b)(iii)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud and corruption relating to the entity.	Mandatory	111
17AG(2)(c)	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory	102–5
17AG(2)(d) – (e)	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory	112
	Audit Committee		
17AG(2A)(a)	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory	105
17AG(2A)(b)	The name of each member of the entity's audit committee.	Mandatory	106–7
17AG(2A)(c)	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory	106–7
17AG(2A)(d)	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory	106–7
17AG(2A)(e)	The remuneration of each member of the entity's audit committee.	Mandatory	106–7
	External Scrutiny		
17AG(3)	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory	113–5
17AG(3)(a)	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory	113–5
17AG(3)(b)	Information on any reports on operations of the entity by the Auditor General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory	n.a.
17AG(3)(c)	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory	n.a.

PGPA Rule Reference	Description	Requirement	Page
	Management of Human Resources		
17AG(4)(a)	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory	116–25
17AG(4)(aa)	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory	126–31
17AG(4)(b)	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: • Statistics on staffing classification level; • Statistics on full-time employees; • Statistics on part-time employees; • Statistics on gender; • Statistics on staff location; • Statistics on employees who identify as Indigenous.	Mandatory	124, 126–31
17AG(4)(c)	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the *Public Service Act 1999*.	Mandatory	118
17AG(4)(c)(i)	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory	118
17AG(4)(c)(ii)	The salary ranges available for APS employees by classification level.	Mandatory	118
17AG(4)(c)(iii)	A description of non-salary benefits provided to employees.	Mandatory	117
17AG(4)(d)(i)	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory	n.a.
17AG(4)(d)(ii)	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory	n.a.
17AG(4)(d)(iii)	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory	n.a.
17AG(4)(d)(iv)	Information on aggregate amount of performance payments.	If applicable, Mandatory	n.a.

PGPA Rule Reference	Description	Requirement	Page
	Assets Management		
17AG(5)	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities	If applicable, mandatory	136
	Purchasing		
17AG(6)	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory	136–43
	Reportable consultancy contracts		
17AG(7)(a)	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	137–8
17AG(7)(b)	A statement that "During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of $[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of $[specified million]."	Mandatory	137
17AG(7)(c)	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory	137–8
17AG(7)(d)	A statement that "Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website."	Mandatory	138
	Reportable non-consultancy contracts		
17AG(7A)(a)	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	139–40
17AG(7A)(b)	A statement that "Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website."	Mandatory	139

PGPA Rule Reference	Description	Requirement	Page
17AD(daa)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		139-40
17AGA	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory	140
	Australian National Audit Office Access Clauses		
17AG(8)	If an entity entered into a contract with a value of more than $100,000 (inclusive of GST) and the contract did not provide the Auditor General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory	140
	Exempt contracts		
17AG(9)	If an entity entered into a contract or there is a standing offer with a value greater than $10,000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory	140
	Small business		
17AG(10)(a)	A statement that "[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website."	Mandatory	140–2
17AG(10)(b)	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory	140–3
17AG(10)(c)	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that "[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."	If applicable, Mandatory	n.a

PGPA Rule Reference	Description	Requirement	Page
	Financial Statements		
17AD(e)	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory	69-100
	Executive Remuneration		
17AD(da)	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2 3 of the Rule.	Mandatory	132–5
17AD(f)	**Other Mandatory Information**		
17AH(1)(a)(i)	If the entity conducted advertising campaigns, a statement that "During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website."	If applicable, Mandatory	144–5
17AH(1)(a)(ii)	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory	n.a.
17AH(1)(b)	A statement that "Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."	If applicable, Mandatory	n.a.
17AH(1)(c)	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory	121–2
17AH(1)(d)	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory	110
17AH(1)(e)	Correction of material errors in previous annual report	If applicable, mandatory	n.a.
17AH(2)	Information required by other legislation	Mandatory	63–4,147–64, 166–7, 172–5, 176–314

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