

NATIONAL Averages 2014									
	All Homes			Metropolitan Homes			Non-Metropolitan Homes		
	Average 1	Count	Average 2	Average 1	Count	Average 2	Average 1	Count	Average 2
Occupancy		179	96%		95	97%		84	95%
Location									
Ownership									
INCOME	\$		\$	\$		\$	\$		\$
Australian Govt subsidies - ACFI	135.56	179	135.56	138.53	95	138.53	132.20	84	132.20
Australian Govt subsidies - Other	11.22	115	7.21	10.14	65	6.93	12.63	50	7.52
State subsidies & top-up subsidy	12.83	16	1.15	28.75	7	2.12	0.45	9	0.05
Concessional supplement	1.83	156	1.60	2.18	80	1.84	1.47	76	1.33
Viability supplement	4.02	16	0.36	-	-	-	4.02	16	0.77
Other subsidies (incl. Acc Supplement)	12.60	179	11.19	11.88	95	9.75	13.30	84	12.82
Total Subsidies		179	157.04		95	159.13		84	154.67
Resident fees	50.04	179	50.04	49.34	95	49.34	50.83	84	50.83
Accommodation charges	7.46	162	6.75	7.03	81	6.00	7.89	81	7.61
Periodic payments	1.39	43	0.33	1.57	16	0.26	1.28	27	0.41
Extra services	5.20	20	0.58	4.55	11	0.53	5.99	9	0.64
Other fees	0.97	44	0.24	0.93	20	0.20	1.00	24	0.29
Total Resident Fees		179	57.94		95	56.32		84	59.78
Retentions - Accommodation bonds	2.71	163	2.46	2.90	87	2.66	2.48	76	2.25
Interest rec'd - Accommodation bonds	4.41	117	2.88	4.94	62	3.23	3.81	55	2.49
Other Minor Income	1.21	150	1.01	0.70	82	0.61	1.82	68	1.47
TOTAL INCOME		179	221.34		95	221.93		84	220.66
CAPITAL INCOME			14.03			13.97			14.09
OPERATING COSTS	\$		\$	\$		\$	\$		\$
Accounting	1.00	17	0.10	1.27	8	0.11	0.77	9	0.08
Administration sundries	1.35	160	1.21	1.40	80	1.18	1.31	80	1.24
Audit	0.34	116	0.22	0.32	53	0.18	0.35	63	0.27
Chemist supplies	1.70	179	1.70	1.64	95	1.64	1.78	84	1.78
Cleaning contracts	1.53	160	1.37	1.94	90	1.84	1.00	70	0.83
Cleaning materials	1.05	176	1.04	1.04	93	1.02	1.07	83	1.05
Conferences & education	1.04	171	1.00	0.91	88	0.84	1.19	83	1.17
Contract trainers & contract therapists	2.75	160	2.46	2.77	86	2.51	2.72	74	2.40
Craft & activity supplies	0.33	161	0.29	0.42	79	0.35	0.23	82	0.23
Electricity	3.78	179	3.78	3.21	95	3.21	4.42	84	4.42
Food contracts	10.19	60	3.42	9.74	34	3.49	10.78	26	3.34
Food costs	7.43	178	7.38	7.76	94	7.68	7.06	84	7.06
Fuel	0.09	41	0.02	0.13	24	0.03	0.05	17	0.01
Gas	0.90	142	0.72	0.90	82	0.77	0.91	60	0.65
Incontinence aids & kyllies	1.63	178	1.62	1.62	94	1.61	1.63	84	1.63
Insurance (not workers' comp)	0.88	177	0.87	0.82	93	0.80	0.94	84	0.94
Laundry contracts	1.55	82	0.71	1.45	43	0.66	1.66	39	0.77
Laundry materials	0.33	134	0.25	0.31	78	0.26	0.35	56	0.24
M'ment charges - Consultants	1.66	123	1.14	1.14	60	0.72	2.16	63	1.62
M'ment charges - Head office	13.82	139	10.73	13.26	76	10.61	14.50	63	10.87
M'ment charges - Service bureau	3.94	10	0.22	3.54	3	0.11	4.11	7	0.34
Paper products	0.72	114	0.46	0.75	55	0.44	0.69	59	0.49
Payroll tax	3.80	12	0.25	2.88	9	0.27	6.57	3	0.23
Provision for major repairs & maintenance	1.93	9	0.10	2.17	8	0.18	0.02	1	-
Rates & taxes	1.83	153	1.56	1.77	77	1.43	1.89	76	1.71
Repairs & maintenance - Buildings	3.05	173	2.95	3.17	89	2.97	2.92	84	2.92
Repairs & maintenance - Plant & equipment	2.79	157	2.45	2.80	81	2.39	2.78	76	2.52
Repairs & maintenance - Furniture & fittings	0.60	94	0.31	0.59	48	0.30	0.61	46	0.33
Repairs & maintenance - Lawns, grounds etc	0.64	127	0.46	0.64	65	0.44	0.64	62	0.47
Replacements	0.79	168	0.75	0.71	86	0.64	0.88	82	0.86
Sales & marketing	0.47	72	0.19	0.60	35	0.22	0.35	37	0.16
Staff oncosts	12.02	151	10.14	11.62	76	9.30	12.42	75	11.09
Staff recruitment costs	0.37	129	0.27	0.47	66	0.33	0.27	63	0.20
Superannuation	10.82	177	10.70	10.73	93	10.50	10.92	84	10.92
Technology & computer	0.82	92	0.42	0.77	46	0.37	0.88	46	0.48
Telephone, postage & stationery	1.11	174	1.08	1.03	90	0.98	1.20	84	1.20
Travel, entertainment & vehicles	0.77	159	0.69	0.73	78	0.60	0.81	81	0.78
Unit dose medication packaging system	0.27	21	0.03	0.24	11	0.03	0.31	10	0.04
Wages - Care staff	90.99	179	90.99	93.65	95	93.65	87.98	84	87.98
Wages - Agency care staff	3.48	120	2.33	3.07	74	2.39	4.13	46	2.26
Wages - Cleaners	5.93	151	5.00	6.11	72	4.63	5.76	79	5.42
Wages - Laundry staff	2.24	146	1.83	2.31	75	1.83	2.17	71	1.83
Wages - Kitchen staff	11.43	154	9.83	11.57	77	9.37	11.29	77	10.35
Wages - Clerical/admin staff	5.49	161	4.94	5.76	84	5.09	5.20	77	4.77
Wages - Support staff managers	4.15	29	0.67	5.28	17	0.94	2.56	12	0.37
Wages - Maintenance/gardeners	2.59	154	2.23	2.22	74	1.73	2.93	80	2.79
Wages - Agency support staff	1.58	28	0.25	2.64	14	0.39	0.53	14	0.09
Workers compensation	4.24	175	4.14	3.62	92	3.50	4.92	83	4.86
Unallocated items	1.39	82	0.64	1.29	48	0.65	1.53	34	0.62
Total Operating Costs			195.88			195.17			196.68
EBITDA			25.45			26.76			23.98
FINANCING / INVESTING COSTS	\$		\$	\$		\$	\$		\$
Depreciation - Buildings	9.51	160	8.50	9.49	88	8.79	9.54	72	8.18
Depreciation - plant & equipment	4.17	175	4.07	4.14	92	4.01	4.19	83	4.14
Interest paid	2.46	117	1.61	3.54	59	2.20	1.35	58	0.94
Rent	5.09	19	0.54	2.89	9	0.27	7.07	10	0.84
Total Financing / Investing Costs			14.72			15.28			14.10
TOTAL COSTS			210.60			210.45			210.78
NET SURPLUS/(DEFICIT) - PRPD			10.73			11.48			9.88

NATIONAL Averages 2014									
	All Homes			Metropolitan Homes			Non-Metropolitan Homes		
	Average 1	Count	Average 2	Average 1	Count	Average 2	Average 1	Count	Average 2
STAFF HOURS per resident per fortnight									
Staff Hrs - DON/Care Mgr	1.27	145	1.03	1.28	75	1.01	1.25	70	1.04
Staff Hrs - Lvl 2,3,4 RN	3.71	118	2.44	4.05	54	2.30	3.42	64	2.61
Staff Hrs - Lvl 1 RN	4.42	112	2.77	4.43	61	2.84	4.41	51	2.68
Staff Hrs - EN	4.43	162	4.01	4.39	83	3.84	4.47	79	4.20
Staff Hrs - AN	25.93	92	13.33	25.48	52	13.95	26.52	40	12.63
Staff Hrs - Activities	2.08	130	1.51	2.02	66	1.40	2.15	64	1.64
Staff Hrs - PCA/HCA	26.18	115	16.82	25.77	57	15.46	26.59	58	18.36
Staff Hrs - Therapists	1.69	85	0.80	2.21	46	1.07	1.08	39	0.50
Staff Hrs - Total Care Staff		179	42.71		95	41.88		84	43.66
Staff Hrs - Cook	2.06	106	1.22	1.86	55	1.08	2.27	51	1.38
Staff Hrs - Kitchen assist	5.07	136	3.85	4.81	67	3.39	5.32	69	4.37
Staff Hrs - Cleaner	3.59	135	2.71	3.57	60	2.26	3.61	75	3.22
Staff Hrs - Laundry	1.33	135	1.00	1.33	68	0.96	1.32	67	1.06
Staff Hrs - Gardener	0.58	36	0.12	0.38	19	0.08	0.81	17	0.16
Staff Hrs - Maintenance	1.23	140	0.96	1.02	67	0.72	1.42	73	1.23
Staff Hrs - Support mgrs	1.30	58	0.42	1.32	30	0.42	1.28	28	0.43
Staff Hrs - CEO	0.66	27	0.10	0.63	14	0.09	0.70	13	0.11
Staff Hrs - Administrator	1.37	77	0.59	1.24	38	0.49	1.50	39	0.70
Staff Hrs - Clerk	2.10	121	1.42	2.00	65	1.37	2.22	56	1.48
Staff Hrs - Volunteers	2.12	13	0.15	2.87	3	0.09	1.89	10	0.22
Staff Hrs - Other	3.03	33	0.56	3.00	25	0.79	3.11	8	0.30
Staff Hrs - Total Support Staff		179	13.10		95	11.73		84	14.66
STAFF HRS - TOTAL PER FORTNIGHT			55.82			53.60			58.32
RESIDENT FUNDING									
Above \$150.00	38%	173	37%	39%	93	38%	37%	80	35%
\$133.00 - \$149.00	17%	173	17%	17%	93	17%	18%	80	17%
\$116.00 - \$132.00	8%	168	7%	7%	87	7%	8%	81	8%
\$99.00 - \$115.00	11%	174	11%	11%	93	11%	11%	81	11%
\$83.00 - \$98.00	8%	161	7%	8%	83	7%	9%	78	8%
\$66.00 - \$82.00	7%	159	6%	7%	82	6%	7%	77	7%
\$49.00 - \$65.00	6%	134	5%	7%	71	5%	6%	63	5%
\$0.00	7%	117	5%	7%	63	5%	8%	54	5%
Respite High	2%	59	1%	2%	22	-	3%	37	1%
Respite Low	2%	68	1%	2%	37	1%	2%	31	1%
Unapproved/unfunded residents	5%	110	3%	7%	59	4%	4%	51	3%
AVERAGE FUNDING LEVEL			\$115.96			\$116.04			\$115.87
ROOM PLACES									
Places in Single, ensuite rooms		171	73%		90	72%		81	74%
Places in Single, shared bathroom rooms		46	5%		30	6%		16	3%
Places in Single, no bathroom rooms		25	4%		12	3%		13	4%
Places in Double, ensuite rooms		49	7%		30	8%		19	6%
Places in Double, shared bathroom rooms		47	7%		24	7%		23	8%
Places in Double, no bathroom rooms		20	3%		7	1%		13	4%
Places in Three bed rooms		10	1%		5	1%		5	1%
Places in Four bed rooms		17	2%		14	3%		3	1%
Places in More than four bed rooms		-	-		-	-		-	-
AVERAGE NUMBER OF RESIDENTS PER ROOM			1.11			1.12			1.11
OTHER DETAILS									
Average accommodation bond	\$215,368	128	\$154,007	\$227,848	70	\$167,888	\$200,307	58	\$138,307
Highest accommodation bond	\$370,687	126	\$260,930	\$370,894	69	\$269,386	\$370,436	57	\$251,367
No. of accommodation bonds	29	163	26	31	87	28	27	76	24
Total amount held in accommodation bonds	\$6,025,766	163	\$5,487,150	\$7,014,044	87	\$6,423,387	\$4,894,448	76	\$4,428,310
Retirement village/units - number of places	64	68	24	69	36	26	58	32	22
Home care - number of packages	47	27	7	49	10	5	45	17	9
Extra services - %	29%	14	2%	23%	7	2%	34%	7	3%
Extra services - average ES amount	\$32.26	14	\$2.52	\$39.65	7	\$2.92	\$24.86	7	\$2.07
Capital grants	\$0.70	7	\$0.03	\$0.95	2	\$0.02	\$0.60	5	\$0.04
Other interest/investment income	\$1.76	97	\$0.95	\$1.95	47	\$0.96	\$1.57	50	\$0.94
Average concessional ratio %	46.23%	149	38.48%	45.28%	77	36.70%	47.25%	72	40.50%