

Infinite Clarity July 2024


Transparency in Consumer Reporting



Where people matter...

Our Staff

2590 staff members over 17 facilities and our Business Support Centre

16% of staff work **FULL TIME**  **68%** of staff work **PART TIME**

while **16%** of staff work casually

48% OF TEAM MEMBERS HAVE WORKED AT

Infinite Care for two years or greater. Average tenure of team members is more than 3 years

86.9% OF OUR team members said they **FEEL HAPPY GOING TO WORK**

according to our 2023 Engagement Survey



Our Residents

 **OVER 1800** residents across 17 homes

54% ARE FEMALE  while 46% are men

 **82.5 YEARS** Average aged on admission

The average resident tenure **IS 2.2 YEARS** 

 **1802 RESIDENTS** 

Respite residents **93** Permanent residents **1709**

Our Services

 **\$14.01** our cost of food per resident per day including all meals

MAKING US HIGHER THAN industry standard of \$12.99

NEARLY 2,000,000 individual meals a year prepared in Chef led onsite kitchens



OVER 85% of residents confirm that they have leisure **ACTIVITIES AND HOBBIES THEY ENJOY**

 **MORE THAN 95%**

of our residents say they are satisfied with their home and services provided

Our Care

100% OF SITES have 24/7 **RN COVERAGE**



100% OF SITES COMPLIANT WITH  Aged Care Quality Safety Commission Standards

100% OF SITES RECEIVED OVERALL  consumer rating or higher

INFINITE CARE ACHIEVES

88.8% of care minute requirements

across all our homes


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Our Staff

AVERAGE AGE 
of team members
IS NOW 39.22

62%  **REDUCTION IN AGENCY USE**
in the last 12 months.
Increasing continuity of care for residents

We supported over **75 INTERNATIONAL REGISTERED NURSES** 
& their families relocating to Australia

77%  **REDUCTION IN PAID DAYS FOR LOST TIME**
due to team member injury

Our Residents


RESIDENT SATISFACTION
95% for the last **6 months**


Resident NPS
(Net Promoter Score)
+45 in the last **6 months...**

QUALITY OF LIFE INDEX AT 76% 
Ranked in **TOP 15** of Australian providers


78 CONSUMER EXPERIENCE 
Index of 78. Ranked in **TOP 15** of Australian providers

Our Services

ADDITIONAL SERVICES 
Introduced Infinite Life & Infinite Life+
for **enhanced services**


700+ 
one-on-one physio sessions attended
by our residents each month...

OVER \$5.7m
IN REFURBISHMENT & CAPITAL
EXPENDITURE

\$900,000 
in **new it systems** in the last
12 months

Our Care

 **WE HAVE ACHIEVED A 5% INCREASE**
in total **CARE MINUTES** per
resident per day in the last year

93% OF HOMES
achieved the mandated
41.8 RN MINUTES 
per **occupied bed** per day

1992 IN COMPLIMENTS & tickets FEEDBACK SYSTEM
83% of those were general
feedback or **COMPLIMENTS**

OVER 92% OF COMPLAINTS
have been **resolved** internally
without external referral 