

Our proudest achievements of 2025



Now 14 communities strong

Here's how we've optimised the care and performance of every established community in our Alliance, helping to make them even better places to live and work.

We raised occupancy to an average of



across every community, showing **increased confidence + reputation**

We achieved an average

3.9 star rating



for **Overall Performance** across every community on My Aged Care

Our teams use Australia's most advanced handheld care technology

- = less time on paperwork
- + more time with residents



We upgraded nurse call systems



to enable direct alerts to handheld care devices for **faster response times**

Invested \$8.1M+



creating **new resident suites**, refurbishing **living spaces** and upgrading our communities

We expanded our resident wellbeing program



to support, inspire and enrich lifestyle initiatives

Our industry-leading analytics suite provides sites



live data + insights

to enhance **financial sustainability and care delivery**

We maintained



Aged Care Accreditation at every community

Each community has stayed proudly local



guided by a Board that reflects the **unique needs of their region**

Awarded



Asia Pacific Elder Care Innovation Awards

Preparation for the New Aged Care Act

- Apollo Care's specialist support ensured each of our communities was prepared to meet the 22 key provider responsibilities and the strengthened aged care standards of the New Aged Care Act – one of the most significant reforms the sector has seen.
- Each community's care minutes increased to meet or exceed the required targets
- We aligned our care policies and practices to the new Aged Care Act
- We've implemented initiatives to improve our food service and dining experience and ensure they align with the new Act, including extending the rollout of Simple Food technology to improve resident ordering process, menu planning and allergy management



Clinical care

- We achieved an average **3.9-Star Rating** on My Aged Care for every community.
- We extended the rollout of the BestMed medication software that streamlines the prescribing and supply of medications, improves accuracy and improves safety and quality
- Our teams use Australia's most advanced handheld care technology to give them more time with residents, and less time on paperwork
- We upgraded the Nurse Call system to enable direct alerts to handheld care devices for faster response times at Charingfield, Vincent Court, Nanyima and PresCare Maryborough

Resident wellbeing

- We expanded our Resident Wellbeing Program to support, inspire and enrich lifestyle initiatives. Our new Lifestyle Steering Committee provides a national level of governance and support for this Program
- Apollo Care's investment in a National Lifestyle Coordinator is benefitting residents and staff by providing ongoing support, development and inspiration to the Lifestyle Teams to continue to strengthen the lifestyle programs



Our teams

- We welcomed 524 new staff to our communities, reducing our reliance on agency staff
- We purchased 1 house and secured 6 rental houses and apartments to provide affordable accommodation to new staff
- An average of 80% of staff participated in Apollo Care's staff engagement program that boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone in our aged care communities
- Staff celebrated 2,163 inspiring examples of excellent care through this program
- We implemented Humanforce software to improve rostering systems and help optimise permanent workforce growth, productivity and compliance

Our communities

- We invested a total of \$8.1million across our communities, including:

Charingfield

The creation of 13 new suites, enhancements to existing suites and shared spaces, and extensive landscaping.

Nanyima

We are about to commence construction of a new 28-bed Memory Support Household.

Vincent Court

The refurbishment of Jacaranda House, with 8 suites, a shared kitchen, lounge and dining room, and direct access to the outdoors.

Alexandra Gardens

New furniture selections and uplifts to resident shared spaces are being finalised.

Bundaleer

Completed the design for a new 15-bed Memory Support Household and this project is out to tender.

Yackandandah Health Aged Care

Following a generous community bequest, planning is underway for upgrading our Memory Support Household in line with modern dementia support design practices, including senses of home and interactive garden spaces.

Tenterfield Care

Millrace awarded a \$3.1 million Government capital grant, to be doubled by Apollo Care. The funds will be spent on creating 10 new suites and refurbishing shared spaces and existing suites.



- We made our communities safer by:
 - Implementing Rapid Global sign-in software for visitors and contractors at Charingfield, Nanyima, Vincent Court, Yaralla, Groundwater Lodge, Alexandra Gardens, Bundaleer, Harden Grange, Haddington, Millrace, Yackandandah Health Aged Care, The Bays Aged Care.
 - Installing CCTV and remote access software at Charingfield.
 - Installing CCTV at Groundwater Lodge.
- We continued to develop Australia's first AI-powered aged care analytics portal, Operations Insight Suite (OIS) that our teams are using to enhance their business performance and care delivery
- Our communities have stayed proudly local, each guided by a Board that reflects their unique needs

All of these achievements mean we have been able to welcome more locals, and our communities have become even better places to live and work.

