

Press release

For immediate release

New survey data reveals how providers are responding to care minute compliance

Sydney, 20 March 2025 – The latest poll conducted by Mirus Australia sheds light on the sentiment towards care minute compliance in the aged care sector.

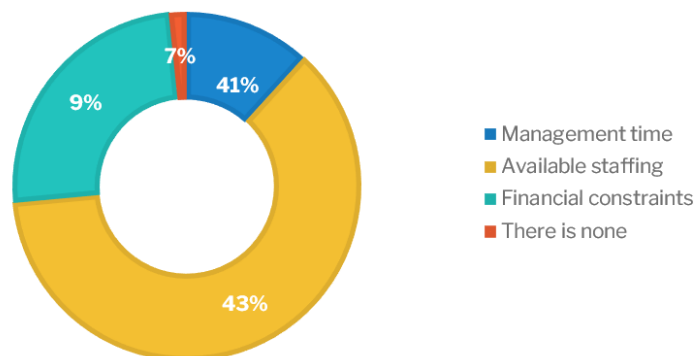
The poll, which surveyed 352 respondents across 248 aged care organisations (including 30% at C-level or Board level), found that while **58% of providers believe financial penalties will push the industry toward compliance**, 41% remain unsure or disagree. Additionally, only 38% of providers feel confident that they can maintain compliance and remain financially sustainable.

1. Workforce challenges continue to hinder compliance

One of the most pressing insights from the poll is that the biggest barriers to compliance are not financial, but operational and workforce-related. When asked about the most significant impediments to meeting care minute requirements:

- 43% cited available staffing shortages as their primary concern.
- 41% pointed to management time and administrative burden as key challenges.
- Only 9% identified financial constraints as their biggest hurdle, indicating that funding is not the sole issue—but rather the ability to deploy it effectively.

The biggest impediment to meeting care minute requirements is:



Represents 369 responses across 248 organisations

These results suggest that while financial pressures are important, there is a growing need for strategies that optimise workforce allocation, reduce administrative burdens, and enable care providers to better manage their teams.

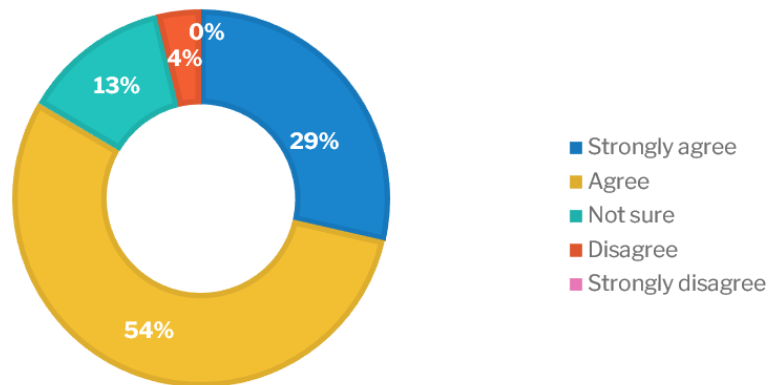
Robert Covino, Managing Director of Mirus Australia, acknowledges the significant challenge posed by workforce limitations but sees a path forward through innovation and collaboration.

“It’s clear that staffing shortages and time constraints are top of mind for many aged care providers. However, rather than being an insurmountable obstacle, these challenges present an opportunity for innovation. By focusing on improving workforce planning, leveraging technology for efficiency, and streamlining operations, providers can not only meet compliance requirements but also enhance the quality of care they deliver.”

2. Staffing and Care Quality

The poll found that **83% of respondents believe increased staffing levels lead to better care outcomes**, highlighting the sector's commitment to delivering high-quality care. However, staffing alone will not solve all challenges. To truly optimise care quality, organisations must also focus on aligning workforce resources with operational needs, ensuring that staff are deployed in the most efficient and impactful way possible.

There should be a correlation between increased staffing and improved care outcomes/quality



Represents 269 responses across 248 organisations

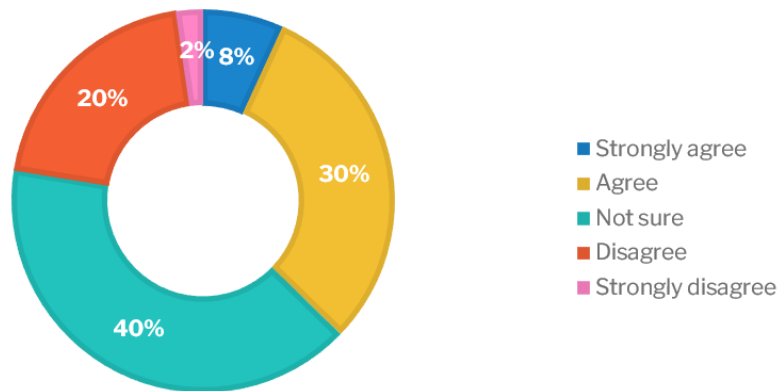
“Increasing staffing is a fundamental component of improving care, but it must be part of a broader strategy that includes operational efficiency and workforce management. Providers who embrace holistic approaches that balance staffing levels, technology, and best practices can create sustainable solutions for care delivery,” Covino added.

3. Financial viability and compliance

The poll also reveals that many aged care providers remain uncertain about their ability to maintain profitability while achieving full compliance with care minute requirements.

- **Only 38% of respondents feel confident that their businesses can stay financially sustainable while meeting these new requirements.**
- A concerning 40% were unsure, reflecting widespread market uncertainty.
- 22% disagreed or strongly disagreed highlighting clear concerns.

Our business can still be profitable/in surplus while maintaining full compliance with care minute requirements.



Represents 269 responses across 248 organisations

This uncertainty points to a broader need for financial and operational strategies that allow providers to meet regulatory standards without sacrificing financial health. However, many respondents remain committed to working toward these goals, highlighting the sector’s resilience and determination.

With compliance deadlines approaching and increased regulatory scrutiny, aged care providers will continue to look for ways to adapt. Effective workforce planning, technology adoption, and financial sustainability will be key drivers of success.

To explore these findings further, Mirus Australia will be hosting an industry webinar and publishing key recommendations for providers looking to optimise workforce planning, improve financial sustainability, and ensure high-quality care delivery.

To access the full poll results and industry insights, you can register for the webinar for the webinar being held on the 27th of March at <https://www.mirusaustralia.com/how-care-minutes-are-reshaping-the-future-of-aged-care>



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About Mirus Australia

Mirus Australia is a leading provider of advisory services, technology solutions, and data analytics to the aged care sector. Our mission is to improve the financial sustainability and operational performance of aged care providers, enabling them to deliver the highest quality of care to their residents. For more information, visit www.mirusaustralia.com