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Resident experience is rising but food satisfaction and accommodation costs remain a challenge

Sydney, Australia – 29 October, 2025 — New analysis from Mirus Australia reveals that while aged care residents are feeling more at home and empowered in their daily lives, satisfaction with food remains stubbornly low even as reform efforts under the New Aged Care Act gain momentum.

The findings come from industry-wide data compiled and analysed by Mirus Australia's Data Scientist, Ty Fisher, providing a rare, aggregated view of the sector's progress since the introduction of the New Aged Care Act and Strengthened Standards.

"Our data shows a clear story of progress, but also persistent gaps," said Ty Fisher, Data Scientist at Mirus Australia. "We're seeing meaningful improvements in areas tied to independence and comfort, but there are still challenges in deeply personal areas like food, where change isn't easily achieved through policy alone."

According to [Mirus Australia's latest poll](#), 70% of sector respondents believe the new legislation will bring improvements, though gaps will remain. Only 18% expect significant progress, while 12% are sceptical or unsure — suggesting the sector remains hopeful but realistic about the limits of reform.

Meanwhile, cost pressures continue to rise. Nearly three-quarters of aged care services have increased their room prices this year, many multiple times, following the increase in the maximum Refundable Accommodation Deposit (RAD) without prior approval.

"The question we're asking is whether higher prices are leading to better experiences," Fisher said. "When we analyse resident survey data from the past three years, we're seeing encouraging trends in autonomy and comfort."

Across the sector, resident experience data shows notable improvements:

- "Do you feel at home here?" rose from 40% to 60% responding "always."
- "Do you have a say in your daily activities?" increased from 50% to nearly 70%.
- "Are you encouraged to do as much as possible for yourself?" rose from under 50% to almost 60%.

"These are genuine gains that reflect a cultural shift within aged care," said Fisher. "Providers are doing the hard work to make environments feel more like home. But food remains the area that consistently scores lowest — despite greater investment and attention to nutrition."

Food satisfaction has proven resistant to change, and Fisher believes that's revealing. "Food is emotional," he said. "It speaks to choice, culture, and comfort — things that regulation can't easily capture. Improvement here will come from innovation and leadership within organisations, not just compliance."

Looking ahead, Mirus Australia highlights accommodation pricing as a key policy area under review, with ongoing government consultations exploring the balance between RADs and DAPs (Daily Accommodation Payments) and broader issues of affordability and equity.

"The New Aged Care Act is a significant step forward," Fisher said. "But no single reform can deliver the full transformation we want to see. The next phase of progress will depend on how providers use data, transparency, and collaboration to continually improve the experience for older Australians."

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**About Mirus Australia**

Mirus Australia helps aged care providers strengthen financial sustainability, workforce management, and operational performance through data-driven insights and technology solutions.

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