

27 October 2025

Dear Residents and Representatives,

RE: Star Ratings Update – October 2025

At Warrina Homes, we remain committed to transparency and continuous improvement in the care and services we provide to our residents and their families.

We wish to advise that our four residential aged care sites are currently not displaying an overall Star Rating or Staffing Rating on the My Aged Care website. This temporary situation is due to a delay in finalising our financial reporting for FY2025, which affected the inclusion of our data in the most recent Star Ratings update.

Importantly, this is an administrative matter only and does not reflect any change or concern in the quality of care provided at our sites.

Key points to note:

- **Quality of Care:** Three of our four sites continue to hold a 5-Star Rating in Quality Measures, the highest possible rating for clinical care outcomes.
- **Resident Experience and Compliance:** All other aspects of our services continue to meet or exceed national expectations.
- **Financial Strength:** The delay was related to ensuring accurate accounting treatment for a recent major acquisition. Our audited financial statements, available on our website, confirm a strong and stable financial position.

We expect our full Star Ratings to be reinstated in the next My Aged Care update, published in January 2026.

If you have any questions or would like further clarification, please contact your General Manager of Residential Services.

Thank you for your continued trust and support.



Andrew Curle
Chief Executive Officer