



retire
australia



Infratil Investor Day 2016

RetireAustralia: PRESENT



- Founded in 2005, RetireAustralia is the largest privately owned retirement village operator in Australia
- Shareholders: Infratil Limited and New Zealand Superannuation Fund
- Underlying unit values of approximately \$1.5 billion



5,400+

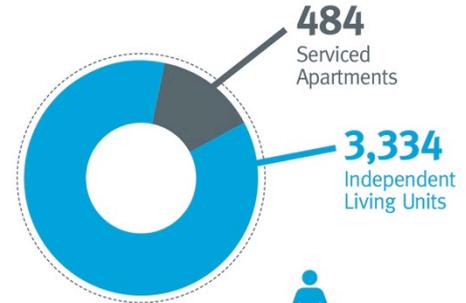
Australians currently call a RetireAustralia village home.

350+ villas planned for construction within existing villages



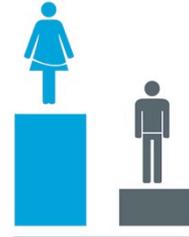
28 VILLAGES ACROSS
NEW SOUTH WALES,
SOUTH AUSTRALIA AND
QUEENSLAND

OPERATES
3,800+
VILLAS/APARTMENTS



The average entry age is

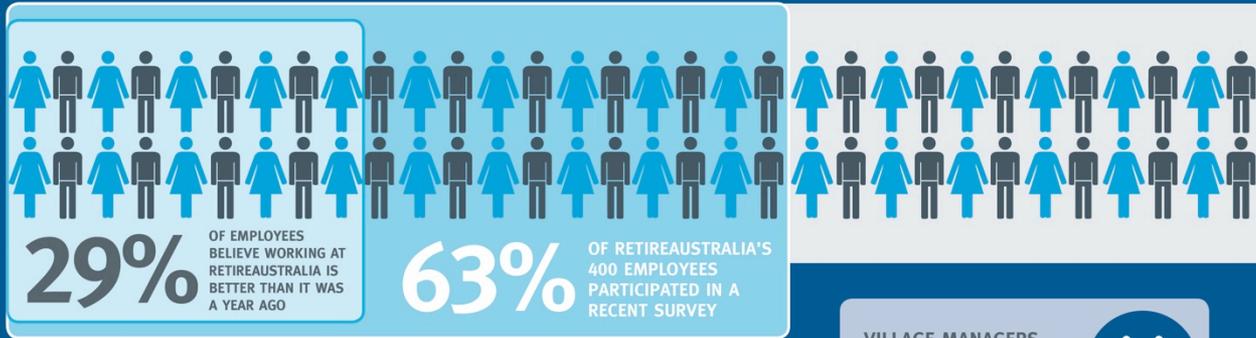
77



2/3
of all residents
are women

RetireAustralia: PRESENT

STAFF SATISFACTION



OVERALL EMPLOYEE SATISFACTION RATING

3.94 / 5 

VILLAGE MANAGERS REPRESENT THE MOST SATISFIED 

 GARDENERS REPRESENT THE LEAST SATISFIED

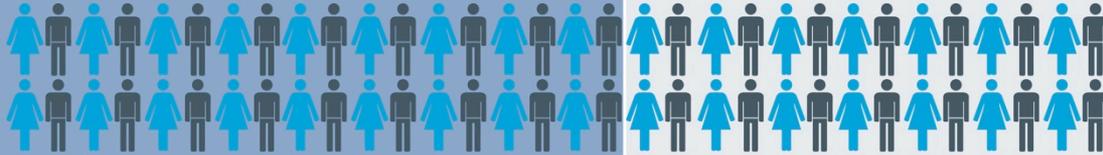
FUTURE STAFF SATISFACTION IMPROVEMENT

COMMUNICATION IMPROVEMENT STRATEGY TO BE ROLLED OUT COMPANY WIDE

COMPANY BUSINESS REVIEWS **3X** per year INVOLVING ALL EMPLOYEES

RetireAustralia: PRESENT

RESIDENT SATISFACTION



59% PARTICIPATION RATE IN RECENT
PORTFOLIO WIDE SURVEY

OVERALL RESIDENT SATISFACTION RATING

4.25 / 5 

FUTURE CARE SERVICES

4.01/5

Would you like
RetireAustralia to be your
care provider of choice?



RetireAustralia: FUTURE



**Redefine
target
customer**

(people
looking
for a 'care
safety net')

**INCREASE INTERGRATED
CARE SERVICES**



INCREASE DEVELOPMENT



RetireAustralia: FUTURE

CARE STRATEGY

Define the target customer and optimal business model

**In-depth
fact-based
research**

**Experience at
RetireAustralia**

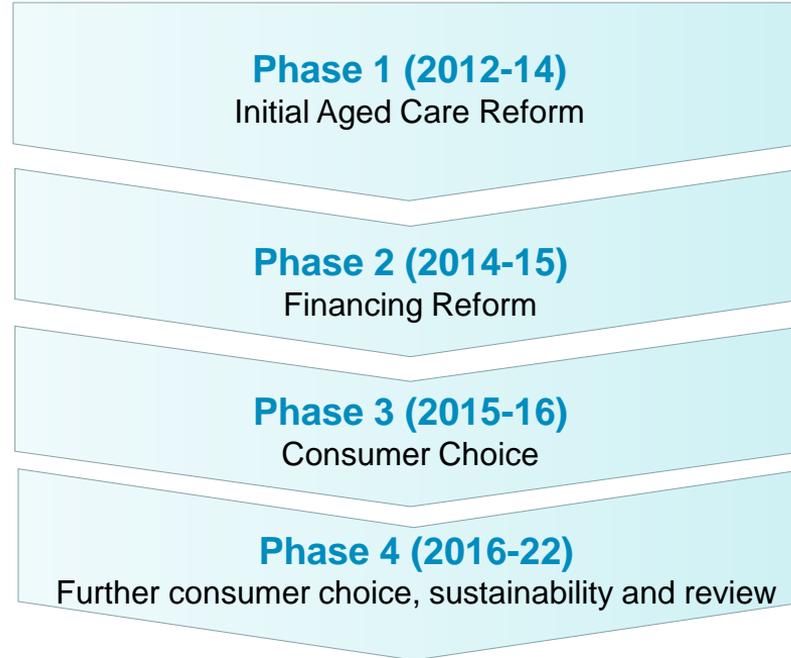
**New
General Manager
Care**

Steering Committee

- RAC
- Home Care
- Government
- Health care consultants

Retirement Industry: CARE

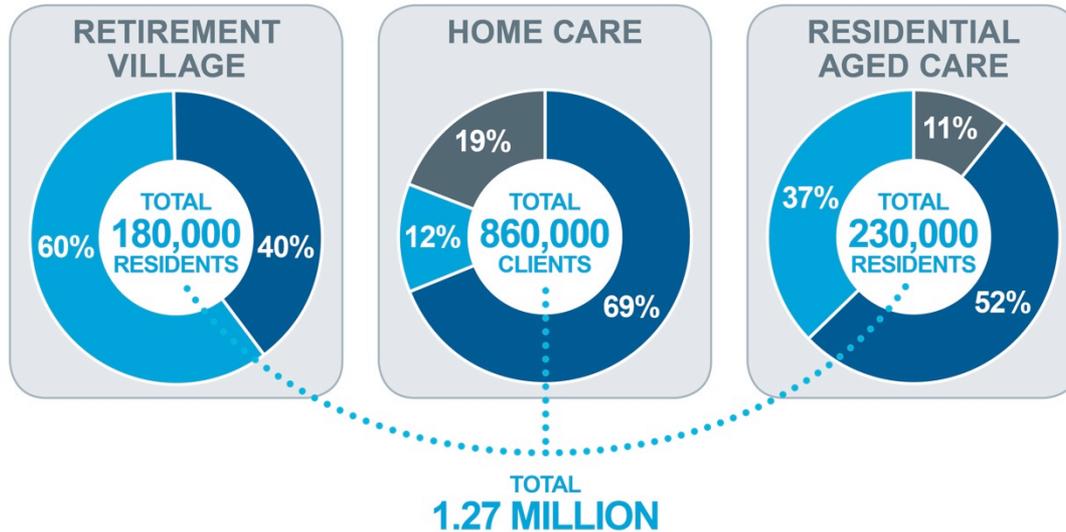
GOVERNMENT REFORMS



Retirement Industry: CARE

SENIOR SERVICES INDUSTRY MIX

■ For profit ■ Not for profit ■ Government

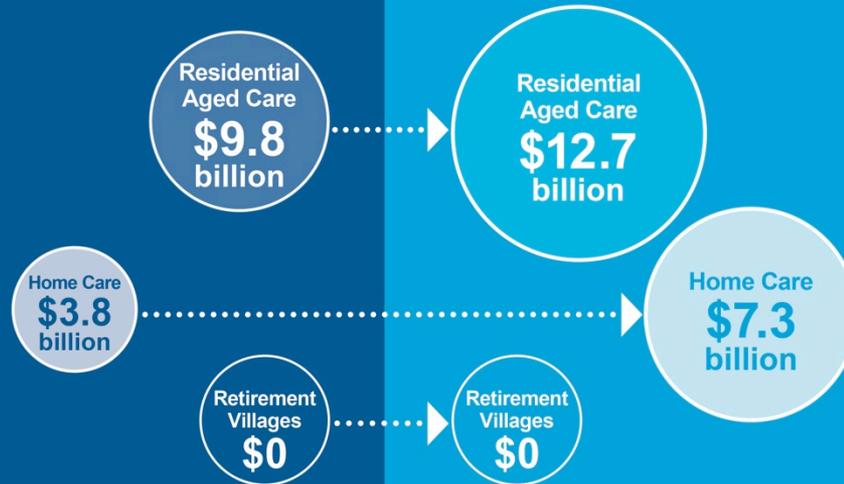


Source: ACFA 2015 report on the Funding and Financing of the Aged Care Industry, Property Council of Australia: National Overview of the Retirement Village Sector (2014). Grant Thornton.

Retirement Industry: CARE

2014
Government Expenditure

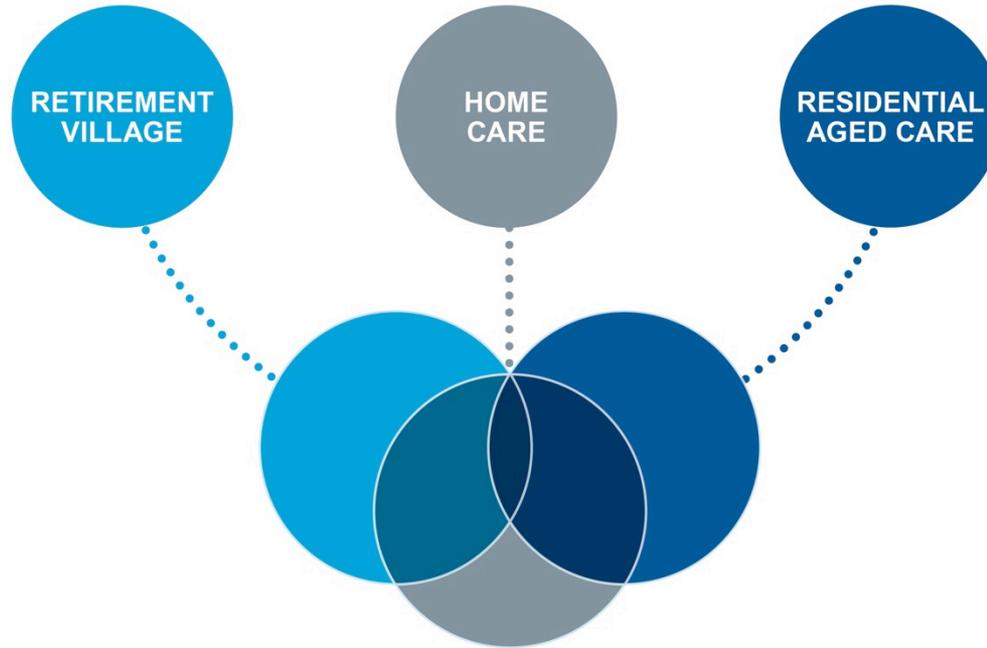
2022
Estimated Government Expenditure



Source: ACFA 2015 report, NCOA – Aged Care

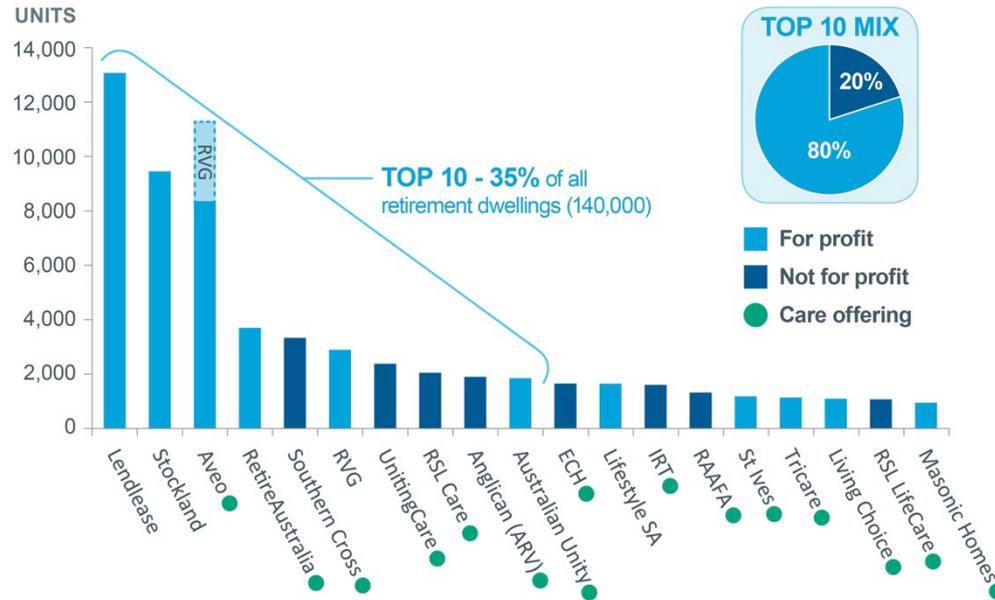
Retirement Industry: CARE

THE FUTURE



Retirement Industry: CARE

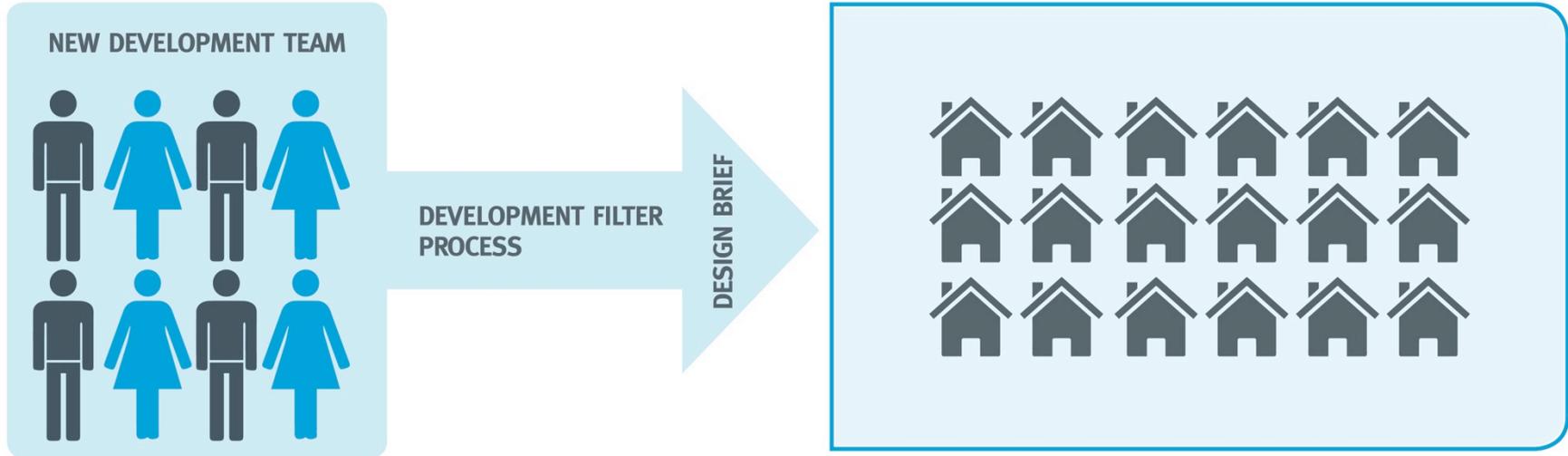
RETIREMENT SERVICES: LARGEST OPERATORS OFFERING CARE



Source: RetireAustralia analysis

RetireAustralia: FUTURE

DEVELOPMENT



PRICING INNOVATION

Increased financial certainty for resident

Fixed Fees
for Life

Entry based DMF -
operator takes risks/
reward on HPI

Simplify exit
process – no exit
costs, guaranteed
buyback

RetireAustralia: FUTURE (2021)



**METROPOLITAN
VERTICAL VILLAGES**



**REGIONAL
BROADACRE VILLAGES**

300+ purpose-designed seniors' dwellings constructed per annum



The average
entry age is

80



7,000+
RESIDENTS

in RetireAustralia
villages

Care

30% of residents
in our communities using care
services including e-health allowing
residents to receive support &
medical attention at home

