FACES REPORT CARD · 31 OCTOBER 2026

Under strain from day one.
One year in, Support at Home gets a D.

D

OVERALL GRADE

No area scored above a C.

01
Getting assessed

C

Faster to triage. Not trusted to be fair.

Backlog **down 39%**. Review requests **188 → 915**. The **Ombudsman** isn't confident it's fair.

SOURCE 1, 2

02
Getting care

C

Passes on speed, just.

47 days faster. Still **297 days** to get help at home.

SOURCE 1

03
Keeping up with demand

D

Demand is outrunning supply.

34% more people in the queue. **61% fewer** new places this year.

SOURCE 3 · QUEUE COUNTS EVERYONE WAITING AT ANY POINT IN THE YEAR

04
Keeping people safe while they wait

F

Fails on safety.

17 a day die waiting for care they've been approved for. **6,436** last year.

SOURCE 3

05
Being straight with the numbers

D

The official count leaves people out.

106,977 waiting for funding and **6,436** who died are **not in** the Wait Times Report.

SOURCE 1, 3, 4

06
Seeing the families filling the gaps

F

Fails families.

2.43 million Australians aged 35 to 70 fill the gaps for a parent every week. **Not one** is counted.

SOURCE 5

A meets the standard · **B** improving and close · **C** improving but far · **D** getting worse, or demand outrunning supply · **F** no improvement on life or safety, or not measured

Sources: 1 Aged Care Act Wait Times Report, Q4 2025-26 (Dept of Health, Disability and Ageing, Aug 2026) · **2** Commonwealth Ombudsman, *Automation and oversight in aged care* (Oct 2026) · **3** Aged care demographics report, Tables 4 and 6 (Dept of Health, Disability and Ageing, Oct 2026) · **4** Support at Home Program Data Report, April to June 2026, Table 20 (Oct 2026) · **5** *Stand Up and Be Counted*, YouGov for Vera, Sept 2026, n=1,049

FACES (Families for Aged Care Equity and Support) · faces.org.au

FACES analysis of published figures, 2025-26. Not an official rating.