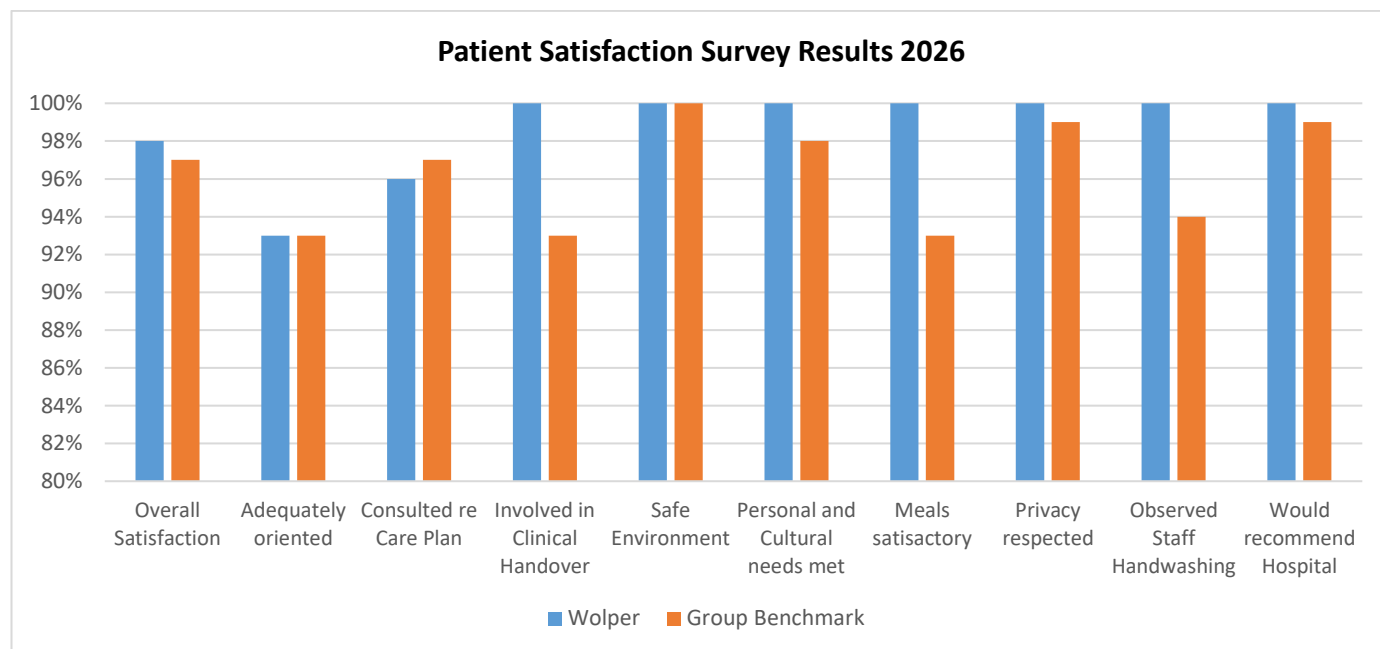
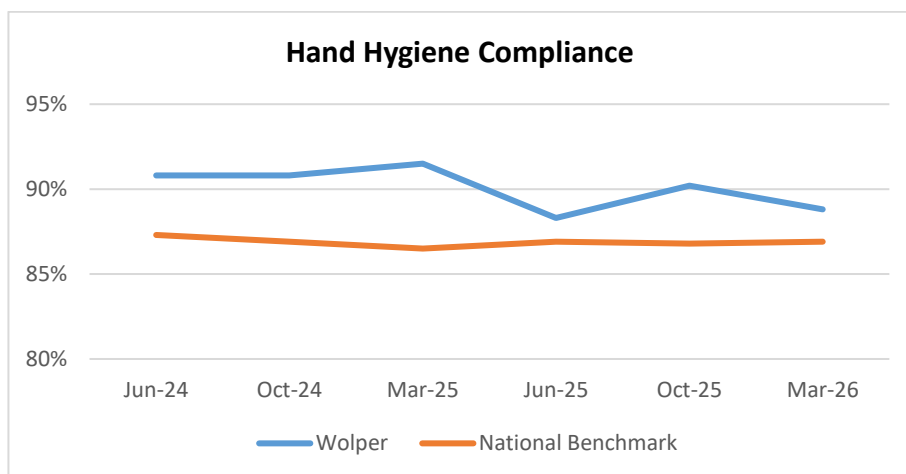


# Consumer Focus Group SAFETY AND QUALITY REPORT June 2026



| Indicators Jan – March 2026   | Wolper rate | Benchmark rate |
|-------------------------------|-------------|----------------|
| Patient Incidents             | 0.1%        | 0.32%          |
| Patient Falls                 | 0.16%       | 0.7%           |
| Medication Incidents          | 0.02%       | 0.2%           |
| Pressure injuries developed   | 0.02%       | 0.01%          |
| Infections                    | 0.11%       | 0.05%          |
| Clinical handover incidents   | 0.07%       | 0.04%          |
| Unplanned emergency transfers | 0.20%       | 0.19%          |
| Compliments                   | 7.58%       | 6.67%          |
| Complaints                    | 0.13%       | 0.6%           |

| Clinical Trials Outcomes                              |                                                |
|-------------------------------------------------------|------------------------------------------------|
| <b>Safe Mobilisation</b> – 3 participants             | <b>Healthy Aging Program</b> – 11 participants |
| Adverse Events                                        | Adverse Events - Nil                           |
| - 2 deceased (unrelated to study)                     | Complaints - Nil                               |
| - 1 fell at home post discharge due to change in meds | Tai Chi to be incorporated in current program  |
| Complaints - Nil                                      | 1 participant withdrew for personal reasons    |