



Independent Reasonable Assurance Report

To the Directors of **Palm Lake Care Operations Pty Ltd (as trustee for) Palm Lake Care Operations Trust** and the Secretary of the Department of Health and Aged Care

Report on the Palm Lake Care Operations Pty Ltd (as trustee for) Palm Lake Care Operations Trust's compliance with the Fees and Payment Principles 2014 (No.2) (the Aged Care Act 1997)

Opinion

We have undertaken a reasonable assurance engagement on the accompanying Annual Prudential Compliance Statement (the **Statement**) of **Palm Lake Care Operations Pty Ltd (as trustee for) Palm Lake Care Operations** (the **Approved Provider**) for the year ended 30 June 2025.

In our opinion, **Palm Lake Care Operations Pty Ltd (as trustee for) Palm Lake Care Operations** has complied, in all material respects with the requirements of Part 5, Part 6 and Part 7 of the *Fees and Payments Principles 2014 (No. 2)* (as amended) (the **Principles**), as described in the Annual Prudential Compliance Statement for the year from **1 July 2024 to 30 June 2025**.

Use of this Assurance Report

This report has been prepared for the Directors of the Approved Provider and the Secretary of the Department of Health and Aged Care. This report is prepared for the Directors to comply with the requirements of the Principles and may not be suitable for another purpose. We disclaim any assumption of responsibility for any reliance on this report or on the Statement to which it relates, to any person other than the Directors and the Secretary of the Department of Health and Aged Care, or for any other purpose than that for which it was prepared. Our opinion is not modified in respect of this matter.

Managements' responsibility for the Statement

Management of the Approved Provider are responsible for:

- preparing and presenting the Statement that complies with the Prudential Standards contained within the Principles;
- ensuring compliance with the prudential requirements of the Principles and the Aged Care Act 1997 (the Act); and
- determining the necessary internal controls relevant to the preparation and presentation of the Statement that is free from material non-compliance with the Principles, whether due to fraud or error.

The Directors of the Approved Provider are responsible for preparing the Directors' Declaration on the Directors' assertions regarding the Approved Provider's compliance with the prudential requirements of the Principles and the Aged Care Act 1997.

Our responsibility

We conducted our reasonable assurance engagement in accordance with the requirements in the *Guide to the Audit of the Approved Provider's Compliance with the Prudential Requirements* (the **Guide**) issued by the Department of Health and Aged Care and the ASAE 3100 *Compliance Engagements*. We believe that the reasonable assurance evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

In accordance with the Guide and ASAE 3100 we have:

- used our professional judgement to assess the risk of material non-compliance and plan and perform the engagement to obtain reasonable assurance that:
 - the Approved Provider's Statement is free from material non-compliance with the Prudential requirements of the Principles, whether due to fraud or error; and
 - the Approved Provider complies with the requirements of the Principles.
- obtained evidence relating to:
 - refundable accommodation deposits, accommodation bonds and entry contributions held;
 - refunds of refundable accommodation deposits, accommodation bond balances and entry contributions;
 - limits on charging refundable accommodation deposits and accommodation bonds; and
 - the Approved Provider's compliance with the Prudential Standards contained within the *Fees and Payments Principles* relating to liquidity, records, governance and disclosure, and use of accommodation bonds and refundable accommodation deposits;
- examined on a test basis evidence supporting the Approved Provider's compliance with these Prudential Standards; and
- ensured that the engagement team possess the appropriate knowledge, skills and professional competencies.

Reasonable assurance is a high level of assurance, but is not a guarantee that it will always detect a material non-compliance when it exists.



Independence and quality management

We have complied with our independence and other relevant ethical requirements of the *Code of Ethics for Professional Accountants (including Independence Standards)* issued by the Accounting Professional and Ethical Standards Board, and complied with the applicable requirements of Australian Standard on Quality Management 1 to design, implement and operate a comprehensive system of quality management.

Inherent limitations

Because of the inherent limitations of any compliance procedures, it is possible that fraud, error or non-compliance may occur and not be detected. A reasonable assurance engagement is not designed to detect all instances of non-compliance with the prudential requirements of the Act and the Principles, as it is not performed continuously throughout the period and the tests performed are on a sample basis.

Other Legal and Regulatory Requirements

In accordance with the requirements of the Guide, we are required to report all instances of non-compliance with the prudential requirements of the Principles by the Approved Provider that came to our attention during the course of our audit. No such breaches have been identified.

KPMG

KPMG

B E Lovell

Auditor Registration Number: 523287

Partner

Brisbane

29 October 2025