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care that connects,  
inspires and enriches  
lives every day.

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## Update on Star Rating at Whiddon Kelso

Dear Residents & Families

The Government has updated its Star Ratings for Aged Care Providers. The ratings were a key recommendation of the Royal Commission into Aged Care and aim to enhance transparency and accessibility across the sector. The ratings measure performance across service compliance, resident experience, staffing minutes and quality measures.

Please be advised that our Whiddon Kelso Home has received a 2-star rating. We are aware of the improvement needed and the specific circumstances contributing to these ratings at this Home. We have been in the process of implementing new policies and processes, particularly regarding clinical management. We will continue this work with the aim to achieve full compliance in the near future.

It is important to note that **91% of Whiddon's Homes have received a rating of 3-stars or above, with 65% receiving a 4-star rating and one of our Homes most recently achieving 5 Stars.**

Overall, we are proud of the strong ratings received for the vast majority of our Homes and will continue to strive to provide the highest quality care for our residents and families.

My thanks to our residents, families and staff who contributed to the Star Ratings interviews and we encourage you to provide ongoing feedback as we continue to improve our care for residents.

Kind Regards

Alyson Jarrett  
Deputy CEO  
Whiddon