

# The Neighbourhood

Whiddon

Issue 3  
December 2020



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## Get in touch with us

T 1300 738 388  
hello@whiddon.com.au  
whiddon.com.au



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## Welcome back

We are pleased to bring you the third edition of *The Neighbourhood* magazine. If you are new to the Whiddon family and are reading our magazine for the first time, we wish you a very warm welcome. This magazine is aimed at keeping residents, clients, families, visitors and friends connected to the latest Whiddon news and industry updates.

This year has been a particularly tough one for everyone. In this edition, we shine a light on how residents and clients have stayed connected and stimulated during the pandemic. Our teams have worked hard to achieve this and we were pleased to be able to celebrate these incredible people on Aged Care Employee Day in August.

We hope that you love reading the 'positive pants' story out of our Narrabri Jessie Hunt home. This was a fun way for residents to stay connected to their community when visits were restricted as a precautionary measure. Despite the challenges this year has brought with it, many beautiful moments have emerged. We've captured some of these for you in this edition.

If you have any feedback on the magazine, we'd love for you to get in touch with us through one of the methods below. Your feedback will help us ensure that our content resonates with our readers.

We wish you all a very happy Christmas. The year seems to have gone by so fast. On behalf of everyone at Whiddon, we wish you all the very best for the year ahead.



## Sheila's welcome

# Sheila Murray Whiddon Kelso Retirement Village

Hi, I'm Sheila Murray. I feel honoured to be able to write about my story in this wonderful magazine and to tell you about my connection with the Whiddon family, which began just over 30 years ago.

I live at Whiddon Kelso Retirement Village and my husband Eoin lives next door at Whiddon Kelso. We feel very proud to be part of the Whiddon family and have met so many incredible people over the years through our connections with the organisation.

My journey with Whiddon began more than 30 years ago when I was appointed as the very first Director Care Services at Whiddon Kelso, which was formerly known as Ilumba Gardens. I was chuffed to get this role and my experience in acute nursing, education and aged care in Australia and overseas gave me a good grounding for it.

I felt so lucky to work with such a dedicated committee and it really was an exciting experience to prepare the home for our very first admissions. I really enjoyed recruiting staff and volunteers to the home. I also loved meeting new residents and welcoming them into our wonderful family.

The home's opening day was a great celebration. Over the next fifteen years that I was in the role, we worked hard to grow Whiddon Kelso to offer more residential aged care places and dementia specific care. It was a community effort though and so many great people have helped to make it the wonderful place it is today.

Some of the key achievements in my time there include the introduction of a literary program which went on to win a Better Practice Award, and establishing important relationships with the local university and schools.

One of my most special memories was welcoming Dame Marie Bashir to visit our home – she is so lovely!

Nicole Mahara became the Director of Care Services and she remains in this position today. I was very proud to see her take over the role. I am so happy to see how Whiddon Kelso has succeeded and grown. I have many fond memories of my time working there.

Now in my retirement, I enjoy spending time in my garden, catching up with friends and resuming my love of art.

Thank you for reading my story and I wish you all a very safe and happy 2021.

**Sheila Murray**

From left: Whiddon Kelso Director Care Services, Nicole Mahara with Sheila Murray



## Chairperson's update

# A challenging, yet rewarding year

This year has certainly been a challenging one. When the COVID-19 pandemic first became a threat to our communities, we moved swiftly to respond to potential impacts. Our teams have done an incredible job in navigating their way through the pandemic and keeping our residents and clients safe, well and connected.

As Chair of the Whiddon Board, I couldn't be more proud of Whiddon's response to the pandemic. Our teams have gone above and beyond to ensure that everyone in our family has stayed safe from COVID-19. They have also identified innovative ways to keep residents and clients connected to loved ones, as we understand how important this is.

While we have experienced uncertain times due to COVID-19, we have also experienced many achievements this year. We welcomed two beautiful new care homes and communities into our family at Moree and Mudgee in regional New South Wales, and completed exciting expansion and refurbishment projects at our care homes in Kyogle and Redhead. This will help ensure that older Australians in these regions can continue to live in the communities they love.

I have been inspired by the dedication, resilience and selflessness that our team members have displayed throughout the pandemic and would like to take this opportunity to thank each and every Whiddon employee. I am immensely proud of how they continue to make a difference every day to the lives of our residents and clients, despite their own challenges they face as a result of the pandemic.

This year's Board of Directors Awards recognises more of our aged care stars than ever before. We decided to extend the number of awards given this year. Presenting these awards is one of the highlights of the year for me as Chairperson, and although this was done virtually this year, I was incredibly honoured to recognise these employees and thank them for their outstanding work and dedication.

I would also like to take this opportunity to thank my fellow Board members. I am honoured to be part of such a dedicated team, who bring a wide range of skills, experience and expertise across a range of disciplines, to ensure that Whiddon's care and operations are aligned to our purpose, strategic direction and constitution.

I am pleased that the final Royal Commission into Aged Care Quality and Safety hearing has been held. This now allows us to focus on the year ahead and beyond, which we are very positive about.

I thank our residents, clients and families for their understanding and compassion as we have worked through the challenges of this pandemic together. We know it has been difficult with visitor restrictions in place and we genuinely thank you for your support during this time.

As the year draws to a close, on behalf of the Whiddon Board, I wish everyone in the Whiddon family a very happy Christmas. Take care and stay safe.

**Len Kearns**

Whiddon Board Chairperson



## Community news

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### Blooming experts

Residents at Narrabri Jessie Hunt picked up a bunch of prizes in this year's local flower show for their stunning floral designs. They worked hard in the days leading up to the judging to perfect their creations. Their hard work certainly paid off. Resident Jo took out the top prize for the champion arrangement for aged care with this stunning piece – what blooming great work!



### Surprise pop-up wedding anniversary

Our Easton Park team pulled out all stops to make this beautiful couple's 63rd wedding celebration very special. They hadn't seen each other face-to-face in a while due to COVID-19 restrictions, but when the team surprised them with a delicious lunch, beautiful gift and balloons, they were absolutely thrilled. The team made sure their beautiful wedding photo was displayed on their dining table, and Leisure Officer, Leonie, brought in her own wedding veil for Edelgart to wear.



### Laurieton's under the sea event creates waves



Residents and staff made a splash with amazing theming, incredible food and impressive entertainment at their latest event, which was part of their award-winning event series. Residents helped with planning every little detail, from the sets, props and production. Food and connection are huge elements of these events, along with building relationships, celebrating culture and connecting with the local community.

### Talented artists at Whiddon Moree

COVID-19 didn't stop Whiddon Moree's biennial art show from going ahead. While there may not have been a crowd this year, residents and families enjoyed viewing the beautiful framed artworks in the exhibition and didn't let it dampen spirits. What talented residents we have!



## Community news

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### Hawaiian holiday in Narrabri

Residents enjoyed a tropical treat when our Narrabri Jessie Hunt home was transformed into a Hawaiian wonderland. The team went all out to make it a wonderful experience for residents – complete with themed food, decorations, dancing and props!



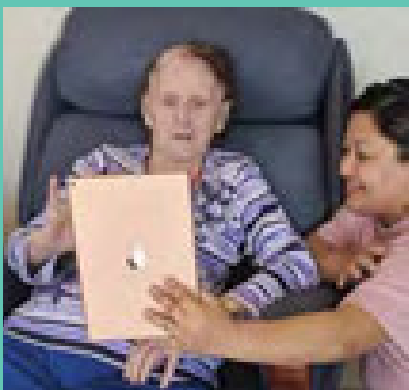
### Bobby our newest Chief Happiness Officer

Meet Bobby. He's cute, cuddly and winning hearts. He's our newest recruit in our Creature Comforts animal wellbeing program and so far, he's doing a paw-fect job bringing joy to Community Care clients in Grafton as 'Chief Happiness Officer'. This program aims to bring more animals into aged care and is certainly leaving a trail of happiness across our homes and services.



### Community Care team deliver memorable moment

Community Care client Dulcie and care worker Morgan went for a drive to Laravale near Beaudesert, where Dulcie once lived with her husband Ted. On the way back they stopped into her friend Rosemary's house for morning tea. Dulcie and Rosemary used to do regular lunches together and have known each other for more than 15 years. It was a special day and shows that it's the little things that make a big difference.



### Marj is appy at Whiddon Hornsby!

During COVID-19 restrictions, Marj has been enjoying weekly video calls with her son Jim. It means the world to them both as they enjoy a chat and a laugh together regularly. The sessions are possible thanks to an app we are using and our wonderful team at Whiddon Hornsby.



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## Grafton awash with purple



The Jacaranda Festival in Grafton is an iconic event and has been part of our residents' lives for many years.

To celebrate the stunning hues of purple across town, Whiddon Grafton held their annual crowning ceremony, fit for a king and queen!

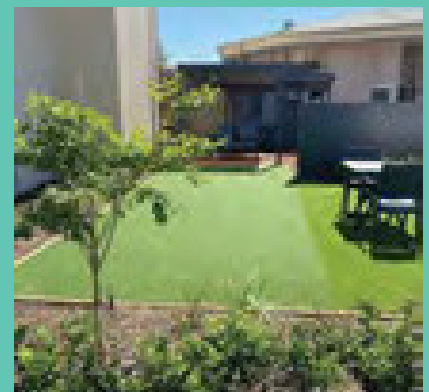
## Around the world travel – armchair style!

Residents at Beaudesert Star have enjoyed virtual trips around the world. They loved going to a range of countries, sampling the delicious food served there and joining in fun quizzes.



## Love is in the air in Moree

We love celebrating special milestones at Whiddon and were thrilled to help Pudd and Curly from Whiddon Moree renew their wedding vows. It was a team effort and the local community even got involved, donating items for the wedding. Love was certainly all around.



## Wee Waa art project

Whiddon Wee Waa has partnered with Beyond Empathy to create a project called 'Holding the past, Handling the future' which sees plaster casts of residents hands made while recording conversations and encouraging residents to share stories.



## New outdoor area and lift for Wingham

Wingham recently welcomed a beautiful new outdoor area with a bowling and putt-putt golf green. Residents are enjoying these new activities in their day. They also welcomed the addition of a brand new lift for the home!



# A monumental year

There is no doubt that we have all experienced our fair share of anxiety, uncertainty and a level of rapid change over what has been a pretty tumultuous year. When we reflect on our own personal journeys throughout 2020, I am sure you will appreciate the monumental task that the entire Whiddon team have been presented with over the past twelve months.

In what has been described as a 'once in a lifetime' event, our core focus has had to shift, in order to effectively protect all of our residents living in our homes and villages and the home care clients that we care for, from COVID-19.

To date, I can only say how proud I am of every team member who has worked so incredibly hard to follow an array of guidelines and regulations that have been issued to combat the evolving environment we are a part of. This has seen our team of almost 3,000 people adapt to new procedures, work additional hours, undergo extra training and importantly, provide further support to the people we care for. All of this while having to manage their own personal circumstances in this new world.

We have also done our very best to support our teams throughout this difficult year. This has included partnering with Darrell Lea to send out chocolate packs to every team member, and the InterContinental Hotels Group, to give all of our frontline managers and care coordinators a short break on us. We have also provided all of our team members with wellbeing packs along with additional support services should they require them.

With almost 2,500 residents and clients entrusted to our care, we have succeeded with our goals to date. This has been possible by ensuring that our COVID-19 management plans have been implemented consistently, and at a high standard across all of our 26 separate geographic locations, from our largest campus in Glenfield, to our smallest cottage in Bourke.

In addition to this, we have also asked for an immense level of cooperation and understanding from our residents, clients, their families and loved ones. Without this level of support, our work to date and the outcomes experienced, could not have been achieved. We are incredibly appreciative of the response received.

With this said, and as we focus on the new year, it is equally important that we shift our focus back towards the things we are known for, that truly focus on creating positive change and enhancing the experience of everyone we care for. This includes wellbeing offerings such as our relationship based care, Best Week activities, animal companion programs, creative ageing initiatives and exercise programs. Many of you have been involved in the launch of our Cooking Club this year. There is more planned that we have had to delay due to the focus on COVID-19.

it is equally important that we shift our focus back towards the things we are known for, that truly focus on creating positive change

Chris with retirement living resident Amy, who recently celebrated her 101st birthday



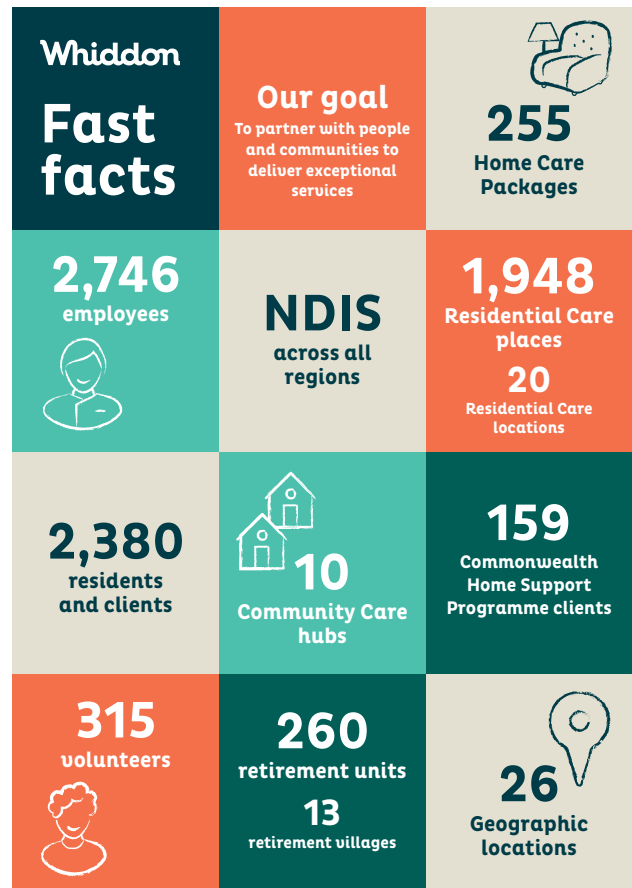
Complacency is not an option when it comes to COVID-19. However, with low levels of community transmission continuing, we are experienced enough now to really shine a spotlight on the areas that matter most, that we know create such wonderful outcomes for the people we care for.

Among the turbulence of 2020, Whiddon also welcomed two new wonderful regional homes to the Whiddon family, located in Mudgee and Moree. We were very proud to make this possible, which is in keeping with our commitment to provide quality care to communities in regional Australia. In addition to this, we also completed our two redevelopment projects in Kyogle and Redhead. These are wonderful new developments that have seen those particular services double in size and importantly, improve the services that we offer those communities.

Christmas, New Year and the holiday season will be a little different for all of us this year, however we are still looking forward to celebrating this special time, albeit with COVID-19 safe protocols in place.

In conclusion, I would like to extend my warmest wishes to everybody in the Whiddon family. For those celebrating Christmas, I wish you a happy and safe festive period. For those who do not, I hope it's a time that allows you to take a break and recharge yourselves for the year to come.

**Chris Mamarelis**  
Whiddon CEO



# Our response to COVID-19

We understand that the COVID-19 pandemic has presented a very challenging time. Our highest priority is to ensure that everyone in the Whiddon family stays safe and well.

At Whiddon, we are prepared and well placed to respond to a COVID-19 outbreak at any of our homes and services. We continually follow government health advice and directives and have implemented training programs, simulation events and increased visitor and employee screening, along with other important measures to help keep everyone safe. We are very proud to say that as we go to print in November, there have been no cases of COVID-19 at any of Whiddon's care homes or services.

We are also taking any learnings that emerge from other providers who have experienced outbreaks in their care homes and are constantly reviewing and updating our COVID-19 procedures and response plan.

We know that at times we may need to restrict visitation due to government directives or when a local area is identified as a COVID-19 hotspot. We apologise that this may happen at short notice, but it is important that these measures are implemented for the safety of all.

**84% of residents and 81% of family members** were confident about Whiddon's ability to manage a COVID-19 outbreak in our COVID-19 Pulse surveying conducted in May and June 2020.

**Are your contact details up-to-date?** It is important that we have the correct contact details for you. Please speak to Reception or contact 1300 738 388 to update your details.

### Important considerations when visiting our care homes

Please check any visitation requirements or restrictions in advance of visiting and ensure the following:

- Please do not visit if you have travelled from overseas in the past 14 days or to any listed COVID-19 hotspots
- Please do not visit if you have been in contact with someone confirmed to have COVID-19
- Practice hand hygiene when you enter and leave the care home
- Please do not visit if you are unwell or have been in contact with someone unwell
- Please do not meet in common areas. Go directly to your loved one's room or designated visiting area
- You must show evidence of your 2020 flu vaccination as required by the Government
- Adhere to physical distancing guidelines of 1.5m from employees and other residents
- Children under 16 years of age may visit our care homes, but must be supervised at all times

Please remember that visitation requirements and arrangements can change at any time. Please check in with the Director Care Services or visit [whiddon.com.au](http://whiddon.com.au) to keep up-to-date.

We thank you for your ongoing support and understanding of the measures we have taken to keep everyone safe.

# Supporting our people during COVID-19

To help ensure that our employees feel supported during the pandemic, we developed a range of initiatives to show them how much we care.

Our people want to know that we are here for them, thinking about them and supporting them through these challenging times, and also advocating for them where necessary. Soon after the pandemic struck, we realised it was going to be a tough ride for everyone, so we planned a series of initiatives, aimed at brightening the journey for all of our people.

This started by partnering with iconic Australian confectionery company, Darrell Lea, who backed this initiative by generously donating around 5,000 Easter eggs. These eggs were shipped out to team members across Whiddon's care homes and services in regional, rural and remote New South Wales and Queensland.

Following this, 'care packages' were sent to all of our employees working on the frontline as a way to say thanks. In addition, we developed wellbeing resources with handy tips on getting enough sleep, staying positive and mindfulness techniques. A special committee was formed to work on these initiatives and focus on employee health and wellbeing.



Our team at Laurieton enjoying their chocolate treats



Easton Park enjoying their care packs



Crowne Plaza Terrigal Operations Manager Mathew Simister and Whiddon CEO Chris Mamarelis

**When we surveyed our employees, 95% felt that Whiddon had handled the COVID-19 crisis well or very well**

# Finding ways for residents to stay entertained and stimulated

Throughout the pandemic, we've focused on keeping residents engaged, entertained and stimulated. With restrictions on visitation, and a hold on excursions and bus trips, our teams needed to think of innovative ways to achieve this. We've shared some of our favourites below.

### Hello window therapy!

Window therapy first came to life at Whiddon Largs. We worked with Creative Engagement specialist, Maurie Voisey-Barlin, who before COVID-19 ran a number of popular engagement sessions at the care home. Maurie, and Suzie our Director Care Services, came up with a way to continue these sessions – albeit through the window. The program even featured on national television!

### Hidden talents

When hairdressers couldn't visit, we looked for a solution. A number of our employees with hairdressing skills were happy to dust off their scissors and step in to help. Our residents enjoyed being pampered and it had them feeling and looking good.





### **Introduction of risk-free visits**

Risk-free visits were introduced after visitor restrictions were implemented early in the pandemic. These visits use a physical barrier, such as a window, to allow families the opportunity to still see their loved ones in our care homes.

### **Technology to the rescue**

We adopted technology such as Zoom and Skype, to help our residents to keep in touch with their friends and families. This proved to be very effective, especially during events earlier in the year such as Easter and ANZAC Day where services were streamed via Zoom. We also introduced an app and will be launching our very own one soon!

### **Positive pants**

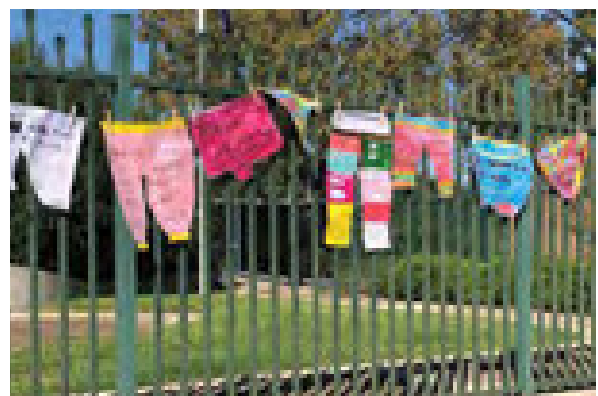
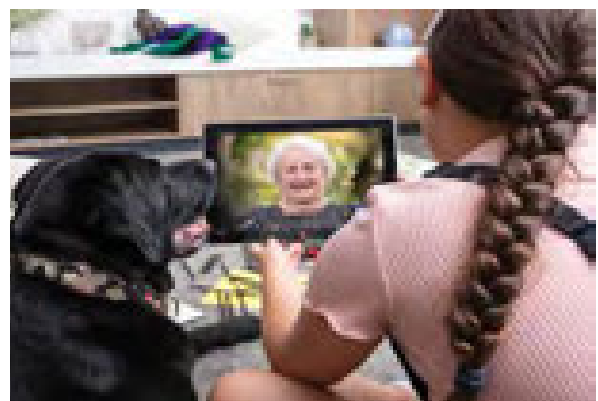
Our teams at Moree and Narrabri introduced their super fun 'positive pants' art idea. Residents designed paper pants with messages on them and hung them inside on walls and outside the home for the community to see – to let them know they were doing well and in good spirits.

### **Grandbuddies program stays strong**

Grandbuddies is our intergenerational program. Our Grandbuddies and their young friends were starting to miss each other so we adapted the program to keep it running where we could. This includes through a pen pal program with local primary schools and other children in our communities who love to send letters and pictures to residents.

### **Virtual trips around the globe**

For a bit of fun, we introduced armchair holidays. We transported residents to different countries and favourite holiday destinations, using Google Earth, photos, themed food and drinks, and dress-ups, to maximise the experience.



# A COVID Safe Christmas

For many of us, this Christmas will look a little different. We are still enthusiastically celebrating Christmas and the New Year with residents and clients across our homes and services, however we are required to comply with New South Wales and Queensland government health directives.

We have developed a COVID Safe Christmas plan at Whiddon, to help keep everyone safe while celebrating the festive season. We know how important these celebrations are to residents and clients. This plan helps us to deliver celebrations and events in a safe way.

### **Christmas parties in our care homes**

Residents will be able to celebrate the festive season with the usual Christmas parties held in our homes. However, due to restrictions around the number of people gathering and social distancing requirements, we may be unable to invite family and friends to these parties this year.

Our teams are working hard to make our celebrations meaningful, fun and exciting for residents and clients. We will share photos on our social media channels to keep you up-to-date with the celebrations taking place.

### **Booking in to see your loved one to celebrate Christmas**

Families and friends are encouraged to book in for individual Christmas celebrations with their loved ones which will be facilitated in their rooms, an outdoor area or other suitable designated locations within the home.

### **Community Care Christmas parties**

We are unable to host large Christmas parties for our Community Care clients this year. However, we will look at ways to celebrate in smaller groups, in safe locations.

### **Christmas Day outings**

If residents wish to leave their home to visit family or friends, we will complete a risk assessment to ensure that all risks are identified and managed appropriately. You may be asked a range of questions to help identify these risks. Your Director Care Services will be able to discuss this with you.

### **Retirement living village celebrations**

Celebrations for residents in our retirement villages will be at their discretion.

**Although 2020 will be a different Christmas for many of us, we will do our best to celebrate with our Whiddon family as best as we can to bring joy and happiness to those we care for during this time.**



# Research and Innovation update

Whiddon is committed to improving the quality of its services and enriching our residents' and clients' lives through new approaches and research. This year we have focused on three key areas with our academic partners and universities.

### Falls Prevention

Falls prevention is an area of strategic priority for Whiddon. Falls and associated injuries are one of the biggest threats to quality of life to both residents in aged care and older people living in the community. Whiddon has partnered with Neura (UNSW), Neuroscience Research Australia to design and trial a holistic falls prevention approach across our services.

We have the leading experts in exercise and falls prevention involved in our project – Dr Kim Delbaere (Neura), and Dr Lindy Clemson (Sydney University), creator of the successful functional exercise programs LIFE and Stepping On. This is an exciting project and we will be trialling and evaluating a combination of risk assessment and tailored program technology based tools, and exercise programs for residents and clients as well as new training for staff members. We will be providing an update in 2021.

### Counselling Services

It is very unfortunate that in the past, residents in aged care have not been able to access the same type of psychological support as they could when living in the community. But this is now changing and the Department of Health has made funding available through local Primary Health Networks for selected mental health providers to support residents in aged care.

Whiddon has been making good use of this new funding, and we are currently trialling and evaluating a full range of counselling and psychological support services at our Glenfield campus and some of our care homes on the New South Wales Far North Coast. We have partnered with local mental health providers to do this, and engaged a mental health research expert, Annaliese Blair, to help us with the design and the evaluation of the trial.

We will be reporting on this in 2021 and will be using the findings of this trial to prioritise the most effective types of support for residents, and hopefully to help lobby with Government for this stream of funding to continue.

### Cognitive Scaffolding

We continue to develop and enhance our relationship based care approach (RBC). How we support residents with dementia, their cognition and memory function through interactions with staff and a rich and stimulating environment is a key aspect of RBC. We have teamed up with Macquarie University and the University of Western Sydney's Dr Celia Harris, a pioneer of this concept, to train our staff and family members to communicate in a way that supports residents' cognition.

The term scaffolding refers to the specific type of social and communication techniques that are used to support memory and build self-confidence. Due to COVID-19, we have had to postpone this research until early 2021. Fieldwork will take place at Whiddon Kelso and reporting on this innovative trial will be available towards the end of 2021.

# Clinical indicators

Whiddon's quality care and compliance framework incorporates feedback, audit results, national quality indicators and clinical indicators.

Each of our services gather, analyse and respond to indicators. Clinical indicators that we review include skin tears, pressure ulcers, falls, medication incidents, aggression and infections. We trend these and identify residents and clients who may need further advice and strategies to reduce the incidence of these events.

Skin health changes as we get older and can be affected by decreased nutrition and hydration, reduced mobility and some medications. The use of steroids and aspirin-type medications can also lead to increased bruising of already fragile skin. It is important to maintain skin health by using moisturisers, ensuring good hydration and consuming high-protein drinks where necessary. It is also important that care staff use the right equipment in the right way to avoid any skin tears.

It is important that we also regularly monitor weight for our residents. We are always looking at ways to enhance our dining experience and adapt local menus to reflect the feedback from our residents. We also access dieticians and speech therapists as necessary. Good nutrition and hydration leads to improved skin integrity and reduced risks of urinary infections. Dietary supplements can also play a part in improving care outcomes.

Medication errors are regularly reviewed and discussed by our management teams. Within the next 12 months, Whiddon is looking to implement an electronic medication management system. This includes alerts and reminders about any missed medications which will make a big difference to our error rate.

Whiddon, like all residential aged care providers, is required to participate in the mandatory National Quality Indicator program. This compares the incidence of restraint use, pressure ulcers, and unplanned weight loss across the entire sector so that we can compare ourselves with other providers. This also allows prospective consumers to compare the performance of providers across these clinical care areas. In July 2021, medication errors and falls/fractures will be added to the mandatory National Quality Indicator program.

Feedback from residents, clients and families is incredibly important as it helps to ensure we are providing quality care. Whilst we have satisfaction surveys, focus groups and other forums for feedback, we also receive compliments, concerns and suggestions via feedback forms at each of our services. Feedback can also be provided through our Customer Liaison team, Support Services or via the Aged Care Quality and Safety Commission.

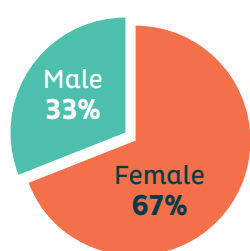
Our preference is for you to provide feedback at a service level so we can ensure that your concern can be addressed as quickly as possible. If you feel that your concern has not been addressed, we encourage you to escalate your concern. We can help you identify the channels that are available for you to do so.

You can send any suggestions, compliments and complaints to [haveyoursay@whiddon.com.au](mailto:haveyoursay@whiddon.com.au)

# Whiddon Resident Satisfaction Survey Results 2019

Every year we run customer satisfaction surveys for residents, Community Care clients and family members. The feedback that you give us is very important to helping us understand what we are doing well, and what we need to improve. Thank you to everyone who participated in these surveys and we hope that you will continue to give us your valuable feedback.

## Participation



**69% (686)** of you took part in the survey.

**67%** of you were **female**  
**33%** male.



Over **60%** of you have been living at Whiddon for **1 – 5 years or more.**

## Satisfaction ratings



Most of you rated us highly with **50%** giving us a **5 star rating**. The average rating was **4.4 stars**. Over **50%** are very likely to recommend us to family and friends, which is well above average industry satisfaction scores.

## The Care Home Experience

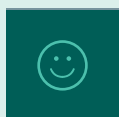
Things we are doing well



**94%** of you said you were happy living in the care home.



**98%** of you feel safe in your care home.



**99%** of you are happy with the care home environment and your room.



**88%** of you are happy with our food and dining offer – this is a big improvement on last year and we hope you are enjoying the changes in this area.

Things we need to improve



Activities and outings: **52%** of you want us to offer more at the weekend, and **30%** of you feel that activities could be improved across the week.



**27%** of you want us to cater more to your spiritual and emotional needs.

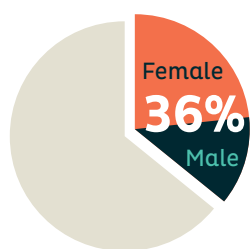


**26%** of you feel that your opinion is not being asked over what happens in the care home.

# Whiddon Family Satisfaction Survey Results 2019

The food and dining experience received a big thumbs up from residents, a big improvement on previous years.

## Participation



**36% (482)** of you took part in the surveying, the **highest participation rate** we have had in recent years.



Over **70%** of you have a loved one who has been living at a Whiddon care home **1 – 5 years or more.**

## Satisfaction ratings



You gave us a world class satisfaction score with nearly **60%** of you giving us a **5 star rating**. Over **60%** of you are very likely to recommend us. This is well above average industry satisfaction levels.

## The Care Home Experience

Things we are doing well



**97%** of you are satisfied with the relationship-based care, how staff interact with you and your family member.



**96%** of you feel that your loved one is safe at Whiddon care homes.



**96%** of you are very satisfied with the communal areas and cleanliness.



**85%** of you feel that staff know what food your family member likes and that he/she is happy with the food. This is an improvement of 18% compared to 2018 results!

Things we need to improve



**42%** of you want us to offer more activities and outings at the weekend, and **33%** of you feel that activities could be improved across the week.



**23%** of you feel that it is not easy enough for your family member to receive the help they need.



**15%** of you say that you are not satisfied with the level of control that your family member has over what they do everyday.

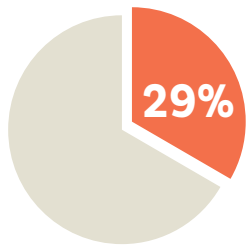
Your care home Manager will be working to improve what we do across these areas. \*

Surveying was conducted between November 2019 and February 2020. As you can see we had high participation rates this year and high overall satisfaction ratings. Family members and residents differed slightly in what they told us, but generally are very happy with the relationships they have with staff, their rooms and feeling safe. You told us where we need to do better, which is around more activities across the week and the weekend. Unfortunately COVID-19 has been a bit of a disruption, but our leisure teams are working hard with their managers to work with you to improve this when restrictions have settled down a bit.

\*Please note that survey results vary across the different locations. These are average results.

# Community Care client and family Satisfaction Survey 2019

## Participation



Nearly a third of you (**135**) participated in the survey and the majority of you are clients receiving services.

Over a third of family members are providing care for 12 hours or more each week.



**75%** of you have been with Whiddon for **1 – 3 years or more**.

## Satisfaction ratings



You gave us a world class satisfaction score with **66%** of you giving us a **5 star rating** and **73%** of you saying you are very likely to recommend us. **99%** of you say that Whiddon services improve your quality of life.

### What are we doing well?

#### Our people and relationships

**96%** of you have a very good or good relationship with your Whiddon carer and over **90%** of you feel that they know you well and are responsive to your needs.

#### Flexibility

**99%** of you feel that you can make your own decisions and choices about your care and services and that Whiddon encourages and makes this easy for you.

### Areas that have improved



#### Billing

Last year many of you said that you didn't understand how services were billed. This year **77%** of you understand the billing and **60%** of you feel that the new statements are easier to understand.

We are still working to improve our billing.

### What would you like more of?



Nearly **60%** of you would like to be involved in more activities such as coffee catch-ups, exercise groups and interest and hobby groups.

We are taking this on board, and will be talking to you about more activities.

Our Community Care services have had a fantastic year, with great feedback from clients and families. The customer satisfaction surveying conducted between September to December 2019, was no different, with the majority of clients and family members giving us world class satisfaction scores. In addition, 99% of clients agreed that we are improving their quality of life. Some of you would like more social activities and we will be talking to you more about this once we have a more normal environment.

\*Please note that survey results vary across the different locations. These are average results.

# Whiddon Moree

In February, Whiddon officially welcomed Whiddon Moree to the family. Formerly known as Fairview Retirement Village, this beautiful home adds 96 residential places, including a secure dementia care wing to Whiddon's portfolio, along with 18 retirement village units.

Our move into the Moree community also provides an exciting opportunity for Whiddon's community care services to establish and grow in the New England area. These services will sit alongside our existing Narrabri, Wee Waa and Tamworth services. We are so glad to be part of the wonderful community of Moree and feel privileged to care for senior Australians in this region.



# Whiddon Mudgee Pioneer

Whiddon became the new owner of Pioneer House, a residential aged care home in Mudgee, in July this year. The transition to ownership was a very exciting milestone for Whiddon, and was the culmination of several months of working alongside Pioneer House to make the transition to ownership as smooth as possible for residents, employees, families and the local community.

Whiddon Mudgee Pioneer offers 81 residential aged care places, including dementia care, and provides 24 hour care and support, great food and hotel services, onsite amenities and a range of social programs. We're proud to be part of the Mudgee community and look forward to establishing our Community Care services there.



The team at Mudgee in their new Whiddon uniforms

# Milestones celebrated

This year, we saw exciting milestones celebrated at our care homes in Kelso and Largs. Our Kelso home marked 30 years since it first opened its doors and at Largs, we celebrated 25 years.

### Celebrating three decades at Kelso

Kelso celebrated their special milestone with a BBQ in September. The celebration was very special for many, including Whiddon Kelso resident, Alex Bedwell, 95, who was at the opening day in 1990.

‘It was an exciting moment as we opened the doors to a brand new aged care home, which was then known as Ilumba Gardens Hostel. I remember grabbing a pair of scissors to be used to cut the ribbon during the official ceremony, not knowing that they weren’t sharp enough to cut through it. It became a light-hearted moment and we all laughed,’ Alex said.

In 2015 we opened the home’s beautiful new wing. This doubled the number of rooms available, allowing us to further invest and grow in the region, and ensure that more people in the Bathurst area have access to aged care services.



From left: Whiddon Kelso Director Care Services Nicole Mahara, Whiddon Kelso Deputy Director Care Services Michelle Sharwood, (front) Alex Bedwell, Whiddon CEO Chris Mamarelis and former Whiddon Kelso Director Care Services Sheila Murray.

### Largs’ 25th anniversary

Whiddon Largs celebrated with a BBQ lunch held in November. Leeanne Courtney, a member of Whiddon Largs’ housekeeping team, was at the celebration and fondly recalled the official opening day in 1995.

‘It was a grand event. I am very proud to have been here at Whiddon Largs since we first opened. I didn’t think I would stay in the role for this long but I just love what I do. I love making residents feel happy and it feels like home here,’ Leeanne said.

In 2017, Whiddon made extensive renovations and additions to the home, which included a new café, courtyard enhancements featuring a bowling green, sunroom and lounge enhancements, a refurbished dining room and six new residential rooms.



From left to right: Whiddon’s Regional Manager Les Anderson, Pearl Hoffman and Leeanne Courtney who have been at Whiddon Largs for 25 years, Whiddon Largs Director Care Services, Suzie Madden, Whiddon CEO Chris Mamarelis, Whiddon’s Executive General Manager Property & Technology Regan Stathers and Whiddon’s Chief Operating Officer, Alyson Jarrett.

# Strategic Plan 2020–2025

Whiddon has achieved a lot over the past five years and is now a very different organisation, with a strong reputation as an innovative and quality provider. We have for example, invested a great deal in supporting the wellbeing of our residents and clients with our award-winning relationship based care approach and many of our creative and healthy ageing programs.

Times have also changed and we find ourselves in a much tougher environment than five years ago. There have been many funding and legislative changes and we have had a Royal Commission that will result in many, hopefully positive, changes again.

Whiddon has weathered these many storms, and our new Strategic Plan will be more important than ever over the next five years, providing us with direction, and always reminding us of our purpose and values.

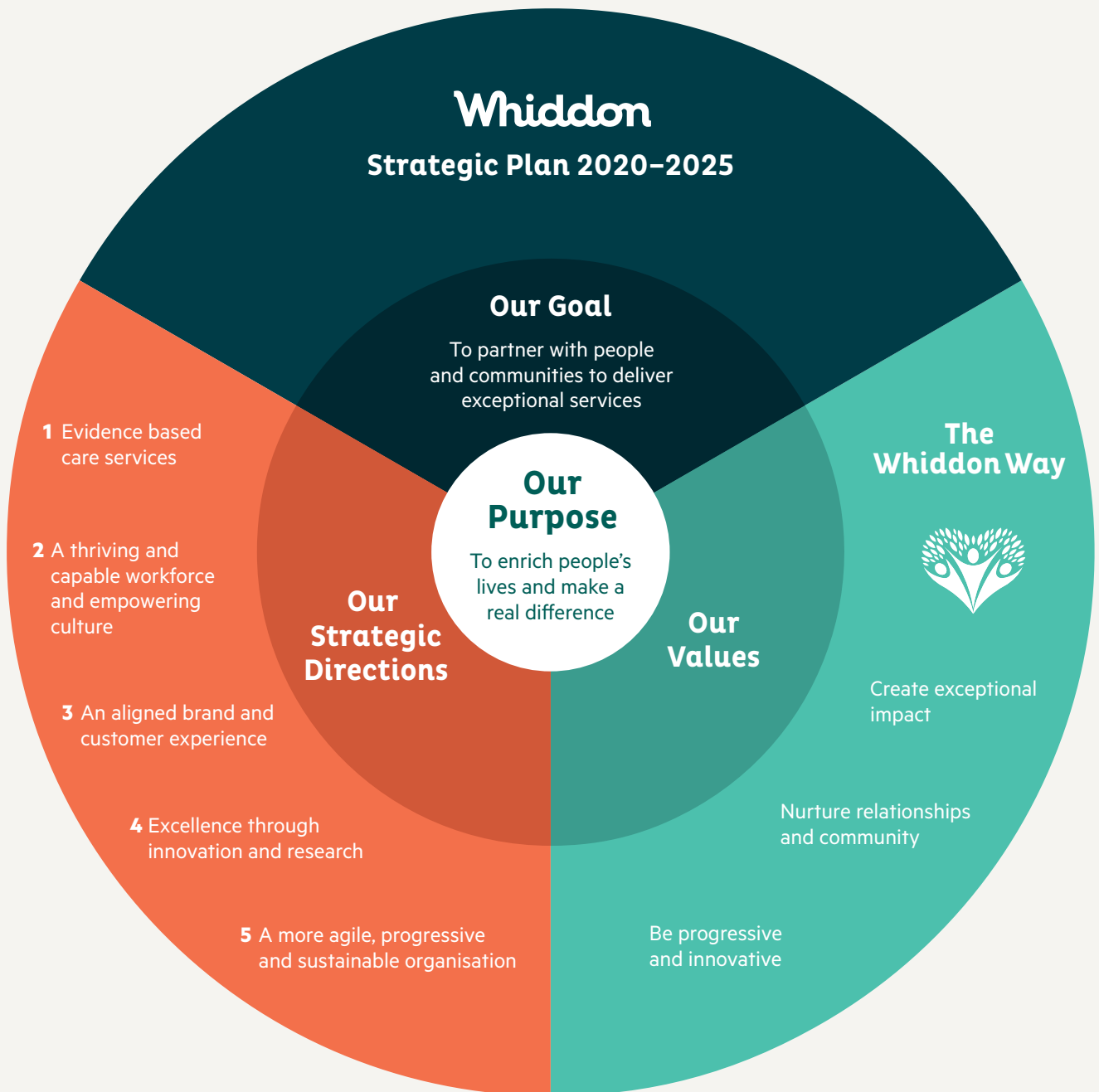
Leading up to the Plan, we spent 18 months speaking with residents, Community Care clients, family members, Whiddon employees and managers. Many of you reading this article would have taken part in these workshop sessions. We listened to what you told us is good about our services and what needs to be improved. We would like to thank you for taking the time to give us your feedback – it has guided the development of the Plan at every level.

You will see that partnerships and connection to our communities is a strong theme in the new Plan, and we intend to work with you to ensure that we address the areas that we need to, and continue to develop our services to enrich lives and make a real difference. We hope that you, our Whiddon family, will continue to give us your valuable feedback.

### Engaging our partners in the Strategic Plan

Our new plan was put together based on the feedback that we gathered from all our partners over 2018 and 2019.





## Retirement living

# Retirement Living Villages update

The pandemic has had an impact on the interactions with our retirement living villages and residential aged care homes this year.

As we start to see restrictions lift around COVID-19, we are able to work towards the next 12 months so that we can bring our plans for increased integration of our retirement villages to life. This will be achieved through events, activities and increased interactions with our teams.


Whiddon's General Manager of Hospitality and Operations Support, Michael Monteleone, has recently been appointed to manage the retirement village operations across Whiddon. Michael has been with the Whiddon family for three years. He also looks after our catering, cleaning and laundry teams across the organisation. Michael is actively working on a range of retirement village projects that include exciting activities and additional service offerings. We look forward to sharing more about this soon.

Our retirement village managing agents, Australian Retirement Partners (ARP), will continue to manage our retirement villages for another year. Laurelle, Melanie and the team do a fantastic job of managing and responding to requests from retirement village residents and we are pleased to extend this partnership.

Like for many retirement villages, our community centres have been closed due to COVID-19. With the lifting of restrictions, we are excited to announce that bookings for special events in these centres can resume. Bookings can be made through ARP. For more information, please contact ARP directly.

Many of you participated in our first customer satisfaction survey in October. Thank you for taking the time to give us your valuable feedback. This is how we improve our services. We will be sending you out a summary of the results before Christmas.

The year has certainly flown by and we thank you for all of the support you have shown us during this challenging year. We hope you enjoy the festive celebrations with Whiddon and wish you all the very best for the year ahead.



Talk to us about retirement living at Whiddon

**Call 1300 738 388**



## Scholarship program

# Henry from Casino takes the next step in his career

Henry is an Assistant in Nursing at Whiddon Casino and was recently awarded a part-scholarship to study a Bachelor in Nursing at Southern Cross University in Lismore over the next three years.

For Henry, words cannot fully describe his excitement in receiving the scholarship. It has given him even more drive to further his studies and continue progressing his career.

Henry set out to apply for one of Whiddon's scholarships this year. He says, 'The longer I worked as an Assistant in Nursing, the more I felt a drive to learn and improve my nursing skills and knowledge.'

'My short term goal is to accomplish my university degree and adopt new nursing skills while applying them to better benefit the residents we care for. I want to provide the absolute best care that I can to all of the residents that I care for.'

'My dreams are; for a peaceful world for everyone to live in with harmony, an improved and better perception of ageing and aged care and opportunities for everyone to evolve and improve ourselves. Being given this opportunity gives me light in being able to achieve this,' Henry said.

We also asked Henry why he chose a career in aged care, 'I believe those who work in aged care love caring in general, and personally, I think I fit this mold. I love putting a smile on someone's face and I find there's nothing better than hearing the laughter of residents. It's a rewarding part of my day.'

'I am so excited to start this journey. The last five years have been wonderful, and there's so much more to come!'



Whiddon Casino Director Care Services Heather Neubauer (left), Henry (centre) and Deputy Director Care Services Jay Bernal (right)

Along with Henry, we'd like to also congratulate the following scholarship recipients:

**Archana Kumar** at Whiddon Easton Park who will be studying a Bachelor of Nursing

**Robyn Pye** at Whiddon Maclean who will be studying a Leisure & Lifestyle Certificate IV

**Yingfan Yang** at Whiddon Hornsby who will be studying a Master of Advanced Nursing at UTS

**Kaysha Abbott** at Whiddon Belmont who will be studying a Bachelor of Nursing

**Anna Tait** Whiddon's Regional Manager, Community Care, who will be starting her second year of her MBA

**Narayan Bhusal** at Whiddon Easton Park who will be studying a Graduate Diploma in Nursing – Gerontology Specialisation

**We can deliver this fantastic program thanks to the help of our sponsors. Visit our website to learn more about the program and our sponsors.**

## Board of Directors Awards

# Meet the winners of our 2020 Board of Directors Awards!

This year marks 14 years of the annual Whiddon Board of Directors Awards. These prestigious awards recognise those who truly go the extra mile. In a year where more people have gone above and beyond, we are pleased to announce that there are five incredible winners.

### **Catherine Branch, Assistant in Nursing at Whiddon Wingham**

Catherine lives by our values. She supports new team members by openly sharing her knowledge and skills. She adds little touches such as picking flowers from the garden for residents to enjoy and brightens the day of many with the things she does. She has a 'can do' attitude and inspires those around her.

### **Rushani Jayasuriya, Accountant, Whiddon Support Services**

Rushani has gone the extra mile in her role to support each of our Director Care Services through the budget process. She is open to new ideas and is empathetic and supportive of the people she works with, which has helped to achieve great outcomes.

### **Kim Murray, Administration at Whiddon Easton Park**

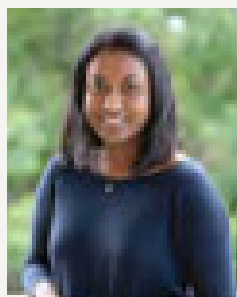
Kim embraces change and is a great support to others. She also embraces new technology and processes, and works hard to solve issues associated with the roll out of a new system, so the transition is as smooth as possible. She doesn't let a challenge get in her way and works hard to achieve the best outcomes possible.

### **Margaret Walters, Assistant in Nursing at Whiddon Grafton**

Margaret has great respect for the people around her. She brings incredible skills and knowledge to her role and a willingness to learn new things. She inspires others around her with her approach to care and the amazing respect she shows to everyone around her.

### **Dianne Rose, Community Care at Whiddon Grafton**

Dianne embraces change and accepts challenges with ease and enthusiasm. Recently, Community Care developed a music video to the song 'The Twist' which saw clients and team members enjoying fun and special moments together. It is ideas like this that create impact for those she cares for and the colleagues she works with.



## Board of Directors Awards

# Congratulations to our 2020 Nominees

### Board of Directors Awards Nominees

Jeanette Ardle	Whiddon Support Services	Jovy Malonzo	Whiddon Easton Park
Kaytlin Birch	Whiddon Beaudesert Star	Marina Manns	Whiddon Easton Park
Catherine Branch	Whiddon Wingham	Jill Mitchell	Whiddon Mudgee Pioneer
Tarra Carman	Whiddon Redhead	Kim Murray	Whiddon Easton Park
Jacinda Depares	Whiddon Support Services	Madeline Richards	Whiddon Kelso
Roberto Di Fiore	Whiddon Temora	Beryl Rodway	Whiddon Belmont
Margaret Fagan	Whiddon Easton Park	Dianne Rose	Whiddon Community Care
Janelle Hazell	Whiddon Hornsby	Kylie Strickleton	Whiddon Largs
Lisa Hodson	Whiddon Community Care	Shania Townsend	Whiddon Casino
Sandra Honeybrook	Whiddon Maclean	Andy Tran	Whiddon Support Services
Kerry Hunt	Whiddon Moree	Jo Van der Vliet	Whiddon Narrabri Robert Young
Rushani Jayasuriya	Whiddon Support Services	Margaret Walters	Whiddon Grafton
Watinee Kaskangam	Whiddon Community Care	David Wilson	Whiddon Laurieton
Helen Keaton	Whiddon Community Care	Sandra Young	Whiddon Kyogle
Dipika Kumar	Whiddon Support Services		

From left: Whiddon CEO Chris Mamarelis,  
Kelso DCS Nicole Mahara, 2019 winner  
Michelle Sharwood and Whiddon Chairperson  
Len Kearns



## Building projects

# Whiddon Redhead completed

The first stage of the project was completed in October 2019 and included a beautiful new two-storey home, Keppel House, with 80 single rooms with sea views and direct outdoor access. This building is also home to a café, Community Care office, activities spaces and eight small household living areas.



The second phase of the project, completed in mid-2020, included the refurbishment of the existing Whiddon Redhead care home, a new dementia specific wing and the addition of a new Whiddon Clubhouse and bowling green. Whiddon Redhead now offers 175 residential aged care places for the region, an increase of 115 aged care places.

Keppel House is Whiddon's first care home that has been designed with our model of care, MyLife, integrated into the physical living environment. This design focuses on employees building strong relationships with residents.

Each living area is designed for ten residents and centred around an interactive kitchen, loungeroom and intimate dining space. Each area has its own fully equipped kitchen where residents and employees can enjoy cooking, creating and enjoying the dining experience together. It also allows for further independence and dining choice for residents, in addition to the full catering experience.

We thank residents, families, retirement village residents and employees at our Redhead campus for their understanding and patience during the project works. We are incredibly proud of the results and what this aged care campus has to offer the local community.

## Building projects

# Whiddon Kyogle completed

The Whiddon Kyogle growth project was completed this year. With a newly built wing and refurbished buildings, the project was part of a \$10 million project to provide additional residential care places for the region, and enhance the existing facilities within the Kyogle community.

The project, which received \$5 million in funding from the Australian Government's Regional Jobs Investment Package, offers an additional 24 single rooms with views, allied health spaces, activities spaces, refurbished kitchen with servery, open plan living spaces and beautifully landscaped gardens.

This project reinforces Whiddon's commitment to providing quality care services to senior Australians living in rural and remote locations and helps us ensure that senior community members can stay living in the community they know and love. This is something we are incredibly passionate about.

Whiddon thanks residents, families and employees of Whiddon Kyogle, along with the wider community, who have supported us to deliver this exciting project. We also thank the Member for Page, Mr Kevin Hogan MP, who has supported Whiddon to achieve a number of important aged care growth projects in the region.

We are excited, and very proud, of what has been achieved over the last two years to bring this project to life



Whiddon Kyogle now offers:

- A new wing with 32 new aged care beds
- A range of accommodation options, including single and double rooms with ensuites and dementia specific units with views
- Secure courtyards to promote outdoor living and ready access to gardens
- A new servery to service two dining rooms
- New laundry
- Allied health room
- Open plan living spaces

We are excited, and very proud, of what has been achieved over the last two years to bring this project to life, and look forward to hosting a COVID safe opening event once restrictions allow us to do so.

## Whiddon programs

# The Cooking Club

The Cooking Club, formerly known as VintageBites, is a creative ageing program that we relaunched in September 2020. The format of the program has been adapted to put an emphasis on residents working alongside our Leisure and Food and Hospitality teams, to create food for all to enjoy.

The Cooking Club is popular at Whiddon Laurieton



The program is currently in a 10-month trial phase, with our Beaudesert Star, Easton Park, Narrabri Jessie Hunt, Narrabri Robert Young, Kelso, Laurieton, Wingham, Wee Waa and Casino homes participating in the trial.

Residents and employees cook one sweet and one savoury dish together each month. Many of the recipes hold a very special place in the heart of our residents. It might be a family favourite handed down the generations, or a new one that they've always wanted to try out.

Our teams surveyed residents prior to launching the Cooking Club, and will continue to survey residents to understand the positive impacts that the program has on their wellbeing. The aim is to have all Whiddon homes participating in this program in the future.

We've collated many delicious recipes that residents have contributed across our care homes. Using these, we have created a very special Whiddon recipe book, which we look forward to sharing with you soon.

As a sneak peek, please find two delicious recipes that have been generously shared by residents. We hope you'll put them to the test to see how great these recipes are. Bon appetit!

**Many of the recipes hold a very special place in the heart of our residents**

## The Cooking Club

### Jean's Jam Drops

This recipe is from Whiddon Narrabri Robert Young resident Jean Worley. Jean's sister Heather shared this recipe with Jean. Heather is not a resident at Whiddon Narrabri Robert Young, but she is very much a friend to many of the residents as she often visits her sister Jean. Heather found this recipe in a newspaper over 35 years ago. She has made these for many morning teas and shared the recipe with friends and family.

Heather and Jean have been cooking since they were very young. They both have fond memories of going on family picnics and would help their mother with the cooking. Jam drops are now a favourite at Whiddon Narrabri Robert Young!

#### Ingredients

1 cup self-raising flour	1 egg
½ cup sugar	2 drops of vanilla essence
1 cup desiccated coconut	1 tablespoon milk
125g butter	Strawberry jam

- 1 Mix all dry ingredients together. Rub in the butter (hands are best for this).
- 2 Beat egg, milk and vanilla together and add to the bowl of dry ingredients. Mix well.
- 3 Drop 1 teaspoon of mixture for each jam drop onto a greased tray. Make an indentation in each drop and spoon the jam into the centre.
- 4 Bake for 10 minutes then serve.

Whiddon Beaudesert  
cooking up a storm

Try one of  
these amazing  
resident recipes



### Irmgard's Goulash

Enjoy this recipe from Irmgard Weber, a resident at Whiddon Easton Park.

This recipe is very close to Irmgard's heart as her mother showed her how to make it during her childhood in Germany. This recipe has been passed down to her daughters and has now become a family tradition. We hope you enjoy it.

#### Ingredients

½ kg of pork	Oil
½ kg of beef	Cornstarch
1 onion	Water
Dash of paprika	

- 1 Cut the pork and beef into small cubed pieces.
- 2 Sauté the onion and meat together in a pan.
- 3 Add the paprika and water and boil until the meat is tender.
- 4 Remove the meat, and use the sauce for the gravy.
- 5 Then add cornstarch, pepper and salt to taste and mix until thickened.



# The Royal Commission into Aged Care Quality and Safety

After two years of hearings, submissions, reports and a comprehensive review of the entire aged care system, the Royal Commission into Aged Care Quality and Safety is drawing to a close.

The interim report was tabled in Parliament in late 2019 and focused on three key areas:

- To provide more Home Care Packages to reduce waiting lists for higher level care at home
- To respond to the significant over-reliance on chemical restraints in aged care
- To stop the flow of younger people with disability going into aged care, and expediting the process of getting younger people who are already in aged care out

In October 2020, following a number of hearings that were held to focus on the COVID-19 pandemic, an additional report was issued that centred on actions required within the sector to improve outcomes for all stakeholders.


Specifically, the report identified four areas for immediate action:

- First, the Australian Government should fund providers to ensure there are adequate staff available to deal with external visitors to enable a greater number of more meaningful visits between people receiving care and their loved ones
- Second, the Australian Government should create Medicare Benefits Schedule items to increase the provision of allied health and mental health services to people living in residential aged care during the pandemic to prevent deterioration in their physical and mental health
- Third, the Australian Government should publish a national aged care plan for COVID-19 and establish a national aged care advisory body
- Finally, the Australian Government should require providers to appoint infection control officers and should arrange for the deployment of accredited infection prevention and control experts into residential aged care homes

The final hearings concluded in September 2020, with a focus on the sector's funding mechanisms. Following this, the Commission received Counsel Assisting's final submission and proposed recommendations for the aged care sector.



Chris attended the Royal Commission in Perth last year



As expected, this critical list of recommendations provides a thorough level of detail, focussing on every aspect of the sector and the stakeholders connected to it. The submission contains a total of 124 recommendations with a number of key areas including:

- A new aged care act to support the extensive level of reform
- The establishment of new independent regulators to oversee the sector
- A new and improved funding mechanism regulated by an independent pricing authority
- Measures designed to increase the provision and supply of Home Care, including improved funding and the immediate removal of the current waiting list process administered by the Commonwealth
- Mandatory registration of all personal care workers and mandatory staffing ratios
- The introduction of a star rating system to assist people to assess aged care services
- A review of the Aged Care Quality Standards
- Mechanisms to enhance and improve aged care services for Aboriginal and Torres Strait Islander people
- Additional regulation in regards to the use, or prescription, of physical and chemical restraints
- Support for research and innovation including a funding mechanism and the establishment of a Research and Innovation Council
- A host of workforce recommendations which include reviewing entry level qualifications, the review of undergraduate programs and establishing a dedicated workforce oversight agency to drive these outcomes

Whiddon welcomes and supports the reform. These recommendations must now be reviewed and considered by the Commissioners who may modify them before making their final submission to the Government in February 2021.

Whiddon is very proud of our contribution to the Royal Commission through our involvement in two hearings. The first, in Perth, focused on person centred approaches to care, which received written and oral submissions from Whiddon representatives, shining a spotlight on our relationship based care approach. The second, in Sydney, focused on funding and included a written and oral submission from Whiddon CEO, Chris Mamarelis.

We look towards 2021 with a level of optimism as we wait for these next crucial steps to unfold. In order for the reform process to succeed, it is essential that the Federal Government accept and act upon the Commissioners recommendations. Following this, we all have a role to play and it is crucial that as providers, the reform is embraced objectively in the interest of the communities we serve and the senior Australians entrusted in our care.



## Our people

# Jacky is passionate about people

Jacky Hopwood was appointed to the role of Executive General Manager People and Culture earlier in the year and believes it is the people at Whiddon that make it the wonderful organisation that it is.

Jacky's aged care career began as an Assistant in Nursing while studying Human Resources at university, an experience she still draws from in her role today. She is passionate about aged care and the people in it.

While Jacky doesn't have regular direct contact with residents and clients, she says that she feels privileged to be able to make a positive impact through her work.

'For my chosen profession in Human Resources, there are so many opportunities to make a difference in aged care that link back to our residents and clients. Other industries I have worked in haven't offered anything like these opportunities, so there is something special about aged care.'

'You make a connection with the people you meet in aged care. I still remember a lovely gentleman from Scotland who taught me Gaelic words. Even though this was 20 years ago, I still fondly remember walking into his room and he was always pleased to see me. It's these moments that make aged care what it is.'

'Whiddon stands out to me because of its people. The first thing I noticed when I joined the team this year was how genuine the people are. They're so warm and welcoming. Whiddon don't just speak about their values like they're words written on a page, they actually live them,' Jacky said.

Part of Jacky and her team's role is to attract and retain new talent at Whiddon. They are working hard to enhance Whiddon's employee value proposition, to ensure Whiddon not only attracts people to work for the organisation, but to ensure that once they are here, they don't want to leave.

In regards to attracting new talent, Jacky and the team are developing new partnerships with universities and registered training organisations, and are looking at new channels to reach different audiences who may not have previously considered working in aged care. They also deliver a range of fantastic growth and development initiatives such as scholarship and clinical leadership programs.

### Jacky's tips for someone considering an aged care career

Speak to someone who works in the industry and find out what it is really like. Aged care offers so much more than just a job, you can make friends for life and impact people in a positive way.



## Our people

# Meet Alyson Jarrett Whiddon's Chief Operating Officer

Alyson has been part of the Whiddon family for a number of years now, more recently in the role of Chief Operating Officer. We caught up with Alyson to find out a little bit more about her role.

### What do you love about Whiddon?

Whiddon feels like family! I come from a very large family and Whiddon feels like an extension of this. My values are very aligned to Whiddon's – for me, it is essential that I work with an organisation who place their people first and recognise the innate value of everyone.

### What is your career background?

I am a Registered Nurse and have been working in health and community services for the past 30 plus years. My career spans a variety of care settings from acute care, community health, and aged care.

### What does a typical day at Whiddon look like?

There doesn't seem to be a typical day! Some days are filled with meetings with a focus on progressing key projects, and other days involve many phone calls and discussions to address new requirements or solve emerging concerns. Some days I have the opportunity to visit our homes and services and meet with residents, clients and staff and experience firsthand, the great work being done out there.

### What have been the highlights for you this year?

2020 has been a very challenging year with the COVID-19 pandemic, especially for our residents and the teams working in our homes. However, aside from this, 2020 has seen our wonderful teams going above and beyond to ensure our residents and clients receive the care and services they need and deserve. The compliments received from our residents, clients and families are a testament to the great people who are part of the Whiddon family.



### What do you look forward to for next year at Whiddon?

In 2021, I look forward to consolidating many of our key projects which includes enhancing our relationship based care approach. We know there are direct links between developing healthy relationships and the quality of life of our people, and also the impact that real connectedness has in our daily lives. Working within our relationship based care framework, we plan to expand our dementia and palliative care approaches to ensure they are aligned to Whiddon's overall approach and encompass evidence based care.

But most of all, I look forward to the Whiddon teams bringing joy to the lives of our residents and clients and putting smiles on their faces!

Best wishes for a safe and happy Christmas and a new year filled with love and happiness.

**Alyson**

# A new career for Lauren during COVID-19

When Lauren was stood down from her job due to the impacts of COVID-19 on her employer, she found a new career in aged care with Whiddon, and hasn't looked back since.

Lauren is a Registered Nurse and was working at a GP Surgery when the COVID-19 pandemic hit. She lives locally to Whiddon Redhead and often drove past the home. Enquiring about a role there had crossed her mind in the past.

When looking for a new role, she saw an ideal position advertised at Whiddon Redhead and decided to apply. From the moment she attended the home for her interview, she had a good feeling. Lauren had enjoyed her placements in aged care during her studies, but was previously drawn to other areas of nursing. She completed advanced studies in adolescent and youth fields, so it wasn't a career path she had planned to pursue.

However, by chance, she has found a career she loves. She loves all that Whiddon Redhead has to offer. She loves the brightness and cleanliness of the home and how it exudes happiness. She also loves how the team there seem to have a skip in their step.

What she loves most though is getting to know the residents. What they have experienced in life. Who they are. Where they have come from. This helps her to understand what matters most to them. The people there also inspire her.

Lauren is inspired by the work of the Relationship Based Care Coordinator at Whiddon Redhead and how the team make the experience for residents as personal and meaningful as possible. She thinks this is a model of care that everyone at Whiddon can be proud of.

For someone thinking about a career in aged care, Lauren says go for it. She says there is so much more to a career in aged care than people may think. She wishes more people could see what a day working in aged care is like. The smiles, the happiness and the opportunities. Whatever role people play in aged care, Lauren believes their role is incredibly important.

For Lauren, this year she has discovered an exciting and rewarding career. While it wasn't a career she had planned, when she stepped into it, she realised how truly incredible it can be.



Lauren with Whiddon Redhead resident Pam

If you have a big heart and love to make a difference, aged care is for you.

## Employee news

### Celebrating employee milestones

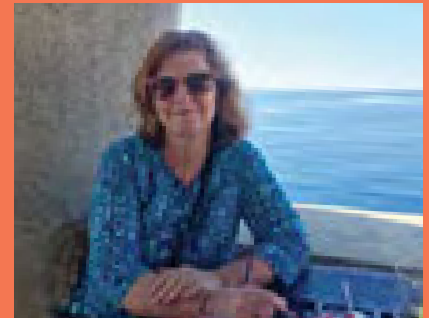
Our employees are at the very heart of our organisation. We love to celebrate their achievements and recognise their incredible contributions to Whiddon and the people we care for. We wanted to share some of the amazing service milestones celebrated this year.

#### Carol's clocked up 35 years of special memories

When we asked Enrolled Nurse Carol about her career highlights over the years at Moree, she said, 'Shaving my hair off in front of the residents to raise funds for a colleague who was battling cancer'. Congratulations Carol on your amazing milestone!



#### Dale celebrates 30 years!



Whiddon Laurieton's Deputy Director Care Services, Dale, loves coming to work each day and says she wouldn't have it any other way. She's loved her 30 years at Whiddon and we can't thank her enough for her contributions.



#### 30 years for Margaret

Margaret has experienced many extraordinary moments at Whiddon Easton Park, but the most important thing for the hotel services team member, and former nurse, is the privilege of being able to make a difference to someone's life. Well done!



#### Well done Maree on 20 years!

A huge congratulations to Maree from our beautiful Temora home on reaching 20 years of service as an Assistant in Nursing. We genuinely thank you for your contributions, passion and drive to make a difference.



Pictured with Temora DCS Gail Lynch

#### Peter has loved his 30 years at Whiddon

Peter loves our unique history at Easton Park, and sharing his fond stories of how we have grown over the years. Peter – we're so thrilled that you have been part of this and thank you for a wonderful 30 years with us!

# Aged Care Employee Day celebrations

Whiddon created Aged Care Employee Day in 2018, to recognise and celebrate the thousands of people who work in the aged care industry across Australia.

This year, it was more important than ever to shine a light on the amazing people who have chosen aged care as a career. Each of them are such caring heroes who go above and beyond each and every day to positively impact the lives of senior Australians. Our employees have continued to provide exceptional care and show such passion for making a difference throughout this pandemic.

They offer comfort, support and love, and create smiles on the faces of the wonderful people that we are privileged to care for. They are doing an incredible job in helping to keep residents safe, well, connected and engaged during these challenging times. Aged Care Employee Day, on 8 August, pays tribute to the valuable work of everyone working in aged care, regardless of their role. It is an official day created just for them, to celebrate all they do, and provide an opportunity for the community to say thank you. Enjoy these photos of our teams celebrating.



Whiddon Kelso loved their special gift pack and card from Whiddon and celebrated with a BBQ!



Community Care welcomed their packs and enjoyed celebrating together

# Celebrations

## Celebrating residents' milestone birthdays

We haven't let 2020 interfere with birthday celebrations at Whiddon. Here are just a few of the many special birthdays we've celebrated this year. While we may have not been able to celebrate in the same way, we made the most of the ways that we could celebrate, ensuring that our residents felt like superstars on their special day.

### Ken's incredible 107-year milestone



Ken is the oldest person living between Newcastle and the Queensland border. At 107, while Ken is unsure of the secret to his longevity, he says that he rode a bike and did plenty of walking for most of his life! He celebrated his special day at Whiddon Grafton.

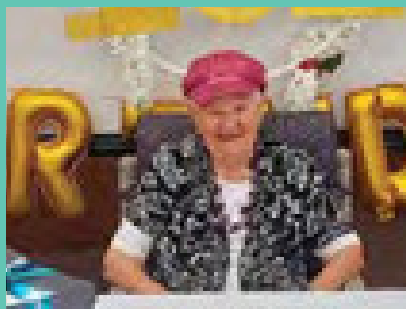
### Norma, 101, believes staying active is important to longevity

Norma believes that staying fit and active has played a large role in her longevity. Taking up yoga in her 50's and continuing into her 90's, she still keeps active.



### Dot celebrated turning 101 years young at Laurieton

Why not celebrate turning 101 years young with a giant cake for everyone to enjoy? Happy birthday to you Dot!



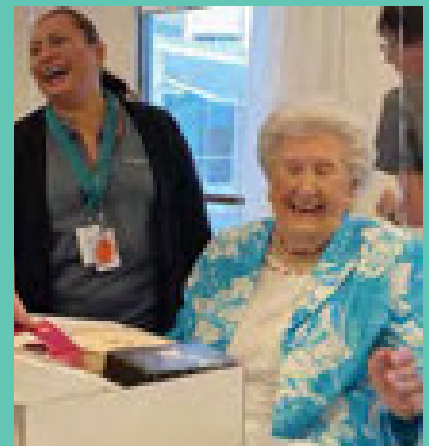
### May turned 103 years young!

May loves a big party and even though her party plans had to be changed this year, she loved her Zoom party with her nearest and dearest and enjoyed being pampered before the big event.



### 101 reasons for a window party at Belmont

Grace turned 101 during COVID-19 restrictions when risk-free visits where the main form of visits at the home. Her celebrations continued though – albeit through the window and it sure was a party! Happy birthday Grace from all of us.



## Community Care

# Have you used our home care price calculator?

Whether you're on the waitlist to receive your Home Care Package or have had your package upgraded to a higher level, you can use our home care price calculator – MyPlan – to plan and budget the home care services you want and need. You can choose the frequency of the services and length of the service based on the hourly fees. The total cost is calculated as you go.

MyPlan is flexible and lets you build a plan based on your needs, goals and budget. Whether you have government funding and have been assessed for a Home Care Package level or Commonwealth Home Support Program (limited locations), or are choosing to privately fund your home care services, Whiddon can provide you with the support that you need across Sydney, regional New South Wales and south-east Queensland.

## Start building your plan today!

### Healthy Ageing

Let us help you maintain or improve your wellbeing with exercise and balance, memory support and more

### House Proud

Keep your home and gardens looking sharp with support from our team. Furry friends? We'll help take care of them too

### Living Safely at Home

Access the support you need to live safely at home with our flexible packages

### Keeping Connected

Stay connected with the people, places and activities that matter most to you with our Keeping Connected Package



## Using the calculator is easy!

- 1** Visit [whiddon.com.au/myplan](https://whiddon.com.au/myplan)
- 2** Choose a pre-existing home care plan from one of the service types above or build your own plan and select the services you want and need.
- 3** You can email your estimated plan to yourself and our team will be in touch to discuss your next steps.

## Community Care

# Community Care experiencing growth

Over the last year, we have placed a focus on expanding our home care service regions in New South Wales. This year, we have seen positive growth across all of our locations and commenced servicing the Moree and Hornsby regions.

## Community Care in Moree

With the introduction of our new care home in Moree, Whiddon Moree, we have had the exciting opportunity to expand our home care services footprint in the New England region by extending coverage at Tamworth, Boggabri, Gunnedah, Narrabri, Wee Waa and other rural towns.

With Moree now one of our new Community Care hubs, we're able to provide dedicated resources within these regional areas. We're also continuing to engage with local health referrers and hospitals, and assist with localised transition plans from hospital.

In addition to introducing local carers to the team, we've been able to provide Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP) services. This is in addition to private and brokerage services. We're seeing very positive growth each week which is fantastic.

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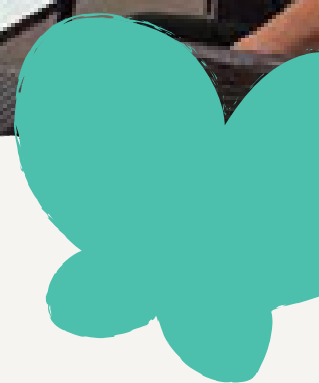
## Community Care in Northern Sydney

We are pleased to now service the Northern Sydney area. Since May 2020, we have been able to provide support for over 80 new clients in this area, helping them to stay living at home safely and independently. It has also allowed us to create new jobs for the local community.

Over the past few months, we have worked with our residential care service to provide much-needed assisted transport for clients, which helps them to access the community safely and get out and do the things they love.

Our focus in 2021 is to continue developing our model of care within our home care services. We're also excited to investigate opportunities that will allow us to continue to grow, particularly in the Mudgee and Woodenbong areas.

We are also pleased to announce that we are approved National Disability Insurance Scheme (NDIS) providers. This will also be a key focus area for us in 2021 as we build our disability offering over the next 12 months.



# Donate to make a difference

Whiddon has a proud award-winning history and we rely on the generous support of our donors to continue innovating in the wellbeing space and improving quality of life for older Australians. There are many ways that donors can support our work and help enrich the lives of those we care for.

No matter how big or small a donation is, it really does make a difference and helps us to fulfil our purpose of delivering care services that enhance wellbeing and quality of life for older Australians.

Our donations are typically used for various resident and client focused purposes. Most recently, we have used donations to fund our PowerMoves gym program, which is now running at Whiddon Easton Park. It will soon be established at our homes in Kyogle, Beaudesert, Grafton, Moree and Mudgee too.

Our gardening program – Growing Together – was something residents across many of our homes requested. For many, gardening was a hobby enjoyed prior to moving to Whiddon, so we wanted to ensure that they could continue to do the things they loved. We worked with a horticultural therapist to train staff to deliver a 4-season program to assist residents who can no longer garden to plant, tend and harvest plants every season.

We have also used donations to fund research and new programs in various areas, including cognitive scaffolding together with Macquarie University, which provides enhanced skills to carers around how they communicate and support residents with dementia.

These are just a few of the many programs and initiatives that we have been able to introduce across our Whiddon homes as a result of the generosity of our communities, families and partners who have made donations to Whiddon. You can support this great work by making a donation. To find out more visit [whiddon.com.au/make-a-donation](http://whiddon.com.au/make-a-donation).



# New technology at Whiddon



## Whiddon Connect coming soon

During the COVID-19 pandemic, our teams have been working hard to keep residents connected to their loved ones. We have been using technology to offer video calls and sharing of photos and messages through CareConnect.

Whiddon Connect will provide avenues for residents, clients, families and employees to stay in touch digitally! Whiddon Connect will be available for smartphones and tablets, as a free download from both the Apple and Google Play stores. Whiddon Connect will be available for smartphones and tablets. Accessing this app will be easy and free.

### Highlights of the self-service app include

- Residents can enjoy video calls with loved ones
- Families can share photos and updates with residents
- Access to Whiddon's website, blog and feedback channels
- Access to Whiddon's social media platforms
- Access to the latest government COVID-19 updates
- Plus more!

Keep an eye out for information on the launch and how to download and use Whiddon Connect.

## Our top tips for staying safe online for older people

With technology and social media proving to be an effective way for older people to stay connected, we wanted to share our top tips for staying safe online.

- **Stay strong and secure** Secure all of your devices using passwords or PINs and don't share these with others. Strong passwords include a mix of letters, numbers, symbols and should not include your name or other personal information. Consider using two-step authentication to ensure that only you have access to your online accounts at any time. Ensure that all your devices are protected by security software and it is updated frequently.
- **Be aware** Think before you act. Scams come in many forms and may be in emails, SMS', or phone calls. Those which create a sense of urgency, such as a financial or tax problem, are likely a scam. Make contact directly with the organisation by phone to determine if their communication is legitimate or a scam. Consider carefully all information you share online, especially when responding to emails. Avoid clicking on links in unsolicited emails.
- **Stay social safe** Remember that anything you post on social media can potentially be seen by many people, even people you don't know. Before you post, think carefully about the personal information you might be giving out. Ensure your privacy settings are aligned to how you would like them to be – ask a friend or relative for help with this if you need it.

For more information on staying safe online for seniors visit [esafety.gov.au/seniors](https://esafety.gov.au/seniors)



# Great care starts with great relationships

That's why our award-winning care always starts with our friendly staff really getting to know you.

📍 [whiddon.com.au](http://whiddon.com.au)  
📞 1300 738 388

**Whiddon**  
Award-winning aged care