



True Colours Report

Bringing the information you need to light

Residential Care - 1 April to 30 June 2021

Whiddon
Award-winning care

PEOPLE



23

Aged Care Homes



1,800

Aged Care Residents



2,706

Employees

FEEDBACK

89% FY 20/21 Customer satisfaction level*

"I am very happy with the service at Whiddon especially recently. The help, support, caring and guidance has been very professional and we feel valued. The staff here are exceptional."





(Whiddon Redhead resident FY 20/21 satisfaction survey comment)

Your feedback is important. Let us know how we can continue to improve feedback@whiddon.com.au



FOOD

Our cost of food = \$14.28
per resident/day

Breakfast	Lunch
 Eggs benedict	 Fish & Chips
Happy Hour	Dinner
 Morning and Afternoon Tea	 Lamb chops with veg

100% COMPLIANCE
with food safety audits
(21/23 homes completed as at 30 June 2021)

Stewart Brown Benchmark Report 2020 says that the average daily food cost across the industry is

\$12.31

CARE


200
minutes

care per resident, per day at 20% of our homes.

Currently we sit at 172 minutes across 80% of our care homes.

The Government has accepted the Royal Commission Recommendation to increase care levels to 200 minutes per resident per day. They will provide additional funding from October 1st 2022 to support this, and it will become mandatory from October 1st 2023.


24/7
Registered Nurse

92.8% of residents have RNs on-site 24 hours per day

7.2% of residents have access to on-call RNs overnight

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WELLBEING

7 programs per service on average incorporating Whiddon programs and structured leisure activities per site*



HenPower



Cooking Club



Creative Ageing



Intergenerational Programs

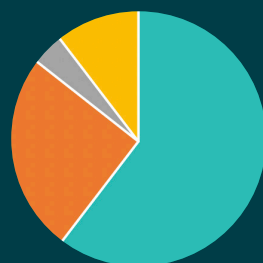


Dancewise

* Number of programs may vary from site to site due to COVID-19 and other factors.

WHERE THE DOLLARS GO

How we allocate government and resident funding



Staff Wages
Repairs, Maintenance & Utilities
Direct Costs
Administration

\$268

Government funding

\$290

Expenditure

\$22²

Loss

² Financial performance varies, the loss this quarter in some part reflects the costs that Whiddon is bearing of onboarding and opening new care homes. Generally, Whiddon expenditure on residents is not covered fully by Government funding.

COMPLIANCE

Whiddon outcomes compared to National Quality Indicators³

19% 🛏 **Pressure injuries (Stage2)⁴**

Whiddon's performance in limiting the occurrence of pressure injuries is 19% better than the national benchmark

67% 🚫 **Physical restraints**

Whiddon's performance in limiting use of physical restraints is 67% better than the national benchmark

52% 📦 **Unplanned weight loss**

Whiddon's performance in limiting the occurrence of unplanned weight loss is 52% better than the national benchmark

We are committed to improving performance across all quality indicators across Whiddon services with remediation strategies updated in residents' care plans at a localised level.

98.6% Achievement of compliance against the 42 outcomes of the Aged care Quality Standards across all homes.

⁴ Pressure injury stages refer to the level of skin breakdown. Stage 2 pressure injuries are one of the most common stages which is why they are highlighted in this update.

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