



True Colours Report

Bringing the information you need to light

Community Care - 1 April to 30 June 2021

Whiddon
Award-winning care

PEOPLE



350

Home Care Packages



135

Community Care Carers and Support Staff



Average

17 hours

Per Home Care Client per month

FEEDBACK

85% FY 20/21 Customer satisfaction level¹

"(The Whiddon) Community care coordinator, has been quite professional as well as genuinely caring and friendly not just in the initial process of joining the Whiddon group but also in the follow-up of the services provided to me."

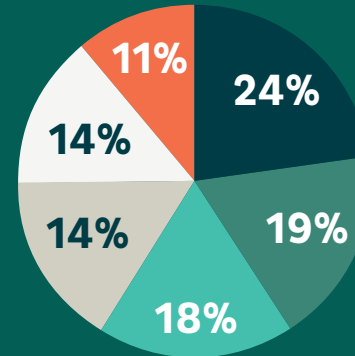
(Hunter region Whiddon community care services client, FY 20/21 customer satisfaction survey comment)

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

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OUR SERVICES

How our clients choose to spend their HCPs



- 1 Client Purchases
- 2 Social Support
- 3 Package Admin
- 4 Other/Case Management
- 5 Domestic Assistance
- 6 Personal Care

OUR PRICE

\$56 vs \$57

Whiddon standard charge per hour for social respite, domestic assistance (weekdays 6am - 4pm). Excludes RN

Benchmark price per hour in NSW²

STANDARDS



100%

Compliance against the Aged Care Quality Standards³



100%

Compliance against the NDIS Practice Standards*

*Awaiting compliance testing against new Home Care Common Standards at 8/10 services

Falls



2%

of our clients experienced a fall for the quarter ending June 2021

Complaints



2%

We received complaints from 2% of our clients for the quarter ending June 2021. 99% of complaints were resolved in 5 days

whiddon.com.au | 1300 738 388

¹ Whiddon 20/21 Customer Satisfaction Survey

² Department of Health, National summary of home care prices, May 2021

³ 100% assessed as per old standards, 8 of 10 CC services have not yet been assessed under the new standards.