



# True Colours Report Consumer snapshot

Community Care: July 2021 - June 2022

## Our Clients



# 840

Total number of Whiddon  
Community Care clients



### Female to male ratio

Our female to male ratio is in line with the profile of people using aged care services.

**47%**  
of Whiddon clients  
have Home Care  
Packages

**39%**  
are CHSP clients  
(Commonwealth Home  
Support Package)

**14%**  
Other  
programs



# 620

74% of total  
clients

Most of our clients live in regional,  
rural and remote areas.



## Client satisfaction with our services

### Customer satisfaction index



# 89%

This is the average of positive scores in  
our annual customer satisfaction survey.  
89% reflects a high level of customer  
satisfaction.

# NPS +54

The NPS is an internationally recognised score of consumer satisfaction. It is measured through ratings to the question: **“Would you recommend this service to friends and family?”** Whiddon’s score falls into the excellent level and is very high compared to the industry average which was +37 for the same period.



## Compliments and complaints trends

Whiddon monitors compliments  
and complaints every month  
and has a robust consumer  
feedback mechanism

**12 months period**  
**July 21 – June 22**



# 14

compliments



# 57

complaints

Levels of complaints and compliments are very low across the year. Complaints mainly relate to scheduling challenges and have been exacerbated by Covid and staff shortages. Compliments relate to quality of staff, care and services.



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## Consumer engagement

Over the period  
July 2021 - June 2022 we ran



**3**

### satisfaction and feedback surveys

These were the annual customer satisfaction survey, consumer feedback on Coordinator restructuring, and individual engagement on scheduling feedback (see complaints).



**10**

### One on one interviews with clients as part of our annual LIFETIME study

Engaging consumers to understand how to improve client experience and services is important at Whiddon. Engagement methods include surveys, interviews, strategic planning workshops and board and client engagement groups.



## Measuring Quality of Life

We are developing innovative tools to measure quality of life outcomes.

Every year we measure whether our services have improved client quality of life.



**97%**

of clients agree that the care services we supply are improving their quality of life



## Relationship based care



**94%**

This is the score for our relationship based care (RBC) index.

Whiddon's award winning relationship based care program is very important to ensuring tailored care with continuity of staffing for all our clients. Every year we measure our RBC index, where clients rate us against a number of RBC measures. This year our index went up by 4%, which is a great sign in a very challenging year.



**100%**

of clients surveyed rated their relationship with their team of care workers as either Good or Very Good.