



# True Colours Consumer Report

Community Care: 2022/2023

**Client & Family Feedback** – Each Year, Whiddon engages with our community care clients and families to better understand their experience with us and levels of satisfaction. This report draws on information from our 2022/23 Customer Satisfaction Survey, in addition to other customer engagement methods.

Community Care satisfaction levels were very high this year around staff relationships, and Whiddon’s ability to support quality of life and independence. This year for the first time we asked about Whiddon’s support of clients’ social connection with family, friends and the community. The results were relatively low and have given us an important area of focus going forward.

## Our Clients



# 845

Last year, Whiddon provided our Community Care Services to an average of 845 clients per month

**63%**  
Female

**37%**  
Male

**82years**  
Average age of Whiddon clients

**CHSP & HCP**



Whiddon provides community care services to Home Care Package clients, CHSP clients and NDIS clients.

**NDIS**



## Client & Family Engagement

Throughout 2022 & 2023, Clients and families have had the following engagement opportunities to provide feedback.



Customer Satisfaction survey



Strategic Plan engagement sessions

Board & Consumer Engagement Workshops



Whiddon Lifetime Study **consumer one on one interviews**



## Areas of most importance for our Clients

The themes and areas that are of most importance to clients are very consistent across all of our different engagement methods.



Relationships with Whiddon carers



Social support & connection to community



Maintaining Independence & Control



Supporting quality of life & happiness



### Client Satisfaction

Whiddon's purpose is to "enrich people's lives and make a real difference" so it is very important to us that we are having a positive impact on client quality of life. Our overall client satisfaction score for 2022 was 86%. This was down on last year's very high score of 89%. This was due to lower levels of satisfaction with social activity and connection, and will be an area of focus for the coming year.

#### Doing well

**100%** agree we are improving their **Quality of Life**.

**97%** are **happy** living at home with the support of Whiddon.

**96%** are happy with their levels of **independence**.

#### Needs improvement

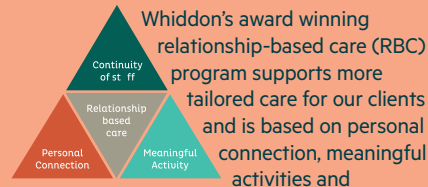
**74%** said we were able to support them to resume normal **social activities** (post COVID).

**53%** feel Whiddon is able to support them to **stay connected** with Friends and family .

**43%** feel they can easily understand our **Fee Statements**.



### Whiddon's Relationship Based Care



continuity of care. Relationships with carers was overwhelmingly rated as the best thing about our service, closely followed by the quality of our care. Importantly, this year, despite sector wide staffing challenges, our clients felt we provided consistent carers each day.

#### Doing well

**97%** value their **relationships** with our carers & **96%** say staff know our clients well and are responsive to their needs.

**93%** felt the same **familiar employees** cared for them each day.

#### Needs improvement

**83%** said our care workers were able to provide support if they felt **sad or lonely**.



### Family Satisfaction

Family satisfaction levels were similar to client satisfaction at 87%. We saw a strong increase in family satisfaction with Coordinator Communication, knowing how to make a complaint and responsive care workers. Consistent with client feedback, families would like to see their loved ones better supported with social activities.

#### Doing well

**95%** of families agree that **Whiddon is improving quality of life** for their loved one.

**93%** said the **same familiar staff** visited their loved one.

**87%** believe our care workers **know their loved one** well and are responsive to their needs.

#### Needs improvement

**72%** agreed Whiddon helped their loved one **stay connected**.

**67%** felt we supported a return to normal **social activities** post-Covid



### What we're doing



#### Wellbeing Programs roll-out to Community Care Clients

Clients will now be able to benefit from falls prevention, intergenerational, Seniors Groups and other wellbeing programs which will improve social connection and participation.



#### Improved Fees Statements

We are moving to a new finance system which will enable a more user friendly approach. We will test the new format with clients to ensure that it is easier to understand.



#### Accompanied Transport Re-launch

to support client outings & appointments.



#### Relationship-Based Care (RBC) Re-launch

RBC is our award winning care approach. We will be re-launching RBC with better training and processes to enhance our wellbeing offering for residents and clients.



#### Whiddon Experience

Commencing in 2023, this project aims to improve the resident and client experience across the whole of their journey with us at Whiddon.