



True Colours Performance Report

Community Care: 2023

Care

At Whiddon, Relationship Based Care underpins everything we do. We strive to provide high quality, consistent and innovative care for our clients. Whiddon provides Community Care services to Home Care & Commonwealth Home Support clients as well as NDIS clients.

837
Clients per month (average)

14
Hours of Care per client each month (average)

766
Packages (HCP, CHSP & NDIS)

Wellbeing
100%
clients agree Whiddon is improving their quality of life

Standards
100%
compliance with Aged Care Quality & NDIS Standards

Connection
53%
clients would like more help to stay connected with friends and family

Satisfaction
86%
clients are satisfied with Whiddon's services



289 CHSP

19 NDIS packages

458 Home Care packages

People

Our goal is to create a well-trained, energised team who provide exceptional care and feel recognised and valued.

199 Community Care employees

Wellbeing - Mental health and burn-out were flagged as concerns for our employees

Supported
92% of our employees feel supported at work

Remuneration
15% increase for 100% of direct care employees & Recognition Payments for indirect care employees

Learning opportunities



Dementia Framework



Leadership Development



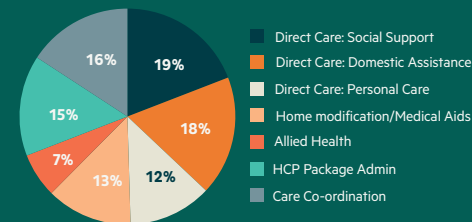
Therapy Assistants



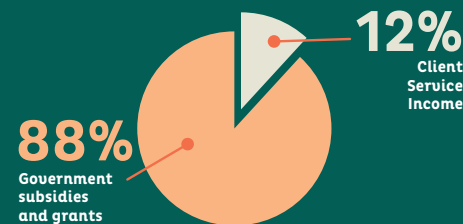
Palliative Care

Business

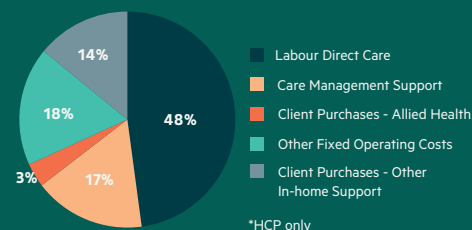
Our Services
How our clients choose to spend their HCPs



Where our funding comes from



Where our funds go*



Positive Ageing

Over the past 12 months, Whiddon has successfully applied for and received over \$330k in grants to support the following initiatives:



Digital skills training for Seniors



Digital Loans library



Get Online Week



Community Christmas events



Seniors Week Arts & Crafts