



True Colours Performance Report

Residential Aged Care | 2023

Care

At Whiddon, Relationship Based Care underpins everything we do. We strive to provide high quality, consistent and innovative care for our residents.



1563 residents across **23** homes

95%

of our homes on average had 24/7 Registered Nurse coverage*



91%

of our Homes are rated 3 stars or higher on My Aged Care website

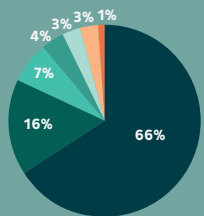
Care minutes



20 out of 23

Homes exceeded or are within 10% of Care Minute Targets

851
pieces of feedback



- Compliments
- Care complaints
- Food complaints
- External
- Environment
- Cleaning and laundry
- Other

*Whiddon's Wee Waa and Bourke homes are currently exempt from 24x7 RN requirements due to size

People

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



2363 Residential Aged Care employees

Loyal
70%

retained employees & 40% with us for 5+ years

Supported
92%

of our employees feel supported at work



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

Rewarded - 15% Modern Award increase passed-on to direct care employees. Recognition payments for indirect care employees.



Learning Opportunities



Dementia Framework



Leadership development



Therapy Assistants



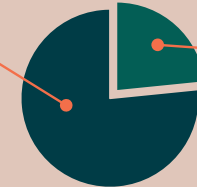
Palliative Care

Organisation

As a not-for-profit, our focus is on building an ethical, sustainable and effective organisation, that's ready for the future needs of residents.

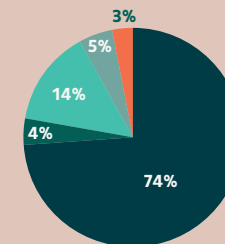
Where our funding comes from

78%
Government subsidies and grants



22%
Resident fees

Where our funds go



- Labour Costs
- Direct Care
- Indirect care costs (utilities and services)
- Food
- Repairs & Maintenance

Projects



Technology Roadmap -

evolving our systems and data to improve our customer experience



major building upgrades to 4 homes

Relationship-based Care

Whiddon's award winning relationship-based care (RBC) program supports more tailored care for our residents and is based on personal connection, meaningful activities and continuity of care. Our residents continue to value their relationships with our employees. We are working to address staff continuity which has been impacted by sector-wide staffing shortages.

Kind & Caring Employees



98% say our employees are kind and caring & treat them with respect

Relationships



92% value their relationships with our employees

96% agree our employees know them well and are responsive to their needs

Consistent carers



72% felt the same familiar employees cared for them each day.

We are working to address the current workforce challenges

Food & Dining

Whiddon's Food Services Team is a passionate and creative group who recognise that food is deeply connected to wellbeing. We have a strong focus on creating a collaborative culture around food using a resident-centric approach.

Our cost of food



\$17.69* per resident, per day

industry average per resident per day is \$14.04**

*Includes raw food ingredients & supplements
**Stewart Brown 2023

95%

agree mealtimes are relaxed and enjoyable

90%

of residents like their food and feel they have a choice in their menus



100% Compliance with food safety audits

Food & Dining innovation



24/7 All Day Dining Menus (24/7 hot, cold and snack food items available)



Homestyle Kitchens



Resident Foodie groups



Cooking Clubs

Leading the way in Positive Ageing

Our Research and Positive Ageing Team are recognised as innovators and leaders. We partner with universities, research institutes, Primary Health Networks and industry to find new ways to support our residents and clients.

Falls Prevention

- ✓ **Education:** an organisation-wide campaign to raise awareness of proven risk factors.
- ✓ **Food as Medicine:** using nutrition and hydration to reduce falls.
- ✓ **Exercise4Life** – expanding our evidence-based reablement and falls prevention exercise programs.



Clinical & Implementation Trials



I-CHARP (Interdisciplinary Care Home based Reablement Program) - a study with the University of Sydney that will examine whether a new reablement program is effective in improving independence and wellbeing of older people with memory concerns.



Best Care – a study with the CSIRO and Talius that will use smart sensor technology to predict and prevent falls and improve other health outcomes in Care Homes.



Resparke – a partnership with the Hunter New England PHN. We will assess the effect of the Resparke Platform (a program that generates individually curated music and video content based on residents' personal preferences).



Behaviour Support Plans – a study with the University of Sydney that will examine the implementation of these plans for residents living with dementia.



I-conFESS – a study with Neura that will look at the effect of fear of falling in residents. This research is underway in our Belmont Care Home.