

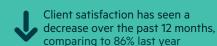


Our True Colours Reports aim to provide honest and easily understandable insights into our performance across client satisfaction, governance, workforce, and quality care. Our Community Care Consumer Report compiles feedback from clients and their families through our Satisfaction Surveys and Advisory Bodies. In our 2023-2024 Annual Survey, 35% of clients and 34% of families participated.

Client Experience

Customer Satisfaction index

79%



Relationship Based Care

value relationships with our carers

agree carers know them well & are responsive to their needs

Quality of Life & Independence



Happy living at home with

the support

of Whiddon

feel quality of life is improved

feel supported to live independently

Family / Next of Kin Experience

Customer Satisfaction index

83% **F**

Family Satisfaction has experienced a slight drop in the last 12 months, comparing to 86% last year

Relationship Based Care

95% agree carers have the right skills

93% say the same familiar people care for their loved one

rate their loved one's rafe their loved one's relationship with our carers highly

Quality of Life & Independence



feel that their loved one is happy living at home with the support of Whiddon



is supported to live independently

What can we do better?

Social Support

say we support them to stay socially connected

agree we have provided support to resume normal social activities

Billing & Compliance



39%

understand monthly fee statements



know how to make a complaint

What we're doing to improve

Relationship Based Care (RBC)



Based Care Model is being strengthened through employee training

Social Connection



New Volunteer strategy to recruit more volunteers



Introduction of Whiddon's Wellbeing programs includina Cookina Clubs. dance, intergenerational & men's activities

New Finance System

Whiddon is transitioning to a new finance and billing system





Monthly fee statements are being reviewed as part of this process