



True Colours Performance Report

Residential Aged Care | 2023 - 2024

Whiddon
Award-winning care

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Care

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



1574 residents living in our
23 homes

100%

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



100%

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



Care minutes

100% of homes

exceeded or are within 10% of Care Minute Targets



99.9%

compliance across the
924 Aged Care Quality
Standards Requirements

354

feedback
responses
received



Complaints
162

192
Compliments

*Whiddon's Bourke home is currently exempt from 24x7 RN requirements due to size, and Whiddon Wee Waa is meeting the reduced requirements due to its size

People

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



2626 Residential Aged
Care employees

Loyal

74.3%

retained employees
& 40% with us
for 5+ years

Valued

40%

have received
wage increases
of 4% or more.

1.5% increases received
for all other employees.

Learning & Rewards



Scholarships to
the value of
\$1.259M over the
program's lifetime



New
Employee
Benefits
Program

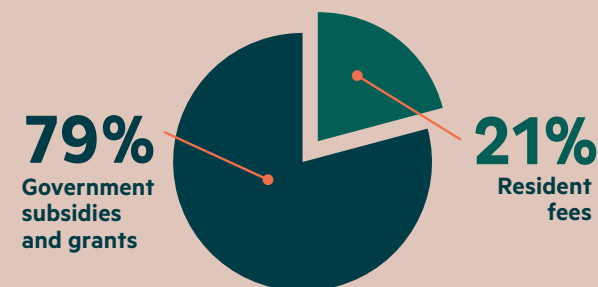


Dementia
Care and Falls
Prevention
training

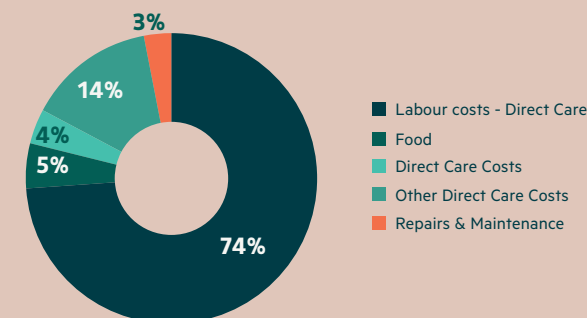
Organisation

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



Where our funds go



Relationship-based Care

Whiddon's RBC program is tailored to support our residents through personal connection, meaningful activities and continuity of care.



RBC Buddies for each Resident across

92%
of Homes



23
dedicated & trained
RBC Coordinators

Food & Dining

Whiddon's Food Services Team have a strong and passionate focus on creating a collaborative culture around food using a resident-centric approach.

Our cost of food



\$18.57*
per resident, per day

industry
average
per resident
per day is
\$15.16**

*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



Refreshed
All Day
Dining
Menus



Area Head
Chef
Foodies
Groups



100% of resident
Cooking Club
Recipes included
in everyday menus

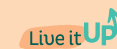


All Homes
participating
in our
Cooking Clubs

Leading the way in Positive Ageing

Our Research and Positive Ageing Team partners with universities, research institutes, Primary Health Networks and industry to find new and innovative ways to support our residents and clients.

Current initiatives include



Live It Up – Whiddon's new Falls Prevention Program.



Men's Wellbeing – co-design project testing a new men's activity program.



Elaborative Reminiscing – improving personal connection and communication between residents and care teams.



I-CHARP (Interdisciplinary Care Home based Reablement Program) – a trial supporting reablement of people living with dementia.



Wonderwall – testing the benefits of interactive technology in Memory Support Homes.



Allied Health – working with our Northern Rivers homes on the benefits of allied health student placements.



Best Care – trialling the use of sensor technology to predict resident falls.



Resparke – meaningful engagement to support wellbeing and reduce SIRS in our Memory Support Home at Redhead.



Pharmacogenomic Study – an innovative study matching medication type and dose to each individual's DNA profile.