



True Colours Our People Report

A snapshot of Whiddon's Workforce | 2024

Whiddon
Award-winning care

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Whiddon's Workforce



Employees

2979

Total number employed
by Whiddon

Work Type



60% Part-time (1792)
14% Full-time (390)
26% Casual (762)
1% Fixed Term (30)



123 Volunteers



Country of Birth

69.58% Australian
30.42% Overseas

Gender



83.98% Women
15.77% Men (+2% compared 2023)
0.2% Prefer not to say

Age



average employee age
(45 years in 2023)

59.38% Under 40 years old
15.60% Under 60 years old
25.02% Over 60 years old

71 years old
average volunteers age

Qualifications Levels across our workforce

1792 Certificate III in 71 different disciplines

1870 Certificate IV in 64 different disciplines

279 Diplomas in 50 different disciplines

269 Bachelor's Degree in 36 different disciplines

86 Master's Degree in 34 different disciplines

52 Graduate Diplomas in 26 different disciplines

25 Advanced Diplomas in 19 different disciplines

*Numbers include
multiple qualifications
per employee

Employee Engagement

Retention



74.3% retention across
all employees
+14% comparing 2023

Length of Service

10+ years

62.23%

5 - 9 Years

22.82%

1 - 4 years

14.95%

Satisfaction



98%

of new starters feel clear about
their role



93%

state they have all the tools and
resources they need to be successful in
their role



+41%

Volunteers NPS Score - obtained via
Survey in August 2024

★★★★☆ **4.0**

out of 5 are thriving at work

★★★★☆ **4.0**

out of 5 satisfied with their job

★★★★★ **4.7**

out of 5 for compassionate care*

*Our employees ability to connect and alleviate another person's distress

Learning & Recognition

Whiddon Scholarships

135

scholarships total.

20 scholarships in 2024 (14 completing Bachelor of Nursing)

\$1.259m

funding since Program commencement.
\$156,370 in 2024



New **Rees Naughton Scholarship** launched in 2024
to promote innovative professional development



New **clinical nurse educator** to support our migrant nurses.



Successful launch of a **new learning management system**
and **mandatory training program**.

Learning Opportunities



Leadership Development



Live it UP - Falls Prevention Program



Palliative Care



Psychosocial Safety



Trauma informed Care

Employee Recognition:

- ✓ **Every Day Heroes Program:** **2600** employees nominated
- ✓ **Just in Time Program:** **364** employees rewarded
- ✓ **Milestone Awards:** **197** Tenure Milestones reached
- ✓ **2024 Board of Directors Awards and Service of the year awards**

Workplace Safety

Workplace Safety priorities



Psychological safety framework & training



WHS Committee including HSR's



Due Diligence training



Wellbeing Framework includes:

- ✓ 'Wellbeing Wednesday'
- ✓ Wellbeing Platform and new EAP
- ✓ Care and Connect Training with RTW focus
- ✓ Mental Health First Aid

Worker's Compensation Claims

19

Average days off
(21 Industry average)

\$13,048

Average claim cost
(\$79,712 Industry average)

32

Claims per 1000 employees
(38 Industry average)

Our top 3 claim types are:



25%

Musculo skeletal
(manual handling).



8.5%

Wounds and lacerations



9%

Psychological
(noting these claims tend to be more costly than Physical claims)

Employee Wellbeing

Design for Care Survey 2024

Whiddon has partnered with Curtin University and Sydney University Business School over the past 2 years on our Design for Care project. The project involves a range of surveys and interventions and aims to help us better understand employee wellbeing and to shape the future of work design in Aged Care. Through the survey, we've been able to track some key areas of Wellbeing and work, between our 2022 and 2024 employee Surveys.

AREA	2022	2024	Change	Rating
Mental Ill Health	1.8	1.6	😊	Lower scores are better
Burnout Exhaustion	2.3	2.5	😞	
Burnout Disengagement	2.7	2.5	😊	
Change Consultation	3.4	3.7	😊	Higher scores are better
Transformational Leadership	3.5	3.9	😊	
Tolerable work family conflict	3.3	3.6	😊	
Tolerable emotional demands	2.8	3.1	😊	
Tolerable physical demands	2.8	3.1	😊	
Tolerable time pressure	2.7	2.8	😞	

Employee Benefits Program

New benefits program launched which included:



Whiddon Perks



Retail discounts with 350+ stores



Fertility leave



Gift giving



Work from Anywhere Policy



Employee Milestones recognition (enhanced)



Financial advice and support options

Workforce

Priorities for 2024



Attract

- Whiddon Perks
- O/S Registered Nurse Program
- AIN Sponsorship Program
- Volunteer Framework



Retain

- Wellbeing
- Internal communication
- Culture program 'Whiddon Way'
- Workplace Flexibility
- Employee Voice



Develop

- Leadership
- Scholarships
- Needs based training approach
- Diversity and Inclusion
- RN Skills development

Visa Sponsorship 2024

60 employees sponsored



RNs - 36 (60%)
AINs 24 (40%)

Utilising the Aged Care Industry Agreement, 100% AINs sponsored were existing employees.

Time to hire

21 days
AINs/ENs
(32 days last reporting period)

41 days
RNs
(45 days last reporting period)

30 days
All positions

WGEA 23-24 Gender Equality Reporting



2842
No. of employees in reporting period

86%

of our workforce are women.

0%

The gap between men and women in median base salary



75%
of Key Management Personnel are women.



Whiddon offers 12 weeks paid parental leave compared to industry at an average of **7 weeks.**