



True Colours Consumer Report

Residential Aged Care | 2024 - 2025

Whiddon
Award-winning care

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Whiddon's True Colours Reports aim to provide honest and easily understandable insights into our performance across resident satisfaction, governance, workforce, and quality care. This Residential Aged Care Consumer Report combines feedback from residents and their families throughout the year via our Satisfaction Surveys, National Quality Indicators and our Consumer Advisory Bodies. Residents and families across our 23 Homes were invited to complete our Annual Satisfaction Survey. 55% of residents and 23% of families responded to the 2024 - 2025 Survey.



Resident Experience

Customer Satisfaction index

91%

– Resident satisfaction has remained stable over the last 12 months, comparing to 91% last year

Relationship Based Care



97%

value relationships with employees who care for them



100%

agree our people are kind, caring and respectful

Food



98%

feel mealtimes are relaxed and enjoyable



96%

said they like the food

Quality of Life & Independence



97%

feel encouraged to do as much as possible for themselves



98%

have services and support that are important for their wellbeing



Family / Next of Kin Experience

Customer Satisfaction index

82%

– Family satisfaction has remained stable over the last 12 months, comparing to 82% last year

Relationship Based Care



95%

say employees treat their loved ones with respect & are kind & caring



91%

agree their loved ones feel safe



88%

feel employees know their loved one well

Management



93%

say the Homes are well run



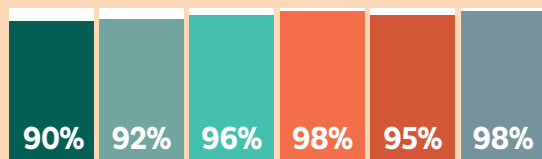
91%

agree management follows-up after they raise things with them



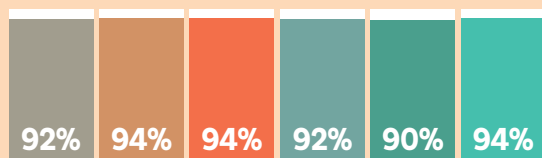
National Quality Indicators (NQI) Scorecard*

Consumer Experience



- Comfortable lodging complaints
- Supported to maintain social connection
- Employees have appropriate skills
- Health & Wellbeing is supported
- Supported to make decisions
- Treated with respect & dignity

Quality of Life



- Mobility is supported
- I am happy
- Social relationships are supported
- Independence is supported
- Enough enjoyable things to do
- Pain is well managed

* = NQI scorecard results based off last year's survey (Oct - Dec 2024)

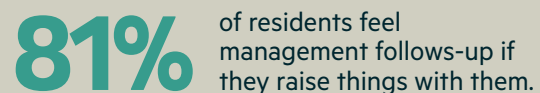


What can we do better?

Activities & Connection



Management Follow-up



Social Connection



84%
say that if they are sad and lonely someone notices and can support them



88%
agree that the same familiar people care for them every day



What are we doing to improve?

Relationship Based Care



- ✓ Wellbeing & Lifestyle restructured to provide more focus on activities and engagement
- ✓ Upskilling our team in elaborative reminiscing to enrich resident engagement and interaction

Social Connection



We are increasing our bus fleet to enable improved access to community outings and increased connections for residents

Care Coordination & Continuity



Dedicated Clinical Care Coordinators now in most homes enhancing care oversight



Improved recruitment and rostering processes are enhancing care continuity with the same familiar faces caring for you.