



# True Colours Performance Report

Home Care: 2024 - 2025

## Care

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



**1075** Clients per month (average)



**12** Hours of Care per client each month (average)

**524**  
CHSP clients

**I ♥ ndis** **24**  
NDIS Clients

**475**  
HCP clients

**24**  
Other clients

### Standards

**100%** compliance with Aged Care Quality & NDIS Standards

## People

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

### Loyal

**78.3%**  
employee retention.  
+ 4% comparing 2024

### Valued

**3.5%**  
The average wage increase in this period

## Learning & Development



Scholarships to the value of **\$1.5M** over the program's lifetime



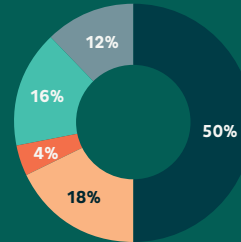
**42** employees studying with scholarships - **11** Bachelor of Nursing



**1000+** Hours of education for Support At Home

## Organisation

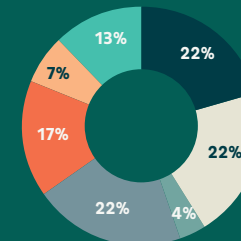
### Where our funds go



- Labour Direct Care
- Care Management Support
- Client Purchases - Allied Health
- Other Fixed Operating Costs
- Client Purchases - Other In-home Support

### Our Services

How our clients choose to spend their HCP funds



- Direct Care: Social Support
- Direct Care: Domestic Assistance
- Direct Care: Personal Care
- Home modification/Medical Aids
- Allied Health
- HCP Package Admin
- Care Co-ordination

## Positive Ageing

Whiddon is developing innovative Reablement programs to support our Home Care Clients' independence and wellbeing.



### ReFRAME Program

A multidisciplinary reablement program combining physiotherapy, occupational therapy, nutrition and coaching to improve strength and function for Home Care clients.



### Seniors Programs

Our Seniors Program participants enjoy diverse activities including community outings, arts and crafts, and access to Men's Sheds alongside our residential communities.



### Dossy and Allied Health Pilot

Trialled in Grafton, this hybrid model combines in-person assessments with virtual physiotherapy and occupational therapy. All participants achieved their personal goals and improved physical function over six weeks.



### StrengthUp

Our award-winning telehealth physiotherapy program achieved a 40% reduction in falls and significant mobility gains across Home Care services. Winner of the 2025 Future of Ageing Research Award.