



True Colours Performance Report

Home Care: 2024 - 2025

Whiddon
Award-winning care

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

 **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



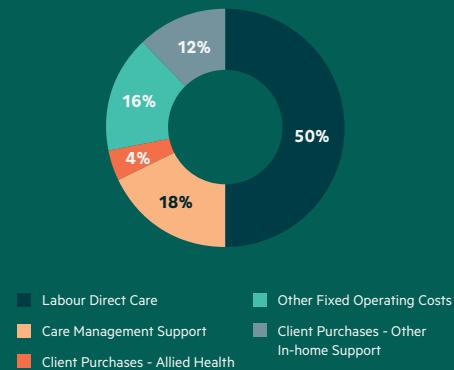
42 employees studying with scholarships - 11 Bachelor of Nursing



1000+
Hours of education for Support At Home

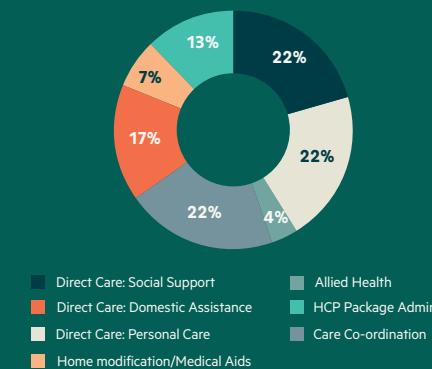
Organisation

Where our funds go



Our Services

How our clients choose to spend their HCP funds



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.