



True Colours Performance Report

Residential Aged 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 residents.



1604 residents living in our **24** homes

100%

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



96%

of our Homes are rated 4 stars or higher on My Aged Care website



Care minutes

100% of homes

exceeded or are within 10% of Care Minute Targets



100%

compliance across the 924 Aged Care Quality Standards Requirements

1539

feedback responses received



Complaints
49% (759)

51% (772)
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.



2891 Residential Aged Care employees

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

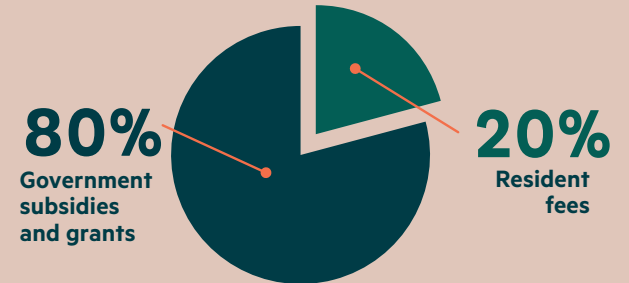


14 Overseas Qualified RNs graduated from our internal program

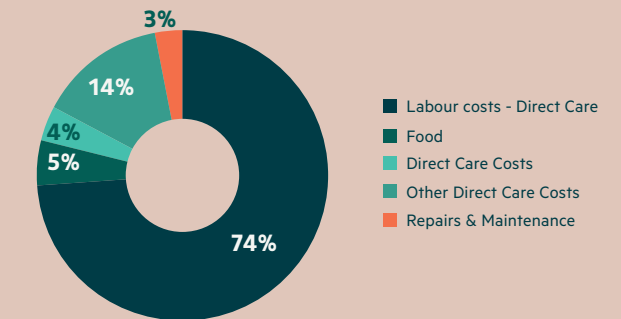
Organisation

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, employees and the communities we serve.

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.



96%

RBC Index reflects how well employees build caring, respectful, and consistent relationships with residents.



100%

agree our people are kind, caring and respectful



21

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



\$19.60*
per resident, per day

industry average per resident per day is \$16.42**

*Includes raw food ingredients & supplements
**Stewart Brown 2025

98%
agree mealtimes are relaxed and enjoyable

96%
of residents said they like the food



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



Exercise4Life Gym Pilot - physiotherapy-led resistance training at Whiddon Laurieton. 73% of residents improved physical performance with falls reduced by 50%.



Keep Dancing Program - combining choreographed movement with balance and resistance exercises at Whiddon Temora. 70% of participants achieved clinically meaningful mobility gains.



StrengthUp - our award-winning telehealth physiotherapy program (formerly TOP UP Study) achieved a 40% reduction in falls and significant mobility gains. Winner of the 2025 Future of Ageing Research Award.



Targeted Physiotherapy Programs - Increased therapy hours at multiple locations, with evidence based trials showing fall reduction of 50-60%, while additional physiotherapy improved group exercise safety.



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



Sound Scouts - hearing testing framework trialled in our Far-West homes and Largs. With up to 70% of residents experiencing hearing impairment, Sound Scouts enables early detection and better management through access to hearing equipment via Hearing Australia.



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. DNA profile to reduce side effects and improve medication responses.