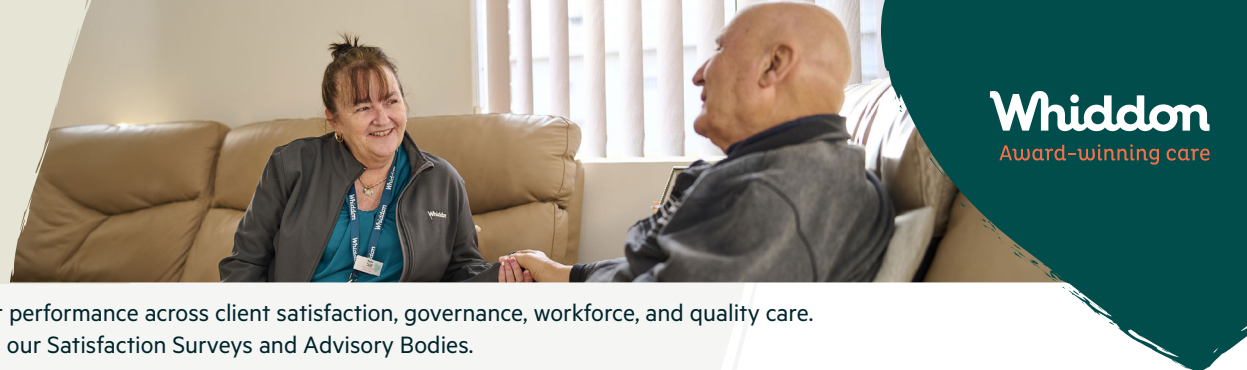




True Colours Consumer Report

Home Care | 2025 - 2026



Whiddon
Award-winning care

Our True Colours Reports aim to provide honest and easily understandable insights into our performance across client satisfaction, governance, workforce, and quality care. Our Home Care Consumer Report compiles feedback from clients and their families through our Satisfaction Surveys and Advisory Bodies. In our 2025 - 2026 Annual Survey, 25% of clients and 21% of families participated.

Client Experience

Customer Satisfaction index

87%

↑ Client Satisfaction has seen an increase over the past 12 months, comparing to 85% last year.

52% excellent response rate for clients

Relationship Based Care

93% value relationships with our carers

96% agree carers know them well & are responsive to their needs

Quality of Life & Independence

99% Happy living at home with the support of Whiddon

87% feel quality of life is improved

92% feel supported to live independently

Family / Next of Kin Experience

Customer Satisfaction index

78%

↓ Family Satisfaction has dipped slightly in the last 12 months, comparing 83% last year in the last 12 months.

Relationship Based Care

82% agree carers have the right skills

81% say the same familiar people care for their loved one

84% rate their loved one's relationship with our carers highly

Quality of Life & Independence

87% feel that their loved one is happy living at home with the support of Whiddon

82% feel their loved one is supported to live independently

What can we do better?

Social Support

63%
say we support them to stay socially connected

54%
agree we have provided support to resume normal social activities

Billing & Compliance

78%
understand monthly fee statements

78%
know how to make a complaint

What we're doing to improve

We've Listened to You

We restructured our scheduling and service coordination teams based on your feedback, and both clients and families are already noticing the difference through our Community Advisory Body (CAB).



Support at Home Transition

We're supporting clients and families through the move to the new Support at Home program, including dedicated education sessions, clearer financial statements, and improved guidance on how to raise a concern or make a complaint.



Reablement & Allied Health

Client research is informing our reablement programs, including Dossy and Telehealth, and shaping the design of new Allied Health offerings for Home Care clients.



Social Connection

We've introduced dedicated buses across a number of our services, giving clients greater access to social activities and their communities.



AlayaCare Family Portal

We're expanding the Family Portal to improve communication and engagement between clients, families, and our teams.

