



# Relationship Based Care

Meaningful day-to-day  
relationships

**Whiddon**  
Award-winning care



## What is Relationship Based Care?

Relationship Based Care (RBC) is the way that our team members deliver care across all of Whiddon's services - Residential care, Home Care and NDIS services. This method of care supports Whiddon's MyLife model of care, which identifies 7 health and wellbeing outcomes, that ensure the clinical, emotional, social and wellbeing needs of our clients are being met.

We understand the important role that healthy relationships play in meeting the wishes and choices of our clients and their families, so that they become true partners in their care journey. Working as a team, we provide individualised care to each person and help them maintain and build important social connections, as well as continuing to participate in interests and activities that are important to them.

Research and more than 75 years of feedback from our clients tell us that meaningful day-to-day relationships with Whiddon Team Members results in a better quality of life and more meaningful activity for clients. Relationship based care empowers our teams to form professional and trusting relationships to meet best practice standards of care, as defined by the Aged Care Quality and Safety Commission. This leads to our team members enjoying high levels of job satisfaction and engagement with their work colleagues.

## How do we deliver RBC?

We bring RBC into practice by incorporating 3 key elements:

### ★ Continuity of staffing

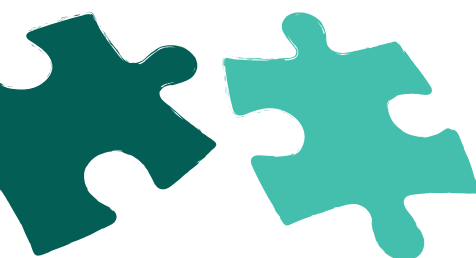
We aim to provide you with a regular roster and the same team members where possible, to ensure they are able to really get to know each client.

### ★ Personal connection

Supporting clients to maintain their community connections and purposefully building professional and trusting relationships with them. We develop an All About Me sheet with our clients so we can understand what is important to them, and we can support them to do the things they enjoy regularly. For residential care, we assign team members to be an RBC Buddy to a resident to help them adjust to their new home.

### ★ Meaningful engagement

Working with researchers from the University of NSW, we understand how important it is for people to be engaged with hobbies and activities that have purpose and meaning for them. Whiddon recognises the positive impact on emotional and physical wellbeing this has for our clients. Our focus on wellbeing and lifestyle means we find ways to support people to continue with these activities and encourage them to explore new activities too, allowing us to bring meaningful moments of fun and laughter into their lives.



## Positive benefits of RBC

Our annual client satisfaction surveys have long reflected that clients and families hold our teams in high regard and really value these positive relationships that are built on care, kindness and compassion. Our teams take the time to get to know our clients, to support their independence, to help them maintain their family and community connections and to encourage them to continue to participate in their passions and hobbies. These elements all contribute to improving the quality of life for each client

## Why is RBC important at Whiddon?

Whiddon has a long tradition of providing care that is at the forefront of innovative best practice across all of our services. We are committed to making a real difference in the lives of seniors across NSW and QLD.

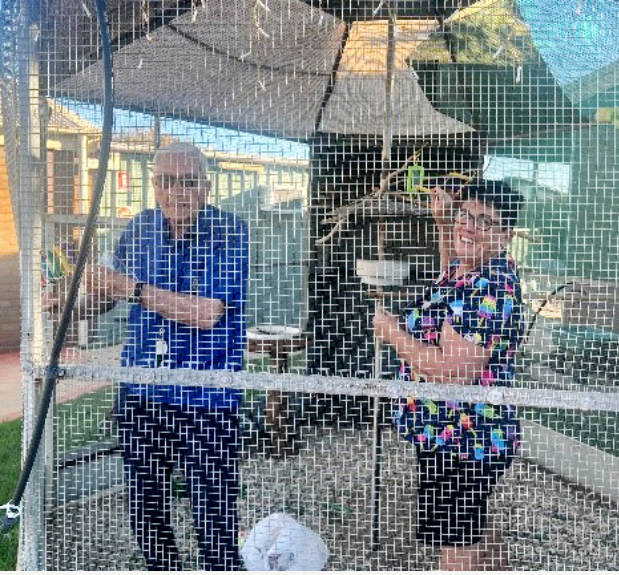
At Whiddon relationships and connection form the heart of what we do. It's who we are.



## Meaningful moments

### Norm and Wendy at Robert Young Narrabri (Residential Care)

Norm loves birds and his veranda is near the facility budgie cage. Each day Norm whistles to them to try and teach them to whistle back. Norm and his RBC buddy, Wendy, decided to add a bit of fun to the cage and put up ladders, mirrors and bells for the budgies to play with.



### Elizabeth and John Percival (Home Care)

Elizabeth and John Percival, Home Care clients are keen gardeners. With their care worker Ashleigh Meg supporting them, they had a wonderful afternoon in the sun repotting the roses and weeding them all ready for spring and they can't wait for the roses to bloom!



### Corporate Services RBC

Catherine, one of our Customer Liaison Team members went above and beyond helping a caller who was looking to place her mum in care with us at Glenfield. Our caller was distressed and felt helpless in her journey to access care.

Catherine used RBC to gain the callers trust and draw out the information for the admission. She went above and beyond to keep her updated throughout her RAC application process and assist her with obtaining the right information from My Aged Care to process care reviews.

Once the care team accepted care, our admission team invited the caller in for a tour and financial meeting. During this meeting Catherine was able to meet the caller and learn how her RBC approach to calls shaped the customer's experience.

This resulted in a seamless admission to SDM.

### Support Services RBC

The catering team at Whiddon Casino recruited some residents to join in the annual Beef Week celebrations. The BBQ was the place to be at this theme day, with Paul Tracey and Tony Micallef handling the tongs and steaks! Area Chef Jason and his team got everyone involved in the day, and shared a meal together.

