RBC



Relationship Based Care

Meaningful day-to-day relationships

Whiddon
Award-winning care





Relationship Based Care at Whiddon

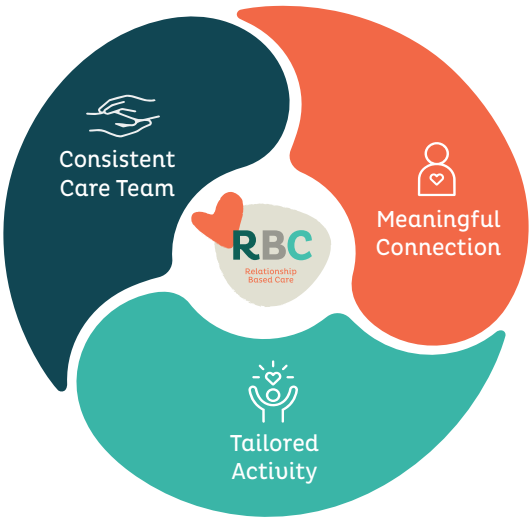
At Whiddon, we believe great care starts with great relationships.

Relationship Based Care (RBC) is the foundation of how we support people across our Residential Care, Home Care and NDIS services. It aligns with our MyLife model of care, ensuring each person's clinical, emotional, social and wellbeing needs are understood and supported.

We know that meaningful relationships help people feel valued, connected and empowered. By partnering with clients and their families, we take the time to understand what matters most to each individual. This allows us to provide personalised care that supports independence, nurtures social connections and encourages continued participation in the activities and interests people enjoy.

More than 75 years of feedback from our clients, together with research, shows that strong day-to-day relationships lead to a better quality of life, greater wellbeing and more meaningful experiences. At its core, RBC is a partnership between residents and clients, their families and our teams. Through continuity of care, meaningful interactions and shared decision-making, we create an environment where people feel valued, respected and understood.

How We Bring Relationship Based Care to Life



Consistent Care Team

Rostering and team practices that enable the same people to support residents/clients - building trust, comfort and understanding over time.

Meaningful Connection

Taking time to listen, connect and understand each person's story - partnering with residents/clients and loved ones to shape personalised care.

Tailored Activity

Supporting meaningful activities, relationships and routines that reflect what matters most to each individual.

Positive Benefits of RBC

Our annual client satisfaction surveys consistently show how much clients and families value the relationships they build with our teams. These connections are founded on care, kindness, respect and compassion, creating a sense of trust and belonging.

Our team members take the time to truly get to know each person—their story, preferences, goals and what matters most to them. By supporting independence, nurturing family and community connections, and encouraging continued participation in meaningful interests and hobbies, we help people live life their way.

Together, these everyday interactions and meaningful connections contribute to greater wellbeing, a stronger sense of purpose, and an enhanced quality of life for every client.

Why is RBC Important at Whiddon

For generations, Whiddon has been committed to delivering care and services that embraces innovation, best practice and a genuine focus on improving lives. Across all of our services, we strive to make a meaningful difference for older Australians throughout NSW and Queensland.

At the heart of everything we do are relationships and connection. We believe that feeling known, valued and supported is essential to wellbeing, and we are proud to create environments where meaningful connections can flourish.

These relationships shape every interaction, guiding the way we care, support and partner with the people who trust us to be part of their journey. It's more than what we do—it's who we are.



Meaningful moments



The Happiness of a Furry Friend

At Whiddon, our furry and feathered companions bring comfort, connection and plenty of smiles. One of the newest members of our team at Grafton, Gizmo, has quickly earned his title as a Chief Happiness Officer.

Gizmo has become a regular visitor to resident Gwenda, who grew up with dogs and treasures the opportunity to spend time with him. Visits from Gizmo are something she genuinely looks forward to and enjoys.

Across all Whiddon homes, we recognise the special role pets play in many people's lives and actively create opportunities for residents to enjoy their company. Relationship Based Care is about understanding what matters most to each person, including the people, passions and pets they love. Our Chief Happiness Officers certainly know how to make a difference, one wagging tail at a time.



Bringing a Favourite Recipe to Life

Whiddon Redhead resident Meg had a special opportunity to see one of her own recipes come to life. During a recent Foodies Group meeting, Kitchen Team Leader Lloyd discovered that Meg's Fettuccine Bolognese, featured in the Whiddon Cook Book, was on the dinner menu.

Knowing how much this meant to her, Lloyd invited Meg into the kitchen to help prepare the dish. Together, they enjoyed lots of laughs while creating a meal that could be shared with the residents at the home.

Food can play such an important role in aged care, not only in nourishment, but in sparking memories, connection and conversation. Moments like this are a lovely reflection of Relationship Based Care, where we take the time to understand what residents love and find meaningful ways to include them in everyday life.



Reconnecting with Places and Memories

For Northern Sydney Home Care client Graham, a recent outing to the Blue Mountains was much more than a day trip. Supported by Care Worker Joy, Graham spent the day visiting some of the region's most memorable places, including the Three Sisters, Jamison Valley, Echo Point Lookout and the Everglades House and Gardens in Leura.

Each stop gave Graham the chance to take in the views, share stories and reconnect with a place that held many memories of time spent there with his late partner.

Over coffee and lunch, he reflected on those moments and what it meant to return to somewhere so personal and familiar. It is a simple example of Relationship Based Care in Home Care - taking the time to understand what matters to each person and supporting meaningful experiences that help them stay connected to the people, places and memories they value.

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