



MyLife in Disability Services

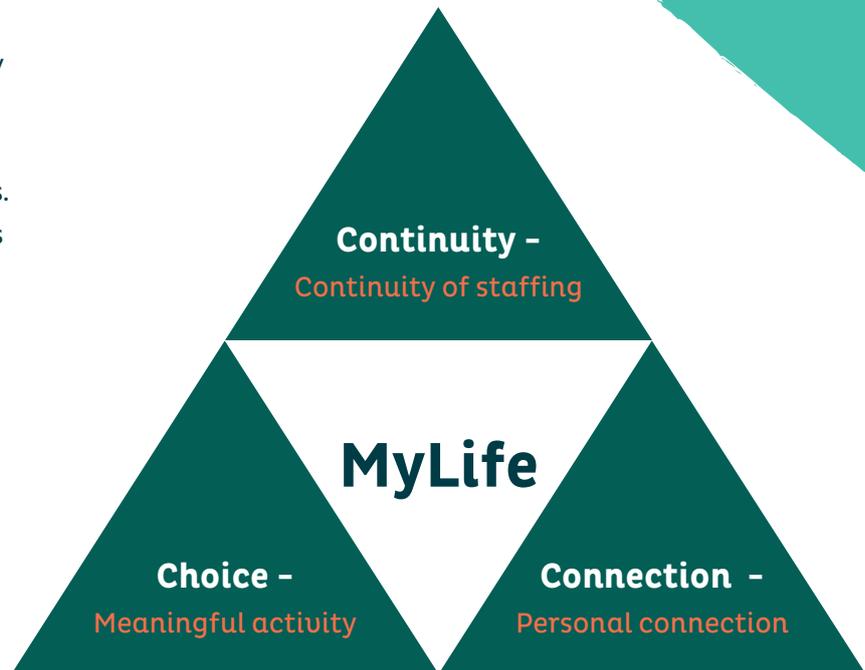
Relationships at the heart of good care

Whiddon
Award-winning care

The power of relationships

Research and more than 70 years of feedback from those in our care tells us that meaningful day-to-day relationships with care staff results in a better quality of life and more meaningful activity for participants. Relationship Based Care empowers participants and families to be true partners in their care and provide the right skills to care staff to build deeper relationships.

Our rostering in disability services ensures that each participant has a core and consistent team of care staff, so that deeper relationships can be built. In addition, care staff work with participants and families to set wellbeing goals around the participant's social and physical needs.



All Whiddon care staff are trained through a specific MyLife training program which equips

our team with the skills, new techniques and approaches to deliver relationship based care.



Features of Whiddon's MyLife program

All About Me

As a first step, Whiddon care staff work with participants and families to create an All About Me sheet for the participant, describing the things that matter most to them in life. Care staff also give their All About Me sheet to participants, as they share their stories with each other.

Health benefits to participants

The program has a capacity building focus with staff encouraging participants to maintain their independence and perform their daily tasks as best as possible. The University of Sydney measured the effects of the program and they found, over a 12 month period, that it significantly improved mood, physical function and social engagement and participation. It also improves job satisfaction for staff as they work in a stronger team environment.

Meaningful Moments

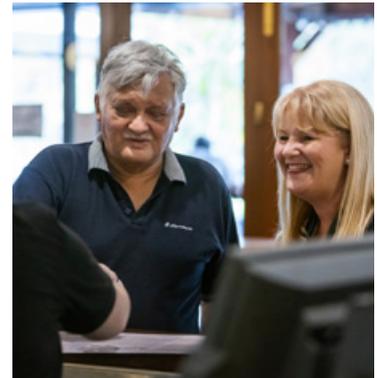
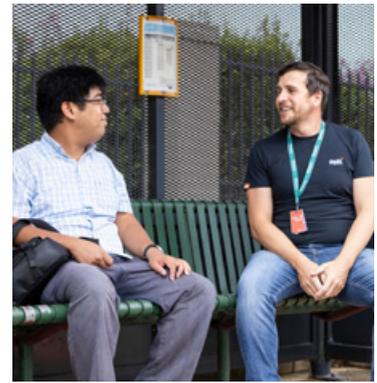
Care staff engage with participants, building on what they know and aiming to personalise the service and help participants meet the goals that really improve their quality of life.

For example, one gentleman, recovering from a mild stroke, wished to get strong enough to travel to Scotland to see his family. As part of his plan we helped to take him to the physio appointments recommended by his GP and also encouraged and motivated him to do his

exercises while we cleaned his house. We took him around the block to build up his stamina and to keep him moving, and also explored hydrotherapy options. We supported him to renew his passport, which had lapsed, printing off the form and took him to the post office to submit it.

We celebrated his trip with him when he returned, chatting about it and reviewing photographs. Then we set a new goal with him of a trip to Queensland to visit other family, and supported him to make this trip come true, liaising with family on his behalf.

Another lady shared her goal with us to remain mobile for as long as possible but her service agreement only covered cleaning. Her care worker practices Tai Chi so by mutual consent the staff member cleans priority areas in her home and then they spend the remaining time doing Tai Chi together – something they both love and gain great satisfaction from.



“
Live the life
you want and
we'll take
care of the
rest
”



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