

Resident Handbook

RESIDENTIAL AGED CARE



Catholic Healthcare acknowledges the Traditional Owners and Custodians of the lands on which we work and provide our services. We support the Uluru Statement from the Heart to achieve justice, recognition, and respect for Aboriginal and Torres Strait Islander People.

Table of contents

WELCOME	3
ABOUT US	5
OUR PEOPLE	6
ENRICH MODEL OF CARE	7
COURAGE	8
YOUR HEALTH AND WELLBEING	9
VOLUNTARY ASSISTED DYING	13
COMPASSION	14
YOUR DAY-TO-DAYLIFESTYLE	15
INTEGRITY	18
FEEDBACK AND COMPLAINTS	19
RISK AND FREEDOM OF CHOICE	21
LEGAL MATTERS	23
COSTS OF CARE AND ACCOMMODATION	24
PRIVACY	25
TERMINATION OF TENURE	26
EMERGENCY SITUATIONS	26
MOVING ROOMS	26
CHARTER OF AGED CARE RIGHTS	27
THE NDIS CODE OF CONDUCT	28

Welcome

Dear Resident,

We warmly welcome you to your new home and to Catholic Healthcare.

We understand this move can be challenging and are here to offer you our support through this time of change. We aim to make this transition as smooth and comfortable as possible.

We trust that our warm and dedicated team will inspire your confidence as they deliver to you our quality services, founded on caring for senior Australians since 1994.

During your first week with us, we will spend time getting to know you, finding out what’s important to you and what makes you happy, to better understand your needs. Together we will develop a tailored care and support plan focused on enriching your health, wellbeing and day-to-day living.

Please be assured our care is all about you. We offer a wide range of services, social and creative activities, and programs to ensure you optimise your wellbeing for the mind, body and spirit and our focus is to empower you to live life to the full.

This handbook provides useful information to help you settle into your new home. If you have any questions or concerns, your Residential Manager is here to support you. We welcome any information or ideas that will make life a little easier for you.

Again, we welcome you to our warm and friendly community, and to your new home.

Yours sincerely,
Josh McFarlane
Chief Operating Officer



About Us

KEY FACTS ABOUT CATHOLIC HEALTHCARE

Established in 1994 by the Bishops of NSW and the ACT, Catholic Healthcare offers committed and experienced employees to provide quality care and services.

The organisation is a leading provider of Home and Community Services, Residential Aged Care and Retirement Living villages in NSW and SE QLD.

Offering a range of integrated services in over 40 locations, our members have exceptional choice in the care and services they receive.

OUR WIDER COMMUNITY PARTICIPATION

Each of our Residential Aged Care Homes reflects the needs and traditions of the community in which it was founded. We strongly believe in our residents being part of the community, and that belonging should hold no barriers.

Our residents are given the opportunity to be out in the community, enjoying life in the suburb in which they live. Members of the community are also invited to join in the lives of the residents.

OUR PHILOSOPHY OF CARE

Catholic Healthcare Residential Aged Care Homes are committed to delivering quality care and services underpinned by our mission and values.

	MISSION	Catholic Healthcare promotes the dignity, life and spirituality of older people through connected and inclusive communities
	VALUES	<ul style="list-style-type: none">• Courage• Compassion• Integrity



Our People

Our employees

Our employees are our most valuable asset. The fact that you have chosen to entrust the care of yourself or your loved one with us is a huge responsibility, which we take extremely seriously. We acknowledge the responsibility which this entails.

Each team member is provided with ongoing training and development to help them deliver quality care and services. Any issues raised will be dealt with appropriately, on an individual basis.

We operate in an environment of mutual respect and dignity. In the interests of harmony, we encourage relationships based on respect and dignity for both you and our employees. We are committed to providing environments that are free from bullying and harassment. Our team will carry out their duties in a professional and competent manner.

In support of employees privacy, photographing, filming or sound recording of any team member is not permitted without

prior written consent from the Residential Manager.

All employees have been screened in accordance with the relevant law to ensure that they are fit to provide care for our residents. This includes National Disability Insurance Scheme (NDIS) screening for employees who provide care to NDIS participants.

Our volunteers

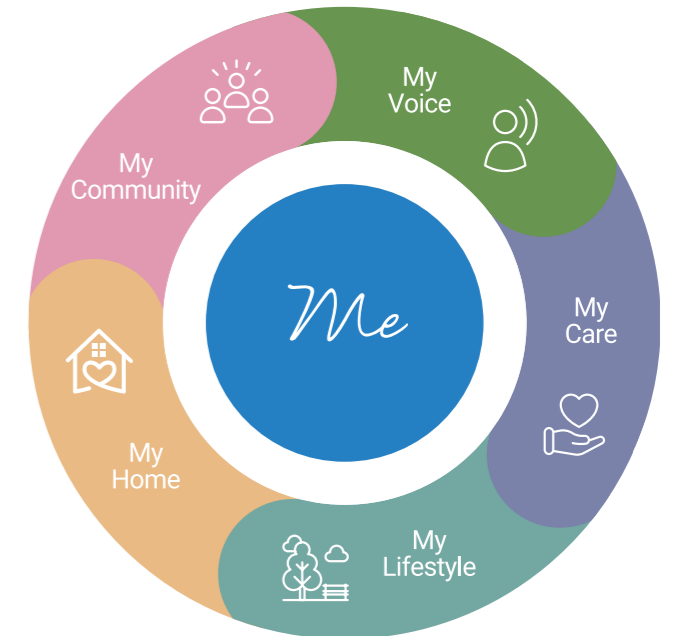
Many of our Homes have an active group of volunteers who provide a wide range of valuable support services to assist you. If your friends or family would like to join one of our volunteer groups, please contact the Residential Manager or a member of the lifestyle team.

Some of the activities our residents enjoy with volunteers include daily outings, companionship, time for reminiscing and friendly get-togethers. All volunteers undergo the same screening requirements that employees undertake.

Enrich Model of Care

The five elements that nurture and support our employees to enrich the lives of our Residents are:

- My Voice
- My Care
- My Lifestyle
- My Home
- My Community



Our guiding principles

- We provide flexibility and choice.
- We involve families and local community groups.
- We support a person-centred Model of Care.
- We enable best practice with ongoing quality improvements.

OUR LIFESTYLE & ENGAGEMENT MODEL IS CENTERED ON ENRICHING LIVES.

- Our programs are designed to enhance resident independence, social inclusion and overall wellbeing.
- Our programs are designed to offer opportunities for self-directed resident choice as well as group involvement. We offer a range of exercise and movement activities, outings, celebrations of days significant to residents, the community and the Home, cultural activities, themed months, intergenerational activities (in partnership with local schools, preschools and playgroups),

singing, traditional games, activities to support residents living with dementia, Chapel services and much more.

- Family and friends are encouraged to be a part of our community and participate in activities where appropriate
- This may be impacted by COVID-19 or other outbreaks that may occur.

Our ambition is to:

- Inspire people to live with purpose and social connection.
- Create a home away from home.
- Respect the uniqueness, complexity and value of those we serve.



Courage

Our Courage allows us to advocate for all in our care, and to do the right thing always. We put the needs of our clients first and stand up for what is right.

“As a lifestyle coordinator, I make great connections and form strong bonds with residents and families. It is important that I draw on the value of courage to ensure that I give voice to residents’ needs and concerns, no matter how big or small they may seem.

AYMON JONES, LIFESTYLE COORDINATOR,
ST JOHN’S VILLA, NEW LAMBTON

”

Your Health and Wellbeing

Medication

SELF-ADMINISTERED MEDICATION

If you choose to self-administer medication, we require you to keep your medicines locked up at all times when not in use. In the interests of your personal safety and those around you, please follow our medication management policy at all times.

OVER-THE-COUNTER

Please advise a team member of any over-the-counter medications that you may wish to use so your doctor can consider them when planning your care. Our clinical practice guidelines do not allow us to give you medications that are not ordered by your doctor.

PHARMACEUTICAL SERVICES

Each Home has an agreement in place with a registered pharmacy to provide medication to residents that meet the safety standards and other requirements specified by the relevant legislation and authorities. Should you choose an alternative pharmacy, we ask you to ensure and identify that safe medication management is followed according to Catholic Healthcare policy, including the use of the Webster Care System.

Whilst residents are required to pay for the cost of all prescribed medication, where the Catholic Healthcare contracted pharmacy is utilised, Catholic Healthcare will meet all packaging and delivery costs to the Home.

Medical services

If you do not have a doctor in the local area who is available to visit you on a regular basis in line with your clinical care needs, we can introduce you to our list of medical practitioners who are available in person or in some cases online. You should make your own assessment of these doctors as they are not employees of Catholic Healthcare.

Allied health professionals

Each of our Homes has a number of visiting or online allied health professionals who are available to you. Our service providers may include:

- physiotherapists
- occupational therapists
- speech pathologists
- podiatrists
- dentists
- dietitians

Specialised nursing services

Our service providers may include:

- wound management consultants
- dementia consultancy services
- palliative care planning
- falls prevention

Your Residential Manager will let you know which health practitioners are available. You should also ask about the costs that may be associated with using these services, as they may be billed to you in addition to your regular fortnightly fee payment.

The 'Residential Agreement' provides you with a list of the additional services that may be provided to you during your residency. An additional cost applies for these additional services. We advise you to read and understand your entitlement in this regard before signing your Resident Agreement. Please note that you will only be charged for additional services that you can make use of.

Pastoral and Spiritual Care

All of our homes have dedicated Pastoral Care Coordinators who respond to the spiritual and emotional needs of all residents. They provide a listening ear in a non-judgmental manner as residents face challenges and search for meaning in their life. Pastoral and Spiritual Care is supported by research that shows the positive links between mind spirit and physical health. It is part of our commitment to care for the whole person.

Palliative Care and planning

It is important to think about your future healthcare needs and to discuss them with others. If a time comes when you are unable to make your own decisions, your representative should know what is important to you.

The advice you provide in a comfort care plan will be used by your Authorised Representative, your doctors and your carers to help determine what you would wish if a particular circumstance should arise. For this reason, many people document their wishes.

If you have already documented your future healthcare wishes, please ensure that you give a copy to your representative, members of your family, your Residential Manager and your Medical/General Practitioner.

For residents in Queensland, we encourage you to consider filling out an Advanced Care Directive.

Health and safety

Living in a safe environment benefits everyone. A safe environment means employees and emergency services, such as paramedics, have clear and uncluttered access to rooms and other areas where they will be working.

This may impact on the amount of personal furniture and belongings in your room, and the positioning of these items. Your Residential Manager will be available to discuss the provision of suitable access in each environment.

Due to the risk of falls, the use of rugs or loose floor coverings is not recommended in Catholic Healthcare Homes. If you choose to use bath mats in shower areas, a physiotherapist may undertake a risk assessment and advise you on protocols for safe use.

Use of certain items may be restricted, based on identified risks at a particular Home. This will be communicated to you or your Authorised Representative as identified or as a need arises.

Our physiotherapists will review any personal mobility aids not supplied by the Home to ensure your ongoing comfort and for safety purposes. Bed poles and freestanding, self-lifting stands to assist with bed mobility are not permitted in Catholic Healthcare Homes due to safety concerns.

We encourage the use of preferred heat packs approved by the Therapeutic Goods Administration. We will authorise the use of heat packs to maintain your ongoing

comfort and may conduct a risk assessment if required.

We may organise annual safety checks of certain electrical equipment on your behalf and have it certified by an electrician. Your Residential Manager will advise you and/or your Authorised Representative when this is required. Testing can be arranged by a team member. You will need to ensure your own electronics have been tested prior to their use in the Home.

If you choose to use a power-board, as a safety measure please ensure it has a safety switch. For your safety, double adaptors are not permitted in Catholic Healthcare Homes.

Due to the risks involved in residential care, electric blankets are not permitted in Catholic Healthcare Homes. Under our policy some items are not allowed in residential care and further items may be prohibited to ensure safety.

Safeguarding

At Catholic Healthcare, the safety and wellbeing of residents and employee are one of our highest of priorities. Catholic Healthcare recognises that persons who engage with us may be particularly vulnerable. All RAC employees must complete a criminal record check. Catholic Healthcare takes a risk based approach to accepting admissions of new residents who present safeguarding concerns. For further information, please email Safeguarding@chcs.com.au.

Falls

With ageing, there is an inherent risk of falling and many of our residents come into our care as a result of a fall. Our employees work with allied health professionals to support residents with their mobility. They have a range of active falls prevention strategies to support each resident and minimise the severity of an injury, should a fall occur.

Outbreak management

Living in a communal environment brings increased risk of the spread of infection. Where there is an outbreak such as gastroenteritis, COVID-19 or influenza, we work closely with the local Public Health Unit to monitor and manage the outbreak. During such times, visitors may not be permitted in the Home, some activities may need to cease and outings may be postponed until the outbreak has passed. Isolation of affected residents/ close contacts or restriction to communal areas such as dining rooms may occur. New admissions to the Home will be suspended. These strategies are to reduce the effects of the outbreak and will fall away when the Public Health Unit says it is safe to return to our normal way of life.

Smoking and alcohol

SMOKING

All areas within Catholic Healthcare buildings are designated non-smoking areas for the health and comfort of all residents. We have however made some outside areas available for residents who smoke and ask that these areas be used with respect for fellow residents.

For your protection you may be asked to wear a smoker's vest or apron to prevent accidental burns.

You should always extinguish your cigarette in the disposal bins provided.

ALCOHOL

We require you to drink responsibly and without impact on your fellow residents or our employees. Please discuss any possible interactions between alcohol, your medications and clinical needs with your medical practitioner and our employees so that we can take this into account when planning your care. There may be times where we will suggest you reconsider your consumption of alcohol if it is interfering with your health, safety or wellbeing or impacting on the safety or wellbeing of others.

Incident management

Catholic Healthcare has a number of responsibilities with respect to incident management and reportable incidents.

We have a comprehensive incident management system that is used any time harm is caused to a resident. This system includes prevention, identification, investigation and monitoring of incidents.

We will also report incidents to the Aged Care Quality and Safety Commission or the NDIS Quality and Safeguards Commission and police if required. These incidents are known as "reportable incidents" and include incidents such as neglect and an unexplained absence.

We will ensure you and your representatives are kept informed with the progress and outcome of the incident management and consulted with as much as you would like to be. Further information about our incident management system is provided in the 'Serious Incident Management' brochure that can be found in the reception of the Home.

Behaviour support plan/ restrictive practices

Some residents may enter a Home displaying behaviours of concern (such as intrusive or aggressive behaviour), while others may begin to display them over time. If you/your loved one display behaviours of concern, we will develop a behaviour support plan, which forms part of your care and services plan. This plan will outline the presenting behaviours of concern, triggers of the behaviour, and strategies to manage/mitigate the behaviour. This will be developed in consultation with you, your representative and, at times, health/medical practitioners.

For the safety of all our residents and employees, there may be times where a restrictive practice is required to keep others free from harm. If this is needed, we will ensure that it is only implemented as a last

resort, in the least restrictive way possible and for the shortest period, after we have considered the impact it could have, after its use has been assessed as required by the relevant health practitioner and after you, or your restrictive practices substitute decision maker, have provided informed consent. If a restrictive practice is being used, details such as, frequency of use and alternative strategies will be included in your behaviour support plan. When a restrictive practice is being used it will be monitored and reviewed. The behaviour support plan is a living document and will change with your needs. There may also be times in which we must use a restrictive practice in an emergency situation. If this occurs, the relevant regulatory bodies will be notified.

Catholic Healthcare is committed to reducing the use of restrictive practices.

NDIS participants

Catholic Healthcare is now a registered NDIS provider. As such, Catholic Healthcare has a number of responsibilities under the NDIS legislation which, in some cases, are different to our obligations under aged care law. Some key differences include obtaining an NDIS Worker Check, reporting incidents to the NDIS Commission, and minor changes in behaviour support. NDIS Participants and their loved ones can raise concerns or make a complaint to the NDIS Quality and Safeguards Commission and/or the Aged Care Commission. Although, we prefer you raise complaints with the manager first to help us resolve your complaint as quickly as possible.

If you are an NDIS Participant, please let us know so we can ensure your new Home is right for you. Catholic Healthcare and its workers also have obligations under the NDIS Code of Conduct which is included in this handbook on page 32. Please note, this entire handbook and NDIS specific sections are applicable to all NDIS Participants.



Voluntary Assisted Dying

Voluntary Assisted Dying (VAD) is legal in New South Wales and Queensland. Catholic Healthcare respects individual choice while conscientiously objecting to VAD. We ensure that people have the right to all end-of-life options and exercise their right to VAD. We will always show compassion and tend to people, as we have a policy of non-abandonment for all. We maintain our

commitment to our Catholic ethos and the dignity of human life through compassionate end-of-life care. Therefore, our employees will not facilitate or participate in VAD. We focus on providing quality end-of-life palliative care while not seeking to prolong the lives of people in our care unduly. If seeking further information, please refer to your General Practitioner.



Compassion

Our compassion allows us to be present, to listen in and to ensure no one is alone in their need. We show empathy to our residents and support them to live their lives on their terms.

“ To me, the value of compassion is about being invited into someone’s story, giving them the space to validate who they are and upholding them as valuable and beloved.

FIONA SMITH, PASTORAL CARE COORDINATOR, NORWEST ”

Your Day-to-Day Lifestyle

Lifestyle and care

Catholic Healthcare is committed to delivering quality care and services that meet each resident’s physical, psychological, spiritual and social needs. You will find the Charter of Rights at the back of this handbook.

Activities and lifestyle

Our recreation and lifestyle team have a varied program of social and culturally appropriate activities. You will be invited to join in planning programs and highlighting special areas of interest, to help us provide for your specific needs.

Our service providers may include, but are not limited to:

- beauticians
- hairdressers
- massage therapists

Caring, qualified and experienced pastoral care team members are available at all Homes to support you with your spiritual needs.

Personal care

The Care Team are available 24 hours a day and will work with you to meet your assessed care needs. Our employee may include registered nurses, enrolled nurses and personal care assistants.

These employees will do their utmost to provide you with quality health and personal care.

Catholic Healthcare provides: bath towels, face washers, soap, toilet paper, tissues, toothpaste, toothbrushes, denture cleaning preparations, mouthwashes, moisturiser, shampoo, conditioner, shaving cream, disposable razors and deodorant. Also, where required: bandages, dressings, swabs and saline for treatments and procedures, and incontinence aids.

Religious services

While we are a Catholic organisation, residents from all religious denominations are welcome.

Many of our homes have designated chapels where residents go to reflect or attend Mass and other prayer services. Other faith based services are provided to meet residents needs.

Food services and food safety

Our Homes offer a seasonal menu to provide choice and cater for individual, cultural and religious preferences. The menu is developed in consultation with our experienced hotel services team, residents and local chefs. It is reviewed by an accredited dietician to promote quality nutrition, health and wellbeing for all residents in our community.

Your individual needs are important to us and during initial consultations with our Care Team your specific dietary likes and dislikes will be discussed. As food is an integral part

of a resident's experience in aged care, and should be celebrated, we encourage you to be actively involved in this process.

If you or your visitors wish to bring food into the Home, please speak to the Residential Manager before doing so. There are some important things to know so that you are not at risk of becoming ill and to ensure Catholic Healthcare complies with Government food and safety regulations.

Visiting

We believe that continued contact with family, friends and community is important for everyone and we welcome your visitors, so long as there are no restrictions in place that impact this, such as COVID-19 Public Health Orders. While visiting, family and friends are required to conduct themselves in a respectful manner, as per our Visitors Code of Conduct. In the interests of privacy and dignity, in the event that you are in a shared room, guests may be asked by team member to visit you in a public area.

In certain circumstances, such as where visitors interfere with our ability to do our work or unreasonably interfere with the rights of other residents or employees, visitors may be asked to leave the Homes. Catholic Healthcare has a zero tolerance of violence and abuse, and if visitors display this type of behaviour they will be asked to immediately leave and the police may be called. Catholic Healthcare may also impose visitation restrictions if it feels they are necessary to protect our employees and residents.

In the interest of privacy, we request family and visitors at all times seek permission from the Residential Manager before filming, photographing or sound recording. If another resident, team member or visitor is captured in this image or recording, you will need to also gain consent from that person (or their Authorised Representative).

To assist in the event of a fire or emergency situation, or during the COVID-19 pandemic, a

register of visitors is kept at each Home and all visitors are required to sign the register when they enter and leave the Home. Similarly, when you are going on an outing or leave the Home for any period of time, you are required to sign in and out in the Residents' Leave Register.

Please note that family members and others who are visiting are expected to wait in a communal area while employees are attending to the care needs of residents. This is to ensure that employees are able to deliver care promptly and without interruption.

We support you to undertake outings with family or as part of the social activities program. Your family and friends have access to the Home at various times of the day and evening. You may choose to independently participate in activities outside of the Home. This may be impacted due to COVID-19 restrictions.

Leave

You are provided with up to 52 nights of social leave per financial year. This means you can be absent from the Home overnight, perhaps for a holiday or a stay with family or friends, and your accommodation remains secure. You can choose to take social leave a day at a time or in a block of time.

If your absence results in the Home not receiving any Government financial assistance in relation to your care, you are required to pay the Home an amount equal to the amount of Government financial assistance Catholic Healthcare would have received had you not been absent.

Hospital leave is also available to you; however, there is no limit on this leave. Whilst in hospital, fees and charges will continue to be payable.

Pre-entry leave of up to seven days is provided if you wish to take up permanent accommodation but need to finalise personal arrangements. You must have an Aged Care Assessment Team (ACAT) assessment to request pre-entry leave. You are also required to pay the standard resident contribution during any period of pre-entry leave.

Your private property

PERSONAL POSSESSIONS: LOSS, THEFT OR DAMAGE

You are responsible for your personal possessions and for the items you bring with you to furnish your room. A locked drawer or cupboard is provided for you and we encourage you to be vigilant about using it.

Catholic Healthcare recommends that you and your visitors consider carefully whether to bring irreplaceable, expensive, delicate or precious items or large sums of cash into the Home.

While we take all reasonable care, we do not take responsibility for the private property of residents. Your private property includes, but is not limited to, items such as glasses, jewellery, hearing aids, dentures and mobility aids.

Where your private property has been brought into the Home and you or your family are concerned about possible loss, damage or theft, we recommend insuring these items.

If the physical or mental capacity of a resident significantly affects the ongoing safety of a personal item involved in their day-to-day functioning and quality of life, we will take all reasonable care to ensure that it is looked after, however, we take no responsibility if it is damaged or lost.

YOUR CLOTHING

In supporting your needs, our care team are available to discuss your clothing essentials and any specific requirements. When living in an aged care residence, specific clothing may be recommended based on your individual needs. We encourage you to discuss these prior to purchasing them.

We use commercial washing and drying equipment and detergents, designed to effectively sanitise your garments. These laundering requirements are often hard on fabrics and not suitable for delicate items or items that need special treatment as part of the cleaning process. Due to our laundering requirements we do not accept responsibility for garments damaged during washing and advise that regular laundering may potentially reduce the life of your clothing.

Garments that require dry cleaning or specialised treatment will be your responsibility or your Authorised Representatives.

To avoid the misplacement of garments we ask that all clothing be labelled with your name. We will help to arrange this for you if required.

Our property

You must ensure you do not damage any Catholic Healthcare property and we may ask you to compensate us if there is damage.





Integrity

Our Integrity allows us to be authentic and honest, especially in our care of others. We are trustworthy and show respect for others.

“*Integrity is about doing our best when no one is watching. It is about making a choice to do the right thing to support our residents, families, and team, even if it is hard or inconvenient for us.*”

MUSETTE HEALEY, RESIDENTIAL AGED CARE MANAGER, MCQUOIN PARK.

Feedback and Complaints

Catholic Healthcare acknowledges that feedback and complaints provide a valuable source of insight into the care and services it provides. Feedback (including compliments) and complaints are considered important information that assists Catholic Healthcare to review and improve the quality of care and services across the organisation.

CATHOLIC HEALTHCARE IS COMMITTED TO:

- ensuring that its residents, clients, patients and their family, friends, carers and others are encouraged to provide feedback and supported to make complaints;
- providing access to advocates, language services and other methods for raising and resolving complaints;
- engaging the complainant in the process of addressing feedback and complaints;
- taking appropriate action in response to a complaint and providing open disclosure when things go wrong; and
- protecting the identity of any person that provides anonymous or confidential feedback or complaints.

FEEDBACK AND COMPLAINTS

If you have any feedback or wish to make a complaint you can let us know by:

- Speaking with or writing to the Residential Manager.
- Completing a Feedback and Complaints Form which can be found in the reception foyer of your service. A feedback form or complaints form can also be found on our website catholichealthcare.com.au/contact-us.
- Writing to the Regional Manager for your residential Home, c/- Catholic Healthcare, PO Box 914 Macquarie Park NSW 1670.
- Sending an email to complaints@chcs.com.au
- Phone or write to the Aged Care Quality and Safety Commissioner, who will assist you to address your concerns.

If you raise a complaint, please be assured that we take your need for confidentiality in these matters very seriously and promise to investigate and respond to all feedback sensitively.

Catholic Healthcare has a Customer Advisory Body that meets twice a year to provide feedback to the Catholic Healthcare Board. Please visit catholichealthcare.com.au/cab if you would like to be considered for this body.

The Aged Care Quality and Safety Commission (ACQSC) has been established by the Australian Government to protect and enhance the safety, health, well-being and quality of life of all people receiving aged care funded by the Australian Government. The ACQSC is the single point of contact for complaints. The ACQSC provides support, with information and options, and in the resolution of a complaint.

THE DETAILS OF THE ACQSC

Aged Care Quality and Safety Commissioner

GPO Box 9819
IN YOUR CAPITAL CITY

Email: info@agedcarequality.gov.au
Phone: 1800 951 822

Website: agedcarequality.gov.au

If you are a NDIS participant or a family member/representative of an NDIS participant, you may also wish to make a complaint to the NDIS Quality and Safeguards Commission. You can do this by:

1. Phoning the NDIS Commission on 1800 035 544 (free call from landlines) or TTY 133 677
2. Phoning the National Relay Service and asking for 1800 035 544. Interpreters can be arranged.
3. Completing a Complaint Contact form which can be found at ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form

If you would like to speak to an independent adviser about your concerns, community advocacy services may be able to help you. Advocacy services are free, confidential and independent.

NEW SOUTH WALES

Seniors Rights Service

Level 4, 418A Elizabeth Street
Surry Hills NSW 2010

Phone: (02) 9281 3600 or 1800 424 079

Email: option available via the website – <https://seniorsrightsservice.org.au/contact/contact-us/>

Website: seniorsrightsservice.org.au

QUEENSLAND

Aged and Disability Advocacy Australia (ADA Australia)

121 Copperfield Street
Geebung QLD 4034

Phone: (07) 3637 6000 or 1800 818 338

Email: info@adaaustralia.com.au

Website: adaaustralia.com.au

TRANSLATING AND INTERPRETING SERVICE (TIS)

The Translating and Interpreting Service is a Government provided language service provider managed by the Department of Home Affairs.

Website: tisnational.gov.au

If you would like to compliment or commend a particular team member for exceptional service then please speak to your Residential Manager about recommending that person for a Catholic Healthcare service Dove Award.



Risk and Freedom of Choice

We encourage each resident to maintain their independence by actively participating in the development of their Care Plan. While safety is always an important consideration, we acknowledge that individual residents have the right to choose which activities they wish to join in, including those that may involve an element of risk. Should our care team consider that your decision entails a material element of risk, we will aim to discuss this with you and/or your representative and medical advisor so that you can be fully informed about the risks you may face and their consequences. In some circumstances, we may also ask you to sign a risk acknowledgement form acknowledging that you understand the

risks. Please note that, given our obligations to all residents in a Home, you cannot engage in conduct that poses a risk to others, regardless of whether you sign this form, in line with your legal responsibility to care for your own health and wellbeing as far as you are capable. If there is a medical concern about your choice of care and how it is provided, this will be discussed at a meeting with you, your Authorised Representative, your doctor, the care team and the residence/Home management. If agreement cannot be reached at the meeting, it may be necessary to apply to the Public Trustee and Guardian to decide on what would be the most beneficial medical care in your case.



Legal Matters

Enduring Guardianship and Powers of Attorney

It is prudent for all of us to make arrangements for someone to be able to make decisions on our behalf if we become unable to act for ourselves at some time in the future. If you have not thought about doing this before, you might want to speak to your family and your legal advisor.

Providing us with a copy of your Power of Attorney or Appointment of Enduring Guardian or other legal document allows us to speak openly with and take direction from the right person.

In New South Wales, a Guardianship appointment gives a nominated person the ability to make decisions about another person's lifestyle or other personal matters, such as where they live, what services they receive and what medical or associated health treatment they are given. They can only make decisions in relation to certain powers they are granted, therefore it is important that you consider what powers they should have.

A Power of Attorney (POA) enables another person to manage legal matters and your finances, and to sign documents on your behalf.

In Queensland, depending on what powers are granted to a Power of Attorney (be it a general appointment or an enduring appointment), a Power of Attorney will be able to make personal decisions (such as health and lifestyle decisions) and/or financial decisions on a resident's behalf.

In some States and Territories, guardians and attorneys are regulated separately while in other States and Territories they are combined. We suggest that you speak to your legal advisor about what will be best for you.

We require you to nominate one person to be your primary contact. This person is then responsible for liaising with the rest of your family and friends.

Due to law, we can only provide your health records to those who have the specific powers to access them. Please discuss this with us if you would like to ensure your representative has this power.

Witnessing documents

As an important protection for you and our employees we do not allow Catholic Healthcare employees to witness documents. If you need a document witnessed please ask the Residential Manager for advice.

Voting

When you move into your new home with us you will need to complete a change of address form and return this to the Electoral Commission. The forms are available from reception.

We can arrange for "a postal voting service" and where possible, a voting booth will be available within the Home.

Costs of Care and Accommodation

Catholic Healthcare calculates your accommodation and care fees, and charges in line with the approved fee schedule set by the Department of Health and with regard to your personal financial circumstances. Accommodation and care fees are payable fortnightly in advance.

If you require additional services to those prescribed under your Resident Agreement, these may incur an additional cost. Such services may include pharmacy, hairdressing and podiatry.

You'll be advised about any additional fees or charges of these services. Your pharmaceutical costs will, of course, relate to the treatments and medication prescribed by your medical/general practitioner or specialist.

These costs are charged daily and you will receive a monthly bill covering all fees and charges. Any additional expenses incurred during that month will also appear on the monthly account.

Keeping safe online

The threat of scams and fraud is on the rise, and protecting personal information is more important now than ever before. Unfortunately, older persons, their families and aged care providers are targeted by cybercriminals.

One of the more financially damaging scams is invoice scams with altered payment arrangements or fraudulent banking details.

At Catholic Healthcare, we take cybercrime extremely seriously and safeguarding your personal information is our priority. Catholic Healthcare **will never request** you to change bank account details and/or payment details.

Some of the warning signs to look out for are:

- The supplier has provided new bank account details.
- Urgent payment is requested, or you are threatened with serious consequences.
- The email address doesn't look quite right – the domain name doesn't exactly match the supplier's company name.

If you are ever concerned about the security of your account, please **contact the Catholic Healthcare Accounts team on 1800 225 474.**



Privacy

Your expectations

YOU HAVE A RIGHT TO EXPECT CATHOLIC HEALTHCARE TO:

- Be open and honest in our dealings with your personal information.
- Respect your privacy and keep your personal information confidential unless disclosure is required/authorised by you or by law.
- Allow you to exercise your right to access and if appropriate, correct your personal information held by us.
- With your consent, deal with someone else on your behalf.

Personal information collection statement

Catholic Healthcare is subject to privacy laws and is committed to protecting the personal information we hold. Our Privacy Policy and Collections Statement has been developed in accordance with the Australian Privacy Principles and is available on our website catholichealthcare.com.au/privacy-policy.

If you have any questions about privacy at Catholic Healthcare please email privacy@chcs.com.au

Termination of Tenure

There may be situations where we are no longer able to provide the care or level of service you need. In these circumstances we will work with you and your Authorised Representative as required under the

Security of Tenure provisions (refer to Appendix 2 Security of Tenure Part 2 Residential Care Services) in finding you accommodation that is more suitable to meeting your current or long-term needs.

Emergency Situations

In cases of an emergency, such as a fire or flood or pandemic, we may need to evacuate you from the Home or prevent you from leaving the Home. In these circumstances, we ask that you cooperate with the team who are there to keep you safe. If your room is damaged, we may require you to move

to another room or even another Home. We will provide you with more information about this if the situation arises but please know that you will not be charged additional fees if the room you move to is a higher priced fee (unless you choose to stay there).

Moving Rooms

There may be times where you choose to, or are required to move rooms at the Home. If the move is not your choice, we will notify you before you are required to move. An example of a time where you may have to move rooms is if repairs need happen in your room or where you have been assessed as needing to move into a Memory Support Wing if the Home has one. If the move is for less than 28 days, your fees will remain the same. However, if the move is for more than

28 days and the room you have been moved to is a lower price than your previous room, your fees will be reduced.

If the move is your choice, you may be subject to further fees if the room you are moving to is more expensive, or reduced fees if the room is less expensive. We will need to vary your agreement if this is the case. If you are moving to another Catholic Healthcare Home, you will need to enter into a new agreement.

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

The NDIS Code of Conduct

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

User Rights Principles 2014

**made under section 96-1 of the
Aged Care Act 1997 (extract)**

Part 2 – Residential care services

Division 2 – Responsibilities of approved providers of residential care – general

6. Security of tenure – when approved provider may ask or require care recipient to leave residential care service

- (1) For paragraph 56-1(f) of the Act, this section specifies the security of tenure that an approved provider of a residential care service must provide to a care recipient for the recipient's place in the service.

Note: The circumstances in which a care recipient may be asked to depart from a residential care service must be specified in a resident agreement between the care recipient and the approved provider of the service (see paragraph 59-1(1)(e) and subsection 59-1(3) of the Act).

Circumstances in which approved provider may ask care recipient to leave residential care service

- (2) The approved provider may ask the care recipient to leave the residential care service only if:
 - (a) the residential care service is closing; or
 - (b) the residential care service no longer provides accommodation and care suitable for the care recipient, having regard to the care recipient's long-term needs as assessed in accordance with

subsection (4), and the approved provider has not agreed to provide care of the kind that the care recipient presently needs; or

- (c) the care recipient no longer needs the care provided through the residential care service, as assessed by an aged care assessment team; or
- (ca) the care recipient has been receiving care under a specialist dementia care agreement and a clinical advisory committee constituted in accordance with the agreement has determined that the care recipient is not suitable to continue receiving that care; or
- (d) the care recipient has not paid any agreed fee to the approved provider within 42 days after the day when it is payable, for a reason within the care recipient's control; or
- (e) the care recipient has intentionally caused:
 - (i) serious damage to the residential care service; or
 - (ii) serious injury to employees of the approved provider, or to another care recipient; or
- (f) the care recipient is away from the residential care service for a continuous period of at least 7 days for a reason other than:
 - (i) a reason permitted by the Act; or
 - (ii) an emergency.

Suitable accommodation to be available before care recipient can be required to leave residential care service

- (3) The approved provider must not take action to make the care recipient leave the residential care service, or imply that the care recipient must leave the service, before suitable alternative accommodation is available that:
 - (a) meets the care recipient's long-term needs as assessed in accordance with subsection (4); and
 - (b) is affordable by the care recipient.

Assessing the care recipient's long-term needs

- (4) For paragraphs (2)(b) and (3)(a), the long-term needs of the care recipient must be assessed by:
 - (a) an aged care assessment team; or
 - (b) at least 2 medical or other health practitioners who meet the following criteria:
 - (i) one must be independent of the approved provider and the residential care service, and must be chosen by the care recipient;
 - (ii) both must be competent to assess the aged care needs of the care recipient.

7. Security of tenure – notice requirements

Notice to be given if care recipient asked to leave residential care service

- (1) If an approved provider of a residential care service decides to ask a care recipient to leave the service, the approved provider must give the care recipient a written notice stating the following information:
 - (a) the decision;
 - (b) the reasons for the decision;

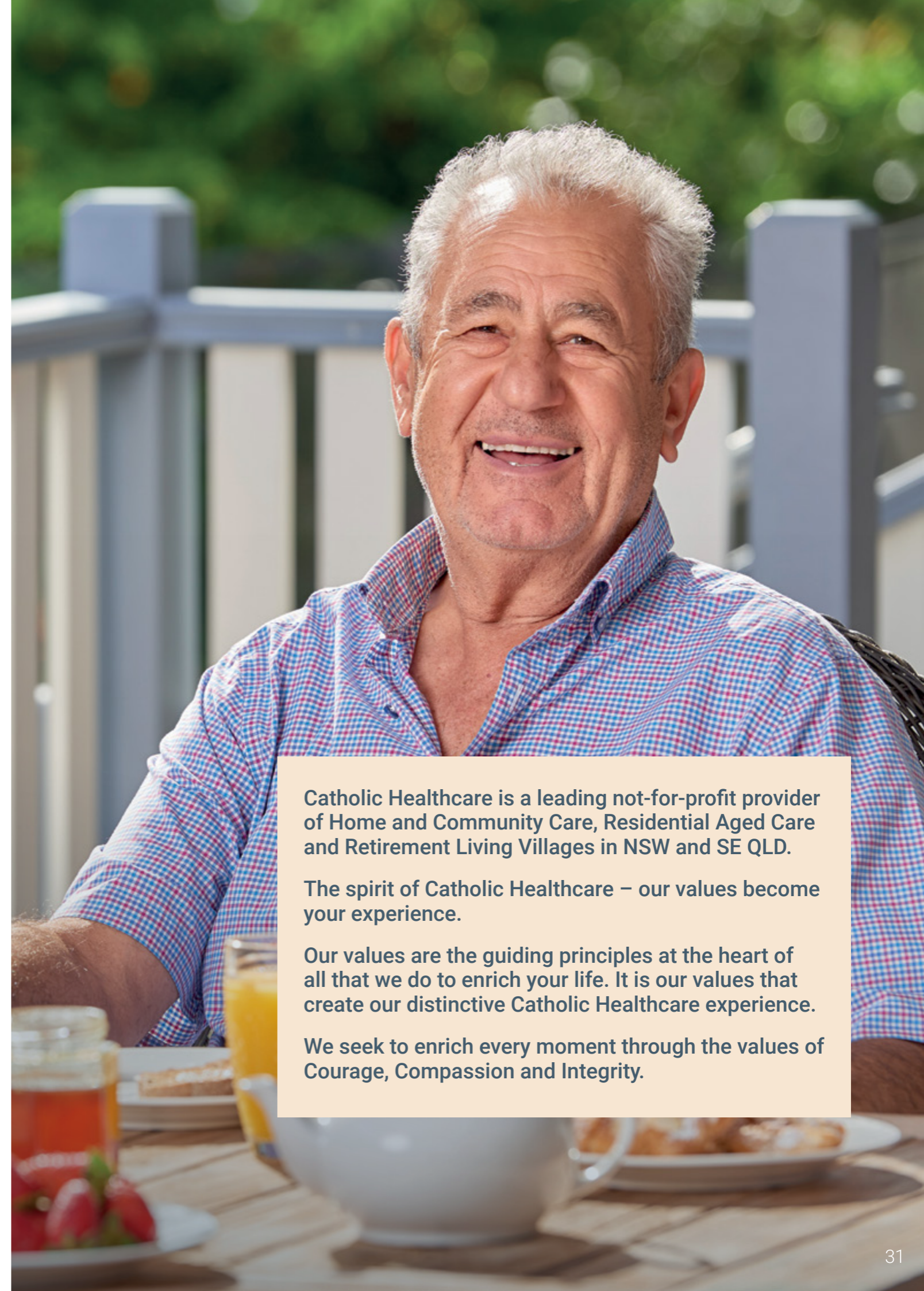
- (c) when the care recipient is to leave;
- (d) the care recipient's rights in relation to being asked to leave the residential care service, including the right to access:
 - (i) the approved provider's complaints resolution mechanism; and
 - (ii) any other mechanisms available to address complaints; and
 - (iii) people acting for bodies that have been paid advocacy grants.

Note: For complaints resolution mechanisms, see section 56-4 of the Act.

- (2) The approved provider must give the notice to the care recipient at least 14 days before the care recipient is to leave.

Notice to be given if care recipient no longer required to leave residential care service

- (3) If:
 - (a) the decision to require the care recipient to leave the residential care service was based on the care recipient's behaviour; and
 - (b) the approved provider has given the care recipient a notice under subsection (1); and
 - (c) after giving the notice, the approved provider has agreed with the care recipient that, because of a change in the behaviour, the care recipient should not be required to leave the service;
 then the approved provider must give the care recipient a written notice stating that the care recipient is no longer required to leave the residential care service.



Catholic Healthcare is a leading not-for-profit provider of Home and Community Care, Residential Aged Care and Retirement Living Villages in NSW and SE QLD.

The spirit of Catholic Healthcare – our values become your experience.

Our values are the guiding principles at the heart of all that we do to enrich your life. It is our values that create our distinctive Catholic Healthcare experience.

We seek to enrich every moment through the values of Courage, Compassion and Integrity.



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