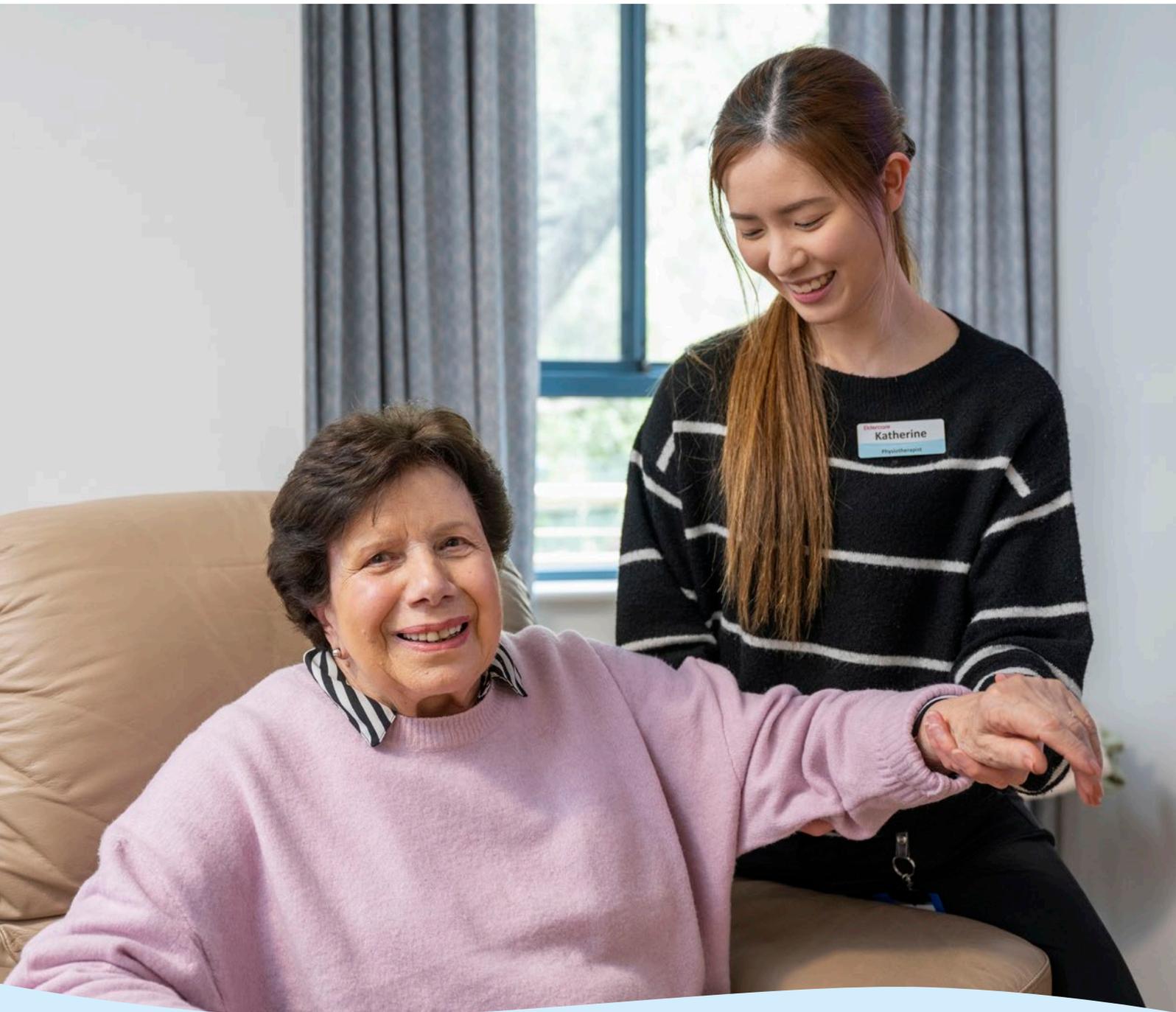


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Welcome

A message from the Chief Executive



Welcome to Eldercare

Moving into residential care is a significant life decision, which results in inevitable change. We aim to make your transition into care a positive experience and have prepared this booklet to help you understand your new environment and answer many of the questions you are likely to have.

It includes valuable tips and information about policies and procedures that are designed to support your ongoing wellbeing and safety. It also provides an introduction to key staff and explains how they contribute to your care.

I encourage you to read this guide and speak to a member of staff if you require any further information.

Eldercare's care approach is guided by the three core values of respect, accountability and connection. This means that your dignity, rights and values are protected. You can take comfort in the sense of security that comes from knowing Eldercare staff are accountable for working safely and with integrity and will support you to live your best life.

Thank you for choosing Eldercare, where delivering peace of mind with our care is our top priority.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jane Pickering'.

Jane Pickering
Chief Executive

Your wellbeing

Eldercare's approach to care encompasses mind, body and spirit to ensure your health, happiness and wellbeing is the best it can be.

Our clinical, allied health, wellbeing, lifestyle and spiritual care teams combine their expertise to offer you person-centred care.

You are encouraged to be active and independent and we work in partnership with you to meet your preferences, needs and goals.



Mind

Working with you to create a culture that inspires hope, curiosity, accomplishment and a sense of personal wellbeing.



Body

Supporting your wellness, activity and mobility along with your comfort and dignity.



Spirit

Nurturing a meaningful, purposeful life and encouraging connections which promote your sense of belonging and community.

Your wellbeing, delivered in line with our values

Respect

We protect the dignity, rights and values of individuals.

Accountability

We are all responsible for working safely and with integrity.

Connection

We develop vibrant and supportive relationships based on warmth and generosity.



The experience of moving into residential care

Welcome to Eldercare

Moving into residential care is a big decision and one that brings both changes and opportunities.

We appreciate that you may encounter challenges during the early stages of adjustment to your new life experience and environment.

It is natural to feel anxious and concerned about this move, and how well you (and your loved ones) will settle in.



During this transition you and your loved ones may experience a variety of emotions including:

- A sense of loss and sadness – of your previous life and home, of connection to your local community and to loved ones and friends.
- Uncertainty about how you will fit into a new environment.
- Disappointment and frustration at the loss of control of your normal routine.
- Reassurance and relief – now that you have access to care and support around the clock.
- Curiosity and interest in discovering social activities and events that are now readily accessible to you.

Allow yourself time to adjust to this change and connect with people in this new environment. We also welcome and encourage your loved ones and friends to join in the facility activities.

Be reassured that you will be supported by the team at your Eldercare facility during this transition. Our focus is on “getting your care right”. We value your input and encourage you to raise any questions or concerns that you may have.

From our admissions team to the nurses and care workers you will see every day Eldercare is committed to making this move as simple and as supported as possible.

Section one: Your care

Getting to know you

Developing your care plan

As you settle into Eldercare, we would like to get to know you.

By learning as much as we can about your likes and dislikes, interests, needs and life story we can work with you to create a unique plan. Your clinical leader will tailor your care plan to meet your specific requirements and preferences.

Soon after admission you will meet with one of Eldercare's allied health professionals to discuss your physical goals and requirements and develop a plan to help you maintain your mobility and independence.

A member of our lifestyle team will also work with you to ensure your care plan enables you to maintain activities and connections that provide purpose and dignity.

Together we will regularly review your care plan to make sure that it evolves as your needs change, so that you are continually supported to live your best life.

Planning ahead

Advance care planning, or end-of-life care, is a sensitive but important subject. To ensure that your wishes are respected we will talk with you to understand what you want to happen when it comes to:

- emergency medical treatment
- treatment of a deteriorating condition
- palliative care
- end-of-life care.



Section one: Your care

Model of Care

Eldercare's Model of Care is foundational to achieving Quality of Care, Quality of Life, and Quality Touch Points, thereby delivering peace of mind to our residents.

Eldercare has a clearly articulated Model of Care, made up of four **key components**:

1. Case Management Approach

- The resident is central in the Case Management Approach, with care and services wrapping around the resident and serving their 'mind, body and spirit'.
- In the Case Management Approach, the clinical leader has a pivotal role, coordinating all care related to their 25-30 residents. Our clinical leaders work in partnership with residents, connecting them to resources that best support their wellbeing and health outcomes.

- Effective, timely and informed communication is a significant contributor to resident outcomes and is a key element of the Case Management Approach.

2. Wellbeing Approach

- Eldercare's Wellbeing Approach focuses on key domains: Good Health, Purpose, Connection, Activity, Dignity.
- Eldercare has built processes and designed specific tools to facilitate the achievement of each of these key wellbeing domains, including tools to assist staff to build person-centred care plans and work with residents to identify 'Agreed Resident Outcomes', 'Resident Activity Profiles' and factors contributing to resident wellbeing.



Section one: Your care

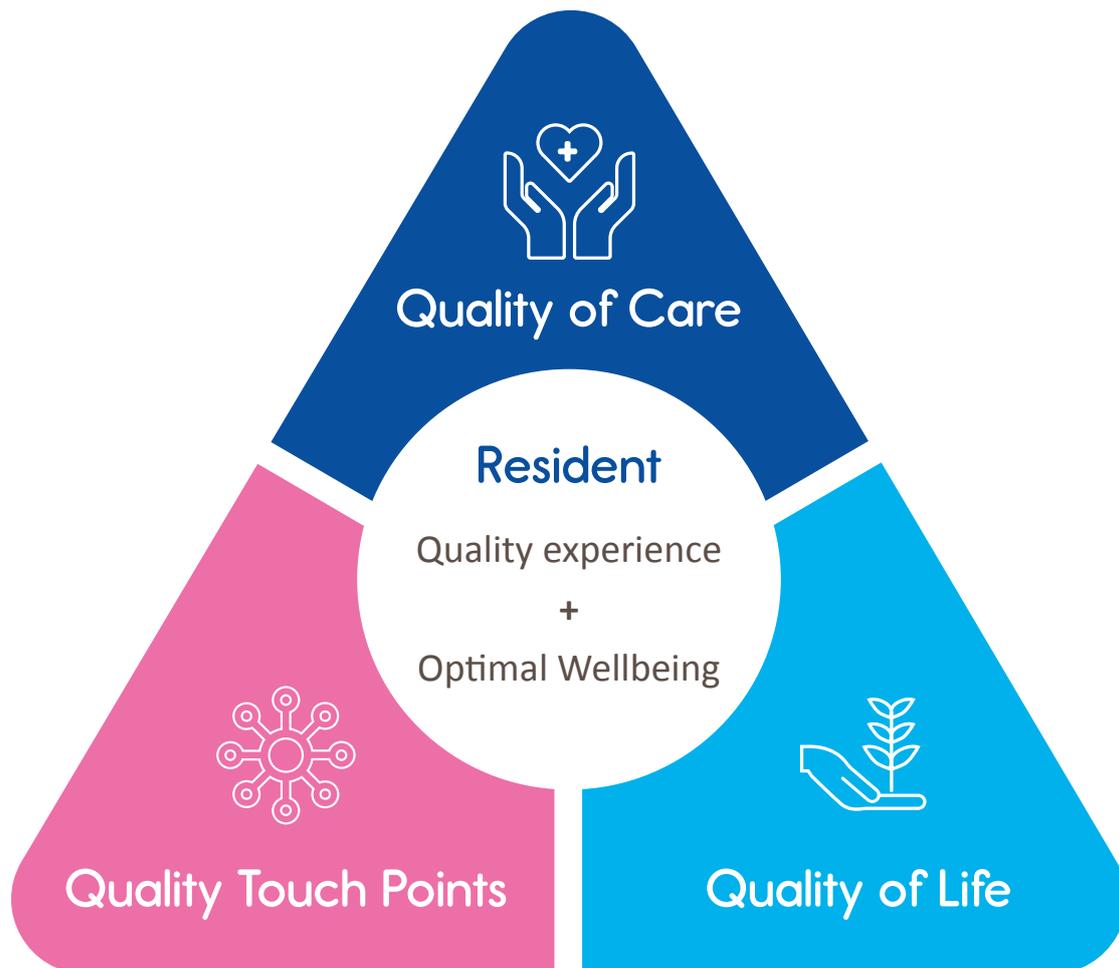
Model of Care

3. Values in Action

- Eldercare protects the dignity, rights, and values of individuals. Our values of respect, accountability and connection underpin all behaviour at Eldercare and are integral to our Model of Care. Understanding what these behaviours in action look like, and demonstrating these, contributes to vibrant and supportive relationships based on warmth and generosity.

4. Consumer Engagement Program

- The Consumer Engagement Program describes how staff at Eldercare successfully engage with residents. It describes how we; ‘inform, consult, involve, collaborate, and empower’ residents, actively hearing the ‘voice’ of the consumer, and contributing to an optimal resident experience.



Section one: Your care

Your Eldercare care team

Site operations manager

The site operations manager (SOM) is responsible for the day-to-day operation of your site. They oversee the management of the aged care home, staff and services.

Nursing staff

Your nursing team includes clinical leaders and registered and enrolled nurses who will work closely with you to plan and deliver the clinical care you require.

Personal carers

Personal carers are responsible for your day-to-day care. They can assist with all activities of daily living.

Specialist palliative care staff

Eldercare recognises the importance of providing person-centred, best practice palliative and end-of-life care to our residents. Our specialist palliative care staff can assist with symptom management and end-of-life care to ensure residents' final days or weeks of life are peaceful and comfortable.

Spiritual care team

Eldercare's chaplains and spiritual care team will support your spiritual and emotional wellbeing in a way that respects your beliefs, whether you are religious or not. Residents may choose to engage with our care team for support in the final journey of the aging process, or for support around grief and loss.

Hospitality services

Hospitality services staff are responsible for ensuring the catering, cleaning and laundry services provided at Eldercare are of the highest standard.

Administration staff

The administration team are your first port of call for practical matters such as booking hairdressing appointments, sending and receiving mail and accessing your trust account.

Lifestyle and wellbeing team

The lifestyle team will support you to live your best life, maintain connections to your community and participate in meaningful roles, activities and relationships. Lifestyle staff coordinate a rich calendar of events and activities for fitness, fun, creativity, socialising and learning.

Volunteers

Eldercare's volunteers generously offer their time, skills and passion to create more variety in your day and help you achieve your aspirations.

We will do our best to match you with suitable volunteers who share your interests and outlook.

Property services officers

Each Eldercare site has a property services officer who attends to day-to-day maintenance tasks.

Section one: Your care

Medical and allied health professionals

Doctor

If possible, we encourage you to continue seeing your current GP to maintain consistent care. You should ask your doctor whether they consult at Eldercare. If not, we can provide you with a list of GPs who visit Eldercare or you can arrange transport to your regular doctor's surgery.

Dentist

Eldercare sites have a visiting mobile dental clinic offering a wide range of preventative and remedial dental services. You can ask a member of your Eldercare clinical team for details or arrange to see a dentist of your choice.

Occupational therapist and physiotherapist

Eldercare has a team of occupational therapists and physiotherapists who will assess your mobility needs and support you to optimise your function through mobility equipment, exercise programs and pain treatments.

Social worker

Eldercare's social workers collaborate with senior clinical staff to improve the management of significant and complex resident and family matters to ensure good resident outcomes. Social workers also support residents, their families and representatives who require specialised assistance to navigate external services, such as those from the mental health sector and the SA Civil and Administrative Tribunal.

Optician

Most Eldercare sites arrange periodic visits from an optician who can help you with new glasses and issues relating to your eyesight. You can arrange to see the visiting optician or make an appointment with your own optician if you prefer.

Speech pathologist

If you are experiencing communication or swallowing difficulties, we can arrange for you to see a speech pathologist on a consultancy basis.

Dietitian

Eldercare's own dietitians help to plan our menus and advise on good nutritional practice. They may meet with you to discuss your individual dietary needs.

Podiatrist

If you are experiencing foot pain or problems or if you would like some advice regarding footwear or complex nail care, you can arrange to see one of the podiatrists who regularly visit our sites.

Please note

When attending appointments outside of Eldercare you will need to make your own transport arrangements. Please refer to page 19 of this booklet for more information about transport options and responsibilities.

You may be required to pay a fee for some services provided by external professionals.

Section one: Your care

Medications, alternative therapies and aids

Medications

Eldercare has an arrangement with Chemist King to supply residents' medications.

You are required to pay for your own medication and can choose to set up an account with Chemist King.

If you have concerns about your medication you can speak to a Chemist King representative:

**Chemist King
Hectorville
Ph: 08 8337 1510**

**Chemist King
Welland
Ph: 08 8340 0770**

Non-prescription medications

If you wish to use non-prescription medications such as vitamins, herbal remedies and creams, it is important that you let your GP and clinical leader know. This will enable them to assess the risk of unwanted interactions with any prescription medications you are taking and highlight potential side effects.

Alternative therapies

Alternative or complementary therapies such as naturopathy, acupuncture and aromatherapy can be arranged at your own cost.

Hearing aids

If you are a pensioner, you may be eligible for hearing aid services through the Australian Government's Hearing Services Program.

Contact the **Hearing Services Program** on:

Telephone: 1800 500 726

Email: hearing@health.gov.au

Website: www.hearingservices.gov.au

Continence aids

Your comfort is important. When you move into Eldercare, one of our nursing staff will assess your needs to ensure you have the most appropriate continence aid if required.



Section one: Your care

Other important information you should know



Informed consent

Informed consent is the process whereby a patient makes a voluntary decision about their health care with knowledge and understanding of the benefits and potential risks involved.

Consent will be obtained by Eldercare staff when they make changes to health care. When changes to health care are made by external professionals, such as GPs prescribing new medications, it is the responsibility of the health professional making changes to obtain informed consent.

Residents who do not have capacity to consent may have consent provided by a representative. An Advance Care Directive that appoints a substitute decision maker enables a person to appoint someone of their choosing as the person to make decisions on their behalf, should they lose decision-making capacity. If an Advance Care Directive has not been completed, a family member or friend is still able to provide consent in most situations as outlined in the Guardianship and Administration Act 1993. If you wish to appoint a substitute decision maker to act on your behalf in the unfortunate event of you no longer having decision-making capacity, please speak to your clinical leader.

Section one: Your care

Restrictive practices

Restrictive practices are practices that may infringe upon the rights or freedom of movement of an individual. Eldercare is committed to minimising the use of restrictive practices. We do this by regularly reviewing medications, monitoring the need for someone to reside in a memory support unit, and by providing care equipment that does not restrict mobility. In accordance with these principles our beds do not have bed rails and alternative fall prevention and harm minimisation strategies are used instead. Some restrictive practices have additional safeguards in place that ensure they are used appropriately. Where a resident is unable to leave a part of the facility, such as when residing in the memory support unit, or when physical force is required to perform a medical treatment, a special powers order must be made by the South Australian Civil and Administrative Tribunal (SACAT) that enables a person to provide consent on the resident's behalf.

When an admission or transfer to the memory support unit occurs, we will ask that an application to SACAT occurs to enable consent to be provided. We may also require written evidence of consent for restrictive practices in certain circumstances.

NDIS (National Disability Insurance Scheme)

As a provider of aged care services to NDIS participants, Eldercare is a registered NDIS provider. Eldercare's provision of supports and services to NDIS participants is identical to that provided to all residents. If you are an NDIS participant and considering residential aged care, please consider whether alternative accommodation options may be available to you, as specialist disability accommodation is available and may better suit your unique needs. To find out more, speak with your support person.

Meeting your cultural and linguistic needs

Eldercare welcomes residents from all cultural backgrounds. We will work together with you to understand any specific cultural needs you may have. The Australian Government's Department of Home Affairs provides a translating and interpreting service – TIS National. Eldercare can provide an access code that will enable you to use this service free of charge.

Ask your administration team for details.

Contact **TIS National** on **131 450**.

Section two: Your room

Furniture

Your room comes equipped with an electric bed, bedside cabinet, wardrobe, overway table and a chair.

You might like to bring ornaments, photographs and pictures to decorate your room to help you feel at home. The property services officer will help you to hang these if needed.

If you have enough space in your room, you can also bring in a few extra items of furniture.

However, your room needs to remain clear enough for staff to provide safe care without being restricted by furniture.

If your care needs change over time and you require equipment such as a lifter to be used, we will ask for furniture to be taken away.

At the end of your stay, your furniture must be removed within 48 hours. Eldercare can arrange the removal and disposal of furniture for a fee. Please speak to your site operations manager for more information.

Telephone

Increasingly, people are bringing their own mobile phone with them when moving into care.

If you choose not to have a mobile service, you may be able to have a private phone installed in your bedroom. You will be responsible for costs associated with your phone service including connection and disconnection.

Telephone installation arrangements vary across Eldercare's sites. Please ask a member of your administration team for more information.



Section two: Your room

Electrical equipment

In the interests of safety, please let staff know if you bring any electrical equipment into Eldercare.

The property services officer will 'test and tag' your equipment to ensure it is safe to use. A nominal fee is charged for this service.



Please note

Double adaptors are not permitted.

Personal items

You are encouraged to bring personal belongings that are important to you. This might include a radio, computer, hobby items, music and books (noting again that electrical items must be 'tested and tagged').

Your personal items are your responsibility and we recommend that you label them if possible.

Eldercare does not take any responsibility for the loss of personal valuables or cash. You will have a lockable drawer or cupboard in your bedroom, but please do not bring large amounts of money or treasured possessions such as jewellery. We strongly recommend that you take out personal insurance for any valuable items that you wish to keep with you.

Nurse call system

Your room is equipped with a nurse call system so you can request assistance whenever you need it. Your family and friends can also use the call system to ask for help on your behalf when they are visiting.

At some Eldercare sites personal nurse call pendants may also be available so you can call for assistance when you are not in your bedroom.

In-room refrigerators

If you have a small refrigerator in your room, there may be occasions when visitors bring food that requires chilling. For health and safety reasons, please ensure all food is either marked with an expiry date or labelled with the date it was placed in your refrigerator. Perishable food may need to be discarded for your safety. Please ask to see our Donated Food Policy if you would like more information.

Toiletries and talcum powder

Basic toiletries such as soap, a toothbrush, toothpaste, shampoo and toilet paper are provided. Our pharmacy partner Chemist King can deliver any additional toiletry items that you require at your cost. We do not provide or encourage the use of talcum powder as it makes floors slippery, posing a safety risk.

Therapeutic heating devices

In the interests of safety, the following therapeutic heating devices are not to be used at Eldercare:

- heat packs *
- hot water bottles
- electric blankets

Other electrical heating devices must be 'tested and tagged' by the property services officers.

*Hygroscopic beads such as 'TheraBeads' are suitable for use.

Section two: Your room

Clothing and accessories

For many people, clothing and accessories are important to retaining their individuality.

To help keep track of your clothing, we provide a labelling service for a nominal fee to ensure your items are not lost during the laundering process.

It is your responsibility to ensure you have the clothing you need and that your wardrobe is checked regularly to remove items that you no longer require.

Laundry

Eldercare's laundry service takes care of all your day-to-day washing.



It is highly recommended your clothing is wash and wear.

While ironing is not provided as part of our standard service, we can arrange to have clothes ironed at your cost.

We can also arrange to have special items, such as woollens and delicate silks, dry cleaned or laundered at your cost.

Some Eldercare sites also have a laundrette where you can wash your own clothes if you prefer.

While we do our best to take good care of your clothing, we are not responsible for replacing lost items.

Cleaning

Cleanliness is important for good health. To ensure good hygiene is maintained, your room will be cleaned regularly by hospitality services staff.

Keeping clutter to a minimum will help staff clean it to the highest possible standard.

With regards to the cleaning of small personal ornaments and valuable possessions, Eldercare staff can assist residents with this cleaning from time to time, however we are unable to take responsibility for any breakages. Eldercare can provide a range of cleaning products to assist resident or family members to clean these personal items.



Please speak with the site operations manager if you have any questions about your room.

Section three: Your lifestyle

Meals

At Eldercare all meals are prepared in our on-site kitchens so you can enjoy the freshest food possible.

Breakfast, lunch and dinner are served daily and you can choose your meals in advance.

Morning tea, afternoon tea and supper are also provided.

Menus are reviewed by Eldercare's dietitians and change regularly. Special dietary requirements are catered for and meals are tailored to meet your specific care needs.

We encourage residents to dine in the company of other residents but you can eat your meals in the privacy of your own room, if you choose to do so.

If you would like family and friends to join you for a meal you should pre-book using the order form available from the administration team during office hours or from kitchen staff after hours. Meals for guests are affordably priced and payment is required in advance.

Some Eldercare sites also have private areas which can be reserved to celebrate special occasions with family and friends.

Hairdresser

Each Eldercare site has its own hairdressing salon. To book an appointment speak to your administration team. You will be required to cover the costs of your hairdressing. Alternatively, you can arrange to visit your own hairdresser. Please refer to the transport section on the next page for information about arranging your way to and from appointments.



Section three: Your lifestyle

Mobile library

Mobile libraries regularly visit Eldercare with a selection of books and audio tapes for you to borrow. We also have on-site libraries where you can enjoy large print books, games, CDs and DVDs.

Mail

Your local administration team can assist you with sending and receiving personal mail and packages.

Newspapers and magazines

The administration team can also help you to arrange personal subscriptions to magazines and newspapers at your own cost.

Computers

All Eldercare sites have shared computers with internet access which you can use at any time.

WiFi

If you have your own devices, you can access Eldercare's WiFi network. The administration team can provide you with login and password details.

Bus trips

Eldercare organises regular excursions for your enjoyment. These are optional and may incur a small fee.

Transport

From time to time, you may need to attend appointments outside of your Eldercare home.

Your transport options may include:

- family and friends or representatives
- taxis or access cabs (which have capacity to transport mobility aids)
- ride share services such as Uber or OLA
- public transport
- community transport services.

If you are living with a severe or permanent disability that requires you to have a mobility aid, and you can no longer use public transport safely by yourself, you can apply for subsidised taxi fares through the state government's South Australian Transport Subsidy Scheme (SATSS).

You may need to seek the help of your doctor or medical specialist to fill out your application form.

You can also apply for one free companion card through the SATSS so a family member or friend can accompany you when you travel.

For more information and to download an application form for SATSS visit www.satss.sa.gov.au or call **1300 360 840**

Your clinical leader or a member of the lifestyle team may be able to arrange support for you to attend appointments or events off-site. Please speak to your clinical leader to find out whether this is possible for you.

There may also be occasions when a volunteer can drive or accompany you off-site with the approval of the site operations manager or volunteer program coordinator. However, you must be able to get yourself in and out of a vehicle safely, without assistance, in line with our manual handling policy.

Section three: Your lifestyle

Motorised wheelchairs and gophers

We will support you in maintaining your physical independence for as long as possible. To ensure your safety, and that of other people, you will need to observe Eldercare's procedure in relation to the use of motorised wheelchairs or gophers.

If you have a motorised wheelchair or gopher, the allied health team will work with you to ensure you can comfortably and safely use your equipment.

If you decide to purchase motorised mobility equipment while living at Eldercare, please discuss this with the site operations manager to ensure that there is storage space available.

Conversely, if you no longer need your motorised equipment you will be asked to remove it to create space for other residents' mobility aids.

You are responsible for routinely maintaining your motorised wheelchair and for the cost of any damage it might cause to Eldercare property. We recommend that you speak to your insurer about cover for theft and/or damage associated with your mobility equipment.

Relatives and friends

We welcome the involvement of your family and friends because we understand their support can enhance your wellbeing and quality of life.

Family members are encouraged to play an active role by becoming part of the family partnership volunteer program. Your clinical leader can provide you with more information about this program.

Activities

You can enjoy a wide range of activities at Eldercare. When you move in, we will talk with you about your personal interests and what you like to do, and work with you to create an activity program that meets your needs.

You can choose from a range of individual and group activities which may include things such as craft, gardening, dance, and wine and cheese tasting, depending on your Eldercare site.

Local school groups, volunteers and other community clubs often visit Eldercare. You might also continue your involvement in community activities and organisations with the support of your family and friends.



Section three: Your lifestyle

Pets

Leaving a pet is sometimes one of the most difficult parts of moving into care. While it is not possible to keep your own pets at Eldercare, family and friends are welcome to bring your animals to visit you.

Pets must be clean, free from parasites and skin problems, fully vaccinated and kept under control at all times.

It is important to remember that other residents may not share your love of animals so please speak to your care team about visiting arrangements.

Eldercare reserves the right to request that family or friends do not bring pets to site.

Eldercare also arranges regular visits from Pets for Therapy handlers and their animals.

Visiting hours and security

Family and friends are welcome to visit you at any reasonable time. We ask that visitors are considerate of the care routines and needs of all residents when choosing their visiting times, and that noise is kept to a minimum when visiting after hours.

There may be instances when we need to ask your visitors to allow you privacy so you can be assisted by Eldercare staff.

While we understand your visitors want to spend as much time with you as possible, we request that they are patient while staff attend to your needs.

Family members who wish to visit after hours can be issued with an access card. Please speak with your site's administration team to request a card.

Please note that visiting hours may change due to ongoing COVID developments.

Access cards

- Card use is monitored.
- A small refundable deposit is payable for each card.
- Each family member must be issued with their own card. Please do not share cards.
- Lost access cards must be reported immediately to an Eldercare staff member.
- A fee may be charged to reissue a lost card.
- Please do not write, put stickers on or hole-punch access cards.
- Please do not put any identification details on cards (e.g. the name or details of the Eldercare site for which the card has been issued).
- Cards may be automatically disabled if they are not used regularly or due to COVID restrictions.
- Access cards must be returned to the respective site at the end of the resident's stay.



Section three: Your lifestyle

Closed-circuit television (CCTV) cameras

For security purposes, CCTV cameras are installed in various locations across Eldercare's sites.

Cameras are placed in corridors, stairwells, entrances, exits and car parks. Shared dining and living areas in our memory support units are also monitored.

If you have any questions about CCTV cameras please speak to the site operations manager.

In South Australia there are legal restrictions about the installation of CCTV cameras in private areas. Requests must meet legal requirements and be approved by Eldercare's chief executive.

Absences from Eldercare

In the interests of your wellbeing and safety, it is important you let Eldercare staff know when you leave the site.

The staff member you need to inform depends on how long you are going to be away.

If you are going for a walk, attending an appointment or making a 'day trip' to visit family and friends:

- Let an Eldercare staff member know that you are heading out.
- Use the resident register to sign out when you leave and sign back in when you return. Please ask the administration team where the resident register is located.

If you are staying away overnight or for the weekend:

- See your clinical leader or the registered nurse on duty before your planned leave so they can provide you with any medications or care information required.

If you are planning a longer absence (i.e. one week or more):

- Talk with your clinical leader at least two weeks before your planned absence. You will still need to pay your accommodation fees when taking leave.

Voting during elections

When a state or federal election is held and voting opens, a mobile polling station operated by the Australian Electoral Commission will visit your Eldercare site to allow you to cast your vote. Otherwise, we will assist you to cast a postal vote.

Diversity and inclusion

Eldercare promotes a culture where difference is respected and inclusivity is embraced. Regardless of your culture, religion, spirituality, age, gender identity, sexual orientation, intersex status, disability, socio-economic background or personal experience, you are respected and valued.

In line with this commitment, Eldercare is proud to be a Rainbow Tick accredited organisation.

We model and expect respectful behaviour from everyone who lives, visits or works at Eldercare.

Section four: Your welfare and safety

Fire safety procedures

Eldercare has set procedures to follow in the event of a fire and/or emergency evacuation. If you find yourself in an emergency situation, please follow the directions given by staff.

Fire safety and evacuation drills are conducted at Eldercare to ensure staff are aware of the actions to take in the unlikely event of an emergency. You will find basic evacuation instructions on the back of your bedroom door.

Smoking

In the interests of health and safety, smoking is strictly prohibited on Eldercare property. You will not be offered a place at Eldercare if you smoke.

In accepting the terms and conditions of your contract with Eldercare you have agreed not to smoke.

Please talk to your care team if you would like more information about our Smoke Free Workplace Policy.

Contents insurance and ambulance cover

We encourage you to take out insurance for valuables and for motorised wheelchairs and gophers as we do not accept responsibility for the loss or damage of your personal belongings.

Ambulance cover is also strongly recommended. Cover can be purchased through a private health insurance provider or through the SA Ambulance Service. Levels of cover vary, so it is important you thoroughly consider your emergency and non emergency transport needs to



determine the right provider and level of insurance for you.

Contact the **South Australian Ambulance Service** on **1300 136 272** or at **www.saambulance.sa.gov.au**

Section four: Your welfare and safety



Gifts and charitable collections

We understand that you may form close bonds with some Eldercare staff and volunteers, however we respectfully ask that you do not give them expensive gifts or money.

It is Eldercare's policy that staff and volunteers must decline such gifts.

If you or your family are grateful for the care you have received, we encourage you to make a donation to Eldercare. Learn more about making a donation at www.eldercare.net.au/about/donate.

If you are interested in fundraising for a particular appeal or organisation, please talk to the site operations manager before you take any action.

It is not appropriate for any Eldercare employee to be included in a resident's will to receive a bequest.

Incident management and reporting serious incidents

If an incident, such as a fall, occurs, Eldercare has robust processes in place so that the incident is managed appropriately and that your safety and quality of care are ensured.

Legislation requires Eldercare to report all serious incidents to the Aged Care Quality and Safety Commission. Serious incidents include unreasonable use of force, stealing or financial coercion, and neglect. All Eldercare staff are aware of incident management and reporting of serious incidents to ensure your safety and wellbeing.

Section four: Your welfare and safety

Privacy

Eldercare is required by law to comply with the Privacy Act 1988 and the subsequent Privacy Amendment (Enhancing Privacy Protection) Act 2012.

We respect your right to privacy. However, in order to properly meet your needs, we may occasionally request information that is of a personal nature.

We will only request information that is relevant to your care and wellbeing.

You can request to access your personal information held in Eldercare records.

We will discuss your reasons for accessing these records with you.

Eldercare does not provide copies of any records for the purposes of legal disputes or challenges to estates without a court issued subpoena.

We are happy to talk with you about our Privacy Policy if you would like it explained in more detail.

Personal finances and trust accounts

As much as possible, we encourage you to manage your own finances or have a representative assist you.

For your convenience, Eldercare can help you set up a trust account which will enable you to withdraw small amounts of cash from the administration office during opening hours. You can also use your trust account to pay bills such as pharmacy, newsagent and hairdressing expenses and group outing costs. You must keep a credit balance in your trust account. Statements can be accessed online or upon request. Trust accounts are provided by an external party and account conditions may change from time to time.

Making important decisions

In the unfortunate event of you losing capacity to make or communicate decisions about important healthcare matters, someone can act on your behalf. This is called a person responsible and is usually a family member or close friend. You may wish to legally appoint a person and specify what decisions they can make by creating an Advance Care Directive. You can obtain an Advance Care Directive by:

- Contacting **Service SA** at **www.service.sa.gov.au** or on **13 10 84**
- Calling the **Legal Services Commission** on **1300 366 424**
- Completing the form on the **Advance Care Directives website** at **www.advancedirectives.sa.gov.au**



Section four: Your welfare and safety

Helping you in and out of vehicles

Eldercare has a 'no lift' manual handling policy. This means employees have clear guidelines to follow when it comes to helping you in and out of vehicles. To protect your safety, and the safety of our staff, lifting and other transfer aids may be used.

Security of tenure

Once you have agreed to the terms of our permanency agreement you can feel secure knowing that your place at Eldercare is permanent.

There may come a time when we need to reassess which room you occupy based on your wellbeing and safety and on our ability to provide you with the appropriate care.

Any decision regarding a room relocation will be made in partnership with you and your representative in accordance with security of tenure obligations, Aged Care

Quality Standards and the Charter of Aged Care Rights.

If you are living in a memory support unit and become immobile, we will work with you and your representative to relocate you to another room within the facility, unless it is vital you remain in the memory support unit for safety and/or wellbeing reasons.

Your obligations

Eldercare understands that moving into residential care can be stressful and we will work with you to ensure your experience is a positive one.

Please remember that displaying disrespectful behaviour towards staff, volunteers or other residents is not acceptable.

In certain circumstances, Eldercare reserves the right to discharge you if you cause serious injury to Eldercare staff, volunteers or other residents.



Section five: Your feedback

Have your say

We encourage you to talk to us about the services we provide. Your feedback helps us to understand your needs, respond to your preferences and support you to achieve your goals.

We welcome your feedback. Every comment, compliment, suggestion and complaint we receive presents an opportunity for us to improve the service we offer.

Complaint resolution

We are committed to resolving complaints.

We do this by:

- listening to your experience
- acknowledging and addressing your concerns
- advising you of the steps that are being taken to resolve the issue
- learning to prevent it happening again

Complaints will be acknowledged within two days of receipt. We will get back to you within one month to discuss how we are resolving your issue.

We treat all feedback seriously and confidentially and will address your concerns as quickly as possible.

How to provide feedback or make a complaint

We encourage you to use the three-step process outlined below to ensure that your feedback is acknowledged and receives an appropriate level of response.

Step 1

- Talk to the clinical leader or registered nurse on duty or complete an online form via our website **www.eldercare.net.au** or paper feedback form available from the administration staff at each site.
- Place the form in the feedback box on site.
- If your feedback is positive you might like to use one of the thank you cards available at each Eldercare site or from the administration staff at each site.
- All feedback will be recorded and complaints followed up. If the issue you raise requires investigation, we will keep you informed and let you know when to expect a response.

Step 2

If you haven't received a satisfactory or timely response, speak to your site operations manager.

Step 3

If you remain dissatisfied, contact the **Eldercare, general manager governance, risk and compliance**

Postal address:

Eldercare

Reply Paid 84284, FULLARTON SA 5063

Email: admin.headoffice@eldercare.net.au

Phone: (08) 8291 1000

Section five: Your feedback

Assistance from other services

There are other services you can contact to provide feedback or make a complaint.

The **Aged Care Quality and Safety Commission** can assist with any issues you may have about your care.

Postal Address: GPO Box 9819 Adelaide SA 5001

Phone: 1800 951 822 (free call)

Email: info@agedcarequality.gov.au

Website: www.agedcarequality.gov.au

The **Aged Rights Advocacy Service (ARAS)** can provide you with information, support and advice regarding your rights. ARAS can also investigate complaints on your behalf.

**Address: 175 Fullarton Road
Dulwich SA 5065**

Phone: (08) 8232 5377

or **1800 700 600** (free call from country areas)

Email: aras@agedrights.asn.au

Website: www.sa.agedrights.asn.au

The **Translating and Interpreting Service (TIS National)** can help you communicate in over 160 languages other than English.

Phone: 131 450

Consumer engagement

Consumer dignity and choice are central to the Australian Government's Aged Care Quality Standards.

Under the standards you have a right to participate in planning the care and services you need. To that end, Eldercare staff will partner with you to create and review your individual plan.

Eldercare also engages more broadly with residents to seek input on topics such as food, care, services and lifestyle activities. Each site involves residents in different ways, which can include site meetings, committees, surveys and one-on-one discussions. Residents may also be invited to participate in organisational forums such as the work health and safety committee to ensure that residents' needs and opinions are taken into account.

Eldercare provides an environment where you feel welcomed and safe to discuss your needs without being judged.

The Eldercare Board is well informed about Eldercare's consumer engagement and receives regular reports detailing consumer feedback.

Section six: Your aged care rights

Know your rights

Eldercare is committed to ensuring that you and your representatives understand your rights in relation to the care you receive.

These rights are outlined in the Australian Government's Charter of Aged Care Rights. They apply when you start receiving Government subsidised aged care services such as:

- residential aged care
- services provided under the Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program e.g. day therapy

Eldercare has incorporated these rights into the way we operate our services.

More information about the Charter of Aged Care Rights can be found on the Australian Government website at

www.agedcare.health.gov.au

You can find copies of the 'Your aged care rights' flyer at your site.

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, and personal and social life, including where the choices involve personal risk
8. have control over, and to 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.

Section six: Your aged care rights

Our commitment to diversity and safety

We welcome and respect the diversity that our residents, family members, staff and volunteers bring to Eldercare. We are committed to supporting our lesbian, gay, bisexual, transgender, gender diverse, intersex and queer (LGBTIQ) residents, family members, staff and volunteers to ensure they feel included and safe. Eldercare is a proud Rainbow Tick accredited organisation promoting LGBTIQ inclusiveness.

More information about the Charter of Aged Care Rights can be found on the Australian Government website at www.agedcare.health.gov.au.



Section seven: Useful contacts

Aged Care Quality and Safety Commission

Postal Address: GPO Box 9819
Adelaide SA 5001
Phone: 1800 951 822 (free call)
Email: info@agedcarequality.gov.au
Website: www.agedcarequality.gov.au

Aged Rights Advocacy Service

175 Fullarton Road
Dulwich SA 5065
Phone: (08) 8232 5377 or 1800 700 600
(free call from country areas)
Email: aras@agedrights.asn.au
Website: www.sa.agedrights.asn.au

Chemist King (Eldercare's medication supplier)

Hectorville
Phone: (08) 8337 1510

Welland
Phone: (08) 8340 0770

Eldercare Head Office

247 Fullarton Road
Eastwood SA 5063
Postal address: PO Box 600 Fullarton
SA 5063
Phone: (08) 8291 1000
Email: admin.headoffice@eldercare.net.au
Website: www.eldercare.net.au

Hearing Services Program

Phone: 1800 500 726
Email: hearing@health.gov.au
Website: www.hearingservices.gov.au

Office of the Public Advocate

Postal address: GPO Box 464 Adelaide
SA 5001
Phone: 1800 066 969
Email: opa@agd.sa.gov.au
Website: www.opa.sa.gov.au

South Australian Ambulance Service (for ambulance cover enquiries)

Phone: 1300 136 272
Email: HealthSAASAmbulanceCover@sa.gov.au
Website: www.saambulance.sa.gov.au

South Australian Civil and Administrative Tribunal (SACAT)

Postal Address: GPO Box 2361 Adelaide
SA 5001
Phone: 1800 723 767 (free call)
Email: sacat@sacat.sa.gov.au
Website: www.sacat.sa.gov.au

South Australian Elder Abuse Prevention Phone Line

Phone: 1800 372 310 (Monday to Friday)

South Australian Transport Subsidy Scheme (SATSS)

Phone: 1300 360 840
Website: www.satss.sa.gov.au

Translating and Interpreting Service (TIS National)

Phone: 131 450
Website: www.tisnational.gov.au
(Please see your administration team for a code which will provide you with free access to this service)

To deliver peace of mind with our care.
This is Eldercare's commitment to you.

Our Values

Respect

We protect the dignity, rights and values of individuals.

Accountability

We are all responsible for working safely and with integrity.

Connection

We develop vibrant and supportive relationships based on warmth and generosity.

HEAD OFFICE
247 Fullarton Road
Eastwood SA 5063

Telephone: (08) 8291 1000

Email: admin.headoffice@eldercare.net.au

