



welcome home 

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Welcome

On behalf of everyone at Southern Cross Care, we warmly welcome you to our community. We've put this handbook together to help you settle in, get to know your new home a little better and to serve as a reference for information.

We look forward to getting to know you and your family and serving your wellbeing and happiness.

About Us

For over 50 years, Southern Cross Care has been trusted by the community to provide care and support services for thousands of people in over 40 locations across NSW and the ACT.

We offer a full continuum of services from residential care through to home care and retirement living and we adapt our services to meet the needs of each person and their family.

We believe that individuality is one of the greatest gifts of being human. We celebrate and respect diversity and welcome all, regardless of faith, ethnicity, sexual orientation and lifestyle choices.

Our employees are caring, dedicated, experienced and highly trained. Together we create warm, caring, home-like environments with personalised services catering for each individual's needs.

Our Philosophy of Care

Our 'customer at the heart' philosophy means that your wellbeing and happiness are our priority and it shapes everything that we do. Our care teams operate according to our HEART values of Honesty, Empathy, Acceptance, Respect and Teamwork.

Our commitment to expert, quality care is second to none. Our rigorous quality systems, processes and training are backed by a specialised quality assurance team who support our homes to ensure that we meet or exceed Government quality standards. This includes providing for the physical, mental, social, spiritual and emotional wellbeing of all of our residents.

Relationships are central to our philosophy. Every resident is well known on a personal level and empowered to make choices concerning every aspect of the care and services they receive. Our friendly staff will go out of their way to get to know you and your preferences so that you can live the life you choose and we'll support your decisions.

Dignity, respect and being valued are vital to ensure quality of life and we'll ensure that your dignity and privacy are maintained at all times, that you and your choices are respected and that you're known and valued as a person.

We want your life with us to be as happy and comfortable as possible and we're aware of the importance that the environment we live in plays in this regard. Our homes are designed and furnished to create safe environments that feel like home, with freedom of movement, spaces for personal quiet times, access to the outdoors and spaces for community activities.

We consider it a great honour to know our residents and be able to share some of our lives together.

Moving In

Moving home is a big change and we'll do our best to make you feel welcome and comfortable, and help you keep your same old routine, autonomy and interests. We're sure that soon you, your family and friends will feel part of our extended family.

Here are a few tips on what to expect during admission and how to settle in:

Admission

When you first move in, we'll need to collect a lot of information from you to ensure that you get the correct care and support that you need. This will involve asking you questions, filling in forms and doing a clinical assessment. We'll use this information to design an individualised care plan for you and to report to the Government on your wellbeing. We treat your information with the highest level of confidentiality and will never share it inappropriately.

One of the things we'll ask for is to take a photo of you. This is very important, as the photo will be used every time you're provided with any medication to ensure that you receive the medication intended for you. We'll also ask your permission to use photographs of events and functions where you may appear for social media and marketing but you can refuse or withdraw consent for this at any time.

Change of Address

You've changed your residential address, so you'll need to tell your family, friends, doctor, bank, Medicare and other organisations. You should also let the Electoral Commission know. At election time we can help arrange postal voting or help you to attend a polling booth.

Legal Matters

It's a good idea for every adult to have in place an Enduring Guardianship, Enduring Power of Attorney, Advance Care Directive and Will. Your legal representative can very easily help you to set out your wishes in these important documents.

Enduring Guardianship

Appointing an Enduring Guardian means that you've authorised a representative to make decisions about your health, accommodation, services or other lifestyle matters if you're not able to.

Enduring Power of Attorney

Appointing an Enduring Power of Attorney means that you've authorised a representative to make decisions about your property or financial affairs if you're not able to.

Advance Care Directive

An Advance Care Directive (ACD) documents, in advance, your preferences for any care and medical treatment that you may receive in the future, if you're unable to express those preferences because of illness or injury. We recommend that you discuss this with your family and have this completed prior to moving into your suite.

Will

A Will documents your wishes for the distribution of your assets after your death.

Your Suite

Your suite is designed to be a private environment that provides comfort and convenience. When you first move in, you may feel that it's a little stark or doesn't reflect your style but this is deliberate as we want you to decorate and furnish your suite to suit your individual taste. Add your personal touch with photos, mementos, artwork, your favourite armchair and even some pot plants. Of course we'll supply bed linen but if you'd like a particular quilt cover and throw, feel free. After all, it's your home.

Standard items included in your suite are:

- Electric-powered bed
- Bathroom towels and flannel
- Bed linen
- Vanity Unit
- Bedside table
- Nurse call system
- Wardrobe

Toiletries

We'll provide you with toiletries, including soap, shampoo, toothpaste, deodorant and skin cream. Of course you're free to purchase and use your own items if you prefer.

Nurse Call Bell

A Nurse Call Bell is available at your bedside and in your bathroom in case you need assistance. We encourage you to use this if do feel you need help at any time, to ensure your safety. We can also supply a portable nurse call button for you to have on yourself, so you're able to call staff wherever you are in your home.

Valuables

You'll be given a key to your suite and another for your bedside table which has a lockable drawer. Please keep your keys with you at all times. We suggest that you limit the amount of cash and valuables that you keep in your suite. While we can hold a small amount of money on your behalf, we recommend that your next of kin or representative hold your valuables such as jewellery and money for you and bring in small amounts as needed.

Telephone

Many residents choose to have a personal mobile phone. However, if you want to have a private land-line telephone in your suite, then either you, your family or representative will need to arrange this with a service provider.

Internet

Some of our homes have Wi-Fi available for residents to use. If this is not available at your home, then either you, your family or representative will need to arrange this with a service provider.

Television and Radio

Televisions are located in lounges, sitting areas and some common areas of your home. You may bring a private television and radio into your room and you can also arrange cable television if you wish. Any electrical equipment you bring into the home including television and radios must be checked and tagged to ensure they are in good working order. Televisions must fit the space available and our maintenance staff will install your television for you. Please be considerate of your neighbours. A cordless headset is recommended if you have hearing difficulties.

Moving to Another Suite

In exceptional circumstances, it may be necessary to relocate you, such as if your care needs can't be met in your own suite or if maintenance improvements are required to your suite. We'll always consult you and your family before such a move and, if it's for maintenance work, you'll be able to return to your suite once the work's completed.

Services

Our homes are designed to allow you to enjoy a life of comfort and convenience that's supplemented with professional services and round-the-clock support from highly trained and experienced care staff, registered nurses and specialists.

Forget about day-to-day chores like cleaning, laundry or cooking. We'll take care of that. You get to spend your time as you wish.

Even if you don't use all of our comprehensive range of services, you have peace-of-mind knowing that, today and in the future, you'll be well taken cared for.

Hotel Services

- Catering
- Cleaning
- Hair & beauty salon
- Laundry
- Leisure and lifestyle staff
- Newspaper delivery
- Private functions
- Repairs & maintenance

Care Services

- Care staff onsite 24/7
- Audiologist & hearing aids
- Continence management
- Counselling
- Dementia care
- Diversional therapy
- End of life care
- Lifting of residents
- Occupational therapy
- Optometry
- Palliative care
- Physiotherapist
- Podiatrist
- Speech therapist

Medical Services

- Choice of doctor
- Dementia consultant
- Doctor visits
- Geriatrician
- Mental health advisor
- Nurses (registered & enrolled)
- Pharmacy services
- Psychologist
- Specialist services

Spiritual Services

- Religious practitioner visits
- Religious services
- Special religious celebrations
- Spiritual activities
- Spiritual & Wellbeing Coordinators

Life in Your New Home

Communal living means sharing your home with many people including other residents, staff, visitors and contractors. This section is a reference that explains some aspects of life in your home so that you know what to expect and can get the most out of your experience.

Friends, Family and Visitors

Contact with loved ones is vital for your health and wellbeing and your visitors will always be warmly welcomed. For the health of our residents and staff, we do require that visitors have had a current influenza vaccination. Your home is open every day and there's no need for visitors to call ahead. Your visitors are also welcome to join you for meals, for a nominal fee.

In rare circumstances, such as an influenza outbreak in the home, we may not be able to accept visitors. In such as case, we'll find alternative ways for you to communicate with your family and friends, such as by video link.

Activities and Occasions

The social calendar is always full of activities and we love to celebrate. We make the most of special occasions such as anniversaries, birthdays, cultural occasions and festivals, religious holidays and occasions that are important to you. Our program is designed in consultation with residents and families and offers a great mix of regular activities, special activities and opportunities to socialise, including:

- Anzac Day celebrations
- Australia Day celebrations
- Bingo
- Birthday celebrations
- Bocce
- Card & board games
- Christmas celebrations
- Concerts
- Cultural event celebrations
- Easter celebrations
- Exercise classes
- Happy hour
- Indoor bowling
- Local community events
- Lifestyle & activities program
- Memory enhancing activities
- Men's group
- Movie days
- Movie library
- Music therapy
- Painting
- Pet therapy
- Queen's Birthday celebrations
- Quiz & trivia nights
- Remembrance Day
- Sensory activities
- Shopping trips
- Sing-alongs
- Social events
- Theme days
- Variety entertainment
- Walking groups

Dining

Breakfast, morning tea, lunch, afternoon tea, dinner and supper are served in the dining room every day. Menus are updated regularly on a seasonal basis and you're encouraged to provide feedback and suggestions for menus. Please let us know if you have any dietary customs or special dietary needs. You can choose to have your meal in your room if you prefer. For hygiene and safety reasons please check with us regarding any food that is brought in by family and friends.

Alcohol

Alcohol is provided at social events and functions such as Happy Hours, special dinners and lunches and social occasions. You're also free to purchase and consume alcohol responsibly within the home provided it's safe for you to do so and it doesn't conflict with any medication that you're taking.

Community Involvement

It is important for your wellbeing that you maintain links with your community by attending activities wherever possible. We'll actively support you to maintaining memberships and participate in clubs, choirs, churches, men's and women's groups and sporting organisations.

Gifts to Staff Members

Southern Cross Care policy prevents staff from accepting gifts of significant value. Your wellbeing and happiness are reward enough. If in doubt, please just discuss with the Manager of your home.

Justice of the Peace

We're not permitted to offer Justice of the Peace services or to witness or sign any legal documents but we'd be pleased to help you locate one, if needed.

Mail

Incoming mail is received daily and will be passed on to you unopened. Should you wish to mail a letter, stamps are available for purchase from reception. You can leave outgoing mail with reception for posting. If you'd like help with reading, writing and posting letters please let us know.

Newsletters

Our homes have regular internal newsletters with news, events and contributions from residents and staff. Our Take 5 newsletter is another fortnightly newsletter that provides updates from across NSW & the ACT. We also have a very popular Facebook page that you can follow at facebook.com/SouthernCrossCareNSWACT

You're welcome to contribute stories and photos by speaking with your Lifestyle Officer or by sending them to communications@sccliving.org.au

Newspapers

Community newspapers are available free of charge at reception and we're happy for you to arrange for newspaper deliveries from a local newsagency.

Notice Boards

Notice boards are located throughout your home and are a great way to keep up to date with information such as events, activities and services.

Leave and Outings

Permanent residents have 52 days per year social leave without affecting your Government subsidy. Please be aware that your fees are still payable while you're on leave.

You are strongly encouraged to stay in contact with your relatives and friends and participate in outings. We request that a relative or friend sign for the times you leave and return so that we can account for your whereabouts at any time. Please let the care staff know in advance of an outing as it may be necessary to supply medication, or make other necessary arrangements such as a wheelchair, etc.

Pets

Many homes have pet therapy programs with visiting animals that been specially trained and assessed to be suitable. Your family and friends are welcome to bring your pet to visit you as long as your pet is on a lead and they look after them while in the home. Permanent, personal pets are not allowed given the shared nature of the home.

Private Functions

You can arrange for functions, birthdays and other private celebrations to be held in the shared community spaces and gardens.

Relationships

We encourage positive social relationships between residents and staff. The better we get to know you the better we can serve your needs. We also recognise and respect the role of emotional and physical intimacy in the lives of consenting adults and support your right to select and maintain social and personal relationships without fear, criticism or restriction.

Resident and Relative Meetings

Resident meetings are held monthly, and resident and relative meetings are also held. These meetings are forums to identify the interests and needs of residents. We encourage you and your relatives to participate and have your say.

Risk Taking

You have the right to take personal responsibility for your own actions and choices even if these involve an element of risk. If we feel that your chosen activity is a risk to you, we'll discuss alternatives with you and try to arrive at a solution that is safe and acceptable to you but ultimately it's your choice and risk can't be used to prevent or limit your choices and actions. If you decide to proceed with risk taking activities we're required to document that decision.

Security

Our homes have specific security arrangements to protect residents. We conduct regular fire drills and fire safety talks. If the fire alarm is activated please stay calm and wait for directions from the staff. Staff members will expedite your safe evacuation should it be necessary. If there is a power outage emergency lighting will operate and staff will provide you with assistance.

Smoking

Designated outdoor areas are provided for residents who are smokers. No smoking is allowed within your home, your suite or on balconies. We cannot allow smoking if oxygen is in use for safety reasons. Our staff, visitors and families are not permitted to smoke onsite.

Transport

Transport is provided for all outings organised by your home and many homes can provide transport via car, minibus or public transport. Taxis and other private transport can be arranged for you if they're available.

Charter of Aged Care Rights

From 1 July 2019, a new single Charter of Aged Care Rights (the Charter) replaces the previous Charter of Care Recipients' Rights and Responsibilities. This Charter outlines the rights people receiving residential care, home care and other aged care services. The new Charter covers 14 fundamental protections that are listed below.

Consumers 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 choice about my care and 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.

Signing the Charter

You have the option of signing the Charter of Aged Care Rights (the Charter).

If you decide to sign the Charter, you are acknowledging that Southern Cross Care (NSW & ACT) has given you a copy of the Charter and assisted you to understand:

- information about your rights in relation to the aged care service; and
- information about your rights under the Charter.

If you choose not to sign it you will continue to receive care and services.

Aged Care Quality Standards

All aged care services in Australia are required to be accredited by the Aged Care Quality and Safety Commission. This means Southern Cross Care (NSW & ACT) need to demonstrate how we meet the requirements set out in the Quality Standards.

There are 8 Quality Standards, each with a consumer outcome, are listed below:

1. Consumer Dignity and Choice

Consumer outcome:

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

2. Ongoing assessment and planning with consumers

Consumer outcome:

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

3. Personal care and clinical care

Consumer outcome:

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

4. Services and supports for daily living

Consumer outcome:

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

5. An organisation's service environment*

Consumer outcome:

I feel I belong and I am safe and comfortable in the organisation's service environment.

6. Feedback and complaints

Consumer outcome:

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

7. Human resources

Consumer outcome:

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

8. Organisational governance

Consumer outcome:

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

*Meaning of service environment An organisation's service environment means the physical environment through which care and services are delivered, but does not include an individual's privately owned or occupied home at which in-home services are provided.

Feedback and Complaints

At Southern Cross Care, we're committed to improving our care and services to better meet your needs. Your feedback is very important to us, as it helps us to monitor and improve the way we do things. We value the sensitive nature of the information you provide and understand the importance of responding to you in a timely manner.

We encourage you to speak with the Facility Manager at any time to discuss your ideas or concerns. You can provide feedback in the way that best suits you, such as:

- Face to face or via letter or email with your Facility Manager
- Request an SCC Feedback form from the Facility Manager – once completed please place it in the Facility Feedback Box or return it to the Facility Manager.
- Complete a Feedback Form on our website sccliving.org.au, under 'Contact us'
- Sending anonymous feedback to SCC Quality Team PO Box 1008, Epping NSW 1710

If you'd like a response please put your name on the form so that we can contact you. We will take your feedback seriously and act on identified problems or opportunities for improvement.

Our response to you may be in person, at residents' meetings or by letter.

Your family and friends are also encouraged to provide feedback.

Complaints

We genuinely care about your happiness and wellbeing and believe any issues can be resolved by speaking with us. If you have a concern about the care and services you receive or about relationships with other residents or staff, we encourage you to discuss them in confidence with the Facility Manager. If you are not satisfied you can also contact the General Manager, Care Service Operations on **02 9790 9400**.

You can also speak with an aged care advocate to support you to raise your concern with us or contact the Aged Care and Quality and Safety Commissioner.

Tel: 1800 951 822 (FREE CALL)

Web: agedcarequality.gov.au

Mail: Aged Care Quality and Safety Commission
GPO Box 9819
(Your capital city and State/Territory)

Resident Satisfaction Surveys

Resident Satisfaction Surveys are conducted regularly to ensure high quality standards of accommodation, care and services are maintained and enhanced. Residents and family are provided with a survey questionnaire and are invited to provide feedback. The results are shared with you and can form the basis

for improvements.

Advocacy

Advocacy is about helping a person to be heard in the decisions that affect their life. Advocacy aims to increase a person's control over goods, services and quality of life.

An advocate will listen to your concerns, give you information and speak up on your behalf if you want them to. They will work at your direction in a way that represents your expressed wishes. An advocate is confidential and will always seek your permission before taking action.

An advocate can:

- provide you with information about your rights and responsibilities
- support you in making decisions that affect your quality of life
- discuss your options for taking action
- support you to raise a concern with the service provider or us
- support you at any stage throughout a complaint process.

The following Advocacy services are available.

Older Persons Advocacy Network (OPAN)

Tel: 1800 700 600 (FREE CALL)

Email: enquiries@open.com.au

Web: open.com.au

Seniors Rights Service (NSW)

Tel: 1800 424 079 (FREE CALL)

Email: info@seniorsrightsservice.org.au

Web: seniorsrightsservice.org.au

ACT Disability Aged and Carer Advocacy Service

Tel: 02 6242 5060

Email: adacas@adacas.org.au

Web: adacas.org.au

Privacy Policy

Southern Cross Care (NSW & ACT) Limited ABN 76 131 082 374 (SCC) is committed to managing personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth), the Aged Care Act 1997 (Cth) and in accordance with other applicable privacy laws.

You can view our full Privacy Policy on our website at: sccliving.org.au or ask for a copy by calling 1800 632 314 (FREE CALL)

Handy contacts

Aged Care and Quality and Safety Commissioner

Tel: 1800 951 822 (FREE CALL)
Email: info@agedcarequality.gov.au
Web: agedcarequality.gov.au

Senior Rights Service

Tel: 1800 424 079 (FREE CALL)
Email: info@seniorsrightsservice.org.au
Web: seniorsrightsservice.org.au

Dementia Australia

Tel: 1800 100 500 (FREE CALL)
Email: helpline.nat@dementia.org.au
Web: dementia.org.au

Department of Veterans' Affairs

Tel: 133 254
Email: GeneralEnquiries@dva.gov.au
Web: dva.gov.au

Directory of Accredited Practitioners of Translating and Interpreting

Tel: 1300 557 470 (TOLL FREE)
Web: naati.com.au

Elder Rights Advocacy (ERA)

Tel: 1800 700 600 (FREE CALL)
Email: era@era.asn.au
Web: era.asn.au

National Disability Advocacy Program (NDAP)

Tel: 1300 653 227 (TOLL FREE)
Email: disabilityadvocacy@dss.gov.au
Web: dss.gov.au

National Relay Service (NRS)

Tel: 1800 555 660 (FREE CALL)
Email: helpdesk@relayservice.com.au
Web: relayservice.gov.au
SMS: 0416 001 350

Older Persons Advocacy Network (OPAN)

Tel: 1800 700 600 (FREE CALL)
Email: enquiries@opan.com.au
Web: opan.com.au

Seniors Rights Service (NSW)

Tel: 1800 424 079 (FREE CALL)
Email: info@seniorsrightsservice.org.au
Web: seniorsrightsservice.org.au

Translating and Interpreting Service (TIS)

Tel: 131 450 (TOLL FREE)
Email: tis@homeaffairs.gov.au
Web: tisnational.gov.au



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