

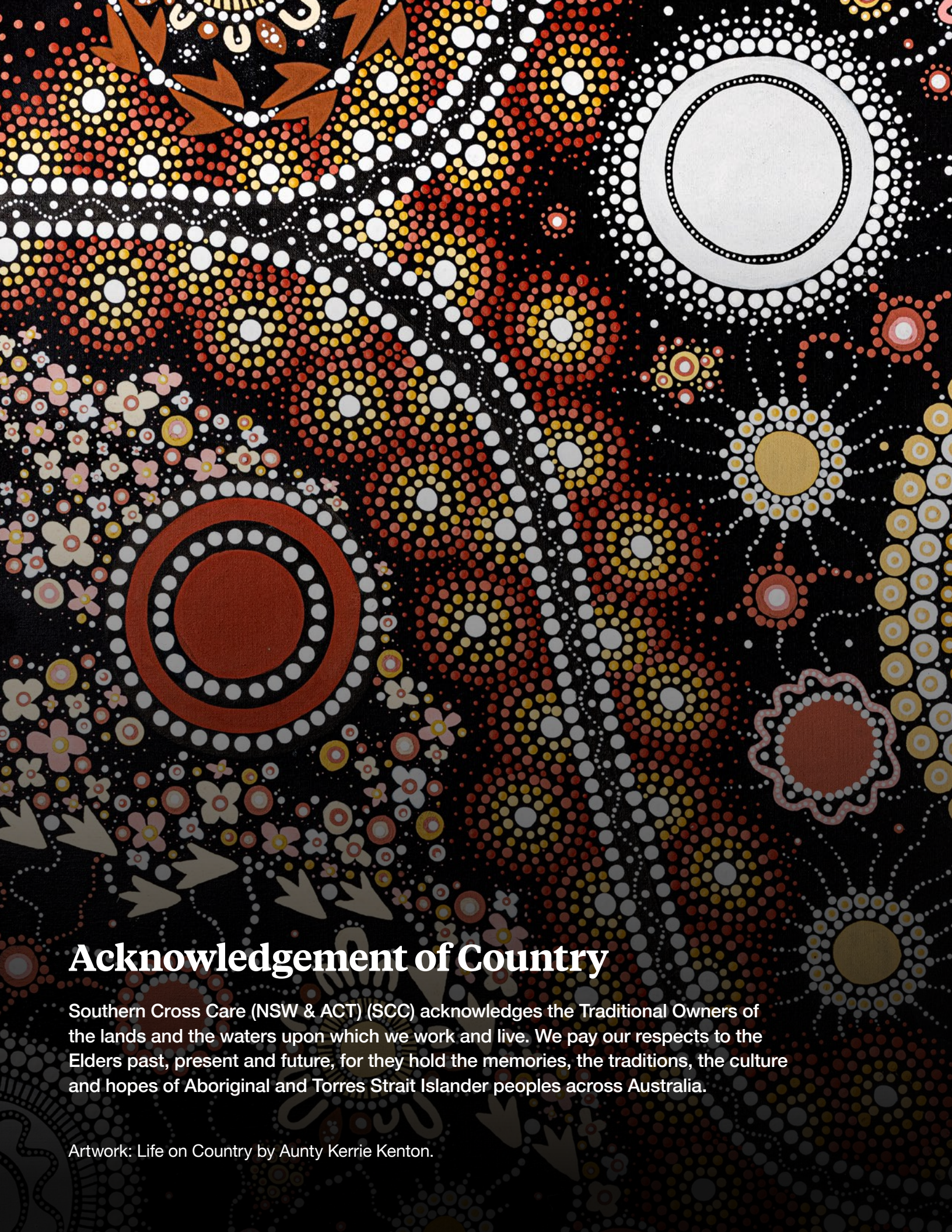


Residential Care Handbook

# Orana Deniliquin





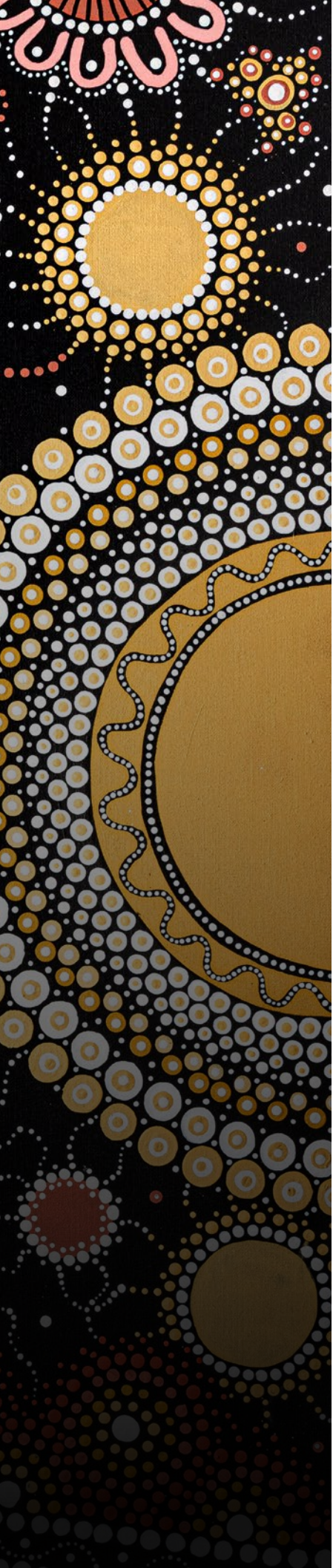


## Acknowledgement of Country

Southern Cross Care (NSW & ACT) (SCC) acknowledges the Traditional Owners of the lands and the waters upon which we work and live. We pay our respects to the Elders past, present and future, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across Australia.

Artwork: Life on Country by Aunty Kerrie Kenton.





# Welcome

**Thank you for choosing Southern Cross Care Residential Care. We warmly welcome you to our community.**

Our caring and dedicated staff are here to help you feel safe, valued and supported. With over 50 years of experience, we take pride in providing quality care that's centred around you.

We understand that moving can be a big change, and we want you to know that we're here to support you. Our goal is to make this transition as smooth and comfortable as possible, and to help you quickly feel at home.

During your first week with us, we'll spend time getting to know you – learning about your preferences, routines and the things that make you happy. Together, we'll create a personalised care and support plan designed to enrich your health, wellbeing and daily life.

You'll have access to a wide range of services, social and creative activities, and wellbeing programs to enjoy – as much or as little as you choose. We'll also take care of the everyday things like meals, laundry and cleaning, so you can focus on what matters most to you.

This handbook provides helpful information to guide you as you settle in. If you have any questions or suggestions, your Residential Care Team is always here to help.

We look forward to getting to know you and your family and to help you live your healthiest, most fulfilling life.

**Monique Reynolds**



Chief Executive Officer  
Southern Cross Care (NSW & ACT)





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**We put vitality at the heart of everything we do – creating spaces, communities, and opportunities that inspire confidence, nurture belonging, and **empower you to thrive.****

# About Us

**Southern Cross Care is a leading not-for-profit care provider, trusted by the communities we serve for more than 50 years, in approximately 40 locations across NSW and the ACT.**

At Southern Cross Care we put vitality at the heart of everything we do – creating spaces, communities, and opportunities that inspire confidence, nurture belonging, and empower you to thrive.

## Our people

Your dedicated care team will get to know you – what you enjoy, what matters to you, and how you'd like to spend your time. We'll tailor our services to your needs, building the secure foundation that supports your life.

Together, we'll shape a daily rhythm that feels right for you and gives you the freedom to stay active, connected and engaged in the things you love.

## Our values

Our HEART values guide our commitment to providing exceptional care that meets the physical, emotional, and spiritual needs of each person we support. We believe in creating environments where every resident feels valued, connected, and supported.



-  **Honesty**
-  **Empathy**
-  **Acceptance**
-  **Respect**
-  **Teamwork**





# Settling into your new home

**Moving into residential care is a big change, and we're here to make your transition as smooth as possible.**

We'll do our best to support you in keeping familiar routines, maintaining your independence, and pursuing your interests. You'll discover a warm, inclusive atmosphere here that fosters a sense of belonging and community.

Here are some tips on what to expect during your move and how to settle in.

## **Moving in**

When you move in, we'll collect some important information to help us give you the right care and support, including:

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### **Personal details**

We'll ask a few questions and complete forms to get a clear picture of your needs.

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### **A photo for medication**

This is vital for your safety, as it helps us ensure you receive the correct medication every time.

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### **Event photos (optional)**

We may ask your permission to use photos from events for social media and marketing, but you can say no or change your mind at any time.

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## Life in your community

We want your new home to be a place of joy and fulfillment. While you have your own private suite, you'll also find many welcoming communal spaces like lounges and dining rooms to share with other residents and our supportive team.

You'll discover that our home is a vibrant community, rich with people from all walks of life. We believe that welcoming everyone's different views is the key to a rich and rewarding experience. We encourage you to celebrate these differences – they create wonderful opportunities to make new friends, share stories, and learn from one another!

## Your care plan

Within the first four to six weeks of moving in, our caring clinical experts will spend time with you to understand your unique care needs. This helps us create your individualised care plan, and share updates on your wellbeing with the Government. Your information is always kept private and never shared inappropriately.

We'll then work closely with you – and your loved ones if you wish – to develop your plan, built around your specific needs and preferences. We'll set up a meeting to explain and discuss everything, and a loved one is more than welcome to join. Once you're happy, we'll ask you to sign your care plan.

We'll also regularly check in on your plan to ensure we're always meeting your needs and adjusting it as things change. This happens every four months initially, then annually, unless something significant comes up that requires our immediate attention.



## *A place to thrive*

When Victor Daoud moved into North Turrumurra Residential Care, he thought it was the end of a chapter. But it marked the beginning of something new.

After years of living alone, even leaving his suite felt overwhelming, until he met Clark Ruiz, a compassionate physiotherapist. With patience and encouragement, Clark helped Victor regain both strength and confidence.

***“Clark got me walking again and gave me my life back,” Victor says.***

“Moving into Residential Care at Turrumurra transformed my life. It's not just a place to live – it's a place to thrive.”





# Orana Residential Care Deniliquin

 **Address:**  
59 Napier Street  
Deniliquin, NSW 2710

 **Contact Us:**  
1800 961 447



# Your Suite

## A comfortable, private space

Your suite is designed to be a private space that offers both comfort and convenience.

### Features

-  Private single suite
-  Private ensuite
-  Air conditioning
-  Electric-powered bed
-  Lockable bedside table
-  Wardrobe and bathroom vanity unit
-  24/7 nurse call system
-  WIFI

If your suite doesn't come with a television, you're welcome to bring your own which can be installed for a fee.

There may also be space for a small refrigerator. If you choose to bring one, you or your loved ones will need to keep it clean.



## Make it your own

We invite you to personalise your suite to reflect your individual taste. You're encouraged to:

- ▶ Add your favourite soft furnishings, photos and mementos.
- ▶ Bring a quilt cover or throw of your choice (we will supply bed linen).

If you'd like to bring in any furniture, please speak with the manager first. We need to ensure we can safely clean your suite and access your bed when needed.







# Life in your new home

**The comfort of routine, the freedom to live life your way.**

## A typical day

Each day is yours to shape. There's a natural flow to daily life, with meals providing familiar points throughout the day. Between meals, activities and interactions unfold at a relaxed pace, helping to build a sense of belonging and connection.

You'll have plenty of opportunities to join in events, activities or outings – but it's entirely up to you. Perhaps you'd like to sleep in and enjoy breakfast in bed, or have it a little later in the morning. You might prefer to spend quiet time with a good book, or join others for a walk and a chat. Whether you follow a routine or take each day as it comes, you have the freedom to live life your way.



## Meals and dining

Breakfast, morning tea, lunch, afternoon tea, dinner and supper are served daily in the dining room. There's a flexible window for each meal, so there's no need to arrive at a set time. If you're running late, just let our team know so they can put a meal aside.

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### Where you can eat

Meals are served in the dining room, where you can enjoy company and conversation. You're welcome to have meals in your suite if that's your preference.

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### Snacks

If you're peckish between meals, staff can prepare a snack for you. You're also welcome to help yourself to items from the snack fridge.

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### Dietary needs

Special diets – including for medical, religious, or cultural reasons – are happily catered for. Please let us know your preferences or needs.

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### Menus

Menus are updated regularly, and you're invited to provide feedback and suggestions.

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### Guests and meals

Visitors can join you for meals for a small fee. They're also welcome to bring food into the home for you.

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### Alcohol

Alcohol may be provided at special occasions or with meals (fee applies). You can also enjoy alcohol responsibly in your suite, provided it's safe for you to do so.

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## Coming and going

Most residents are free to go for walks, visit shops, or head out with family and friends as they choose, once a safety assessment has been completed.

- ▶ We'll work with you to understand if you need a mobility aid or extra support.
- ▶ When you go out with family or friends, we'll ask them to sign you out and back in, so we know where you are.
- ▶ You're encouraged to stay connected with your loved ones and take part in outings.
- ▶ If you wish to stay overnight elsewhere (e.g. with family), please let staff know in advance so we can support you with any medications or equipment.
- ▶ Permanent residents can take up to 52 days of social leave per financial year without affecting your Government subsidy (fees still apply during this time).
- ▶ Overnight hospital stays don't count towards your social leave and won't affect your subsidy.



# Lifestyle and activities

**There's always something meaningful and enjoyable to be part of in our homes.**

Our Recreational Therapists, Spiritual Wellbeing Coordinators and Leisure and Lifestyle staff are here to help you explore your interests, discover new ones, and keep doing what you love. Join in as much or as little as you like. It's entirely up to you.

## On-site amenities

-  Activity room
-  Dining rooms
-  Hairdressing services
-  Library
-  Lounge rooms
-  Prayer room
-  Gardens or courtyard

## Services

### Hotel services

- Catering
- Cleaning
- Laundry
- Leisure and lifestyle staff
- Private functions
- Repairs and maintenance

### Local services

Orana has a lovely garden setting, a range of onsite animals, and is located adjacent to a park, church, library, and lagoon.

- Bus service: 190m
- Nearest shops:  
Deniliquin shops – 300m
- Nearest hospital:  
Deniliquin Hospital - 900m
- Nearest ACAT:  
Deniliquin - 1800 200 422



## Activities and occasions

Here are some examples of events that might be offered in your home.

- Anzac Day celebrations
- Virtual Reality Technology Experiences
- Arts and crafts
- Bingo
- Birthday celebrations
- Bus excursions
- Card and board games
- Christmas celebrations
- Concerts
- Cultural event celebrations
- Easter celebrations
- Entertainment
- Exercise classes
- Happy hour
- Individual programs
- Indoor bowling
- Luncheons
- Memory supporting activities
- Men's group
- Music therapy
- Quiz and trivia
- Remembrance Day
- Shopping trips
- Sing-alongs
- Social events
- Theme days
- Walking groups



# Supporting your health and wellbeing



**Your health and wellbeing are always our priority. At Southern Cross Care, carers and nurses are onsite 24/7, ready to support you whenever needed.**

Our compassionate team is always nearby - checking in regularly to ensure you feel safe, supported and cared for.

Each suite includes a nurse call system at the bedside and in the bathroom, and we can also provide a portable call button so you can easily reach staff from anywhere in your home. You'll also have access to a GP if and when you need one, for added peace of mind.

## Care Services

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

*Note some of these services are available by referral.*

## Medical Services

-  Nurses (registered & enrolled)
-  Choice of doctor
-  Dementia consultant
-  Doctor visits
-  Pharmacy services
-  Physiotherapist
-  Specialist services
-  Dental

*Note some of these services are available by referral.*





# Health and wellbeing

## Personalised medication support

To help keep you safe and well, we use a secure electronic system to manage your medications. This ensures the right medications are administered at the right time, with accurate tracking of orders, doses and timing.

Each home works with a trusted pharmacist who supplies your medications and partners with your care team. The system also keeps your GP, pharmacist and care staff in close communication, so any changes are updated quickly and correctly.

You remain in control. Any decisions about your medications are made with your input, so your preferences and needs are always respected.

## Medication reviews

A Residential Medication Management Review (RMMR) is a free service designed to make sure your medications are working well for you.

Carried out by a qualified pharmacist, the review can identify any side effects or interactions, reduce costs, and suggest non-medication options to support your health and independence.

You may be offered a review when you move into care or if your health needs change. It's a helpful way to support your wellbeing and give your loved ones added peace of mind.

## **Dignity of risk**

Dignity of risk is another way of saying you have the right to live the life you choose, even if your choices involve some risk. If something you want to do involves a degree of risk to health or wellbeing, we will support your choice.

We'll work with you, and your support people if needed, to help you to understand and minimise risks in line with your preferences. We understand that everyone has their own values and belief systems, and we will always respect and support what matters most to you.

## **Spiritual wellbeing**

We care for the whole person – body, mind and spirit. Finding meaning, purpose, hope and connection is an important part of life, and we support this in ways that reflect each person's beliefs and values.

For some, spiritual wellbeing is rooted in faith or religion. For others, it might come through time in nature, creativity, or meaningful conversation.

Our Spiritual Wellbeing team and volunteers take a hands-on, holistic approach to support each person in the way that suits them best.

## **Staying active**

Many of our homes offer specialised activities and facilities to help you stay active, including walking paths and gyms. Talk to your care team about what's possible in your home.





# Keeping you connected

**Nurturing the relationships that matter most.**

## ♥ Family and friends

Visitors are always welcome, whenever you'd like to see them. There's no need to call ahead, and they're also welcome to share a meal with you for a small fee.

We simply ask that they are respectful to staff and other residents.

## 👤 Community involvement

We encourage and support you to stay connected to clubs, churches, choirs, and other groups in the community.



## Technology and communications

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### Mail

- ▶ Incoming mail is delivered daily and passed to you unopened.
  - ▶ Outgoing mail can be left at reception. Stamps are available for purchase.
  - ▶ If you need help reading, writing, or posting letters, just ask – staff are happy to assist.
- 

### Telephone

- ▶ Many residents use a personal mobile phone.
  - ▶ In some homes, a landline phone can be arranged for a fee.
  - ▶ You or your family can also organise a phone service through a provider.
- 

### Internet

- ▶ Wi-Fi internet access is available in most homes for a fee.
- 

### Newsletters and social media

- ▶ Our internal newsletters feature news, events, and contributions from residents and staff.
  - ▶ Our external newsletter shares updates from our homes across NSW and ACT.
  - ▶ Follow our Facebook page for updates: [facebook.com/SouthernCrossCareNSWACT](https://facebook.com/SouthernCrossCareNSWACT)
- 

### Share your story

You're welcome to contribute stories or photos to our newsletters and socials. Speak to your Lifestyle Officer or email [stories@sccliving.org.au](mailto:stories@sccliving.org.au)



## *A new lease of life*

Lois is a resident of Sutherland-Nagle Residential Care. According to daughter Cathy, moving into Residential Care with SCC has given her mum a new lease of life:

“When mum moved in, she thought she’d only have a year left. Now she says, ‘I’m not here to die, I’m here to live!’

She’s a happier, busier version of herself. The team understand what’s important to her, like wearing her heels and carrying her handbag, and they encourage her to be herself. She’s making friends, joining in activities and feeling at home.”

**“The stress is gone for both of us. We can just enjoy a cuppa and chat. It’s made such a difference to our relationship.”**





# Keeping you safe

**We are committed to providing a safe and secure environment.**

## **Security**

Your safety is our priority. Each home has specific security measures in place to help protect residents at all times. External doors are secured after hours, and our team monitors who comes and goes to ensure a safe and welcoming environment.

## **Emergency plans**

Each home has a detailed emergency and disaster plan tailored to its location. These plans cover a range of situations, including fires, floods, medical emergencies and power outages. Our staff are trained to respond quickly and effectively to any situation, with regular drills to ensure everyone is well prepared.

In the event of a fire, please stay calm and wait for instructions. Staff will guide you to safety if evacuation is necessary.

If there is a power outage, emergency lighting will activate automatically and our team will be on hand to assist you.

## **Communication in emergencies**

During any emergency, we will keep you informed about what's happening and let you know if any action is needed. We will also notify your family or nominated contact promptly, so they are aware and can provide support if needed.

## **Drills and procedures**

To help everyone stay confident and prepared, we conduct regular safety drills and training. We encourage you to take part where possible and to familiarise yourself with the emergency procedures in your home.

## **Ongoing safety**

Our emergency and disaster plans are regularly reviewed and updated to reflect best practise and respond to any new risks or situations that may arise.



# A–Z Guide

## This section answers common questions about daily life in your new home.

It applies to all our residences, with location-specific details provided in this handbook. If you need more information at any time, our team is here to help.

|                                           |                                                                                                                                                                                                                                          |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Alcohol</b>                            | Alcohol may be provided at special occasions or with meals (fee applies). You can also enjoy alcohol responsibly in your suite, provided it's safe for you to do so.                                                                     |
| <b>Change of address</b>                  | Let family, friends, doctor, bank, Medicare, and others know your new address. Update your details with the Electoral Commission too.                                                                                                    |
| <b>Gifts to staff</b>                     | Our SCC policy states that staff cannot accept significant gifts.<br>A simple thank you is appreciated.                                                                                                                                  |
| <b>Higher Everyday Living Fees (HELF)</b> | Higher Everyday Living Fees give you more choice and control. After moving in, you can choose to pay for optional extras like premium meals, special outings, and wellbeing services, with costs applying only for the services you use. |
| <b>Infection control and safety</b>       | Infection prevention measures are in place for everyone's protection.                                                                                                                                                                    |
| <b>Justice of the Peace</b>               | 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.                                                                              |
| <b>Leaving permanently</b>                | If you intend to leave the home permanently, you need to notify us in writing and provide us with two weeks notice.                                                                                                                      |

|                                    |                                                                                                                                                                                                                                                                                                           |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Monthly care statements</b>     | A monthly summary of your care, health changes, and key updates.                                                                                                                                                                                                                                          |
| <b>Monthly residents' meetings</b> | In exceptional circumstances, it may be necessary to relocate you, for example, due to changing care needs or maintenance improvements. 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.  |
| <b>Newspapers</b>                  | Available at reception or via personal subscription.                                                                                                                                                                                                                                                      |
| <b>Noticeboards</b>                | Check our noticeboards for news about events, activities, and services.                                                                                                                                                                                                                                   |
| <b>Pets</b>                        | Pets may visit with family or friends provided they are on a lead. Some homes have pet therapy or shared pets.                                                                                                                                                                                            |
| <b>Private functions</b>           | You can use shared spaces for celebrations like birthdays.                                                                                                                                                                                                                                                |
| <b>Relationships</b>               | We respect your right to maintain personal and social relationships.                                                                                                                                                                                                                                      |
| <b>Smoking</b>                     | Smoking is allowed in designated outdoor areas only.                                                                                                                                                                                                                                                      |
| <b>Television and radio</b>        | There are TVs in lounge areas. You can arrange one for your suite (fee applies). Any electrical equipment you bring into the home including radios must be safety-checked and tagged.<br>Please be considerate of your neighbours.<br>A cordless headset is recommended if you have hearing difficulties. |



# How the finances work

**The costs associated with residential care can vary depending on the home you're applying for and your individual circumstances.**

The Government Asset and Income Assessment will determine if you're eligible for any subsidies, or if you have the means to contribute to the cost of your care. If you choose not to have an assessment, the maximum charges will apply.

**There are five main types of fees you may pay for Residential Care:**

1. Accommodation cost
2. Basic daily fee
3. Hotelling contribution
4. Non-clinical care contribution
5. Higher Living fees

Each of these costs is covered in more detail below and on the following page.

## 1. Accommodation cost

This covers the cost of your accommodation including amenities, such as lounge rooms and gardens, as well as maintaining and improving the home. There are a number of ways you can choose to pay for your accommodation.

---

### **Option 1: Refundable Accommodation Deposit (RAD)**

A RAD is a single, lump sum payment, in the form of a loan, that is refunded to you or your family when you leave the home, subject to any outstanding fees and any retained amounts. Under this arrangement we will retain 2% of the RAD per year (for up to 5 years, to a maximum of 10%). This amount will not be refunded when you leave care. The remaining balance of the RAD will be refunded to you or your estate.

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### **Option 2: Daily Accommodation Payment (DAP)**

A DAP is a recurring payment that accrues daily and is payable fortnightly. It's calculated using the Maximum Permissible Interest Rate (MPIR), which is set by the Government. A DAP is not refundable. DAP amounts are indexed twice yearly (on 20 March and 20 September), so the daily amount may change over time. Indexation does not apply to daily accommodation contributions (DAC) paid by residents eligible for government assistance with their accommodation costs.

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### **Option 3: A combination of RAD & DAP payments**

You can choose to pay a combination of RAD and DAP. Your DAP will decrease because you've paid some money up front with your RAD payment. You can choose the % amounts of your RAD and DAP payments. For example, you could choose to pay a single, lump-sum payment that is 60% of the RAD. The balance owing (40% of the RAD) would be covered by a daily, non-refundable payment (DAP).

#### Option 4:

#### Pay your DAP as a draw down from your RAD

You can choose to pay your DAP out of your RAD contribution. The fortnightly DAP is charged against the RAD balance held and adjusted for interest. When you leave the home, the RAD you paid will be refunded, less: (a) any DAP amounts that have been drawn down, (b) any agreed fees or charges, and (c) any legislated retention amounts.

As a new resident, you have 28 days to choose your payment method. If this time expires and you haven't chosen a payment method, you'll be charged the DAP. After you've signed the contract, you can still change your mind about how you'd like to pay within 14 days. You can also change your payment from a DAP to a RAD at any point during your residency but you can't change from a RAD to a DAP.

## 2. Basic daily fee

The basic daily fee covers your day-to-day living costs such as electricity, cleaning, laundry and meals. It also covers the home's operating costs, such as rates and taxes, insurance, hiring and training staff, administration, property management, pest control, lifts (where applicable) and air conditioning in common areas. The basic daily fee is set by the Government at 85% of the Centrelink single Age Pension, regardless of whether or not you receive the Age Pension.

## 3. Hotelling contribution

People who can afford to will contribute more by way of the hotelling contribution. This is a means-tested daily amount that helps cover everyday living costs such as meals, cleaning, laundry and shared services. If payable, the amount is determined through an income and assets assessment.

## 4. Non-clinical care contribution

If you are assessed as paying the maximum hotelling contribution, you may also be required to pay a non-clinical care contribution. This contribution helps to fund personal and social care supports. Clinical nursing care continues to be fully funded by the Government and is not charged to you.

## 5. Higher Everyday Living Services (optional fees)

Some services and supplies such as hairdressing and beauty services, newspaper deliveries, private internet, private telephone, private pay TV in your suite, optional

therapy services and pharmaceuticals are not included in your standard daily living and care arrangements.

You may choose to purchase extra personal or lifestyle services. If you would like to receive higher-level everyday living services beyond the standard living and care services that are already included in the fees above, you may be offered an optional Higher Everyday Living Fee (HELF). Choosing not to pay the HELF does not affect your eligibility to move into or remain living in the home.

## Payment of fees

Your fees will be charged to you in advance, by direct debit from your bank or other financial institution. The payment is processed fortnightly and we'll send you a monthly fee statement. We'll also provide you with a statement showing your RAD balance once a financial year, with the audit statement, or if we receive a request from you. We'll write to tell you about any significant change in fees and to explain the reason for the change and how the fees have been calculated.

If you're away, or have a stay in hospital, you'll still need to pay your fortnightly fees. If you're behind in paying your fees by more than one month, you'll be charged interest on the amount you owe, at the interest rate defined by the Aged Care Act. If we need to pursue the normal legal avenues to recover the amount you owe, you may also be charged for the cost of recovery. If you're behind in paying your fees by more than 42 days, and it's within your ability to pay them, then we may ask you to leave the home. If your actual income is inadequate to pay your fees, the Aged Care Act allows for a hardship reduction. You'll need to apply to Services Australia to receive this financial hardship reduction.



# Your Rights and Responsibilities

## Statement of Rights

The Aged Care Act 2024 helps make aged care services better in Australia. The Act protects the rights of older people who use aged care services the Australian Government pays for. Rights are rules about how people must treat you fairly and equally. The Act includes a Statement of Rights. We explain what is included in the Statement of Rights:

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### Choice and control

You have the right to make decisions about things that affect your life. This includes decisions about:

- aged care services you want to use
- who gives you aged care services
- how you get aged care services.

You have the right to get support to make decisions if you need to. You have the right to take risks when you choose how you want to live.

---

### Get the services you need

You have the right to get a fair and true assessment for aged care services.

An assessment can help work out:

- what you need
- how to support you.

The assessment for aged care services should respect:

- what support you want
- your past experiences
- your culture

Culture is someone's way of life and what they believe. You also have the right to get the care you need when you need it. For example, if you are near the end of your life.

---

### Safe services that work well

You have the right to use aged care services that:

- work well for you
- are safe and fair
- treat you with respect.

Aged care services should also be easy to find and use.

You have the right to get services from providers that:

- follow the law
- have the right skills and training.
- support people by delivering a service.

---

### Safe and private information

You have the right for aged care services to keep your information:

- safe
- private.

You have the right to get information about:

- your rights
- the aged care services you use
- This includes how much your services cost.

---

## Get information and speak up

You have the right to get information about your aged care services in a way you understand. You have the right to share what you think about your aged care services. You have the right to communicate in the language you want. You have the right to use an interpreter.

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

You have the right to use tools to help you communicate. For example, picture cards.

If there are problems with your aged care services, you have the right to:

- get information and support from your provider
- speak up without fear of reprisal
- get a quick and fair response to your complaint.

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

If you don't feel safe in your aged care services, you can get free support from:

- lawyers
- social workers
- other professionals.

You can find more information about how to get support on the [Department of Health, Ageing and Disability website](#).

---

## Get support from other people

You have the right to get support from someone you choose. For example, an advocate.

An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.

You have the right to choose who your advocate is.

For example, a friend or family member.

You have the right to contact an advocate at any time you want.

Providers should respect the people who are important to you. For example:

- your family
- your friends
- your carers.

You have the right to stay connected with:

- the people who are important to you
- your community
- your pets.

If you are Aboriginal or Torres Strait Islander, you have the right to stay connected to your:

- community
- country.

Country means the land, water, sky and everything within them.

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## Voluntary Assisted Dying

Voluntary Assisted Dying (VAD) legislation is now in effect in both NSW and ACT. This means that a person who meets the requirements under the Voluntary Assisted Dying legislation may choose to take a substance prescribed by a doctor that will lead to their death.

We support the right of people in receipt of our services to make informed end-of-life choices. Southern Cross Care does not directly provide Voluntary Assisted Dying services.

If a resident or client chooses to understand more about or access external Voluntary Assisted Dying services, we will respect their wishes. We will not judge nor impede them in their choice, and we will comply with all relevant requirements to allow access to qualified practitioners and services. Our commitment to care for and about those who entrust us with their care will always be our priority and focus.



# Authorised representatives

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## Guardianship

We encourage you to nominate a representative to deal with us on your behalf when authorised and needed. You should also notify the Commonwealth Government if you want their communications to be directed to this person.

If you'd like this person to make health and lifestyle decisions on your behalf you have the option of appointing them as an Enduring Guardian. Please also notify us of their guardianship so that we have a record on file.

Alternatively, Public Guardianship can be arranged by applying to the Guardianship Tribunal. Preliminary enquiries can be made by telephoning 1800 463 928 (FREE CALL). Please let us know if you need help with this.

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## Power of Attorney

Arranging for a Power of Attorney can be done by consultation with your Legal Adviser. Please discuss this with your Legal Adviser or doctor if you require further information or help.

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## Authorising Southern Cross Care to act on your behalf

Your agreement with us authorises us to take the following actions on your behalf, if necessary:

- Obtain medical assessment and assistance and for your health and wellbeing.
- Arrange for your temporary care at another Southern Cross Care home, hospital or other medical facility if necessary and to organise your move there.
- Provide to State or Commonwealth authorities any of your information that those authorities have a right to require us to provide.





To us, **care is much more than clinical.** Our multifaceted approach to care and engagement expands beyond a person's clinical needs to include their psychological, spiritual, social, emotional, leisure, and physical needs.



# 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.

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## Support

If you feel you need additional support, we can help you to speak with an aged care advocate who can support you. If you have language challenges, translation and interpreting services can also be arranged.

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## Resident satisfaction surveys

Resident satisfaction surveys are regularly conducted to ensure high-quality standards of accommodation, care and services are maintained and enhanced. Residents are provided with a survey questionnaire and are invited to provide feedback.

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## Consumer Advisory Body (CAB)

Our Consumer Advisory Body is a forum for us to listen to and gather consumer feedback and to discuss broad, strategic topics relating to the services we deliver. This will be used to inform senior management, the Southern Cross Care Board and to enhance two-way communication. If you'd like to participate in a CAB, please speak with the manager of your home.

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## Giving feedback

We encourage you to speak with the manager of your home 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 the manager of your home.
- ▶ Ask staff for a feedback form – once completed please place it in the feedback box or return it to the manager of your home.
- ▶ Complete a feedback form on our website [sccliving.org.au](http://sccliving.org.au), under 'Contact us'
- ▶ If you'd like a response, please include your name so we can contact you. We'll 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.

### Send anonymous feedback

Send anonymous feedback to our Quality team at: [www.sccliving.org.au/feedback-complaints/form](http://www.sccliving.org.au/feedback-complaints/form)

#### Feedback and Complaints

PO Box 1008  
Epping NSW 1710

### Raise a Concern

If you'd like to raise a concern with the Aged Care Quality and Safety Commission, you can do so by phone, in writing or online at:

 1800 951 822 (FREE CALL)

 [agedcarequality.gov.au](http://agedcarequality.gov.au)

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

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## 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.

### Access Policy

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



# Key Contacts

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## Aged Care and Quality and Safety Commissioner

-  1800 951 822 (FREE CALL)
-  [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
-  [agedcarequality.gov.au](http://agedcarequality.gov.au)

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## Department of Veterans' Affairs

-  133 254
-  [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)
-  [dva.gov.au](http://dva.gov.au)

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## Elder Rights Advocacy (ERA)

-  1800 700 600 (FREE CALL)
-  [era@era.asn.au](mailto:era@era.asn.au)
-  [era.asn.au](http://era.asn.au)

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## Dementia Australia

-  1800 100 500 (FREE CALL)
-  [helpline.nat@dementia.org.au](mailto:helpline.nat@dementia.org.au)
-  [dementia.org.au](http://dementia.org.au)

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## Directory of Accredited Practitioners of Translating and Interpreting

-  1300 557 470 (TOLL FREE)
-  [naati.com.au](http://naati.com.au)

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## National Disability Advocacy Program (NDAP)

-  1300 653 227 (FREE CALL)
-  [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)
-  [dss.gov.au](http://dss.gov.au)

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## National Relay Service (NRS)

-  1800 555 660 (FREE CALL)
-  [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
-  [relayservice.gov.au](http://relayservice.gov.au)
-  0416 001 350

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## Translating and Interpreting Service (TIS)

-  131 450 (TOLL FREE)
-  [tis@homeaffairs.gov.au](mailto:tis@homeaffairs.gov.au)
-  [tisnational.gov.au](http://tisnational.gov.au)

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## Older Persons Advocacy Network (OPAN)

-  1800 700 600 (FREE CALL)
-  [enquiries@opan.com.au](mailto:enquiries@opan.com.au)
-  [opan.com.au](http://opan.com.au)

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## Seniors Rights Service (NSW)

-  1800 424 079 (FREE CALL)
-  [info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)
-  [seniorsrightsservice.org.au](http://seniorsrightsservice.org.au)





**1800 632 314 | [sccliving.org.au](https://sccliving.org.au)**

PO Box 1008, Epping NSW 2121

[enquiries@sccliving.org.au](mailto:enquiries@sccliving.org.au)

ABN 76 131 082 374

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 **@southern\_cross\_care\_nsw\_act**