

# Welcome Home



# About Us

At Southern Cross Care we believe that our purpose is to empower older people to 'live life to the full'.

We believe that each person has individual worth, the right to be treated with dignity and the right to exercise autonomy.

We promote recognition of the value of older people and facilitate lives of dignity and purpose according to individual aspirations and needs.

We recognise and accept each unique person and support their physical, emotional, intellectual, social and spiritual wellbeing.

We offer choice across a full continuum of services from Retirement Living through to Home Care and Residential Aged Care and we adapt our services to meet the needs of each person and their family.

At the heart of our identity are our values of honesty, empathy, acceptance, respect and teamwork.

We place people at the heart of everything we do. Across our Residential Aged Care facilities we currently care for close to 1,700 clients and employ over 1,700 employees.

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

Every day we work at earning the trust of the people we care for.

We aim to be their supportive, long-term partner now and into the future.

Today, our commitment to quality care is second to none.

Tomorrow we will do more.

# Confirmation of Receipt



This is to confirm that I,

Title: ..... First Name: .....

Last Name: .....

have received a copy of the Southern Cross Care (NSW & ACT) Residents' Handbook on behalf of:

Myself

Another person

Name of other person: .....

Title: ..... First Name: .....

Last Name: .....

I am this person's

Enduring Power of Attorney

Enduring Guardian

Next of Kin

Representative

.....

Signature

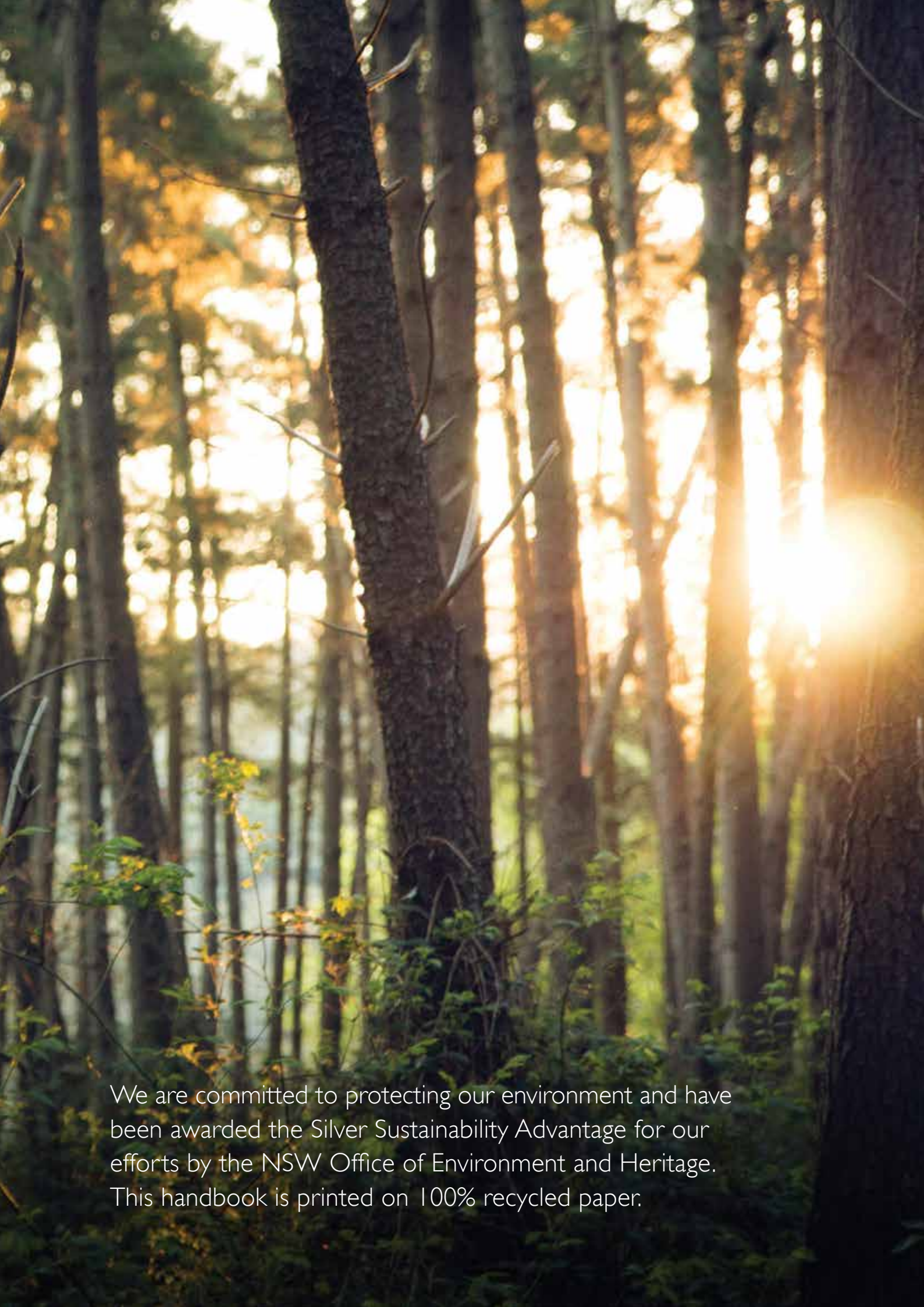
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Date



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We are committed to protecting our environment and have been awarded the Silver Sustainability Advantage for our efforts by the NSW Office of Environment and Heritage. This handbook is printed on 100% recycled paper.

# Welcome

On behalf of everyone at Southern Cross Care we warmly welcome you to our community.

We have put this handbook together to help you settle in and get to know your new home and us a little better.

We celebrate and respect diversity and welcome you for who you are regardless of faith, ethnicity, sexual orientation, gender identity and lifestyle choices.

We look forward to getting to know you better and serving your well-being and happiness. You are the reason we exist.

Please feel free to ask any questions and discuss any issues with us so that we can serve your needs.



*The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart.*

– Helen Keller



# Our Philosophy of Care

At Southern Cross Care we aim to reflect the love of Christ by accepting, valuing and empowering individuals and their life choices.

## Whole of Person Care

We recognise and provide for the physical, mental, social, spiritual and emotional needs of all of our residents.

## Knowing the Person

Relationships are at the centre of our philosophy. You are an individual with your own individual needs and aspirations. We will tailor a program that caters for you and how you choose to live your life.

## Individuality

We are dedicated to enhancing your quality of life and will help you fulfill your lifestyle preferences and express your individuality.

## Autonomy and Choice

Autonomy and independence are values cherished by all people. You have a right to make choices concerning every aspect of the care and services you receive.

## Dignity and Privacy

We want your life with us to be as happy and comfortable as possible. We respect your right to dignity and privacy and endeavor to provide you with as much privacy as possible.

You will notice this in the way we conduct ourselves such as not entering your room unless invited, except in an emergency and by ensuring that people not directly involved with care services are not present without consent. Confidentiality is maintained at all times.

We provide secure environments that still allow autonomy and freedom of movement, spaces for personal quiet times, access to the outdoors and space for community activities.



*I look to the future because that's where I'm going to spend the rest of my life.*

— George Burns

# Moving In

Admission is a time when you can learn more about life with Southern Cross Care and we can get to know more about you and help you to settle in. You may need to let others know that you have moved and there is information we will need to ask you for to make sure you are well cared for.

## Next of Kin

When you join us we will need to know the details of your Next of Kin, Enduring Guardian and the person with your Power of Attorney. We recommend nominating one person as your preferred first point of contact because this avoids confusion if we need to reach someone urgently. We also need you and your Next of Kin to let us know if any of your contact details change at any time.

## Change of Address

You will be changing address so you will need to notify your Family, Friends, Doctor, Bank and Health Insurance etc. You also need to inform the Electoral Commission. At election time we can make arrangements to help you to attend a polling booth to cast your vote or arrange postal voting.

## Prescription and Non-Prescription Medication

We will need a list from your doctor of the medications you are currently taking. Prior to moving in we can provide a medication chart for your doctor to complete so we can assist with safe administering of your medication. We will create and maintain a Care Plan detailing your care and treatment. This record is stored securely and is available to care staff, your attending doctor, allied health services and yourself. You will also need to have your photograph taken to comply with legislative requirements for correct and unique identification on your medication chart. This is a safety precaution to ensure that you get the correct medicine.

## Fees

Information on fees, what they cover and the payment schedule is available from the Manager or by calling Southern Cross Care on 1800 632 314. If you have any questions or concerns regarding payment of your fees please let us know.



*I cannot even imagine where I would be today were it not for that handful of friends who have given me a heart full of joy. Let's face it, friends make life a lot more fun.*

– Charles R. Swindoll

# Life in Your New Home

Moving home can be a big change and we do our very best to make you feel welcome and comfortable in your new home. We would like you, your family and friends to feel part of our extended family.

## Friends, Family and Visitors

We believe that contact with loved ones is vital for your health and wellbeing and we encourage you to maintain ongoing relationships with your family and friends. Our facilities are open every day. There is no need for visitors to call ahead when visiting. Your visitors will always be warmly welcomed.

Visitors are very welcome to stay for meals for a nominal fee. Please let us know in advance if possible so that we can make arrangements. Functions for birthdays and other special occasions can be held in the shared community spaces and gardens by arrangement.

## Social Independence

Autonomy and independence are values cherished by all people. We encourage you to continue your social activities and remain part of your community and maintain your friendships and interests. We will support your participation in any existing activities such as memberships to clubs, choirs, churches, men's and women's groups and sporting organisations. We will also help if you want to try new activities or join social groups within the local community.

## Dignity and Privacy

We want to make your life with us as happy and comfortable as possible. We respect your right to dignity and privacy and endeavor to provide you with as much privacy as possible so that you can maintain your dignity and individuality.

You will notice this in the way that we conduct ourselves such as not entering your room unless invited (except in an emergency) and by ensuring that people not directly involved with care services are not present without consent. Confidentiality is maintained at all times.

We provide spaces for personal quiet times, access to the outdoors and space for activities. For residents who may wander, we provide secure environments that allow autonomy and freedom of movement.

## Relationships

Relationships are at the heart of what it means to be human. We encourage social relationships between our staff and residents that add value and meaning to all. The better we get to know you the better we serve your needs. We also support your right to select and maintain social and personal relationships with anyone else without fear, criticism or restriction. Southern Cross Care recognises and respects the importance of emotional and physical intimacy in the lives of consenting adults.

## Alcohol

Alcohol is provided at social events and functions such as Happy Hours, special dinners and lunches and social occasions. You are free to purchase and consume alcohol responsibly within the home. Some residents may not be able to consume alcohol due to medical or safety reasons. Please discuss this with care staff or your Doctor.

## Empowerment

Residents have a right to make choices concerning all aspects of their care. We are dedicated to enhancing your quality of life by enabling you to express your individuality and fulfill your lifestyle preferences. We look forward to getting to know you, understanding your aspirations and hopes and work with you to help you achieve them.

## Dining

Breakfast, morning tea, lunch, afternoon tea, dinner and supper are served in the dining room every day. You are always welcome to have a cup of tea in the lounge at any time. You can also choose to have your meal in your room if you prefer.

Please let us know if you have any dietary customs or special dietary needs. Your food likes and dislikes will be noted. Menus are updated regularly on a seasonal basis and you are encouraged to provide feedback and suggestions for menus.

Your visitors are also very welcome to stay for meals for a nominal fee. Please let us know in advance if possible so we can make arrangements. Functions for birthdays and other special occasions can be held in the shared community spaces and gardens by arrangement. For hygiene and safety reasons please check with us regarding any food that is brought in. The Admissions documentation you receive will include a fact sheet on cooking and bringing food from home. NSW Health rates our homes for food safety and our hospitality staff adhere to Good Hygiene Practices.

## Furnishings

Designs and furnishings of our residential homes are selected to create a homelike environment and we encourage you to personalise your room with photos, pictures and other mementos. You are free to furnish your room as you desire, however some items of furniture may need to be discussed with the Manager to make sure they are safe and do not interfere your care delivery.

## Smoking

Smoking is not allowed within the confines of the building, inside rooms or on balconies. Special designated outdoor areas are provided for smokers. If you have been prescribed oxygen we cannot allow you to smoke when the oxygen is in use for safety reasons.

## Gifts to Staff Members

It is our policy to request staff refrain from accepting gifts from residents. Caring for your wellness and happiness is our pleasure and our job. Gifts are not necessary.

## Pets

At many homes pets visit as part of a pet therapy program. These pets have been specially assessed and trained to be suitable for visiting the home and providing companionship. Your family is invited to bring your pet to visit you so long as your pet is on a lead and your family looks after them whilst in the home. Permanent, personal pets are generally not allowed given the shared nature of the home.

## Transport

Should you require transport at any time, it can be arranged for you on a cost recovery basis, though in some rural areas this may not be possible. Many of our facilities provide community transport via car or minibus and all are situated within easy access to public transport. Taxis can also be called at your request. Transport is provided for all outings organised by the home. We encourage you to speak with the Manager regarding options for transport.

## Toiletries

Residents are provided with complimentary generic toiletries such as soap, shampoo and toothpaste. Naturally you are free to purchase and use your own items as you choose.



## Private Functions

Functions for birthdays or other special occasions can be held in the shared community spaces and gardens by arrangement.

## Resident and Relative Meetings

Resident and Relative Meetings are held twice yearly and provide forums to identify the interests and needs of residents and to contribute to the running of the home. Resident Meetings are held monthly. We encourage you to participate and have your say in the range of leisure, social and therapy programs and care services we deliver. You are also welcome to approach the Manager with questions and comments at any time and feedback forms are always available.

## Social and Cultural Events

We like to celebrate special occasions with lunches, dinners and activities. These may include Australia Day, Easter, Anzac Day, Remembrance Day, the Queen's Birthday, Christmas and many national and local celebrations including anniversaries of villages and residential care homes. We celebrate birthdays and are more than willing to explore ways of observing special events, anniversaries and activities important to you.

Cultural diversity is welcomed and you are encouraged to discuss any special requests you might have related to your individual customs, beliefs or cultural and ethnic background. We acknowledge festivals and religious holidays and celebrate the cultural customs of our residents. If required a translation service can be contacted to assist.

## Community Involvement

It is important that where possible you maintain links with your community by attending activities wherever possible. We will actively support you in maintaining memberships and participation in clubs, choirs, churches, men's and women's groups and sporting organisations. We encourage you to take part in the social activities we offer and will help if you want to try new activities or join social groups within the local community.



*You can discover more about a person in an hour  
of play than in a year of conversation.*

– Plato

# Communication

We have a wide range of ways to help you stay in contact within your new home and remain connected with the community. We provide a quarterly resident newsletter to keep you updated on what's happening across Southern Cross Care. Other communication are available and it is important to note that many of these will be at your own expense.

## Internet

For many people the internet is an essential method of communication. We are happy for you, your family or representative to arrange access via an internet service provider.

## Telephone

If you want to have a private telephone connected we are happy for you, your family or representative to arrange this with your chosen service provider. Please provide the home with your private telephone number so that we can contact you. We recommend cordless telephones as they allow you to move around without tangling cords. Pay phones and deck phones may also be available.

## Mail

Incoming mail is received daily and will be passed on to you unopened. Stamps are available for purchase from reception. Please leave outgoing mail at reception for posting. Should you require any assistance in reading, writing and posting letters please let us know.

## Television and Radio

Modern flat screen 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. Televisions must fit within the dimensions of the space available and be placed securely on a stand or wall mounted. Our maintenance staff will install your television for you. Please be considerate of your neighbours whilst listening. A cordless headset is recommended if you have hearing difficulties.

## Nurse Call Bell

A Nurse Call Bell is available at your bedside and in your bathroom in case you need assistance from the care staff. Many homes offer Vital Call pendants that can be worn when you are outside your room. You will be shown how to use these as part of your admission.

## Newsletter

The Evening Star is produced by Southern Cross Care and distributed quarterly to all our homes. You are welcome to contribute stories or photos by sending them to [editorial@sccliving.org.au](mailto:editorial@sccliving.org.au). Many homes also produce their own local newsletter with news, events and contributions from residents and staff.

## Newspapers

We are happy for you, your family or representative to arrange for newspaper deliveries from a local newsagency. Community newspapers are delivered free of charge and are available in the foyer.

## Notice Boards

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



*The earth has its music for those who will listen.*  
– George Santayana



*A warm smile is the universal language of kindness.*

— William Arthur Ward

# Safety and Security

We want your home and your life to be as safe and secure as possible and will do our best to ensure this.

## Leave and Outings

Permanent residents have 52 days per year social leave without affecting your Government subsidy. Please let us know in advance of any intended leave. We will arrange a supply of medications from the pharmacy for your period of leave. Please be aware that your fees are still payable whilst you are on leave.

You are strongly encouraged to stay in contact with your relatives and friends and participate in outings. Please discuss your needs with the Manager and your Doctor so that we can assist in facilitating the outing if we are able. Our lifestyle and activity program includes outings where transport is provided.

For any outings arranged by you, we request a relative or friend sign for the times you leave and return in a Leave Book located at Reception. We do this so 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.

## Risk Taking

You have the right to accept personal responsibility for your own actions and choices even though these may involve an element of risk. You have the right to accept the risk and not to have the risk used as grounds for preventing or restricting your actions and choices. To learn more please refer to the Commonwealth Charter of Residents Rights and Responsibilities included in this handbook.

At times we may feel that your chosen activity may be a risk due to your health. We will discuss alternatives with you and try to arrive at a solution that is both safe and enjoyable for you. If you and your representative decide to proceed with risk taking activities against advice we are required to document the activity and the suggested alternatives. You or your representative may be asked to sign the documentation to acknowledge that all avenues were explored to assist in resolving the issues in this instance. We would encourage a care conference with you and your representative.

## Security

All homes have specific security arrangements. There is a bell at the front entrance door for visitors.

## Fire Safety and Emergency Procedures

Our homes comply with regulatory requirements and are fitted with smoke alarms and sprinklers and have a direct connection to fire services. We conduct regular fire drills and fire safety talks. Staff will explain fire safety and emergency procedures to you on admission.

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

Smoking is not allowed within the confines of the building, inside rooms or on balconies. Designated outdoor areas are provided for smokers. If you have been prescribed oxygen we cannot allow you to smoke when the oxygen is in use.

## Electrical Appliances and Equipment

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 within the dimensions of the space available and be placed securely on a stand or wall mounted. Please be considerate of your neighbours whilst listening. A cordless headset is recommended if you have hearing difficulties.

Microwave ovens, hot water bottles, electric blankets, heat pillows, portable fan heaters/bar radiators and toasters and double adaptors are not permitted. Only electrical power boards with individual safety switches are permitted. You will need to discuss this with the Manager to ensure that power boards are safe and do not interfere with staff safety.



## Valuables

Communal living means sharing a home with many people including other residents, staff, visitors and contractors. While we take every precaution to ensure that your property is safe we can't guarantee it. For those reasons we suggest that only items of a sentimental value rather than a commercial value be brought with you at time of admission and we recommend you limit the amount of cash and valuables kept. You are provided with a key to enable you to lock your room and with a lockable drawer inside your room. Please keep your keys with you at all times.

We can hold a small amount of money on your behalf. We suggest that your next of kin or representative hold money for you and bring in small amounts as required.



*Beautiful young people are accidents of nature,  
but beautiful old people are works of art.*

— Eleanor Roosevelt

# Support Services

## Cleaning

Your room will be cleaned by our cleaning staff. Please let us know us if you have any complaints or suggestions about the standard of cleaning. It would also be appreciated if you would allow us to inspect your room from time-to-time by appointment to ensure cleaning is being performed satisfactorily.

## Hairdressing and Beauty

Many homes offer hairdressing and beautician services on selected days at a personal cost. Please check the notice board for operating times or speak to staff who can arrange an appointment for you.

## Laundry

We provide you with clean bed linen and towels as needed and can also do your personal laundry. To prevent your clothes being misplaced we require clothes to be clearly labelled. Many homes have a pressed label machine and can offer this service at a reasonable cost.

## Dry Cleaning

Dry Cleaning services can be arranged at a personal cost in most homes though some rural towns may not have access to this service. Please let us know if you need a dry cleaning service.

## Library

You will find reading material in all homes. Many have a library service with a generous selection of books, periodicals and magazines that can be borrowed and read at your leisure. Large type and audio books are also available.

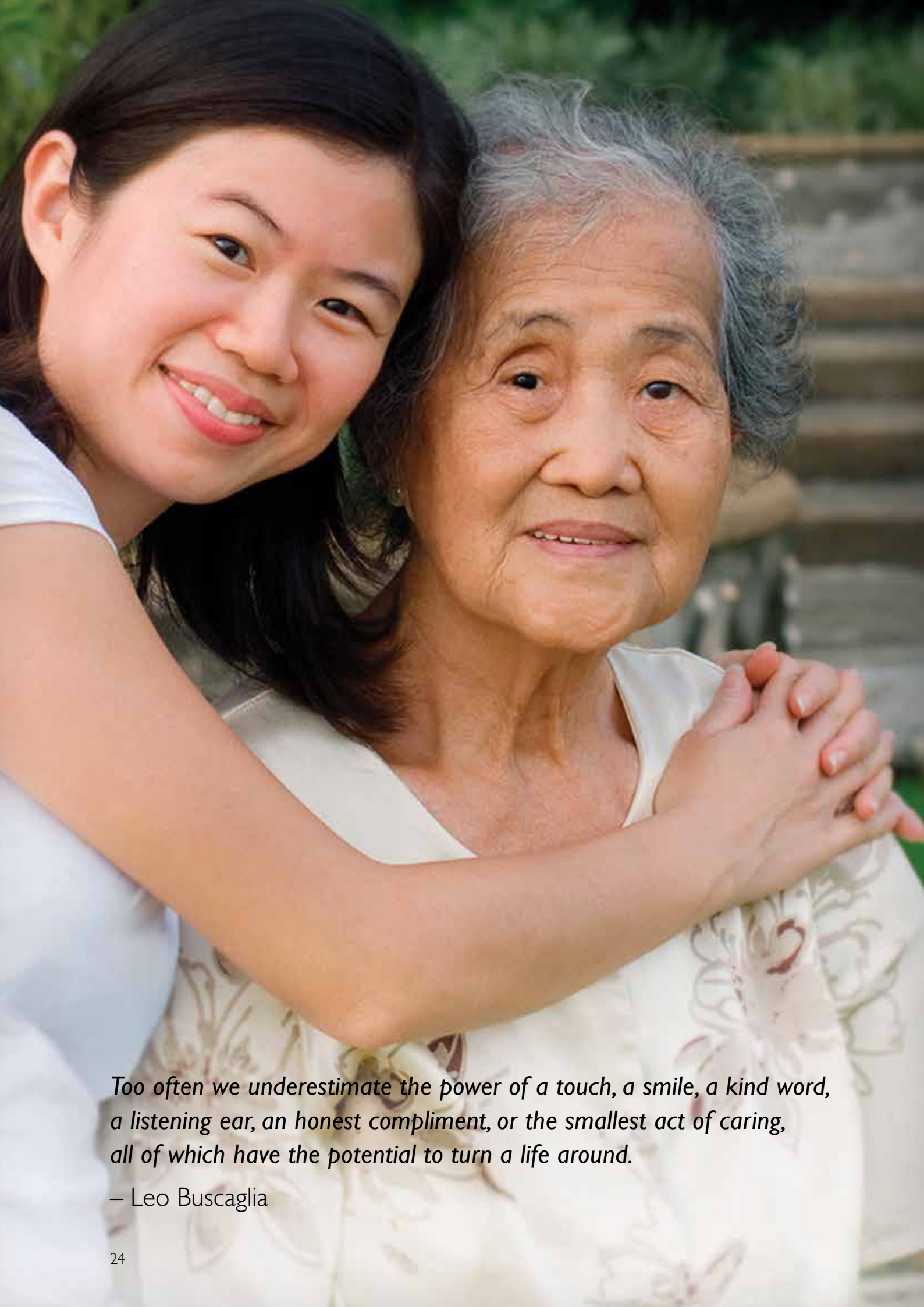
## Repairs and Maintenance

We have staff to respond to maintenance requests. Please let us know if you have a concern or become aware of any hazards. In the unlikely event that maintenance or improvements to your room require you to move to another room for your convenience and safety, you will be able to return to your previous room once work has been completed. This would not be a routine occurrence and every effort will be made to ensure that you do not need to change rooms.



*In the end, it's not the years in your life that count.  
It's the life in your years.*

– Abraham Lincoln



*Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.*

– Leo Buscaglia

# Care Services

Most care services are covered under fees and Medicare. Fees are determined by your level of care. Services not covered may attract an additional fee. If you need help to clarify any fees please speak with us.

## Occupational Therapy

If you are experiencing physical or mental problems an Occupational Therapist can assess and treat you to identify and eliminate environmental barriers to independence and participation in daily activities. Access to an Occupational Therapist can be arranged if required.

## Lifestyle and Activities Program

Our lifestyle and activity program is based on your interests and tailored to support participation in a wide range of group and individual activities that are meaningful.

The activities support physical and mental wellbeing and are tailored to be appropriate for individual physical ability. They include exercise classes, outings, arts and crafts, games, gardening, movies, entertainment and more. Activities staff will meet with you to discuss what your interests are and how we can assist you in maintaining your hobbies and interests.

Weekly and daily activities and locations are displayed on the notice board. Activities staff will provide you with a copy of the monthly calendar and also will remind you of what activities are planned each day. Suggestions for additional activities are always welcome.

## Physiotherapy

If you have movement or mobility issues a Physiotherapist may be able to help reduce pain and stiffness and increase mobility. The physiotherapist will speak with you and complete an assessment to ensure that we provide you with mobility equipment if required. They will assess and advise on the level of support required for your mobility and the level of staff assistance required. Access to a Physiotherapist can be arranged at your request or that of your Doctor.

## Audiology and Hearing Aid Needs

Should you have a hearing problem we can arrange for an Audiologist or Sensory Specialist to assess and treat you if required.

## Optometry

You can continue to see your own Optometrist or we can help you access an Optometrist to assess and treat your vision needs.

## Speech Pathology Services

Should you need assistance with speech or swallowing we can organise an assessment and consultation through your Doctor. Recommendations will form part of your Care Plan and support needs. Alternatively a Speech Pathologist can be engaged at your expense.

## Podiatry

Podiatrists regularly visit our homes for foot care. Please let us know if you would like to make an appointment to see the Podiatrist.

## Counselling

You can also access the services of Chaplains and Pastoral Care workers. Referrals to Psychologists and Psychiatrists can also be arranged through your Doctor. If you feel that you or your family would benefit from counselling, please let us know and we will be pleased to assist you. Care conferences are conducted with you annually and whenever you have a change in care needs.



## Continence Management

Continence problems are more common than people realise. If you are experiencing problems, the care staff are happy to talk with you to assess your needs and provide ways to help you manage.

## Dentist

You may continue to visit your own private Dentist or we can arrange for access to a Dentist. Some homes are visited by a mobile Dentist. Please let us know if you need dental treatment.

## Pharmaceutical Supplies

We have arrangements with a local Pharmacist who will assist with your prescription and medication needs. They have been chosen specifically to meet standards required for accreditation and medication management including providing a service 24 hours a day 7 days a week. The Pharmacist will issue you with an account and ask you to pay them directly for filling your scripts.

## Lifting of Residents and Manual Handling

Our staff have regular training in manual handling to assist you safely and comfortably if needed. At times the use of lifting equipment may be necessary to ensure staff wellbeing and your safety. A Physiotherapist or Registered Nurse will complete an assessment to ensure that appropriate equipment is used by staff when assisting with your mobility and transfers.



*Not all of us can do great things.  
But we can do small things with great love.*

– Mother Teresa

# Medical Services

We can organise access to specialised therapists should you require this. Please be aware that medical services may attract a fee. Fees are determined by the individual practitioner. If you need help to clarify any fees please speak with us.

## Choice of Doctor

You may continue to see your own Doctor. Please authorise your attending Doctor to advise us in writing of any changes in your health and any prescribed medication and treatment.

If your current Doctor does not visit the home we can provide a list of Doctors who do visit on a regular basis and provide the medical care you require. Please let us know if you need help with making appointments.

## Medical Appointments and Doctors' Visits

Should the need arise your Doctor can visit you in your own room. We will contact your Doctor as needed. Please let us know if you would like to see your Doctor or Medical Specialist.

When visiting your Doctor or Specialist at their medical practice we need you to take your medication chart with you so that any changes to your medication can be recorded. We also recommend that your next of kin, a family member or friend accompany you whenever possible.

## Care Records

A number of assessments are completed after admission and are used to create and maintain a Care Plan that details your care and treatment. This ensures staff are aware of all your care requirements. This record is stored securely and is available to care staff, your attending Doctor, allied health services and yourself.

We also request you have your photograph taken to comply with legislative requirements for the correct and unique identification of your medication chart. This is a safety precaution to ensure you get your correct medicine.

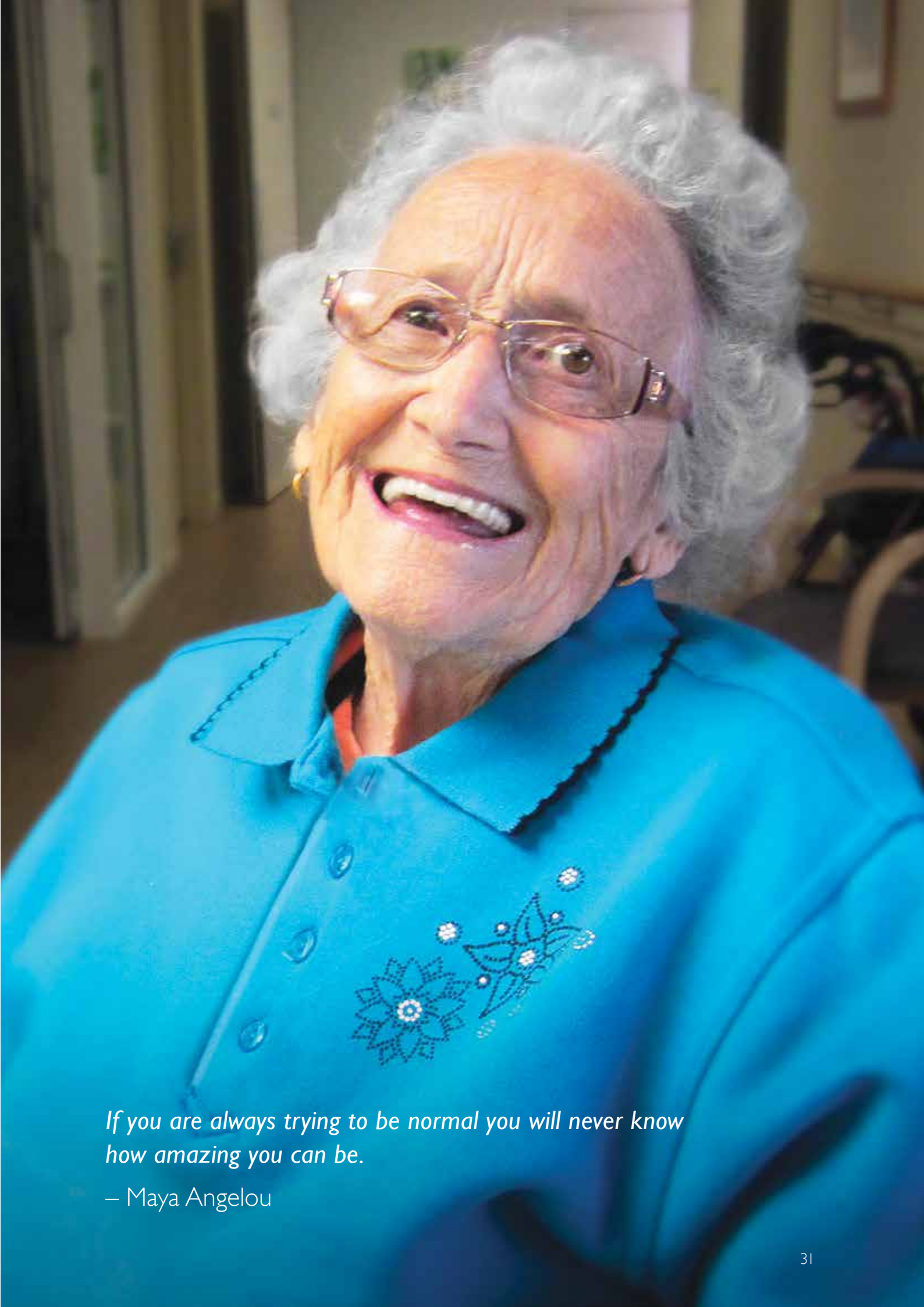
## Confidentiality

Southern Cross Care (NSW & ACT) upholds your privacy rights in the management of your personal information, consistent with its obligations under the Privacy Act 1988 and Health Records and Information Privacy Act (NSW) 2002.

We only collect information necessary to be able to deliver accommodation, services and care to you. You are welcome to access your clinical record at any time and we would be happy to answer any questions you have. You can also authorise your next of kin or representative to have access to your records by arrangement with the Manager. We will never share your information with unauthorised third parties not associated with delivering your services.

## Consultation

We will consult with you regarding any decisions affecting your lifestyle, living arrangements and care. If you wish to have assistance with important decisions please let us know with whom you would like to consult. At all times we want to ensure that we respect your privacy and the confidentiality of any information shared.



*If you are always trying to be normal you will never know how amazing you can be.*

– Maya Angelou



*Age is an issue of mind over matter. If you don't mind, it doesn't matter.*

– Mark Twain

# Spiritual and Pastoral Care Services

We believe our spiritual dimension is an integral to being human and an important part of how we care for the whole person. While we are a Christian organisation we accept and respect all people, their beliefs and choices and we will never seek to impose any beliefs or services on you.

## Worship Services

Many homes have an on-site chapel available to all faiths and denominations and for quiet meditation and reflection. We offer Christian worship services delivered by local Ministers or Pastoral Carers. Special services are held for Christmas, Easter, Anzac and Remembrance Day. Times for services will be listed on the notice board. Memorial Services are also offered to residents, staff, family and friends.

## Pastoral Care Services

Pastoral Care supports the spiritual and emotional welfare of everyone in our care and do not need to be religious in nature. Trained specialist staff are available to talk with you about any topic of interest or concern to you. The service is optional and is freely available should you choose to access it. Please speak with us if you are interested in visiting with and talking with a Pastoral Carer.

There are also links between many of our homes and local faith organisations that can also provide support and friendship. Let us know if we can help you get in touch with these.



*Collect beautiful moments not things.*

– Albert Einstein



# Legal Matters

## Resident Agreement

The resident agreement that you sign authorises us to take the following actions on your behalf should it becomes necessary:

1. Obtain medical assistance and assessment for your health and well-being.
2. Arrange for your transfer for temporary care in a hospital, medical facility or another Southern Cross Care home or other service provider home due to a significant change in your medical needs.
3. Provide information required to State or Commonwealth authorities.

## 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 would 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. Please let us know if you need help with this.

## Power of Attorney

Arranging for a Power of Attorney can be done by consultation with your legal advisor. Please discuss this with your Legal Advisor, Doctor or with us if you require further information or help.

## Advance Care Directive

An Advance Care Directive (ACD), sometimes called a 'living will', is a document that describes one's future preferences for medical treatment in anticipation of a time when one is unable to express those preferences because of illness or injury. We advise you to speak with your Doctor, Guardian and family about your wishes and preparing an ACD. The Manager can also provide you with a form to document your wishes.

## Will

It is imperative that everyone has a properly prepared Will. Your Will should be reviewed periodically and an Executor appointed.

## Justice of the Peace

If you need the services of a Justice of the Peace we would be pleased to help you locate one. Please note that we are not permitted to offer Justice of the Peace services or to witness or sign any legal documents.

## Photography and Film Consent

Your admission kit includes a photography and film consent form to sign in relation to you being photographed at facility events and functions. We require your consent to use your image and likeness in any printed and online materials. You can refuse or withdraw consent at any time. Please let us know if you do not want your image and likeness to be used.

## Security of Tenure

Residents are accepted for admission according to their need and the availability of accommodation. In exceptional circumstances, it may become necessary to relocate a resident such as if they are at risk, if they require a special care unit or if their care needs can not be met in their own room. It is important for you to know that we reserve the right to instigate transfer of a resident for medical or psychiatric reasons. Extensive consultation will always be undertaken prior to any such move. In the unlikely event that maintenance or improvements are required to your room you may need to move to another room for your convenience and safety for the duration of the work. Naturally you will be entitled to return to your previous room once work has been completed.

## Collection, Use and Disclosure of Personal Information

Southern Cross Care (NSW & ACT) upholds your privacy rights in the management of your personal information, consistent with its obligations under the Privacy Act 1988 and Health Records and Information Privacy Act (NSW) 2002.

We need to collect certain personal information prior to your admission and during your admission. The primary purpose for collecting the information is to assess, plan, deliver, and evaluate your care. We also use the information for staff training purposes and to manage, evaluate and improve our services. We limit the collection of personal information to only information necessary to operate efficiently, effectively and in line with Statutory Requirements.

Other health professionals who provide care for you such as your Doctor may access your personal information. Personal information is disclosed to your Enduring Guardian as well as authorised representatives of the Department of Health and the Australian Aged Care Quality Agency for the purposes of funding, accreditation and other functions under the Australian Aged Care Quality Agency Act 2013.

We have systems in place to protect your personal information from loss, alteration, improper use and inappropriate access and disclosure. If you have concerns about disclosing personal information to us you should discuss these with the Manager prior to your admission into the facility. Please be aware that the decision to not disclose personal information may affect our ability to provide you with care and services that meet your needs. You may view your personal information kept by us by speaking with the Manager.

## Charter of Residents' Rights & Responsibilities

We have included the Commonwealth Government's Charter of Residents' Rights and Responsibilities for your reference. The Charter forms part of the Aged Care Act.

Aged Care Act 1997, Schedule 1 User Rights Principles 2014

### **Each care recipient has the following rights:**

- a) to full and effective use of his or her personal, civil, legal and consumer rights;
- b) to quality care appropriate to his or her needs;
- c) to full information about his or her own state of health and about available treatments;
- d) to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- e) to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- f) to personal privacy;
- g) to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- h) to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- i) to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- j) to select and maintain social and personal relationships with anyone else without fear, criticism or restriction;
- k) to freedom of speech;
- l) to maintain his or her personal independence;
- m) to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the care recipient has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;

- n) to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- o) to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- p) to have access to services and activities available generally in the community;
- q) to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- r) to have access to information about his or her rights, care, accommodation and any other information that relates to the care recipient personally;
- s) to complain and to take action to resolve disputes;
- t) to have access to advocates and other avenues of redress;
- u) to be free from reprisal, or a well founded fear of reprisal, in any form for taking action to enforce his or her rights.

**Each care recipient has the following responsibilities:**

- a) to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- b) to respect the rights of staff to work in an environment free from harassment;
- c) to care for his or her own health and well being, as far as he or she is capable;
- d) to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.



*The great pleasure in life is doing what people say you cannot do.*

— Walter Bagehot

# Continuous Improvement and Feedback

## Accreditation

We support and actively participate in the Commonwealth Government's Aged Care Accreditation Program. This requires us to demonstrate how we meet required standards. Aged Care Quality Assessors employed by Aged Care Quality visit and inspect homes to assess the standard of accommodation and services provided.

## Continuous Quality Improvement

We always work to improve our services and performance and are committed to the concept of continuous quality improvement. This is the process by which we strive to improve our service delivery and promote a best practice environment. It means we will try to do even more tomorrow and do it better.

Your satisfaction is very important to us and you are welcome to give us feedback and suggestions. We will use your input to improve our services.

## Feedback

We welcome feedback and input and encourage you to speak with the Manager at any time regarding any concerns, complaints or compliments.

You can use these to make a suggestion, lodge a complaint or pass along a compliment or praise. Your family and friends are also encouraged to provide feedback.

You are free to remain anonymous but if you would 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.

## Resident Satisfaction Surveys

Resident Satisfaction Surveys are conducted regularly to ensure high quality standards of accommodation 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.

## 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 services you receive or about relationships with other residents or staff we encourage you to discuss them in confidence with the Manager. If you are not satisfied you can also contact the General Manager of Residential Care on 02 9790 9400.

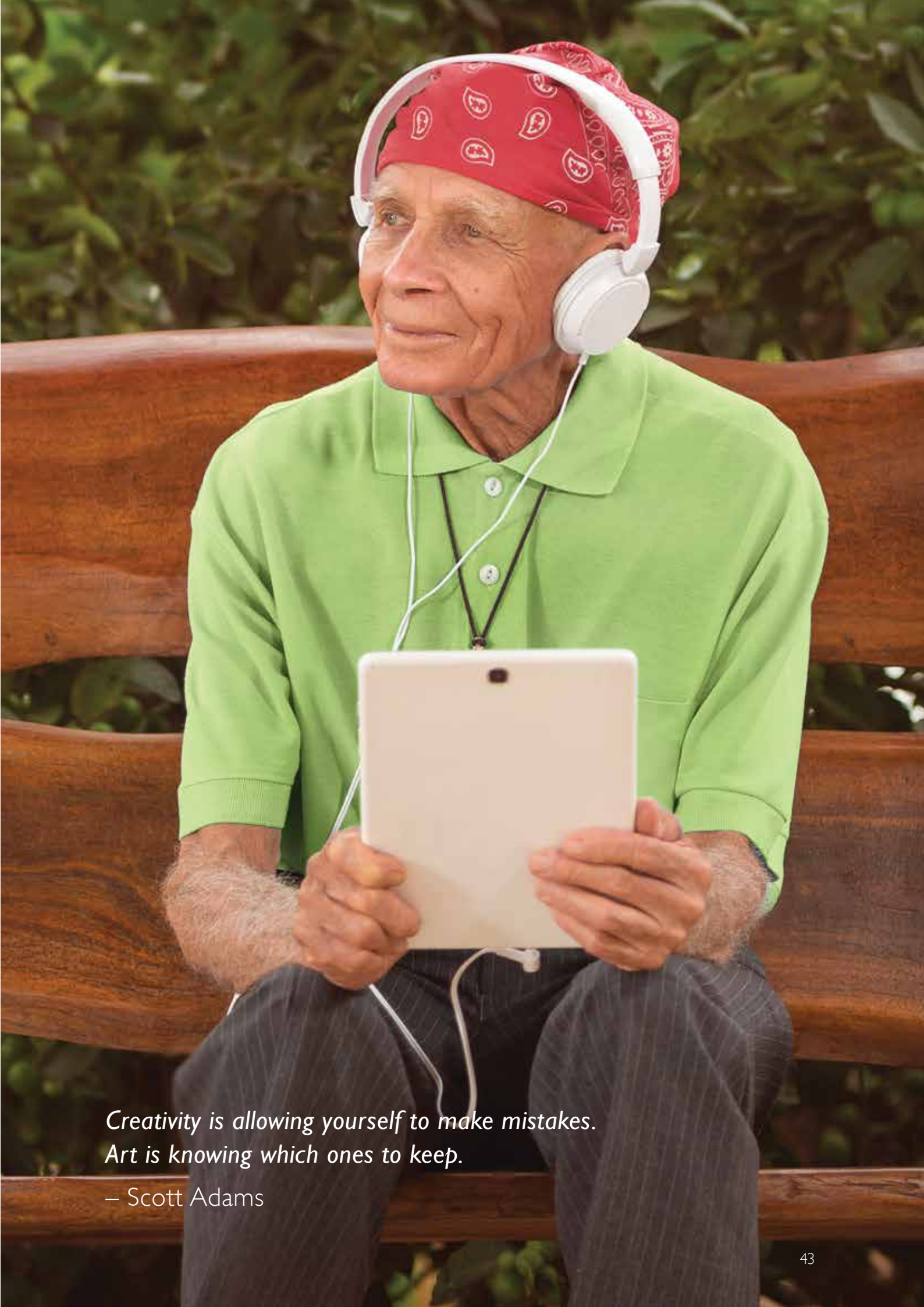
If you feel that a serious matter remains unresolved you can also contact the Aged Care Complaints Commissioner:

**Tel:** 1800 550 552

**Web:** [agedcarecomplaints.gov.au](http://agedcarecomplaints.gov.au)

**Mail:** GPO Box 9848  
(Your capital city and State/Territory)





*Creativity is allowing yourself to make mistakes.  
Art is knowing which ones to keep.*

– Scott Adams

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*The problem with doing nothing is you never know when you're finished.*  
– Groucho Marx









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