

Resident Handbook



Residential Care

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Catholic Healthcare acknowledges the Traditional Custodians of the lands on which we live, work, and care. We pay our respects to Elders past and present, and honour the enduring connection of Aboriginal and Torres Strait Islander peoples to Country.

Welcome

Dear Resident,

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

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

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

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

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

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

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

Yours sincerely,

Josh McFarlane
Chief Executive Officer



About Us

Catholic Healthcare exists to support older Australians to thrive. Inspired by the Catholic tradition to uphold the dignity, life and spirituality of every person in our care, we are guided by our values of Courage, Compassion, and Integrity. Since our establishment in 1994 by the Bishops of NSW and ACT, alongside six founding congregations, our journey has been one of collaboration and commitment to care.

As a leading not-for-profit provider, we deliver residential aged care, home care, and retirement living across Australia's east coast. Today, we operate 41 residential care homes, 13 retirement living communities, and provide home and community services to more than 6,500 clients. Our services are open to people of all faiths and backgrounds, reflecting our belief in promoting life in all its fullness.

At Catholic Healthcare, we embrace a holistic, relationship-centred approach that nurtures body, mind, and spirit. Every interaction is grounded in our Mission and Values, ensuring respect and compassion for those we serve. We are more than a care provider – we are a connected and inclusive community dedicated to enriching lives and creating spaces where older Australians feel valued, supported, and empowered.

Thank you for being part of this journey. Let's embrace ageing, together.



Our People

Your Care Team

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

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

We foster an environment of mutual respect and dignity. To maintain harmony and a sense of belonging, we encourage relationships built on trust and understanding for both you and our dedicated teams. We are committed to providing safe, supportive spaces free from bullying and harassment. We will always act with professionalism and compassion.

In support of our teams' privacy, photography, filming or sound recording of any team member is not permitted.

All team members of your Care Team have been screened in accordance with the relevant laws to ensure that they are fit to provide care for our residents. This includes the National Disability Insurance Scheme (NDIS) screening for aged care workers who provide care to NDIS participants.

Volunteers

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

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

Promise of Care

Inspirit Model of Care

At Catholic Healthcare, you're never just supported – you're truly understood. We believe ageing is a time to embrace, and every person deserves to live well and age well with respect, meaning, and connection.

That's why we created Inspirit – our relationship-centred promise of care built on four pillars: Health, Heart, Home, Hope (see these opposite). We take the time to learn your story, your values, your preferences, and your goals, so your experience with us reflects what matters most to you.

Whether it's choosing your next lifestyle move, remembering how you like your tea, or supporting your independence, Inspirit guides everything we do.

Your Care Plan or living arrangement is shaped with you, giving you a voice over how you wish to live each day. Because to us, care is not just a service – it's a relationship, a partnership, and a shared journey. One where you feel valued, empowered, and embraced for who you are.

With Inspirit, we're not just providing care – we're building relationships and creating spaces where you are seen, heard and known.

What matters to you, matters to us.



Health

You feel confident and empowered to make choices about your care.



Heart

You are surrounded by love, compassion, and meaningful relationships.



Home

You live your way in the place that feels most like home.



Hope

You feel a sense of purpose, value and meaning every day.



Courage

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

“

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

**LIFESTYLE COORDINATOR,
ST JOHN'S VILLA, NEW LAMBTON**

Your Health and Wellbeing

Medication

SELF-ADMINISTERED MEDICATION

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

OVER THE COUNTER

Please advise one of our team members of any over the counter medications that you may wish to use so your doctor can consider them when planning your care. Our clinical practice guidelines do not allow us to give you medications that your doctor does not order.

PHARMACEUTICAL SERVICES

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

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

Medical services

If you do not have a doctor in the local area who is available to visit you on a regular basis in line with your clinical care needs, we can introduce you to our list of medical practitioners who currently service the Home, or, in some cases, telehealth is available to you. You should make your own assessment of these doctors.

Allied health services

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

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

Specialised nursing services

Our service providers may include:

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

Your Residential Manager will let you know which health practitioners are available. You should also ask about any costs that may apply, as these services could be billed to you in addition to your regular fees.

Enhanced Services

Catholic Healthcare offers Enhanced Services to provide extra support, comfort, choice, and control in all our Homes. Our Enhanced Services include social outings, wellbeing programs, additional in-room extras, and a range of dining and beverage options. For more information on our Enhanced Services, please speak with your Care Team.

Enhanced Services are optional and are available to purchase through the Catholic Healthcare App once you become a permanent or respite resident.

The terms and conditions for our Enhanced Services are set out in our Higher Everyday Living Agreement. We encourage you to read and understand the Higher Everyday Living Agreement, so you can make an informed decision. Consumer protections will apply for the delivery of our Enhanced Services including a cooling off period and regular reviews of whether the services are being used by you.

We hope our Enhanced Services add enjoyment and comfort to your experience with us. You may also request a service that may not be listed.

Spiritual and Pastoral Care

All our Homes have qualified and dedicated Spiritual and Pastoral Care Coordinators who provide inclusive, person-centred support tailored to the diverse spiritual and emotional needs of our residents. They provide a listening ear in a non-judgmental manner as residents face challenges and search for meaning in their life.

Pastoral and Spiritual Care is supported by research that shows the positive links between mind, spirit, and physical health. It is part of our commitment to care for the whole person.

Religious services

While we are a Catholic organisation, residents from all religious denominations, faiths and non-faiths are welcome. Many of our Homes have designated chapels where residents go to reflect or attend Mass and other prayer services. Our Spiritual and Pastoral Care Coordinator will facilitate connections to other faith-based services based on residents' preferred faith, beliefs, and needs.



Palliative care and planning

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

The advice you provide in an Advance Care Plan will be used by your Supporters, your doctors and your carers to help determine what your wish would be. For this reason, many people document their wishes.

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

Health and safety

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

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

Due to the risk of falls, the use of rugs or loose floor coverings is not recommended in Catholic Healthcare Homes.

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

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

Only preferred heat packs approved by the Therapeutic Goods Administration can be used. We will authorise the use of heat packs to maintain your ongoing comfort and may conduct a risk assessment if required.

All of your electrical items must be tested, tagged and certified by an electrician annually as part of the annual safety checks. When purchasing any new electric items for personal use, proof of purchase must be provided to the Residential Manager in the Home. Ongoing safety checks of electrical equipment can be arranged by a team member and you and/or your Supporter will be advised when this will occur. Each safety check will incur a cost to you and can be requested through the Catholic Healthcare App. All personal items, which are not tested and tagged will be removed until appropriate safety check has been completed.

If you require oxygen or a concentrator, you may use your own equipment. Alternatively, we can provide both oxygen supplies and a concentrator, which we will maintain to ensure your safety while using them within the Home.

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

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

Catholic Healthcare strongly recommends that you keep up to date with all vaccinations. COVID-19 (including boosters), seasonal influenza, shingles, and meningococcal vaccines are not mandatory; however, they will be offered to you. Your doctor will administer the vaccine should you choose to accept this offer.

Transfer to hospital

While we will endeavour to follow all residents' and Supporters' directions, a decision to transfer a resident to hospital will be based on clinical need and assessment by the Registered Nurse. Such a decision will not be made lightly. Supporters will be advised of any transfer as soon as possible after it has occurred.

Safeguarding

At Catholic Healthcare, the safety and wellbeing of residents and Care Teams is one of our highest priorities. We recognise that people who engage with us may be particularly vulnerable. All Care Team members must complete a criminal record check. Catholic Healthcare also takes a risk-based approach to accepting admissions of new residents who present safeguarding concerns.

For further information, please email Safeguarding@chcs.com.au.



Falls

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

Outbreak management

Living in a communal environment brings increased risk of the spread of infection. When there is an outbreak such as gastroenteritis, COVID-19, influenza, or other infectious viruses, we work closely with the local Public Health Unit to monitor and manage the outbreak. During outbreaks, visiting continues but may be reduced to one visitor until the outbreak is over. Some communal activities may be postponed. You may be asked to isolate or enjoy your meals in your room until the outbreak has closed.

Every outbreak is different and the response and restrictions that apply will depend on the risk to you. Once the Public Health Unit determines it is safe to do so, these measures can be lifted, and normal activities can resume. Adhering to these guidelines is crucial for ensuring the safety and wellbeing of everyone in the communal environment.

Smoking and alcohol

SMOKING

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

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

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

ALCOHOL

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

Incident management

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

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

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

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

Restrictive practices

At Catholic Healthcare, we are committed to providing care in a way that respects your rights, dignity, and wellbeing. In rare circumstances, a restrictive practice may be necessary to prevent harm and ensure safety. If this occurs, we will only use it as a last resort—after all other options have been considered—and in the least restrictive way possible, for the shortest time required.

Before any restrictive practice is implemented, we carefully assess its impact and ensure it is clinically justified by a relevant health practitioner. We will also seek informed consent from you or your substitute decision maker, if one is appointed. If you are unable to provide consent yourself, we may need to apply to NCAT (in NSW) or QCAT (in QLD) to formally appoint someone with the appropriate authority.

When a restrictive practice is in place, it will be documented in your Behaviour Support Plan. This includes details such as how often it is used, what alternative strategies are being considered, and how the practice is being monitored and reviewed. Your Behaviour Support Plan is a living document that evolves with your needs and circumstances.

Catholic Healthcare is committed to a restraint-free environment. However, in the event of an emergency where immediate action is required to prevent serious harm, a restrictive practice may be used without prior consent. In such cases, we will inform you as soon as possible and follow all required procedures to ensure transparency and accountability.



Voluntary Assisted Dying

Our Mission and Values are at the heart of Catholic Healthcare's Inspirit model of relationship-centred care for our clients and residents. We promote the dignity, life and spirituality of older people, in connected and inclusive communities.

Catholic Healthcare does not facilitate or participate in Voluntary Assisted Dying (VAD). All people who receive our care and services and their families are advised of our conscientious objection to VAD as part of onboarding to Catholic Healthcare.

Catholic Healthcare adopts a rights-based approach to care and respects each person's personal choice. We will never abandon

an older person pursuing a VAD pathway, treat them any less favourably, and always demonstrate a compassionate approach to all people in our care.

We will not impede a person from pursuing VAD or hinder access to information about VAD. If a resident seeks information or access to VAD services, we will direct them to contact their General Practitioner or the State Health Department's VAD Care Navigator Service. We will always maintain our commitment to care for residents who are considering or pursuing VAD. We will abide by all relevant Queensland, and New South Wales legislation.

Catholic Healthcare App

Care at your fingertips

Features of the Catholic Healthcare App include:



BROWSE AND REQUEST SERVICES

Request Enhanced Services, whether it's a one off request or an ongoing care need.



FIND UPCOMING EVENTS AND COMMUNITY OUTINGS

Easily purchase and book tickets for your preferred events and outings through the App.



STAY UP TO DATE

Find out the current news and events happening in your Home, and stay informed.



INVITE LOVED ONES

Share the latest calendar of activities, dining menus, and more with your loved ones.



PROVIDE SERVICE FEEDBACK

Submit your feedback directly through the App, giving you a voice in your care needs.

How to get the Catholic Healthcare App:

Step 1 Download the App

Download the App by scanning the QR code opposite or by searching for Catholic Healthcare in the App Store or Play Store. You'll need to accept all permissions to avoid access issues.

Step 2 Log in

Log in using your mobile number. If your number is registered with us, you'll receive an SMS with a validation code.

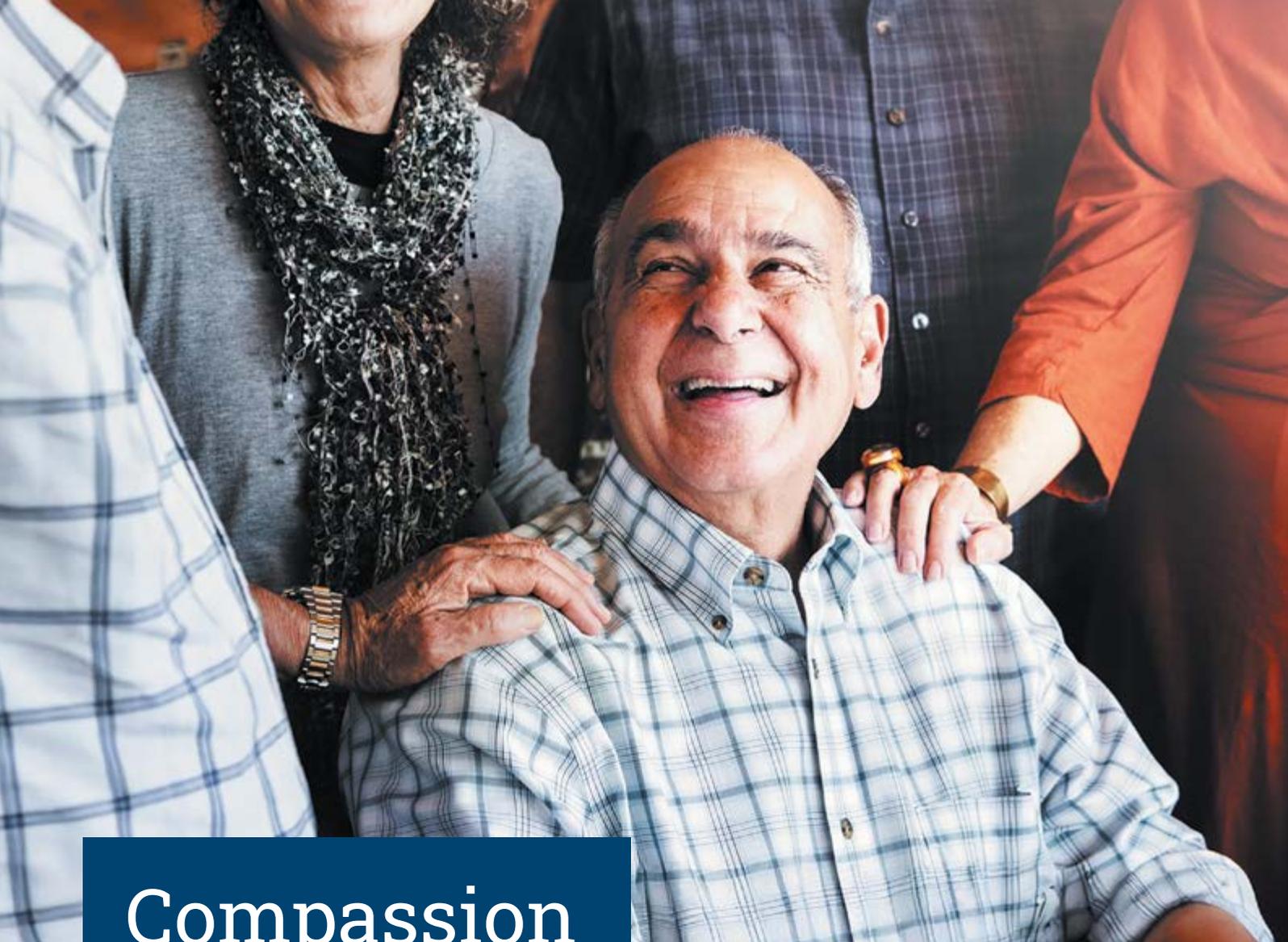
Step 3 Connect with us

Use the App to start connecting with us.



For help with the CHL app or setup, call 1800 225 474.





Compassion

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

“

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

**MISSION MANAGER, SPIRITUALITY
AND PASTORAL CARE**

Your Day-to-Day Lifestyle

Lifestyle and care

Catholic Healthcare is committed to delivering quality care and services that meet each resident's physical, psychological, spiritual and social needs. The Statement of Rights, which outlines your legal rights under the Aged Care Act, is included at the back of this handbook.

Leisure activities

We have a varied program of social and culturally appropriate activities. You will be invited to join in planning programs to help us provide for your specific needs.

The monthly Foundations and Enhanced Services programs will be shared with you and your loved ones, and are also available to view on the Catholic Healthcare App.

Personal care

The Care Team is available 24 hours a day and will work with you to meet your assessed care needs. Your Care Team may include Registered Nurses, Enrolled Nurses, Personal Care Assistants, and Care Companions.

Your Care Team will do their utmost to provide you with quality health and personal care.

Catholic Healthcare provides a range of essentials to support your personal care, including facial cleanser or wipes, shower gel or soap, shower caps, shampoo and

conditioner, toothpaste, toothbrush and mouthwash, hairbrush or comb, shaving cream and disposable razors, moisturiser and deodorant. We also supply cleaning products for dentures, hearing aids, glasses and artificial limbs. In addition, mobility and continence aids, swabs and saline water for treatments or procedures may be provided as required.

Food services and food safety

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

Your individual needs are important to us, and during initial consultations with our Care Team, your specific dietary likes and dislikes will be discussed. As food is an integral part of a resident's experience in aged care, and should be celebrated, we encourage you to be actively involved in this process.

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



Visiting

To assist in the event of an emergency and to keep infection out of our Homes, all visitors who enter the Home are requested to sign in at the entrance, using the digital sign-in system. The check in process asks questions to ensure the entrant is not unwell plus provides us with a list of everyone on-site, should there be an emergency. If your visitor is unable to complete the electronic check-in, we provide a paper version for them to use. Similarly, when you are going on an outing or leave the Home for any period, you are required to sign in and out in the Residents' Leave Register.

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

Catholic Healthcare has a zero tolerance of violence and abuse, and if visitors display this type of behaviour they will be asked to immediately leave and the police may be called. Catholic Healthcare may also impose visitation restrictions if it feels they are necessary to protect our team members and residents.

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

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

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

Leave

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

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

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

Pre-entry leave of up to seven days is provided if you wish to take up permanent accommodation but need to finalise personal arrangements. You must have an assessment by an approved needs assessor to request pre-entry leave. You are also required to pay the standard resident contribution during any period of pre-entry leave. Emergency leave is available when a situation of emergency is determined by Government.

Your private property

PERSONAL POSSESSIONS: LOSS, THEFT OR DAMAGE

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

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

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

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

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

YOUR CLOTHING

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

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

Garments that require dry cleaning or specialised treatment will be your or your Supporters' responsibility.

To avoid the misplacement of garments we ask that all clothing be labelled with your name. We will help to arrange this for you if required. Ironing of laundered garments (other than underwear and socks) is available upon request.

Our property

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

For your own safety and that of your fellow residents, we recommend closing or locking doors and windows to your room overnight or when you are not in.



Integrity

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

“

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

**RESIDENTIAL CARE MANAGER,
MCQUOIN PARK.**



Speaking Up

Catholic Healthcare acknowledges that feedback and complaints provide valuable insight into the care and services we provide. Feedback (including compliments) and complaints assist Catholic Healthcare to review and improve the quality of our care and services.

CATHOLIC HEALTHCARE IS COMMITTED TO:

- ensuring that its residents, clients, patients and their family, friends, carers and others are encouraged to provide feedback and supported to make complaints;
- providing access to advocates, language services and other methods for raising and resolving complaints;
- engaging the complainant in the process of addressing feedback and complaints;
- taking appropriate action in response to a complaint and providing open disclosure when things go wrong;
- protecting the identity of any person that provides anonymous or confidential feedback or complaints;
- not victimise or discriminate against anyone for making a complaint or giving feedback to us or the Aged Care Quality and Safety Commission; and
- have all complaints dealt with fairly and promptly.

FEEDBACK AND COMPLAINTS

We want to hear from you. Please reach out to us if you have any feedback or complaints about the care you or your loved one are receiving. We value your input and are here to listen.

There are several ways you can raise feedback and complaints which include:

- Speak directly with the Residential Manager or any member of our Care Team.
- Submit an online form via the Catholic Healthcare App or at catholichealthcare.com.au/contact-us/complaints
- Email our Feedback and Complaints Team at complaints@chcs.com.au
- Call us on 1800 225 474
- Write to us at PO Box 914, Macquarie Park NSW 1670

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

A disclosure that indicates that you believe we may have contravened Aged Care law can be treated as a whistleblower complaint. Learn more about feedback,

complaints and whistleblower complaints at catholichealthcare.com.au/your-feedback-matters

If you can't resolve your concern directly with us, there are other agencies that can help.

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Website: agedcarequality.gov.au

Older Persons Advocacy Network (OPAN)

Phone: 1800 700 600

Website: opan.org.au

TRANSLATING AND INTERPRETING SERVICE (TIS)

The Translating and Interpreting Service is a Government provided language service managed by the Department of Home Affairs. Please visit their website at tisnational.gov.au

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

ADVISORY BODIES

Catholic Healthcare has a Consumer Advisory Body that meets each year to provide feedback to the Catholic Healthcare Board. Please visit: catholichealthcare.com.au/cab if you would like to be considered.

We also have a Quality Care Advisory Body that comprises of a small number of residents, Supporters, personal care assistants and management who meet together to consider very specific issues in the delivery of care and services. Their feedback is contained in a report to the Catholic Healthcare Board. The Board must consider the report and provide feedback to the Quality Care Advisory Body.

If you would like to be considered for inclusion, please indicate when applying to take part in the Consumer Advisory Body.

Supporters

You have a right to be supported by an advocate or other person of your choice to assist you communicating decisions about your life. You can choose to register one or more people to assist you, known as a “Registered Supporter”, through My Aged Care.

Registered Supporters help you to make and communicate your own decisions about your aged care services and needs, including speaking to My Aged Care, aged care assessors, aged care providers, and the Aged Care Quality and Safety Commission.

Registered Supporters can also request, access and receive information about the older person they support (with your consent). A Registered Supporter could be a trusted family member or friend of your choosing. You can have more than one Registered Supporter. Becoming a Registered Supporter does not provide a person with decision-making authority for you. A Registered Supporter's role is to support the older person to make their own decisions.

Registered Supporters have duties they must uphold including to act in line with your wishes and preferences. Registered Supporters must promote the will and preferences of the older person they are supporting, including decisions the Registered Supporter may not agree with. They must support the older person only to the extent needed for the older person to make their own decisions. Registered

Supporters must avoid or manage any conflicts of interest.

If you would like to register a Supporter, you can contact My Aged Care, an aged care assessor, an Aged Care Specialist Officer, or complete the Registration of a Supporter form online, via a printed copy, or via your My Aged Care Online Account. An older person does not have to register a Supporter. If you have already registered Supporter/s, the information will be available via your My Aged Care Account. Please inform us of any changes to your Registered Supporters.

You may have already appointed a decision maker such as via Guardianship, An Enduring Power of Attorney, or similar. These people are appointed decision makers and can make decisions on your behalf under state or territory arrangements if you are no longer able to make those decisions independently. An appointed decision maker can only make decisions on the older person's behalf in line with their legal authority and if that legal authority is active.

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

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



Risk and Freedom of Choice

We encourage each resident to maintain their independence by actively participating in the development of their Care Plan. While safety is always an important consideration, we acknowledge that individual residents have the right to choose which activities they wish to join in, including those that may involve an element of risk. We will always aim to discuss with you and your Supporters, any risks involved so you can be fully informed. In some circumstances, we may also ask you to sign a risk acknowledgement form acknowledging that you understand the risks. Please note that, given our obligations to all residents

in a Home, you cannot engage in conduct that poses a risk to others, regardless of whether you sign this form. If there is a medical concern about your choice of care and how it is provided, this will be discussed at a meeting with you, your Supporters, your doctor, the Care Team and the Home management. If agreement cannot be reached at the meeting, it may be necessary to apply to the Public Trustee and Guardian to decide on what would be the most beneficial medical care in your case.



Legal Matters

Enduring Guardianship and Powers of Attorney

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

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

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

A Power of Attorney (POA) enables another person to manage legal matters and your finances, and to sign documents on your behalf. An Enduring POA is a separate document and will have effect if you can no longer make financial decisions yourself.

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

Witnessing documents

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

Voting

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

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

Advance Care Directive

An Advance Care Directive is a record of your wishes that informs people in advance what health treatments you would choose, or refuse, if you become unable to make such decisions. This could be due to incapacity following a serious illness or injury. In a crisis, your family may find it difficult to decide on the best treatment for you. Having an Advanced Care Directive will help your family and doctors know what you would want if you are unable to tell them yourself and they need to make decisions for you.

An Advance Care Directive:

- can only be made by adults who have the capacity to make such decisions
- is separate from, but a complement to, an Enduring Guardianship appointment
- includes details of what is important to you, such as your values, life goals and preferred outcomes
- outlines the treatments and care you would like or would refuse if you are in the later stages of a terminal illness.

Open Disclosure

Open Disclosure is an integral part of incident management in Catholic Healthcare and a key element of the early response and investigation of client incidents to ensure your satisfaction in service delivery. Open Disclosure is an open, honest and respectful practice of communicating with you when things go wrong, addressing any immediate needs or concerns, and providing support, apologising, and explaining the steps taken to prevent the issue from happening again. Open Disclosure may also involve your family, carer, and other support people and/or representative when you would like them to be involved.

Costs of Care and Accommodation

Catholic Healthcare calculates your accommodation and care fees in line with the Department of Health, Disability and Ageing's approved fee schedule and based on the income and assets assessment completed by Services Australia. These fees are payable monthly in advance.

Other costs

If you require additional services to those prescribed under the Resident Agreement, these may incur an additional cost. Such services may include pharmacy, hairdressing, and podiatry. Your pharmaceutical expenses will be based on prescriptions provided by your medical or allied health practitioner.

You'll be informed of any applicable fees prior to receiving these services. These costs will be included in your monthly account, along with any other charges incurred during the billing period.

For greater convenience and control, residents and families are encouraged to establish direct billing accounts with the relevant service providers where possible.

Enhanced Services

Enhanced Services will attract an additional fee as prescribed under the Higher Everyday Living Agreement. Such services may include social outings, wellbeing programs, additional in-room extras, and a range of dining and beverage options – all designed to provide extra support, comfort, choice and control.

You'll be advised about any additional fees for these services prior. All charges, including Enhanced Services costs will appear on your bill.



Privacy

Your expectations

YOU HAVE A RIGHT TO EXPECT CATHOLIC HEALTHCARE TO:

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

PERSONAL INFORMATION COLLECTION STATEMENT

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

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



Termination of Tenure

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

provisions in the Aged Care Act and Rules and in your Residential Care Agreement in finding you accommodation that is more suitable to meeting your current or long-term needs.

Emergency Situations

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

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



Moving Rooms

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

If the move is your choice, you may be subject to further fees if the room you are

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

Moving in

We encourage your family and friends to help decorate your room. Familiar photos, furniture, and memorabilia will make your room feel homely and comfortable. Our caring team will reminisce with you and celebrate your stories, maintaining your self-esteem and sense of identity.

Statement of Rights

Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
 - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
 - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
 - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

- (2) An individual has a right to equitable access to:
 - (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and

- (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
 - (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

- (3) An individual has a right to:
 - (a) be treated with dignity and respect; and
 - (b) safe, fair, equitable and non-discriminatory treatment; and
 - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
 - (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
 - (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
 - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Respect for privacy and information

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
 - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

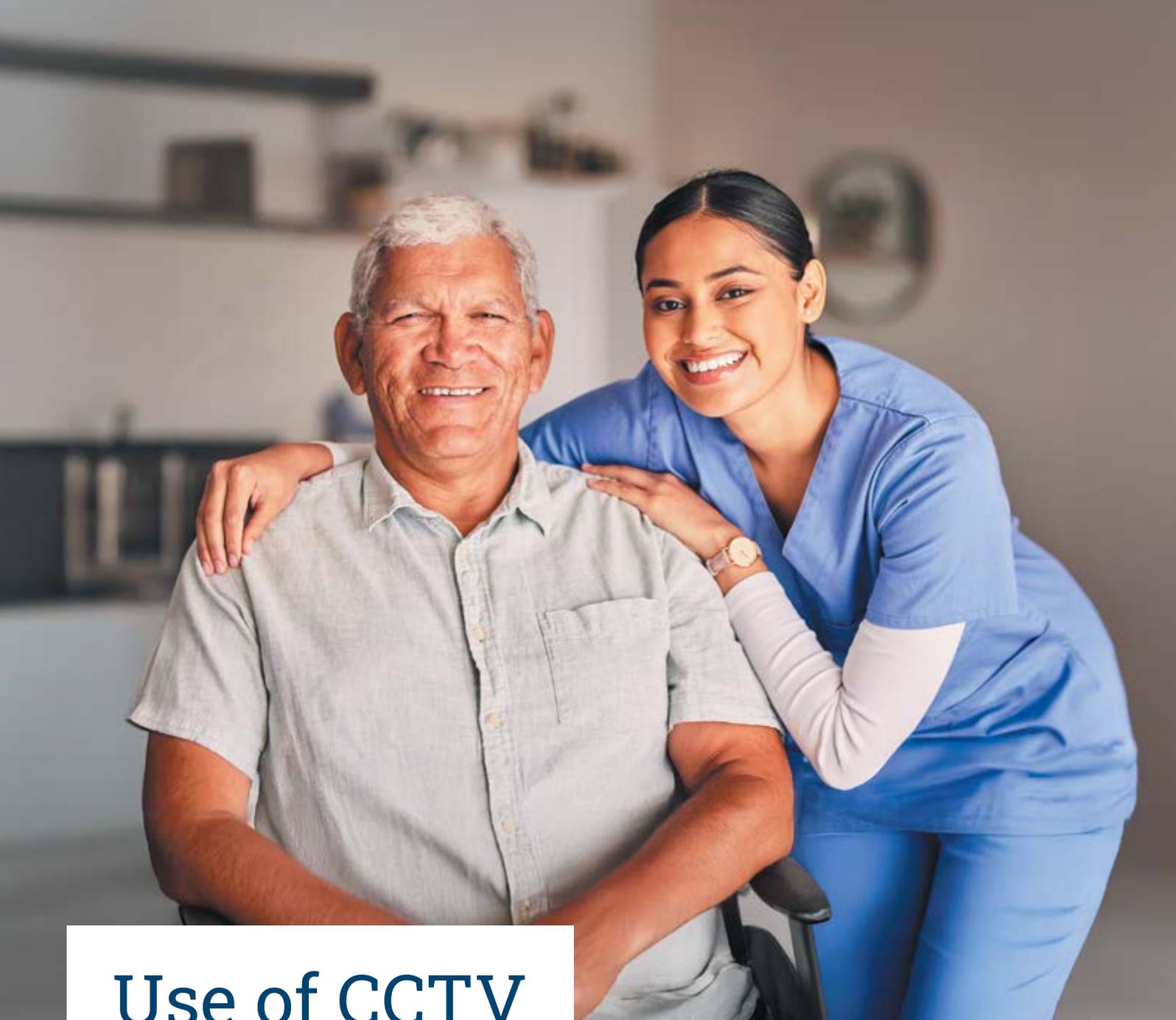
- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
 - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
 - (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Your Right to Receive Financial Information

- (1) Under the Aged Care Act, you are entitled to receive particular financial information from us.
- (2) Within 7 days of a request, we will provide you with the following information:
 - (a) information about the permitted uses for which we have used Refundable Deposits and accommodation bonds, in the form of:
 - (i) a copy of the permitted uses reconciliation in our most recent aged care financial report (if we have provided this to the System Governor in the two years prior to the request); and/or
 - (ii) a summary of those permitted uses for the previous financial year (unless we provide an aged care financial report for the previous financial year that includes this information);
 - (b) information about whether we complied with the requirements for permitted uses and the financial and prudential requirements for Refundable Deposits and accommodation bonds in the previous financial year;
 - (c) information about the number of Refundable Deposit/accommodation bond balances (if any) that were not refunded in accordance with the timeframes set by the Aged Care Act in the previous financial year;
 - (d) for entry contributions (paid before 1997), information about the number (if any) that were not refunded in accordance with the entry contribution agreement in the previous financial year;
 - (e) if we invest Refundable Deposits or accommodation bonds in particular kinds of permitted financial products, our investment objectives and the asset classes invested in as recorded in our investment management strategy;
 - (f) a copy of the independent audit opinion on our compliance with the prudential requirements for Refundable Deposits and accommodation bonds in the previous financial year;
 - (g) a clear and simple presentation of our financial position;
 - (h) unless we are not required to prepare annual financial reports under Part 2M.3 of Chapter 2 of the Corporations Act 2001 (Cth) a copy of either:
 - (i) the most recent statement of our audited accounts; or
 - (ii) if we are part of a broader organisation, the most recent statement of the audited accounts of the organisation's aged care component; and/or
 - (iii) a copy of the entry in the Refundable Deposit register with respect to the Refundable Deposit paid by you (if applicable), as at the time of the request.
- (3) In addition, we will give you a copy of your Refundable Deposit record at the end of a financial year within four months of the end of each financial year (being by 31 October each year).



Use of CCTV

We may set up facial recognition or biometric identification systems and/or camera surveillance systems (CCTV) at the Residential Care Home. These systems may collect and store personal information about individuals at the Home, including you. CCTV footage may be used by us in the same manner as any other personal or sensitive

information, and may be shared with third parties such as police, regulatory authorities, insurers, and advisors. For more details on how we manage your personal information, please refer to Catholic Healthcare's Privacy Policy. www.catholichealthcare.com.au/privacy-policy

Aged Care Code of Conduct

When providing care, supports and services to people, I must:

- (a) act with respect for people's rights to freedom of expression, self determination and decision making in accordance with applicable laws and conventions; and
- (b) act in a way that treats people with dignity and respect, and values their diversity; and
- (c) act with respect for the privacy of people; and
- (d) provide care, supports and services in a safe and competent manner, with care and skill; and
- (e) act with integrity, honesty and transparency; and
- (f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services; and
- (g) provide care, supports and services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct; and
- (h) take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct.





Contact us:

1800 225 474

catholichealthcare.com.au