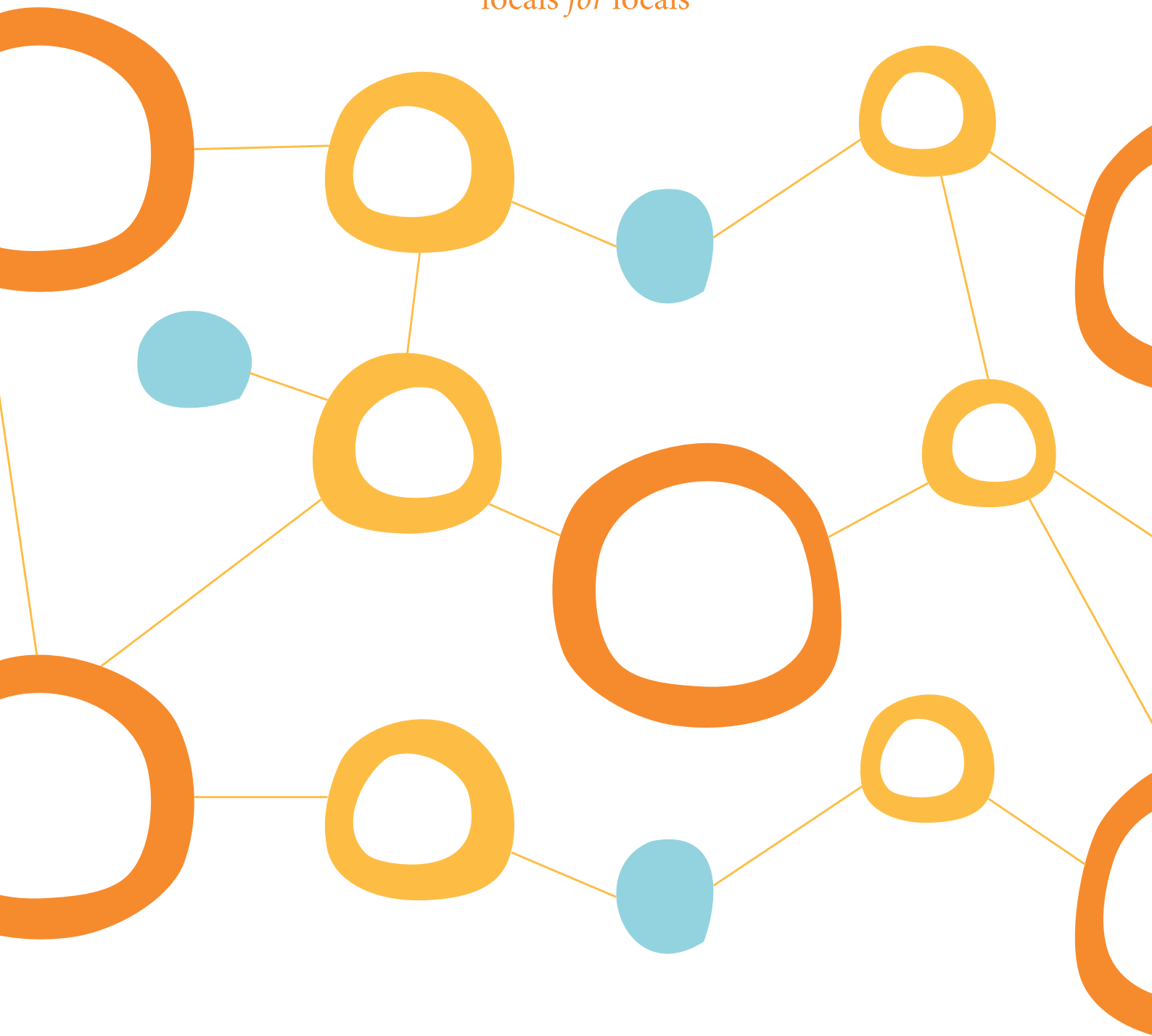




SAMARINDA

locals for locals



*Resident and Family
Information Handbook*

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Welcome

Samarinda has been providing quality care and services to people in the local area for over 50 years. You are the main focus of all that we do. Our staff and volunteers work together to ensure that you can enjoy a contented and meaningful way of life and feel a true sense of wellbeing.

On behalf of all the residents and staff here at Samarinda, welcome to your new home. We trust you will enjoy living here with us as much as we will enjoy sharing your company.

We understand moving can be unsettling, so we have taken extra care to assist you to feel comfortable in your new surroundings. When you first arrive we will show you around and introduce you to other members of the Samarinda team.

While it may take some time for you to feel settled, we trust you will soon be joining in activities, forming new friendships and becoming a part of our family.

We hope you will be happy here. Please do not hesitate to raise any concerns you may have. Even though we will take the time to fully explain the services available in your new home, this handbook is for you to keep and refer to as needed. Should you require translation, we can organise an accredited interpreter (or someone similar) at no cost.

If you would like any further information regarding Samarinda, or the services we provide, please contact the administration staff at the front desk. Our website is also a useful source of information www.samarinda.org.au.

If you have any suggestions or feedback relating to this Information Handbook, or to the services we provide, we encourage you to pass on this feedback to us either verbally or via our "We Welcome Your Feedback" form, at reception. We value your feedback, as this is central to our commitment to continuous improvement.

We look forward to working together with you to ensure that you enjoy your time at Samarinda.

Mark Zentgraf
CEO

"We hope you will be happy here."



About Us

Samarinda, a for-purpose not-for-profit organisation, is one of Australia's leading providers of residential aged care, home care and community care. We provide care and services to the local community in the City of Boroondara and surrounds.

The name "Samarinda" is an Indonesian word, meaning equal in height. It originates from the description of the way in which houses were constructed to be generally the same height. This had important social relevance, symbolizing equality between all stakeholders with no person being higher or lower than another.

Our History

A brief history of our journey so far:

1961

Ashburton Support Services built on land provided by Camberwell Council and Ashburton and District Senior Citizens Welfare Association as an independent project in response to community need.

1967

Official opening of the Opportunity Shop "the Ashy".

1997

Establishment of Samarinda Aged Services.

2015

Ashburton Support Services merged with Samarinda Aged Services to form Samarinda Ashburton Aged Services (SAAS).

2017

Achieved approved provider status to the Home Care Packages program with our first client registered on the 4th of July.

2018

Completion of the building project - 90 beds and a Memory Support Unit.



Our Purpose

To support local people and families to remain connected to their community.

Our Vision

Every local individual and family deserves to remain connected, engaged and valued in the community they know and love.

Our Values

Family: A universal enduring value that is held dear to all stakeholders encouraging inclusiveness; respecting, welcoming and celebrating differences be that young, old, Australian, migrant, affluent or disadvantaged.

Giving: Making the world a better place, by sharing what we have with others, not just financial in nature but also time, skills, experience and unique qualities. The reward is in the giving.

Partnership: Fostering and developing our association in a spirit of cooperation with our colleagues, associates and service providers, in the community and the industry.

Innovation: We are continually striving to gain and apply knowledge to achieve additional value to our organisation, and create a better and more effective environment for our stakeholders.

Our People

We aim to ensure that all employees are suitably qualified and motivated to provide the best quality care. Samarinda is committed to the ongoing development of staff, and procedures are in place to ensure staff's knowledge and skills are maintained and developed.

We roster our staff a little differently on weekdays to weekends. Typically, the differences will relate to the number and presence of managers. Administration Staff typically work Monday to Friday. Our Leisure and Lifestyle program is less intensive on weekends, as these are often times when visitors attend or outings to family events occur.

Maintenance staff are on call for weekend emergencies.

All our staff are trained to take ownership for their own personal safety and to understand the basic principles of risk assessment and management. At Samarinda, we take employee and resident safety seriously. Therefore, each risk will be handled on its own assessed merit. Residents and families are required to comply with all reasonable and fair requests that have regard for the safety requirements of staff, residents and visitors.

If any resident or visitor identifies a hazard or risk in the environment or as part of an observed staff practice, we encourage you to raise those matters with the Clinical Specialist Manager / Nurse in Charge or the Residential Services Manager.



Code of Conduct for Our Staff

We expect all staff to act in a manner that is in keeping with our Purpose, Values and Culture. Allegations of improper conduct will always be investigated thoroughly. We expect that residents, relatives and any person dealing with a Samarinda representative should always experience a high level of professionalism and customer service. Should you have a negative experience, then please note the individual's name, and the date and time of the incident, and provide these to the Nurse in Charge or Residential Services Manager. These details enable a thorough investigation.

Gift Giving

We recognise that there are occasions when residents may like to give gifts to staff. Samarinda policy states that staff cannot accept gifts and we request that you do not give gifts to individual staff members. If residents do wish to give a gift, we suggest that it is something that can be shared by all staff, such as flowers, chocolates or gift boxes. Money must not be offered to staff under any circumstances.

Samarinda Security

Samarinda have keypads in place to enhance its security and to prevent residents who are 'at risk of wandering' leaving Samarinda unnoticed. If residents are capable of leaving Samarinda and are given the code to the keypad, staff will ensure they are able to enter/exit the areas without hindrance. Please make sure when you leave the building that you sign out in the book at the exit.

Using Keypads

Keypads look like a telephone keypad. They have an assigned code which enables a door to open. Staff will directly advise relatives and visitors of the codes. Please be sure to be discreet when using the codes, especially in the presence of residents who may be at risk of wandering from Samarinda. We ask that relatives and visitors never tell a resident the codes for the doors. If in doubt, always check with staff before allowing a resident to leave the premises unsupervised.

Smoke Free Environment

Samarinda is a smoke free environment. Smoking is a well-established health issue and Samarinda is committed to providing an environment that is free from smoke for residents, staff and visitors. Smoking is not to occur within seven metres of any of the premises.



Settling In

Meeting Staff

We want to reassure you that our staff and volunteers are very experienced and they understand that the process of settling in will be different for each resident. Please feel free and comfortable about expressing any concerns to staff. It is important for you to remember they are all here to help and support you. We aim to have a friendly and respectful atmosphere, where staff and volunteers introduce themselves to you, especially when they are providing you with care and support.

Experience tells us that it generally takes about six weeks before you will feel settled, have established a rapport with staff and made new friends. If at any time you feel apprehensive please let staff know so they can make sure your care needs are met.

If you have any concerns about a staff member or a volunteer, we encourage you to speak directly with the Nurse in Charge, or the Residential Services Manager, so that we can quickly address your concerns. We would like you to feel comfortable raising your concerns with us, as well as giving us suggestions and positive feedback.

Resident Meetings

We invite you and your family to attend our regular Resident and Family meetings. These are a great way to get to know others in your new home and also to take an active role in the operations of Samarinda. At the meetings we give general updates on activities and services at Samarinda and also ask for feedback on menus and activities. You can use this meeting as a forum to provide feedback and to generally get involved. Meetings are advertised on the various notice boards throughout Samarinda, as well as in newsletters.

Newsletters

Quarterly newsletters are produced to keep you up to date about special events and activities in your home. Newsletters are always on display at reception, you simply need to ask our friendly reception staff for a copy. Our newsletters are also placed on our website so they are available for your family to access.

Visiting

It is important to maintain your personal networks and to keep in touch with those people and groups that have been part of your network of friends and interests. We encourage you to keep up your contacts. We encourage you to let your family and friends know about your move and new address. They are always welcome to come and visit you.

You are welcome to have visitors when you like. We generally find that visiting in mid-morning to mid-afternoon is best for residents, but this is your choice. We have tea and coffee facilities for visitors to use. We also have a vending machine for snacks and drinks. These can be very helpful if you have children visiting.

You have every right to refuse visitors and our staff will work to best accommodate your needs.

Voting

If you are able to continue voting, then the Electoral Office needs to be advised of your new address so the Electoral Roll can be changed. Your friend or family member can do this on your behalf. At election time you will then be able to vote at Samarinda with our staff helping to coordinate this important task.

Alcohol

We recognise that you may want to enjoy a glass of wine or beer with a meal or at other times in the day. Samarinda supports the safe consumption of alcohol. In some circumstances staff will also check with your Doctor to ensure that drinking alcohol does not interfere with your medications. Where the intake of alcohol impacts on other residents, staff, or your personal safety, further assessment may be required, and measures taken to control the negative impact of alcohol intake. Excessive consumption of alcohol causing risk to you, other residents or staff is not permitted. Alcohol is served with lunch Monday through to Friday and also on Friday afternoon with live entertainment.

Lost Property

We encourage a Lost Property form to be completed as soon as possible after a personal item has been lost to enable us to instigate a prompt search. Lost property forms are located at reception and can be placed into the locked box.

Communal Areas

You may use the lounges and activities rooms whenever you wish. These are communal spaces and we encourage you to feel comfortable sharing these rooms with other residents and visitors. You and your visitors are welcome to make a cup of tea or coffee in designated areas. We suggest that you use your bedroom or quiet rooms if you require a rest or some quiet time.

We also have a number of outside areas that you can use whenever you choose. Our staff will make sure you know the best way to access the outside areas so you can continue to enjoy the outdoors.



Getting to Know Your New Home

We encourage you to start exploring your new home. Our staff will show you to your room and explain how you can find the toilet, shower and communal spaces. Staff will walk with you around Samarinda so that you are able to find your own way to the dining room and other communal areas. They will show you the outdoor areas and the best way to access these areas. Staff will also explain how you can get assistance if you need help in moving around Samarinda. We have a call bell system for you to alert staff when required. This is an easy to use press button device which is attached to a cord worn around the neck. We monitor and record staff response times daily from this system as part of our continuous improvement program.

We understand that it will take time for you to become familiar with the layout of your new home, so don't hesitate to ask for help.

Your Room

Samarinda is your home, and your room should reflect your individual taste. All rooms have a bed, T.V., built in wardrobes, a bedside table, a desk, an over bed table, a chair, window furnishings, hydronic heater, ceiling fan, reverse cycle air-conditioner and emergency call bell. The over bed table can be useful for times when you may need to eat your meal in your room. It can be used over the bed or while you are sitting in your chair beside your bed. We do encourage you to have your meals in the dining room for the added benefits of socialising and getting to know others.

There is a power point near your bed and we provide a water jug and cup that are kept on your bedside table and refreshed daily. If you require a refill, please use the call bell to alert staff. We recommend that you use the drawers for storing your personal items, so that the top of the table is not cluttered. Cleaning staff are directed not to handle your personal items. Uncluttered surfaces make cleaning the top of your table easier.

Our staff will need to enter your room from time to time for care and cleaning purposes. We inform our staff to knock before they enter your room.

Your room is cleaned regularly, as per the cleaning schedule, and as required. We ask that you assist in keeping your bedroom clean.

You are welcome to furnish your room as space permits, but we need to ensure the environment does not present a risk to staff's working environment. Please consult with the administration staff at the front

desk in relation to the furniture you wish to bring. You may bring your own doona, quilt cover, or blanket if you choose.

Any maintenance required in your room (e.g. light fittings, taps, or wardrobes), can be reported to staff for attention. We have a Maintenance Manager on site who repairs items as required and also as per a preventative maintenance schedule.

As your care needs change there may be a need to ask you to move rooms, and you may request a room change also. Room changes are only made after consultation and consent with you or your nominated "person responsible".

Additional information on your room is contained in the Residential Care Service Agreement and we encourage you to review this document as it contains important information about the "Rules of occupancy" of your room.

Electrical Equipment

It is likely you will be bringing electrical appliances for use in your room, such as a radio, digital clock, and bedside lamp. All electrical appliances brought into Samarinda for your personal use, on or after admission, must be first approved by us. On admission, electrical equipment can be tested and tagged, for a small fee, as per the Australian Standard AS/NZS 3760 2010, by Samarinda. Electrical equipment cannot be used until it is tested and tagged. Once your electrical items have been tagged, this test must be repeated annually.

For safety reasons, it is not possible for you to have items such as (but not limited to) kettles, toasters, electric blankets, portable heaters, extension cords or double adaptors.

Telephones

You may have a telephone connected in your room. All costs including rental, calls and, where required, installation, are your responsibility. To enhance timely communication between you and your family, we strongly encourage that you arrange telephone connections. Accounts for this service will be included with the monthly fees account.

Television and Radio

Televisions are found in some communal areas and are also in your room. You may wish to bring your own radio. We ask you to use headphones in order to respect other residents' comfort. Foxtel is available upon request, at your cost.

Email and Internet

If you are familiar with computers and have your own computer, you may like to use it to access the Internet. If you need to access the internet, the receptionist at the front desk can advise you how this can be arranged.

Money and Personal Items of Value

You are provided with a locked drawer in your room in which to place valuables. While we take every precaution to provide a safe environment, we strongly recommend that you carefully secure your valuables or, better still, ask your family to store precious items for you. Samarinda staff take every care with your personal items but we cannot be held responsible for lost, damaged or stolen items.

It is highly recommended that personal items and belongings are named or engraved. Dentures, hearing aids and spectacles, as well as radios, cd players and so on, may be misplaced and can be very difficult to identify.

Please ask your family to keep a record of any valuable items you have brought into Samarinda. It is essential that families advise staff and "sign out" any valuable items they have removed from your possession. This helps all involved to keep track of your belongings and to avoid misunderstandings about lost items, especially if you have different family members visiting.

You have the freedom to manage your bank accounts and other affairs according to your personal wishes and wellbeing. We do, however, discourage all residents from holding large sums of money or valuables within Samarinda.

Our insurance cover does not include damage or theft of cash, personal items, and furniture belonging to you. We therefore recommend that you consider private contents cover for any personal items and furniture you may have in your room. Please be aware that you or your family will need to meet the cost of this insurance cover.

Pets

We understand that pets are important, but they cannot reside with you at your new home. There are a number of reasons for this and they relate mainly to safety and care. Family pets are welcome and encouraged to visit, but must be under supervision at all times and on a leash.

Naturally, we need to make sure your pet remains in the designated areas. We ask that you advise the Nurse in Charge in advance, so we can make sure all requirements for your pet are met during the visit. Visitors bringing in pets are responsible for cleaning up any accidents whilst the pet is visiting.

Call Bell System

There is a call bell system at your bedside, in bath rooms and also in the communal areas (lounge areas, activities room, hairdresser salon etc.). Press the button to alert staff that you need their assistance. Our staff will show you how to use the call bell when they take you to your room.

When you press the call bell, staff will respond to your call as soon as possible. There will be times when staff will be busy with another resident at the time you call, and they will attend to you as quickly as they possibly can. If you feel that it has taken too long for the call bell to be answered, please advise the Nurse in Charge (NiC) or the Residential Services Manager about your concerns.



Catering and Food

Your meals will be cooked fresh on site from a menu that has been prepared with nutritional guidance from Dietitians and input from residents. The resident input includes your food likes and dislikes. This information helps our hospitality staff to ensure you enjoy your meals. Your nutrition is important and liking your food means you have a greater chance of meeting your nutritional needs each day.

Meals and Drinks Timetable:

Meals and Drinks	Start Time
Breakfast	8:15am
Morning Tea	10:30am
Lunch	12:30pm
Afternoon Tea	2:30pm
Dinner	5:30pm
Supper	7:45pm

Special Diets

We will ensure that menus are designed to contribute to your well-being and that you have a range of nutritious meals. Alternative meals are available to meet any special needs and preferences. Your dietary needs are a part of the comprehensive assessments that are undertaken in your first few weeks at Samarinda. This information is documented on your Dietary Needs Analysis form.

Likes and Dislikes

Our staff will assist you to complete a Likes and Dislikes sheet, which will be given to the catering staff to ensure that your needs and preferences are met. We want to create a dining experience that is pleasant and enjoyable.

Food Safety

The operation of the kitchen complies with the Food Safety Program submitted to the local council. The program is designed to ensure the food you consume meets the appropriate health standards sets out in the Victorian Food Act 1994, from delivery of goods, preparation, and service at the table.

Your family and friends may bring food into Samarinda. To ensure all food brought into Samarinda is safe for consumption, certain guidelines apply. This includes recording the food brought in on a register, situated at reception, and asking that food brought in is only consumed by you and your family and not shared with other residents.

Laundry and Clothing

Samarinda provides an onsite laundry service which operates 7 days per week for all your bedding, towels and personal clothing. This service does not include items that require dry cleaning or hand washing. The laundry costs are included in your fees. As our service does not include ironing, we encourage you to bring clothing into Samarinda that can be laundered and folded and does not require ironing.

We encourage you to wear the clothes that you would normally wear at home. We suggest comfortable day clothing is worn. You should ensure that you bring a sufficient amount of clothing for all seasons and that it is suitable for industrial style washing machines, as clothing is washed at high temperatures. Clothing such as woollens and delicates are not suitable for these machines and we request that your family launder these more delicate items. Please note that whilst staff take every care with your personal clothing and footwear, Samarinda does not accept any responsibility for lost or damaged items.

Laundry Labelling

We require that all clothing is labelled to ensure that it is returned to you. If you do not wish to label clothes yourself Samarinda will provide 50 named labels free of charge. Further labels will incur a small cost. If you require further labels please contact reception who will advise the cost. When you move into Samarinda, you will need to have enough pre-labelled clothing (e.g. with a permanent laundry marker) to last for 3-4 days, while staff label the remainder of your clothing.

When your family or friends bring additional clothing into Samarinda for you, this clothing needs to be given to care staff, or to staff at reception, in a bag that is labelled with your name. Staff will label this new clothing before it is placed in your wardrobe. We want to ensure that we keep track of all your personal belongings.

Personal Clothing

It can be difficult to decide what clothing to bring to Samarinda. We want you to have sufficient clothing for all your needs, so we have given the following suggestions as a guide. Each person is different and this is only an outline to assist you in planning.

For residents who are continent, we recommend:

- 12 pairs of underpants
- 6 nighties or pairs of pyjamas
- 10 singlets
- 10 pairs of socks
- 4 bras
- 5 pairs of ladies pantyhose
- 6 ladies skirts and tops or dresses/ trousers, shirts, jumpers
- 4 track suits (preferred option for residents who have difficulty with mobility).

For residents who are incontinent, we recommend that you increase the clothing allowance for underwear, dresses and pants appropriately. We encourage families to ensure that they have provided sufficient clothing to meet your needs during seasonal changes. Sorting clothing for the change of seasons is your or your 'person responsible' responsibility.

Appropriate Footwear

It is essential that your shoes fit well, are supportive and in good condition. We strongly recommend shoes with non-slip soles to minimise the risk of injury due to slips, trips and falls.



Care and Lifestyle

Your care and wellbeing is very important to us. We want to provide you with the best possible care and services that support your wellbeing, and meet your individual requirements and preferences. To do this our staff will assess all aspects of your care needs during the first few weeks after you move in. During this time we will talk to you about your needs and ask where you might require additional assistance from staff.

We have equipment such as shower chairs to assist with your independence and safety. We will also talk with your family and friends to make sure that we have as much information as possible to enable us to better understand your needs. This information will assist us with developing your Care Plan.

We will talk with you about your Care Plan and check to see how you are settling in. You are welcome to bring up any issues, concerns or questions relating to your care needs, medical needs or accommodation needs at any time. We will also ask for your feedback about your experience during your first twelve weeks. Your feedback will assist us to ensure that your care is meeting your needs, and will assist us to improve our services. Importantly, this is a way to ensure that your wellbeing is foremost in planning the care you receive, and also that it is clear and in accordance with your preferences and choices.

We provide individualised care and support to all our residents. We employ qualified nursing staff working on a twenty-four hour basis. Individualised care commences from the time you first move into Samarinda. Our Care Management System is a comprehensive approach to assessing the needs of each resident, developing an individual Care Plan to meet those needs and reviewing these needs regularly to ensure that we are providing you with the best possible care.

Hairdressing and Beauty

Qualified hairdressers visit regularly. Please consult the administration staff at the front desk regarding appointment times. You may also choose to have your own hairdresser visit Samarinda. Please understand that you will be responsible for payment of this service

Leisure and Lifestyle

Our Leisure and Lifestyle staff will visit you shortly after you have moved in to ask you and your family about your past and present interests. We will work with you to develop a personal leisure and lifestyle program that is designed to best meet your needs and preferences and support your wellbeing.

If you are interested, staff will help you access videos, board games and puzzles. If you feel that you would like to be involved in more activities, then please speak to the Lifestyle Coordinator and they will talk with you about all the options available.

Getting Involved

The leisure and lifestyle program is discussed at the resident/relatives meeting and is also displayed around Samarinda and on the TV's in the foyers to ensure that everyone is aware of all activities and events. We encourage you to have input into the program by attending resident and relative meetings, and by completing the annual resident satisfaction survey.

Special Events

We plan, coordinate and celebrate a number of special events throughout the year as part of the Leisure & Lifestyle Program. We endeavour to provide a variety of culturally diverse activities and events to reflect the ethnic backgrounds of our residents. Events and celebrations may include Mother's Day, Father's Day, Christmas, Melbourne Cup, Australia Day and many more. Both you and your family are very welcome to hold birthday celebrations or anniversary functions at Samarinda.

Previous History

On admission, it is essential that Samarinda be provided with a written, comprehensive medical history from your current medical officer. A discharge summary should be provided if you are being transferred from a hospital or another aged care facility.

Continence Care and Aids

As part of our comprehensive assessment, qualified staff will assess your continence. This assessment will be undertaken over a seven-day period to ensure that we develop an appropriate continence plan to meet your individual needs. This plan relates to toileting programs and continence aids.

Clinical Care Provision

We aim to provide care that is tailored to meet your changing care requirements. Should your health status and care needs change, you will be reassessed to ensure that we continue to provide the optimal level of care for you. We will offer you and your family the opportunity to consult with staff to ensure that we have clear communication regarding your care needs.

Medical Care

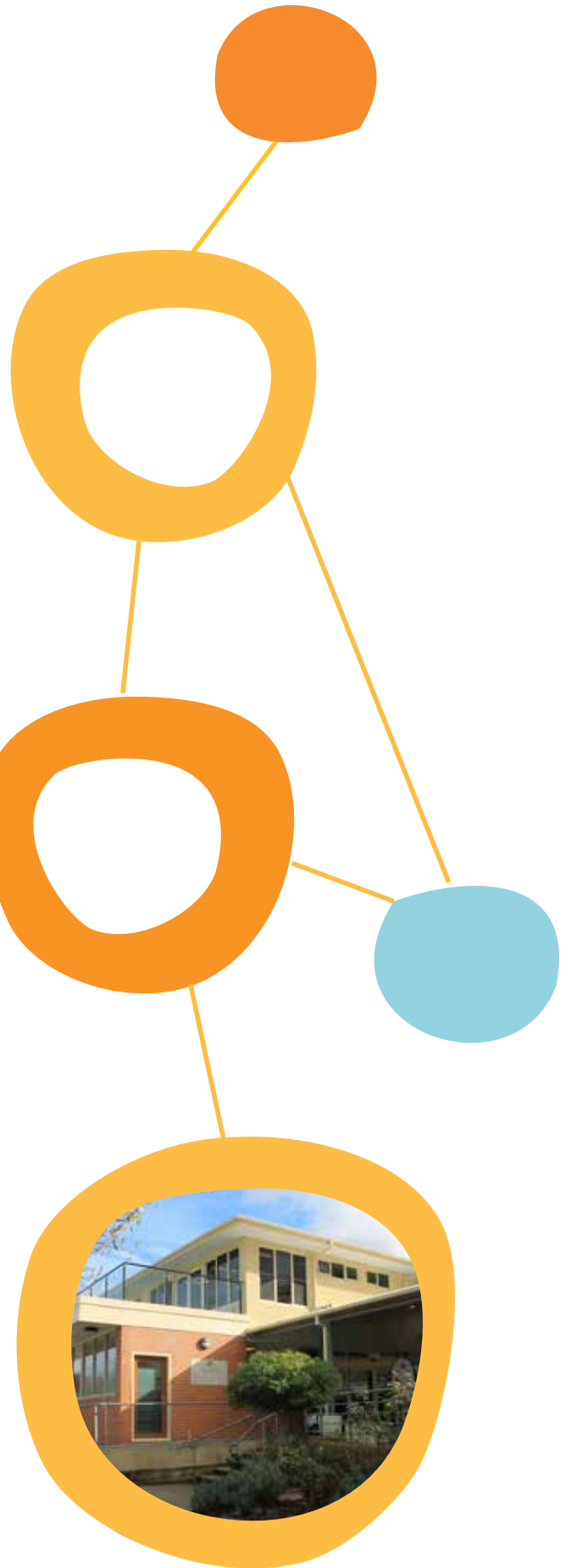
You are welcome to maintain regular appointments with your own medical practitioner however, they must be available to attend Samarinda. The appointment of your own medical practitioner is an agreement that you enter into with the medical officer. Should you be dissatisfied with the service provided by the medical practitioner, it is your responsibility to follow up the issues with the medical practitioner concerned.

Lifting Equipment

We have a minimal lifting policy. This means that if you are unable to stand and hold your weight to transfer, to change positions, or to walk then staff will be required to use appropriate lifting aids. This may include a mechanical lifter. Staff are not permitted to lift you in and out of private vehicles, as this places both you and our staff at risk of injury. If you require lifting, we recommend arrangements be made for the use of a wheelchair taxi for outings. Please discuss the options that are available for you at Samarinda with the Nurse in Charge or the Residential Services Manager.

Motorised Wheelchairs

If you have a motorised wheelchair/scooter and you wish to continue using it at Samarinda you will need to inform the Intake Manager prior to accepting an offer of accommodation. This information is then passed onto the Residential Services Manager so that an informed risk assessment can be arranged to ensure both your safety and the safety of other residents. If your medical condition should change and you are no longer able to manage the motorised equipment, then you or your 'person responsible' will be asked to remove it from Samarinda.



Allied Health Services

Physiotherapy

Your mobility will be reviewed by staff as part of the comprehensive assessment process we undertake with all new residents. Samarinda has a Physiotherapist onsite a minimum of five days per week. You will have an initial assessment by the Physiotherapist within your first week after you move into Samarinda. You will not be charged for this service. The physiotherapists assist you to follow the exercise program that they have established. Our Physiotherapists are available for urgent assessments when necessary.

Speech Therapy

Samarinda has access to a Speech Therapist. A Speech Therapist assessment can be initiated by the Medical Officer, the Registered Nurse or as a follow up after you have been discharged from an acute care facility e.g. hospital. There will be no charge to you if the Medical Officer or the Registered Nurse requests this service as a result of changes in your swallowing ability, or speech. However, if the 'person responsible' requests this service, the cost will be charged back to your account.

Oral and Dental Care

We have an agreement in place with a mobile dental service to provide dental treatment to you should you request it. You will be required to pay a fee for this service.

Pharmacy Services

An accredited pharmacy supplier services Samarinda. However should you wish to use a different pharmacy that is your choice. After moving into Samarinda, your GP will prescribe your medications, and the prescription will be forwarded to the pharmacy. Medications will be dispensed by the pharmacy using a single dose packaging system. Under no circumstances are families permitted to supply medications to you at Samarinda. This is due to the complex nature of the management of prescriptions, supply and medication packaging.

You will receive your monthly invoice from the pharmacy listing each medication supplied. The cost of medications will be clearly identified. You are responsible to pay the pharmacy directly.

Ophthalmology

A qualified ophthalmologist attends Samarinda regularly. You and your family will be notified in advance of their visits via email and notice boards throughout Samarinda. You are all welcome to put your names down for a free eye check once every twelve months. You will need to bring your Medicare card details to your appointment.

Podiatry

Samarinda has a visiting podiatrist who is onsite at Samarinda once every six to eight weeks. If you would like to see the podiatrist, please let our care staff know and they will put your name down for a visit.

Spiritual and Cultural Care

We aim to ensure that your spiritual and cultural needs are met. During the first week at Samarinda we will ask you about your spiritual and cultural needs so that we can include these in your Individual Care Plan. We will also ask your family to advise us regarding any special practices or events in which you may wish to continue to participate. We liaise with a variety of religious denominations. If you require support from another denomination, please speak with the Lifestyle Coordinator who will work to make the appropriate contacts for you. Individual interests, customs, beliefs, cultural and ethnic backgrounds are valued and fostered. Samarinda provides access to community cultural networks and culturally specific activities. This may be through literature, the Community Visitors Program, electronic media and culturally specific groups within Samarinda.

Culturally and Linguistically Diverse Residents

We endeavour to ensure that we identify and cater for those residents where English is a second language. Staff at Samarinda will facilitate access to an interpreter service should the need be identified. We have a number of bilingual staff members at Samarinda who can be used to assist with communication, if this is appropriate. The Lifestyle staff will also plan culturally appropriate activities that reflect the ethnic backgrounds of the residents at Samarinda. We also have a number of resources available to ensure that there are communication pathways for all residents.

Thinking Ahead

Moving into a new home also involves some key planning. The following sections cover several important topics that we encourage you to discuss with your family, friends or with Samarinda staff.

End of Life Choices

Thinking about death can be very difficult. Everyone should have an Advanced Care Plan. An Advanced Care Plan explicitly sets out the things that are important to you at the end of life. If you already have an Advanced Care Plan, please bring this with you on admission to Samarinda. If you don't have an Advanced Care Plan, our staff are happy to assist you to develop one along with the people who are important to you. We will respect your choices. We have listed some important issues below for your consideration.

Advance Care Directive – Your end of life choices can be recorded as an Advance Care Directive, which consists of a written and signed statement that details your requests. This directive is a guideline for how you would like your end stage terminal care to be provided when you are no longer able to communicate your wishes. Medical doctors will respect your end of life wishes and will follow the written directive, if justified. If you lose, or have lost the capacity to make your own health care decisions, then your family member can make these decisions. Your family can state what they wish for your end stage terminal care, based on what they believe is in your best interest and reflecting what they believe you would have wanted. A “Plan of Treatment” is a written document made by your family member that outlines these wishes. Your doctor will be available for consultation on this matter.

Please be assured that Samarinda will respect your formal Advance Care Directive to the extent that supporting it does not breach our duty of care or any current laws or regulations.

Note: From 12 March 2018 the new laws allow for the creation of new legal documents called “advanced care directive”. Advance care directive may include either or both:

- An instructional directive with legally binding instructions about future treatments the person consents to or refuses.
- A values directive which documents the person's values and preferences for future medical treatment.

More information can be found by contacting the:

Advanced Care Planning Australia

Open Monday to Friday, 9am – 5pm (AEST).

Phone: (03) 9496 5660

Email: acpa@austin.org.au

Addresses can be found on the website at:
<https://www.advancecareplanning.org.au/>

Your Funeral Arrangements - We understand that your funeral arrangements can be another sensitive subject. We recommend that you confirm your funeral arrangements before you reach the end stage of your life. It is extremely important that we are informed of your wishes and burial details. Please ensure that you provide us with the name of the Funeral Director and contact details, along with any specific religious or cultural requirements so that these can be recorded in your file. This information will ensure that your instructions are followed through, and that the correct Funeral Director is notified. It is important for legal purposes to know if you wish to be buried or cremated, as this information has to be recorded in your file notes for the Doctor's reference. We have access to a number of funeral service providers in the event that funeral arrangements are not in place. All funeral companies are fully independent of Samarinda.

Your Will – Samarinda recommends that you have a legal Will at the time of entry into Samarinda. Our staff are not permitted to give you, or your family, advice regarding making or changing a Will and they are not permitted to be a witness for the signing of the Will. Samarinda will not store this document. If you don't have a nominated person, the State Trustees can be contacted to manage your Will.

More information can be found by contacting the:

State Trustees

Open Monday to Friday, 9am – 5pm (AEST).

Phone: (03) 9667 6444 or 1300 138 672 when outside Melbourne

Addresses can be found on the website at:
www.statetrustees.com.au/



| FOR RELATIVES AND FRIENDS

We offer a very big welcome to you and your family members. This section is written specifically from the perspective of how you and your family members will interact with us. We know from experience that relatives and friends generally have quite different information needs to those of your loved one. This section is designed and written to meet your specific needs.

The First Six Weeks

The first six weeks after moving in are generally the most difficult. This is a time of transition and change for your loved one who is settling into a new environment. During this time he/she is getting to know his/her new home and at the same time we are getting to know your loved one. We encourage you to be patient as you and your loved one adapt to the changes.

There is a great deal to take in and understand at this time, so you may be in “information overload” for a while. Please do not hesitate to seek out staff for assistance and guidance. We will help you to become orientated to the new environment. We generally find that families are also very stressed at this time and this limits how much information is actually retained. Settling in is a very individual process, so staff will rely upon you to let them know what you and your loved one need. Our staff are very happy to help, so please speak with a staff member if you are not sure, or if you have any questions.

By the end of the six-week period, the staff will have completed all the initial assessments. These assessments are made over a period of time so that we understand the care needs of your loved one. From these assessments, an individual Care Plan will be a clear guide for the care outcomes we can provide. Nursing staff will assist you to better understand how the Care Plan is formulated if required, and whether or not it is appropriate to all your loved one’s needs. You are welcome at any time to give feedback about your experience with Samarinda, to ask any questions, and to raise any concerns.

People with dementia will generally experience more difficulty settling into their new home. An unfamiliar environment can cause anxiety and stress until your relative or friend feels both comfortable and has some level of familiarity with the environment and the people. If your loved one can walk independently he/she may be more distracted and stressed by exits and looking to find a way home. You may see more wandering and anxious behaviours in this first period. Please be reassured that this is normal. Our staff will be monitoring your loved one’s behaviour and assessing his/her capabilities and needs during this initial period.

We will be guided by how your loved one expresses his/her needs and responds to staff, and also by the information you can provide us. You will play an important role in giving us information about your loved one’s clinical and care history, as well as helping us to understand triggers for their behaviour and ways to help them settle and be calm. Your feedback regarding how you are noticing your loved one is coping and settling in, will assist us to develop a Care Plan that is sensitive to your loved one’s needs, experiences and overall wellbeing.

Our very best advice regarding visiting is to check with staff when you arrive so that you are aware of how your loved one is on the day. We also encourage you to let staff know when you are leaving so they can keep an eye on how they are coping and help them to feel at ease in their new home. It is important that you let staff know of any concerns or issues you may have to enable us to record this information in their file. This will allow staff to track all changes and any concerns.



Your Role in Helping your Loved One to Settle In

We have found that people are very sensitive to the subtle behaviours of family and friends. If you are relaxed and open, this will help your loved one to also feel relaxed and less concerned. We encourage you to be patient with your loved one and to have relaxed visiting times that are not rushed. There is a lot to take in during the first couple of months and your loved one may not always recall information about Samarinda. This is even more difficult for people with dementia. It can be very helpful if you speak with staff before you leave and let them know if you have any issues or concerns. This ensures that staff understand if your loved one is experiencing a level of distress, so they can provide support, especially after your visit is over.

Staying Connected

Some families wonder how they can continue to stay connected to their loved one after they come into Samarinda.

Some suggestions include;

- Have a meal with your loved one. (Book ahead with Samarinda so that we can include you and/or family in the catering). If you wish we can set a special table for you. There will be a small charge for family meals.
- Encourage grandchildren to continue to engage with grandparents and to bring some items of interest to enjoy together.
- Families may bring a musical instrument and play some tunes.
- Engage through using an IPAD to reminisce about things your loved one always enjoyed, for example pictures of countries they visited, enjoyable YouTube Videos or other items of interest on the internet.
- Play cards or other games either electronically or manually.
- Use photos and photo albums to reminisce about special times.
- Hand and/or head massage is enjoyed by some family members.
- Bring an item of food or drink that you know your family member always enjoyed.
- Visit local cafes.
- Bring a beloved family pet to visit (remember that they must remain on a lead).
- Enjoy some of the outdoor areas together.

Communication with the Family Network

Communication within a family can be difficult, especially if your loved one has a large family network. At Samarinda we require your loved one to nominate a “person responsible”. It is not practical to expect us to keep everyone in the family network directly advised regarding the situation with your loved one. This can lead to misinformation and conflict, so please respect our request for the staff at Samarinda to work directly with the nominated “person responsible”.



Working with Us to Support your Loved One

As a family member or friend you are an important source of information about how we can best meet your loved one's needs. We work with you in a collaborative sense. We will be more effective in meeting your loved one's needs if we have a cooperative and constructive working relationship that is based on respect. Our priority is your loved one's wellbeing. Their wishes and desires will always be considered above those of family members or visitors.

Samarinda is, first and foremost, your loved one's home. We also want you to feel very comfortable as this will contribute to your loved one feeling settled. If you are in doubt, please seek advice and assistance from our staff who are happy to be available to hear and discuss concerns or issues that may arise.

Personal Clothing for Residents

We encourage your loved one to keep wearing the type of clothing they liked to wear at home. We recommend that residents wear clothing that is suitable for industrial washing machines and we suggest that you check the clothing labels to ensure that there are no special care requirements. We are happy for families to continue to wash delicate items of clothing. Experience has shown that purchasing clothing that is a size larger can enhance comfort for your loved one and can make it easier for dressing and undressing. There are some specialist clothing companies that make attire for those who are immobile. You may wish to investigate these options.

Getting Involved in Resident Wellbeing

Your role is to be supportive of your loved one and to assist them to feel happy and settled in their new home. You can continue to have an active role in the life of your loved one, if this is what you and they agree with.

We are committed to providing care and support in a manner that best meets your loved one's needs and preferences. This means that we will ask your loved one how much they would like their families to be involved in their care and we will respect your loved one's wishes wherever possible.

Our assessment of your loved one's needs and requirements will determine how much we are able to involve family members in providing care. We will carefully assess your loved one so that your continued involvement occurs in the most appropriate ways. We will encourage you to be involved in your loved one's daily activities. This may be by continuing to provide practical assistance with some activities such

as meals, or by participating in some of the leisure and lifestyle activities. The newsletter and the activity programs will give you information about the events and activities that are planned for Samarinda. You are most welcome to participate in these activities. This is a great way for you to plan ahead and share some pleasant times with your relative/friend. You can speak with the Lifestyle staff about your interest in participating.

Resident and Family Meetings

We hold regular meetings for residents and families. These meetings are a great way to find out about the day-to-day operation of Samarinda and they can also be a way for you to become more involved and provide feedback.

Giving Feedback

We welcome and value your feedback. We want to know whether our care and services are working well for your loved one and if there are improvements to be made. Your feedback helps us to continue to improve our services and to better understand the needs of our residents.

Keeping Residents Safe

Safety is an obligation of every person who enters Samarinda. Your observation and experiences of the environment helps to make it safe. Please contact the Nurse in Charge to report any equipment or building matters that require attention. Samarinda is a secure site, and access and exit is via a keypad, so please be careful not to allow residents to leave Samarinda without checking with staff. If you are unsure, please seek assistance from staff who can help to redirect a resident that may not be safe to leave Samarinda alone.

If residents are assessed as being 'at risk' for wandering or absconding they may be issued with a wandering tag. Relatives and visitors should be careful not to inadvertently allow any resident to leave Samarinda. If in doubt please check with staff, especially if a resident is found at an exit point. Our staff will assist to redirect or distract the resident to enable the relative or resident to exit from the building. We ask that visitors always check that doors and gates are secured again after leaving the premises. Compliance from everyone will help to ensure all residents' safety.

Visiting

We encourage you to visit your loved one. Visiting is a good way to stay connected and to be supportive and involved in their day-to-day life. You and your loved one will generally find your visits more satisfying if you visit at times when he/she is feeling more alert. Experience tells us that this is mainly between 10am and 4pm. We understand that work and other commitments can prevent you from visiting during the day, so we encourage you to visit whenever you can.

Infection Control

Every person who enters Samarinda is responsible for infection control. We expect you to take this responsibility seriously. Our residents are frail and vulnerable. This means that they are highly susceptible to infection with consequences that are more serious. Please refrain from visiting if you, or a family member, are suffering from “flu-like” or gastro-intestinal symptoms. In lay terms this means coughing, fever, vomiting or diarrhoea.

If your loved one shows any of these symptoms, or becomes unwell during the course of your visit, please alert staff so that the Nurse in Charge can assess them and determine whether to initiate a request to be seen by the Doctor. In severe circumstances your loved one may be transferred to a hospital for emergency care.

Hand Washing and Sanitising

All visitors who enter Samarinda must wash their hands or use the hand sanitising solution that is provided in dispensers at the entry and in various locations throughout Samarinda. Research strongly indicates that hand sanitising prevents contamination and cross infection in an aged care environment. Special care should always be taken with children. Please make sure they are included in these hygiene practices. We highly recommend that all visitors also wash their hands or use the sanitising solution prior to leaving Samarinda.

Use of Communal Space

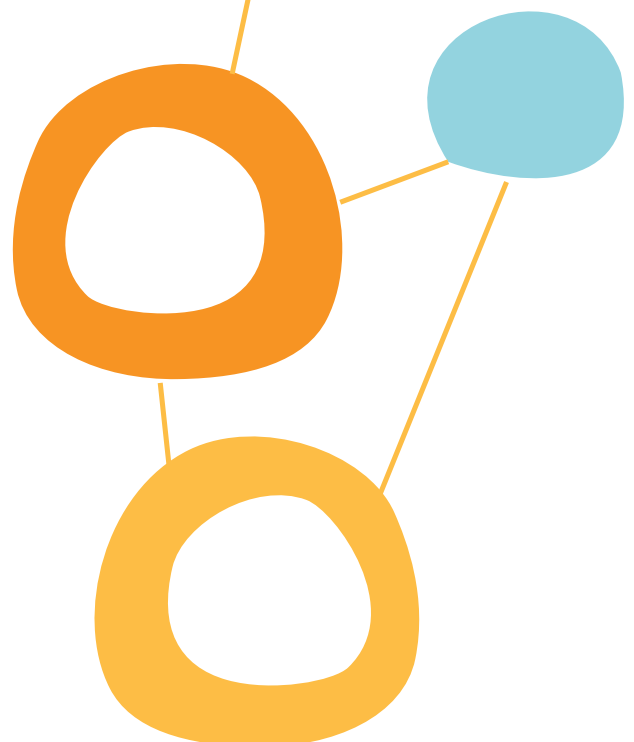
Communal spaces which include lounges, dining rooms and outside areas are available for residents and their visitors to use. Please remember that communal spaces are available for all residents and their families to share. We insist that the resident's needs must always be the first consideration of everyone.

Special Events

We like to see families use our training room to celebrate special events with their loved ones. Just let the staff know so that we can make sure the area is available. Please note that Samarinda does charge for private use of this room.

Pets

We are happy for you to bring in a pet to visit, as long as you supervise the pet during the visit. It is your responsibility to care for the pet and to clean up any accidents while it is in Samarinda.



Procedures for Outings

We think it is important for loved ones to continue participating in their social and support networks outside Samarinda. We encourage people who are physically capable of using transport such as cars, taxis, buses and trains to continue to use these forms of transport.

An outing can cause additional confusion and disorientation for some people with dementia, even though they may be physically able to manage the trip. Our staff will work with you to plan the best approach so that anyone with dementia is also offered opportunities to go out and maintain their social contacts wherever possible.

If your loved one is safe enough to manage the demands of transport in buses and cars, from time to time, he/she will be able to enjoy offsite outings. This may include family or friends collecting them for an offsite appointment. We ask that families or friends please make sure that events are planned in advance and that staff are given adequate notice. Details should be given to the staff so they can be written into the Communication Book at the nurses' station. This is to ensure that your loved one is appropriately attired for the outing, and that adequate arrangements are made for medication and continence aids. From time to time we offer outings for residents as part of the Lifestyle activities at Samarinda. We will assist people who have been assessed as being capable of participating in outings.

Sign In and Out

Samarinda has a Sign In/Sign Out book for residents, and also one for visitors. We ask that visitors and residents record in these books when they enter and exit for two key reasons:

- It helps us make sure the resident's movements are known
- In the event of an emergency we are aware of everyone who is present in Samarinda

Communicating Ahead

We like to see your loved one continuing to enjoy outings with their families. We need to know where our residents are and we must be able to account for all our residents in times of emergency.

The best approach for families and friends who plan to take their loved one on an outing is to notify the receptionist at the front desk in advance. You can do this when you are visiting, or otherwise you can call

Samarinda and ask for the booking to be noted in the Communication Book. Please include the estimated time of pick-up and return. This forward planning enables our staff to ensure you have adequate supplies (continence aids and medications) to support your loved one during the outing. Please do not leave Samarinda with your loved one until you have spoken directly with the receptionist and you have signed the resident Sign In/Out book.

Escort Assistance

There are occasions when your loved one needs to attend external specialists (or other) appointments and you may not be able to accompany your loved one on the trip to the appointment. Samarinda Home Care program can provide this service for you. The cost will be reflected on your monthly account.



Thinking Ahead to Support Your Loved One's Wellbeing

People with Dementia

People who have been diagnosed with dementia can have a variety of symptoms relating to their cognition (the ability to think and understand). These symptoms may involve the person's memory, attention, language and problem-solving abilities. Every person with dementia is affected differently and they may have difficulties in any, or all, of these skills. This means that the resident's presentation and behaviour could change from day to day, or hour to hour. In the early stages of dementia, people may exhibit behaviours that you may find out of character and unexpected. The behaviours may include verbal abuse and behaviours of concern.

Our staff will make various formal assessments, including a behaviour assessment, to understand how your loved one communicates their needs, and to establish any triggers or situations that may cause them to feel distressed, threatened or unsettled. The individual Care Plan will then be developed to reflect the best approach to providing the care and support that meets your loved one's individual needs, and also to support their wellbeing. Please make staff aware of any worries you may have with your loved one's behaviour. Staff will notify their Doctor if additional services or support are required. We understand that this can be distressing for relatives and visitors. We want you to feel comfortable to express your concerns to staff.

Palliative Care

We believe that it is very important for relatives and friends to have an understanding of palliative care.

This approach to care aims to provide the best quality of life and wellbeing for the person who is dying, and their family, by ensuring a comfortable, safe and supportive environment for all who are involved. This can help you to be prepared for when your loved one may start to deteriorate and require care that actively supports their dying process.

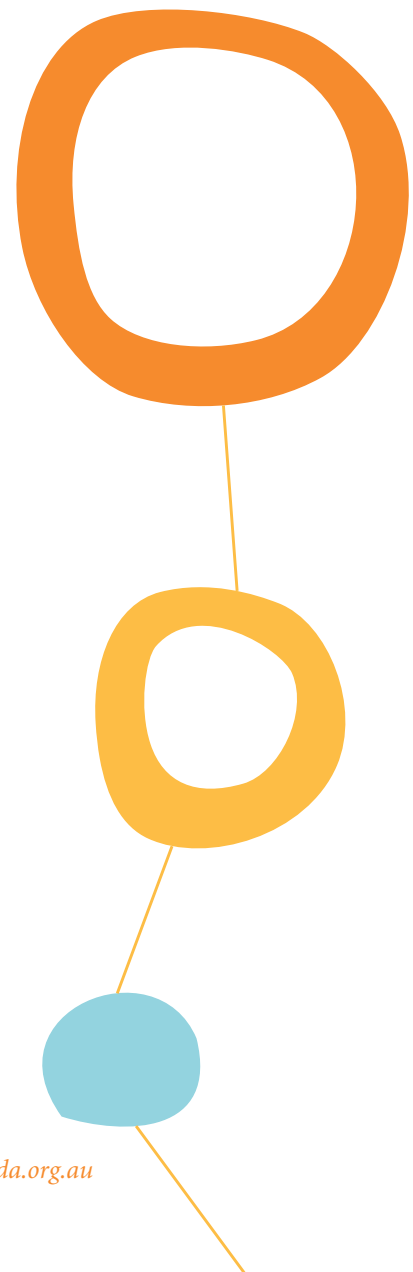
We acknowledge that this can be very distressing and we know that each person's reaction to grief and loss is different.

We will explain the principles of palliative care to you at the time when we identify that your loved one requires palliative care. This is the time when we discuss with

you how both the family, and your loved one, wishes to proceed with care. These discussions may be over the phone or we will request the "person responsible" to attend Samarinda when staff observe a transition to the last stage of life.

We will talk about providing a palliative approach at Samarinda versus an intervention such as a transfer to hospital. It is important that families recognise that there are no hard rules for this time. The wishes and care needs of your loved one are central to the considerations and discussions we will have. Please be aware that for some people, deterioration may occur in a matter of hours.

Our staff have access to palliative support teams who can come to Samarinda if required.



Code of Conduct for Relatives and Visitors

We expect that everyone visiting and working at Samarinda will cooperate and adhere to our policies in order to achieve our Vision, Values, and Culture. We expect that visitors will treat our staff and our residents courteously. Sadly, there have been occasions when this has not occurred. Samarinda does not tolerate threatening, abusive or violent behaviour. We ask that families and visitors remember that they should keep their tone and mood calm and respectful at all times. If you do become frustrated, then by all means ask to speak to the person in charge. It is not acceptable to verbally abuse staff, raise your voice or become threatening in any way. Resolving difficult situations can only be achieved when individuals cooperate, stay in control of their behaviour and respond reasonably. Any relative or visitor who does not comply with reasonable requests by staff will be asked to leave Samarinda. If a relative or visitor who is asked to leave refuses to do so, staff will have no alternative but to call the Police and seek assistance with the removal of that offending person or persons. Any individual who is intoxicated or under the effect of drugs will be asked to leave Samarinda. Refusal to do so will result in a call to the Police.



Food Safety for Relatives

Samarinda complies with The Victorian Food Act 1994. Food that is not kept at the correct temperature can become contaminated and can cause food illness such as gastroenteritis. In serious cases infection can cause death.

The person bringing the food into Samarinda must complete the food register located at reception before giving the food to the resident. This register will inform staff of what food has been consumed and the date and time it was prepared. Any food must be stored in airtight containers in appropriate places such as the communal fridge. These containers must be labelled with the resident's name, room number, the date the food was prepared and the date of storage. The person bringing the food into Samarinda is responsible for removing uneaten foods. The regular, scheduled cleaning of communal fridges will automatically destroy food that does not comply with the labelling requirements or is out of date. Samarinda cannot be responsible for food-borne illness caused by residents eating food prepared offsite or not stored correctly.



| REGULATORY COMPLIANCE

Aged Care Standards and Accreditation

It should be emphasised that residential aged care accreditation exists for the benefit of the residents and their families.

Whenever the Agency visits Samarinda, the assessors review documented policies and procedures, observe the practices at Samarinda, and look at resident records and other documents held by Samarinda such as staff rosters, incident reports, care plans and feedback registers. The assessors also talk with residents and families to get their feedback, look at training and experience of staff and how well the home is cleaned and maintained.

The timing of the assessment depends upon the period of the last accreditation (between one to three years). Recently the Australian Government informed residential aged care providers that all accreditation visits will now be unannounced. Samarinda will therefore advise residents and their families of the visit at the time of the visit and staff and family can nominate if they would like to speak to the assessors.

More information about the accreditation assessment process can be found at the Agency website www.accreditation.org.au.

Mandatory Reporting

At Samarinda, we do not tolerate any form of abuse towards residents, staff, volunteers or visitors at any time. Alleged abuse is reported immediately to the Department of Health and a full internal and external investigation is initiated. It is unlawful to inflict any abuse on residents and, if staff are involved, they are suspended immediately pending a Police and internal investigation. All suspected forms of abuse must be reported to the Nurse in Charge at the time of occurrence. All our staff are trained regarding their role and responsibilities for the protection of residents and for compulsory reporting.

Criminal Record Checks

Samarinda takes its obligation under The Aged Care Act 1997 Accountability Amendment Principles 2006, seriously. We will take all reasonable steps to comply with the Act and to ensure that we do not appoint persons who have not satisfied the criminal record check to be a member of staff or volunteer. Criminal record checks are completed once every three years to ensure that they remain current.

Police checks for staff, contractors and volunteers are aimed at ensuring security and protection for people receiving Australian Government subsidised aged care services. All Samarinda staff have undertaken a criminal record check.

Your Privacy and Consent

The Australian Privacy Principles under the Commonwealth Privacy Act 1988 sets out how organisations like Samarinda may collect, store, use, disclose and protect your personal information.

Prior to, and at, admission we ensure that you and your nominated "person responsible" clearly understand the personal and health information we hold. The information we gather is used to help us determine the best possible care and assistance required, which is tailored to your individual needs and goals. We recognise the importance of protecting this information and are committed to ensuring that all personal information we collect is handled with respect, sensitivity and confidentiality.

We will maintain paper and/or electronic records that usually contain the following details:

- Your name and contact details
- Contact details including next of kin or legal guardians
- Doctor/health care professional's contact details
- Care and support services delivered by us
- Health information including images and scans
- Bank account details
- Pension, Medicare or Department of Veterans' affairs numbers

With your consent, and to support your care, Samarinda may need to share information about you and your care with other health care professionals, government agencies or companies and individuals who perform activities on our behalf.

This may include:

- Commonwealth Government agencies such as the Department of Veterans' Affairs and the Department of Health
- Advice from lawyers or under legal authority of a Court such as a subpoena, Warrant, or through the Adult Guardian
- Information, Communication and Technology (ICT) service providers or data support specialists
- Mail houses and printers who send out information on our behalf
- Authorised accreditation agencies and other aged care specialists who Samarinda engage to improve efficiency may view records for service quality and compliance
- Research partners engaged by Samarinda to undertake research to improve the quality of our care and services

We want to stress that we do not provide information to people without your approval.

For information about privacy issues associated with your care or to change your consent detail, please see our administration staff at the front desk.

Our Privacy Policy can be found on our website www.samarinda.org.au or please ask our administration staff at the front desk.

If you believe we have breached the privacy of your personal information, please speak with the Privacy Officer or lodge your feedback using our "We Welcome Your Feedback" form, located at reception.

Alternatively, you may contact:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Web: www.privacy.gov.au

Advocacy

You may choose to work through an advocate of your choice to assist you in making informed decisions or to resolve issues. We support and respect this decision and our staff, on your request, can assist with a referral to an appropriate advocacy agency.

What is an Advocate? An advocate is someone who will support you, works and speaks out solely on your behalf. An advocate can be a family member, friend or someone from an advocacy service. For example an advocate can:

- Support you when you have assessments

- Provide accurate information and help you to work through difficult issues
- Look at all the possible options of assistance available to you including other services and ensure you are aware of your rights and responsibilities.

A copy of the "CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES – RESIDENTIAL CARE" is on display at the main entrance and throughout Samarinda. A copy can be provided to you on request. Just ask at reception.

If you want someone to speak on your behalf in relation to an issue of concern you can contact the agency below or on your request we can arrange a referral.

Older Persons Advocacy Network

Phone: 1800 700 600

Web: www.opan.com.au

Feedback

Your feedback helps us to improve our care and services and to ensure that we meet the needs of our residents. We want you to feel comfortable and safe in raising your concerns with us. Our feedback mechanism is designed to make it easy for you to raise your concerns, to make a compliment or complaint.

Compliments

We love to receive compliments. We want to keep doing what we are doing well and reinforce the positive work of staff.

Complaints

A complaint can be raised verbally with any Samarinda staff member, or lodged in writing using the 'We Welcome Your Feedback' Form. Staff will complete the complaint form for those complaints that are lodged verbally so that we can consistently apply the same principles for all complaints. We aim to keep the resident's 'person responsible' up to date throughout the process. Brochures about the feedback management system are available at reception and in the Admission Pack. If you are unhappy about an issue you have raised, you can lodge a complaint directly with the Chief Executive Officer. We hope that you will communicate your concerns directly to Samarinda so that we can work with you to resolve the issues.

If you feel that your complaint has not been adequately resolved by Samarinda, you may also raise your concerns externally to the Australian Government, Aged Care Complaints Commissioner. The Aged Care

Complaints Commissioner provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government. They will work with you and Samarinda to find a satisfactory resolution.

Suggestions

We value your opinions. If you have any suggestions regarding any of the care and services that we provide, please let us know via the “We Welcome Your Feedback” form.

How We Will Respond to Your Feedback

Our feedback mechanism is designed to quickly and effectively resolve complaints, to celebrate compliments and to continuously improve our care and services. Our customer service charter is a written commitment to each resident. We aim to resolve minor matters through a telephone conversation or in a face-to-face meeting. For more serious matters, we will respond to complaints in writing and the ‘person responsible’ will always be copied into the correspondence if the complainant is a resident or another relative or visitor. We will communicate with the ‘person responsible’ to confirm that the issues are resolved. Our approach to dealing with complaints follows a process of clear steps that include acknowledging the complaint and hearing the issues, fully investigating and analysing the information, reporting on the solution and taking action to prevent recurrence. There will also be ongoing monitoring of the situation.

Resident as Decision-Maker

At Samarinda the resident is our main focus. We work to keep each resident as the primary decision maker, unless they are assessed as requiring the support of an advocate. The role of advocate in decision-making terms is primarily referred to the ‘person responsible’ or this role can be assigned to another party through processes such as Enduring Guardianship. We work collaboratively with residents and their nominated ‘person responsible’ to enable and support engagement in all decision-making matters of choice for as long as the resident is assessed as being able to do so. If staff become concerned that a resident is no longer capable of independent decision-making, this will be referred to the ‘person responsible’ or the medical practitioner for further follow up. If neither of these people is willing or available, then we will

submit an urgent application for guardianship on behalf of the resident for independent assessment by the Guardianship Tribunal.

Role of ‘Person Responsible’

If a resident is not capable of consenting to proposed treatment because of a disability, the law provides for consent to be given by the resident’s ‘person responsible’. This “person responsible” is the point of contact between the family and Samarinda. Importantly, this individual must accept their key role of communicating information about the resident with the rest of the family network. If there is no ‘person responsible’, in most cases treatment may be given without consent.

Who is the Person Responsible?

The ‘person responsible’ is not necessarily the resident’s next of kin. This is a statutory concept defined in The Guardianship and Administration Act 1986. A ‘person responsible’ makes decisions for the resident who has a disability and who is incapable of making an informed decision about consenting to treatment. For a person in residential aged care the ‘person responsible’ is one of the following (in order of priority):

- a guardian (including an enduring guardian) who has the power to consent to health care, which includes the power to refuse or withdraw consent to treatment
- a spouse – including a de-facto spouse
- a relative or friend who has both a close personal relationship and a personal interest in the resident’s welfare
- an unpaid carer who is now providing domestic services or support to the resident, or who provided these services and support before the resident entered a residential facility

There can only be one ‘person responsible’ for each resident.

What if there is no ‘Person Responsible’ for the Resident?

Despite the expanded definition of ‘person responsible’, there will be situations where there is no relative, carer or friend available to make a decision about medical or dental treatment. In such cases it is possible to carry out the medical or dental treatment without consent only if the following conditions are satisfied:

- there is no 'person responsible' available to give consent
- the doctor or dentist certifies in writing in the patient's clinical record that the treatment is necessary and will most successfully promote the patient's health and wellbeing
- the patient does not object to the treatment,
- the proposed treatment does not include one of the excluded treatments listed

Residents without an available 'person responsible' will be referred to the Guardianship Board to seek a publicly appointed guardian for ongoing management.

Samarinda staff cannot take on these decision-making responsibilities under any circumstances.

Power of Attorney

A 'Power of Attorney' is a document a resident can sign to appoint another person (called their Attorney) to act for them in relation to financial affairs. The document states what the Attorney is authorised to do. This can be quite narrow and specific, or as general as desired. Any lawful action taken by the Attorney under the Power of Attorney is binding on the resident, so it is important to appoint someone trustworthy. When the Power of Attorney is signed, the document can be given to the Attorney, or the resident can keep it until the need arises. The Attorney can use the document to prove that he or she is authorised to act on the resident's behalf. Even though the resident has appointed an Attorney, they can still personally carry out any transactions, such as banking and the sale of property, while they retain the ability to do so.

Enduring Power of Attorney

If a resident wants their attorney to retain the authority given to them, even if they lose the capacity to make their own decisions, they must sign a document called an 'Enduring Power of Attorney'. An Enduring Power of Attorney differs from a general Power of Attorney in that:

- the intention for the Enduring Power of Attorney to continue is stated in the document
- the resident's Attorney(s) must accept the appointment before the Power of Attorney can come into effect
- the resident's signature on the document is witnessed by a person such as a Solicitor, Barrister

- or Local Court Registrar. The witness cannot be the person the resident proposes to act as their 'Enduring Attorney',
- the person witnessing the resident's signature must also complete a certificate about the resident's understanding. Making an Enduring Power of Attorney is a way for the resident to legally appoint a person of their choosing to manage their financial affairs if they later lose the capacity to make these decisions for themselves

Note: From the 12th of March 2018, a person can still make an Enduring Power of Attorney to appoint someone with authority to make decisions about their financial and personal matters. It is important to note that personal matters will no longer include health care matters

What is an Enduring Guardian?

An Enduring Guardian is someone the resident appoints (at a time when they have capacity) to make personal, health or lifestyle decisions on their behalf, should they lose the capacity to make them for themselves. The resident can appoint more than one Enduring Guardian if they wish. They should choose the decision-making areas in which they want the enduring guardian to be involved – these are called functions. The resident can give their enduring guardian as many or as few functions as they like. For example, the resident can authorise their enduring guardian to make decisions regarding where they may need to live or what medical treatment they should receive. The resident's Enduring Guardian must act within the principles of The Guardianship and Administration Act 1986, in the best interests of the resident and within the law. A resident cannot give their guardian a function or a direction that would involve them in an unlawful act.

How Can a Solicitor Help?

A resident's solicitor can:

- tell them more about how a power of attorney or the appointment of an enduring guardian can be used to help manage their financial and personal affairs, should they lose the ability to manage them themselves;
- prepare and explain the documents for the power of attorney and appointment of enduring guardian, and arrange the necessary signatures and certificates.

Access to Records

A resident or their 'person responsible' can seek access to a resident's record. Please refer to the Samarinda Privacy Policy and the www.privacy.com.au reference NPP Section Six – Access and Correction.

All requests for access to resident's files must be provided in writing to the Privacy Officer at Samarinda. These requests must include details regarding the specific nature of the request. Approval is based on assessment of an individual's circumstance in accordance with the National Privacy Principles.

For more information visit the Office of the Australian Information Commissioner www.privacy.com.au or phone 1300 363 992.

The Agreement with Us

Under the Aged Care Act 1997 Samarinda is obliged to offer a Resident Agreement to every resident on admission to Samarinda. The Agreement details the conditions of residency in accordance with The Aged Care Act 1997 and the User Rights Principles 1997.

There are two kinds of Resident Agreement. They set out:

- the particulars of the care and services we will provide to you
- the fees and charges you may be required to pay
- the terms and conditions regulating the relationship between you and Samarinda

The Finance Manager will provide a copy of the Resident Agreement that is applicable to you when you move into Samarinda.

The Resident and Accommodation Agreement

The Resident and Accommodation Agreement is used with permanent care residents. It sets out the standard requirements under The Aged Care Act 1997 and is required to be returned to Samarinda within 5 days of admission. If the document is not signed and the resident continues with residency, then it is deemed that the resident has consented to the agreement.

The Accommodation Cost sets out information for residents who will pay a refundable accommodation deposit or contribution in full or part payments. It must meet the requirements of The Aged Care Act

1997. Samarinda is fully compliant with the prudential requirements under the Act. A confirmation from the Company's Auditor will be provided to all prospective and current residents at the end of each financial year, around October or November.

The Respite Agreement

The Respite Agreement sets out the provision of care and services for a limited period of time. The respite period will have a start and end date.

Using Leave Entitlements

Residents with a permanent approval for living at Samarinda are entitled to overnight social leave for a total of 52 occasions per financial year. This is allocated from July to the following June.

If you are a respite resident, you are not entitled to overnight leave. If you are transferred to hospital when classified as a respite resident, you are automatically considered discharged pending further assessment by the Aged Care Assessment Team (ACAT).

Security of Tenure

Under The Aged Care Act 1997 all care recipients in aged care facilities have security of tenure. This means that you may be asked to leave Samarinda only under the following circumstances:

- the service is closing
- the service can no longer provide accommodation and care that is suitable for the care recipient according to their long term assessed needs, and the aged care facility is not able to satisfy the current care requirements
- the care recipient no longer requires the care provided through the service (as assessed by an Aged Care Assessment Team)
- the care recipient has not paid any agreed fee to the aged care facility within forty-two (42) days after the due date, for a reason within the care recipient's control
- the care recipient has intentionally caused serious damage to the service, or serious injury to the provider, employee or another care recipient
- the care recipient is away from the service for a continuous period of at least seven days for a reason other than permitted by The Aged Care Act 1997.
- In the event the care recipient is asked to leave the service, Samarinda agrees to provide all reasonable assistance with locating and transferring the care recipient to alternative accommodation in accordance with The Aged Care Act 1997.

A care recipient may be moved to another bed or room within the service only if:

- the move is at the care recipient's request
- the care recipient agrees to the move after being fully consulted without any pressure
- the move is necessary on genuine medical grounds as assessed by an aged care assessment team, or at least two medical or other health practitioners who meet the following criteria:
 - one must be independent of Samarinda and chosen by the care recipient
 - both must be competent to assess the aged care needs of the care recipient
- the place occupied by the care recipient becomes an extra service place and the care recipient elects not to pay the extra service fee (only one move is permissible); or the move is necessary because of the need to carry out repairs or improvements to the service and the care recipient has the right to return to the bed or room, if it continues to exist as a bed or room for care recipients.

Resident Fees

Residents have the choice to manage their finances for as long as they are able to do so. Samarinda does not undertake the management of personal finances in any circumstances. If you elect not to, or you are unable to manage your finances, your 'person responsible' will be expected to accept responsibility for these matters. The Department of Health determine the fees for aged care services according to The Aged Care Act 1997 (Amendments). Charges include a basic daily care fee, an income tested fee (which is offset against the government subsidy) and an accommodation charge (which is based on your assets). We strongly advise that an assets assessment be submitted to the government at the time of admission to Samarinda, so that your financial circumstances can be considered. Basic daily care fees are payable by all residents, including respite residents. If an assessment is not submitted you will be charged the full fee in lieu of the Government subsidy usually paid to Samarinda for your care. This can be over \$200.00 per day. This fee is set by The Department of Health and reviewed in March and September every year.

If you have any questions regarding the fees and charges please contact:

The Department of Health

GPO Box 9848
 Canberra ACT 2601
 Phone: 1800 020 103
www.health.gov.au

Ancillary charges will be made for expenses such as hairdressing services, cosmetic services, podiatry, specialist speech pathology, physiotherapy, occupational therapy, private transport, nurse

escorts to medical or other appointments, prescribed pharmaceuticals or outings. Some of these expenses may be listed on the resident's monthly invoice with fees and charges, while other suppliers will require payment directly to the service provider.

Advance Payment

Permanent resident fees are required to be paid to Samarinda two weeks in advance. These fees include the basic daily care fee, accommodation charge and income tested fee if applicable. At the time of admission a deposit of \$20,000 is required and will be included as part of the Refundable Accommodation Deposit (RAD) payable to Samarinda.

This advance payment can be made by cheque or direct deposit. Samarinda will only accept subsequent payment of fees by Direct Debit. Samarinda does not accept payment in cash.

Respite residents will be issued with an invoice for their stay on day of entry. Any additional charges accrued during their stay (e.g. hairdressing, medication, excursion etc.) will be invoice at the end of the month.

How Payment is Made

Details regarding the payment of fees are covered during the tour of Samarinda and can be explained by the Finance Manager. Please note that we do not accept cash payment of fees owing to the risk associated with transporting cash to banks. We require payment to be made via direct debit. A monthly invoice is issued by our accounts and payment is collected by direct debit on or around the 15th of each month. Samarinda reserves the right to suspend residency if payment is refused or delayed without due reason.

Financial Hardship

Financial assistance under the hardship provisions of The Aged Care Act 1997 is available for eligible residents. Information on the hardship provision can be accessed on the web site www.health.gov.au. Alternatively, the Administration Assistant at Samarinda can provide an 'Aged Care Application for Financial Hardship Assistance Form'. This form must be completed and submitted with the appropriate evidence to the Department of Health.

Refunds

After the termination of the residential agreement, Samarinda will finalise the resident account upon receiving ancillary service providers final account information. Where possible, any refund will be created back into the nominated bank account used for collection of monthly fees.

Legal Services

Samarinda does not provide any legal services to residents or their relatives. If access to legal services is required, a resident or their representatives can arrange appointments with their preferred providers. If you are unable to do this, the administrative staff at the front desk can make an appointment for the resident with his/her preferred provider. Samarinda staff are not permitted to witness any legal documents.

Vacate Your Room

Personal items are to be removed from your room within 48 hours after termination of the agreement. Any items remaining after 48 hours will be disposed of by Samarinda at your cost.







“Samarinda has wonderful staff and they should be commended for the work they do”



“I am deeply grateful to Samarinda for the wonderful volunteers and kitchen staff”



SAMARINDA *locals for locals*

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