

# St Andrews

BALLINA

our community~our home



59 BENTINCK STREET BALLINA 2478

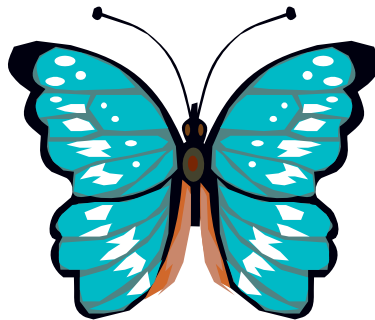
TELEPHONE:  
(02)6620 5800.

FACSIMILE:  
(02)6686 8752.

Email:

[office@standrew.com.au](mailto:office@standrew.com.au)

## **Residential High Care**



**Resident's Hand Book**



## **WELCOME TO ST ANDREW'S RESIDENTIAL HIGH CARE FACILITY.**

This booklet is designed to be used by you and your relatives as an information guide to our Residential High Care Facility.

St Andrew's Residential Care Facilities consists of :

- 60 Self Care Units
- 14 Low Care
- 40 Bed Low Care Dementia Specific Hostel
- 63 Bed High Care Facility

The overall concept of our facilities is to provide excellent aged care in a home like environment.

St Andrew's provides this accommodation to all people regardless of financial, ethnic, religious or social status.

St Andrew's facilities are certified as per the conditions set out in the Aged Care Act 1997.

If more information is required please contact the Chief Executive Officer Mr. Phillip Carter or Director of Care Services Mr. Peter Chittick on telephone (02) 66205800.



## **VISION**

- St Andrew's Village Ballina strives to be a learning organisation that responds to the dynamic environment of aged care through responsible governance and a commitment to quality care.

## **MISSION STATEMENT**

- To continue to identify and respond to the evolving needs of the individual.

## **IMAGE STATEMENT**

- Our community – our home.



## **THE CHARTER.**

- St Andrew's is a non-profit organisation registered under the companies (New South Wales) Code, limited by guarantee. St Andrew's is registered under the Charitable Fundraising Act, No CFN 10956 and is an approved Public Benevolent Institution.
- Our organisation is also approved by the Commonwealth Department of Health and Family Services to care for the aged and disabled.

## **THE SERVICE.**

- Our Mission Statement is met through the provision of care and accommodation in our Residential Care facilities, our Special Care Facility, and Hostel Units, all located in the Ballina Township.



## **PHILOSOPHY**

The philosophy of St Andrew's is based on the concept that each of our residents is an individual, to be treated with the utmost respect so they can maintain their self-esteem and dignity.

Our aim is to minister to the physical, psychological and spiritual needs of our residents, enabling them to live their lives to the fullest and as independently as possible in an atmosphere of Love, Peace and Dignity.

To help us achieve this end we welcome relatives and friends and a supportive local community who can be enriched by the giving of their time and their energy to visit us and become involved in the task of caring for our residents.

To fulfil the obligations implied in our philosophy, our staff must respect and support each other so that a harmonious team can care for our residents, whilst observing specific requirements mandated by government.

1. To maintain each resident's health at the optimum level.
2. To encourage each resident to achieve the maximum possible degree of independence.
3. To recognise and respect the right of each resident to exercise freedom of choice, so long as this does not affect the rights of others.
4. To ensure a homelike environment is created and maintained.
5. To ensure the dignity and privacy of all residents is maintained.
6. To encourage residents to participate in a variety of activities appropriate to their needs and interests.
7. To encourage residents to communicate confidently, aspects relevant to their care and needs, enabling them to live in a happy, safe, homelike environment.
8. To ensure the safety of the residents, staff and visitors.
9. Liaise with voluntary workers, individuals and community groups, who assist with the resident's care.
10. To encourage staff in the pursuit of ongoing professional development.
11. To encourage all staff to assess the quality of care delivered and evaluate this care in order to reach a continuous improvement outcome.
12. To abide by all legal and professional standards, exceeding wherever possible.

# **CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES IN APPROVED RESIDENTIAL AGED CARE FACILITIES.**

## **PREAMBLE.**

Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into a residential aged care facility, regardless of his or her physical or mental ability, to exercise or fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, facility proprietors and staff, carers and the community will help people who live in residential aged care facilities to continue as integral, respected and valued members of society.

Australian society has a strong commitment to social justice principles. Those principles recognise the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society which is free of prejudice and is caring, just and humane.

This Charter affirms those social justice principles.

The personal, civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into a residential aged care facility.

The Charter also recognises that residents of residential aged care facilities have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognises that residents have specific rights and responsibilities which balance the needs of the individual against the needs of the residential aged care community as a whole.

## **EACH RESIDENT OF A RESIDENTIAL CARE SERVICE HAS THE RIGHT:**

- To full and effective use of his or her personal, civil, legal and consumer rights;
- To quality care appropriate to his or her needs;
- To full information about his or her own state of health and about available treatments;
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- To live without discrimination or victimisation and without being obliged to feel grateful to those providing his or her care and accommodation;
- To personal privacy;
- To live in a safe, secure and homelike environment and to move freely both within and outside the facility without undue restriction;
- To be treated and accepted as an individual and to have his or her individual preferences taken into account and treated with respect;
- To continue his or her cultural and religious practices and to keep the language of his or her choice without discrimination;
- To select and maintain social and personal relationships with anyone else without fear, criticism and restriction;
- To freedom of speech;
- To maintain his or her personal independence;
- To accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
- To maintain control over and to continue making decisions about the personal aspects of his or her daily life, financial affairs and possessions;
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;

- To have access to services and activities available generally in the community;
- To be consulted on and to choose to have input into, decisions about the living arrangements of the residential care service;
- To have access to information about his or her rights, care, accommodation and any other information that relates to the resident personally;
- To complain and to take action to resolve disputes;
- To have access to advocates and other avenues of redress;
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

**EACH RESIDENT OF A RESIDENTIAL CARE SERVICE HAS THE RESPONSIBILITY:**

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

# CONDITIONS OF RESIDENCE.

It is our aim that you will find that the philosophy of care engenders an atmosphere of harmony and mutual respect between residents and the staff. It is desired that all residents shall find this a place of happy companionship where they enjoy the fullest amount of security and at the same time, independence and privacy within a community lifestyle.

## 1. ELIGIBILITY

1.1 Applicants must meet the criteria provided for in the Aged Care Act 1997.

This includes assessment as requiring accommodation by the Commonwealth Aged Care Assessment team. (ACAT) Telephone 66206222.

## 2. ACCOMMODATION

2.1 Residents have occupancy of a room, either shared or single in the High Care Facility.

2.2 Each resident has a built-in wardrobe and is provided with a bed and mattress. Residents are encouraged to bring personal items from home with them. Small furniture items can be brought if management agree.

All electrical equipment is to be checked annually by a qualified electrician and tagged accordingly.

2.3 Each room has a ceiling fan. Bedrooms in the High Care Facility have air conditioning.

2.4 Simple to operate nurse call system for each resident is situated next to each bed, in bathroom areas and community areas. The Dementia Wing has sensor pads to alert staff when residents are out of bed for too long a period during the night.

2.5 Community lounges and dining rooms are provided for use by the residents and their visitors.

If a private or quiet area is required, please ask staff for assistance, a “quiet area” has been provided in the High Care Facility for residents to use.

2.6 Our Dementia care area in the High Care Facility is designed specifically for those residents who need closer supervision due to their disease related behaviour. There are five residents in this area. Residents will be transferred to the general area within the facility when their condition no longer requires the intensive supervision of the dementia specific area.

### **3. SERVICE CHARGES AND SERVICES PROVIDED**

- 3.1 Service charges will be set by management in the manner detailed in the Resident Agreement.
- 3.2 Charges are payable monthly in advance by Direct Debit. Direct Debit Authority attached to application.
- 3.3 Services provided by this facility are also the subject of Commonwealth requirements. All Commonwealth required services are provided by this facility and detailed in the Schedule headed "Prescribed Services".

### **4. RESIDENT FUNDS AND 'PETTY CASH'**

- 4.1 We do not require you to have your finances, pension, etc, administered by us. Management is not allowed to take over control of your money, your pension or your financial activities generally.
- 4.2 You are encouraged to maintain control of your finances. If you don't wish to manage your own finances, we strongly suggest creating an enduring power of attorney in favour of a relative, your solicitor or accountant. This will allow continued administration of your finances even if you are unable through incapacity. Alternatively you may prefer to use a trustee company or the Public Trustee.
- 4.3 We do require a certified copy of your Power of Attorney document if you are not handling your own finances. This facility will not make payment to, or discuss any financial matters with any family member or representative who is not legally authorised.
- 4.4 We do not like you to keep cash in your possession; your cash should given to the office, this is then banked into your "Residents Fees Account". Your money is available Monday to Friday during office hours through petty cash advances at a maximum of \$50 per day, which are added to your next monthly bill, podiatry and hairdressing are also paid from this account on your behalf each month.

## **5. CARE OF ROOMS AND BUILDINGS**

- 5.1 To maintain attractiveness, we request that you do not drive nails or screws into the walls or fittings, not paint the walls or any part of your room, or do not allow any decorative work to be done other than in agreement by the Facility. Residents are to allow the cleaning staff into their rooms at an agreed reasonable time.
- 5.2 Residents shall allow the staff, or any person authorised by the facility to, at any reasonable time,
- a) inspect any part of the room or;
  - b) enter the room to effect such repairs to the premises fixtures and fittings as we decide.

It is expected of any such person entering a resident's room that they shall have due regard for the resident's privacy.

## **6. LAUNDRY SERVICES**

- 6.1 We are responsible for general laundry services, which includes personal laundry at no extra cost. If you wish your laundry to be attended by your relatives then we request that you provide a small laundry basket for the soiled articles. Underclothes being laundered by relatives must be taken home daily.
- 6.2 No laundering is permitted in resident's rooms.
- 6.3 All personal clothing is to be identified by nametags, heat sealed onto the garment. This service will be performed by the facility for a one-off cost of \$30.00 per resident. Please inform staff of any clothing brought in after admission as these will require marking.
- 6.4 We request personal clothes that are easily laundered to be provided. It is very difficult for our facility to launder expensive woollen or delicate clothing.

## **7. DRESS**

- 7.1 Out of respect for each other and to maintain a dignified and homely atmosphere, residents are expected to be attired in clean and respectable clothing. This clothing needs to be suitable for the residents' lifestyle and comfort. Soft comfortable shoes should also be provided
- 7.2 As each resident's needs differ regarding clothing, please discuss individual needs with the staff closer to admission, or on admission.

## **8. RELATIVES/VISITORS**

- 8.1 Relatives and friends are encouraged to visit at any reasonable hour. Staff will assist with arrangements as required.
- 8.2 Family participation in care giving is encouraged by our facility. We encourage family members to be involved in case conferences, assist with meals or whatever little job they feel comfortable doing.
- 8.3 Relatives are encouraged to discuss care given with the staff in charge.
- 8.4 A kitchenette in the High Care Facility activities area has tea and coffee facilities for relatives/visitors.

## **9. PRIVACY AND DIGNITY**

- 9.1 The privacy and dignity of all residents will be maintained at all<sup>1</sup>times.
- 9.2 Comfort and dignity of terminally ill residents will be maintained, as will the residents wishes be identified and respected whenever possible.
- 9.3 Cultural and religious beliefs will be respected as will the individual's right to die with dignity.
- 9.4 Staff will liaise with religious/cultural support groups on your behalf when required.
- 9.5 The Privacy Amendment (Private Sector) Act 2000 extends the operations of the Privacy Act 1988 and this requires St. Andrew's Village Ballina Ltd to provide information about our management of personal information.  
St. Andrew's Village Ballina Ltd. recognises its obligation to comply with the National Privacy Principles in the Privacy Act 1988 and associated amendments.  
St. Andrew's Village Ballina Ltd. acknowledges and is committed to meeting its obligations under those principles to its clients, staff, contractors and the community.

St. Andrew's Village Ballina Ltd. has established and will maintain systems relevant to the collection, use and disclosure, quality, security, accuracy and correction of personal information pertaining

to the resident provided to the organisation in all areas of its operations and practice.

## **10. ABSENCE**

- 10.1 To meet fire regulations and to alleviate the concerns of all in the event of an emergency, residents are requested to sign a register when leaving the facility as well as giving indications of the approximate time of return. Staff must be informed if a resident is having overnight stay and a contact address and/or phone number is required.
- 10.2 Residents are permitted under the Aged Care Act 1997, to have 52 days social leave each twelve months.
- 10.3 Hospital leave under The Act is unlimited.
- 10.4 Fees remain payable during periods of social and hospital leave.

## **11. MONEY AND VALUABLES**

- 11.1 No responsibility is accepted by us for money or valuables kept in your room.
- 11.2 If any valuable jewellery is brought into the facility we request that a photograph be supplied to us of the item. All valuables are to be documented.
- 11.3 Prescription glasses are to be marked prior to admission. This may be done by the jewellers or optometrist.

## **MEDICAL CARE**

- 11.4 Residents have the choice of nominating their own doctor, provided he/she has clinical privileges at our facility.
- 11.5 Doctors are requested by the facility to visit their residents at least every three months and to visit when requested by the resident, relative and staff.
- 11.6 The facility will always notify the doctor of any substantial change in a resident's condition, as well as the next of kin.
- 11.7 Specialist referrals are organised by the Medical Officer. Whenever possible the specialist will come to the facility; in those cases where this is impossible relatives are asked to assist with transport. If the

relative is unable to assist, transport will be arranged at a cost to the resident.

- 11.8 Optical services are organised by the staff at the resident's own expense. A visiting optometrist is available.
- 11.9 Staff will facilitate arrangements for specialist and interpreter/translator services as required.
- 11.10 Our facility recognises the importance of complementary therapies including Aromathorapy, Naturopathy, Acupuncture, Osteopathy etc and will endeavour to assist residents with implementing these therapies as required. Consent must be obtained before any therapies are implemented.

## 12. MEDICATION

- 12.1 Medications that are obtained for a resident belong to that resident and are not put into general ward stocks.
- 12.2 The facility has arranged for an accredited pharmacy, Blooms The Chemist of Ballina to dispense medications prescribed by the Medical Officer. Aged Care Facilities do not have in-house pharmacists. Most medications prescribed are covered by the Pensioner Benefit Scheme or Department of Veterans Affairs, other items will have to be paid for at the retail cost, by the resident. **Residents/relatives may organise to pay pharmacy accounts personally or by direct debit facility offered by Blooms The Chemist.**
- 12.3 There is provision by the pharmacy for residents to acquire the cheaper brand of medications providing the doctor is in agreeance.
- 12.4 All medications, which are prescribed by the medical officer, are administered by qualified nursing staff at the appropriate times through the Webster system. This is a system whereby the medications are pre-packed into a blister pack. All medications are stored in a locked medication room.
- 12.5 It is the right of the resident to choose their own pharmacist although it is preferred that they use the Pharmacist appointed by the facility.

### **13. PAIN MANAGEMENT**

14.1 At all times staff will ensure that the resident is pain free. This will be done by assessing the resident for pain causes, treating any pain, in consultation with the resident or his/her representative and nominated medical officer.

### **14. MEDICAL RECORDS**

14.1 These are private and confidential and subject to some exceptions, no information concerning residents will be released to another person without the resident's consent.

14.2 Residents or their agent have the right to access their own medical records in the presence of their Medical Officer, or Director of Care Services.

### **15. ACTIVITIES**

15.1 Many activities are provided which are free to all residents. For some optional special activities, a fee will be charged which will be related to the costs involved. You will be advised, in advance, if there is a fee.

15.2 Residents are urged to become involved in the various activities provided for them by the facility.

15.3 The activity programmes are planned with the resident and also include aspects of rehabilitation, designed specifically for the individual. Our aim is to achieve maximum independence and self-respect.

15.4 Bus trips are organised when the weather is suitable.

*Relatives may participate and enjoy these outings, by taking their relative in private car and meeting the bus at its destination. If vacant seats are available on the bus, spouses may be invited to join the outing.*

### **16. ALCOHOL**

16.1 Alcohol is permitted in moderation with permission of your Medical Officer and at the discretion of the Registered Nurse. Supplies of alcohol are purchased by the resident/relative.

## **17. MEALS**

- 17.1 A varied menu is offered, with individual preferences and dietary needs catered for. In the High Care Facility the three main meals and in between snacks are served either at the resident's bedside, in the lounge areas or in the dining area, depending on the wishes of the resident.
- 17.2 Relatives are welcome to have meals with the resident, a nominal amount being charged for the meal and payable at the office. If a meal is required please notify the front office before 9.00am.
- 17.3 Any planned absences from meals should be notified to us so that alternative arrangements can be made.
- 17.4 Dietary consultation with the Catering Officer is available Monday to Friday, on weekends the immediate Supervisor can be notified of any concerns or changes. A copy of the weekly menu is posted on the resident information board.

## **18. ELECTRICAL EQUIPMENT**

- 18.1 Small television sets and portable radios are permitted in rooms. Residents will need to use an earphone attachment if neighbouring residents are annoyed by loud volumes.
- 18.2 Electrical equipment owned by the resident must be checked and tagged as safe by a competent electrical authority each year, or as directed by the Occupational Health and Safety Committee.

This requirement is to be attended prior to the electrical equipment being brought into the facility.

This check is at the expense of the resident. This electrical check is required by law to be carried out each twelve months. The facility currently charges \$5.00 per item.

The facility will monitor the ongoing tagging of privately owned electrical equipment at a cost to the resident.

- 18.3 A coaxial cable will need to be provided by the resident for T.V.'s.
- 18.4 Double adaptors are not allowed in the facility. Residents will need to provide power boards if needed.

## **19. HAIRDRESSING/GROOMING**

- 19.1 A hairdresser is available one day each week in the facility's salon. Bookings are essential and can be made through the nursing staff.
- 19.2 Charges are the responsibility of the resident and payment can be made directly to the hairdresser or billed to the residents monthly fees account.
- 19.3 For male residents electric razors are preferred and are to be supplied by the individual.

## **21. PHYSIOTHERAPY**

- 21.1 A Registered Physiotherapist assesses and plans all resident physiotherapy needs within the High Care Facility. The treatments are carried out by the physiotherapist, a physiotherapy aid, as well as nursing staff.
- 21.2 Physiotherapy is a prescribed service as per The Aged Care Act 1997, for High Care Facility Residents only. These residents do not have a charge incurred for physiotherapy treatments.
- 21.3 St Andrews Village has access to the Crowley Care Centre hydrotherapy pool. Consent from your medical officer and physiotherapist is required for this therapy.

## **22. PODIATRY**

- 22.1 A podiatrist attends the High Care Facility on a monthly basis. Podiatry is a prescribed service for those residents who require this treatment based on their relevant medical history.
- 22.3 All residents are required to provide their own nail care equipment in accordance with the Department of Health's Infection Control policy.

## **23. PETS**

- 23.1 Personal pets are not permitted on a permanent basis; however, relatives may bring a pet in for a visit to see their owner.

## **24 NEWSPAPERS**

- 24.1 The local newsagency will deliver daily, any publications that are required by the resident. The resident will receive a monthly account from the newsagency.
- 24.2 The local newspaper is available daily to be shared with all residents.

## **25 CHURCH SERVICES**

- 25.1 A list of Church Services held within the facility is displayed in the activities area. We will aim to provide for all residents' spiritual and cultural needs.
- 25.2 Ministers of religion are available whenever required and staff will assist with arrangements on behalf of the resident if required.
- 25.3 Residents/relatives are encouraged to utilise the Chapel. The Chapel booking program is located on the Residents Information Board in the activities area.

## **26 CONDUCT**

- 26.1 Residents are required to conduct themselves in a manner keeping with the values and standards of the facility community. To maintain an atmosphere of peace and contentment for other people in the facility, residents and their visitors are reminded to keep noise levels at an acceptable level at all times.

## **27 RISK TAKING**

- 27.1 The resident's right to activities which may involve a degree of risk is respected by the facility. If the risk is considered dangerous, unlawful or detrimental to the health of the resident and / or other residents, by the Medical Officer, or the nursing staff, a "Risk Responsibility" form will need to be signed by the relative or resident.

## 28 MANAGEMENT-RESIDENT CONSULTATIONS

28.1 Resident and relatives/carers meetings are held in both areas of the facility. Residents and relatives are strongly encouraged to attend these meetings. The meetings are held every two months. The minutes of this meeting are presented to management to enable problems to be rectified.

Without constructive criticism we are unable to correct any deficiencies. At all times these criticisms are treated in confidence and anonymity is acknowledged.

28.2 Residents are able to have an interview with the Management at any mutually agreeable time. Relatives or friends may represent the resident at any time.

28.3 All enquiries in the first instance should be directed to the Chief Executive Officer and if not satisfied then to the Chairman of the Board of Directors in writing.

## 29 COMPLAINTS / SUGGESTIONS – CONTINUOUS IMPROVEMENT MECHANISM

29.1 A complaints/suggestions mechanism is in place and is located in the foyer area of each facility for all residents/representatives to utilise. Appropriate documentation and a user friendly flow chart is available to assist you in completing the form.

29.2 The Chief Executive Officer reviews and responds to all forms lodged.

29.3 All **confidential** complaints and suggestions lodged are then addressed confidentially in writing or verbally one to one.

29.4 **Non** confidential complaints / suggestions lodged are followed up via the appropriate Committee structure and the plan of action and resolve time frame are minuted.

29.5 Residents / Representatives are encouraged to make comments, to assist us in continually improving our service.

### **30 PROVISION FOR RESOLVING DISPUTES**

30.1 In the event of a dispute arising between the resident and the Management which is not able to be resolved by a meeting firstly with the Manager, secondly with the Board, then an arbitrator may need to be appointed. This can be organised through Aged Care Australia.

### **31 APPEAL / REVIEW**

30.1 The Aged Care Bill 1997 requires our facility to provide care and accommodation in a manner consistent with the charter of Residents' Rights and Responsibilities, if any resident has complaints or concerns regarding their care or accommodation, they may, at any time provide confidential and/or anonymous information to:

a) The Commonwealth Department of Health & Ageing

Phone; (02) 9263 3555  
Toll free 1800 048998

b) The Accommodation Rights Service

Phone; (02) 9281 3600

c) N.S.W. Department of Health – Complaints Unit.

Phone; (02) 9816 0482

d) Aged Care Standards and Accreditation Agency

Phone; (02) 9633 2099

Or, contact your Local Members of Parliament, visiting Clergymen, The Aged Care Assessment Team or any other advocate or group of your choice.

### **32 FUNERAL ARRANGEMENTS**

32.1 These are the responsibility of the resident and his/her family, who should advise the Registered Nurse in Charge as soon as possible after admission.

### **33 LIBRARY**

33.1 Use of the council library can be arranged for those residents who have no one to borrow and return for them. This includes large print publications.

### **34 MAIL**

34.1 The Recreational Officers will post mail for residents.

34.2 Standard stamps may be purchased from the office during office hours.

### **35 SAFETY**

35.1 It is the policy of our organisation to actively encourage a safe environment for residents, staff and the public who enter our premises.

35.2 We abide by and practice the N.S.W. Department of Health Standards in regard to fire safety as well as infection control.

35.3 The Occupational Health and Safety Committee conduct regular safety audits in all areas and Management is committed to making St Andrew's a safe place.

35.4 To help ensure a healthy and safe environment for all, families and capable residents should:

- Contribute their ideas and viewpoints on OH&S issues at Residents' meetings.
- Appreciate that all facility procedures and tasks will be designed with the wellbeing of both employees and residents in mind.
- Acquaint themselves, and comply, with the requirements of the facility's emergency evacuation plan and any safety rules.
- Fire Safety lectures are provided annually for residents and interested representatives.
- Acknowledge that all employees have a right to a safe working life and therefore should not be expected to place themselves at risk of injury in their day to day work
- Appreciate that OH&S considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred

- Seek advice from the employees on the OH&S implications of the design of clothing, appliances or other personal possessions prior to bringing such items into the facility.

## **36 SMOKING**

36.1 Our facility is a “Smoke Free” facility.

## **37 TELEPHONES**

37.1 Residents of the High Care Facility have access to a cordless telephone to receive calls or they may have a line connected to their room. Line rental and telephone usage will then be invoiced to the resident’s account each month. Please contact the Administration Office to arrange connection.

## **38 VOTING**

38.1 Residents who are able to vote will be assisted if needed to do so.

38.2 Residents unable to vote are excused by the Electoral Office, on receipt of a letter from the Medical Officer.

38.3 Please bring election card on admission, as it is often necessary to change the resident’s address with the electoral office.

## **39 RESIDENT’S AGREEMENT**

39.1 All residents will be required to sign a Resident’s Agreement within seven days of admission to the facility. All monies payable will be set out in the Agreement.

## **40 STATEMENT OF ASSETS**

**40.1 Statement of Assets will be required by the organisation prior to admission.**

This provides the information necessary to determine the resident’s ability to pay a bond in the hostel or an Accommodation Charge in the High Care Facility.

## 41 FEES AND CHARGES

- 41.1 Fees are determined by the Department of Health and Aged Care and are payable monthly in advance. All fee payments are requested to be by direct debit. Care staff *are not* to collect money.
- 41.2 Services not covered by the Nursing Home fees include:
- Dental
  - Optical
  - Pharmacy
  - Hairdressing
  - Telephone
  - Newspaper delivery
  - Marking of clothing
  - Tagging of Electrical equipment

## 42 ACCOMODATION CHARGE

- 42.1 The following is the Accommodation Charge and fee structure applicable to residents, effective from 20<sup>th</sup> September 2008.
- 42.2 Accommodation Charges are payable by residents with sufficient assets, as per the Aged Care Act 1997.
- 42.3 Assets will be assessed over the past five years. If you have assets below \$35,500.00 you will pay no accommodation charge.
- 42.4 Residents with assets in excess of \$91,410.40 will pay the maximum charge of \$26.88 per day for self funded retirees and \$21.39 for those receiving a means tested Australian Pension.

Residents with assets between \$35,500.00 and \$91,410.10 are charged on a sliding scale.

Note: The calculation is slightly different for residents who entered permanent care before 1<sup>st</sup> July 2004 and who entered before the 20<sup>th</sup> March 2008.

- 42.5 The interest rate payable on outstanding Accommodation charges is 8% pa (from 20<sup>th</sup> September 2008).
- 42.6 All fees and charges are indexed in March and September when aged pensions are indexed.

**43 BASIC FEE (as at 20/09/2008)**

43.1 Fees are billed on a calendar month by direct debit in advance.

43.2 **The Current Rate** – Revised on the 20<sup>th</sup> September 2008 the current rate for all new residents who entered on or after the 20<sup>th</sup> March 2008 is \$32.95 per day = \$461.30 per fortnight. (85% of the single pension)

Means testing of additional income is carried out by Centrelink or DVA. Please refer to the separate handout on Income Tested Fees.

**Means tested fees do not take effect until the 29<sup>th</sup> day of residency.** The first 28 days are billed at the standard daily fee. During this time Centrelink or Department of Veterans' Affairs will calculate the means tested fee using information provided by Non-pensioners or from information they already have for Pensioners and Part-pensioners. Centrelink or Department of Veterans' Affairs will advise the Commonwealth Department of Health and Aged Care of the fee. The Department will advise the resident and the provider. If the information is not available in the 28 days a provisional fee will be charged and the fees account will be adjusted when the correct fee is notified.

Fees for most non-pensioner residents have a tax rebateable factor.

**Respite Residents Fees** – All respite residents are charged a flat fee – the basic level fee, regardless of whether they are pensioners or non-pensioners. They are not means tested and **DO NOT PAY AN ACCOMMODATION CHARGE.**

Respite residents will pay 85% of the single pension.

**St. Andrew's Village Ballina Ltd. will endeavour to notify all residents or their representatives of any changes relevant to them.**

**Note: Conditions are subject to change without notice**