



59 Bentinck Street Ballina 2478  
Telephone  
(02) 6620 5800  
Facsimile  
(02) 6686 8752  
Email  
office@standrew.com.au

# Hardwicke House

Hostel Accommodation

Handbook



**PLEASE RETAIN FOR YOUR REFERENCE**



## Hardwicke House Hostel Accommodation

### DIRECTORY

#### Pages

3. Welcome
4. What is Hostel Level Care?
5. What will be in Your Room?
  - Who can move into our Hostel?
  - What is Assessment?
6. Philosophy of Care
7. Objectives
8. Charter of Residents' Rights & Responsibilities in Approved Residential Preamble
9. Each Resident of a Residential Care Service Has The Right?
10. Each Resident of a Residential Care Service Has The Responsibility?
11. Hostel Rules
  - Absences
  - Activities
  - Aids to Daily Living
  - Alcohol
12. Ancillary Costs
  - Billing
  - Call System
  - Case Conference
13. Chemist
  - Cleaning of Rooms
14. Clothing – Clothing Guide for Men
  - Clothing – Clothing Guide for Women
  - Dental and Optical
  - Dietary Needs
  - Dining Room
15. Discharge
  - Disputes or Complaints
  - Privacy
16. Electrical Appliances
  - Fees – Full information Page 21
  - Fire Alarm
17. Food
  - Funeral Arrangements
  - Furniture
  - Furniture and Fittings
18. Hairdresser
  - Hospital
  - Hostel Rules
  - Laundry Services
  - Mail
  - Mattresses
  - Meal Times

19. Medical Care  
Medications
20. Newspapers  
Nursing Home Placement  
Outings  
Pets  
Podiatry  
Religious Services
21. Resident Funds and Petty Cash  
Resident Meetings  
Respite Care  
Rooms
22. Security  
Smoking  
Telephones  
TV and Radio  
Valuables  
Visiting Hours  
Visitors' Meals
23. Fees  
What Do Hostels Provide For The Fee Charged?  
Services Not Covered By Hostel Fees
24. Accommodation Bonds
25. Prudential Arrangements
26. Basic Fee  
Non-Pensioners  
Means Tested Fees
27. Respite Resident's Fees  
Agreements

## **WELCOME TO ST ANDREW'S LOW CARE UNIT.**

This unit of our organisation is designed to accommodate fourteen frail aged residents.

The unit has been designed to provide a homelike atmosphere, whilst at the same time providing an environment that is considered safe and secure.

Accommodation is available to all people regardless of financial, ethnic, religious or social status.

The hostel is licensed through the Commonwealth Department of Health and Aged Care.

St Andrew's Village Ballina Ltd, also includes self- care units, a dementia specific hostel and nursing home accommodation.

This booklet contains information to assist residents and relatives. If you require further information please contact our Director of Care Services.

**Chief Executive Officer**

**Mr Pip Carter**

**Director of Care Services**

**Mr. Peter Chittick**

**Address**

**59 Bentinck Street,  
Ballina. 2478.**

**Telephone**

**(02) 6620 5800**

**Fax**

**(02) 6686 9451**

**Email**

**office@standrew.com.au**



## **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.



## **WHAT IS HOSTEL LEVEL CARE.**

Hostel level care, can provide a person with physical, medical, social or psychological care, which can no longer be appropriately provided in the community.

Relatives are encouraged to continue to participate in all levels of care, including social and physical. Any resident in residential care does continue to require assistance and support from relatives and friends. The resident who continues to have family support benefits to a greater extent from all contexts of care.

Families will be kept informed of changes in the resident's assessment, particularly in matters that relate to general health and the need for medical intervention. It is also important for families to inform the unit of any circumstances that may change in the family structure that could have any impact on the resident.

If the instance occurs where resident care is unable to be managed in the unit, the family will always be consulted prior to transferring the resident to the nursing home section.

Hostels, in general, are designed to provide personal care services, but not nursing care. Services that hostels provide, include assistance with some or all of the following:

- Assistance and supervision with eating and drinking.
- Treatments or procedures, including help with taking prescribed medication.
- Assistance to maintain continence.
- Assistance and supervision with dressing, undressing and fitting of artificial limbs and hearing aids.
- Assistance and supervision with bathing, showering and personal hygiene.

## WHAT WILL BE IN YOUR ROOM?

Each resident room will be supplied with,

- A high/low adjustable bed
- Bed linen, quilt, bath towels, face washers, bath mat and shower curtain
- Curtains
- Built in wardrobe and bedside table
- Chair
- Heater and overhead fan
- Call bell
- En suites are fitted with support rails, shower chairs, hand held showers and emergency call bells.

It is very important for residents to feel comfortable and that the hostel is like “home”. To assist with this residents are encouraged to bring items with them, such as bedside lamp, photographs and pictures to be hung on the wall. Each room has an adjoining patio area for residents’ use, for plants or an outside setting.

Our hostel offers alternative areas to entertain visitors, or areas apart from your room for you to use;

- Sitting areas
- Courtyards
- Cambridge Lane with its sitting area, external gardens of the nursing home area.
- Coffee shop (open Tuesday and Thursday mornings)

## **WHO CAN MOVE INTO OUR HOSTEL?**

You are eligible to move into a Hostel, on a permanent basis, if you are a person who has been assessed by the ACAT as needing Low Care or Hostel care accommodation.

## **WHAT IS ASSESSMENT?**

Assessment aims to assist you to choose available care which best suits your needs and is necessary if you are to enter a facility. This assessment is carried out by an Aged Care Assessment Team (ACAT).

ACAT in this region is located at Ballina District Hospital, and can be contacted by telephoning (02) 66206222.

The assessment includes reviewing your physical, mental and social functioning. ACAT determine whether you are able to live independently, or if you require the support of the Hostel team.



## **PHILOSOPHY OF CARE.**

- **St Andrew's will be responsible for providing high quality care to the residents of this low care unit.**
- **The delivery of this care will be by trained and skilled staff, in small, comfortable and safe homelike environment.**
- **The unit will have a calm uncluttered atmosphere and provide privacy and security for all residents.**
- **Our facility will endeavour to maintain a restraint free environment by using alternative therapies such as hydrotherapy, aromatherapy, massage and physiotherapy.**
- **Residents will be made to feel welcome, encouraged to be involved in activities of daily household living, in a familiar atmosphere, free from medications where possible.**
- **Relatives will be encouraged to participate in care as often as possible and at all times they will be consulted in care practices.**
- **It is an important consideration that the accommodation is appropriate for the resident and for this reason our facility has principles in place relating to admission and exit criteria. Suitable clients will be identified through the process of assessment and consultation with other health care services and the family. Transfer from the Unit will relate to the inability of the resident receiving any benefit from the care being given, their incontinence is so great that the Unit can no longer care for them, or they are immobile.**
- **St Andrew's may not always be able to provide the ageing in place concept, but we aim to be able to provide ageing on site.**



## **OBJECTIVES.**

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.

# **HOSTEL RULES.**

## **ABSENCES**

To meet fire regulations and to alleviate the concerns of all in the event of an emergency, relatives 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.

Residents are permitted under the Aged Care Act 1997, to have 52 days social leave each twelve months. Hospital leave under The Act, is unlimited.

Fees remain payable during periods of social and hospital leave.

## **ACTIVITIES**

Activity staff are employed each day to assist residents to participate in a variety of activities. Daily activities programs are displayed on the noticeboard. Programs are based on activities of daily living, so as to achieve maximum independence and self- respect.

Bus trips will be organised, with the residents and Diversional Therapy staff.

Relatives are encouraged to participate whenever they can.

## **AIDS TO DAILY LIVING**

Some residents may require specialised equipment to maintain their independence within the Hostel ie. wheelchairs, walking frames, commodes, incontinence aids sheepskins etc. There is a small number of these available in the Hostel for short term use, but for long term use, residents/relatives will be required to purchase their own. The facility is able to do this for you, through the various surgical companies.

## **ALCOHOL**

The consumption of alcohol is permitted providing it is not against medical officer's orders/due to medications. Happy hour is organised by the staff.

Relatives are requested to purchase the alcohol and give to the staff to administer. Alcohol is not permitted to be left in the resident's room.

## **ANCILLARY COSTS**

Items and services such as the following are *not* covered in the Resident monthly billing:

- Hairdressing charges
- Occasional social events outside the home
- Prescription medication
- Escort/transportation costs for appointments
- Dental, optometrist, hearing services
- Continence aids
- Podiatry
- Physiotherapy
- Happy Hour

## **BILLING**

Billing is attended by administration, monthly, in advance.

Fees are set by the Department of Health and Aged Care and are discussed later in this booklet.

Our business office is open Monday to Friday 9am – 5pm.

Hostel staff are unable to collect fees, payments must be made at the Administration office. Accounts, are to be paid by direct debit.

Extra funds can be placed into your fees account, to allow for the payment of any ancillary items.

## **CALL SYSTEM**

A call system is in place in each residents' room and ensuite, as well as communal areas. Resident's have a choice to wear a pendant alarm when outside these areas, in case of emergency

## **CASE CONFERENCE**

Each resident will have a case conference shortly after admission, yearly and as required. The purpose of this conference is to develop a plan of care that reflects current strengths, abilities, personal preferences, specific needs, safety and security risks. This opportunity provides clear direction to staff providing care and support information to family and resident.

## **CHEMIST**

The facility has arranged for an accredited pharmacy, Blooms the Chemist, to dispense medications, prescribed by the medical officer, for administration to the resident by the hostel staff. Residents/relatives may organise to pay pharmacy accounts personally or by direct debit with the Pharmacy.

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.

All medications will be stored in the locked cupboard in the staff service area. Medications that are obtained for a resident belong to that resident and are not

put into general stock.

## **CLEANING OF ROOMS**

This will be attended daily and can be incorporated into a daily living activity for the resident. Residents' rooms are regularly given a major "spring clean" and resident will be informed before this is attended.

It is expected that any staff member attending to this duty will have due regard for the resident's privacy.

## **CLOTHING**

A clothing guide has been included to assist you in preparing your wardrobe. Clothing should be of washable material, suitable for washing by commercial machinery. Some materials are not compatible with our washing system such as wool or wool blends and silk.

The following is a guide to providing clothing for the resident upon admission. All clothing is to be identified by nametags heat sealed to the garment. This service will be performed by the facility at a one-off cost of \$30.00.

### **CLOTHING GUIDE FOR MEN.**

6 pair pants/shorts	6 shirts/t-shirts
6 singlets	10 pair underpants
6 pair socks	4 jumpers
5 pair pyjamas	1 dressing gown
2 pair slippers	2 pair shoes

track suits can be substituted if comfortable wearing same.  
Hat, cap and sun hat for outdoors.

### **CLOTHING GUIDE FOR WOMEN.**

6 dresses, skirts as preferred	6 slacks or track suits
6 brassieres	6 petticoats
10 pair underpants	6 nighties/pyjamas
2 dressing gowns	4 jumpers
2 pair slippers	2 pair shoes

6 pair pantyhose/stockings. Not knee highs.  
Purse, hat, sun hat for outdoors.

Please inform staff of any clothing brought in after admission as these will require marking.

Families may if they wish, assume responsibility for the resident's laundry, but we still require clothing to be clearly labelled to prevent any loss. Laundering of clothes, and ironing can also be an important aspect of the resident's daily activities program.

All bed linen, towels and face towels are provided. These are changed on a regular schedule and as necessary. These are laundered in the

main facility laundry.

### **DENTAL AND OPTICAL**

Appointments can be arranged as needed. Residents are responsible for costs associated with these appointments.

Prescription glasses are to be marked prior to admission. This may be done by the jewellers or an optometrist.

### **DIETARY NEEDS**

Food preferences and special dietary requirements will be documented on your admission. Nutritional requirements will be met at all times.

### **DINING ROOM**

All residents will attend the dining rooms for their meals. Breakfast will be prepared at the time the resident requires same. Residents do not need to be dressed in their day attire for breakfast.

Relatives are welcome to have meals with the resident, a nominal amount being charged for the meal and payable at the office. Staff require notification by 9.00 am on the day that the meal is to be provided.

Any planned absences from meals should be notified to us so that alternative arrangements can be made.

### **DISCHARGE**

Residents are required to provide one month's written notice of intention to vacate the Hostel.

## **DISPUTES OR COMPLAINTS**

Complaints are viewed as an integral part of our Continuous Improvement cycle.

In the event of a dispute or complaint 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 be then appointed. This can be organised through Aged Care Australia. The Aged Care Bill 1997 requires our facility to provide care and accommodation in a manner consistent with the Charter of Resident's Rights and Responsibilities, if any resident has complaints or concerns regarding their care or accommodation, that are not adequately resolved by the facility management, they may, seek advice from the following at any time:

- a) The Department of Health and 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) 98160482
  
- d) Aged Care Standards and Accreditation Agency  
Phone (02) 9633 2099

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

## **PRIVACY**

The Privacy Amendment (Private Sector) Act 2002 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 provided to the organisation in all areas of its operations and practice.

## **ELECTRICAL APPLIANCES**

The use of radiators is not permitted in the resident's room. Double adaptors are not permitted, residents will require to provide power boards if needed.

Television and radio/stereo are permitted in the resident's room, providing these do not cause disturbing behaviour to the resident. 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.

A coaxial cable will need to be provided by the resident for T.V's.

## **FEES**

Fees are payable monthly, by Direct Debit in advance. Direct Debit authority attached to application.

## **FIRE ALARM SYSTEM**

All rooms in the facility are fitted with sensors to detect heat/smoke. Evacuation procedures are attended by staff if the need arises. Please remain with your relative if the system is activated.

Also please remember to complete the leave book should you you're your relative out of the facility.

## **FOOD**

Residents are requested not to keep food in their rooms, unless stored in air-tight containers. Fresh fruit is permitted. Refrigerator in the unit's kitchen is for storage of other foods.

St. Andrew's Village Ballina Ltd. is a registered food service, therefore all food brought into the facility for resident consumption is to be monitored and must be received by an accredited supplier.

Hot Food goods brought into the facility by a relative/representative is done so at the risk of the relative/representative and is not to be accepted by the facility's catering staff as process, control and elimination of risk cannot be validated.

Cold Foods purchased from an accredited supplier (eg Coles/Kmart or Woolworths) will be accepted by the facility's catering staff if the temperature is less than 5 degrees Celsius.

In the event of food being brought into the facility, staff are asked not to take such food into the facility's main kitchen for storage or reheating purposes.

Any food requiring reheating is to be attended to by the relative/representative in the resident care areas.

## **FUNERAL ARRANGEMENTS**

Families are requested to make arrangements prior to entering Residential Care, and to make these arrangements and any personal wishes known to all family members and the facility supervisor.

The facility chapel is available for memorial services.

## **FURNITURE**

Please discuss this with the facility supervisor. Requests are individual and depend on the items that you wish to bring into the facility.

## **FURNITURE AND FITTINGS**

Residents/relatives are not permitted to make any alterations to the furniture and fittings. Any necessary alterations, and/or hanging of paintings will be attended by the maintenance department.

## **HAIRDRESSER**

The facility has its own hairdressing salon. The cost of this service is met by the resident.

## **HOSPITAL**

Transfer to hospital would be organised if the resident's condition was such that this was warranted. Hospital admission would be on the medical officer's advice. The facility staff would organise same and notify relatives as quickly as possible.

## **HOSTEL RULES**

These rules will be amended or new rules introduced as required, subject to prior discussion and agreement with residents/relatives.

## **LAUNDRY SERVICES**

The facility is responsible for general laundry services which includes personal laundry at no extra cost.

Supplied linen, towels etc, will be laundered in the facilities main laundry.

No laundering is permitted in resident's rooms.

We also request personal clothes that are easily laundered as it is difficult for our facility to launder expensive or delicate clothing.

## **MAIL**

Mail will be delivered to the resident on a daily basis. Residents may post mail from the facility. Staff will assist residents with mail whenever required.

## **MATTRESSES**

All mattresses within the facility are fitted with moisture and fire retardant covers. Electric blankets are not permitted.

Soft mattress overlays such as egg crate and feather down overlays are permitted provided they have waterproof coverings.

## **MEAL TIMES**

Breakfast	7.30 am, or as requested by the resident
Morning tea	10.00am
Lunch	12.00pm
Afternoon tea	3.00 pm
Dinner	5.00 pm
Supper	7.45 pm

Residents who will be absent from the facility for a meal are requested to advise staff and the meal can be held until return or an alternative offered.

## **MEDICAL CARE**

Residents have the choice of nominating their own doctor, provided he/she has clinical privileges at our facility.

Residents are encouraged to visit the doctor at the surgery of their choice. A consultation form is to be taken to the doctor at each visit.

Medical Officers are required to visit their residents at least every three months and to visit when requested by the resident, relative and staff.

The facility will always notify the doctor of any substantial change in a resident's condition, as well as the next of kin.

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.

## **MEDICATIONS**

As the majority of hostel residents usually cannot manage their own medications, all medications will be administered by the care staff. All medications will be stored in the locked cupboard in the staff service area. This practice is in the interest of the resident's personal safety and complies with the requirements laid down by the Department of Health & Ageing. Allowances are able to be made for those residents who have been assessed as able to self administer.

The pharmacy pre-pack medication into a sachet pack ready for administration. Any cost associated with this delivery system is met by the facility.

Medications that are obtained for a resident belong to that resident and are not put into general stock.

Self medicating residents store medicines in their room in a locked drawer.

The facility has arranged for medications to be dispensed by Blooms The Chemist, an accredited pharmacy. Most medications supplied 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 organised with the pharmacy.

There is a provision by the pharmacy for residents to acquire the cheaper brand of medications providing the doctor is in agreeance.

The resident has a right to select a pharmacy of their choice. In this case the resident pays.

## **NEWSPAPERS**

Newspapers can be purchased by residents from the local newsagent. Papers are delivered daily and distributed by the staff. Residents/relatives are responsible for their accounts. Please notify staff if you wish to have this service

## **NURSING HOME PLACEMENT**

Residents who require care levels that are greater than those delivered in the hostel, full nursing care, will be reassessed by the Aged Care Assessment Team. Accommodation will be offered in our nursing home, providing there is a bed vacancy.

## **OUTINGS**

Suitable short bus trips will be organised on a regular basis. Volunteers are always welcome to assist the staff.

## **PETS**

Personal pets, except small birds, eg. canary or budgerigar, are not permitted on a permanent basis. Relatives are encouraged to bring pets in for visits.

## **PODIATRY**

A podiatrist visits the hostel on a regular basis. Bookings are made through the supervisor. Payment for this service is met by the resident.

## **RELIGIOUS SERVICES**

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.

Ministers of religion are available whenever required and staff will assist with arrangements on behalf of the resident if required.

Residents/relatives are encouraged to utilise the Chapel. The Chapel booking program is located on the Residents Information Board in the activities area.

## **RESIDENT FUNDS AND PETTY CASH**

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.

You are encouraged to maintain control of your finances whenever possible. 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.

We do require a certified copy of your Power of Attorney document. This facility will not make payment to, or discuss any financial matter with any family member or representative who is not legally authorised.

We do not like you to keep cash in your possession, your cash should be given to the office, this is then banked into your "Resident's Fees Account", your money is available Monday to Friday during office hours at a maximum of \$50 per day, through petty cash advances which are added to your next monthly bill, podiatry and hairdressing are also paid from this account on your behalf each month.

## **RESIDENT MEETINGS**

These are held bi-monthly. All residents and relatives are welcome. Meetings are designed for residents to be included in decision making and planning within the facility.

## **RESPITE CARE**

Respite is available, bookings are necessary, as is an assessment by the Aged Care Assessment Team.

Respite Care is available for 63 days each financial year.

The Respite bed is located in the Nursing Home.

All bookings are attended to by the North Coast Carer Respite Centre  
Telephone 1800 059 059.

## **ROOMS**

The Hostel Supervisor has the authority to transfer any resident from one room to another when it is in the physical, medical, emotional or social interests of care and management of the hostel. However unless the resident requests that he/she be moved, the resident may only be moved under the above circumstances and only after consultation with the resident and/or the resident's representative.

## **SECURITY**

A professional security firm is contracted by the facility to regularly patrol buildings and surrounding areas.

## **SMOKING**

St Andrew's is a "Smoke Free" facility. In the interests of safety and in the keeping with the current health standards smoking is prohibited for all staff, volunteers, visitors and suppliers on all St Andrew's property and is confined to smoking outside the boundaries of St Andrew's. The only exception will be in nominated exempt areas set aside for residents who smoke. Residents will not be permitted to have cigarettes and matches in their rooms.

## **TELEPHONES**

All telephone lines are provided by St. Andrew's Village. On admission please contact our office to organise connection. Telephone usage and line rental will be invoiced to the resident's account each month.

## **T.V. AND RADIO**

Personal sets are permitted within resident's rooms, unless they are detrimental to the resident's behaviour patterns. Residents must consider their neighbours in relationship of the noise levels. Hearing impaired residents will be required to have a personal earphone. TV and radio's will need to have the electrical leads tagged as per this booklet.

## **VALUABLES**

Residents are requested not to keep large sums of money, jewellery or any other item of value within their rooms. Under no circumstances can responsibility for valuables be accepted by the Board, management or staff.

## **VISITING HOURS**

Family and friends are encouraged to visit residents at any time. It is requested that if visiting after 6.30 pm that noise levels are kept to a minimum in case some resident has retired early.

## **VISITORS' MEALS**

Visitors are very welcome to share a meal with the residents in the dining room or alternative eating areas. A nominal fee is charged, payable at the office. Please advise the hostel supervisor by 9.00 am on the day that the meal is to be provided.

## **FEES.**

Fees are determined by the Department of Health and Ageing and are payable monthly in advance. All fee payments are requested to be by Direct Debit. Care staff *are not* to collect money.

### **WHAT DO HOSTELS PROVIDE FOR THE FEE CHARGED?**

- Your own room which you can decorate to your own taste
- An en-suite
- Your main meals, morning and afternoon tea and supper, served in the dining room, unless you are not well, when they will be served in your room.
- Staff assistance with activities of daily living
- Supervision with your medications
- Orientation and support at all times
- 24 hours a day staff to assist as required
- Personal laundry carried out in facility laundry.
- Activities program designed for each individual resident
- Daily cleaning of rooms and communal areas
- Gardens and the ability to garden if interested

### **SERVICES NOT COVERED BY HOSTEL FEES**

- Podiatry
- Dental
- Optical
- Pharmacy requirements
- Personal toiletries
- Hairdressing
- Telephone
- Newspaper delivery
- Tagging of electrical equipment
- Beauty Therapy
- Marking of personal laundry
- Physiotherapy
- Happy Hour

## ACCOMMODATION BONDS AND FEE STRUCTURE

The following are the Accommodation Bonds and fee structures applicable to Residents effective and including 1<sup>st</sup> September 2008.

### ACCOMMODATION BONDS

- Accommodation Bonds are payable by residents, with sufficient assets, as per Aged Care Act 1997.
- If you have assets below \$35,500.00 normally including \$5,000 furniture, fittings and effects, you will pay no accommodation bond.
- If you have insufficient assets to pay an accommodation bond you **will not** be refused admission.
- There are two components to accommodation bonds.
  1. An interest free loan component, currently at maximum level of \$298,000.00. (Higher by negotiation).
  2. Retention amount of up to \$3,504.00 per year for up to 5 years.

These amounts vary according to the resident's assets.

- New residents have six months to pay any lump sum accommodation bond. However, the amount will be agreed on at the date of entry, and interest will be charged on the bond amount from the time the resident enters the facility, if this is the method of payment.
- Current interest rate is 11.31%, based on Treasury Note Yield for the quarter ending September 2008.
- Accommodation bonds can be paid by periodic payments. Periodic payments are regular payments of an amount equivalent to the amount the provider could have derived from a lump sum amount agreed in the accommodation bond agreement.
- Accommodation bonds, minus the retention amounts together with any other moneys owed to St. Andrew's Village are refunded when the resident leaves St Andrew's complex.

## **PRUDENTIAL ARRANGEMENTS**

Under the prudential arrangements set out in the Aged Care Act 1997 each provider must:

1. When the resident originally pays a bond the provider must, by written agreement, guarantee repayment of the bond balance within the statutory time periods, ie within 7 days if a resident transfers to another service or 2 months in any other circumstances.
2. Within 4 months of the end of each financial year for a provider, the provider must prepare a written statement that:
  - a) all residents' bond balances required to be paid during the year were repaid in full and on time; and
  - b) the provider has the capacity to repay, in full and on time, all outstanding bond balances that can be expected to fall due in the following financial year; and
  - c) the provider has throughout the past year maintained insurance to cover losses arising from fraud, loss of earnings, fire, flood or other reasonably insurable events that may affect the ability of the provider to refund bond balances;
  - d) if the provider is an incorporated body then the statement must be signed off by the company directors or otherwise by a member of the group of people who are responsible for the provider's executive decisions;
  - e) the statement must also be certified, or qualified as appropriate, by an independent auditor or accountant;
  - f) within 4 months after the end of each financial year the provider must send a copy of the certified statement to the state office of the Department of Health and Aged Care;
  - g) providers' must also give a copy of the statement to each resident who has paid an accommodation bond and to each prospective resident who wishes to enter into the service.

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

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

**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> September 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**