# CONSUMER INFORMATION

Proudly part of UnitingCare

ARRCS AUSTRALIAN REGIONAL & REMOTE COMMUNITY SERVICES

# CONTENTS


**Welcome** ..... 3
- Our Vision, Our Values, Our Pathway Statement

**Your Rights and Responsibilities** ..... 4

**Privacy and Consent** ..... 4
- Details that ARRCS will collect Sharing information about you

**Advocacy** ..... 5
- How do I obtain further information?

**Complaints and Compliments** ..... 5

**Supporter Role** ..... 6
- A new registered supporter role in aged care
- Supporting older people to make decisions

**Feedback** ..... 7
- Providing Feedback

**Serious Incident Response Scheme (SIRS)** ..... 7

**Whistleblower Policy** ..... 9

**Fees Information** ..... 10

**About Your Room** ..... 11
- Allocation of rooms
- Furniture
- Electrical Equipment
- Television and Radio
- Insurance
- Safety
- Privacy

**Care Provision** ..... 12
- Plan of Care
- Care Team
- Allied Health Services
- Doctors, Dentists, and other Healthcare Professionals
- Hospital Leave
- Medications
- Nursing Services
- Private Health Funds
- Vaccinations

**General Information** ..... 13
- Lifestyle
- Visitors
- Visiting Times
- Alcohol
- Leave
- Smoking
- Next of Kin / Contact Person
- Pets

**Housekeeping** ..... 15
- Cleaning
- Clothing and Laundry Service
- Clothes Labelling
- Clothing Repair
- Lost or Unclaimed Clothing
- Toiletries
- Camera Use

**Moving In and Moving Out** ..... 16
- Items to bring with you
- Meals
- Moving Out

**Safety** ..... 16
- Personal Safety
- Walking and Mobility Aids

**Keeping in Touch** ..... 17
- Mail
- Telephones
- Voting

**Advanced Care Planning** ..... 18
- What is Advance Personal Planning?
- Why is it important?
- Who needs Advance Personal Planning?
- What is the process?
- The Northern Territory Advance Personal Plan
- Storing Your Documents
- Resources

**Attachment** ..... 20
- Consumer Life Story
- Charter of Aged Care Rights
- ARRCS Service Improvement Report

# WELCOME

**ARRCS is a not-for-profit organisation providing Residential Aged Care and Home Care across the Northern Territory.**

ARRCS Vision for Reconciliation is to advocate for Aboriginal and Torres Strait Islander cultures and identity through our services and empower self-determination for economic, social, and cultural development.

We will be unified in creating a place of belonging and respecting the connections Aboriginal and Torres Strait Islander peoples have to communities, lands, and cultures.

## OUR VISION

Passionately pursuing new ways to care where people and communities flourish and lead meaningful lives.

## OUR PURPOSE

To genuinely connect with the communities we serve, and enable our clients with agency, pride and dignity.

## OUR VALUES

Our Values demonstrate the principles, standards and qualities that are fundamental and characterise the way in which we do our work.

| | |
|---|---|
| **Compassion** | Through our understanding and empathy for others we bring holistic care, hope and inspiration. |
| **Respect** | We accept and honour diversity, uniqueness, and the contribution of others. |
| **Justice** | We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society. |
| **Working together** | We value and appreciate the richness of individual contributions, partnerships, and teamwork. |
| **Leading through learning** | Our culture encourages innovation and supports learning. |

Cultural Notice:

Aboriginal and Torres Strait Islander readers are advised that this handbook may contain images of residents who have died since publication.

# YOUR RIGHTS AND RESPONSIBILITIES

We acknowledge that you (or your loved one) who is receiving services, is entitled to basic human, legal, moral and consumer rights. This includes the right to respect, dignity, and privacy and to have your concerns heard.

ARRCS will ensure that your basic human, legal, moral and consumer rights are respected at all times. A copy of the Charter of Aged Care Rights is available at your service and is also contained in the Residential Care Service Agreement that you signed at the time of your admission, as well as on page 21 of this handbook.

# PRIVACY AND CONSENT

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

ARRCS has strict policies in place about who can access our Consumer's information.

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.

ARRCS uses the latest computer technology to ensure our Consumer's information is stored in a professional and secure manner, with our dedicated staff, volunteers and contractors always maintaining strict confidentiality and respect for our Consumer's privacy.

### Details that ARRCS will collect

- Your name and contact details
- Contact details including next of kin or legal guardians
- Doctor/Health Care Professional 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

### Sharing information about you

ARRCS 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, Services Australia, 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
- IT service providers or data support specialist
- Authorised accreditation agencies and other Aged Care specialists who ARRCS engage to improve efficiency may view Consumer records for service quality
- Research partners engaged by ARRCS to undertake research to improve the quality of our case and services (this is strictly controlled by ethical principles)

If you do not wish for any of these agencies or partners to share your information, you must speak to the Service Manager who will assist you.

You can request access to all your personal information held by ARRCS by contacting the Service Manager. This request will be evaluated as per the requirements and conditions of the Privacy Act 1988. There may be instances where we can't give access to certain records or aspects of records in accordance with the Australian Privacy Principles (for example if sharing the information with you impacts on the privacy of others or poses a serious threat to you or others).

We will ensure the request is handled in a timely manner.

For information about privacy issues associated with your care or to change your consent details, contact your Service Manager.

# ADVOCACY

If you are concerned about the quality of your care and services, and want to speak to someone about this, or you need assistance in making informed decisions, an advocate or advocacy service may be able to help. We support and respect this decision and our staff, on your request, can assist with a referral to an appropriate advocacy service.

### How do I obtain further information?

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

An advocate can:

- Provide you information about your rights and responsibilities
- Listen to your concerns
- Help you resolve problems or complaints
- Speak with us on your behalf
- Refer you to other agencies when needed

If you want someone to speak on your behalf in relation to an issue of concern you can contact your local Aged Care Advocate or on your request, we can arrange a referral.

# COMPLAINTS AND COMPLIMENTS

We want to provide you with a positive ARRCS experience. Your feedback is very important to us. You may like the way a particular service is provided or believe we do something particularly well. Alternatively, you may be unhappy with the way a service is provided or believe we could do something better. We would like to hear about the ARRCS experience. Your feedback offers us the opportunity to learn more about you and how we can improve the ARRCS experience for all people accessing our services.

This is your home, and we want you to feel comfortable in it. What you and your family/carers think about our services and how we can improve them is very important to us. It helps us provide the best possible care to you and others.

We want you to feel that you can bring anything to our attention, no matter how large or small it is. Compliments, complaints, concerns, and suggestions offer us the opportunity to learn more about your needs and to improve the quality of care and services we provide.

# SUPPORTER ROLE

A new registered supporter role in aged care

Under the new Aged Care Act, a registered supporter role has been introduced to strengthen older people's right to make their own decisions — with support if they choose.

A registered supporter is someone an older person trusts, such as a family member or friend. An older person may choose to have one or more registered supporters.

The role of a registered supporter is to help an older person understand information, consider their options, and communicate their own decisions about their aged care. The focus is always on supporting the older person to make choices that reflect their wishes, values and preferences.

Becoming a registered supporter does not give someone decision-making authority. Registered supporters do not make decisions on behalf of the older person — they support the older person to make their own decisions.

Some people may also hold a legal role, such as guardianship or enduring power of attorney. These roles are different. Appointed decision-makers can only make decisions on behalf of an older person when they have the legal authority to do so, under relevant state or territory laws.

Having a registered supporter does not limit an older person's ability to:

receive information directly

make their own decisions

communicate with aged care providers, My Aged Care, or assessors

The registered supporter role will commence when the new Aged Care Act comes into effect.

Supporting older people to make decisions

The Royal Commission into Aged Care Quality and Safety highlighted the importance of supported decision-making, recognising that people should have choice, control and dignity in their own lives and care.

The new Aged Care Act places the rights of older people at the centre of aged care. It recognises that everyone has the right to make decisions about their life, including the services and supports they receive.

Under the new Act, every older person is presumed to have the ability to make decisions. Some people may choose — or need — support to help them understand information or communicate their choices.

Supported decision-making means providing the right support, at the right time, so older people can:

understand their options

express their wishes

remain in control of their care

Older people can choose who supports them, if they wish. This may include appointing one or more registered supporters.

Not everyone will want or need a registered supporter. Many older people already feel well supported by carers, family members, friends or others in their lives. These important relationships can continue, whether or not someone becomes a registered supporter.

At ARRCS, we are committed to respecting your choices, supporting your independence, and working with the people you trust — always guided by what matters most to you.

# FEEDBACK

We may ask you or your family/carers to complete a Satisfaction Survey or our Service Improvement Forms as a way of checking if there are ways in which we can improve. Please be assured that when you provide information, your rights to confidentiality will be respected at all times.

## Providing Feedback

### INTERNAL FEEDBACK

**Option 1**

Provide feedback using the *TellTouch*™ kiosk, tablet or mobile application, which can be downloaded from the App Store or Google Play.

Although feedback can be submitted anonymously, if you do so, we are unable to advise you of the steps we have taken to address the feedback or collect additional information we may require to address the feedback. We would also be unable to inform you of what we have done to resolve the issue.

**Option 2**

Discuss with the Clinical Nurse Manager, Registered Nurse or Team Leader in your home.

**Option 3**

Discuss with the Service Manager of your home.

**Option 4**

Discuss with the General Manager ARRCS, should you feel your feedback has not been addressed.

If you do not feel comfortable raising a complaint directly with us or you continue to be dissatisfied after raising a complaint with us, external assistance is available.

### EXTERNAL FEEDBACK

NDIS - If you are under an NDIS agreement and you are not satisfied that your complaint has been resolved, you can contact the National Disability Insurance Agency by calling 1800 800 110.

For all other Residential and Flexible Consumers, you can contact the Aged Care Complaints Commission using the following details.

#### Aged Care Quality and Safety Commissioner

For concerns or complaints about the care and services provided to people receiving Australian Government subsidised aged care in their homes and in aged care services.

The Aged Care Quality and Safety Commissioner provides an independent complaints resolution mechanism for the community. The Aged Care Quality and Safety Commissioner can support you, with information and options, to resolve your concern with the service provider.

#### Phone

**1800 951 822** for general complaints,

**1800 844 044** for food, nutrition and dining related complaints.

Available weekdays 9am - 5pm AEST (Free call from most home phones, mobile phones may incur charges)

#### Website

**www.agedcarequality.gov.au**
(to lodge an online complaint)

#### Postal Address

Aged Care Quality and Safety Commissioner
GPO BOX 9819, in your capital city

For more information on lodging a complaint, please visit www.agedcarequality.gov.au

# SERIOUS INCIDENT RESPONSE SCHEME (SIRS)

ARRCS are committed to providing safe and quality care and support to consumers living in our Aged Care Facilities. As a consumer living in one of our facilities, you have the right to safe and quality care and to live without abuse and neglect. The Serious Incident Response Scheme (SIRS) has been implemented by the Government to help reduce the risk of abuse and neglect for people living or staying in a residential aged care facility. The scheme requires all aged care

providers to identify, record, manage, resolve, and report all serious incidents that occur, or are alleged to have occurred, in any residential aged care service.

To ensure that you live safely, we are required to report all incidents or suspected incidents through the Serious Incident Response Scheme (SIRS). SIRS is here to keep you safe.

**If a serious incident happens or is suspected to have happened, our staff must:**

1. **Remove you from harm:**
   Staff must remove you from harm and ensure your safety.
2. **Report**
   Staff must report all reportable instances, or Suspected instances to senior staff and/or management. This involves collecting information about you and the incident, or suspected incident. If this is a reportable incident, this also must be reported to the Aged Care Quality and Safety Commission through SIRS.
3. **Investigate**
   The incident or suspected incident will then be investigated. This will be through speaking with you about the incident, speaking with your family, representative or your advocate. We will collect information about you and the incident or suspected incident.
4. **Keep you informed**
   We will explain our response to the incident or suspected incident, how we will protect you and/or others from reoccurrence.
5. **Investigate further**
   If the incident or suspected incident warrants it, further investigation will be undertaken.
6. **Report to the authorities**
   Serious incidents or suspected incidents will be reported to the Aged Care Quality and Safety Commission and to other authorities such as the police where appropriate. Information we have collected on you and/or the incident or suspected incident will be provided to the authorities where required by law.

You are encouraged to speak out if you are concerned about an issue or incident. You will not be treated differently if you speak out. If you have concerns about the care you or someone else is receiving it is important that you talk about it. You also have the right to have a person of your choice to support you or speak on your behalf. This person may be a family member, representative or aged care advocate. Your concerns or complaints should be dealt with fairly and promptly.

The SIRS requires every residential aged care service to adopt a systematic approach to minimising the risk of, and responding to, serious incidents involving residents.

The SIRS underscores the vital importance of an incident management system in helping every residential aged care service to effectively manage risks to their residents.

The SIRS also introduces explicit obligations for providers to report a broader range of serious incidents to the Aged Care Quality and Safety Commission (Commission) than is currently required under compulsory reporting obligations. This includes reports of all incidents that are alleged or suspected to have occurred, or witnessed, between consumers of an aged care service, including where the consumer who commits the incident has a cognitive or mental impairment (such as dementia).[1]

The SIRS will reduce the risk of abuse and neglect for people living in residential aged care homes.

The SIRS and the requirement for providers to have an effective incident management system in place will:

- reduce the chance of you being subject to abuse or neglect in aged care
- help you access support sooner and on an ongoing basis if a serious incident affects you
- reduce the likelihood of the serious incident happening again.[2]

For more information on SIRS, please request the SIRS Fact Sheet from your Service Manager.

1 What is the SIRS - A fact sheet for aged care consumers - 19 March 2021.pdf (agedcarequality.gov.au)

# WHISTLEBLOWER POLICY

1. If you have reasonable grounds to suspect that we have breached a provision of the Aged Care Act, you can make a Whistleblower disclosure in writing or verbally, anonymously if you choose.
2. To make a Whistleblower disclosure, you should promptly contact our designated Whistleblower officer. You can access the Whistleblower officer through our dedicated Whistleblower portal – STOPline.

Access to **STOPline** can be made via:

**Phone**
**1300 30 45 50**

**Email**
**arrcs@stopline.com.au**

**Mail**
ARRCS, c/o STOPline, PO Box 403,
Diamond Creek, Vic 3089

**Online**
https://sldisclosures.typeform.com/to/LD3ce4q4

3. You can also inform one of our staff, who is a Responsible person or Aged care worker, and they will inform the Whistleblower officer.
4. We will take appropriate action as soon as practicable to respond to your Whistleblower disclosure in accordance with our Whistleblower procedure. This may include:
   (a) Assessing whether your Disclosure qualifies as a Whistleblower disclosure.
   (b) Investigating qualifying Whistleblower disclosures. Where necessary, this may include discussing it with you and/or anyone else involved.
   (c) Reviewing our policies, practices and procedures in light of the Disclosure.
5. We will provide support for you and anyone associated with you to whom detriment may be caused because of the Disclosure. We will also ensure that fair treatment is provided for any person mentioned in the Disclosure or to whom the Disclosure relates.

6. You may instead choose to make a Whistleblower disclosure to the following external parties: The Aged Care Quality and Safety Commissioner; the Complaints Commissioner; the Aged Care Quality and Safety Commission's staff; the System Governor; an official of the Department of Health and Aged Care; a police officer; or an independent aged care advocate.
7. If you make a Whistleblower disclosure, we are required by law to provide you with the following protections:
   (a) Protection from civil, criminal or administrative liability; and from contractual or other remedies.
   (b) If you request that your name, or any other individual named in the Disclosure, remains anonymous, we will take such steps as is reasonable in the circumstances to preserve anonymity.
   (c) We will keep your identity or any other information that may identify you confidential.
   (d) We will not cause or threaten to cause detriment to you or anybody else if you make a Whistleblower disclosure.
8. You may elect to have your Disclosure dealt with as a Complaint or Feedback instead. Should you do so, your Disclosure will be dealt with in accordance with our Complaints and Feedback system. A Disclosure that does not qualify as a Whistleblower disclosure will be treated as a Complaint or Feedback. The Whistleblower protections mentioned above do not apply to Complaints and Feedback.
9. Whistleblowers who suspect there has been a breach of the protections that should be provided to them can report it to the Whistleblower officer, or any of the external parties in paragraph (6).

If you need more information on our Whistleblower Policy, or how to make a complaint or give Feedback, please let us know.

## ADMISSION

All Consumers, both respite and permanent, must have an assessment by the Aged Care Assessment Team (ACAT) prior to admission. Referrals are sent via My Aged Care.

Applications to enter an ARRCS service will be processed according to need and in consultation with the ACAT. Staff are happy to provide information should you have any concerns.

Residential Respite provides short-term care in residential aged care facilities for people who are in temporary need of care and who intend to return to the community. A person can have up to 63 days in a financial year. If you (or your loved one) need access to a respite bed and the ACAT have given approval, these are available for short term occupancy and can be booked by contacting the Service Manager.

The Commonwealth provides part funding for all Residential and Flexible Aged Care Services to provide the care and services set out in the Quality of Care Principles.

A formal Residential and Flexible Care Service Agreement between the Consumer and ARRCS must be offered to all new Consumers before entering the service and may be agreed to at any future time during the Consumer's stay. Consumers have the right to choose whether or not they wish to enter into a written agreement.

## FEES INFORMATION

Information relating to your fees is set out in your Residential Service Agreement.

All fees are set by the Australian Government, and you will be advised by both ARRCS and the Department of Health when fees increase which is usually twice a year when the pension is increased. In addition to these fees, both Part Pensioners and Non-Pensioners who are permanent consumers may be asked to pay an additional income tested fee in line with Government Legislation.

Centrelink and/or the Department of Veterans Affairs will assess all income on behalf of the Department of Health and will advise ARRCS. Consumer fees are payable fortnightly in advance. Invoices are sent out monthly. Direct bank transfer and Centrepay for payment of fees is preferred; however, please feel free to discuss this with the Service Manager.

More information about Aged Care Fees and Charges, and eligibility and assessments can be found on the **My Aged Care Website**.

ARRCS accounts are managed through our Brisbane office and staff can discuss with you and/or your family what will work best for your individual circumstances. Personal, independent financial advice may assist some consumers in this matter.

# ABOUT YOUR ROOM

## Allocation of rooms

As your needs are important to us, every effort will be made to ensure your accommodation is suitable. If you do need to move rooms to better meet your care needs, we will first discuss this with you.

## Furniture

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.

We are happy for you to personalise your room as much as is safe and reasonable for you and our staff. Staff will assist you in arranging your room to ensure safety and access for you and those providing care. If you notice any damage to furniture or the residence, please advise us. You are also welcome to bring in other small items such as photographs, bedspreads, ornaments, and vases. We recommend any personal possessions be labelled. If you wish to hang photographs or pictures on the walls or make any alterations to your room, including painting, please speak with the Service Manager.

## Electrical Equipment

The use of certain types of electrical equipment in your room may be restricted depending on which home you have chosen. Please check with staff before bringing any electrical equipment into your ARRCS service. For safety reasons, before any new or used electrical equipment can be used it may need to be tested and tagged by a qualified electrician (please seek advice from your Service Manager). You will be asked to meet the cost of these tests.

Most, if not all, rooms are fitted with individual air conditioning units. If your room does not have this, you may request to have an air conditioner installed. Please consult with your Service Manager if you wish to have and air conditioner installed.

Small 'bar' fridges may be allowed in your own room. The cleaning and maintenance of these fridges is your responsibility. If you wish to keep your own food in this fridge it will be necessary to ensure that the food does not spoil, and items are within their expiry date.

## Television and Radio

TVs are generally found in lounge areas and in some of our homes TVs may already be installed in the room. You may wish to install your own TV; however, we recommend a flat screen TV 32 inches or less. You may need to meet the cost of doing so. We ask that you use headphones in shared room in order to respect other consumer's comfort. You may wish to bring your own radio. We ask you to use headphones in order to respect other consumers comfort.

## Insurance

Our insurance covers all furniture and items belonging to the residential community but does not include damage or stolen cash, personal items, and furniture belonging to you. We therefore recommend that you do not keep large sums of money, jewellery, or valuables in your room.

We recommend private contents cover for any personal items and furniture you may have in your room. Please be aware that you will need to meet the cost of any additional insurance cover.

## Safety

Safety and security of residents and staff is paramount. ARRCS facilities (including boundary fences) are usually locked to ensure the security of our residents. If you are cognitively unimpaired, we will provide the codes or a pass card so that you can freely move in and out of the home and grounds. If you are unable to put the codes into the doors or gates on your own, we will do that for you when asked. If you are cognitively unimpaired we will not impede your exit or entry.

Please note that some residents are unsafe to leave the home or grounds, and in this case, we are required to gain permission to ensure that you (or your loved one) remain safely on-site. This permission (or consent) must be signed off on the prescribed consent form which will be provided prior to admission, or should your cognition deteriorate while you are a resident.

## Privacy

Each consumer is entitled to their privacy. Therefore, we request that you respect the needs of others and do not enter another consumer's room without their invitation or permission.

# CARE PROVISION

## Plan of Care

Professional staff are continually involved in developing and reviewing a plan of care appropriate for you, including treatment, results, and goals. Active participation in your plan of care is encouraged to achieve the best possible results. Should you prefer your next of kin to be involved with your care choices, we are happy for this to happen. This is done when you (or your loved one) first come to live with us, and then ongoing – especially if you care needs change.

## Care Team

Your care team will include registered nurses as well as enrolled nurses, personal carers, diversional therapists and activity officers, allied health professionals (e.g., speech pathologists, occupational therapists), chaplains and volunteers. You will be consulted and involved in the assessment and ongoing planning of your care needs. Trained members of your care team are also able to provide supervision and emotional support where necessary. A member of staff is always available if emergency assistance is required.

## Allied Health Services

We can usually arrange access to Allied Health Services including:

- Speech Pathology
- Occupational Therapy
- Physiotherapy
- Podiatry
- Dietetics
- Music Therapy
- Optometry
- Audiology
- Dental
- Behaviour Specialists
- Geriatrician

In some of our homes, these services can only be provided on a 'fly in fly out' basis due to the remoteness of the home's location. These services are aimed at maintaining or restoring your ability to perform daily tasks. Please note a referral from your care team may be required for some services and treatments. The Allied Health Services available through the residential home do not include intensive, long term rehabilitation services required following, for example, serious illness or injury, surgery, or trauma. Please speak with the Service Manager regarding access to these services and any charges that may be involved.

## Doctors, Dentists, and other Healthcare Professionals

Consumers are encouraged to retain the services of their General Practitioner who attended prior to admission. It is essential that the General Practitioner attending provides 24-hour on call service and is willing to visit at least 3 monthly or as requested by nursing staff. Referral to a specialist, by your General Practitioner will be arranged when necessary. Should you desire family to be present or to be involved with discussions with your doctor then you need to indicate your consent, as all medical consultations are strictly confidential. In some of our homes, these services can only be provided on a 'fly in fly out' basis due to the remoteness of the home's location.

## Hospital Leave

If you become unwell, it may be necessary for you to go to hospital to receive the appropriate care. You are entitled to unlimited leave from the residential home for hospital care. Please note though that your usual fee will continue to be charged during your absence.

## Medications

Our clinical staff are qualified to assist with your medication if you are unable to, or do not wish to manage your medications. If you would like to keep managing your own medication, we will need permission from your doctor so that we can be sure that you are safe to do so. Your medications will only be used by you. In some of our homes you may have the choice to obtain your medications from a pharmacy of your choice. However, we can arrange for them to be obtained from our contracted pharmacy. There are advantages to this including:

- An accurate history of your medications

- Pharmacy dispensing into pre-packed medication packs improves the safety of administering medication
- The cost of dispensing into pre-packed medication packs is covered by ARRCS
- 24-hour delivery in case of emergencies or sudden changes to medications

If you make your own arrangements for medications, please speak with us about your responsibilities in relation to this. Please note the costs of any medications prescribed by your doctor remain your responsibility.

### Nursing Services

All nursing services are carried out by our Registered Nurses and Endorsed Enrolled Nurses. These services include assessing and planning your care, implementing, and evaluating the effectiveness of care strategies and oversight of administering medications. Our nursing staff will undertake services based on your assessed needs and will involve other health professionals as required.

### Private Health Funds

You may choose to maintain membership of a private health fund. The cost of private cover is to be met by you. If you have private health cover, please provide your care team with the details.

### Vaccinations

All ARRCS consumers are encouraged to be vaccinated against appropriate infectious diseases (in particular for the flu or COVID-19) for your protection and the protection of other consumers and staff. We will consult with you and your Visiting Medical Officer to discuss which vaccinations are recommended for you.

## GENERAL INFORMATION

### Lifestyle

Diversional Therapists, Care Staff and Activity Officers provide group activities and recreational programs including social activities, outings and craftwork. Some activities are in groups, whilst others may be arranged for you on your own. Staff will talk to you about the types of activities in which you may like to participate, and your choice of activity is taken into consideration. These programs may be designed to your needs including individual assistance. Our staff will provide any necessary equipment.

Families and friends are encouraged to take you on outings should you wish. For safety reasons, please notify reception before leaving and upon return. If you need medication provided during your outing, please notify the Registered Nurse on duty before you leave for your outing. Our team can work with your family and friends to ensure your outing is enjoyable and all your care and support needs are managed.

## Visitors

Family and friends are welcome to visit. Consumers are encouraged to entertain visitors in the lounge areas. Some family members or friends may wish to stay overnight especially for palliative care consumers, please arrange this with the Service Manager.

## Visiting Times

As this is your home, family and visitors are welcome whenever you wish. We simply ask that the needs of the other consumers are considered. However, some of our homes do enforce visiting hours, please discuss this with your nursing staff. Parking is available for your visitors.

In some situations, for example during the recent COVID-19 pandemic, it is necessary for us to limit or even cease visiting times. We will always keep you informed if this is going to happen and when it ceases.

## Alcohol

In some homes, you are welcome to bring your own alcohol. However, please discuss this with your nursing staff as some communities within the NT are dry and prohibit alcohol consumption. Please remember to consider any medical condition you may have or medications you are taking (including prescribed or over the counter) before consuming alcohol or seek advice from your doctor. The rights of other consumers and staff need to be respected, therefore some restrictions on alcohol consumption may apply and we request that you refrain from excessive drinking. Should you wish to drink alcohol in an ARRCS facility, you will need to sign a “Right to Take Risk” form which will be provided to you by the staff. The use of illicit or illegal drugs is prohibited by law and their use or storage is not allowed.

### Leave

We recognise that you may wish to stay with family and friends from time to time.The legislation that refers to living in a residential home allows you 52 days of social leave a year. If you require longer than the 52 days, you will be required to pay the usual fee as well as the Commonwealth subsidy so that you maintain your place at the home.

### Smoking

ARRCS homes do accommodate people who identify as smokers by providing a designated outdoor smoking area that complies with legislative requirements. We therefore ask for you to inform us if you identify as a smoker during the pre-admission process. Should you require supervision/assistance from staff to smoke, please be aware that while all efforts will be made to assist you at agreed times, there may on occasions be difficulties associated with this.
In these instances, our team will discuss this with you or your nominated representative.

It is never acceptable to smoke indoors, and all areas within your ARRCS home are fitted with automatic smoke detectors in line with Australian Standards. Should you wish to smoke in an ARRCS facility, you will need to sign a “Right to Take Risk” form which will be provided to you by the staff.

### Next of Kin / Contact Person

So we can better assist you, please ensure we have up-to-date details of your next of kin or contact person. Sometimes people move, go away for the weekend, or go on holidays.

Please let us know if the contact details for you next of kin change.

### Pets

Some of our homes have cats, dogs or other small pets for the entire home or pet therapy/visitation programs. Our consumers love the opportunity to cuddle, pat and interact with the animals, without the added stress of being solely responsible for the animals’ care. We recognise that for many consumers, your own pet is a part of your family. As such, it may be possible for arrangements to be made for your own pet to visit you here at the home. This would need to be discussed with and agreed to by the Service Manager and we would also need to consider the impact this may have on other consumers.

## HOUSEKEEPING

### Cleaning

We regularly maintain your room and ensure the safe disposal of any waste. If you prefer to clean any personal items yourself, please let our staff know. If you have any special requests or concerns regarding cleaning, please talk to your Service Manager.

### Clothing and Laundry Service

A laundry service for your clothing is included in your fees. Clothing is washed in commercial machines using industrial strength washing powder and put through the dryer, to meet infection control requirements. Therefore, it is important that your clothing be machine washable and able to be tumble dried. It is recommended that sufficient seasonal clothing be provided to allow for a minimum of five days between laundering. Woollen and silk clothing, permanent press and dry-clean only clothing are not advisable and laundering of such items is the responsibility of you or your family.

### Clothes Labelling

All personal items must be labelled. This ensures that we can return your items to you (or your loved one) and to help ensure that items do not get lost. Your home offers a free service to label your clothing. The advantage of this is that the label is permanent and is a specifically designed heat sealed label that will withstand the washing process. The label includes your name and the homes name.

### Clothing Repair

In some of our homes, the mending and replacement of clothing is your responsibility. Personal clothing that requires attention (e.g., damaged, stained etc.) will be returned to you with a ‘red alert’ tag indicating the need for repair or disposal. We appreciate replacement of worn clothing as soon as possible, including advising staff of new clothing so it can be labelled to safeguard against future loss.

### Lost or Unclaimed Clothing

Occasionally clothing can be misplaced. We keep a list of misplaced clothing and unlabelled items of clothing will be kept for two months following which time they will either be donated to charity or disposed of. If you lose any items of clothing, please speak with your staff as soon as you identify the loss.

### Toiletries

We provide you with basic toiletries such as bath towels, face washers, soap, shampoo and conditioner, moisturiser, deodorant, shaving cream, disposable razors, toothpaste and toothbrushes, denture cleaning preparations, toilet paper, and tissues. If you have any special preferences on toiletries, you will be required to supply these items.

### Camera Use

There is no assumed right for consumers or their families to install recording devices (such as cameras and phone recordings) in ARRCS Aged Care Facilities. If you wish to record within the confines of your room, please discuss this with the Service Manager who will be able to discuss any issues with you and provide an agreement for you to sign detailing the terms and conditions you will need to comply with.

# MOVING IN AND MOVING OUT

### Items to bring with you

We ask you to bring with you the following important documents and items where applicable:

- Current personal medication and prescriptions
- Pensioner Concession Card
- Medicare Card
- NT Concession Card
- Ambulance Membership Card (if required)
- Details of Private Health Cover
- Department of Veterans Affairs (DVA) pharmaceutical and health treatment cards (e.g., White or Gold Card)
- Copies of Enduring Power of Attorney and/or Advanced Health Care Directives
- Details of Funeral preferences
- Personal clothing
- Personal items
- Furniture as agreed

### Meals

ARRCS comfortable accommodation includes delicious home-style meals. All meals are included in your accommodation, and you will be offered a choice of meals each day. Our care team will discuss your dietary requirements when you move in – please let us know what your food likes and dislikes are, and any foods that you are allergic to or require for religious or cultural reasons. Menus are reviewed regularly in consultation with consumers and a dietician. Your family and friends are welcome to join you for a meal. A small charge is requested to cover costs. For catering purposes, we ask you to let us know in advance.

Tea and coffee making facilities are available within your home.

### Moving Out

Our team is always there to help and assist you. If for any reason you no longer wish to live with us, you are able to terminate your Residential Care Service Agreement, giving seven days' notice. Our staff will be able to let you know when your room needs to be vacated and can assist you with any moving out requirements you may have.

# SAFETY

Your safety and that of other consumers and staff is paramount. Many policies about the protection and safety of consumers are detailed in your Residential and Flexible Care Service Agreement. We are also required to adhere to other relevant government legislation in the area of safety and security.

### Personal Safety

To reduce the risk of injury to both you and staff, an assessment will be conducted to determine if you require mobility assistance (e.g., moving from a bed to a chair). Assessments are conducted by fully trained staff in consultation with yourself, your family or representative, and your doctor.

All lifting equipment is maintained according to a maintenance schedule.

### Walking and Mobility Aids

We provide you with physical assistance with moving and walking including wheelchair use and the use of devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids.

For safety reasons, owners of motorised mobility devices, including wheelchairs, scooters or other aids which have motors and are battery powered, should be aware of the following:

- There may be limitations placed on the use of motorised mobility aids
- Road rules apply and speed limits are in forced within the home and surrounding footpaths/ roads
- Maintenance / servicing and repair is your responsibility
- We suggest insurance against theft, accidental damage, property damage and third-party personal liability is obtained. Owners who do not have comprehensive insurance may find themselves being held personally liable for any injury to others and / or property damage relating to the use of their device. Major insurers or an insurance broker can provide advice.

Please speak with the Service Manager for further information.

# KEEPING IN TOUCH

Maintaining links to your community is very important and our staff will be able to assist you with this. They can help with transport options as well as assisting you to receive visits from members of the community or community groups.

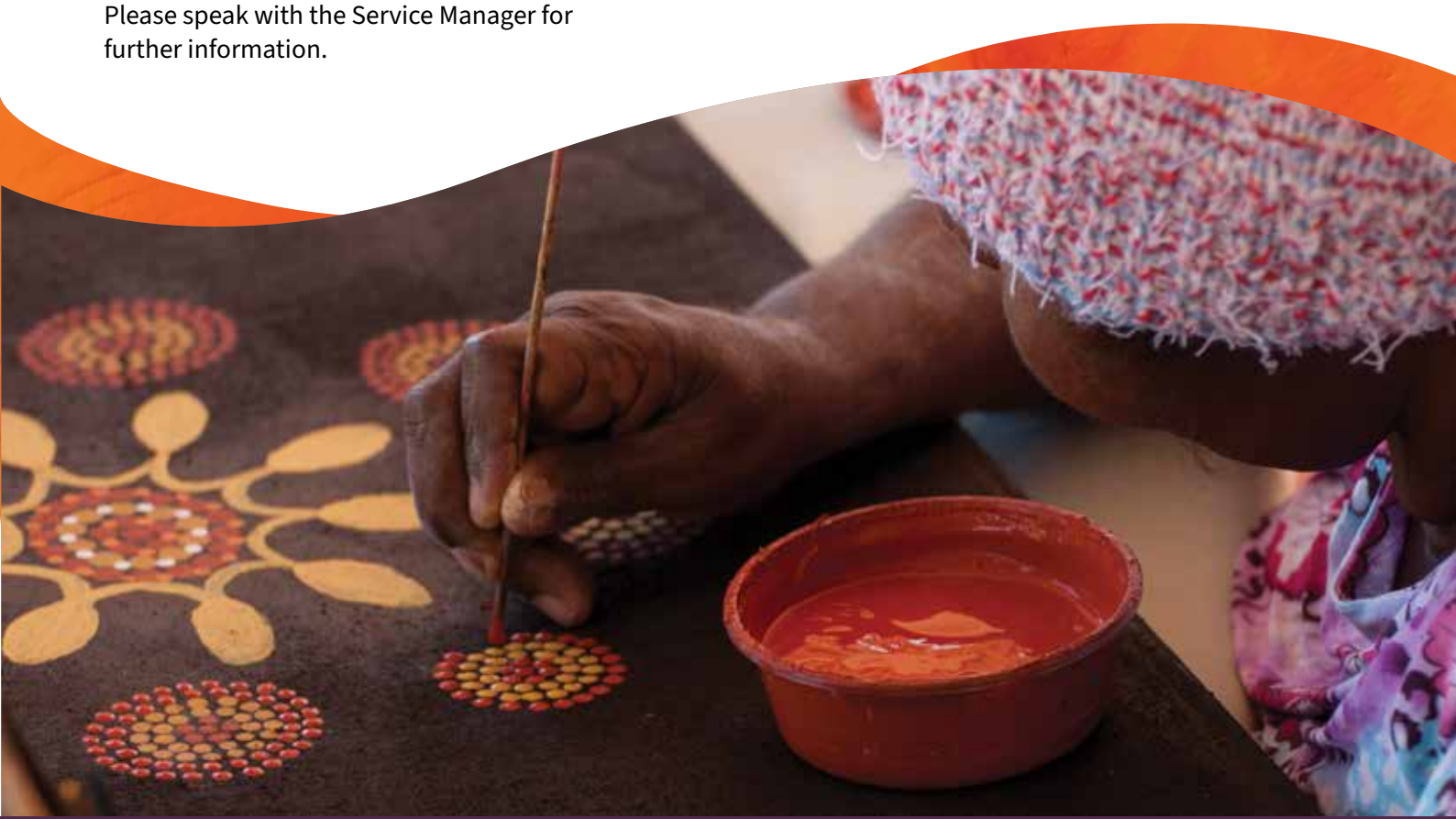
### Mail

It is advisable to contact Australia Post to ensure that your mail is redirected to your new home, or if you would like your mail to be sent to a family member or friend you just need to give us their address and we will ensure that they receive it. Your mail will be delivered to you on the day it arrives, and our staff will show you where to
leave mail that needs to be posted.

Our team will also be able to assist you to purchase stamps.

### Telephones

While a telephone is available on site for use by you and your visitors, it is advisable for residents to bring their own mobile phone when they come to live with us. Assistance can be provided in ensuring the phone is charged, and in its use to make and receive calls if needed.



### Voting

Please ensure your electoral address has been altered with the Australian Electoral Commission. Forms are available from Australia Post or online.

Some of our homes are visited by mobile polling booths for elections.

# ADVANCED CARE PLANNING

### What is Advance Personal Planning?

Advance personal planning is a process where a person discusses what is important to them and their decisions about future healthcare with their family, friends, and their healthcare team.

It allows you to make some decisions now about the health care you would or would not like to receive if you were to become seriously ill and unable to communicate your preferences or make treatment decisions. It also allows you to appoint a substitute decision maker to speak on your behalf if you are unable to do so.

### Why is it important?

Advance personal planning helps to ensure your loved ones and health providers know what matters most to you and respect your treatment preferences. It helps to ensure you receive the care you want.

- It improves ongoing and end-of-life care, along with personal and family satisfaction.
- Families of people who have undertaken advance care planning have less anxiety, depression, stress and are more satisfied with care.
- For healthcare professionals and organisations, it reduces unnecessary transfers to acute care and unwanted treatment.

If you haven't documented your preferences or identified a substitute decision-maker, and you become seriously ill or injured, doctors will make treatment decisions based on their assessment of your best interests. This may include treatments that you would not want.

### Who needs Advance Personal Planning?

Everyone should consider advance personal planning, regardless of your age or health. Ideally, you should start planning when you're healthy - before there's an urgent need for a plan.

It is particularly important if you:

- are older.
- have a chronic illness.
- have multiple diseases.
- have an early cognitive impairment.
- are approaching the end of your life.

### What is the process?

Advance personal planning doesn't need to be complicated, but it does require careful consideration. It involves thinking about your values and preferences for care and acceptable outcomes, talking about them with your family friends and documenting your wishes.

An Advance Personal Plan (APP) does not need to be decided all at once. You can take your time to think about your wishes and talk with family before making decisions.

An APP can be changed at any time if your wishes or choices change.

### The Northern Territory Advance Personal Plan

Through the Northern Territory Department of the Attorney-General and Justice, you can record your choices for future health care, as well as financial and lifestyle matters in an Advance Personal Plan. This is a legal document also known as a living will. It will only take effect when you lose decision-making capacity while you are still alive. It does not replace your will.

In your Advance Personal Plan, you can:

- write an instructional directive with legally binding instructions about future medical treatment you consent to or refuse. (Includes treatment for physical and mental health conditions).
- write a values directive which documents your values and preferences for your decision-maker to consider when making decisions for you.
- appoint a decision-maker.

To create your plan, fill in the Advance Personal Plan form.

The form has specific instructions which need to be followed. It also needs to be witnessed by an authorised witness. Options for who can be a witness are stated on the form.

## Storing Your Documents

Once any advance personal planning documents are completed, it is helpful if a copy of it is included in the person's health record (eg, at the GP or health clinic, and/or on MyHealth Record).

Or register your APP with the Office of the Public Guardian and Trustee. To do this, fill in Application to Register an Advance Personal Plan form and submit to the Public Trustee, AGD.PublicTrustee@nt.gov.au

Family members, including the person's substitute decision-maker if they have one, and the person's lawyer should also have copies.

ARRCS Residential and Community Services request a copy of your Advance Personal Planning documents on admission. If you have not completed an APP prior to or on admission to ARRCS Services (Residential or Community Services and would like to complete one, please discuss with your family, GP and /or Aged Care Facility manager

## Resources:

- Advance Care Planning Australia
- Public Trustee

# ATTACHMENTS

**Note the following attachments:**

- Attachment One:
  **Consumer Life Story**

- Attachment Two:
  **Charter of Aged Care Rights**

- Attachment Three:
  **ARRCS Service Improvement Report**

ARRCS AUSTRALIAN REGIONAL & REMOTE COMMUNITY SERVICES

# CONSUMER LIFE STORY

## Personal Profile

**Name:**

**Date of Birth:**

**Birth Place:**

**Preferred Language:**

**Home Country/Community:**

My roles/work achievements in life:

What I like to do:

My family/ who I live with/ Pets:

My favourite places I have lived or visited:

Things I like to talk about:

What is important to me:

Something else I want you to know about me:

Cultural Interests / Customs and Beliefs:

Cultural Items (Totems):

ARRCS AUSTRALIAN REGIONAL & REMOTE COMMUNITY SERVICES

# STATEMENT OF RIGHTS

Below is the full Statement of Rights from section 23 of the new Act.
Independence, autonomy, empowerment and freedom of choice

**1. An individual has a right to:**

(a) exercise choice and make decisions that affect the individual's life, including in relation to the following:

(i) the funded aged care services the individual has been approved to access;

(ii) how, when and by whom those services are delivered to the individual;

(iii) the individual's financial affairs and personal possessions; and

(b) be supported (if necessary) to make those decisions, and have those decisions respected; and

(c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

## Equitable access

2. An individual has a right to equitable access to:

(a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:

(i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and

(ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and

(b) palliative care and end-of-life care when required.

## Quality and safe funded aged care services

3. An individual has a right to:

(a) be treated with dignity and respect; and

(b) safe, fair, equitable and non-discriminatory treatment; and

(c) have the individual's identity, culture, spirituality and diversity valued and supported; and

(d) funded aged care services being delivered to the individual:

(i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and

(ii) in an accessible manner; and

(iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

4. An individual has a right to:

(a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and

(b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

***Note:*** *Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.*

### Respect for privacy and information

5. An individual has a right to have the individual's:

(a) personal privacy respected; and

(b) personal information protected.

6. An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

### Person-centred communication and ability to raise issues without reprisal

7. An individual has a right to:

(a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and

(b) express opinions about the funded aged care services the individual accesses and be heard.

8. An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

9. An individual has a right to:

(a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and

(b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and

(c) have the individual's complaints dealt with fairly and promptly.

### Advocates, significant persons and social connections

10. An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

11. An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

12. An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

(a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and

(b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and

(c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

13. An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

ARRCS AUSTRALIAN REGIONAL & REMOTE COMMUNITY SERVICES

# ARRCS SERVICE IMPROVEMENT REPORT

## Compliments and Complaints

**Report No:**_____

- ☐ **Service Improvement Request**
- ☐ **Maintenance Request**
- ☐ **Compliment**
- ☐ **Internal Audit Deficit**
- ☐ **Hazard Identified**
- ☐ **Complaint**
- ☐ **Infection Control**

Issue Identified / Suggestion /Compliment/Complaint Standard:

Suggested action to be taken :

Signed: Date:

Please print name:

Action taken :

Signed: Date:

Please print name:

How will improvements be measured?

Signed: Date:

Please print name:

**Develop Plan** - Longer Term Preventative Action

Signed: Date:

Please print name:

**Review Effectiveness** - Evaluate Desired Outcome for Clients

Has the desired outcome been achieved?

☐ Yes Close out date: Signed:

☐ No New SIR generated Date: SIR No:

Feedback given:

Staff Meeting: Date:

Other: Date:

ARRCS AUSTRALIAN REGIONAL & REMOTE COMMUNITY SERVICES

For more information about this handbook please contact:


**ARRCS**

1 Willeroo Street
Tiwi NT 0811

PO Box 43021
Casuarina NT 0811

**Phone:** 08 8982 5200
**Email:** people@arrcs.org.au

www.arrcs.org.au


Proudly part of UnitingCare