



**Pattinson House Hostel
Ouyen**

**Residential
Aged Care
Information Book**

Mallee Track Health and Community Service

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INTRODUCTION

Dr. R. W. Pattinson House Hostel (Residential Care) is the twenty (20) bed residential aged care facility conveniently located at 63 Hughes Street, Ouyen.

This information has been put together to answer many questions often asked about these facilities. The Executive Director of Nursing and Hostel Manager are available to supply any further information that you may require.

PHILOSOPHY

OUR VISION

Residential Care aims at providing quality aged care for the residents of the Mallee Track communities to meet their current and future needs with professional caring staff in accordance with the Aged Care Act 1997.

Management ensures to respect the dignity/privacy and comfort of all residents, remembering that each resident is part of a larger family who must be informed and consulted at all times in consultation with the resident.

OUR RESIDENTS

To the residents of Pattinson House we provide high quality aged care through the provision and adoption of the most current practices. By prescribing to such high care standards, we are committed at all times to promoting maximum individual independence of all residents while concurrently providing the highest standards of care.

FAMILY AND FRIENDS

Mallee Track Health and Community Service recognises that the transition from one place of residence to an Aged Care Facility for a person can provide feelings of unsettlement, equally amongst family members and close friends as it does for the person seeking admission into our residence. Pattinson House are committed to providing the psychological support required to residents' families and friends as they adjust to the transition of the move of their loved one.

We encourage family members and friends of residents to continue to be involved with the resident and their lifestyle. Through the continuous rapport with family and friends, we are striving to provide the most appropriate and individualised care for each resident.

SERVICE PROVIDERS

Pattinson House is approved and certified by the Commonwealth Department of Health to provide residential aged care. Pattinson House has 20 beds, 18 of which are for permanent care and 2 are used to provide respite care.

We aim to meet all the requirements of the Aged Care Quality Standards and are certified under ISO 9001 Quality Management Systems as an accredited health care provider.

WHO TO CONTACT FOR FURTHER INFORMATION

The Pattinson House Hostel Manager is available for appointment during business hours Monday to Friday on (03) 5092 2559. Any questions that you may have regarding the operation of the facility or services provided to its occupants, can be directed towards the Hostel Manager, alternatively the Executive Director of Nursing is available on (03) 5092 1111 Monday to Friday during business hours.

ACCOMMODATION

Pattinson House provides accommodation in single rooms with en-suites, meeting the needs of persons deemed as independent with mobility, transfer and hygiene care.

Each unit is fitted with two (2) call buttons located beside the bed and in the ensuite. Grab rails are also fitted in the en-suite. Each unit has a built-in wardrobe and shelving and residents are invited to bring their own chair and any other suitable furniture.

All linen is supplied and is changed weekly or more frequently as required. Residents are invited to bring with them, any doona/quilt or blankets they prefer. Preferably machine washable or family will be responsible for laundering.

The rooms at Pattinson House are all fitted with split system air conditioning, units.

Rooms are full cleaned monthly and spot cleaned daily, and the ensuites are cleaned daily.

Residents' privacy is respected at all times.

SERVICES

Pattinson House offers a comprehensive range of services to all residents. In addition to providing services from within our facility, we also provide access to a wide range of services operating within the wider local community. The following are services offered to residents at the Hostel.

PERSONAL CARE

Personal Care Workers consult with the resident and their family ensuring that care needs are met. Staff are very aware that Pattinson House is the resident's home and every effort is made to respect resident's privacy and dignity and to meet individual needs.

At Pattinson House the Hostel Manager supervises care and is a Registered nurse rostered on duty 8.30 am – 5.00 pm Monday to Friday, exclusive of Public Holidays, to oversee the care delivered to residents. In addition to this registered nurse in charge, personal care workers are rostered on to care for the residents as required.

MEDICAL CARE

A local Doctor visits Pattinson House fortnightly on every 2nd Thursday to review any problems. Check with the facility regarding times. The resident's Doctor will be able to continue to provide care following admission to the Hostel. Referral to appropriate specialists is made as required by the attending Doctor. Transfer of the resident to the Ouyen Service Centre by ambulance may be arranged to see the Doctor or for acute admission.

The resident has the right to refuse treatment at any time. They should understand the nature of the procedure or treatment and possible discomfort and risks and the nature of his/her condition to ensure client participation in planning care. The resident has the right to consent or refuse disclosure of medical information. A terminal wishes form needs to be completed on admission along with your Advanced Care Plan and Power of Attorney.

PHYSIOTHERAPY

The Physiotherapist completes an assessment on admission and then annually.

If requested by staff or the Doctor an assessment will be completed and implement any treatment as necessary for the resident.

PODIATRY

A Podiatrist completes assessment on admission, visiting Pattinson House within a 4-6 week period for those residents with an assessed need.

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OCCUPATIONAL THERAPY

The Occupational Therapist will visit upon staff or Doctor's request to do an assessment and implement any treatment as necessary for the resident. Any fees will be discussed with resident/carer.

ACTIVITIES

Pattinson House provides a diverse range of activities within its activities program. The activities provided endeavour to take into account, individual interests and preferences.

Shortly after admission into the facility, one of our activities staff will introduce themselves to both the resident and their family members/significant other person, and will talk about the resident's leisure and activity interests. This will help them complete a Social, Religious and Cultural Profile for the resident.

TRANSPORT

Pattinson House Hostel activities staff provide a weekly outing by bus to the shopping centre, as part of the activities program.

GOPHERS

Gophers are allowed limited access inside of the hostel – entering and leaving only. Staff supervision is required for the use of Gophers in the Hostel. An Occupational Therapist (OT) assessment and approval is required to operate gophers/wheelchairs on hostel premises and restrictions may apply.

Residents must agree to cease/modify use of gophers/wheelchairs when recommended by the OT or Hostel Manager at Ouyen. The use of gophers and wheelchairs is reviewed at regular intervals as required. All gophers/wheelchairs are to be speed restricted.

HAIRDRESSER

A local hairdresser visits Pattinson House to attend to residents' needs when requested. Prices are negotiated with the hairdresser and paid directly to them.

CLOTHING AND LAUNDRY

A full laundry service operates at Pattinson House for no additional cost to residents. This service will wash all clothing items that can be accommodated by a standard machine cycle and tumble dried. Items that need special care (e.g. woollens) need to be attended to by the family.

All clothing must be clearly but discreetly labelled on admission with sewn labels/marker pens for preference, with the resident's name. This is the responsibility of the family who can purchase labels through the facility.

If purchasing new items of clothing please ensure these are well labelled prior to placing in resident's cupboard.

Residents generally require frequent changes of clothing and therefore it is important to ensure residents have an adequate supply of clothes for day-to-day use. Clothing should be adequate in size, design and material to accommodate ease of dressing and undressing. The up-keep of residents' clothing (including underwear) remains the responsibility of the family.

RECOMMENDED CLOTHING LISTS

These lists are to assist residents and family members only and are not compulsory. The lists are a recommended minimum requirement of suitable clothing often found most appropriate for residents residing within long term residential care facilities. Individual residents may require more. Staff will notify family representative if more items are required.

MTHCS recognises that some listed recommended clothing items may be in complete contrast to a resident's normal dress style and code.

If this scenario applies to you or a significant other person, then please disregard this list (on the following pages).

RECOMMENDED FEMALE CLOTHING LIST

Night Wear:

| | |
|-----------------|---|
| Winter Nighties | 3 |
| Summer Nighties | 3 |

Underwear:

| | |
|----------------|--------|
| Singlets | 4 |
| Spencers | 3 |
| Petticoats | 3 |
| Underpants | 8 |
| Socks | 6 pair |
| Knee stockings | 6 pair |

Footwear:

| | |
|------------------------|--------|
| Slippers | 2 pair |
| Casual shoes (runners) | 1 pair |
| Formal shoes | 1 pair |

Shirts:

| | |
|------------------------|---|
| T-shirts | 3 |
| Summer shirts / blouse | 3 |
| Winter shirts / blouse | 3 |

Leg Wear / Dresses:

| | |
|-----------------------|--------|
| Winter pants / slacks | 2 pair |
| Dresses | 2 |
| Track pants | 4 pair |

Jumpers / Tops:

| | |
|----------------------------------|---|
| Windcheaters | 4 |
| Machine washable cardigan/jumper | 1 |

Winter / Warm Clothes:

| | |
|--------------------|---|
| Jacket for outings | 1 |
|--------------------|---|

Summer protective clothing:

| | |
|--------------------|---|
| Sun protective hat | 1 |
|--------------------|---|

RECOMMENDED MALE CLOTHING LIST

| | | |
|-----------------------------|-----------------------------------|--------|
| Night Wear: | | |
| | Winter pyjamas | 3 |
| | Summer pyjamas | 3 |
| Underwear: | | |
| | Singlets | 4 |
| | Underpants / Jocks | 8 |
| | Socks | 6 pair |
| Footwear: | | |
| | Slippers | 2 pair |
| | Casual shoes and runners/sneakers | 1 pair |
| Shirts: | | |
| | T-shirts | 3 |
| | Summer shirts | 3 |
| | Winter shirts | 3 |
| Leg Wear: | | |
| | Winter pants/trousers | 2 pair |
| | Summer weight pants | 2 pair |
| | Track pants | 4 pair |
| Jumpers/Tops: | | |
| | Windcheaters | 4 |
| | Machine washable cardigan/jumper | 1 |
| Winter / Warm Clothes: | | |
| | Jacket for outings | 1 |
| Summer protective clothing: | | |
| | Sun protective hat | 1 |

MEALS AND MEAL TIMES

Lunch is served in hot individual packs from the Ouyen Service Centre daily. Dinner is a light meal cooked on the premises with choices available.

Meal Times:

Breakfast: 8.30 am to 9.30 am

Morning tea is at 10.30 am.

Lunch: 12 midday to 12.30 pm

Afternoon tea is at 2.30 pm.

Dinner: 4.45 pm to 5.30 pm

Supper is served at 7.30 pm.

All meals are served in the dining area. Residents may wear night attire and dressing gown to breakfast. Residents have the choice to eat in their rooms or attend the dining room. If attending the dining area it is advised to be dressed in day clothes.

Individual food preferences and special dietary needs are taken into consideration and are tailored for accordingly. Food may be brought in for individual consumption by family/friends but staff reserve the right to check perishable food is fit for consumption in accordance to food safety regulations

ELECTRICAL ITEMS

All items need to have an electrical safety check and tag attached prior to use upon admission. These items will be checked at 12 monthly intervals. This can be performed by MTHCS free of charge.

TELEVISION AND RADIO

A television and also a radio with accompanying CD player are available for communal use in the day room. Residents are welcome to bring their own television sets if they wish for personal use in their own room. Residents are also encouraged to bring their Foxtel with them at their own expense.

KETTLES / JUGS

Jugs will be permitted for those residents who have been assessed by the Occupational Therapist as being able to use one safely. Jugs must have automatic cut-off.

TELEPHONE

Permanent residents may arrange to have the phone connected to their room at their expense and be responsible for their accounts.

For those residents without a personal telephone, incoming calls can be received and outgoing calls made from the portable hand set.

COMPUTERS

Computers are available for resident use at Pattinson House Hostel. Training for use of computers can be arranged through the Hostel Manager and Volunteer Coordination Friendly Visiting Program.

Residents are welcome to bring in iPads, laptops etc. from home. At present internet access will be at resident's expense.

SOCIAL LEAVE

All residents at Pattinson House are entitled to take up to 52 days per financial year of social leave away from the confines of the facility without losing their right of occupancy. (Please note: This 52 days is for social leave purposes only and does not include time spent in hospital for any type of treatment – hospital admissions do not incur any restrictive limits for length of stay away from the facility). All fees remain payable in full during social leave.

HOSPITAL LEAVE

If a resident is required to be admitted into the hospital their full fees remain payable during the period of hospital leave.

COMPLIMENTS AND COMPLAINTS

The MTHCS encourages all people involved with the facility to offer feedback on the standard of service and care received. By receiving feedback, management is able to address issues that may well have escaped their attention, but which may be of paramount importance to the residents of the facility.

All concerns expressed by residents, their family members or friends are treated with the strictest confidentiality.

A complete and systematic approach is employed for all grievances. An appointment can be made with the Executive Director of Nursing or Chief Executive Officer to address any issues or make either positive or negative comment/suggestions. Alternatively, residents and their family/authorised representatives can complete the 'Consumer Complaint / Feedback Form' available at the ward station.

If you would prefer to speak to someone independent of the MTHCS, the following services may be of assistance to you:

Mallee Track Health and Community Service

Aged Care Quality and Safety Commissioner

GPO Box 9818 (your capital city & state/territory)

Telephone: 1800 951 822

Website: www.agedcarequality.gov.au

Email contact at: Audit.Feedback@agedcarequality.gov.au

My Aged Care

Telephone 1800 200 422

www.myagedcare.gov.au

Elder Rights Advocacy (ERA)

Telephone: 1800 700 600 (not mobiles)

Or (03) 9602 3066

Office of the Public Advocate

Telephone: 1300 309 337

ADMISSION REQUIREMENTS

Assessment by the Aged Care Assessment Service (ACAS) is required prior to admission to confirm level of care required. The preferred pathway to access an assessment is through the My Aged Care website or phone My Aged Care on 1800 200 422. In some cases (where urgent assistance is required), referrals can be arranged by contacting the Northern Mallee Aged Care Assessment Service directly, at Sunraysia Community Health Services Mildura, PH: 5022 5444, or contact the Hostel Manager at Ouyen.

Prior to admission the resident should visit the Doctor of their choice to request a Medical Summary and Drug Chart to be completed for the Hostel Supervisor's information.

Pattinson House asks that a relative or friend accompany the resident on admission to the facility. This provides additional moral support during re-location and allows for personal representation, particularly in relation to individual likes and dislikes. If it is not possible for someone to accompany the newly admitted resident on their day of admission, then it is asked that someone close to the resident visits the facility shortly after their admission.

ADMISSION CHECKLIST

In order to ensure the easiest and most comfortable transition into Pattinson House management asks that you check to be sure that you (or your family member(s) / representative / other) bring the following items with you on your admission day.

Items of Importance:

| | | |
|---|-----|----|
| • Medicare card (current) | YES | NO |
| • Pension card (current) | YES | NO |
| • Repatriation card (if applicable) | YES | NO |
| • Pharmaceutical Benefits Scheme (PBS) card | YES | NO |
| • Ambulance Membership No. | YES | NO |
| • Private Health Insurance card (if applicable) | YES | NO |
| • Current nominated Doctor's name | YES | NO |
| • Doctor's address | YES | NO |
| • Doctor's telephone number | YES | NO |
| • Next of Kin | YES | NO |
| • Next of Kin's address and telephone number | YES | NO |
| • Nominated Funeral Director | YES | NO |
| • Nominated Religion | YES | NO |
| • Name of person responsible for paying account | YES | NO |
| • Address and telephone number of the person paying account | YES | NO |
| • Enduring Power of Attorney (if completed) | YES | NO |
| • Enduring Medical Power of Attorney (if completed) | YES | NO |
| • Guardianship Administration Board orders (if applicable) | YES | NO |
| • Doctor of Choice Selected | YES | NO |
| • Prescriptions Completed | YES | NO |
| • Drug Chart Completed | YES | NO |
| • Medical Summary | YES | NO |

RESIDENT/FAMILY MEETINGS

Resident / family meetings are conducted regularly at Pattinson House. All residents, their family members, representatives and volunteers are welcome to attend this meeting.

The purpose of meeting is to provide an environment where residents and their family members/family representatives are allowed the opportunity to comment on matters relating to the facility and be involved in decision-making regarding the home's operation.

SECURITY OF TENURE

Residents are free to move out of the home at any time, be it for reasons of re-locating to another care environment or returning home to live with their family.

Every effort is made to ensure residents move into the most appropriate room – reflective of their care need requirements. As circumstances change, however, it may be necessary to move a resident from one room to another for bona fide medical or other care needs. Any such move would be made in consultation with the resident and their family prior to the move.

In the unlikely event that we are unable to continue to provide an adequate level of care for a resident whose care needs have grown beyond the capacity of our staff to manage, the Hostel Supervisor would discuss the situation with both the resident and the resident's family / significant other person, with a view to assisting in arranging appropriate alternative accommodation. This decision will only be made after a thorough independent assessment has been performed by the Aged Care Assessment Service (ACAS) and the need for transfer deemed absolutely necessary.

A resident's security of tenure is valid from their time of admission to the time of their departure.

EMERGENCY ARRANGEMENTS

MTHCS has plans for emergency situations that may occur at any time to ensure the safety of residents and staff. The plans for Residential Aged Care include 'Shelter in Place' during emergencies such as bushfire.

You may prefer to be with your family during such an emergency. Please notify staff if this is your wish. You and your family will need to have a plan that includes them collecting you from the facility during such emergencies. If you would like more information about our emergency plans please speak with the Hostel Manager.

SMOKING

MTHCS prescribes to a no smoking policy within the facility. Residents who wish to quit will be offered support. No smoking is permitted within the Hostel and grounds. Entry to the Hostel will be deemed as agreement to abide by MTHCS Smoke Free Policy.

ALCOHOL

Limited consumption of alcohol is permitted in the resident's own room, provided it doesn't infringe on the rights of other residents.

Visitors are not permitted to consume alcohol on the premises unless it is part of a celebration or activity that the residents are participating in. Some

alcohol is provided by the home for special celebrations and 'happy hours'. All other requirements must be purchased by the resident / family.

PENSIONS / RESIDENTS' MONEY

MTHCS encourages residents (or their significant other person) to manage their own affairs. Where this is not possible, MTHCS refers you to 'State Trustees'. Information regarding the financial management of individual's affairs can be sought from State Trustees on (03) 9667 6444 or Free call 1300 138 672.

VALUABLES / SPENDING MONEY

The Hostel discourages the practice of leaving valuables or large amounts of cash in the facility. The Hostel will not take responsibility for the loss of valuables or money despite all endeavours to maintain and promote a secure environment. Residents and/or their family members who insist on leaving valuables in the facility may do so only after exonerating the facility from any responsibility.

Residents often require some spending money (petty cash) for the purchase of small items/services such as hairdressing and outings. Residents whose family/authorised representatives are not local may contact the Aged Care Finance Officer through reception at the Ouyen Service Centre (5092 1111) for information about our resident trust account process.

FEES AND CHARGES

MTHCS operates under the same auspices that control all Aged Care Facilities functioning and operating in Australia, the Commonwealth Department of Health. MTHCS assesses and charges daily care fees and other accommodation payments in accordance with the Aged Care Act 1997 and associated legislation.

Currently, your income and assets may affect the fees and charges you will be asked to pay. For more information in relation to fees and charges, please contact the MTHCS Aged Care Finance Officer on 5092 1111. General information is available from My Aged Care, Centrelink on 13 23 00 or our website at www.mthcs.com.au.

ACCOUNTS

Aged care fees are payable in advance. Accounts are processed on a monthly basis and are posted to the person nominated as responsible for

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Mallee Track Health and Community Service

paying the account. Payment is due prior to the end of month and may be paid at MTHCS reception at Ouyen between 8.30 am and 5.00 pm. EFTPOS is available. Payment can also be made by Cheque through the mail, Electronic Funds Transfer (internet banking) or Centrepay Deduction.

Residents should not provide cash or their bank account and PIN details to any person to pay their accounts for them, unless that person is their duly authorised representative.

All account enquiries should be directed to the Administration Office, Mallee Track Health and Community Service on (03) 50 921111 excluding Public Holidays.

PHARMACY ACCOUNTS

Pattinson House

Resident's medications are obtained by Doctor's script from the Chemist Warehouse Mildura who pack the medications in Unit Dose packs and will bill residents directly. Payment is to be made directly to the Chemist Warehouse

VISITING HOURS

The Hostel encourages family and friends to visit residents as often as possible. Open visiting hours are maintained.

VOLUNTEERS

MTHCS is grateful for any volunteer input that it receives. Volunteers are welcomed into the aged care facility and can assist residents with their normal functioning in many different ways.

If you would like to be involved formally as a volunteer on a regular basis, please speak with the Volunteer Coordinator on (03) 5092 2133 or 1800 065 358, who will make the necessary arrangements.

FRIENDLY VISITING

This service is available for any person who has relatives who are distanced or unable to visit regularly. Please ask staff to arrange service if required or contact can be made with the Volunteer Coordinator on (03) 5092 2133 or 1800 065 358.

VOTING/ELECTORAL INFORMATION/CENTRELINK/MEDICARE/D.V.A

Following admission into the facility, it is necessary that all relevant authorities be notified of your change of address, regardless of whether you still have a spouse living at home in the community.

POWER OF ATTORNEY

MTHCS strongly advises prospective residents of the facility to nominate a Power of Attorney. It is extremely important that a Power of Attorney be nominated before the health status of an individual alters as this sometimes renders people ineligible from nominating the person of their choice to act on their behalf. This should be Enduring Power of Attorney.

If an individual is unable to nominate a Power of Attorney due to their current level of health, then they are referred to the Victorian Civil and Administrative Tribunal (VCAT) for the appointment of a Guardian (for decisions about where a person lives, with whom, health care and medical treatment) and/or Administrator (for financial matters).

MEDICAL POWER OF ATTORNEY

A Medical Power of Attorney is a legal document that allows a nominated other person to make decisions regarding your health status. MTHCS recommends that all people nominate a medical power of attorney so as any previous convened wishes for care (or refusal of such), can be implemented. Nominating a medical power of attorney also protects each resident of an aged care facility ensuring that no medical treatment or the prescription of medications is instigated without the prior approval and consent from your nominated party, if you are unable to do so.

PETS

Personal pets are not permitted to be kept at Pattinson House, however, arrangements can be made with the Hostel Manager to have your pet visit.

ABSENCES

When leaving the premises, particularly for social outings with friends / relatives, it is requested that the Hostel Manager and/or staff be notified and given an estimated time of return. Also notify staff upon return. The diary in the front foyer must be signed upon leaving and re-entering the premises for emergency purposes.

CHURCH

Each Wednesday at Pattinson House an Interdenominational church service is held by members of the clergy and lay people for those residents who wish to attend. Arrangements may be able to be made for residents to attend church on Sunday or on any other special occasion.

MAIL

Outgoing mail can be given to Hostel staff to be picked up and mailed by courier. Incoming mail is delivered to rooms when the mail arrives.

NEWSPAPERS

Newspapers will be delivered following arrangements with the newsagent. Residents are responsible for their own accounts.

NO LIFT SYSTEM

The facility has adopted a 'No Lift' policy to protect staff and residents from injury. In order for the 'No Lift' policy to be implemented safely and effectively, it is requested that residents' own furniture be kept to a minimum. If a resident wishes to use their own chair, it will be required to be of a suitable height and style to suit the needs of both the resident and carer.

All clothing must also be of a suitable nature to minimise risk of injury to both staff and residents. As suitable items may be in complete contrast to the resident's normal dress style, it may be necessary to alter existing garments accordingly or purchase new clothing that is a suitable size, design and material to accommodate ease of dressing and undressing. Catalogues containing specially made suitable clothing can be obtained for residents' perusal on request.

CHARTER OF AGED CARE RIGHTS

You will be given a copy of the Charter of Aged Care Rights and you will be asked to sign to acknowledge that you have received it. Staff will assist you to understand the Charter and ensure that you have been given a reasonable opportunity to sign the Charter. The purpose of requesting your signature is to acknowledge you have received the Charter, had assistance to understand it and understand your rights as a resident. You will not be forced to sign the Charter and can commence, and/or continue to receive care and services, even if you choose not to. The Charter is listed below and copies are available, please ask a staff member for a copy should you not be able to locate one.

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CHARTER OF AGED CARE RIGHTS - I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated