



SANCARLO

HOMES FOR THE AGED

Resident & Families Handbook

It is our aim to reflect our stated Vision, Mission and Values in the delivery of services and provision of care at San Carlo and we welcome your assistance and contribution.



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1 Welcome

The Management and staff of San Carlo would like to welcome you to our community. We sincerely hope that your time with us will be as comfortable as possible. We are committed to providing personalised care and we encourage you to approach our staff with any problems or queries.

2 Vision, Mission, Values

2.1 Vision

We are the leading Italian Aged Care Community, focused on recognising and responding to the evolving individual needs of our elderly.

2.2 Mission

We understand the uniqueness of the Italian culture and are passionate in delivering high quality care and lifestyle to enhance individual's health and wellbeing.

We recognise our responsibility to society and the environment and govern San Carlo to ensure our impacts in these areas are appropriate and sustainable.

Continuous improvement is at the heart of everything we do. We actively seek feedback from our consumers, their families, the broader community and respond accordingly.

We are committed to developing our staff, focussing on contemporary and best practice, ensuring that they can respond professionally reinforcing the aspiration of our Vision.

2.3 Values

Integrity – I always behave professionally and encourage others to do the same.

Compassion - I show empathy and support to consumers and their families, striving to address concerns with kindness and consideration.

Accountability – I do my job to the best of my ability and accept my responsibility that everything I do has and will have an impact on the lives of others.

Respect – I value and accept the differences of other people and treat others as I would wish to be treated.

Excellence – I strive to achieve the highest standards for consumers, employees and visitors in my work environment.

3 Our History

The Scalabrinian Fathers arrived in Australia in November 1952. The history of their presence in this country reflects the development of the Italian community in Australia. Their role has evolved and developed to meet the needs of the Italian community, and in the mid-1960s they began their involvement with aged care in Australia.

San Carlo Homes for the Aged began its development in the mid-1970s, and the first stage of the complex was opened in 1979. Since then, it has expanded to include 5 dementia care units plus 24 high-care beds and a 44-bed Hostel.

In 2010, the Scalabrinian Congregation transferred the ownership of bed licenses to San Carlo Homes for the Aged Ltd (San Carlo). San Carlo remains a not-for-profit organisation governed by a Board of Directors including the Provincial from the Missionaries of St Charles (Scalabrinian Fathers).

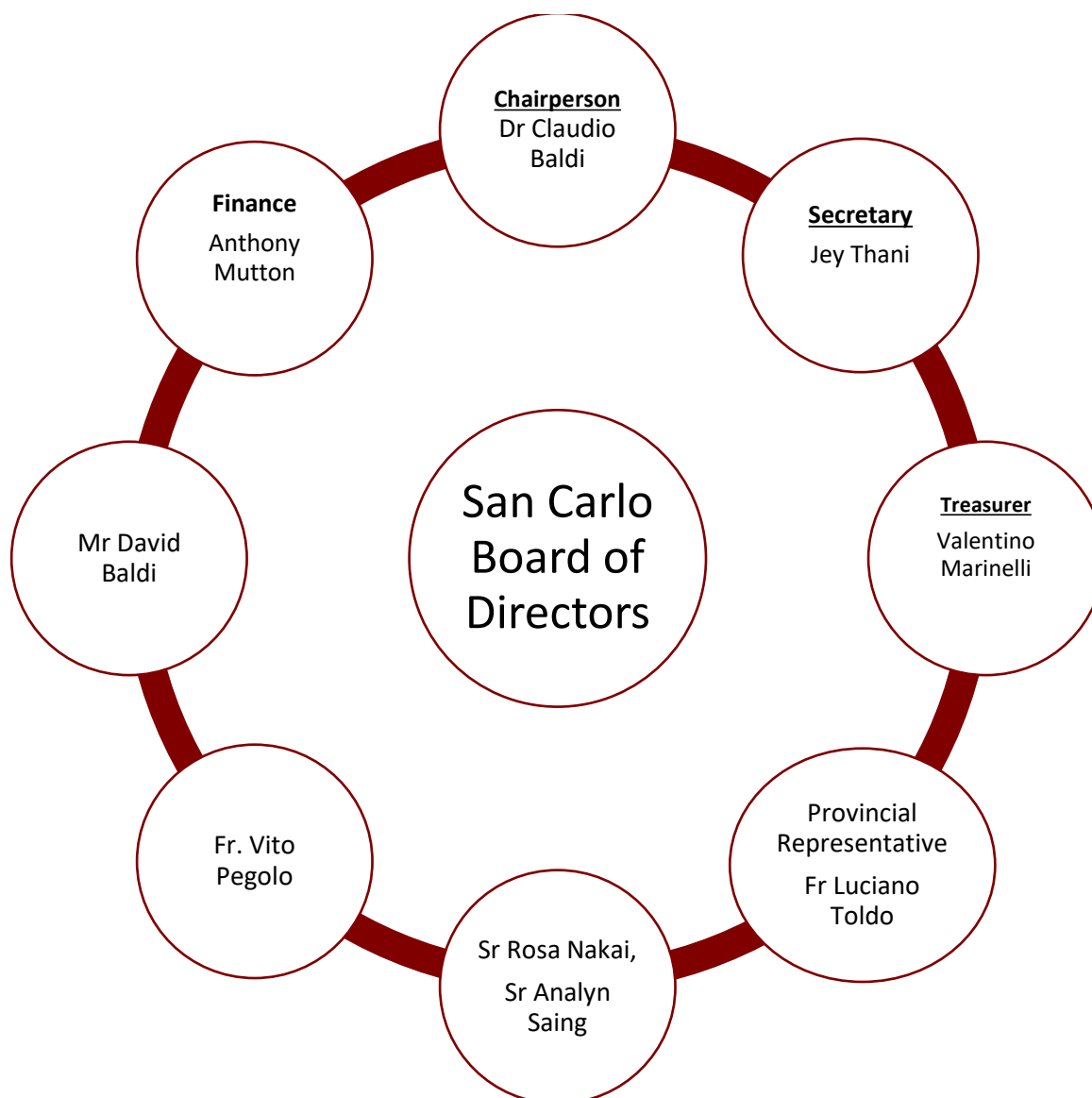
The work at San Carlo continues to meet the needs of our Aged Italian Community and does so with the support of the Missionary Sisters of St Anthony Mary Claret (Claretian Sisters)

San Carlo acknowledges the Traditional Owners of country throughout Australia, including the Wurundjeri people of the Kulin nation who are the traditional custodians of the land on which our facility stands. We pay our respects to their Elders past, present, and emerging.

4 Our Team



5 Our Board



6 Respect for Diversity

At San Carlo, we understand that our residents come for many different walks of life. We value the diversity of our staff and residents and aim to create an environment in which all people can feel safe and welcome. Discrimination of any kind is not tolerated at San Carlo.

San Carlo embraces all individuals regardless of background, language, gender, sexuality or religion. We encourage and support residents to comfortably express themselves as they want to.

7 Respecting Others

We are appreciative of the stress families undergo when placing a relative into aged care and we take this opportunity to remind families that, if concerns arise, these are to be discussed in an appropriate manner. The management team is happy to address concerns and request that families bring these to our attention if they are not addressed by staff at the Unit level. We are all here for an outcome that benefits our residents and supports our families, and are willing to meet with families when needed.

At **no time** is it acceptable for family members to scream, shout, threaten or physically assault staff. If such behaviour arises, staff have been directed to call the Police. Such behaviour is likely to result in restrictions being placed on visits and/or legal action depending on the severity of the behaviour.

8 Residents' Personal Preferences

We understand that each resident has unique preferences about the way they live and how they are cared for. Residents (or their representatives) are encouraged to make these preferences known to staff.

Prior to and directly following admission, a series of assessments and discussions are held to ensure the resident's personal preferences are documented. This process includes:

- Meeting our resident
- Completing a full health assessment (or reviewing a previous one if completed recently);
- Documenting essential personal details;
- Documenting food preferences;
- An interview with the Leisure and Lifestyle team;
- Completing a comprehensive lifestyle / social assessment form.

All of this information goes into the resident's personal Care Plan. Staff use this Care Plan to ensure the resident's needs and preferences are being met consistently.

Residents have the right to take informed risks if they choose to. San Carlo staff supports the choices made by residents without judgement wherever these choices do not infringe on the rights or safety of others. For more details on this matter, see our Dignity of Risk Policy (a copy can be provided upon request).

If at any point a resident or their family/representative believe that the resident's needs and preferences are not being met, they are encouraged to bring this to the attention of a staff member. Formal complaints can be made using our internal complaints mechanism (see 'Providing Feedback' section on the next page).

9 Providing Feedback

Residents and their families (or representatives) are welcome to express any concerns or comments they have. We value the input of residents as it allows us to more effectively respond to their needs. As such, we assure residents and those close to them that any complaint they make will not negatively affect the service the resident receives. All complaints are fully investigated. If residents or relatives are able to identify a preferred solution or outcome to their complaint, this will be prioritised in the resolution process.

Concerns, suggestions, comments, and compliments can be verbal or written. Families are encouraged to make an appointment to see the CEO or a member of the Senior Management team if they wish to make a formal verbal complaint. Feedback forms are available on all Units and at reception for families and residents to access. Paper forms can be left the Suggestions box on the units or at reception.

Feedback can also be provided using our online portal by scanning the QR codes displayed throughout the facility, or visiting this link: <https://app.personcentredfeedback.com.au/feedback/17/1/OV4MF1MO>.

If you wish to remain anonymous, simply leave the 'details' section blank on your feedback. Please note that we will not be able to contact you regarding our investigations if your feedback is anonymous.

Communication with residents and families is of great importance to us at San Carlo. In addition to the above-mentioned methods of interaction, we strongly encourage attendance at Resident/Relative Meetings (held every 2 months), Meet & Greet Meetings (held every 3 months) and the Food Focus Group (held every 3 months). Concerns and suggestions can be raised and discussed at these meetings. Dates and times for the meetings are published in our monthly newsletter.

10 General Information

10.1 Accommodation

Lower-level care accommodation at San Carlo consists of single rooms with an en-suite. The higher-level and dementia-specific care areas have a mixture of single and double rooms, some with shared bathroom facilities. Lounges, dining areas, internal courtyards, and extensive gardens are available for residents to enjoy either individually or with family and friends.

Residents entering the Hostel can bring their own furniture and personal effects. Hostel residents can bring a small refrigerator (families are responsible for the care, cleaning and maintenance of the refrigerator). A digital television is provided and installed for new residents where appropriate (a television may not be appropriate for some high care residents). Televisions have RAI International reception.

Please consult with the Executive Care Manager and the Physiotherapist before bringing furniture into the Hostel, as the room size and any Occupational Health and Safety issues must be considered. A telephone can be connected in the resident's room at personal expense.

Residents entering the higher-level and dementia-specific care areas are encouraged to bring personal effects and some items of furniture to keep in their room. Please discuss this with the Executive Care Manager and Physiotherapist prior to bringing in the items or furniture.

Following admission, we trust each resident will settle into comfort and regard San Carlo as their new home. We strive to assist residents in any way possible to create a home with a peaceful and enjoyable atmosphere. All staff and residents at San Carlo maintain a respect for individual privacy and preferences while maintaining a shared environment built on openness and cooperation.

Occasionally there is a clinical or care need that necessitates a resident being moved into a new room. This is done in conference with the resident and family.

All electrical items brought into San Carlo must have a current (last 12 months) electrician tag to certify that the items are electrically safe. Electrical items that have been purchased in the 3 months prior to coming to San Carlo do not require a safety tag, providing that proof of purchase is supplied. Please show proof of purchase to the Village Supervisor, who will document the details in the resident's file. For such items, the next electrical check and tagging is done as part of our annual checking of electrical equipment across the facility.

10.2 Admission Criteria

Applicants must have a current Aged Care Client Record (ACCR) or My Aged Care Support Plan prior to admission. Preference is given to aged people of Italian-speaking background.

Applicants must arrange for Centrelink to complete their income/assets assessment prior to admission.

10.3 Admission Day

Please bring:

- Health Benefit Card and Medicare Card
- List of any relevant information about the resident's current condition (E.g. a Doctor's letter)
- A Medication list from the resident's doctor (any medications in the resident's possession must be given to the Nurse in Charge)

San Carlo can arrange a supply of medications through a local pharmacy if required (the resident/family will be invoiced by the pharmacy). Respite residents are to bring enough medications to cover the duration of their stay. This can be in the form of a Webster Pack or other assistive device.

10.4 Alcohol

San Carlo provides wine with meals for our residents who would like it. A small amount of wine may be offered as part of festivities (e.g. our weekly 'Happy Hour' event in the Hostel). Before leaving alcohol with a resident, please discuss this with the Nurse-in-Charge.

10.5 Allied Health Services

San Carlo provides physiotherapy at no additional cost. Other Allied Health services including podiatry, speech therapy, and external continence management are provided at no cost to residents who are assessed as requiring high-care.

Charges can apply to those requiring lower-level care. External appointments are able to be arranged for audiologists, optometrists, and dentists.

Families can request external Allied Health providers to visit. Please consult with the Nurse-in-Charge and with the resident's doctor to arrange such visits.

Specialist assessments, equipment, or supplies that are complementary to services already provided by San Carlo Homes can incur a cost (e.g. private specialists or special wound-care products).

10.6 Alternative Therapies

Those interested in Alternative Therapies can discuss this with the Village Supervisor and the resident's doctor. After consultation, we can assist residents in procurement of these services.

Any queries regarding clinical services can be addressed by our Senior Management Team.

10.7 Care Plan Meetings

All residents have an interim Care Plan written on admission, followed by the writing of a full Care Plan. Their care needs are reviewed in collaboration with the resident and/or their family and representative. Senior staff members on each Unit conduct these reviews.

All residents and/or their family or representative are invited to participate in a 'Care Plan and Resident Care Needs' review meeting annually. The meeting can be held over the phone if the resident's representative is unable to attend the meeting in person.

10.8 Clothing

Please bring a selection of the type of clothing the resident would usually wear. Ensure that the resident has enough clothing to allow for time to launder items (our laundry is open Monday to Saturday inclusive). Also be aware of the resident's seasonal needs and bring in warm clothes for winter and light clothes for summer.

We suggest that woollens and delicate fabric clothing **not be sent** to our industrial washing machines. Families are able to take these items out of the facility to be washed appropriately. If families supply clothing made of delicate or woollen material and these become soiled, we must send them to our laundry as part of infection control for our residents. They can become damaged in this process.

All personal laundry is done on-site, and families are encouraged to provide clothing that can be safely machine washed and dried. Clothing requiring dry cleaning can be arranged at the resident's cost.

To avoid clothing items being lost or misplaced after they are washed, we ask that all resident's clothes be labelled with their full name. Please see the 'Labelling Clothing' section of this handbook for more details.

10.8.1 Labelling of Clothing

All items of clothing brought into the facility must be clearly labelled. **Please do not put any unlabelled clothing into the resident's wardrobe.** Laundry markers do not endure our industrial washing machines, so we ask that laundry markers are not used to label resident clothing.

Clothing can be labelled in either of the following way:

San Carlo can label all items of clothing. The cost of these labels is \$100 for 200 labels for all new residents and \$25 for 50 labels thereafter. Our staff label clothing for our residents as they are admitted to the Unit.

If this option is selected, we ask that clothing, including clothing brought in after admission be handed to staff on the resident's Unit so they can arrange the labelling to be done.

Respite residents who wish to have their clothing laundered at San Carlo must have all clothing labelled. This can be done by family prior to admission or at San Carlo as mentioned above. If the clothing is to be labelled at San Carlo, the cost for Respite residents is \$50 for 100 labels or \$25 for 50 labels. Alternatively, Respite residents can arrange for their family to wash the clothing items at home (this must be done at least once weekly). In this case, clothing does not need to be labelled.

Please inform the Nurse in Charge of the resident's preference so this can be documented in their progress notes and Care Plan.

10.9 Dentist and Dental Technician

Although we can sometimes arrange on-site visits for residents, these services are not always able to visit San Carlo regularly. As a result, relatives may need to accompany the resident to the dentist or dental technician outside of the facility. Families can consult with the Village Supervisor to arrange internal or external visits with a dentist or dental technician.

To aid in oral care, our speech therapist also completes a swallowing and speech assessment for all residents when required.

10.10 Doctors

Residents have the option to be treated by the doctor of their choice. If their doctor is unable to continue providing them care following admission, they are free to choose another doctor.

Alternatively, we're happy to arrange for an Italian-speaking doctor from Lalor Clinic to take over their care. The Lalor Clinic doctors have worked with us at San Carlo for many years and have extensive experience in aged care.

10.11 Emergency Call Bells

San Carlo has a call bell system within the units that is activated by staff or residents requiring assistance. The system has an emergency ring and a routine help summons ring. Staff attend to these rings based on urgency and deactivate the ring within the resident's room.

10.12 Emotional Support of Resident and Family

When a resident is admitted, there is an orientation process that considers the resident and family's emotional state and gives the resident and their family an opportunity to express their preferences relating to the resident's care needs.

Each resident's emotional states and needs are assessed and reviewed regularly to ensure they are being provided with the support they require. Emotional support services, including on-site pastoral care, can be provided to residents who experience or are at risk of experiencing stress, depression, or anxiety. Families are also free to access these support services.

10.13 External Appointments

Residents attending an appointment off-site are required to be escorted by a family member. The resident must always be supervised. If the family is unable to escort the resident, San Carlo can arrange a chaperone to assist at the resident's expense. Please see the Village Supervisor to arrange this.

We can refer residents to specialists. Staff aim to arrange appointments at times that suit both the family and resident, but unfortunately there are times that the clinic or the specialist are unable to provide a choice of appointment without delaying a residents' care and treatment by a considerable time. In these cases, we confer with the family, Power of Attorney, or Next of Kin and organise a carer or nurse to escort the resident. Any accounts are sent to the person in charge of the resident's finances.

10.14 External Complaints Mechanism

Residents and relatives have access to an external complaints mechanism (the Aged Care Quality and Safety Commission) if they feel that their complaints or concerns are not being sufficiently resolved by San Carlo. Pamphlets outlining how to access this complaints mechanism be found at reception and in each Unit.

To contact the Aged Care Quality and Safety Commission directly, phone 1800 951 822 or visit their website at www.agedcarequality.gov.au.

10.15 Fee & Financial Arrangements

Families are reminded that fees are governed by the Department of Health. Centrelink provides an assessment of the resident's financial situation and thereby sets the level at which fees must be paid.

All residents must have a Centrelink Income/Assets assessment completed for admission to San Carlo. Fees are payable one month in advance and statements are issued monthly.

10.15.1 Respite Fees

Respite fees are to be paid on admission. A booking fee may be required for respite and is payable prior to admission. This fee is a pre-payment for respite care fees and is not an additional charge. The fee is determined by whichever is less of either payment for one week's respite care or 25% of the full fee for the proposed period of respite care.

If the individual entering respite cancels their booking within 7 days before the proposed day of entry, and the reason for the cancellation is anything other than the individual entering hospital or the death of the individual, San Carlo can retain all or part of the booking fee.

The booking fee is refunded if the individual enters hospital or dies either before being admitted to the facility or before the end of the booked period if they have already been admitted to the facility.

If the respite resident leaves the service before the end of the booked period, the booking fee can be used to pay for all or part of the unused booked period.

10.16 Fire & Essential Safety Systems

San Carlo has compliant fire safety systems in place that minimise the risk of a fire emergency. The buildings have compliant fire detection systems, and sprinklers are installed throughout the facility. Approved contractors provide regular service and maintenance on the essential safety systems.

Policies and Procedures are in place to manage emergencies such as fire, heatwaves, floods, and bushfires. Staff are trained in and aware of their roles and responsibilities in an emergency.

Any questions or concerns regarding emergency plans can be discussed with a member of the Senior Management Team.

10.17 Food and Menus

Food safety and quality is paramount at San Carlo. We have our own in-house catering service, with a menu compiled from the residents' personal choices and a dietician's advice. Alternatives to the menu are always available and suggestions from residents are welcomed. Feedback regarding the menu can be given through the Resident and Relatives meetings, annual Resident and Relatives Satisfaction Surveys, and through the comments and concerns mechanism.

The Head Chef reviews the menu with the CEO bi-annually or at other times as requested by residents. The menu can vary in accordance with the availability of fresh produce, religious Feast Days, special occasions, and sudden weather changes. Such variations are made by the Head Chef in liaison with the CEO or Senior Management Team.

Where residents require a special diet as requested by the dietician, a suitable menu is prepared in conjunction with the resident (and relative where appropriate) and in accordance with cultural preferences. Textured or vitamised food is from the same quality produce as used for normal diets.

10.17.1 Visitors Bringing in Food

Family members and visitors that bring in food for a resident must sign the food register at the entrance to the Unit. Please consult with the Village Supervisor when bringing in food to determine whether the food is appropriate for the resident's dietary needs.

If visitors wish to bring in celebratory food (e.g. birthday cakes) to share, it must be purchased from a commercial provider and the ingredients must be stated on the label.

If visitors wish to bring in homemade food, the food must be consumed in the day of visit.
Any food in fridges that are unlabelled will be disposed.

We ask visitors and families not to hand food to other residents as the resident could be allergic to the food or it could be detrimental to their care if they are on a special diet.

The Village Supervisor must oversee all food brought into the Unit.

10.18 Footwear

Our Physiotherapist assesses the resident's footwear as part of their mobility assessment. Any queries regarding the resident's foot wear can be directed to our physiotherapist.

10.19 Gifts and Gratuities

Staff at San Carlo are dedicated to providing quality care to residents and our greatest reward is the satisfaction and happiness of our residents. Staff are unable to accept gifts or money from residents and their families. If residents or families wish to acknowledge the staff with a gift, we ask that it be limited to flowers or chocolates (or similar products) that can be shared by the staff as a group.

10.20 Gym equipment

The physiotherapist may incorporate exercises that make use of our gym equipment as part of a resident's physiotherapy program. Residents are always supervised by the physiotherapist whilst using this equipment.

10.21 Hairdressing

Visiting hairdressers are available to residents and services are paid for individually.

10.22 Hostel Kiosk

In the Hostel we have a Kiosk to allow our residents some retail therapy. Small personal items and toiletries can be purchased from the kiosk. The kiosk is open Tuesdays and Thursdays, times are as advertised on the Kiosk window.

10.23 Incidents or Accidents

Please report any incidents to staff, including injuries, inappropriate or unsafe behaviour from staff or residents, and hazards or incidents that could affect the safe operation of the organisation.

10.24 Leave from the Facility

Commonwealth regulations provide for unlimited hospital leave for residents. Social Leave is funded by the government for 52 days per financial year (a 'leave day' means that the resident is away from the facility overnight). When a resident is planning to leave the facility, please advise the Village Supervisor as we need to have this information in case of emergency.

Commonwealth regulations do not allow for overnight leave for Respite residents. If Respite residents are taken for overnight leave, San Carlo must discharge and then readmit them which results in a daily rate being charged for holding the bed.

Staff must be informed when a resident leaves the facility during the day for an appointment or outing.

10.25 Library

Library delivery services for residents are available through our Leisure and Lifestyle Team.

10.26 Medications

On admission, all medications are reviewed by the resident's doctor and senior clinical staff. Please bring in all medicines, including any supplementary medications that the resident has been taking (e.g. vitamins, creams, puffers).

Medication must be stored by San Carlo and not kept in the resident's room unless the resident has been assessed by their doctor as being able to self-administer. Families are reminded not to supply residents with any medication unless discussed with the resident's doctor.

For some residents, the use of medications that modify behaviour may need to be considered. The facility encourages treating doctors to communicate with families in these situations. A facility policy is in place in relation to the use of antipsychotic medication and families are encouraged to participate in meetings in relation to use of such medication.

10.27 Newsletter

Our newsletter is distributed monthly on line to the family member responsible for the resident's finances.

We request that this family member discuss the information in this newsletter with all family members. Additional copies of the newsletters are situated next to the sign-in books at the main entrances and at reception.

Residents are provided with copies of the newsletter and can have it read to them in their preferred language as needed.

10.28 Newspapers and Magazines

Newspapers and/or magazines delivery service can be organised through our Life style team. Fees for delivery are billed to the resident's account.

10.29 Pets

Animals are welcome at the facility but must remain under control of a leash at all times. We request proof of vaccination and house training for visiting animals for the protection of residents.

We remind visitors to respect the fact not all residents are animal lovers and ask that animals not be brought into contact with other residents unless they are requested to do so.

Arrangements for pets to stay at the facility can be made in line with San Carlo's Pet Policy. Please see a member of Senior Management to discuss any matters relating to pets.

Companion insurance is available at a reasonable cost. You should be able to obtain a policy for less than \$50 per annum. Most of the larger agencies that provide companions maintain worker's compensation and other appropriate insurance cover for their employees.

10.30 Religious Services

Mass/Rosary is conducted daily in communal and one-on-one sessions with our nuns if requested by residents.

Residents are free to choose whether they attend communal Mass/Rosary. Residents who are not Catholic are encouraged to inform us how we can best meet their individual needs and preferences.

10.31 Residents' Privacy

Do Not Disturb signs are available for residents to use when they wish to have privacy, such as when they do not want to be disturbed overnight. These signs will be hung on the inside of each resident's door and can be put on the outside whenever the resident wishes. If the sign is not available, please let one of the care team know and request a replacement. These signs can be obtained after a request is made by the resident and Nurse In Charge following a risk assessment and approval from the CCM.

Whether you are staff, family, friend or visitor, please respect the "Do Not Disturb" sign. If you still wish to see the resident, please speak with the nurse in charge of the unit.

10.32 Residents & Relatives Meetings

The purpose of these Meetings is to facilitate communication between residents and their relatives, and staff. We value our residents' input and these meetings are a great opportunity for them to contribute their ideas.

Issues of concern can be raised and discussed at these meetings, though individual complaints or concerns can also be managed on a 'one-to-one' basis or through the comments and complaints mechanism. Relatives' meetings are held every second month and are organised to accommodate the availability of families. Dates and times are advertised in the San Carlo Newsletter.

10.33 Residents Absconding

We have policies and procedures in place for instances where a resident wanders from the facility. We have secure doors that are locked using a key-pad, as well as camera surveillance of our public areas. These assist in preventing residents from wandering away from the facility. We request that visitors not assist a resident to leave the facility. Residents deemed at risk of absconding have a wanderers' profile completed and kept in the primary folder ready for use when required. Before any of these measures are implemented for a resident, it is discussed with their representative or Power of Attorney.

10.34 Resident's Agreement

A formal Agreement (between San Carlo Homes for the Aged and the resident) is given to the family/resident to be signed and returned on date of admission. The Agreement explains the financial arrangements and the services that are provided to residents. It also details the resident's Rights and Responsibilities and issues relating to security of tenure.

Please return the signed document to reception. Residents/families can revoke their signature within 14 days of signing by notifying San Carlo in writing.

10.35 Smoking

San Carlo has a smoke-free environment and smoking is not permitted inside any building. There are designated external areas in which residents can smoke - please speak with the nurse-in-charge of the unit to discuss the designated smoking areas available.

Families are reminded that they must provide cigarettes and staff are not permitted to procure or pay for the resident's cigarettes. Residents have their cigarettes, tobacco, and matches stored at the nurse's station. Before leaving cigarettes or alcohol with a resident, please discuss this with the Nurse in Charge.

10.36 Telephones & Private Calls

Private phone calls are not to be conducted through San Carlo's business line as it prevents its necessary use. San Carlo will no longer pass personal calls on through to the resident unless it is an emergency.

Installation of private telephones can be arranged by the resident/family through San Carlo and we bill the resident directly. Alternatively, you are welcome to organise a cheap mobile phone for personal use as we do have mobile coverage throughout the facility.

There is a set connection fee of \$120 and a monthly fee of \$35. Usage is subject to a fair usage policy and we reserve the right to suspend the private phone line or charge for excessive usage. Residents/Families are to provide the handset.

10.37 Valuables

We strongly advise residents against bringing valuable items, jewellery or large amounts of cash to the facility. Residents are encouraged to consider their own insurance when making the decision to bring valuable items with them to San Carlo.

While we try to provide a secure environment, we cannot accept any liability for individual losses. Residents have access to their own locked drawer and we can provide short-term storage for small items or cash.

10.38 Witnessing Legal Documents

Staff are not permitted to witness the signing of any document – please do not ask them to do so.

11 Information for Your Visitors

11.1 Visitors and Visiting Hours

Family and Next of Kin can visit the resident throughout the day.

We ask that the Nurse in Charge be informed of visitors wishing to come after hours, as the doors lock to the security setting in the evenings until after day break the next morning.

For after-hours entry, visitors must ring the bell and wait for a staff member to let them in. Children visiting residents must always be supervised by their parents or a responsible adult.

11.2 Gatherings for Visitors, Family and Friends

While there are areas (including Caffè Incontro and barbeque areas) available for family gatherings at the facility (e.g. birthday gatherings for a resident), please note that San Carlo does not have any exclusive areas.

We are unable to guarantee privacy for your gathering as the facility is home not only to your loved one(s), but to other residents as well who have freedom to move around.

If a private function room is required, San Carlo is happy to recommend suitable locations within a reasonable distance of the facility as well as recommendations for booking transport services if required.

If you would like to organise a gathering at San Carlo, please let us know at least a week in advance. You can let us know by email at sancarlo@sancarlo.com.au, or call Reception on 03 9404 1490.

11.3 Visitors at Meal Times

If you have visitors at meal times, please sit in one of the available private areas outside of the dining room, or at a private table in the dining room away from the tables shared by other residents. Your meal can also be served to you in your room.

You can ask a staff member at any time to arrange this for you, and San Carlo would appreciate it if you could inform the staff *before* meal times that you are expecting company so that they can prepare a table in advance for you and your visitors. In addition to your privacy, this is also to respect the other residents, who may not wish to share their private meal time and space with strangers.

If your family member or visitor would like a meal, please give us notice of requirements prior to 10:30am on the day the meal is required. A nominal charge will apply for the meal.

12 Minimal Restraint Policy

San Carlo has a Minimal Restraint Policy. This means that restrictive practices must be used as a last resort to control resident behaviour. Strict procedures are in place to ensure that residents who are restrained are carefully monitored and reviewed for any adverse changes in their condition.

The facility recognises that the behaviour and condition of some residents creates the risk of falls. If restraints are used to prevent falls, this is only done after discussion with the resident's family/Power of Attorney and treating doctor and the Allied Health team.

As restraints are used as a last resort, we use a variety of other resources to minimise the risk of injury from falls. This includes the use of Low-Low beds, mats with fall sensors on the floor next to the beds, crash mats, and hip protectors. Preventative strategies are developed in consultation with the resident/representative and their doctor.

13 Compulsory Reporting/Serious Incident Response Scheme (SIRS)

As an aged care consumer, you have the right to safe and quality care and to live without abuse or neglect.

13.1 Incident Management System

Under the Serious Incident Response Scheme (SIRS), we must have an effective incident management system in place to manage, respond to, and prevent recurrence of all incidents. This system is comprised of a documented set of protocols, processes and standard operating procedures.

The incident management system covers a broader range of non-reportable incidents and include incidents that involve staff or visitors.

13.2 Reporting Abuse of Care Recipients

San Carlo does not tolerate abuse of its residents by any person. Our SIRS Policy contains information about how we protect our residents from abuse. A copy of this Policy can be provided upon request.

Under SIRS, we are legally required to report any allegation or suspicion of abuse against a resident to the Police and to the Aged Care Quality and Safety Commission. We must make the report within 24 hours of the allegation being made or suspicion being raised.

13.3 'Priority' Incident Reporting

Reportable incidents include any of the following as done to a resident:

- Unlawful sexual contact or inappropriate sexual conduct;
- Neglect;
- Psychological or emotional abuse;
- Unexpected death;
- Stealing or financial coercion by a staff member;
- Inappropriate physical or chemical restraint; and
- Unexplained absence from care.

'Priority 1' reportable incidents include those that cause or could reasonably have caused a resident physical or psychological injury or illness requiring some form of medical or psychological treatment. These must be reported within 24 hours

Instances of unexplained absence from care and any unexpected death of a resident are always regarded as 'Priority 1' reportable incidents.

Since 1 October 2021, all 'Priority 2' incidents must also be reported within 30 days. Priority 2 incidents are any reportable incidents that do not meet the criteria for 'Priority 1'.

13.4 Can we choose not to have an assault reported?

No. We are required to make a report of an assault within 24 hours even if the resident or relative do not want us to. Under SIRS, all instances of known, alleged, or suspected abuse must be reported. This includes instances of resident-to-resident abuse. The resident or relative then has the choice to proceed with police investigations where appropriate.

13.5 Who must make a report?

San Carlo has the obligation to make the report. We are also responsible for taking reasonable measures to ensure our staff members report these incidents to Senior Management. Our staff members include any person we employ, hire, retain, or contract to provide care or other services to us. It applies to permanent, temporary, and casual staff.

13.6 Do we have any protection if we make a report?

If a staff member makes a report, that person is protected from their identity being disclosed and from any victimisation. They are also protected from any civil or criminal liability for making the disclosure and any employment



or contractual sanctions. These protections do not apply to any other person unless applicable under State or Federal legislation.

13.7 What if you have questions?

Any questions about how the reporting requirements operate can be directed to a member of the Senior Management Team. The team can be contacted by phone on 03 9404 1490 or by email at sancarlo@sancarlo.com.au.

Further information on SIRS is attached to this handbook.

14 Privacy Collection Statement

14.1 Protecting your privacy

San Carlo Homes for the Aged is committed to protecting the privacy of all residents and ensuring we provide them with the best possible care and services. We are bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

Please read this Privacy Collection Statement in conjunction with our Resident Privacy and Confidentiality Policy ('Privacy Policy'), which contains detailed information on how we protect residents' privacy, including the way in which we collect, use, and disclose their information.

A copy of the Privacy Policy is available on our website and at our facility. We provide a copy of our Privacy Policy to all residents upon admission or before we start providing services to them.

14.2 Collection of information

We collect personal information about individuals either directly from the individual or from their legal representative. We only collect information for purposes that directly relate to our functions and activities as an aged care provider.

We understand that residents may not always want to provide information to us. The information we request is relevant to providing the care and services each resident needs. Residents and families must be aware that if they choose not to provide us with some or all of the information we request, we may not be able to provide them with the care and services they require.

14.3 Use and disclosure

We only use and disclose personal information for the purpose for which it was collected. Use or disclosure for secondary purposes is only permitted when directly related to our functions or activities as an aged care provider or when otherwise permitted by law.

14.4 Access and correction of information

Individuals have a right to request that we provide them access to the Personal Information we hold about them. Requests can be made to our Privacy Officer through the completion of the "Freedom of Information Form". This is available upon request and requires the approval of the Privacy Officer.

Privacy Officer

Rhonda Joiner (or Delegate)

Phone: 03 9404 1490

Fax: 03 9404 4390

Email: rhonda@sancarlo.com.au

Please be aware that some restrictions apply when requesting access to information.

Please inform a staff member if any of the information we hold is incorrect. Every effort will be made to correct the information in a timely manner.

14.5 Overseas recipients

We do not disclose information about residents to overseas recipients. If we do, we seek consent from the resident or their NOK/POA and take all reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

14.6 Concerns about Your Privacy

Concerns about the way we have managed personal information can be made verbally or in writing to any of the following:

San Carlo's Privacy Officer

Phone: 03 9404 1490

Fax: 03 9404 4390

Email: rhonda@sancarlo.com.au

We ask that concerns first be directed to our Privacy Officer for resolution before they are taken to the Aged Care Quality and Safety Commission.

Aged Care Quality and Safety Commission

Online: www.agedcarequality.gov.au

Phone: 1800 951 822

How to contact us:

Any questions in relation to privacy or how we manage personal information can be directed to our Privacy Officer by phone on 03 9404 1490 or by e-mail at rhonda@sancarlo.com.au.



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.



La Carta dei Diritti di Assistenza per gli Anziani

Ho il diritto a:

1. servizi e cure sicure e di alta qualità;
2. essere trattato/a con dignità e rispetto;
3. avere la mia identità, cultura e diversità valorizzate e sostenute;
4. vivere senza abuso e negligenza;
5. essere informato/a sulle cure e sui servizi in modo comprensibile;
6. accedere a tutte le informazioni su me stesso/a, compresi i miei diritti, le cure e i servizi;
7. avere controllo e prendere decisioni sulla mia cura, e sulla mia vita personale e sociale, compreso ove tali scelte comportino dei rischi personali;
8. avere controllo e prendere decisioni sugli aspetti della mia vita personale, sui miei beni finanziari e i miei possedimenti;
9. la mia indipendenza;
10. essere ascoltato/a e compreso/a;
11. avere una persona di mia scelta, compreso un aged care advocate, che mi sostenga o parli per conto mio;
12. sporgere reclamo senza essere penalizzato/a, e avere i miei reclami trattati con equità e prontezza;
13. la mia privacy personale e la protezione delle mie informazioni personali;
14. esercitare i miei diritti senza che compromettano negativamente il modo in cui vengo trattato/a.