

Resident & Family Guide



SANCARLO
HOMES FOR THE AGED

Welcome to the San Carlo Community

Dear Residents and Families,

On behalf of everyone at San Carlo, we would like to extend a warm and heartfelt welcome to our newest residents and their families.



Moving into a new community is an important milestone, and we are delighted that you have chosen San Carlo as your home. Our community is built on respect, friendship, care, and connection, and we look forward to getting to know each of you in the weeks and months ahead.

At San Carlo, we believe that a strong community is created by the people who live, work, and visit here. Whether you are joining us as a resident or supporting a loved one as family, you are now an important part of the San Carlo family. We encourage you to participate in our activities, meet your neighbours, share your stories, and make the most of the many opportunities available within our community.

We understand that settling into a new environment can take time, and our team is here to support you every step of the way. Please do not hesitate to reach out with any questions, concerns, or suggestions—we are always happy to help.

We wish you a smooth transition, many new friendships, and countless happy memories at San Carlo.

Once again, welcome to the San Carlo community. We are delighted to have you with us.

Warm regards,

The San Carlo Team



Our purpose

Deliver excellent aged care services through a holistic approach encompassing:

Physical Health

Supports the strength, mobility, safety and clinical wellbeing of residents through proactive, person-centred care, encompassing high quality nursing and personal care assistance, management of chronic conditions, rehabilitation and reablement, and initiatives that promote vitality, such as good nutrition, exercise and healthy daily routines.

Psychosocial Wellbeing

The integration of emotional, social and psychological supports that help residents enjoy good mental health, feel connected, engaged and fulfilled in daily life, delivered within the context of our Christian Values and beliefs.

Pastoral Care

The Claretian Sisters and Scalabrinian Fathers support the spiritual and emotional wellbeing of residents and their families by offering meaningful religious connection, comfort and companionship, while enriching everyday life through presence, prayer, cultural understanding and heartfelt care

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 a 142-bed facility, which includes dementia care, high care and hostel accommodation.

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 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.



Respect for Diversity

At San Carlo, we understand that our residents come from 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.

How to Share Feedback

You can provide feedback in several ways:

In person:

Speak with a member of the Senior Management Team or arrange a meeting with the CEO for formal concerns.

Written feedback:

Forms are available in all units and at reception. Completed forms can be placed in suggestion boxes located in the units or at reception.

Online:

Scan the QR codes displayed throughout the facility or visit:

You may choose to remain anonymous by leaving your contact details blank. Please note that we won't be able to follow up directly if no details are provided.

Staying Connected

Open communication is important to us at San Carlo. We also encourage residents and families to attend:

- Resident/Relative Meetings (every 2 months)

- QCAB- (Every 2 months)

- Food Focus Group meetings- Menu Design & Project Choice (monthly)

These forums are a great opportunity to share feedback and discuss ideas. Meeting dates and times are published in our monthly newsletter.

What You Need to Know

It's safe:

Speaking up will never affect the care or service you *get here*.

We fix it:

We investigate every complaint fully. If you have a specific fix in mind, let us know and we'll make it our top priority.

You can stay anonymous:

Just leave your name off the form. Keep in mind, if you stay anonymous, we won't be able to get back to you with an update.

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 can 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.

Your home

Residents also have access to inviting lounges, dining areas, internal courtyards, and spacious gardens, which can be enjoyed independently or with family and friends.

Personalising Your Space

We encourage residents to make their room feel like home by bringing personal belongings and, where suitable, small items of furniture. Residents may bring personal furniture, décor, and a small refrigerator (families are responsible for its cleaning and maintenance).

A digital television with RAI International channels is provided in resident rooms and lounge areas.

Netflix & KAYO is also connected in lounge areas.

Creating a Comfortable Home

Our goal is to help every resident feel settled, comfortable, and at home. We promote a respectful, supportive environment that values privacy, individual preferences, and shared community living.

Electrical Items- To ensure safety:

All electrical items must have a current safety tag (within the last 12 months). Items purchased within 3 months prior to admission do not require tagging if proof of purchase is provided.
Please provide receipts to the Supervisor so this can be recorded.
All items will be included in the facility's annual safety check and tagging program.

Dining

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.

PROJECT CHOICE is an initiative which ensures that residents have a say in the food they eat. Chef Cosimo meets with residents every 3 weeks to discuss what works and what can be improved.

We are happy to offer residents the option of enjoying a glass of wine with their meals if they wish. From time to time, a small amount of alcohol may also be served during special moments and social events.

Visitors Bringing in Food

Family members and visitors who bring in food for a resident, must complete and sign the food register at the entrance to the Unit. Please consult with the Nurse 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 on the day of visit.

Any unlabelled food in fridges will be disposed of.

We ask visitors and families not to share food with other residents as this could pose a risk.

Clothing

Please bring a selection clothing the resident would usually wear. Ensure that the resident has enough clothing to allow for those times items are being laundered (our laundry is open Monday to Friday). Bear in mind the changing seasons when considering appropriate clothing.

Please be aware that woollen and delicate clothing can be damaged in our industrial washing machines and therefore suggest taking these home to be laundered. 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.

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 they are not used to label resident clothing.

Clothing can be labelled in either of the following ways:

Labelling of clothes can be done in-house. The cost of these labels is 50 cents per item and can be ordered in the following quantities:

200 labels for \$100, 100 labels for \$50 and 50 labels for \$25. Our laundry staff will label clothing for residents, upon admission to the Unit.

We ask that clothing, including clothing brought in after admission be handed to staff in the resident's Unit so they can arrange the labelling to be done.

Medications

*San Carlo can arrange medication supply through a local pharmacy (costs are billed directly to the resident or family). **Respite residents** must bring enough medication for their stay, in a **Webster Pack**.*

Doctors

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

Alternatively, we're happy to arrange for doctors 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.

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.

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.

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.

Families can request external Allied Health providers to visit at their own cost. 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).

Dentist and Dental Care

We can sometimes arrange dentist or dental technician visits onsite. If this isn't available, family or friends may need to assist with appointments outside San Carlo. Dental treatment will incur a cost. The nurse can help organise both onsite and external visits—just reach out for support.

Alternative Therapies

Those interested in Alternative Therapies can discuss this with the Clinical Care Manager and the resident's doctor. After consultation, we can assist residents in procurement of these services but will incur a cost.

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

Care Plan Meetings

All residents have an interim Care Plan written on admission. Within 4 to 6 weeks of permanent admission a comprehensive care plan is created. Care planning is a collaborative, continuous process involving the resident, their family, registered nurses, and allied health professionals.

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.

External Appointments

Residents attending an appointment off-site are required to be escorted by a family member.

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 state 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.

Religious Services

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

Please refer to the Lifestyle calendar for details.

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.

Commitment to Pastoral Care

The Pastoral Care Ministry remains committed to nurturing the spiritual, emotional, and social well-being of our residents. We recognize that every resident is a unique individual with personal histories, faith journeys, hopes, and challenges. Through our ministry, we strive to provide compassionate accompaniment and holistic care that promotes dignity, comfort, and a sense of belonging.



Regular pastoral visits are conducted with residents throughout San Carlo. These visits provided opportunities for prayer, spiritual conversation, emotional support, and attentive listening. Many residents expressed gratitude for the companionship offered, particularly those who experience loneliness, grief, declining health, or separation from loved ones.

Pastoral care staff have also facilitated various spiritual and reflective activities, including the Rosary, Scripture reflections, prayer services, seasonal liturgical celebrations, and remembrance prayers for deceased family members and friends. These activities have encouraged meaningful participation and fostered a sense of community among residents.

The Pastoral Ministry also accompanies families during the loss of their loved ones. Participation in funeral services and memorial celebrations has been an important aspect of our ministry, offering prayers, and honouring the lives of deceased residents who have been valued members of our community.

In addition, pastoral support is provided to grieving family members, friends, fellow residents, and staff.

As we continue our pastoral mission, we encourage family members to remain actively involved in the lives of their loved ones through visits, phone calls, prayers, and participation in significant celebrations whenever possible. Such connections greatly enhance the emotional and spiritual well-being of our residents.

Pastoral care remains an essential component of our commitment to person-centered and faith-based aged care.

Sister Analy

Fees & 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 invoiced one month in advance by direct debit. You are welcome to make an appointment to speak with the Finance Officer, who can assist in explaining how the fees work.

Resident 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.

Gifts and Gratuities

Staff at San Carlo provide 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.

Hairdressing

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

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, which is open on Mondays.

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 Nurse, who will ask that a social leave form be completed. This is available from the Nurse.

Please inform the nurse when a resident leaves the facility during the day for an appointment or outing.

Newsletter

Our newsletter is distributed monthly online to the nominated first contact person.

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.

What is CentrimLife?



CentrimLife is an exciting program that allows families to receive regular updates on events, lifestyle activities, and resident wellbeing at San Carlo. It also provides additional ways to keep in touch with residents and staff, such as through the feedback and visitor booking modules. Family members are set up with an account to access CentrimLife by Blazenka at reception. Please see San Carlo website for further details:

www.sancarlor.com.au/centrimlife

Newspapers and Magazines

Residents are welcome to subscribe to newspapers and magazines. Families will need to arrange this. Staff will ensure that residents receive them.

Pets

Animals are welcome at the facility but must always remain under control of a leash. For the protection of residents, we request proof of vaccination and house training for visiting animals.

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.

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.

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.

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.

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 or large number format phones can be purchased from San Carlo.

Alternatively, you are welcome to organise a mobile phone for personal use as we do have mobile coverage throughout the facility.

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.

Witnessing Legal Documents

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

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 at 7pm, until after 6am 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.

Family celebrations

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 you would like to organise a gathering at San Carlo, please let us know at least 4 weeks in advance. You can let us know by email at sancarlo@sancarlo.com.au, or call Reception on 03 9404 1490.

Visitors at Mealtimes

If you have visitors at mealtimes, 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* mealtimes 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 mealtime 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 and can be paid at reception.

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.

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.

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.

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.

Privacy Collection Statement

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.

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.

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.

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.

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

Privacy Officer

Agnes Loffeleya (or Delegate)

Phone: 03 9404 1490

Fax: 03 9404 4390

Email: agnesl@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.

Any questions in relation to privacy or how we manage personal information can be directed to our Privacy Officer.

Concerns about Your Privacy

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

1800 951 822 (all enquiries)

Elder Rights Advocacy

Email: admin@era.asn.au

Free call: [1800 700 600](tel:1800700600)

Phone: [\(03\) 9602 3066](tel:(03)96023066)

Elder Rights Australia

Ross House, Level 2 Room 3

247-251 Flinders Lane

Melbourne VIC 3000

Older Persons Advocacy Network (OPAN)

Phone: **1800 700 600**

8am – 8pm Monday to Friday

10am – 4pm on Saturdays

Our Team

CEO	<i>Ron Hooton</i>
Executive Care Manager	<i>Agnes Loffelaya</i>
Clinical Care Manager	<i>Lisa Zhang</i>
Clinical Care Coordinator	<i>Ennita Nyandoro</i>
Finance Manager	<i>Chris Susilo</i>
HR Manager	<i>Michelle Phang</i>
Occupancy & Partnership Manager	<i>Gemma Leombruni</i>
Quality, Risk & Compliance Coordinator	<i>Subhash Kuppadakkath</i>
Environmental Services Coordinator	<i>Cameron Lovat</i>
Receptionist/ Admin	<i>Blazenka Pranic</i>

San Carlo
970 Plenty Road
South Morang Vic 3752
T: 9404 1490
E: sancarlo@sancarlo.com.au
W: www.sancarlo.com.au