

# ***Oolong Hostel***

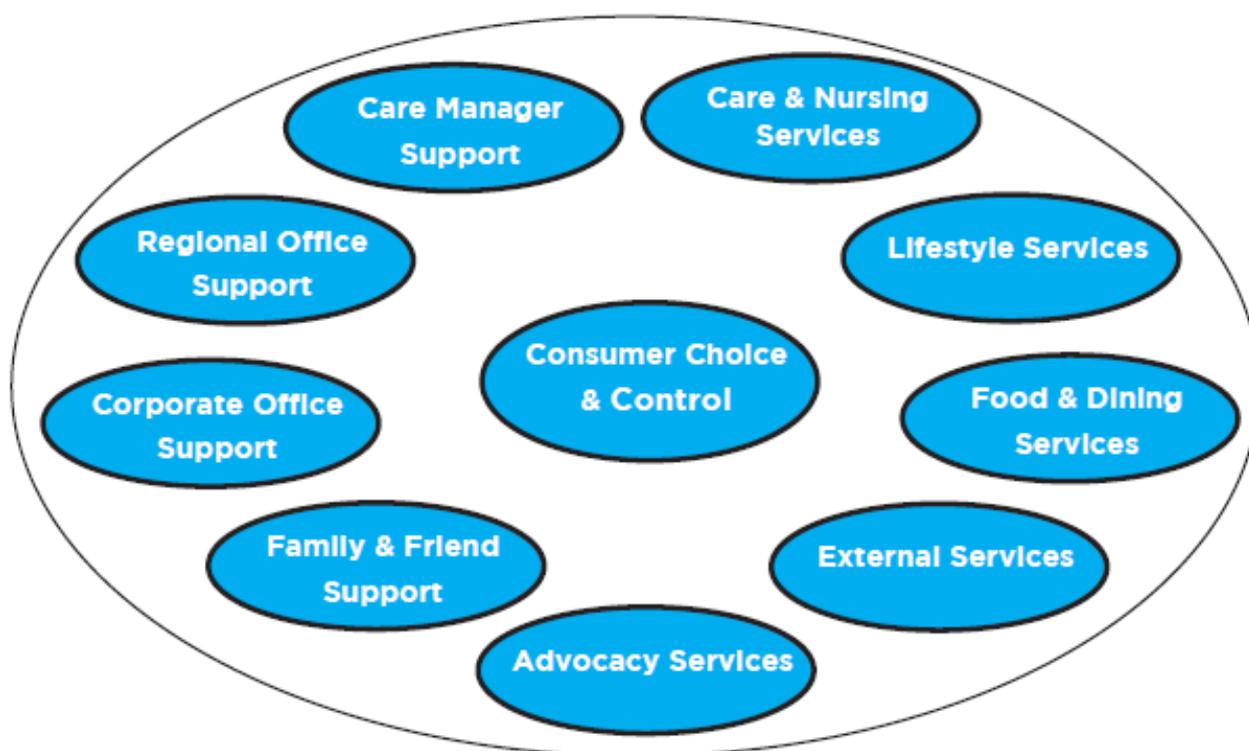


# THINGS YOU NEED TO KNOW

## Residential Care Made For You

### About This Information Handbook – Oolong

UPA Oolong Hostel develops and delivers services guided by our values, professional code of conduct, relevant legislation, contractual arrangements and accepted quality standards. This Information Handbook forms part of your Agreement with UPA Residential Care services. It will provide you with the information you need to understand the care and services we offer and how we can work in partnership to assist you in living the life you choose. This includes information about your rights and obligations; how we respect and protect your privacy; what you can expect from us; and how you can effectively communicate with us about your services. Our mission, values and philosophy of care are the foundations that our service is built upon. The Aged Care Quality Standards guide the basis for service delivery across UPA Aged Care services. The standards have you, the consumer at the core of service delivery and ensure that you have the choice and control over decisions affecting your life.



### Our Philosophy of Care

The United Protestant Association of NSW, (UPA) is a Christian organisation that aims to provide quality service and care. We believe that every person we care for has the right to live in peace with dignity, respect and security. That right does not diminish, irrespective of age.

We welcome people from all religious and cultural backgrounds. We convey compassion, kindness, respect and honesty in our work. Our staff and volunteers encourage and empower those we care for to choose their own path. Mindful of how we ourselves would like to be treated, we aim to provide a caring atmosphere of Christian love and understanding.

When we have failed to live up to our Purpose, Values or Philosophy of Care we will seek to make amends.

# WELCOME FROM THE TEAM AT Oolong

We are delighted you have chosen Oolong Hostel as your new home and we take this opportunity to welcome you.

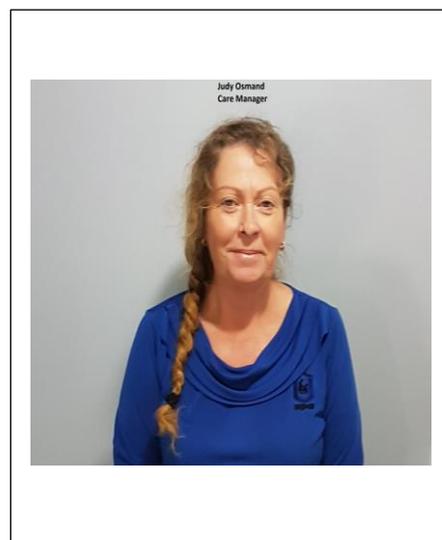
UPA values of Compassion, Respect, Inclusiveness, Kindness and Integrity are at the core of what we do and are the key elements contributing to UPA's excellence in aged care. We will encourage and empower those we care for to choose their own path.

Moving into Residential Care is one of the most important decisions you will make. With the assistance of UPA, your friends and family, the move can be a rewarding and positive decision. Living in a UPA Residential Care Facility

enables you to live the life you choose supported and assisted by our staff who have specialised skills and knowledge and who are capable and caring.

If you wish to have your family and friends involved in your stay at Oolong they are invited to be as involved as you wish. If you choose for them to be involved, they are welcome to visit at any time and join in any social activities we offer.

This information handbook is designed to provide you with information about



Oolong and the activities and services available to you. Information also includes the Charter of Aged Care Rights and consumer responsibilities to ensure your home is peaceful and enjoyable.

We ask that you read this handbook. Our friendly staff are here to answer any questions you may have.

Again, we welcome you to Oolong and look forward to being of service to you.

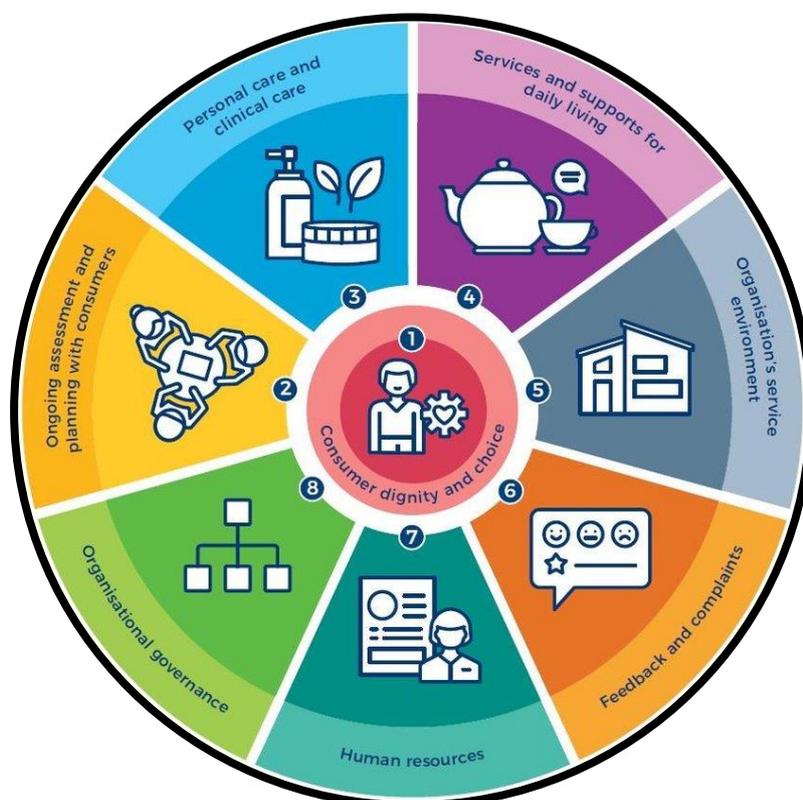
NAME OF CARE MANAGER:  
Judy Osmand

**Your personal wellbeing and quality of life is important to us.  
We put you first and you are the centre of everything we do.**

# 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.



# Oolong Hostel Residential Care Community

## Moving In

Eligibility - to receive the care and services offered by a Residential Care facility you will need to be assessed by the Aged Care Assessment Team (ACAT) who will determine the level of support you will be entitled to. Referral for an ACAT assessment is made through My Aged Care and can be initiated by your doctor, family and/or friends, a service provider or self-referral.

My Aged Care can be contacted on 1800 200 422 or via the website <https://www.myagedcare.gov.au/>.

Suitability - if you have a current referral code and wish to live in a UPA facility, our Care Team will assess you utilising any available reports from health professionals including the ACAT assessment. This will assist in determining if your needs can be met by the facility. In some circumstances we may need to also seek other professional advice and assessment.

In order to meet your needs Oolong will need to consider:

- Needs of existing consumers
- Staffing levels
- Staff skill mix
- Building layout

- Specific care needs of you as the prospective consumer
- Clinical nursing skills and/or judgement that may be required to meet care needs
- Availability and accessibility of allied health services.

There are some care needs that are outside our scope. Please discuss with our Care Manager any concerns.

If your needs can be met by Oolong you may need to go on a waiting list and provided with accommodation when a place is available to meet your needs.

If your care needs cannot be met by Oolong UPA will assist you and your family to go back to My Aged Care to find a suitable service.

For the safety of all residents and staff, electronic key-pad mechanisms are in place to enter and exit the facility. The access code is available on admission to the service.

## Living in Harmony With Others

In order to ensure your home is a pleasant and comfortable place to live we request that you:

- Respect the rights and needs of other people within the Oolong community.

- Respect the right of staff to work in an environment free from harassment or exploitation
- Care for your own health and well-being, as far as you are able
- Inform the Care Team and your medical practitioner, as far as you are able, about relevant medical history and current state of health.

## Power of Attorney Financial Decisions

Consumers and their representatives are encouraged to manage their own financial affairs. With that in mind an Enduring Power of Attorney is strongly recommended so that they can take over if health fails.

If an individual is unable to nominate an Enduring Power of Attorney due to their current level of health, it may be necessary to apply to NSW Civil and Administrative Tribunal (NCAT) for a financial management order.



## Healthy and Lifestyle Decisions

An Enduring Guardianship is a legal document which allows a nominated person to make health and lifestyle decisions on your behalf if and when you are unable to do so.

We recommend that all consumers nominate an Enduring Guardian so decisions for care and lifestyle can be implemented if you are unable to choose yourself.

As with Power of Attorney, the appointment of a Guardian must be made whilst you have the capacity to do so.

## Privacy and Confidentiality

UPA recognises that it holds a position of trust in obtaining and keeping personal and sensitive information. We will only collect information as and when it is required to provide a service or to meet regulatory requirements. Any information that has been obtained will be treated in the strictest of confidence and with respect to the right to privacy or each consumer.

We maintain all personal information in a safe and secure place with access only by appropriate people. Any confidential information that

is to be destroyed will be done so in a secure manner.

Any consumer who wishes to access information held by UPA in respect of themselves can do so. UPA will ensure that all personal and sensitive information and data collected will only be released to the following people:

- Consumer, employee, volunteer, young person - this information will be released on request by the individual in relation to their own records.
- Other health professionals - if the need arises and as required.
- Family members or other persons who have been designated to access information on behalf of the consumer, employee, volunteer or young person.
- Statutory bodies as required - the person whose information is passed on will be informed if this happens.

We ask you to sign a consent form which approves this. You may access your personal information by contacting the Regional or Care Manager who will make the arrangements.

All UPA employees and volunteers sign a confidentiality agreement as part of their induction process. They are educated on treating the consumers personal effects with respect

at all times and to only discuss consumers information within the context of their care. Enquiries from relatives and other individuals not nominated as able to receive information will be directed to the Care Manager.

Under no circumstances shall an employee become involved in the personal business affairs of a consumer, such as witnessing of Wills, acting as Power of Attorney or being Executor or beneficiary of an estate of any individual unless they are a close relative.

Any concerns or complaints regarding a breach of confidentiality or privacy can be made through the complaints or grievance procedures on page 21. Any concerns or complaints will be treated confidentially and impartially and will be managed promptly.



## Authorising others to Act for You

You may nominate a person to be your representative in some or all dealings with UPA on your behalf. The person may be a family member, friend or person from an advocacy service. You must nominate your representative in writing, and this person will then continue to be your representative until you cancel the arrangement in writing. UPA will work in partnership with you and your representative when making decisions about your health and wellbeing.

## Workplace Health and Safety

The workplace health, safety and welfare of all persons employed within the organisation, consumers, volunteers, contractors, and others visiting Oolong is very

important to us. Resources will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

We ask that you and your family and friends take responsibility to ensure that none of your actions put others at risk.

## Fire Safety and Hazard Identification

Fire safety within all UPA facilities is an ongoing concern for us all. It is for this reason that:

- Electric blankets are not allowed
- All electrical equipment must be tagged
- Smoking is not allowed in any building
- No double adaptors are to be used

Fire safety equipment in the

facility includes:

- Smoke detectors
- Sprinklers
- Direct line from our fire panel to the fire brigade
- Hose reels
- Fire extinguishers/fire blankets
- Emergency information tags

If you see anything that you believe is a hazard, please bring it to the attention of staff immediately.

When the fire alarm is activated, consumers are requested to remain in their room if it is safe or remain where they are until a staff member collects them or directs them to the safe area.

Training evacuations will occur on a regular basis and consumers and visitors are requested to follow all instructions to assist in this process.



## **Accommodation Services**

You will have a single room with ensuite bathroom facilities. All rooms are fitted with curtains, blinds, floor coverings, light fittings, heating, cooling and an emergency call system.

Each room has:

- Bed, mattress, pillows, bed linen, blankets and absorbent or waterproof sheeting
- Bedside locker
- Wardrobe space
- Bedside chair
- Bath towels, face washers, soap, toilet paper and towel rails
- Container and mesh bag for your personal laundry

Some people like to bring their own bedspread, doona or quilt as this helps to personalise their room.

There are furnished dining, lounge and recreation areas throughout the facility.

## **Emergency Call Pendants/Buttons**

Every consumer is provided with an emergency call pendant or button. The pendant/button is used to alert staff if you need assistance.

The use of emergency pendant/buttons are monitored by a system of electronic sensors and monitors designed to alert staff of consumer

movements without intruding on privacy.

## **Telephone**

Each room has its own private line. UPA can assist consumers with the installation of a phone and help arrange the payment of all bills.

## **Items To Bring With You**

You are encouraged to bring some family photos and mementos for your wall. If there are other items you wish to bring, please speak to your Care Manager. Larger items may cause access issues for equipment and staff and may not be suitable. A more detailed list of suggestions can be found at page 19.

## **Maintenance**

Should you require additional hooks or maintenance to your room please advise staff and it can be organised by our maintenance staff. Any damage that has occurred to the room or building should be brought to the attention of a staff member or the Care Manager immediately.

## **Cleaning**

A complete cleaning and linen service is provided daily for all consumers.

## **Meals and Dining**

All meals, including morning and afternoon tea, are cooked on site and served in the dining room or delivered to your room if you wish. Flexible mealtimes are available with consumers able to serve themselves breakfast if they wish.

Menus are planned in consultation with a dietician with special dietary requirements and likes and dislikes catered for. Seasonal menus are discussed with consumers and favourite meals are included as much as possible.

All UPA facilities are audited annually by the NSW Food Authority or their 3rd party auditor to ensure food served is of the highest possible standard.

Visitors are requested not to bring pre-cooked or frozen food into the facility and ask staff to heat it for you. We are bound by strict food standards to ensure the highest food safety is maintained. Refer to [www.foodsafety.asn.au](http://www.foodsafety.asn.au) for detailed information.



## Visiting

Oolong is your home and as such your family and friends are welcome at any reasonable hour as long as they respect the rights of other people living here. We encourage you to maintain as much community contact as possible. We ask that visitors be mindful of the needs of all consumers with regard to noise and privacy. Visiting children must be accompanied and supervised by an adult.

A community visitors' scheme is available for those who request it. Please see the Care Manager for this to be arranged.

## Visitor Meals

If you would like a visitor to join you for a meal, we request you let us know so that a place may be set for them. There will be a charge for this service that can be billed to your account.

Please contact the staff to organise this service.

## Special Occasions

If you are having a birthday, anniversary or other special celebration, arrangements can be made with the Care Manager to have an area made available to you and your family/friends.

## Dignity and Choice

During your stay at (facility name) your right is to be treated with dignity and respect and to maintain your unique identity. You are encouraged to make informed choices about your care and services and to live the life you choose.

We will respect your privacy and will maintain any information about you according to privacy legislation and best practice guidance.

## Choosing Your Services

A comprehensive range of services is available for consumers to choose from. In addition to services available from within (facility name), access to a wide range of other health and lifestyle services in the local community are also available. Some external services visit (name of facility) and our staff and your family or friends will assist you to get the other services.



## Care Planning

Oolong is your home and you have the right to privacy and dignity, to maintain your identity and for us to support your choices about your care and services so you can live the life you choose.

During the first month of your stay, we will work with you to complete a comprehensive suite of assessments to determine your clinical and care needs as well as your individual preferences. The information is then used in partnership with you and/ or your representative and other health providers to formulate an individualised care plan. The care plan is confidential and only accessible to staff, and healthcare providers involved in your care and services.

Quarterly evaluations are made with you or your representative to see if any changes to your care plan are required. Periodic Care Conferences are also held with you and your family or representatives you have decided should be involved in your care.



## Medical Care

Ideally your own doctor will be able to continue to provide care after you move in to Oolong. If your preferred doctor is unable to continue to provide medical care and attend Oolong, then we can provide a list of visiting doctors for you to choose from. It is your responsibility to organise the change of doctor if it is necessary. The doctor you choose should be willing to attend Oolong if you are too unwell to go to their surgery. For routine visits your family may escort and transport you or this service can be arranged on a fee for service basis.

Consumers are reviewed by their nominated doctor at least every 3 months. An After-Hours Doctor and/or the local hospitals may be utilised for after-hours medical treatment. Referral to appropriate specialists and allied health services is made as required by the attending doctor and nursing staff.

If you feel unwell or have an accident, please notify staff immediately to ensure appropriate preventative and medical action is initiated without delay.

## Medication

All tablet medications are packed in Webster blister packs. If you are given a prescription at a medical appointment, please return it

to the facility and they will make sure your medications are delivered by the pharmacy.

Before attending any medical appointment, we ask that you collect a folder from the registered nurse which contains doctors' progress notes and your medication chart. This is an important part of the communication process, so we are aware of any changes in your care or medications. The cost of medication is the responsibility of each consumer.

Consumers and their family and representatives are asked not to purchase over the counter medications before checking with their doctor. Some over the counter medications can react adversely with prescribed medications. UPA staff are unable to administer any medication without a legal order from your doctor.

## Allied Health

When required, assessments will be performed by qualified Health Professionals including physiotherapist, dietician etc and an individualised care plan developed with you depending on your needs. The recommended care is carried out by staff and regularly reviewed.



## Podiatry

A Podiatrist visits every 6-8 weeks for residents with podiatry needs.

## Transport to Appointments

Families are encouraged to accompany consumers to appointments outside of the facility. Accompanied transport may be organised to medical appointments if required. There is an hourly cost for this service.

## Personal Care Services

A complete range of personal care services are provided by Oolong staff.

## Specified Care & Services

The Aged Care Act sets out in detail the specified care and services that are available on <https://www.health.gov.au/sites/d>

<default/files/documents/2020/01/care-and-services-in-aged-care-homes-information-for-approved-providers.pdf>

## Religious Services

Interdenominational services open to all consumers are held at Oolong. Clergy also visit regularly. You will find the services and times they are held in your activities calendar.

## Shopping

Oolong consumers can shop for small items at the local IGA in Howlong.

## Leisure Interests and Activities

A variety of activities are available for your enjoyment. You are able to participate in activities such as daily exercises, art and craft classes, bus outings, picnics and BBQ's, table games,

cooking, shopping outings, pampering, nail care and happy hour. The activities program is published each month, so you know what is coming up.

Consumers are encouraged to enjoy the beautiful gardens and walkways surrounding the facility. Tours are organised visiting different attractions in the local area. If you have an interest in gardening, you are welcome to assist in the care of gardens.

We have specialist activities staff dedicated to providing a fun and varied program. Please speak with the RAO about any activities including those you might like to have added.

## **Hairdresser**

A hairdresser is available at Oolong on Tuesday mornings. Staff can assist with making an appointment.

## **Laundry**

Laundering of your clothes is part of our service. We have industrial washing machines and driers and are unable to handwash, dry clean or provide special cleaning process for delicate fabrics. Please bring clothing that can withstand hot machine washing and a drying cycle. If you have garments requiring special care we ask that your family and/or representative attend to these.

Please have all clothing clearly marked with your name. We can arrange for clothes to be labelled with the charge allocated to your monthly account.

We ask that clothes not be washed within your room or ensuite. For safety reasons washing or ironing should not be done in consumer's rooms.

You will need an adequate supply of clothes for day to day use. Please discuss your individual requirements with the care manager or registered nurse. Clothing should be adequate in size, design and material to assist with ease of dressing and undressing. The upkeep of your clothing including



underwear is the responsibility of you and your family/representative.

## **Library**

A small library is available for use.

## **Mail**

Mail is delivered each weekday with a collection also taken for any items you wish to post. Please hand your item to be posted with suitable postage stamps to a staff member.

## **Change of Address**

It is important that you notify the post office and any other organisations/services with whom you have contact of your new address which is: 91-97 Sturt Street  
Howlong NSW 2643

## **Electoral Roll / Voting**

You will need to organise a change of address form with the Electoral Office within one month of moving into (name of facility). For State elections, (name of facility) is a recognised polling station. For all federal elections' consumers must fill in a postal vote or arrange for a family member or friend to take you to a polling booth. Alternatively, it is possible to apply to have your name removed from the electoral roll.

## **Newspapers**

Daily delivery of newspapers can be arranged at your cost.

## Security of Tenure

### Within the Facility

Consumers will not be required to move rooms within the facility unless:

- The move is at your request
- You agree to move after being fully consulted and without being subject to any pressure
- The move is necessary on genuine medical grounds
- The position in the facility becomes an extra service place and you elect not to pay the extra service fee
- The move is necessary to carry out repairs or improvement to the room where the facility operates. You have the right to return to the bed or room if it continues to exist as a bed or room for consumers when the repairs or improvements are finished.

Any move would be made in consultation with you and your family or representative, and only after assessment by qualified personnel.

### Leaving the Facility

UPA can ask a consumer to leave the facility in the following circumstances:

- The facility is closing
- The facility can no longer provide accommodation and care suitable for the Consumer, having regard for the consumer's long-term assessed care needs

- The consumer no longer requires the care provided at the facility
- The consumer has not paid any agreed fees to UPA within 42 days after the day they became payable, for a reason within the consumer's control
- The consumer has intentionally caused serious damage to the facility, or serious injury to a UPA employee, volunteer or another consumer or visitor to the facility
- The consumer is away from the facility for a continuous period of at least 7 days for a reason other than a reason permitted by the Act.

As a consumer's care needs increase during their period of residency, the facility will communicate with the consumer and/or their relatives/representative at case conferences, and the conferences will be supported by written communication.

If the facility can no longer provide accommodation and care suitable for the consumer, the consumer will be assessed by:

- An aged care assessment team, or
- At least 2 medical or other health practitioners (one must be independent of UPA and be chosen by the

consumer's authorised representative).

If an assessment is made that the present accommodation and care available will not meet the consumer's care needs, the following process will be taken into accordance with section 23.5 of the User Rights Principles.

1. A written notice will be provided outlining

- The decision the reasons for the decision
- The date when the consumer is to leave (this must be at least 14 days after the date of the notice)
- Consumer's rights about leaving, including the right to access the complaints resolution mechanisms, independent complaints processes, and an advocacy service

2. UPA will not take action to make a consumer leave, or imply that the consumer must leave before suitable, affordable, alternative accommodation is available that meets the consumer's long-term care needs.

## **Fees & Accommodation Payments**

### **Basic Daily Fee**

A basic daily fee is used to contribute towards your day-to-day living costs such as meals, cleaning, laundry, heating and cooling.

Everyone entering an aged care home can be asked to pay this fee.

### **How is the Basic Daily Fee Rate Worked Out?**

For new consumers, the maximum basic daily fee is 85% of the single pension rate of the basic age pension.

Further information on the age pension and a full list of current rates is available on the Department of Human Services website.

If you are a veteran, you may be eligible for assistance from the Department of Veterans' Affairs. For more information contact the Department of Veterans' Affairs on 133 254 or 1800 555 254 (for regional callers).

### **How will I know what rate I should pay?**

When you enter an aged care home you will have to lodge forms with Centrelink requesting a financial assessment. Thereafter you will receive a letter from the Department of Human Services confirming your maximum basic daily fee.

### **Will My Basic Daily Fee Increase?**

Yes. Your basic daily fee will be indexed on 20 March and

20 September each year in line with increases to the age pension. The Department of Human Services will let you know when the increases occur, but you can also find the current rates of the basic daily fee on the schedule of residential fees and charges published by the Department on their website.

### **Means-tested Care Fee**

This is an additional contribution towards the cost of care that some people may be required to pay. The Department of Human Services will work out if you are required to pay this fee based on an assessment of your income and assets and will advise you of the amount. Please note that if you are a member of a couple, half of your combined income and assets are considered in determining your means-tested care fee, regardless of which partner earns the income or owns the asset.

There are annual and lifetime caps that apply to the means-tested care fee. Once these caps are reached, you will not be asked to pay any more means-tested care fees. Any income-tested care fees you have paid in a Home Care Package prior to moving into an aged care home will also contribute to your annual and lifetime caps.

### **Aged care Means Test Assessments**

Information on the governing rules of aged care means test assessments, including deemed income and exemptions, is available on the Department of Human Services website. For more information about how residential aged care can affect Centrelink payments, contact the Department of Human Services Centrelink directly on 132 300.

### **Accommodation Payments**

This is for your accommodation in the home. Some people will have their accommodation costs met in full or in part by the Australian Government, while others will need to pay the accommodation price agreed with the aged care home. The Department of Human Services will advise you based on an assessment of your income and assets.

### **How Much Will I Be Asked To Pay For My Accommodation?**

The amount you can be asked to pay for your accommodation will be based on your income and assets, and will generally be one of the following:

- No accommodation costs: if your income and assets are below a certain amount, the Australian Government will pay your accommodation costs.

- An accommodation contribution: if you are required to pay part of the cost of your accommodation, the Australian Government will pay the rest.
- An accommodation payment: if you are required to pay for the full cost of your accommodation. This is currently \$275,000.

The Department of Human Services will advise which applies to you based on a financial assessment of your income and assets.

### How Do I Pay My Accommodation Costs?

You can choose to pay your accommodation costs by:

- A lump-sum style 'Refundable Accommodation Deposit' (RAD) - a maximum of \$550,000
- Rental-type payments called a 'Daily Accommodation Payment', (DAP) or
- A combination of both. Why not consider a 50/50 split between RAD and DAP? The daily payment can be charged against the RAD. We are flexible – please discuss your options and seek financial advice as needed.

You have 28 days from the day you entered care to decide your payment method.

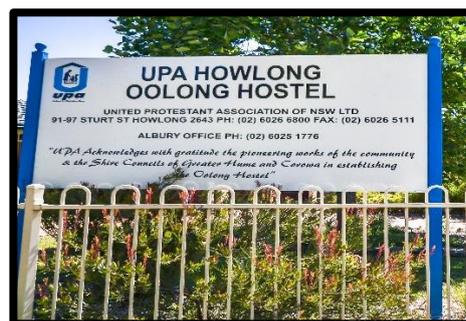
You must pay your accommodation costs by the rental-type payment method, until you decide on your ongoing payment method.

### How Are My Income and Assets Assessed?

Everyone moving into an aged care home for the first time from 1 July 2014 will need to complete and lodge an income and assets assessment form with the Department of Human Services which will be used to determine their costs.

Please note that if you are a member of a couple, half of your combined income and assets are considered in the income and assets assessment, regardless of which partner earns the income or owns the asset.

You must lodge this form even if you currently receive a means-tested income support payment from the Department of Human Services or the Department of Veterans' Affairs (such as the age pension or the service pension), although in this case you will not need to complete some of the details on the form.



You are able to request an assessment prior to entering aged care. The initial fee notification advice you receive will be valid for 120 days unless there is significant change in your circumstances in which case you will be required to notify the Department of Human Services (or Department of Veterans' Affairs).

The Department of Human Services (or Department of Veterans' Affairs) will conduct your income and asset assessment. They will advise you and the aged care home if you can be asked to pay your own accommodation costs or whether you are eligible for some assistance with our accommodation costs.

If you do not complete and lodge the income and assets assessment form, you will not be eligible for any Australian Government assistance towards your aged care accommodation costs. This means your service provider may ask you to pay the maximum accommodation payment you agreed with the provider before you entered care with them and the full cost of your care.

### Are There Any Provisions For Financial Hardship?

If you believe you will face financial hardship in paying your aged care costs, you can ask to be considered for financial hardship assistance.

## Unpaid Fees

Interest will be charged on any fees that are outstanding for more than one month. UPA may also take legal action to recover any amounts outstanding including the cost of recovery.

If you fall behind in paying your fortnightly fees by more than 42 days and it is within your control to avoid doing so, UPA may ask you to leave the facility.

## Interest On Late Payments

Any money due by you to us under this agreement which is not paid by the due date will attract interest at the rate prescribed under the Aged Care Act for that type of payment or if no rate is prescribed, at the rate of the then current maximum permissible interest rate MPIR (unless we expressly waive the payment of interest in writing), compounding on the sooner of:

- The first permitted date by the Aged Care Act
- The date the relevant payment is reviewed or again charged; and
- Each calendar month.
- Interest is calculated and applied to the period commencing on the first day permitted under the Aged Care Act or otherwise monthly after the date the money becomes payable, and ending on the date the amount is paid in full or if prescribed by the Aged Care Act, when you cease to be provided with care, whichever is the earlier.

## Refund of Accommodation Payments

If you cease to be a consumer of a UPA facility, the balance of your Refundable Accommodation Payment (RAD) refunded after deducting:

- any outstanding interest for late payments
- any outstanding fee amounts

If there is an amount owed to UPA this must be paid prior to your departure.

## Transferring To Another Facility

If you transfer to another facility, we will refund your Refundable Accommodation Payment (RAD) balance on the day you leave, provided that you notify us in writing of the move at least 14 days before your departure. If you move to another facility without giving us at least 14 days' notice, your Refundable Accommodation Payment (RAD) balance will be refunded within 14 days of your written notification, or within 14 days of your departure if you do not notify us before the day of your departure.

## Returning To The Community

In the event of your return to the community the balance of your Refundable Accommodation Payment (RAD) will be refunded within 14 days.



## **Death**

In the event of your death, UPA will refund the Refundable Accommodation Payment (RAD) balance in accordance with legislative timeframes which currently are within 14 days after receipt of probate or letters of administration. Refund will be by way of a cheque, made payable to "Estate of the Late ....." and no other party. The cheque will be forwarded to either your Solicitor or Executor.

Refunds of less than \$50,000 do not require probate but a deed of release must be signed by the executors named in the will, or if there was no will, a deed of release must be signed by the next of kin or family. The deed of release will have to be produced and the cheque will be made payable to "Estate of the late ...." and no other party. The cheque will be forwarded to the executor or your estate.

## **Leave Entitlements**

You are entitled to Social Leave of up to 52 days per financial year provided you notify UPA before taking such leave, and unlimited hospital leave. While away on leave or in hospital your fees will continue to be charged.

If you are away from the facility on social leave for more than 52 days in a year, UPA will lose the Commonwealth Government subsidy for your accommodation so you will be

charged this amount in addition to your usual fees.

## **Refundable Accommodation Deposits Guarantee**

UPA guarantees to repay your Refundable Accommodation Deposit (RAD) balance in accordance with the Prudential Compliance provisions of the Aged Care Act.

To support this process, liquidity levels are carefully monitored to ensure that UPA is always able to repay Accommodation Bond balance.

Any information requested regarding the details of the RAD you have paid to us will be provided to you or the party entitled to receive such information within 7 days as required by the Prudential Compliance provisions.

UPA will provide you with a written statement detailing our compliance with legislative Prudential requirements within four months of the end of each financial year.

The statement will be approved by our Directors or other key personnel, and certified or qualified by an independent auditor or accountant.

If you are considering care in one of our facilities, we will give you a copy of our most recent Prudential Compliance statement.

## **RAD Register**

UPA maintains a RAD & Bonds Register which includes information about all RADs

and bonds that are held by the organisation.

You will be supplied with a copy of your entry on the bond register twice in each financial year.

You are welcome to request at any time a copy of your RAD register or the most recent statement of our audited accounts. This information will be supplied to you within 7 days of your written request.

The RADs & Bond Register records information pertaining to lump sum accommodation bond payments only.

Should you require any clarification on the fees and accommodation payments, you can contact our accountant on 02:60251776.



## **Other General Information**

### **Alcohol**

Consumers and visitors may consume moderate amounts of alcohol unless consumption results in behaviour that infringes on the rights of other people living or visiting the facility. Your doctor should be consulted to ensure the consumption of alcohol is appropriate with your prescribed medication.

### **Aged Care Diversity Framework**

The framework is an overarching set of principles designed to ensure an accessible aged care system where people, regardless of their individual social, cultural, linguistic, religious, spiritual, psychological, medical and care needs are able to access respectful and inclusive aged care services. At UPA we strive to ensure a safe and inclusive environment for our consumers and staff. A copy of UPA's Diversity Framework is available on request.

### **Food Safety Requirements**

Due to food safety regulations we request that pre-prepared food is not brought into the facility. Low risk foods such as chocolates are acceptable. Any food brought in should be given to staff and not directly to the

consumer. Please see the food safety brochure for further information, and also page 8.

If a consumer has a refrigerator in their room, it is the consumer's and family's responsibility to maintain its cleanliness and to regularly defrost it.

### **Electrical Appliances**

All electrical appliances brought into Oolong must be tested and tagged by a suitably qualified person and approved by the Care Manager.

Double adaptors are NOT to be used at any time. Power boards fitted with surge protection and overload protection are permissible. Electric blankets are not to be used due to the potential of fire and health risks.

### **Money & Valuables**

All consumers are provided with a lockable drawer in their bedroom. All money and valuables should be securely locked in the drawer and your room door locked whenever you are not there. We recommend that nothing of significant monetary or sentimental value be brought into the facility. UPA is not responsible for any valuables that are lost.

### **Pharmacy Accounts**

Pharmacy accounts for medication are either billed directly from the pharmacy and payments are to be

made directly to the pharmacy. Or through your monthly account from UPA.

### **Volunteers**

Volunteers contribute to the consumer's quality of life and their general well-being. If you would like to be involved formally as a volunteer on a regular basis, please contact the Care Manager.

### **Fixtures / Fittings & Furnishings**

You are responsible for any damage to the room or fixtures and fittings excluding damage incurred due to normal wear and tear, fire, lightning or storms.

The following is a list of fixtures included in your room prior to moving in:

- Floor coverings
- Curtains
- Light Fittings
- Smoke Detectors
- Build in Wardrobes
- Toilet
- Shower
- Vanity unit
- Taps

Requests for repairs should be made to the care staff with consumers agreeing to allow entry to authorised repairmen as required.

You must not alter or add to the room in any way without the prior consent of management.

Note: Any fixtures added by the consumer will remain the property of UPA when the consumer leaves the facility.

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## Things to Bring

To ensure your room is your home you are encouraged to provide some items that make your room feel like home and familiar to you.

Please speak to the Care Manager about the items you would like to bring to make sure we can accommodate your request and assist when you need it.

All furniture and belongings must be clean and in good repair prior to being brought into the facility.

Administration items needed:

- Medicare card
- Pension card
- Repatriation (DVA) card (if applicable)
- Pharmaceutical Benefits Scheme (PBS) card
- Taxi Card (if applicable)
- Current nominated Doctors name, address and telephone number
- Next of kin details

- Nominated funeral director
- Nominated religion (if applicable)
- Name, address and telephone number of person responsible for paying accounts
- Enduring Power of Attorney
- Enduring Guardianship
- Guardianship of financial management orders from NCAT
- State Trustee details (if applicable)

The following list of clothing is a basic list of requirements for you to bring:

- 7 complete sets of under garments (underpants, singlets, bras)
- 5 summer night dresses/pyjamas
- 1 summer brunch coat/shave coat
- 5 winter night dresses/pyjamas
- 5 sets of summer outer clothing

- 5 sets of winter outer clothing
- 1 winter dressing gown
- 3 lightweight cardigans

Miscellaneous:

- Toiletries bag
- Photo album
- A few familiar dressing table items
- Picture or print to hang
- Sunhat
- Toothbrush box
- Denture box
- Comfortable chair
- Bedside table
- Overnight bag for emergency admission to hospital

People living with dementia or other life and health needs may need additional items.

## Feedback & Complaints

An important part of UPA's continuous improvement process is listening to and acting upon things we could do better as well as sharing things we do well across the organisation.

Whilst being part of the UPA community, you may have an idea or suggestion that can help us improve our service to you. We would also love to hear about what we are doing well. We encourage you to use our Feedback Form, available near the front door or reception.

## Compliments

If you are happy with the care and services you receive, we welcome and encourage verbal or written compliments. If you compliment a specific staff member, volunteer or team, we will make sure your compliment is passed on so that they can be recognised for their service to you. To pass on a compliment please speak to the Care Manager or contact the Regional office on 02:60251776.

## Complaints

We welcome you raising any complaint or concern about the services provided to you whilst you are living at Oolong. All feedback is treated in confidence and will not affect the quality of support you receive or any other dealings you have with UPA.

If you would like to raise a complaint about the services you are receiving from UPA, the UPA Consumer Feedback and Complaints Flowchart below outlines the steps you can take to make that happen. We encourage you to speak with us in the first instance as often things are easy to fix once we know about it.

You also have the right to contact the external agencies listed in the flowchart.

## Open Disclosure

UPA promotes and fosters an environment and culture that, through honest discussion, encourages learning needed to improve care and services. Honest and timely disclosure to consumers is expected from all staff.

Open disclosure underpins the organisational culture and behaviours needed for continuous learning and service improvement in partnership with the consumer and their support network.

Open disclosure is the open discussion that an aged care provider has with consumers when something goes wrong that has harmed or had the potential to cause harm to a consumer. Harm may be physical, psychological or social

resulting in loss of quality of life, impairment, suffering, injury, disability or death. At UPA once we are aware of an incident or event that has caused harm or had the potential to cause harm we acknowledge and apologise regardless of the circumstances.



## UPA Consumer Feedback and Complaints Process

Do you have a comment, complaint or suggestion?

UPA regularly seeks input and feedback from consumers, carers, the workforce and others to inform continuous improvements for individual consumers and the whole organization.

We encourage you to provide feedback and make complaints.

### Internal Procedure

You may provide feedback or make a complaint by:

- Completing the Form found near the suggestion box in the facility or in your Information Folder for Home Care Consumers.
- Speak with a staff member who will assist in documenting your feedback or complaint.
- Sending an email to [judy@upamurray.org.au](mailto:judy@upamurray.org.au)
- By mail 91-97 Sturt Street Howlong NSW 2643
- Phone the Care Manager on 02:60266800

Once your feedback or complaint has been received by the Manager:

- You will be contacted within 48 hours to discuss your concerns or feedback.
- If something has gone wrong that has harmed or had the potential to cause harm, we will apologise regardless of the circumstances.
- We will discuss the plan to resolve your issues and encourage you to participate in the process if you wish.
- Keep you updated on the progress of the investigation process weekly and seek feedback on your satisfaction.
- Meet with you and/or your representative to discuss the outcome and resolve the issue to your satisfaction.

If you are not satisfied with the outcome of the process you may contact:  
The Regional Manager on 02:60251776. Or  
The UPA General Manager on (02) 8998 5600.

### External Procedure

Whilst UPA aims to resolve any issues promptly and to the satisfaction of all concerned, we also accept that there are times when this is not enough.

External services are listed below.

- Seniors Rights Service – 1800 424 079. SRS is a community organization dedicated to protecting and advancing the rights of older people, particularly vulnerable and disadvantaged groups.
- Stoptime – 1300 304 550. This is a confidential, independent service offering a 24hr Whistle-blower Hotline Service.
- Aged Care Quality & Safety Commission – 1800 951 822. ACQSC's aim is to protect and enhance the safety, health, well-being and quality of life of people receiving aged care.



## GLOSSARY

ACAT	Aged Care Assessment Team
ACQSC	Aged Care Quality & Safety Commission
Consumer	This term sometimes causes offense. When the new Quality Standards commenced in July 2019 the Federal Government mandated its use. Some of our homes have consulted with their communities and use the term 'residents' instead.
DAP	Daily Accommodation Payments
DVA	Department of Veterans Affairs
MPIR	Maximum Permissible Interest Rate
NCAT	NSW Civil & Administrative Tribunal
PBS	Pharmaceutical Benefits Scheme
RAD	Refundable Accommodation Deposits
SRS	Seniors Rights Service
UPA	United Protestant Association of NSW Limited





[upa.org.au](http://upa.org.au)

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