



Bundaleer Care Services Ltd

**Incorporating: Cameron Street Facility  
Johnstone Street Facility**

# **RESIDENTIAL CARE INFORMATION BROCHURE**



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*...enriching lives*

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

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## **STATEMENT OF PHILOSOPHY**

1. The Management Committee of Bundaleer Care Services Ltd. is committed to a philosophy that maximises the quality of life available to Residents, so that they can function at the greatest degree of independence and normality consistent with their capabilities.
2. The Management Committee at Bundaleer Care Services Ltd. believe that elderly and disabled people are entitled to those standards of care which are in harmony with community, cultural and religious customs.
3. People who are elderly or disabled are given the opportunity to make their own decisions.
4. The Management Committee endorses the concept of relating to the total person so that the Resident can enjoy a fulfilling and meaningful life and dignity in death.
5. The emphasis on service delivery should be in close harmony with a need to provide an environment with which Residents can identify as "Home" and accordingly persons living in this facility should be referred to as Residents.
6. Bundaleer is the home of the Residents; this should give them the opportunity to receive and entertain visitors and within their capacity in turn be able and encouraged to visit others.
7. Members of the Resident's families should be given the opportunity and be encouraged to accept the responsibility to be involved with the provision of services.
8. Continue a forward planning strategy that respects the ever-changing requirements of the community.
9. Support and maintain a strong working team of caring and motivated personnel with guidance, training, education and proactivity.
10. Always recognise the splendid contribution of volunteers, friends and well-wishers of the organisation.
11. Adhere to a responsible financial management program that meets the daily needs of the organisation and its growth requirements for the future whilst recognising the constraints of a charitable and benevolent society.

## ABOUT US

Bundaleer Care Services Ltd is a Public Company, duly registered with the Australian Securities Commission. It is a community based, not-for-profit organisation, registered both as a charity and a public benevolent institution and managed by a locally elected Management Committee.

### A BRIEF HISTORY

- 1974: Local Lions club member-Cliff Morris-raises the idea of a community nursing home with his club, which makes it the major fundraising project; the local community is enlisted to help
- 1979: Federal Government approval and grant to build a 25-bed nursing home
- 1980: The home is officially opened with the name 'Bundaleer', an aboriginal name meaning 'among the hills or trees'
- 1989: Cameron Street site purchased, retirement village commenced
- 1992: Hostel Opened
- 1999: Name changed from 'Bundaleer Nursing Home Ltd' to 'Bundaleer Care Services Ltd' to reflect the inclusion of the Hostel and Self-Care Units
- 2001: Introduction of Community Care
- 2002: Introduction of EACH packages
- 2005: Cameron Street Facility extension opened
- 2008: Johnstone Street Facility extension opened

### WHAT IS RESIDENTIAL CARE?

Bundaleer offers residential care to frail older people who cannot live at home and who have been assessed by an Aged Care Assessment Team (ACAT) as needing such care.

Historically there have been two options in aged care accommodation - hostels and nursing homes.

Hostels generally provide accommodation and personal care, such as help with dressing and showering, together with occasional nursing care. Nursing homes have tended to care for people with a greater degree of frailty, often in need of continuous nursing care.

Recent reforms to residential care facilities have introduced common classification and funding arrangements for hostels and nursing homes. The new arrangements allow Bundaleer to provide care across the range of dependency, provided resident care needs can be met. The new arrangements do, however, make a distinction between low (hostel) level care and high (nursing home) level care residents.

Bundaleer Gardens currently offers prospective residents the choice of independent living, care into the home and residential care.

Facilities include:

- 79 fully maintained Independent Living Units, with a further 21 units planned
- An 84 bed Cameron Street Facility consisting of single, ensuite rooms
- A 55 Bed Johnstone Street Facility consisting of a mixture of single, double and four bed rooms
- A full range of services to the elderly and disabled in the local Wauchope community, including assistance with daily living.

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## GENERAL INFORMATION

### ALCOHOL

Alcohol is allowed in moderation and if not contra-indicated by the residents medical condition. The resident purchases the desired beverage, which is then labelled and put into the resident's fridge, if available.



### BANKING AND SHOPPING

This can be done either by personal arrangements with family or alternatively, contact the activities staff. A public bus services the Cameron Street facility according to current timetable, for those wishing to do their shopping or banking. A bus service is also available for Johnstone Street residents but a short walk is involved.

### CATERING FOR SPECIAL OCCASIONS

Families and friends of residents wishing to celebrate a special occasion within one of Bundaleer's facilities will be welcome to do so and should discuss their requirements with the facility manager at least 5 working days (Monday to Friday) prior to the event. If meals are to be supplied by Bundaleer, a charge will be levied to cover expenses.

### CLOTHING AND LAUNDRY

Residents' clothing is laundered by Bundaleer every day; however, woollens, delicates and items requiring dry cleaning are the family's responsibility. Families are asked to assist residents to sort clothes so that excess clothing can be stored with family and worn clothing replaced. It is the family's responsibility to renew and repair clothing.

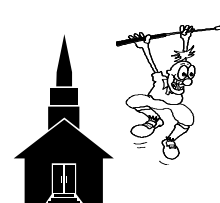


On admission, Bundaleer will order standard name labels which will be applied to the resident's clothing. Please check with admitting staff for the current cost. Felt pens for naming clothing are acceptable for Respite Residents only. Handkerchiefs and other smaller items may be marked with a laundry marker, unless residents require a delicate item to be labelled with the pre-printed label. A charge will be made to label the item. Renewal stock of labels will be ordered automatically and the resident's representative will be notified accordingly.

### COMMUNITY RESOURCES

The following are some of the facilities available to you:

- Shopping, (800m to C.B.D. Post Office, banks, supermarket, chemist)
- Lawn bowling and golf at Country Club (450m)
- Churches
- Ambulance
- Doctors
- Licensed clubs (Country Club, RSL)
- Library, Senior Citizens Centre



## **CULTURAL CUSTOMS**

Residents from diverse cultural and religious backgrounds are catered for to the best of our ability, and with guidance from the resident and family.

## **DIETS AND MENU**

A choice of menu is given at each meal and special diets are also catered for as ordered by the attending doctor. Any dislikes are considered and there is always an alternative. Please speak to the facility manager.

## **DOCTOR'S VISITS**

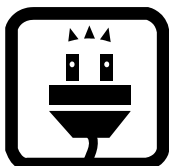
You are encouraged to continue to visit your Doctor of choice at their surgery. If unable to do this, arrangements can be made for your Doctor to visit the Facility. Your Doctor will be notified if illness occurs.



## **DONATIONS**

Residents should be aware that Governments no longer provide capital funds for building upgrades or replacement. To this end, depreciation and interest acquired on accommodation payments will be accumulated. Residents will appreciate that funds raised this way will take many years to amount to any substantial level. We would like to ask your help in considering a bequest of part of your accommodation payment to assist us to continue to provide quality accommodation.

## **ELECTRICAL APPLIANCES**



Unless electrical equipment has just been purchased, Work Cover legislation states that it must be tested and tagged by a licensed tradesperson before it is used in the facility, and then every year afterwards. Residents are requested to either have their appliances tested by a licensed electrician or the facility will arrange this on their behalf, the cost being the responsibility of the resident. If the item has just been purchased a receipt must be provided as proof of purchase. The manager can provide further details.

## **EMERGENCY PROCEDURES**

If the need arises, the facility manager and your treating doctor will arrange for these to be carried out, either in the facility or in hospital as determined by your treating doctor. Any outside services provided may result in an additional charge that is the Residents responsibility, i.e.: Ambulance etc.

## **FACILITY MANAGEMENT**

Each Facility has a manager/supervisor who is in charge and is responsible for the care and day-to-day requirements of all residents, with the assistance of capable staff. To arrange an inspection of the relevant facility during office hours, please telephone and make an appointment.

## **FAMILY INVOLVEMENT**

Throughout the Resident's stay, families are invited to participate in any aspect of their relatives' care in which both families and residents feel comfortable.

## **FEES**

All fees are set by the Commonwealth Department of Social Services following a financial assessment on each resident by Centrelink or the Department of Veterans Affairs. A weekly fee is charged to cover the services provided in the Facility (e.g. meals, electricity, cleaning). The basic daily fee (based on 85% of the single pension) is payable by all residents, with some residents asked to pay a little more if they can afford to do so. This is to ensure Residents are able to maintain some financial independence. The Facility Manager or Chief Executive Officer is available to ensure full understanding of services provided for fees paid. Accounts are issued every four weeks and are sent to the nominated person responsible for the payment.

## **FINANCIAL MANAGEMENT**

Legal complications may arise if residents are not capable of managing their own affairs. If concerned, a visit to a solicitor about a Power of Attorney is advisable.

## **FOOD NOT PREPARED BY BUNDALEER**

Visitors who wish to bring prepared food into the facilities are welcome to do so, however, because of stringent health regulations in respect to preparation, handling and storage of food, this food must not be shared with other residents and is to be consumed only by the resident for whom it was supplied. As visitors are not to enter the kitchen, please request a staff member to heat the food for you if applicable.

## **FUNERAL ARRANGEMENTS**

A Funeral Director is to be nominated at the time of admission and the Supervisor advised of your choice. Bundaleer's legal responsibility ceases at time of death.

## **FURNITURE AND PERSONAL EFFECTS**

Residents are encouraged, where possible, to bring their favourite furniture and effects with them, however, please check with the facility manager prior to bringing any items into the facility. Some units have a bed and wall unit supplied, but other rooms may be shared with other residents and consideration must be given to the size of furniture. Paintings etc. can be hung for residents, with safety of residents and staff being the only constraint. No electric heaters or hot water bottles are permitted. Requests for electric blankets are assessed individually; please check with the manager. In the Cameron Street Facility, sheer curtains are provided in each unit, however, residents are permitted to install heavier drapes if they wish; prior discussion with, and consent from, the Manager is necessary. When recliner chairs are being provided by the family it is requested that they be upholstered in vinyl.

## **GENERAL OFFICE**

The office is open between 9.00am and 4.30pm, Monday to Friday and is located at 142a Cameron Street, Wauchope.



## **HAIRDRESSING**



Hairdressers visit the Facility regularly. If you wish to make other arrangements, other hairdressers are welcome to call or you can visit their salon. Cost of hairdressing is the responsibility of the resident.



## **HAZARD ALERT**

In an effort to control hazards which may cause harm, you are requested to inform the supervisor/person in charge so that an entry can be made in the hazards register.

## **HOSPITAL AND SOCIAL LEAVE**

Unlimited hospital leave plus 52 days social per financial year. For further explanations of this entitlement ask the Facility Manager.

## **KEYS**

Some rooms are fitted with locks. Residents may request a key to their room if available. The Supervisor and authorised staff hold the master key used only when no response is received to a knock, at the residents request or in the case of an emergency i.e.: fire.



## **MAIL**

The residents are free to post and receive mail. The staff will help with posting and reading of mail if the Resident requires such assistance.



## **MANAGEMENT**

Bundaleer Care Services Ltd has its own Management Committee and each facility has its own Manager who is responsible for your care and day to day requirements. Prospective residents and their families/friends are invited to inspect our facilities and chat with our residents. To arrange an appointment, telephone during office hours on 0265852811 and speak to the Manager.

## **MEALS**

Three meals a day are supplied. Also supplied are morning tea, afternoon tea and supper if required. Family members are welcome to join their relative for a meal and a small fee is charged for this. There are tea and coffee making facilities available for visitors.



## **MEDICAL AND PERSONAL CARE RECORDS (See “Privacy Statement”)**

Confidentiality is assured. You have a right to request the information contained in your file at any time. Identification photographs are taken of the resident for inclusion in these records. This is to facilitate resident recognition, and to avoid any risk of mistaken identity. Release of any individual information outside the facility may have to be given as required by law or third party payment contract.

## **MEDICAL HISTORY**

Residents and/or their families are requested to have the local doctor complete the attached medical history and assessment.

## **MEDICATION**

Residents who are capable (judged by manager and Resident's doctor) of managing their own medication safely are encouraged to continue this practice otherwise Bundaleer's staff will assist residents who require support with medication. Dosettes are loaded weekly by the chemist. Prescriptions requiring dispensing are to be left with the



manager before each Tuesday. Medication, including Panadol and Aspirin, is charged to the Resident. Residents who have diabetes may be assisted and supported by care staff in their self-administration of insulin, provided staff are adequately trained and have the necessary skills to do so, using a dose administration. If you fall into this category you should discuss it with the facility manager.

Relatives are asked not to bring unauthorised pharmaceutical items into the Facility. The Facility and the local pharmacies will keep records of prescriptions dispensed and advise you when the threshold has been reached.

### **MENDING**

See CLOTHING AND LAUNDRY

### **NEWSPAPERS AND MAGAZINES**

Papers and magazines can be delivered daily. To arrange this, see the Facility Manager or Activities Officer.



### **NEWSLETTER**

A newsletter is published every six months by Bundaleer staff. Residents and families are welcome to contribute news articles or items of interest.

### **NEXT OF KIN OR RESPONSIBLE PERSON**

The above must be nominated at time of admission, however, family are encouraged to participate in the decision making process. In cases of changes in resident's condition, the responsible person is notified and it is up to that person to contact further relatives.

### **PALLIATIVE CARE**

A resident whose condition deteriorates to the extent that they require "extra hands-on" nursing care or breakthrough medication beyond the scope of available general trained nurse and care staff, may need to be transferred to either another facility or district hospital. However, if practical, and if it is the wish of the resident or their next of kin, arrangements may be made for the resident to remain in care until death. Consideration can then be given for extra nursing care to be obtained, at the cost current at the time, following discussion between the relatives and the facility Manager and through consultation with the CEO.

### **PENSIONS – PAYMENT OF FEES**

Basic care fees are set at 85% of the full single pension. A resident may be assessed by the federal government as being able to contribute further to the cost of their care (means tested fee). A monthly statement will be issued itemising charges. A resident has the following options for payment:

- Have pension paid directly to Bundaleer
- Authorise a direct debit from your bank account
- Arrange a bank transfer
- Pay the account at our office

It is your choice how you wish to have your pension paid. If you choose to receive your pension yourself, we would request (for convenience sake) you to arrange

your bank to make an automatic transfer to our bank account. The administration staff can give you more details on all your options.

### **PERSONAL REQUISITES**

Basic toiletries will be supplied such as soap, talc, shampoo and conditioner to residents who need them. However, if a particular brand of any of these items is preferred, the Resident is asked to supply these. The Resident supplies all other personal requisites.

### **PERSONAL EFFECTS**

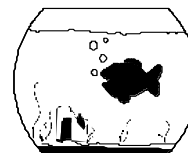
Bundaleer will take every care of clothing and personal effects, but take no legal responsibility for same. Maintenance of personal items is the responsibility of the resident/relative/advocate.

### **PERSONAL HISTORY**

It is helpful on admission if the family of the new resident could bring with them a short life history of their relative e.g. place of birth, type of work, children, interests, community involvement. This helps staff to get to know your relative and will help to form friendships and to enhance your loved ones quality of life.

### **PETS**

Bundaleer has a flexible policy on pets. Each individual case will be considered on its merits. Please speak to the manager.



### **PHYSIOTHERAPY, PODIATRIST, DENTISTRY**

These services can be arranged by contacting the Facility Manager. There may be a charge attached to these services, so please consult the facility Manager for clarification. Alternatively, family may arrange them, the Manager can advise you of these services.

### **QUALITY IMPROVEMENT**

We strive for continuous quality improvement in management and practices and operate a Continuous Quality Improvement program with regular meetings to assess goals and progress. Your suggestions and comments are sought to help identify areas in which we can improve. Suggestion boxes are available in the foyers for your use.

### **REFUND OF MONIES**

Any refunds of board or trust accounts, paid in advance will be made approximately six weeks after date of resident's departure from the facility. All accommodation payments will be refunded subject to the terms of our agreement and dependant on the amount of any refund.

### **RELIGIOUS AND SPIRITUAL CARE**



Ministers of Religion visit the Facility regularly. Services are held for all denominations every month. Residents are also free to attend their Church in the community with friends or family.

## **RESIDENTS COMPLAINTS/CONCERNS**

Residents are encouraged to offer opinions about the running of the facility or to complain if they feel they need to. The manager has regular meetings with Residents, and they are all given the opportunity to voice their opinions on matters pertaining to the facility. There is also a suggestion box.

Residents/Resident's representatives are free to complain or make comment, to staff. Action will then be taken to identify the cause and wherever possible, steps taken to remedy the situation. If the situation is not resolved and the complainant is not satisfied, the matter can be referred to the Management Committee through the appeals process (outlined in Schedule 5 of your agreement). The Department of Health and Ageing also has a complaints unit, which is available to Residents, but initially disputes or complaints should be dealt with at a local level.

## **RESIDENTS CARE PLANS**

Care Plans are developed after discussion with Resident/Resident representative and seeking staff input. This is to ensure an individualised care plan and optimum quality of life.

## **RESIDENTS MEETINGS**

Meetings are held regularly and residents are encouraged to participate in the decision making process of the facility.



## **RESTRAINTS**

Bundaleer aims to avoid the use of restraints, however, should restraints be necessary, procedures are in place to minimize their use. Bundaleer consults with the resident's doctor and where appropriate the resident and/or their next of kin (responsible person), to ensure the resident's safety.

## **SECURITY**

We aim to provide an environment within the facility that ensures resident security. Staff monitors residents' activities to prevent the departure of residents who are likely to endanger themselves. The buildings are also protected from illegal entry and there are regular nightly security patrols.

## **SMOKING**

Smoking is not permitted inside either facility; however, there are ample outdoor areas for smokers. Residents are prohibited from storing matches, candles or any other device capable of providing a naked flame in their room.



## **TELEPHONES ☎**

In some cases residents are able to have their own telephone in their unit if they wish with normal charges levied. Facility Manager or administration staff can provide further information.

## **TELEVISION and RADIO**

At least one television set is located in the facility for the benefit of residents; however, a **small** portable TV and/or radio may be brought in for personal use. Earphones may be required to prevent disturbing other residents. See details

under ELECTRICAL EQUIPMENT FOR TESTING OF TVs and radios.

### **THERAPY SERVICES AND ACTIVITIES**

Activity Officers are employed to help residents participate in activities. A wide variety of social activities and crafts are provided for those who wish to participate. Relatives are encouraged to join the residents in these activities and to assist with activities under the direction of the therapy staff.

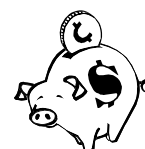
### **TRANSPORT OF RESIDENTS**

Residents who need to see health or other professionals will need to use private transport provided by family or friends. If family or friends are unable to provide transport, the manager is to be informed and s/he will arrange transport and an escort if necessary. This cost is to be met by the Resident or family.



### **TRUST ACCOUNTS**

This facility is available to all permanent residents for convenient purchase of personal items and if an outing incurs a fee. Accounts will be issued monthly and mailed to the person nominated as responsible for payment.



### **VACATING ROOM**

Family or next of kin should instruct staff to open unit so family members can remove the Resident's belongings. On the same day, family are to advise the administration office of the termination of agreement and arrange financial matters. Bundaleer will not be responsible for storing residents' belongings. There will be a charge made if personal effects are stored by Bundaleer.

### **VACCINATIONS**



The facility manager shall arrange for residents to be vaccinated for influenza by their own doctor every year, unless a medical condition prevents them being vaccinated. Residents who are not present during the annual vaccinations shall be offered influenza vaccination on admission or in the event of an outbreak.

### **VALUABLES**

Valuables being brought in are the responsibility of the Resident and Residents are advised not to keep large sums of money in their rooms. Valuable jewellery should be sent home.



**PLEASE NOTE** - Our insurance does **NOT** cover residents' personal belongings or money. If you wish to have valuables insured, please make your own arrangements. It is suggested that no more than \$20 be kept at any one time. We do have provision for sums of money to be deposited in the safe and withdrawn when required. All valuables kept by the resident do so at their own risk.

### **VISITING HOURS**

Hours are flexible, however, visitors must remain mindful of the possibility of disturbing other Residents and that the facility is secured at 9.00pm each evening. You may be asked to wait in the waiting area if your relative or friend is receiving treatment. Please check with staff beforehand. In the event of any problems, visiting may be restricted.

### **VOLUNTEERS**


Several volunteers call each week to attend to personal shopping, assist activity officer and staff in providing for the care of the Residents. Other volunteers give their time on an individual basis. If you would like to become a volunteer, please speak to the facility manager.

### **VOTING AT ELECTIONS**

Mobile Polling Booths are provided at the Facility for all Local, State and Federal Elections for those residents who wish to exercise this right.

## ADMISSIONS PROCEDURE

1. Admission to either facility can only occur if an Aged Care Assessment Team assessment has occurred, has been approved and is current.
2. Complete an application form, (found at the back of this booklet). An appointment can be made to inspect the facility and to discuss accommodation charges, and on-going fees with either the Facility Supervisor or Chief Executive Officer.
3. All prospective Residents are encouraged to spend some time with our current Residents to ask questions about their lifestyle in the facility, to meet staff and join in the activities.
4. Bundaleer offers respite care, which will allow a carer to have a break. Respite can be booked with the Facility Manager. We would encourage, where possible, any prospective Residents to take the opportunity for a respite place before making a decision regarding permanency.
5. A legal document called the "Residential Care Service Agreement" will be discussed with the resident/relative/advocate. This agreement between the Resident and the Proprietor protects both parties. It can be witnessed by a relative, staff member or any other person of the resident's choosing.
6. On admission please bring:
  - a) ACAT approval form
  - b) Residents pension entitlement
  - c) Medicare card
  - d) Copy of Power of Attorney papers (if relevant)
  - e) Ambulance Card
  - f) All current medications, prescriptions and repeats
  - g) Any aids or equipment currently required by the resident, e.g. walking frame, hearing aid, glasses etc.

 **Note:** Eligible residents will no longer receive what has been commonly called rent assistance or residential care allowance. Some residents may be asked to pay an additional means tested fee up to a maximum fee of the cost of their care total per day. The Chief Executive Officer can explain this to you.





# **CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES IN APPROVED RESIDENTIAL AGED CARE FACILITIES**

Preamble: Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into residential care, regardless of his or her physical or mental frailty or ability to exercise or fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, residential care proprietors and staff, carers and the community will help people who live in residential care to continue as integral, respected and valued members of society.

Australian society has a strong commitment to social justice principles. Those principles recognise the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society that is free of prejudice and is caring, just and humane. This Charter affirms those social justice principles.

The personal, civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into a residential care facility.

The Charter also recognises that residents in residential care have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognises that residents have specific rights and responsibilities, which balance the needs of the individual against the needs of the community in the facility as a whole.

## **Each Resident in residential care has the RIGHT:**

- To quality care which is appropriate to his or her needs.
- To full information about his or her own state of health and about available treatments.
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect.
- To live without discrimination or victimisation. The resident is not obliged to feel grateful to those providing his or her care and accommodation.
- To personal privacy.
- To live in a safe, secure and homelike environment, and to move freely both within and outside the facility without undue restriction.

- To be treated and accepted as an individual. Each Resident's individual preferences are to be taken into account and treated with respect
- To continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination.
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction.
- To freedom of speech.
- To maintain his or her personal independence, this includes recognition of personal responsibility for his or her own actions and choices. Some actions may involve an element of risk that the resident has the right to accept, and which should then not be used to prevent or restrict those actions.
- To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, his or her financial affairs and his or her possessions.
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the facility.
- To have access to services and activities which are available generally in the community.
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the Facility.
- To have access to information about his or her rights, care, accommodation, and any other information that relates to him or her personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress. Reprisal in any form shall not be made against any Resident who takes action to enforce his or her rights.

**Each Resident in residential care has the RESPONSIBILITY:**

- To respect the rights and needs of other people within the Facility and to respect the needs of the community within the Facility as a whole.
- To respect the right of staff and the proprietor to work in an environment which is free from harassment.
- For his or her health and wellbeing, as far as he or she is capable.
- To inform his or her medical practitioner, as far as he or she is able, about

his or her relevant medical history and his or her current state of health.

### **SERVICE PROVISION**

The Gazette of The Aged Care Act 1997 lists the services residential care facilities are required to provide residential care and accommodation service to all residents who need any of those services. This includes staff and items needed to provide those services including, for example, the provision of continence aids and the purchase and filling of dosette boxes. In addition, Residents must have a means to call for assistance from their rooms.

These services are a minimum requirement only and many facilities provide a more comprehensive range of services in response to Residents' needs. Facilities can also provide those services in a variety of ways. For example, a facility could provide some meals in a Resident's own room which maximises that person's privacy and flexibility.

### **RESIDENTIAL CARE SERVICES INCLUDE:**

- The provision of appropriate meals, assistance with laundry (including personal laundry), cleaning, bed-making and social activities
- The provision of at least one responsible person who is continuously on call and able to render emergency assistance if required
- Dressing and undressing
- Supervising the taking of medicines and help with treatments such as eye drops and ointments
- Help in going to the toilet and with continence problems
- Three meals a day and where needed, help with eating i.e.: cutting food, buttering bread etc.
- Special diet for medical or cultural reasons
- Help with fitting hearing aids, contact lenses, reading, writing and telephone calls
- Encouraging rehabilitation exercises and arranging therapy treatment
- More intensive care for anyone who has a short-term illness such as flu
- Help with laundry and room cleaning
- Respite care is also available for up to nine weeks
- It gives support when needed to aged people who normally live in the community and can give their regular carers a break
- Respite also provides an opportunity to assess if residential care life is for

you

- These services are not meant to be exclusive and would be provided after consultation with the Resident in a flexible manner depending on individual needs
- Provision of 24 hour skilled geriatric nursing care. There may be a separate charge to residents for some services (refer pages 27-28)

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## ACCOMMODATION BONDS

There are a number of options available to you, but will only be charged what you can afford to pay at the time of admission.

For residents with less than the prescribed minimum amount, currently \$46,000 in assets, the federal government will pay Bundaleer a supplement and you will pay nothing.

For all other residents depending on assets and income the following maximum bed fees may apply: (Interest rates may vary in accordance with the Government rates, please contact office staff to confirm current rates or alternatively go to the My Aged Care website for current rates)

Room	Refundable Accommodation Deposit (RAD)	Daily Accommodation Pay (DAP)
Single room/ensuite	\$270,000	\$45.42 per day
Single room/shared ensuite	\$250,000	\$42.05 per day
Bed in 2 bed room/ensuite	\$240,000	\$40.37 per day
Bed in 2 bed room /shared ensuite	\$225,000	\$37.85 per day
Bed in 4 bed room/shared ensuite	\$208,550	\$35.08 per day

You can pay the refundable accommodation deposit and get the full amount back when you leave our care, or you may decide to pay the equivalent daily accommodation payment instead or you may choose to pay a combination of both.

For residents who do not have the maximum fee Bundaleer can work with you to determine a fee that you can afford based on your assets at the time.

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## LIST OF FIXTURES

FITTINGS AND FURNISHINGS (Not all are available in each Facility)

- Sheets
  - Pillow Cases
  - Bedspreads
  - Blankets
  - Wall to Wall carpet
  - Light curtains
  - Light Fittings
  - Hand basin
  - Toilet
  - Shower
  - Shower Chair
  - Shaving cabinet
  - Flyscreens
  - TV aerial socket
  - Phone socket
  - Power points
  - Call Button x 2
  - Mirror x 2
  - Key
  - Mattress
  - Pillows x 2
  - Bed - steel frame single
  - Heaters - Ceiling x 2
  - Ceiling fan
  - Wardrobe/dresser
  - Curtain tracks
  - Air Conditioning
- (This list is not meant to be all inclusive).



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# QUALITY OF CARE PRINCIPLES 2014

## SPECIFIED CARE AND SERVICES FOR RESIDENTIAL CARE SERVICES

### PART 1 - HOTEL SERVICES TO BE PROVIDED FOR ALL RESIDENTS WHO NEED THEM

Item	Care or Service	Content
1.1	Administration	General operation of the residential care service, including documentation relating to care recipients
1.2	Maintenance of buildings and grounds	Adequately maintained buildings and grounds
1.3	Accommodation	Utilities such as electricity and water
1.4	Furnishings	Bed-side lockers, chairs with arms, containers for personal laundry, dining, lounge and recreational furnishings, draw-screens (for shared rooms), wardrobe space, and towel rails  Excludes furnishings a resident chooses to provide
1.5	Bedding	Beds and mattresses, bed linen, blankets, and absorbent or waterproof sheeting
1.6	Cleaning services, goods and facilities	Cleanliness and tidiness of the entire residential care services  Excludes a resident's personal area if the care recipient chooses and is able to maintain this himself or herself
1.7	Waste disposal	Safe disposal of organic and inorganic waste material
1.8	General laundry	Heavy laundry facilities and services, and personal laundry services, including laundering of clothing that can be machine washed  Excludes cleaning of clothing requiring dry cleaning or another special cleaning process, and personal laundry if a care recipient chooses and is able to do this himself or herself.

**PART 1 - HOTEL SERVICES - TO BE PROVIDED FOR ALL  
RESIDENTS WHO NEED THEM - continued**

- |      |                                  |   |
|------|----------------------------------|---|
| 1.9  | Toiletry goods                   | Bath towels, face washers, soap and toilet paper, tissues, toothpaste, toothbrushes, denture cleaning preparations, mouthwashes, moisturiser, shampoo, conditioner, shaving cream, disposable razors and deodorant.   |
| 1.10 | Meals and refreshments           | <p>(a) Meals of adequate variety, quality and quantity for each care recipient, served each day at times generally acceptable to both residents and management, and generally consisting of 3 meals per day plus morning tea, afternoon tea and supper</p> <p>(b) Special dietary requirements, having regard to either medical need or religious or cultural observance</p> <p>(c) Food, including fruit of adequate variety, quality and quantity, and non-alcoholic beverages, including fruit juice</p> |
| 1.11 | Care recipient social activities | Programs to encourage care recipients to take part in social activities that promote and protect their dignity, and to take part in community life outside the residential care service   |
| 1.12 | Emergency assistance             | At least 1 responsible person is continuously on call and in reasonable proximity to render emergency assistance  |



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## **PART 2 - CARE AND SERVICES TO BE PROVIDED FOR ALL RESIDENTS WHO NEED THEM**

2.1	Daily living activities assistance	<p>Personal assistance, including individual attention, individual supervision, and physical assistance, with the following:</p> <ul style="list-style-type: none"><li>(a) bathing, showering, personal hygiene and grooming</li><li>(b) maintaining continence or managing incontinence, and using aids and appliances designed to assist continence management</li><li>(c) eating and eating aids, and using eating utensils and eating aids (including actual feeding if necessary)</li><li>(d) dressing, undressing, and using dressing aids</li><li>(e) moving, walking, wheelchair use, and using devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids</li><li>(f) communication, including to address difficulties, arising from impaired hearing, sight or speech, or lack of common language (including fitting sensory communication aids), and checking hearing aid batteries and cleaning spectacles</li></ul> <p>Excludes hairdressing</p>
2.2	Meals and refreshments	Special diet not normally provided
2.3	Emotional support	Emotional support to, and supervision of, care recipients
2.4	Treatments and procedures	<p>Treatments and procedures that are carried out according to the instructions of a health professional or a person responsible for assessing a care recipient's personal care needs, including supervision and physical assistance with taking medications, and ordering and reordering medications, subject to requirements of State or Territory law</p> <p>Includes bandages, dressings, swabs and saline</p>

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2.5	Recreational therapy	Recreational activities suited to care recipient, participation in the activities, and communal recreational equipment
2.6	Rehabilitation support	Individual therapy programs designed by health professionals that are aimed at maintaining or restoring a care recipient's ability to perform daily tasks for himself or herself, or assisting care recipients to obtain access to such programs
2.7	Assistance in obtaining health practitioner services	Arrangements for aural, community health, dental, medical, psychiatric and other health practitioners to visit care recipients, whether the arrangements are made by care recipients, relatives or other persons representing the interests of residents, or are made direct with a health practitioner
2.8	Assistance in obtaining access to specialised therapy services	Making arrangements for speech therapy, podiatry, occupational or physiotherapy practitioners to visit care recipients, whether the arrangements are made by care recipients, relatives or other persons representing the interests of care recipients
2.9	Support for care recipients with cognitive impairment	Individual attention and support to residents with cognitive impairment (e.g. dementia, and other behavioural disorders), including individual therapy activities and specific programs designed and carried out to prevent or manage a particular condition or behaviour and to enhance the quality of life and care for such care recipients and ongoing support (including specific encouragement) to motivate or enable such care recipients to take part in general activities of the residential care service

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**PART 3 - CARE AND SERVICES TO BE PROVIDED FOR ALL RESIDENTS WHO NEED THEM – FEES MAY APPLY**

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3.1	Furnishings	Over-bed tables
3.2	Bedding materials	Bed rails, incontinence sheets, ripple mattresses, sheepskins, tri-pillows, water and air mattresses appropriate to each care recipient's condition
3.4	Goods to assist care recipients to move themselves	Crutches, quadruped walkers, walking frames, walking sticks and wheelchairs  Excludes motorised wheelchairs and custom made aids
3.5	Goods to assist staff to move care recipients	Mechanical devices for lifting care recipients, stretchers, trolleys
3.6	Goods to assist with toileting and incontinence management	Absorbent aids, commode chairs, disposable bed pan and urinal covers, disposable pads, over toilet chairs shower chairs and urodomes, catheter and urinary drainage appliances, disposable enemas
3.8	Nursing services	<p>Initial and ongoing assessment, planning and management of care for care recipients, carried out by a nurse practitioner, registered nurse or enrolled nurse, acting within the scope of practice.</p> <p>Nursing services carried out by a nurse practitioner, registered nurse or enrolled nurse or other professional appropriate to the service (e.g. medical practitioner, stoma therapist, speech pathologist, physiotherapist or qualified practitioner from a palliative care team), acting within the scope of practice.</p> <p>Services may include, but are not limited to, the following:</p> <ul style="list-style-type: none"><li>(a) establishment and supervision of a complex pain management or palliative care program, including monitoring and managing any side effects;</li><li>(b) insertion, care and maintenance of tubes including intravenous and naso-gastric tubes;</li><li>(c) establishing and reviewing a catheter care program, including the insertion, removal and replacement of catheters;</li><li>(d) establishment and reviewing a stoma care program;</li><li>(e) complex wound management;</li></ul>

- (f) insertion of suppositories;
  - (g) risk management procedures relating to acute or chronic infections conditions;
  - (h) special feeding for care recipients with dysphagia (difficulty swallowing);
  - (i) suctioning of airways;
  - (j) tracheostomy care;
  - (k) enema administration;
  - (l) oxygen therapy requiring ongoing supervision because of a care recipient's variable need; and
  - (m) dialysis treatment.
- 3.11 Therapy services, such as, recreational, speech therapy, podiatry, occupational, physiotherapy services
- (a) maintenance therapy delivered by health professionals, or care staff as directed by health professionals, designed to maintain care recipients' level of independence in activities of daily living
  - (b) more intensive therapy delivered by health professionals, or care staff as directed by health professionals, on a temporary basis designed to allow care recipients to reach a level of independence at which maintenance therapy will meet their needs.
- excludes: intensive, long-term rehabilitation services, required following, for example, serious illness or injury, surgery or trauma

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## **RULES AND REGULATIONS**

The complex is operated and managed by the Management Committee of Bundaleer Care Services Ltd. The aim of the Committee is to satisfy the objects of the Company (Bundaleer Care Services Ltd.) and in doing so ensure that all residents shall enjoy the fullest possible security while retaining as much of their independence as possible.

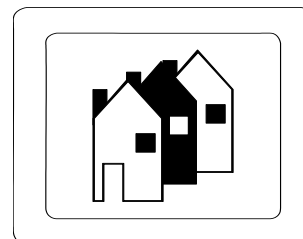
### **1. ELIGIBILITY**

- a) Primarily for disabled people and persons of pensionable age who are capable of living with a degree of independence.
- b) A Resident must obtain a Residential Care Approval form, which will be issued by the local Aged Care Assessment Team after an assessment. The Aged Care Assessment Team can be contacted at 65882875

### **2. PRESENT**

The accommodation is part of a complex comprising:

- SELF CARE UNITS
- RESIDENTIAL CARE FACILITIES
- HOME CARE



### **3. PROPERTY OF BUNDALEER**

- a) A Resident shall not mark, paint, drive nails or screws or otherwise damage or deface any part of the building. Maintenance staff shall carry out the hanging of pictures or fittings.
- b) Property or equipment needing maintenance should be reported to the Chief Executive Officer or Facility Supervisor in writing.
- c) No alteration or addition to the Unit or the electricity or water supply or to any fittings shall be made without the consent of the Committee.
- d) Residents must not bring into the Unit anything that will increase the rate of fire insurance on the property.
- e) Residents shall co-operate with the Committee in the preservation of the garden areas.
- f) Residents shall not deposit any tealeaves or other waste matter in any sewerage or drainpipes.
- g) Residents are asked to keep their rooms or units clean and tidy and ensure that they are free from vermin etc.

### **4. DOMESTIC**

- a) Where laundry facilities are not provided in units all washing of clothes shall be carried out by Bundaleer staff.

- b) Staff are responsible for cleaning all the communal and public areas of the buildings.

## **5. GENERAL**

- a) Residents are requested to co-operate with the Chief Executive Officer and the staff in the exercise or performance of their duties and shall at all times comply with their reasonable instructions.
- b) Residents may have friends or relatives visit them at any time.
- c) Residents are responsible for the quiet and orderly conduct of themselves and their visitors so that nuisance and annoyance will not be caused to other occupants of the Village or Residents in the neighbourhood or other members of the public.
- d) Collection of money from Residents or staff for appeals or presentations is not allowed without the approval of the Chief Executive Officer.
- e) Notices shall only be displayed on notice boards provided.
- f) The Committee will make provision for ways in which the views of and complaints by Residents will be communicated to the Committee.
- g) No birds or animals may be kept in any unit or elsewhere in the Village without the consent in writing of the Committee, which may impose conditions on such consent or withdraw such consent in its discretion from time to time.
- h) In the interest of safety Residents are advised that they should not smoke in bed.
- i) Residents will be liable to pay costs of Bundaleer's Trust's Solicitors in the preparation and signing of the Agreement of Residency and any stamp duty or management service fees in relation thereto. Any inquiries can be directed to the Chief Executive Officer.

# INCOME AND EXPENDITURE STATEMENT FOR CAMERON STREET FACILITY

PROJECTED BUDGETS FOR 2015 - 2016

## Bundaleer Care Services Ltd

ABN: 48003155708

### Cameron Street Facility

	Actual 2014/2015	Projected Budget 2015/2016
<b>Operating Income</b>		
Dept. Health & Aged Care	2,678,104.00	3,567,369.00
Clients Contributions	1,416,016.00	1,454,144.00
Other Income	11,330.00	3,307.00
<b>Total Operating Income</b>	<b>4,105,451.00</b>	<b>5,024,820.00</b>
<b>Operating Expenditure</b>		
NPC Staff Costs	2,473,509.00	3,015,780.00
Infrastructure Costs	1,972,197.00	2,033,520.00
<b>Total Operating Expenditure</b>	<b>4,445,706.00</b>	<b>5,049,300.00</b>
<b>Operating Surplus/(Deficit)</b>	<b>(340,254.00)</b>	<b>(24,480.00)</b>
<b>Non-Operating Income</b>		
Government Capital Subsidies	284,145.00	282,121.00
Resident Income	251,684.00	179,000.00
Donations/Bequests/Fundraising	0	0
<b>Total Non-Operating Income</b>	<b>535,830.00</b>	<b>461,121.00</b>
<b>Non-Operating Expenditure</b>		
Depreciation - Buildings	235,440.00	235,396.00
Capital Maintenance Costs	2,278.00	20,000.00
<b>Total Non-Operating Expenditure</b>	<b>237,719.00</b>	<b>255,396.00</b>
<b>Non-Operating Surplus/(Deficit)</b>	<b>298,111.00</b>	<b>205,725.00</b>
<b>Net Surplus/(Deficit)</b>	<b>(42,143.00)</b>	<b>181,245.00</b>

# INCOME AND EXPENDITURE STATEMENT FOR JOHNSTONE STREET FACILITY

## PROJECTED BUDGETS FOR 2015-2016

### Bundaleer Care Services Ltd

ABN: 48003155708

#### Johnstone Street Facility

	Actual 2014/2015	Projected Budget 2015/2016
<b>Operating Income</b>		
Dept. Health & Aged Care	3,057,268.00	3,273,480.00
Clients Contributions	912,592.00	1,002,000.00
Other Income	1,983.00	500.00
<b>Total Operating Income</b>	<b>3,971,843.00</b>	<b>4,275,980.00</b>
<b>Operating Expenditure</b>		
NPC Staff Costs	2,896,425.00	2,773,948.00
Infrastructure Costs	1,689,154.00	1,697,858.00
<b>Total Operating Expenditure</b>	<b>4,585,580.00</b>	<b>4,471,806.00</b>
<b>Operating Surplus/(Deficit)</b>	<b>(613,736.00)</b>	<b>(195,826.00)</b>
<b>Non-Operating Income</b>		
Government Capital Subsidies	267,646.00	268,000.00
Resident Income	320,613.00	322,000.00
Profit on Sale of Fixed Asset	4,545.00	0.00
Donations/Bequests/Fundraising	5,444.00	0.00
<b>Total Non-Operating Income</b>	<b>598,249.00</b>	<b>590,000.00</b>
<b>Non-Operating Expenditure</b>		
Depreciation - Buildings	65,586.00	66,000.00
Capital Maintenance Costs	0.00	15,000.00
<b>Total Non-Operating Expenditure</b>	<b>65,586.00</b>	<b>81,000.00</b>
<b>Non-Operating Surplus/(Deficit)</b>	<b>532,662.00</b>	<b>509,000.00</b>
<b>Net Surplus/(Deficit)</b>	<b>(81,073.00)</b>	<b>313,174.00</b>



## PRIVACY STATEMENT

Collection, maintenance and disclosure of certain information are governed by legislation including the Privacy Act 1988. Privacy laws effective 21 December 2001, require us to make the following disclosures before collecting personal information about you after that date:

At Bundaleer, your privacy is important to us. Your personal information is only collected to enable us to supply you with the services you have requested us to provide.

This statement will explain the types of information that we keep on record and how we may use that information.

The privacy and confidentiality of the information held about you will be respected. Confidential information about your health, personal or financial situation will only be given to another person if this is important for your care or is required or authorised by law.

Generally we keep a record of one or more of the following types of information:

- Information that identifies you, such as your name and address and photograph
- Medical and personal care details, pension and health entitlements, Private Health Insurance
- Religion
- Family details such as next of kin and details of power of attorney and guardian authorities
- Financial details and details of financial controller
- Details of assets (financial and property)
- Solicitor's details
- Interests/hobbies
- Funeral Arrangements i.e. funeral director, location of will, executor of estate

### How Bundaleer may use or disclose your information:

- Your medical, personal and financial details enable us to process your application for residency at one of Bundaleer's facilities or self care village or to provide services by our Community Aged Care Package Team in order to provide you with the level of care that you have requested.
- Information from your medication, medical and personal records may be made available to visiting medical and ancillary health officers as necessary for use in the provision of your care. On occasions, members of the medication review panel may require access to your medication records in order to conduct individual comprehensive medication reviews.
- Your medical, personal and financial details may have to be released in order to fulfill legal and / or government requirements and to ensure that our internal business operations are running smoothly.

Information relating to authorities which are legally entitled to certain information may include Medicare eligibility, Centrelink and DVA pension entitlements, Department of Health and Aging, NSW Department of Health.

You can request access to the personal information that we keep on record. If you believe that any information is incorrect or out of date, you may, of course, ask us to correct it. Please contact the manager of the relevant office or facility on 6585 2811, if you would like to gain access to your personal records.

If you choose not to provide the requested information or consent to its collection and disclosure as described above, Bundaleer may be unable to provide you with the standard of care that you require.

## COMMENTS / COMPLAINTS FLOWCHART

