



Lakeview & Bolga Court

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Developed in consultation with our consumers

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Welcome

It is a pleasure to welcome you as a prospective respite or long term Resident to our fully accredited, government funded Residential Aged Care facilities of Lakeview and Bolga Court. These facilities specialise in accommodating long term aged persons.

We recognise that it is a very difficult time for you, your family and friends when the decision has been made that respite and/or long term residential care is required to meet your special health and care needs. Be assured that staff will encourage and support Residents to maintain their independence for as long as possible. Socialisation is a very important part of life and activities in both Lakeview and Bolga Court try to ensure all Residents have the opportunity to be involved in activities to the extent that they desire.

It is very important to us that Residents feel a sense of homeliness. To assist in this process rooms can be personalised with familiar possessions, including some furniture items from home. Please discuss this further with staff.

Lakeview and Bolga Court are both part of the services provided by Tallangatta Health Service (THS). The Board and Management of THS have a responsibility to ensure the safety of both Residents and staff and have implemented and maintain policies relating to minimal handling and zero tolerance to bullying and aggressive behaviour.

This information book has been developed to provide you and your family with some details about our facilities, staff, services and activities that are available, general information about Residential Care and ways that you can contact management or staff about your concerns. It will also provide information about the differences that occur between costs and services and Residents' rights and responsibilities.

If you decide to reside at either Lakeview or Bolga Court, we trust that your time with us will be very happy. We hope that you settle in very quickly and before long that you, your family and friends will recognise Lakeview or Bolga Court as your new home.

The Executive

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Our History

Tallangatta Health Service has been located on its present site, on the foreshore of Lake Hume, since 1958. The original Tallangatta hospital was established as a Cottage Hospital in 1914, at the original township, which is now referred to as the Old Town, at Tallangatta East. In 1937, a wing was added to the original building to accommodate the increasing numbers of patients and improve the facilities for the delivery of much needed services. This building is still standing and is now partly used for private accommodation.

The entire township was relocated in the mid-1950s to allow for the enlargement of Lake Hume. The original 30 bed hospital was officially opened on 26 March, 1958 and provided general medical, surgical, obstetric and children's care and 24 hour emergency services for the township and surrounding districts. Sadly, like many smaller facilities, the range of service provision declined due to high costs, regulation and safety requirements and availability of skilled medical and nursing staff. Surgical and obstetric services are now fully provided at Albury Wodonga Health.

The community's health needs, government policy and funding changes have resulted in many changes to service provision over the intervening years. In 1997/98, a major redevelopment at a cost of \$ 914,000 was completed. Fifteen of the original 30 hospital beds were converted into Commonwealth funded high care beds which are referred to as **Lakeview**.

The Day Centre was relocated to the previous nurses' home site and redeveloped as the Community Services Building. Since March 2000, the Home and Community Care (HACC) services now called My Community Home Care (MCHC) for the Tallangatta area of the Towong Shire have been managed and provided by the Tallangatta Health Service.

Bolga Court: In 1987, the Tallangatta and District Extended Care Centre Incorporated was established, as a separate organisation, with the aim to design and construct a hostel to meet the future needs of the community. It was envisaged that as the general community members aged and the farmers retired they would move from the outlying properties, after handing the farm over to their younger family members to run, to a home-like environment at Bolga Court, where they would be supported for the rest of their life. This plan came to fruition. Construction began in March 1990 and in April 1991; the Bolga Court 30 bed complex was occupied. In 2002, an additional 6 beds were opened. Bolga Court was managed as a separate entity until July 1, 1997 when the 2 services combined to form the new entity, Tallangatta Health Service.

The Bolga Court complex offers Residents a magnificent and uninterrupted view of the lake and the surrounding hills. The original concept of providing low care support to the Residents is no longer viable and, in 2011, rooms were refurbished to enable Residents with high level care needs to be also admitted and cared for in the future.

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Mr Fleming turns the first sod at the new Day Care Centre 1989, now known as Bolga Court

Our Facilities

Tallangatta Health Service (THS) is a government funded rural community health service located on one site on the picturesque Lake Hume foreshore.

The facility includes an Acute Hospital ward, Residential Aged Care, on-site Medical Centre with two permanent Medical Officers, Allied Health Services and Community and Support Services. THS employs approximately 170 staff and has 46 registered volunteers who provide services and programs, on-site or within the community.

Bolga Court is a set of seven buildings – one of which is the main dining and reception area and other 'modules' that each have six individual bedrooms with ensuites, a shared lounge, dining room and kitchen. There is an attractive garden all around, with a gazebo, outdoor seating and barbeque area. Bolga Court can accommodate 36 Residents.

Lakeview has 15 beds – which are companion rooms (twin share) and a shared bathroom. There is one large lounge room and two smaller lounge areas, a large dining room and outdoor areas. There is a sheltered courtyard with a gazebo and barbeque area, while another area has a balcony overlooking the lake.

Tallangatta Health Service

Our Vision – ‘Empowering People for Health’

Our Values

- Integrity
- Caring
- Adaptable
- Respect
- Excellence

Our Pillars

- Our care – *relevant with safe, high quality responsive services*
- Our infrastructure – *is planned for future needs*
- Our partnering – *with community cultivates connections*
- Our workforce – *is adaptive, skilled and compassionate*

Commonly Asked Questions

Is Tallangatta Health Service an accredited facility?

Yes, Tallangatta Health Service is an accredited facility for Residential Aged Care. The Australian Aged Care Quality Agency (AACQA), in accordance with the Commonwealth of Australia Aged Care Act 1997 has granted three years accreditation to both Lakeview and Bolga Court.

Periodic support site visits are conducted by the AACQA during the period of accreditation to determine that the 44 standards are being met and that quality care and services are continuing to be provided to the Residents of Lakeview and Bolga Court.

How do I put my name on the waiting list for admission to Lakeview or Bolga Court?

Your name will be put onto the waiting list for placement:

- On receipt of a completed application form and,
- a current Aged Care Assessment Approval that has been provided by the Aged Care Assessment Team.

You are encouraged to visit our facility either prior to or at the time of application,

Lakeview and Bolga Court are open for inspection by appointment.

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Please telephone the Nurse Manager on 02 6071 5200 to make an appointment to ensure adequate time is available to meet your needs for queries and inspection.

We request that you or your family members bring/s the following documentation at the time of your visit:

- Medicare Card
- Pension Card *
- Private Health Insurance Details *
- Vic Roads Taxi Cards*
- Veteran Affairs Card*
- Pharmacy Safety Net Number *
- Enduring Powers of Attorney, (Financial, Medical and Guardianship) *

(**if applicable*)

How long will I have to wait for admission?

This depends on the availability of a bed and your care needs at the time. When a bed becomes available at Lakeview or Bolga Court, all applicants are given consideration regardless of time on the waiting list. Priority is usually given to those with the highest needs.

What is an Admission or Proposed Entry Meeting?

Once there has been acceptance of an offer for admission we request a meeting to ensure that we meet all the expectations of the Resident and his/her family. At this meeting further assessments and documentation will be completed for safe transfer into Residential Aged Care, Please expect this meeting to take one to two hours.

How are beds allocated?

Bed allocation **depends upon availability** at the time of admission. Consideration is always given for the wellbeing and care needs of Residents. After a Resident has been allocated to a particular room and bed it is important that the Resident feels at home.

When can a room be changed?

- The move is at the Resident's request, and / or
- The Resident / Power of Attorney agrees to move after being fully consulted and agrees to the move without any pressure, and / or
- The move is necessary due to change of care needs.
- Any room changes require a Variation of Agreement to be completed.

How long do I have to take up the offer for admission?

When an offer of accommodation is made, the transfer needs to occur as soon as possible. However, the Commonwealth Aged Care Policies set the time limits.

When coming directly from home, another aged care facility, or from hospital, a Resident has a maximum of **seven days** (social) pre-entry leave from the time of the offer.

Costs are incurred from the date of offer.

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Is there a formal agreement?

Yes. The Resident Agreement is a formal agreement that is issued by the Aged Care Industry Council. It is given to you and your family member/agent to review and discuss, and ask any questions prior to signing the agreement.

This agreement is a common agreement that sets out the terms and conditions of occupancy, rights and responsibilities of Residents, financial statements, complaints resolution, and protection of personal information.

Residents have the right to choose whether or not they wish to enter into a written agreement. However, if it is not signed the terms and conditions of the Standard Agreement still apply.

Can I end this agreement?

This agreement can be terminated in the cooling off period of 14 business days from the date of signing.

Do I have security of tenure for my accommodation?

Yes. Security of Tenure is assured once an offer of placement has been given to you and accepted, providing that THS has the facilities and staff to meet your changing needs. Please refer to the Resident Agreement for further details about rules of occupancy.

What are the Charges and Fees for my accommodation and care?

Residents have a choice to pay for their accommodation either as:

- A refundable deposit (a lump sum, also known as a refundable accommodation deposit or RAD)
- An equivalent daily payment (a Periodic payment, also known as a daily accommodation payment of DAP)
- Or a combination of both.

For concessional / fully supported Residents the above does not apply.

All Residents pay the Commonwealth Daily Care Fee.

Some Residents may be required to pay a means-tested care fee (MTCF). The MTCF is a contribution towards the cost of the Residents day-to-day care. If this fee is applicable the amount to pay is determined by the Department of Human Services.

We advise that Residents discuss their individual circumstances with the THS Director of Corporate Services prior to admission.

When do I have to pay my fees and charges?

Accounts are in arrears on a fortnightly basis. Payments are made fortnightly via direct electronic transfer. Invoices and receipts will be sent to you or your designated family member or person / agent with financial power of attorney.

All Residents are required to pay via Direct Debit. Your Direct Debit agreement will need to be authorised prior to the first payment.

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If you have difficulties at any time with paying these charges and fees, we recommend that you contact us as soon as possible to discuss your issues and arrange payment options.

Bad debts will be recovered by THS or a contracted recovery agency.

What rights do I have in Aged Care?

Living in a residential aged care home is no different to living in your own home. You can come and go as often as you please, visit friends, go shopping or attend sporting events as long as your health allows. You choose how you will manage your money. You may want to take care of it yourself or you may want to ask a family member to manage your finances through a power of attorney or enduring power of attorney. Your family and friends are free to visit and staff will respect your right to privacy.

The Department of Health, Aged Care Quality and Safety Commission have revised the Charter of Aged Care Rights (the Charter) and this is in effect from 1 July 2019 (Annex 1). It sets out your rights as a Resident living in an Aged Care Facility.

You will be asked to sign the Charter to acknowledge you have been given a copy of it and you have been assisted in understanding the information about your rights under the Charter. You can elect not to sign the Charter; this will not impact on the care and services you receive.

Where can I find out more information about Care & Services?

The Residential care and services provided are specified by the Government please refer to:

1. Quality of Care Principles 2014 – Compilation May 2016 - [Quality of Care Principles 2014](#) (Reg_May 2016)
2. Aged Care Act 1997 – Compilation July 2017 [Aged Care Act 1997](#) (Reg July 2017)
3. Aged Care Transitional Provisions Act 1997 Compilation February 2017 [Aged Care Transitional Provisions Act 1997](#) (Reg February 2017)
4. Fees and Payments Principles 2014 (No. 2) Compilation July 2015 [Fees & Payments Principles 2014 \(No2\)](#) (Reg July 2015)

If I have Department of Veteran Affairs card?

Veteran community members and their partners / family considering Residential Aged Care are advised to contact the Department of Veterans Affairs for information specific to their needs. In some circumstances, they may be able to access Allied Health Services and aids and equipment under the Rehabilitations Appliances Program (RAP).

Further information is available on the [DVA website](http://www.dva.gov.au/) at <http://www.dva.gov.au/>

DVA general enquiries line (Metropolitan: **133 254** or regional: **1800 555 254**)

Do I have a choice in who provides my pharmacy services?

The local pharmacy at Tallangatta provides a direct delivery service to our facilities. If you choose to use a pharmacy outside Tallangatta it will be your or your support person's responsibility to fully manage your pharmacy (medication) needs.

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Please note that it is the responsibility of the Resident / family member to manage pharmacy accounts.

Can my own General Practitioner (Doctor) visit me and provide my care?

Please talk to our staff if you need help making appointments to see your usual doctor or dentist. The staff can make the call and accompany you as well as organise transport if needed. Please be aware you may have to cover the cost of transport and staff time if require this assistance. Residents of both Bolga Court and Lakeview, or their family, are able to nominate a preference for local General Practitioner (GP) medical care.

The THS GP visits the residents at Lakeview and Bolga Court on a regular basis, or Residents can make an appointment at any time at the Medical Centre, located on site.

If an **alternative GP** is selected, the Resident / family member is responsible for arranging appointments and any associated costs, including paying for transport to and from these appointments.

Specialist and other service referrals will be made by the GP as necessary. Support and attendance at such appointments is the responsibility of Resident or family.

If THS provides staff to act as a driver or escort, staff costs may be applicable and will be payable by the Resident. Costs associated will be included in accounts. Further information & individual details can be provided by the Nurse Manager.

Who is responsible for ambulance or other transport costs to obtain care or services?

All Residents are responsible for all costs should they require ambulance transfer direct from THS to another facility, hospital, or appointment. THS recommends that Residents who are not pensioners continue to maintain their Rural Ambulance Victoria membership.

What happens if I need hospitalisation or would like to have Leave/Temporary Absence?

A permanent Resident may be absent from either Lakeview or Bolga Court during periods of authorised leave. To be counted as a day of leave the Resident must be absent overnight. The **full Daily Care Fee is payable** when a Resident is on leave.

There are 3 types of leave:

1. **HOSPITAL LEAVE:** A Resident can take unlimited days of leave for the purpose of receiving hospital treatment.
2. **SOCIAL LEAVE:** A Resident can take up to 52 days of social leave in a financial year.
3. **PRE-ENTRY LEAVE:** Up to 7 days of social leave may be taken as a pre-entry leave immediately before a Resident enters a service.

A Resident may take more leave than prescribed above provided there is:

- Approval by THS.
- Agreement by the Resident to pay the Accommodation Fees plus compensation to THS for the subsidy not paid by the Commonwealth Government.

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Can a Resident take day leave?

Yes. Residents can take day leave. There is a Leave Register to be completed before you leave the facility, for day leave. Please tell Care Staff that you will be away for the day to ensure medications and other clinical care needs can be met and/or provided. If you are required to take medications Care Staff will provide instructions on how to use your Webster Pack. Please ensure when you return to the facility that you bring the Webster Pack back with you.

Can I take overnight leave?

Yes. Residents can take overnight leave. There is a Leave Register to be completed before you leave the facility, for overnight leave. Please discuss overnight leave with Care Staff prior to the arrange date to ensure medications and other clinical care needs can be met and/or provided. If you are required to take medications Care Staff will provide instructions on how to use your Webster Pack. Please ensure when you return to the facility that you bring the Webster Pack back with you.

When taking overnight leave, the location of where you are staying and a contact phone number must be provided to care staff prior to leaving the facility.

I am a Respite Client; can I take day leave or overnight leave?

Yes. Respite client can take day leave. Please ensure you tell Care Staff prior to leaving so medications and other clinical care needs can be met and/or provided.

Overnight leave can be taken; however the Agreement you signed when being admitted to the facility will be terminated and when you return a new Agreement will be required. It is preferred that respite clients do not have social leave overnight.

What times can my family and friends visit?

The visiting times are unrestricted as is the number/s that can visit at one time.

We request that family be reasonable when celebrating special events and remember that Lakeview and Bolga Court are also the homes of other Residents. If visiting **outside normal sociable hours**, a courtesy telephone to Care Staff prior to your arrival would be appreciated.

A **Visitor Attendance Register** needs to be signed on arrival and when leaving. This is to make sure in the event of an evacuation or other situation; we know who is actually in the facility at the time.

Registers are located in the Bolga Court Community Building and at the Entry to Lakeview.

We request that you **do not visit if you are ill** or are suffering from a cold or stomach upset. The potential to pass your illness on to the Residents is very high. Many Residents have compromised immune systems. You are also asked to use the Hand Hygiene solution located throughout the facilities prior to visiting and on leaving the facility.

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Can I or my family have a say in my care?

Yes. On admission, a care plan is developed with the Resident, family and multidisciplinary health team. If you have an existing care plan that was put together by your doctor or community health nurse, you can bring that with you.

This plan is reviewed and updated regularly and is changed as needed to ensure that the information available to Care Staff, your Doctor and other health professionals is what is really happening at the time. Care is based on this plan and ensures all staff are aware of your needs and requirements. We encourage you and your family to be involved with care planning.

Can I or my family have a say in what happens?

Yes. Prior to admission you will attend a 'pre-admission appointment'. At this appointment, a Nursing staff member will talk with you and your significant others to understand your needs and what services and assistance you may require. This information will allow you and your significant others to develop your care plan with the nursing staff. Once the care plan has been developed this information will be shared with a range of other health care providers such as physiotherapist, occupational therapist, social worker and dietitian. During the first few days of your stay you will have an opportunity to meet directly with all team members. At any time, you are encouraged to discuss any part of the care plan or highlight any area that you may want adjusted. At all times we encourage you and/or your representative to participate in any care planning activities or reviews

Consumer meetings:

We welcome the participation of all Consumer's/family/support persons at meetings.

- **Bolga Court** holds a bi - monthly - ***Bolga Residents and Friends meeting***
- **Lakeview** meetings are held as required with Residents, family and key staff.
- **Consumer Reference Group** meeting is facilitated by the Director of Clinical Operations and Nursing and meets either bi monthly or monthly.

Minutes of these meetings are distributed to all Residents and their nominated person/s.

We also encourage Residents or their families to discuss matters with the staff or management on an individual basis at a mutually convenient time. If you are visiting from outside the facility, we suggest that you telephone ahead of time to arrange a convenient time.

Do I wear my own clothing and footwear when I am a Resident?

Yes. Residents are encouraged to be dressed during the day. The provision of clothing and footwear is the responsibility of the Resident. Clothing, nightwear and underwear needs to be of:

- A minimal care type
- A design to allow ease of dressing and undressing, and
- Adequate supply of clothing (suitable for the season).

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- Footwear needs to be well fitting and must be non-slip. The Care Staff/Podiatrist can provide advice to you as relevant.

Please discuss your needs with staff. Suggestions of clothing requirements are available on request from the Nurse Manager.

All clothing must be labelled with the Residents name.

Can I have money and personal items / valuables with me?

Yes. But we assume no responsibility and we recommend that only small amounts of money for small items / outings be held by Residents. A small lockable cash box is available within each Resident's wardrobe unit. If a Resident is unable to care for valuables, it is suggested that these valuables remain in the safe care of family.

Residents are encouraged to bring personal items with them when being admitted. These items include photographs, pictures, bedspreads / doonas and some small furniture (in consultation with staff) and recliner chair. A record of Valuables will be completed on admission and updated if there are any changes. THS maintenance team are happy to hang or attach photographs/pictures to the wall.

If a piece of furniture is inappropriate or no longer used by a Resident, it is the Resident's / family responsibility to remove it from the facility. Please note that THS accepts no responsibility for loss or damage to any items of furniture.

All electrical items are tested and tagged prior to use in accordance with THS testing and tagging schedule. When a Resident vacates a room all the resident's belongings are to be removed. This is to be undertaken during office hours or unless by prior arrangement. If the Resident has died the Executor of the Will is responsible for the removal and / or arranging the removal of personal item. The Executor can appoint another person to collect the items; however, he / she must have a letter of authority from the Executor to do so. The person collecting the items will require proof of identity. Unfortunately donation of equipment such as walking frames and wheelchairs cannot be accepted by THS.

External Accounts

Many Residents have accounts with local businesses, for example, local Pharmacy, Newsagency, IGA. It is the responsibility of the Resident / family to manage these accounts. We recommend that a Direct Debit is set up for payment of these accounts as THS staff are unable to deliver cash/cheques to local businesses when accounts are due.

Can I buy a Newspaper / Magazines?

We encourage Residents to keep abreast of current issues and events. Daily newspapers and magazines can be ordered through Crisp's Newsagency in Tallangatta. The newsagency delivers daily to Lakeview and Bolga Court. Please note that it is the responsibility of the Resident / family member to manage the Newsagency account.

Can my family members participate in the activities and events?

We provide a range of social activities and events, but it is always up to you how you choose to spend your time. Our staff members are there to help you enjoy your life. You may want to focus on your own

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interests and hobbies, spend your time with family, or attend social events and get to know the other residents.

Please discuss with the Nurse Manager / Care Staff if you would like assistance with preparing for an activity with your family like a meal together, or participation in an outing. If family members would like to participate in events that **require catering, a cost** is incurred by the family member/s. Arrangements for catering prior to the special occasion are required. Please discuss with Care Staff.

Can family or friends bring food to me?

Yes. Bringing in food from home for a loved one can be a nice idea; however, it is important it doesn't make them sick. Older people are more susceptible to food poisoning and it can affect their health greatly from nausea and vomiting to diarrhoea and fever leading to mild or severe dehydration. It can be life threatening in some cases.

Food from home can be brought in for residents as long as

- It has been cooked and transported in a safe manner.
- It is appropriate for the resident's medical condition and swallowing needs.
- Food is eaten on the same day it is brought in.

It is important you speak to the Nurse in Charge or Food Services Coordinator before bringing any food in for a resident. Food from home may not always be suitable due to a person's medical condition, increased risk of infection or swallowing problems.


If you do bring food in from home, you must take care to protect it from contamination during transport. If the food is chilled, it must stay cold - kept at 5 degrees Celsius or cooler. It must be eaten within 24 hours. If not it will be discarded.

If the food is hot, it must stay hot – kept at 60 degrees Celsius or greater. It must be eaten within 2 hours. If not, it will be discarded.

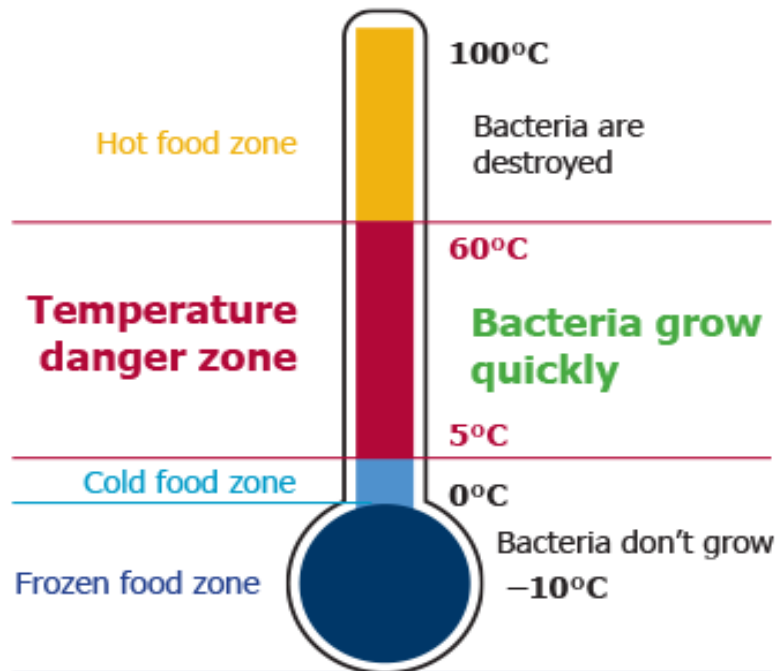
Between 5 and 60 degrees is the "danger zone" when germs multiply to dangerous levels.



Don't pack food if it has been cooked and is still warm. Coolers cannot cool food, they only keep them cold. Always chill to less than 5 degrees Celsius before transporting them. Food that is warm will not be accepted and given to residents.

Please label the food with the resident's name and time of delivery.

	<p>Food that is safe to bring in These foods can be stored at room temperature</p>
	<p>Dry or sweet biscuits Breakfast cereals Fresh whole fruit and dried fruit Bread, bagels, muffins, plain cakes and scones Pre-packaged drinks – juice, soft drink, bottled water</p>
	<p>Food that needs extra care These foods need refrigeration</p>

- The temperature danger zone is between 5°C and 60°C, when it is easiest for harmful bacteria to grow in food
- Minimise the time that food spends at these temperatures in order to keep food safe
- Refrigerated food needs to be kept at 5°C or below
- Hot food needs to be kept at 60°C or above



	<p>Pre-cooked meals including rice and pasta dishes, meat, fish, casseroles and soups Dairy products – milk, yoghurt, cheese Cut up fruit and vegetables e.g. coleslaw, potato salad, and fruit salad. Sweet dishes and cakes which contain custard or cream Sandwiches Salami, deli meats and pâtés Home prepared fruit and vegetable juices</p>
	<p>Food that is not allowed</p>
	<p>Raw meat, raw eggs Raw fish or shellfish - including sushi containing raw fish Unpasteurised dairy products Any food that has been left out of the refrigerator for longer than 2 hours WE CANNOT ACCEPT RESPONSIBILITY FOR THE SAFETY OF FOOD PREPARED OUTSIDE</p>

Food Safety Tips, an Australian booklet produced by the Food Safety Information Council advises of your responsibilities with directions on how to prepare, cook, store, transport and reheat food that will be consumed by the resident. It lists the higher risk foods including meats, fish and dairy products. Information can be obtained from the Australian Institute of Food Safety <https://www.foodsafety.com.au/resources/articles/food-safety-for-aged-care>.

Please note: If a family member or friend is asked by another Resident to purchase food or drinks for him/her please check with care staff before doing so, as the requesting Resident may have dietary restrictions and / or allergies to the particular item(s) requested.

Can my family or others volunteer their services?

Yes. There is a formal Volunteer Service for both Lakeview and Bolga Court. All volunteers are now required by government regulations to complete **registration forms** and a **Police Check** prior to being placed on the Volunteer Register. Volunteers are supported by the Nurse Manager, as well as the THS Volunteer Coordinator. Volunteers provide support and activities for the Residents. This support in daily activities and in outings is greatly appreciated by both Residents and Care Staff

If your family or friends would like to consider becoming volunteers, further information can be obtained from the Nurse Manager / THS Volunteer Co-ordinator.

Education and support information sessions are conducted for people interested in volunteering, phone 02 6071 5200.

Can I have pets at the facility or can my family or friends bring pets to visit me?

Whilst THS recognises that pets bring comfort and wellbeing to some Residents, others prefer no pets. Therefore, the only permanent pets that can be located at the facility are birds in smaller cages. It is the responsibility of the Resident / family to provide all care and associated costs.

Family / friends may bring small animals to visit. These animals must remain under the family/ friend's care and must be supervised at all times in our facility. THS has a Pet Therapy program coordinated through the Lifestyle Officer 02 6071 5415.

Am I able to vote in local, state and federal elections?

Yes. It is possible to vote whilst you are a Resident of Lakeview or Bolga Court. Usually, the Election Office staff visit Tallangatta Health Service one to two weeks prior to the elections. The date and time is advertised and staff will ensure that the opportunity to vote is provided.

Please note that **voting at Federal and State elections is compulsory** and a fine can be imposed for not voting. If a Resident is incapable of making a valid decision, then the Australian Electoral Commission must be advised that the Resident has a valid and sufficient reason not to vote. A standard form is available to notify the Commission, which must be certified by a Doctor. We request that family / NOK complete these forms.

On receipt of the certified form the Electoral Office will **remove the person's name** from the register.

Can I provide Feedback – Including Compliments, Comments, Complaints or Concern

Yes. Users, family/advocates/support persons of those using THS facilities have the right to make complaints and expect a satisfactory resolution of same.

THS has established procedures for dealing with complaints received from Residents, family/visitors with respect to Hospital Facilities and services. Brochures labelled 'Comments, Complaints and Compliments' are located at the entrance to THS and other key places throughout the facility.

It is preferred that complaints are received in writing using the THS Comments, Complaints and Compliments Form or letter/email; however, verbal complaints can also be made. Verbal complaints/concerns can be made directly to the Nurse Manager or Registered Nurse in charge of the

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shift. The staff member will document the complaint. Direct contact can also be made to the Director of Nursing or the Chief Executive Officer, if this is your preference.

Suggestions are encouraged as they help us to improve our care. Suggestions can be made using the 'Comments, Complaints and Compliments' form, or in written form. This can be either handed to one of our Care Staff or posted to the CEO.

If a complaint is lodged and after consultation with the Executive Staff, the issue/matter is not resolved, to the complainant's satisfaction other avenues available are:

Aged Care Complaints Commissioner Free call: 1800 550 552
GPO Box 9848 Melbourne Vic 3001
Online: agedcarecomplaints.gov.au

Elder Rights Advocacy Toll Free 1800 700 600
Level 4 140 Queen Street or 03 9602 3066
Melbourne Vic 3000
E-mail: era@era.asn.au
Website: www.era.asn.au

Health Services Commissioner Toll Free: 1300 582 113
Complaints Information & Privacy
Fax No.: (61 3) 9032 3111
E-mail: hsc@dhhs.vic.gov.au

or write to:

Health Services Commissioner
Level 26 570 Bourke Street
Melbourne. 3000
Victoria, Australia

THS also likes to receive feedback when we have done a good job or an individual staff member has done those little extra things to improve the lifestyle of the Residents. We also appreciate your thoughts and ideas about how we can improve our care and services. The opportunity to provide this feedback can be done anonymously or you can speak to the Nurse Manager / Care Staff or place your suggestion in the suggestion box that is provided at the entrance to both Bolga Court and Lakeview, a THS 'Comments, Complaints and Compliments' form can also be completed.

Information about Bolga Court & Lakeview

Depending on the level of Government Subsidy to the individual Resident, the costs incurred for the services will vary. This may be from no charge to full cost recovery. Individual requests are best discussed with the Nurse Manager or accessed from Department of Social Services My Aged Care website at <http://www.myagedcare.gov.au/> or Telephone 1800 200 422

Allied Health

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THS has a range of onsite Allied Health Workers. Referral can be self-initiated or from Care Staff. This multidisciplinary team consists of:

Physiotherapist	Occupational Therapist,	Exercise Physiologist
Dietician	Diabetes Educator	Nurse Practitioner
Social Worker		

Other contracted services include:

Speech Pathologist	Optometrist	Audiologist
Podiatrist	Dental care	

Alcohol Consumption

Residents are entitled to drink alcoholic beverages on approval from their General Practitioner. Staff will document the Resident’s likes and requests for alcoholic beverages on the care plan. The cost for alcoholic beverages is met by the Resident / family. Alcohol (labelled with Residents name) in small amounts can be kept in a secure place.

Family members and visitors are requested to speak with staff before bringing alcohol into the facility to ensure Resident safety and identify if the alcohol may adversely interact with the Residents medication. In some instances, monitoring of Resident’s alcohol intake may be required for medical reasons. Visitors are requested not to purchase alcohol for other residents.

Bed / Chair / Floor Sensors

To assist in reducing / preventing falls or harm from falls, falls prevention devices such as bed / chair or floor sensors may be utilised. These devices detect movements and are connected to the nurse call pagers and alert staff when a Resident is no longer in contact with the sensor device or, in the case of floor sensors, step onto the device.

Bullying & Aggressive Behaviours

THS has adopted a zero tolerance to bullying and aggressive behaviours. The ***Bullying, Sexual Harassment, Racial Abuse and Workplace Violence Policy*** applies to staff, Residents, volunteers, visitors, contractors and family members. When any bullying or aggressive behaviour occurs towards staff or Residents, the senior staff on duty has the authority to call the police to have the perpetrators removed from the area. All suspected/reported incidents are investigated. In most situations the perpetrators will be interviewed in person or by telephone. If the incident is found to be aggressive or bullying in nature, the perpetrator/s may have their visitation rights withdrawn.

It is acknowledged that Residents with dementia and other brain conditions or behavioural issues may sometimes be aggressive, physically violent and in general difficult to manage, especially when Care Staff are attempting to provide their necessary care. When these behaviours are evident, Care Staff will commence behavioural monitoring charts and identify events and actions that may trigger these outbursts. Discussions will occur with the Resident’s GP and Care Staff, behavioural strategies will be implemented in

the hope of reducing the outbursts. In some circumstances specialist medical and nursing advice will be sought.

Some Residents may require closer supervision and transfer within THS facilities or to another facility. Consultation between the Health Care Professionals, the Resident and family will occur to identify an appropriate environment that would better meets the needs of the Resident.

Clinical Care

Twenty-four hour care is provided by qualified Registered Nurses, Enrolled Nurses and/or qualified Personal Care Assistants (PCAs). Students undertaking Nursing, PCA or Allied Health training visit THS for clinical experience from time to time. Students undertaking clinical experience are supervised by the THS staff.

Resident's family / support persons are encouraged to be involved in the planning, implementation and evaluation of all aspects of care. Please feel free to discuss any issues with the Care Staff.

Nursing care plans are reviewed regularly in consultation with Residents and/or Resident's family.

Church Services and Spiritual Care

We have community connections with multiple denominations. We support our residents to engage with and attend services on an individual needs basis.

Hairdresser

A Resident or family may organise a hairdresser to visit the facility. THS does have a basin for hair washing and a hair dryer in the Activity Centre. If this room is required please advise the Care Staff to enable booking of the room. The Resident is responsible for all hairdressing needs.

High – Low Beds / Mattresses

Height adjustable electronic beds are utilised to reduce the incidence of injury should Residents fall out of bed. Floor mats may also be used by the lowered bed for added safety.

Mattresses are specifically designed to reduce pressure on bony areas of a Resident's body. These mattresses are used to reduce the likelihood of pressure injuries developing.

Hip Protectors

Residents that are at risk of falling may be fitted with hip protectors to assist in reducing the likelihood of a hip fracture following a fall. The hip protector is inserted into specially designed underwear. The cost of the hip protectors are the responsibility of the Resident / family.

Care Staff and the Physiotherapist will provide advice and education regarding the need and use of hip protectors.

Immunisation

Annual influenza immunisations are offered with other immunisations, such as Pneumovax on request. Further details regarding immunisation information may be obtained from the Nurse Practitioner who is available via appointments through the Tallangatta Health Service Medical Centre.

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Interpreters

An interpreter service is available by telephone and Consumer information can be obtained if required. For further information regarding this please discuss with the Nurse Manager.

Laundry Services

A laundry service is available for all Residents, both Respite and Permanent. All laundering procedures are according to the Australian Standard 4146. The temperature used to launder clothes is very hot and these temperatures can be detrimental to some fabrics. Whilst every care is taken with items, THS cannot take responsibility for damage to clothing and other items that require special care.

Wash and wear clothing is recommended, preferably not wool. If there are any special items that require special care such as hand washing this becomes the responsibility of the family.

All items of clothing **must be labelled** with the individual Resident's name before admission, as non-labelled items are difficult to identify.

Labels may be purchased either through THS or privately, please enquire with Environmental Services & Catering Department for advice. Staff can advise which type of labels will withstand commercial laundering. The cost and supply of clothing is the responsibility of the Resident and / or family.

Family members are encouraged to check the Resident's clothing regularly to ensure that:

- there are adequate changes of clothing; in good condition
- clothing is labelled clearly
- the items are appropriate for the seasonal conditions;
- they are the appropriate size and fit – dressing gowns that are too long may increase the risk of falling.
- all shoes are checked for suitability and functionality, shoes that are poor fitting, increase the risk of falling.

Leisure and Lifestyle Therapy

Organised activities are held Monday to Friday (excluding public holidays) and all Residents are encouraged to participate. On admission to the facility the Lifestyle staff will discuss with the Resident / family the activities available and identify those he/she would be interested in participating in. The Lifestyle Coordinator oversees all activities and welcomes suggestions about potential activities.

Families and friends are encouraged to provide photos (USB or digital photo frames are preferred). THS also has the ability to provide contact with others via Skype.

In summary:

- One-to-one activity sessions are provided as required
- Lifestyle Staff complete special training
- Costs for some items or activities are levied
- A weekly activity program calendar and the activity of the day are displayed in each area of Lakeview and Bolga Court.

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- Feedback on the Lifestyle Program is welcome

Library Books

The Tallangatta Library lends books (including large print) & listening books to Residents. Individual requests and preference for authors or topics are noted by the library staff and provided if possible. Bolga Court and Lakeview have a range of books and a selection is available on request.

Mail Deliveries

Mail delivery Monday to Friday (excluding public holidays).

Staff will assist with posting items. Postage costs are the responsibility of the Resident. Stamps are available for purchase at main reception.

Meals

On admission and as required, each Resident's dietary requirements are assessed for individualised needs and special diets including the size of meal preferred. A three week seasonal menu is available for selection. Specific likes, dislikes and allergies are noted for each Resident.

All Residents' food is prepared onsite at THS. The Kitchen is audited by the Towong Shire Council Environmental Services staff and an external auditor to ensure THS complies with all Food Handling Regulations annually. A site specific food safety plan has been implemented and the food services staff monitor and audit regularly to ensure all safety standards are met.

In addition to the three main meals, morning tea, afternoon tea and supper are provided. Residents are encouraged to advise care / kitchen staff if they would like their meal size either smaller / larger serve.

Visitors are not restricted during meal times. On special occasions, family / friends can join Residents in a meal, there is an associated cost and prior arrangements need to be made.

Meal Times

Breakfast	7 - 8:30am	Morning Tea	10:30am
Lunch	12 - 12:30pm	Afternoon Tea	2:30pm
Tea	5 - 5.30pm	Supper	

No Lift Policy, Lifting Machines and Other Devices

THS has a No Lift Policy throughout the organisation. In Lakeview and Bolga Court, an individual care plan is developed for each Resident to encourage independence and minimise the risks of injury and falling. Equipment will be used to assist Residents as required.

Staff undergo annual education and training in No Lift and manual handling.

Nurse Call Bell System

Nurses and Health Care Workers (previously known as Personal Care Attendant (PCA)) carry a DECT cordless telephone / pager in Lakeview and Bolga Court. This is activated when the Resident presses a call bell in his/her room or ensuite or if a motion sensor is activated. Nursing and Health Care staff will attempt to respond to calls promptly; however, sometimes a delay occurs when staff are responding to other Residents.



Radios

Community stereo systems are available for groups or individual use within the community areas. Individual radios are allowed; annual electrical cord inspections test and tagging will be undertaken by qualified THS maintenance staff.

Resident Representatives

Resident Representatives are volunteers who are available to support residents and families; this includes but is not limited to, providing feedback to THS re any concerns.

Resident Restraint

The Age Care Quality Standards specifically require our facilities to have in place practices and policies that includes minimising the use of restraint and the use of restrictive practices. Practices or interventions that are considered restrictive practices include chemical, environmental, mechanical, physical restraint and seclusion.

Safety and Security

The safety and security of the Residents and staff are paramount at all times:

- A minimal/no lift policy is maintained throughout Tallangatta Health Service and specialised equipment has been purchased to minimise the risk to staff and Residents.
- THS has zero tolerance to occupational violence and people who do not adhere to the policy will be asked to leave the facility.
- An individual care plan is developed for every Resident and reviewed as required, to encourage independence to reduce the risk of falling or injury.
- Staff education is provided to ensure their own and the Resident's safety is maintained.
- There are secure areas for wandering Residents. Both Bolga & Lakeview are secure facilities by keypad/swipe on all external doors/gates and between facilities (see Environmental Restraint)
- Full fire suppressant equipment is installed, including extinguishers, fire hydrants and hose reels, and a fire sprinkler system. Ongoing staff education and maintenance occurs to ensure that the emergency management plan and risk management is known and can be actioned by all staff.
- Residents are requested to participate in emergency exercises to ensure they are familiar with the procedures and assembly areas if an emergency should arise. Emergency/evacuation familiarisation will be provided.
- On occasions you may hear an alarm that is used to alert staff to an emergency such as a fire. Do not panic, staff will direct you as required.

The following information is provided to assist the Residents / families with basic safety and security features. Please ask staff if you are unsure of devices or have any suggestions in this regard.

Security Entrance / Exit Doors

At Bolga Court doors are all locked at night and have alarms fitted. During the day, Bolga Court is open with many doors opening to garden areas; however, some modules are fitted with a swipe card access to support the safety of Residents when required.

Bolga Court Security gate

For entry through this gate an intercom system is fitted. It is linked to the Tallangatta Health Service communication system and staff can remotely open the gate, to provide walk in access. You may be requested to both identify yourself and the purpose for your entry.

For those either dropping off or picking up Residents in a vehicle, the vehicle must be parked on the magnetic field marked on the ground in front of the gate. Using the intercom system staff will open the gate for vehicle access; the gate will automatically close in both situations.

Lakeview

Lakeview main access and corridor doors have security keypads fitted. Staff will advise / assist with the relevant code to open the door.

Main Entrance / Hospital

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The main entrance to the facility has unrestricted access between 6am and 9pm. An intercom is available for entry via the main doors after hours. The entrance is under camera surveillance and is monitored in the Acute Nurse Base.

Telephone Calls

To contact Bolga Court 02 6071 5287 or Lakeview - 02 6071 5200

In Bolga Court, Residents may have a permanent telephone installed in their room. The costs associated with the connection, line rental and telephone calls is the responsibility of the Resident / family. When a Resident vacates a room it is the responsibility of the Resident / Family to arrange the disconnection of the telephone.

Televisions

Lakeview and Bolga Court have a number of lounges & activities rooms with TVs for community viewing. All permanent Resident bedrooms may have a TV installed. The cost and installation and repair of TVs is the responsibility of the Resident / family.

Respite Residents are supplied with TV if requested on admission by the facility.

Annual electrical cord inspections test and tagging will be undertaken by qualified THS maintenance staff.

Please respect other Residents – headphones may be required.

Smoking

It is our policy that there is **no smoking within the buildings / grounds of Tallangatta Health Service**. However, it is recognised some Residents may wish to continue to smoke; therefore, designated smoking areas are available.

The Medical Centre Doctors or nursing staff will be very happy to discuss the latest programs and treatments for smoking cessation.

Residents who wish to continue smoking will have a **Risk Assessment** on admission & annually thereafter, or if there has been a change in health status to ensure his/her safety and safety of others. We request that Residents who continue to smoke are mindful of other Residents' health care needs and Resident / staff safety.

Staff Identification

All staff employed at THS are required to wear photographic identification. They may also wear a name badge with the THS logo on a white background. Staff wear uniforms in a variety of colours regardless of their role. Staff should identify themselves before providing care or treatment. If in doubt, please ask the staff member to provide identification.

Privacy

THS is committed to respecting the privacy of your personal information.

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Some information may need to be disclosed to State or Commonwealth government or their agencies, so they can make decisions about funding, lifestyle, and care delivery.

The organisations Privacy & Confidentiality Policy is available on request from the Nurse Manager.

Telehealth

Telehealth is the delivery of healthcare using information and communication technology. It is available for use by healthcare staff when Residents with non - life threatening conditions present. After hours medical support can be used between THS and a Regional Emergency Department. This may be preferable than the physical transfer. Further details are available from the Nurse Manager.



In Conclusion

We trust that we have answered the majority of questions that you may have about the admission process and services provided at Lakeview and Bolga Court.

If you have any further queries or questions you are most welcome to contact the following:

	TELEPHONE
Tallangatta Health Service	(02) 6071 5200
Chief Executive Officer	(02) 6071 5200
Director of Clinical & Aged Services	(02) 6071 5200
Director Corporate Services	(02) 6071 5200
Nurse Manager	(02) 6071 5200
Social Worker (Tuesday & Wednesday)	(02) 6071 5200

Or visit our Website: www.tallangattahealthservice.com.au or email us at: THS@ths.vic.gov.au

We appreciate your feedback at any time. Wanting to provide feedback on our website? Feel free to complete our feedback form on the site.

ANNEX 1



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission



Charter of Aged Care Rights

UR Number: _____

Family Name: _____

Given Name: _____

DOB: _____ Age: _____ Sex: _____

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.

Consumer

Provider

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Full name of consumer

Name of provider

/ /

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

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Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

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