



# Lionsbrae Contractor Information Handbook

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## About RALAC and Lionsbrae

RALAC is a community based not for profit Association which provides residential care and affordable housing. Our heritage stems back to 1963 with the opening of the Lionswood Village affordable housing site in Kirk Street, Ringwood. Later in 2003 three Melbourne Lions Clubs merged their respective community housing and aged care services to create Ringwood Area Lions Aged Care Inc. and 'RALAC' was born.

Today RALAC provides affordable housing or residential care to 130+ elderly or vulnerable people. We also collaborate with Uniting to provide crisis accommodation. RALAC's *raison d'être* is to help the elderly and most vulnerable in our community and we remain proud of our community service heritage.

Lionsbrae Hostel is a unique 69 bed residential aged care facility because so many of our residents are not 'aged', some have a background of homelessness or at risk of homelessness, and some have NDIS packages. In practice this means that the Lionsbrae resident community is a vibrant mix of young and old, and with a wide range of abilities or disabilities. It adds colour and life to Lionsbrae and sets us apart from many other aged care facilities.

Lionsbrae has a major focus on our residents' wellbeing with significant resources provided to promote and support our residents' lifestyle. A wide range of activities are provided within the facility and there are many opportunities for our residents to participate in activities in the community; this includes bus outings, shopping, lunch out and participation in regular community programs.

Our residents' health and personal care needs are overseen by our Residential Services Manager and Clinical Care Manager. A registered nurse and enrolled nurses are rostered on each shift over 24 hours a day to monitor and manage our residents' health and care needs.

Our nursing staff work with trained personal care workers to ensure that our residents' health and personal care needs are consistently met. Our residents are also supported by our dedicated management team, catering, cleaning, laundry, reception, maintenance and administration staff.

RALAC as a registered aged care and NDIS provider is responsible for the quality, safety and compliance of services delivered by our associated providers and contractors. This includes ensuring that the delivery of services by Associated Providers and Contractors is consistent with the Statement of Rights, the relevant Codes of Conduct and that all screening requirements have been met. It is expected that all Associated Providers and Contractors will meet relevant compliance requirements.

As a requirement of legislation, RALAC must have effective mechanisms in place to maintain oversight of services and compliance of our associated providers and contractors. To meet this requirement RALAC will conduct reviews, audits and monitoring of services to ensure Associated Providers and Contractors are meeting compliance requirements.

If you need further information about your compliance requirements, please speak to the overseeing manager.

## **RALAC's Vision and Mission**

RALAC will strive to provide quality care, services and accommodation to the elderly and most vulnerable in our community.

## **RALAC's Values**

RALAC's organisational values drives what we do and who we are. Encapsulated in four uncomplicated notions that collectively guides our decisions, conduct and commitment to residents. They are:

- Live simply
- Love generously
- Care deeply
- Speak kindly

## **RALAC Governance and Management**

RALAC is an incorporated Association governed by an unpaid skills-based Board. As at November 2025 our Board directors are:

- Clive Mullett, Chairman
- Ray Noble, Treasurer
- Loreta Siciarz, Secretary
- Carolyn West
- Jen Walsh
- Stacey Swindon
- Phil Turner
- Eliza Armstrong

RALAC's Chief Executive Officer and executive team are responsible for the operations of our organisation and quality and safety of the services we provide. They are:

- Chris Reside – Chief Executive Officer
- Cathy Hallett – General Manager Operations
- Allan Tribe – Corporate Services Manager
- Mal Taylor – Residential Services Manager
- Lyn Kleehammer – Quality & Governance Manager

## Orientation

All contractors will be provided with orientation to our service and requirements before commencing a contract with RALAC. When attending work at any of the RALAC sites, please ensure you report to our Maintenance Department (repairs and maintenance) or the person in charge (maintenance, health and personal care as appropriate).

## Respecting our residents' rights

RALAC is committed to providing care and service that consistently meets residents' needs and expectations. As a contractor, you need to understand all residents receiving our care and services will be treated with respect, dignity and feel comfortable and safe at all times.

## Statement of Rights

The Aged Care Act 2024 includes a Statement of Rights that explains the rights older people will have when accessing aged care services funded by the Australian Government.

The Statement of Rights will help make sure residents are at the centre of their aged care.

Residents will have the right to:

- make their own decisions about their own life
- have their decisions not just accepted, but respected
- get information and support to help them make decisions
- communicate their wishes, needs and preferences
- feel safe and respected
- have their culture and identity respected
- stay connected with their community

The full Statement of Rights is displayed at the reception, and more information can be found at [www.health.gov.au/our-work/aged-care-act/about](http://www.health.gov.au/our-work/aged-care-act/about)

## Code of Conduct for Aged Care

The Code of Conduct for Aged Care describes how aged care providers, their governing persons (for example Board members), and workers (including volunteers) must behave and treat people receiving aged care.

People who provide care, supports and services in the aged care sector must:

- a) act with respect for individuals rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- b) act in a way that treats individuals with dignity and respect and values their diversity
- c) act with respect for the privacy of individuals.
- d) Delivered funded aged care services in a safe and competent manner, with care and skill
- e) act with integrity, honesty and transparency
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services

- g) deliver funded aged care services free from:
  - i. all forms of violence, discrimination, exploitation, neglect and abuse and
  - ii. sexual misconduct
- h) take all reasonable steps to prevent and respond to:
  - i. all forms of violence, discrimination, exploitation, neglect and abuse and
  - ii. sexual misconduct.

## NDIS Rights and Responsibilities

Below is a brief outline of the rights of participants and the responsibilities of providers.

### **Person – centred supports**

*Outcome:* Each participant accesses supports that promote, uphold, and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds, and respects individual rights to freedom of expression, self-determination, and decision-making.

### **Individual values and beliefs**

*Outcome:* Each participant accesses supports that respect their culture, diversity, values, and beliefs.

### **Privacy and Dignity**

*Outcome:* Each participant accesses supports that respect and protect their dignity and right to privacy.

### **Independence and informed choice**

*Outcome:* Each participant is supported by the provider to make informed choices, exercise control, and maximise their independence relating to the supports provided.

### **Violence, Abuse, Neglect, Exploitation and Discrimination**

*Outcome:* Each participant accesses supports free from violence, abuse, neglect, exploitation, or discrimination.

## Police checks, NDIS Workers Screening checks and statutory declarations

RALAC is required to ensure staff, volunteers and contractors who have, or are reasonably likely to have, access to care recipients undergo a national criminal history record check, which must be renewed every three years.

It is also a requirement to have a signed Statutory Declaration to confirm that you have not committed any criminal offences overseas. If there is a change in your police record status at any time before the renewal date for your next national criminal history record check you must supply RALAC with an updated certificate.

A NDIS Workers Screening Check is required for providers providing services and supports to NDIS residents/participants.

## Diversity

RALAC Lionsbrae is committed to ensuring that all people are treated fairly and are valued, regardless of age, gender, identity disability, industrial activity, marital status,

physical features, political belief or activity, race, religious belief or activity, sex, sexual orientation (*Equal Opportunity Act 2010*) or be disadvantaged by requirements or conditions that cannot be shown as justifiable.

## Whistleblower Disclosures

A Whistleblower disclosure is when you report information about an aged care organisation or person that you believe has not followed aged care laws. Disclosures can range from a complaint to providing feedback, but the primary difference is the legal protection offered to a whistleblower.

The *Aged Care Act 2024* provides people with rights and protections from retaliation when they share information and make disclosures about registered providers, responsible persons and aged care workers.

To demonstrate our commitment to people providing feedback in a manner without reprisal we have a Whistleblower Program in place. This gives guidance for any person wishing to disclose actual or suspected wrongdoing. We are committed to protecting and respecting whistleblowers, including protecting whistleblowers' identities to the extent that it is practical and permitted by law, and to prohibiting reprisals, discrimination, harassment or victimisation against any suspected whistleblower, their colleagues or relatives.

The Whistleblower Disclosure Policy is available on the RALAC website [www.ralac.org.au](http://www.ralac.org.au) If you would like further information, please contact the Quality and Governance Manager, via reception.

## Privacy and confidentiality

Residents, staff and volunteers and other stakeholders' privacy and confidentiality must be protected at all times and consequences for any breach of these are covered by Australian law. This means that we need to ensure that our residents' or other peoples' personal and confidential information is not discussed with anyone who does not need to have the information.

### Purpose

Respecting the personal privacy of a resident is distinct from the legal obligations RALAC has under the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs). A resident's personal privacy must be respected to maintain their dignity and ability to make decisions about their health and wellbeing. The APPs outline RALAC's legal obligations relating to the collection, storage, management and disposal of personal information that it holds about all stakeholders, not just residents.

This means that private and confidential matters relating to any of our stakeholders, including our contractors should not be discussed with or shown to anyone who does not need to know the information in order to undertake their role. We require contractors who need access to our residents or other stakeholders' personal information to ensure that they understand their responsibility to maintain the privacy and confidentiality of our residents and other stakeholders in accordance with our documented policies and procedures. For further information refer to our privacy policy, available on our website or a copy can be provided on request.

## Incident reporting

The Serious Incident Response Scheme (SIRS) an initiative to help prevent and reduce incidents of abuse and neglect of individuals receiving aged care services subsidised by the Australian Government. SIRS gives providers of residential aged care guidance about managing and reporting incidents.

It also helps to:

- strengthen aged care systems to reduce the risk of abuse and neglect
- build providers' skills so they can better respond to serious incidents
- enable providers to review incident information to drive improvements in quality and safety
- reduce the likelihood of preventable incidents reoccurring
- ensure people receiving aged care have the support they need.

Lionsbrae is required to have in place an effective incident management system and to use this to continuously improve the management and prevention of incidents.

There are two key components of SIRS; incident management obligations and compulsory reporting requirements.

In addition to Lionsbrae managing all incidents, we are required to report serious incidents involving residents to the Aged Care Quality and Safety Commission, the NDIS Commission when the incident involves an NDIS participant, and the police where the incident is of a criminal nature. This reporting includes incidents that occur, or are alleged or suspected to have occurred, and will include incidents involving a resident with cognitive or mental impairment (such as dementia).

A Reportable Incident includes:

- unreasonable use of force
- unlawful sexual contact or inappropriate sexual conduct
- psychological or emotional abuse
- unexpected death
- stealing or financial coercion by a staff member
- neglect
- inappropriate use of restrictive practices
- unexplained absence.

Lionsbrae is required to take reasonable measures to ensure all staff members understand their responsibility to report any incident that occur, whether they are alleged or suspected.

Staff are required to report these incidents immediately to the CEO, Residential Services Manager or the Clinical Care Manager/ RN on duty. This will ensure the safety of the resident affected and the appropriate action can be taken.

All RALAC staff are required to sign an agreement when they commence employment that confirms they will comply with the requirements of incident management and compulsory reporting obligations.

All incidents must be reported. If you are injured or witness an incident, please report to the manager overseeing your visit or to the nurse in charge.

## No smoking

RALAC has a no-smoking (including e-cigarettes) policy to protect the health and safety of all our people. This means that RALAC staff, volunteers and contractors are prohibited

from smoking anywhere within RALAC buildings or grounds, during work-related activities and in RALAC vehicles or vehicles being used for work purposes.

## Comments and complaints

Residents, their family, friends, and representatives can raise any issues, concerns or make suggestions without fear of harassment, retaliation, repercussions or victimization. If you have any feedback, comments, complaints or compliments or other ways to improve our service, we encourage you to use the CI System. Please complete a Feedback Form and place in the letterbox located at reception or complete your feedback online via our website. Feedback can be provided anonymously if you wish to do so.

There are both internal and external comments and complaints mechanisms available:

**External complaints mechanisms** include the Aged Care Quality & Safety Commission and OPAN - Older Person's Advocacy Network. The contact numbers for these organisations can be found on the back of the Feedback Forms.

For NDIS participants, a complaint can also be made to the NDIS Commission by phoning 1800 035 544 (free call from landlines) or TTY 133 677.

**Internal comments and complaints** which are documented and actioned using the Lionsbrae Continuous Improvement System ie, Feedback Forms, residents' surveys, audits and meetings.

## Health, safety and welfare

Everyone has a responsibility to ensure a safe workplace under the *Occupational Health & Safety Act (2004)* and *Occupational Health and Safety Regulations 2017*. Lionsbrae has systems and processes in place to provide a safe workplace. The aim of the Management System is prevention of problems, accidents and injuries. RALAC strives to provide and maintain as far as is practicable a safe and positive working environment that is safe and without health risks for all stakeholders

All injuries/ incidents should be immediately reported to the person in charge of the area, who will provide you with an incident report form to complete. Incident investigation occurs as in accordance with our procedures.

RALAC's expectation is that all contractors will ensure safe working practices at all time and abide by all elements of the Victorian Occupational Health and Safety Act, including the necessary public liability insurance and if appropriate, WorkCover insurance. We expect all hazards to be notified to the manager, supervisor or nurse in charge immediately.

## Infection control

Lionsbrae staff are trained in infection control procedures to minimise the potential for spread of infection. These procedures guide our staff, volunteers and contractors to respond to the management of influenza, gastroenteritis, COVID-19 and other infectious conditions.

## **Have you washed your hands?**

Hand washing is a priority for all residents, visitors, staff, volunteers and contractors to reduce the risk of infection. You should wash your hands with soap and water or if your hands are not visibly soiled you can use alcohol-based hand sanitiser.

You need to wash your hands thoroughly:

- before you start work
- before and after each episode of contact with staff member or residents
- after contact with potentially contaminated surfaces or objects
- at regular intervals during the day

Contractors are requested not to visit Lionsbrae if they are unwell or have contact with anyone who has signs of the flu, gastro, COVID-19 or any other infectious conditions. This will help reduce the spread of infection throughout Lionsbrae.

At times of outbreaks Lionsbrae may be required to restrict contractors to help reduce the spread of infection.

## **Are your vaccinations up to date?**

It is preferable that you have up to date COVID-19 and Flu vaccinations before working at Lionsbrae and you may be asked to provide evidence of your immunisation status. We suggest that you maintain your recommended vaccinations, please see your GP for further information if required.

## **Infection screening process**

You will be asked to participate in our screening program on entering the facility to reduce the risk of transmission of infections in the facility. You must not enter Lionsbrae if you are feeling unwell, even if your symptoms are mild. Symptoms to monitor for include:

- runny nose
- sore throat
- cough
- chills or sweats
- change to smell or taste
- shortness of breath
- fatigue
- body aches
- headaches
- any gastroenteritis symptoms (vomiting, diarrhoea).

You must not enter Lionsbrae if:

- in the past 7 days you have had Covid or flu.
- you are a close contact of someone who has covid or flu you. A close contact must complete a Rapid Antigen Test prior to entry and if your test is positive, do not enter. If it is negative please wear an N95 mask.

## **Do you know how and when to use PPE?**

Personal Protective Equipment (PPE) is important to keep you safe while you are working. You need to follow any organisational directions for using PPE. If you require further assistance, please speak with the Residential Services Manager or RN on duty.

## **Visitor management - Sine Pro system**

Lionsbrae uses Sine Pro visitor management system. Contractors must check in via the kiosk in the foyer upon arrival and answer the screening questions truthfully and correctly. You are also required to check out when leaving Lionsbrae.

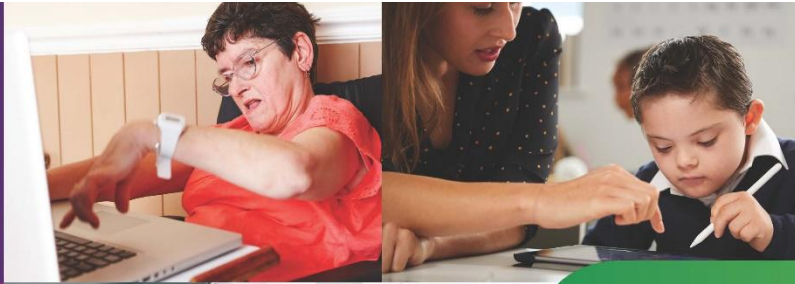
## **Resident outings**

Support workers/Allied Health practitioners are required to complete the Resident Sign Out Register (in reception) when supporting residents/participants on community access.

## **Fire and emergency procedures**

Fire and emergency procedures are kept in the entry area next to the fire panel, and a copy of the Emergency Instructions summary is kept in reception and at each of the staff/nurses' offices.

Contractors need to be aware of the location of emergency exits and limit any obstruction to emergency exits and access to firefighting equipment while they carry out their work.



## The NDIS Code of Conduct

The NDIS Code of Conduct applies to all NDIS providers and workers (including employees and contractors).

### What does the Code require?

Anyone providing supports and services to people with disability must:



**Respect the rights of the person**  
Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions



**Respect privacy**  
Respect the privacy of people with disability



**Deliver services competently**  
Provide supports and services in a safe and competent manner with care and skill



**Act with integrity**  
Provide supports and services with integrity, honesty and transparency



**Prevent violence, neglect, abuse and exploitation**  
Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability



**Take action on quality and safety**  
Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability



**Prevent sexual misconduct**  
Take all reasonable steps to prevent and respond to sexual misconduct.

If you witness any activity that breaches the NDIS Code of Conduct, either at your organisation or at another provider, you should report it to the NDIS Commission. Your report will help us take direct action to protect the safety of people with disability.

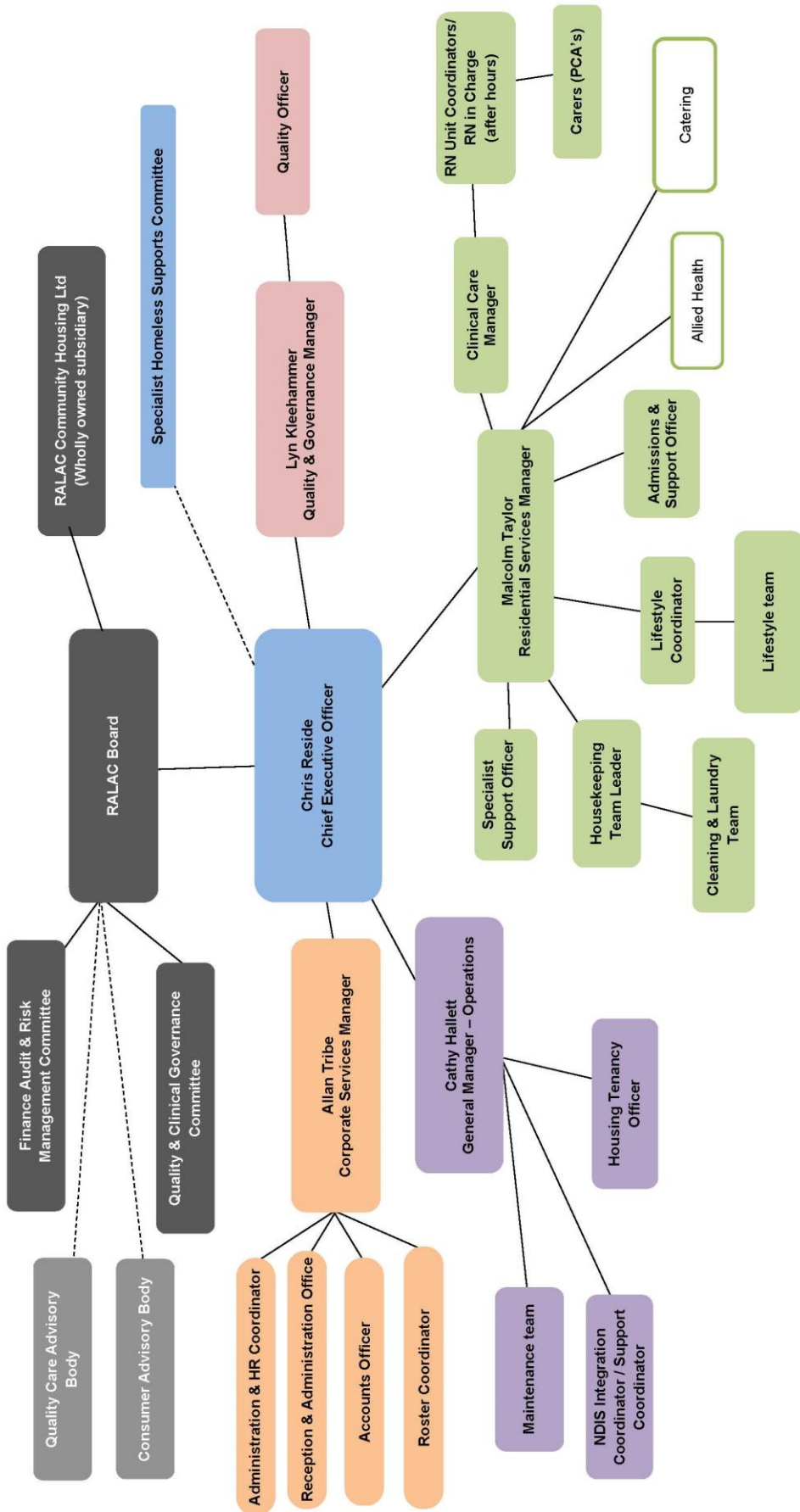
## To report a possible breach of the NDIS Code of Conduct call 1800 035 544.

For more information about the NDIS Code of Conduct, visit the NDIS Quality and Safeguards Commission website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

# RALAC Organisational Chart



## RALAC Organisational Chart



Revised 19 December 2025



# Feedback Form

At RALAC we are committed to providing quality care and services. We value your comments and are continuously looking at ways to improve our services.

This is a:

Comment/Suggestion

Compliment

Concern/Complaint

Name: ..... (optional)

Date: .....

I am a:

|  |  |
|--|--|
| <input type="checkbox"/> Resident            | <input type="checkbox"/> Family Member/Representative                            |
| <input type="checkbox"/> Contractor/Supplier | <input type="checkbox"/> Volunteer <input type="checkbox"/> Member of the Public |
| <input type="checkbox"/> Staff Member        | <input type="checkbox"/> Other   |

(Please tick the appropriate box)

Do you wish to receive a response to the feedback you have provided?

Yes                       No

If yes, please give us your phone number or email .....

What do you wish to let us know?

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Suggestions to improve or resolve the issue? (optional)

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Thank you for taking the time to provide us with your feedback. When you have completed your form please place in the Feedback Box at reception or email to [admin@ralac.org.au](mailto:admin@ralac.org.au)

### What happens now?

**If you are giving us a compliment:**

We are always pleased to receive compliments about our services. We will ensure that your feedback is given to the relevant staff members or program.

**If you have a suggestion or comment:**

We welcome your suggestions and comments to help us enhance our services and procedures. Your feedback is valuable in enabling us to improve our service.

**If you are making a complaint:**

Complaints are taken seriously and will be looked into carefully and sensitively. Staff are expected to deal with complaints in a sensitive way. If you make a complaint, **your future as a member of our Lionsbrae family will not be affected.** You also have the right to have an external advocate or other independent support to assist you with your complaint.

**What we expect from you when you make a complaint:**

That you speak to our staff respectfully and give the person you have spoken to an opportunity to either resolve or pass your complaint to the relevant person. If possible, tell us what you want to happen as a result of your complaint and give us as much information about the complaint as possible. Let us know of any special needs you may have or if you need extra help in understanding or accessing our complaints service.

**When we receive your complaint:**

We will take the following steps:

- ◆ We will formally acknowledge your complaint and advise who is handling it within 3 days.
- ◆ We will aim to investigate your complaint within 14 days. Some matters are more complex and can take longer to sort out and if that happens, we will keep you informed of our progress.
- ◆ When a complaint is not resolved you will be given the option of making contact with our CEO and/or you may wish to contact the following organisations (free call in Victoria except from mobile phones)

|   |  |
|---|--|
| <b>My Aged Care</b><br>Phone: 1800200422 or<br><a href="http://www.myagedcare.gov.au">www.myagedcare.gov.au</a>                             | <b>Older Persons Advocacy Network (OPAN)</b><br>National Aged Care Advocacy<br>Ph: 1800 700 600 or <a href="http://opan.com.au">opan.com.au</a>  |
| <b>Aged Care Quality and Safety Commission</b><br>Phone: 1800 951 822 or <a href="http://agedcarequality.gov.au">agedcarequality.gov.au</a> | <b>NDIS Quality and Safeguard Commission</b><br>Phone: 1800 035 544<br>Email: <a href="http://www.ndiscommission.gov.au/participants/complaints">www.ndiscommission.gov.au/participants/complaints</a> |

**What we expect our staff to do when receiving feedback:**

Receive all complaints respectfully and to listen to what you have to say and do their best to understand your concerns or issues. Attempt to resolve the matter immediately if possible, alternatively do their best to resolve the issue or fix the problem, although this may not always be possible. Respect your privacy and the confidentiality of your information. Keep you informed if the complaint is taking longer than expected to review and let you know the outcome of your complaint and respond in writing where appropriate.

**Privacy Statement**

The information we collect on this form will be used by us to reply to your feedback you have given. It may be disclosed to third parties where it is required or allowed by law or where you have otherwise consented.

**FOR OFFICE USE ONLY**

| Item  | Date | Initials | Item                                     | Date | Initials |
|---|------|----------|--|------|----------|
| Received  |      |          | Person raising issue notified of receipt |      |          |
| Logged into Feedback Register<br>Register Number: |      |          | Allocated to:                            |      |          |