Lionsbrae Resident Information Handbook

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Welcome to your Lionsbrae Resident Information Handbook

Welcome to the Lionsbrae Resident Information Handbook. It contains lots of useful information about living at Lionsbrae Hostel. Please keep it handy but remember that you can always ask a staff member any questions if there is something you'd like to know.

About RALAC and Lionsbrae

RALAC is a community based not for profit association which provides residential care and community housing. Our heritage stems back to 1963 with the opening of the Lionswood Village, community 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 community 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 home 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 homes.

Settling into Lionsbrae

When you first move into Lionsbrae it may feel quite unfamiliar or unsettling. That's normal and we understand that it can be a big change for new residents as you settle into a new home, with new routines, and surrounded by new people. So, give yourself a few weeks to settle in; to make new friends, and to take advantage of the services and activities which Lionsbrae offers.

Our Clinical and Lifestyle teams will be your main contacts in the initial days. They are there to support you and to partner with you in the services we provide and any preferences or goals you want to achieve.

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 drive what we do and who we are. Encapsulated in four uncomplicated notions that collectively guide our decisions, conduct and commitment to residents. They are:

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

RALAC's 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, Deputy Chairman
- Phil Turner
- Eliza Armstrong

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

Welcome to your new home

Your Rights and Responsibilities

The *Aged Care Act 2024* and related legislation provide a rights-based framework for the delivery of aged care which focuses on the people accessing funded aged care, care services and their rights in relation to that care. These rights and responsibilities allow residents to maintain their individual freedom within the environment of a shared care home.

Lionsbrae is committed to supporting our residents' rights in accordance with the *Aged Care Act 2024* and the Statement of Rights.

Privacy and confidentiality

Private and confidential information collected and held by RALAC Lionsbrae is protected in accordance with Australian and Victorian law. We have policies, procedures and practices in place to protect our residents', families and representatives, staff, volunteer and other stakeholders' privacy and confidentiality. Electronic and hard copy information about our residents, is securely stored with access limited to only those people who need to have the information. This information is not discussed with anyone who does not need it to provide care and related services to the resident. We do not collect or hold information about our residents that is not required by relevant legislation or is not required to assess and develop a care plan and provide ongoing care, management and review of the health and personal care needs of our residents.

On admission to Lionsbrae we seek specific consent regarding the display of residents' names on the door of their room and the taking and use of photographs for purposes such as resident identification for the safe provision of health and personal care, particularly the administration of medicines.

A copy of the Privacy Statement can be found on our website or please ask our administration staff for a copy.

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.

Please speak with a member of staff or complete a Feedback Form and place in the feedback box 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 external and internal 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.

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

Internal comments and complaints are documented and actioned using the Lionsbrae Continuous Improvement System ie, Feedback forms, residents' surveys, audits and meetings.
If you have any suggestions or comments on how we can improve the services we provide, compliments, complaints or if you wish to report a hazard, we encourage you to complete a Feedback Form and place it in the feedback box at reception. You can also submit feedback online via our website (an email address will be required).

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.

If you would like further information about our Whistleblower Program, please contact the Quality and Governance Manager, via reception.

Older Persons Advocacy Network (OPAN) & Elder Rights Advocacy (ERA)

OPAN is an independent body that provides free services to support older people and their representatives to address issues related to Commonwealth funded aged care services. OPAN is funded by the Australian Government to deliver the National Aged Care Advocacy Program (NCAP), OPAN aims to provide a national voice for aged care advocacy. OPAN's contact details are www.opan.org.au or 1800 700 600**.**

ERA supports older people, their families and representatives in Victoria address issues related to Commonwealth funded aged care services. The service is free, independent, and confidential. ERA will listen and support you and your family to identify and advocate for solutions that best respond to your circumstances. Sometimes this involves us advocating strongly to an aged care service and challenging them to provide better care. ERA contact details are 1800 700 600 or (03) 9602 3066.

Disability/NDIS advocacy

Disability advocacy is acting, speaking, or writing to promote, protect and defend the human rights of people with disability. Disability Advocacy providers can ensure the choices and rights of people with disability are respected and they are being treated fairly. Disability Advocacy can also assist with making a complaint to the NDIS Commission if you are not happy with a decision made about your NDIS plan.

Independent advocates assist people with complex, specialised and often serious issues that can include supporting them:

- to understand their rights and responsibilities
- through discrimination, criminal and child protection cases
- within mental health facilities and through the mental health review tribunal
- to resolve issues about government benefits, payments, pensions, and support services
- through tribunals for guardianship, tenancy, and consumer affairs
- to access housing, education, or other state systems
- to resolve complex service provision or complaints issues, especially where it is difficult for the person
- to speak up for themselves and
- to leave domestic violence situations.

To find the locations and contact details of government-funded independent advocates near you, go to http://disabilityadvocacyfinder.dss.gov.au.

The Disability Rights and Culture Organisation provide individual advocacy to adults with physical, sensory, intellectual, neurological, psychosocial and/or multiple disabilities and operate in various metro areas across Melbourne. DRC contact details are http://www.drc.org.au, phone (03) 9671 3000 or email info@drc.org.au

Your Health

Health and personal care services

Residents' health and personal care needs are overseen by a Residential Services Manager (RSM). A Registered Nurse (RN) and Enrolled Nurses (EN) 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 and supervise trained personal care workers to ensure that our residents' health and personal care needs are consistently met.

Lionsbrae respects your right to privacy, dignity, freedom of choice, safety and independence in the care provided to you. We encourage you to maintain your independence and have a say in your care, in consultation with your medical practitioner.

Medical services

A doctor of your choice will provide your medical services. If your usual doctor is unable to continue providing medical services for you, we have information about doctors and other health professionals in the local area that may help you to choose another. Residents wishing to continue with their usual doctor will need to ensure that the doctor will be willing to visit them at Lionsbrae on a regular basis and attend to meet their medical care if needed more urgently.

Access to emergency medical treatment is available 24 hours a day and where required may be provided by your doctor, an out of hours locum doctor service or by transfer to hospital by ambulance. We will contact your next of kin or representative in accordance

with previously provided instructions in the event of you needing emergency medical treatment.

If you do not hold a Pensioner Concession Card, it is recommended that you subscribe to the Metropolitan Ambulance Service.

Pharmacy

Lionsbrae has an arrangement with a pharmacy to provide residents' medications packaged in a dose administration pack, which meets the safety requirements of our medication administration systems and processes. You or the person you delegate is responsible for payment of your pharmacy account. The pharmacy will send the account to the resident or their nominated person.

Should you wish to use a different pharmacist, this is a choice you can make; however, you will be responsible for ensuring the medicines are ordered and delivered in a dose administration system which complies with our medication administration system requirements.

Physiotherapy and other Allied Health care

Lionsbrae contracts physiotherapy services on behalf of our residents to undertake initial and ongoing assessments of residents' mobility and dexterity care needs and to contribute to the development of residents' long-term care plans. The physiotherapist develops an individual physiotherapy exercise plan for implementation by care staff and where there is an assessed need, provide therapy and reablement services to help manage individual resident's care needs.

Lionsbrae in consultation with each resident's doctor will arrange for residents to be reviewed by a dietitian, speech pathologists or other allied health professional, as necessary.

Residents are also supported to access services such as dental care, hearing and sight testing.

Person centred care plans

We will collaboratively develop a personal care plan with you and/or your representative, and your health care team. This care plan takes into account your independence, personal preferences, clinical requirements, lifestyle and social connections. Regular discussions or meetings are held with you and or your representatives to ensure we are continuing to provide the care to meet your needs. If you have any queries or require clarification please do not hesitate to speak with the Residential Services Manager or the Clinical Care Manager.

Advanced Care Directives and planning

Advanced care planning includes discussion with you, your family and or representative, and health care professionals about likely scenarios near the end of life. You are encouraged to give some thought or outline your choices so that your family and carers are in a position to meet your wishes.

If you have an Advanced Care Directive, please provide a copy to us prior to an admission. If you would like further information, please speak to the Clinical Care Manager or Residential Service Manager.

Voluntary Assisted Dying

RALAC's policy is that any resident expressly choosing to access Voluntary Assisted Dying (VAD) is supported to do so in a legal and ethical manner, and will be treated with dignity and respect in relation to their choice. Our full VAD policy is available from the RALAC website or upon request.

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 or an infectious condition.

Hand washing is a priority for all residents, visitors, staff, volunteers and contractors to reduce the risk of infection.

Family, friends and visitors 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 condition. This will help reduce the spread of infection throughout Lionsbrae. Free flu immunisations are available for residents and staff.

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

Vaccination

RALAC has a vaccination program in place to assist residents with their needs. The National Immunisation Program (NIP) recommends annual influenza vaccination for everyone aged 65 and over, shingles vaccination for those aged 65 and above, pneumococcal vaccination from age 70, and COVID-19 vaccination in line with Commonwealth and state or territory guidelines.

RALAC facilitate Influenza and Covid vaccine clinics, and other vaccinations can be arranged and administered onsite by your GP or other authorised health professional.

If you have allergies, medical conditions or general concerns about any vaccine, staff can help you speak with your GP or the Nurse onsite.

Please speak to the Clinical Care Manager if you have any further questions.

Visitor management - Sine Pro system

It is a requirement that all people (excluding residents) entering Lionsbrae check in on Sine Pro (visitor management system).

A kiosk for the Sine Pro visitor management system is located in reception.

Visitors must answer screening questions truthfully and correctly and also check out when leaving Lionsbrae.

Your Services

Management, maintenance and other services

Our dedicated management team, catering, cleaning, laundry, reception, maintenance and administration staff ensure that all support services are consistently provided to keep Lionsbrae running efficiently.

Activities and Lifestyle

Residents are supported by our lifestyle team and volunteers to participate in individual and group lifestyle activities. The lifestyle program includes group activities such as newspaper reading, quizzes, craft, music and art therapy, a weekly happy hour and special entertainers. Regular outside activities include outings on the RALAC bus, shopping, lunch out and participation in local community programs. Lionsbrae has a number of communal sitting and activity areas, as well as a number easily accessible outdoor areas for the use of our residents and their visitors. Activity Calendars are displayed so you are able to see what is occurring each day.

A number of people living at Lionsbrae are under 65 years of age and some of them are eligible for support from National Disability Insurance Scheme (NDIS); we will assist all who are eligible to access this program.

Respecting your diversity

Lionsbrae aims to deliver safe and inclusive services to residents with diverse needs and life experiences. We value your identity, culture and diversity and deliver culturally safe care and services.

All residents are supported to maintain their individual choices, dignity and are required to respect the choices of others.

We will assist you as far as possible to continue to practice your faith whilst you live here. Our lifestyle team will collect information about your spiritual, faith, and cultural needs and will help to identify opportunities to support you.

Voting

Lionsbrae will assist any residents who choose to remain on the electoral role to vote in Local council, State or Federal elections. Should you prefer to remove yourself from the Electoral roll, please let us know so we can assist you to do this.

Residents & Representatives meetings

Residents, family, friends and representatives are invited and encouraged to attend the monthly Residents and Representatives meetings. These meetings provide important opportunities to provide feedback and receive information and updates about Lionsbrae and the services provided.

A folder containing the meeting minutes, along with dates of upcoming Residents' Meetings, is available in the foyer.

Resident surveys

We undertake surveys periodically and the results are tabled at the Residents Meetings. The surveys provide us with valuable information about the quality of the care and services we provide and areas where we could be doing better.

Telephones and internet connections

There is a communal telephone located in the front foyer, available to all residents to make calls within Australia at no charge.

Residents may have their own private telephones (landline) connected in their rooms or you may wish to use a personal mobile telephone service. If you wish to have a landline in your room, you will need to arrange with a telephone provider on arrival and advise them of your room number at 29 Everard Road, Ringwood East.

All residents are able to access Lionsbrae's free resident Wi-Fi service.

Mail

Mail is received and distributed each weekday. Mail to be posted should be in a stamped envelope and can be left at reception. Staff can assist residents to write and post letters and cards.

Beauty therapy services

Hairdressing is available fortnightly on a fee-for-service basis. To make an appointment speak to either reception or lifestyle staff and they will include you on the list.

For those residents who would like a sensory hand massage, nail painting and/or nail care; this service is provided free of charge by our Lifestyle Staff.

Newspapers

Residents wishing to receive their own newspaper will be required to set up an account directly with the distributor. However, Lionsbrae purchase several newspapers each day for residents to read and these can be found in the communal areas.

Cigarettes and alcohol

While smoking (including e-cigarettes) is not permitted inside the Lionsbrae building, there are a number of smoking areas with fire blankets, ashtrays and lighters located in outside areas for resident use. Please let our staff know if you wish to continue smoking and they can assist you to identify the closest smoking area and undertake a safety assessment with you and where necessary we will provide a 'smoking apron' to protect you and your clothing from accidental burns.

As Lionsbrae is your home and you are free to enjoy alcohol at any time, however we ask that while at Lionsbrae you do not consume alcohol excessively. Alcohol is also offered as part of celebratory events.

Visitors

Residents' families and friends are encouraged to visit residents at Lionsbrae. Visitors are welcome 7 days a week from 8am – 8pm and visiting outside these hours must be by prior arrangement. We ask that visitors consider the need for residents to have care provided and time to participate in the life of their new home.

Visitors are required to check in with our Sine visitor management system in the front foyer and complete the screening requirements so that we know who is in the building should there be an emergency.

Visitors are required to maintain the confidentiality of resident information and respect the rights and needs of all residents, staff and visitors of Lionsbrae. Visitors must also respect the rights of our care team working in a free from harassment and intimidation environment. Any visitors who breach resident confidentiality or behave inappropriately may no longer be permitted to visit Lionsbrae.

Visitors must not become involved in the transferring or lifting of residents. Please ask for assistance from our care team.

Visitors must participate in Lionsbrae's hand hygiene protocol. If your visitor is unsure, please ask them to speak with a staff member.

Visiting animals

Animals can only visit if permission is granted by the Residential Services Manager, and this permission may be refused or withdrawn at any time, including during a visit.

Animals must be in good health, clean, fully vaccinated and free from parasites. The animal must be under the full and immediate control of a responsible adult other than the resident during the visit.

Dogs must be leashed. Cats must either be leashed or placed in a cage. If indoors, interactions should not take place in a communal area with other residents present.

Permanent pets are not allowed unless approved.

Visitor parking and resident pick up area

The disabled parking spaces at the front of Lionsbrae can also be used for pick up and drop off of residents with walking frames and wheelchairs. The front area is also used by ambulances and taxis to pick up and drop off our residents.

All day on street parking is available in both Everard Road and Kemp Street. Be aware that there is a 2 hour parking limit opposite Lionsbrae on Everard Road.

Outings with families and friends

We encourage and support residents' family and friends to take residents on outings.

A few things to keep in mind when residents go on outings:

- We need to know that they are going out and when to expect them back

- We need to make arrangements to ensure that prescribed medicines are given at the right time, that people are dressed and ready for their outing, that catering staff know if we need to make arrangements to have a meal available on their return, or if they are going to eat while they are out.
- We have an ongoing responsibility relating to the safety and wellbeing of all our residents at all times. When going on an outing it is very important that the resident's absence from the service is recorded on the Resident Sign Out Register in the front foyer and that staff are aware of when the resident is leaving and when they return.

Holidays and overnight leave

Should a resident wish to have a holiday or have leave overnight this can be arranged. Our residents are able to have social leave from Lionsbrae up to 52 nights a year without jeopardizing their security of tenure as detailed in the Residency Agreement. This is in addition to any hospital or rehabilitation leave.

Taxi card

Eligible residents are encouraged to apply for a Taxi Card. Residents should not borrow or use another residents' taxi card.

Services provided including specified care and services

The *Aged Care Act* 2024 and rules detail the requirements for care and services required to be provided to care recipients receiving aged care services. These services include but are not limited to things like furnishings, meals and drinks, facial tissues, toilet paper, toothpaste and brushes, cleaning and laundry services. If you would like more details about services provided, please see the Residential Services Manager.

Meals, drinks and snacks

At Lionsbrae there is a key focus on food. Our chef and the catering team prepare all residents meals on site. Our menu is regularly reviewed and changes to reflect the changing seasons. Residents are offered a wide variety of food with choices on offer across the three main meals and morning, afternoon tea and supper; further options and snacks are also available if desired. Our catering team ensure that residents who have special dietary requirements have those needs met. Information about our residents' individual dietary preferences, likes and dislikes and special dietary requirements are sought and recorded, these are taken into account by our catering team as meals are prepared.

Residents' meals are generally served in the main and ancillary dining rooms. During meal times our staff are there to provide direct assistance and support to our residents. We recognize that some of our residents prefer to eat in a quieter environment and those residents are supported to have all or some of their meals in their room or other quiet areas.
If your family or friends would like to join you for a meal, they are most welcome and a meal can be provided for them at a small cost. Please let us know in advance so we can set a place at the table and ensure a meal is available.

Bringing food into Lionsbrae

Perishable food prepared outside Lionsbrae and brought in for later consumption, needs to be recorded by the resident or visitor when they check in, or reported to a member of staff. Lionsbrae is responsible for ensuring that all food provided to residents is safe for them to consume.

We recommend the following high risk food items are not brought in:

- cold meats
- cold cooked chicken
- pate
- prepared or pre-packaged fruit and salads
- chilled seafood
- cheese
- ice cream
- raw egg base products.

Please contact us if you would like further information about food safety.

Personal fridges

Residents are able to have a small personal fridge in their rooms as long as there is adequate space and the residents or representative is able to manage and monitor the fridge independently.

Staff will regularly check residents refrigerators, with the resident for compliance with the protocols and provide some assistance if required.

If residents or their representative are unable to manage a personal fridge and concerns re food safety are raised, management will ask for the fridge to be removed.

Your room and personal belongings

Residents are encouraged to personalise their room, so please bring in a few of those special things that will help make it your home, such as a television, radio, recliner chair, doona cover or quilt, paintings and photographs.

The following items are provided:

- bed, mattress, sheets, blankets, towels and face washers.
- bed-side table with a lockable draw
- wardrobe space with a 4-drawer insert
- suitable chair with arms
- towel rail

Televisions

Lionsbrae provides televisions, DVD and CD players in a number of the communal lounges. You are welcome to have a personal television in your room; however, for safety reasons it is necessary that it is mounted on the wall and the maximum size is 42 inches. If you choose to have a television in your room, our Maintenance team will provide a bracket and safely mount your television on the wall.

Electrical appliances

By law all electrical appliances (new and existing) must be checked and tagged by a qualified person when they are first brought into Lionsbrae and thereafter on a regular basis, to ensure they conform to safety standards

All electrical equipment appliances must have double insulated cords, as single insulated cords are not able to be tagged therefore cannot be used at Lionsbrae. Small portable fan heaters and electric blankets can constitute a fire hazard and are not permitted to be used.

Heating and cooling

Each room is equipped with a radiator/heater and a ceiling fan. Individual adjustable controls are available for both. Some rooms have split system air conditioning units installed. The main dining area, lounges and communal areas are centrally heated and cooled.

Insurance

Whilst building insurance is taken out by RALAC Lionsbrae, resident's personal property is not covered by this insurance. If you have items of value that you wish to insure, please arrange insurance cover with a company of your choice on or prior to entry. Locked drawers are available in each resident's rooms for the storage of valuable items.

Resident's wishing to minimize the amount of cash they hold, can set up a register with us. Please contact reception for further information.

Cleaning

Residents' rooms are cleaned in line with weekly and other routine schedules. The weekly cleaning program includes dusting and cleaning of bathrooms and floors.

Residents' beds are made daily with a full clean linen change scheduled each week. Changing of soiled bed linen, spot cleaning and emptying of personal rubbish bins are undertaken by care staff and cleaners as necessary each day.

Pest and pest control

We have a regular program of pest control in place, but from time-to-time additional treatment may be required for pests such as ants. Please let staff know if you notice any ants or other pests that may require additional treatment.

Personal laundry

Lionsbrae has an on-site laundry and provides laundry services for all our residents. Residents' clothing is washed in large commercial washing machines and dried in a clothes' dryer. Delicate and dry clean only items are not able to be laundered and residents will need to make other arrangements for such clothing.

Identification of resident's personal clothing

We organise clothing labels for you. Once the labels are available , we will have the labels attached to your clothing.

CCTV

RALAC has installed Closed Circuit Television (CCTV) cameras in many common areas of the Lionsbrae Hostel including public corridors, lounge areas, dining rooms, court yards and recreation areas. The CCTV camera system has the capacity to record video and audio data. Our CCTV network:

(a) increases the security of residents and staff

(b) assists with incident and complaint investigations

(c) helps Infection Protection and Control (IPC) practices and the correct use of Personal Protective Equipment (PPE), particularly during outbreaks of Covid or other infectious diseases.

(d) promotes the health and safety of Residents and Staff; and

(e) drives quality improvement.

By entering Lionsbrae, you consent to be recorded.

Your Rights and Responsibilities

Residents agreements and security of tenure

Prior to coming to live at Lionsbrae we will give applicants or their representative a copy of a Permanent Accommodation & Service Agreement, which we advise you to review and to discuss with your legal or financial advisor prior to signing. The agreement sets out the rights and responsibilities of both parties in relation to the services and facilities to be provided for the resident.

Residents have the right to security of tenure at Lionsbrae in accordance with legislation and further information is included in the Permanent Accommodation & Service Agreement.

Fees and accounts

The fees and charges for care and accommodation are legislated by the Australian Government. All residents will pay a basic daily fee. The basic daily fee is set at 85% of the single person rate of the basic aged pension and is indexed with the aged pension.

Prior to the time of entry to RALAC Lionsbrae, Services Australia undertakes an assessment of each applicant's income and assets to determine care costs. These fees and charges and any extra or additional service fees agreed by you are included in the Permanent Accommodation & Service Agreement. Some people will have their accommodation costs and care fees covered in full or in part by the Australian Government.

Where you pay fees and charges in addition to the basic daily care fee you will be provided with an invoice detailing these fees and charges, as agreed in your Permanent Accommodation & Service Agreement.
We require that all residents pay their fees monthly by direct debit or alternatively arrangements can be made through Centrepay. An annual statement can be issued at the end of the financial year if this is required for taxation purposes.

Where a resident is assessed by Services Australia as being eligible for paying for all or part of their accommodation charges, we will provide you with information about the options for refundable accommodation contributions and or daily accommodation contributions or combination of both. Where a resident is required to pay an accommodation contribution information regarding the payment of accommodation payments or charges is included in the Agreement.

Further information regarding fees and charges is available at https://www.myagedcare.gov.au

Use of motorised mobility devices

Residents that bring a motorised mobility device, such as a scooter, electric wheelchair or buggy into Lionsbrae, need to ensure that when using it in the home that safety to residents and staff is maintained. Lionsbrae recommends that you should make a practice, if possible, of walking short distances.

Motorised mobility devices for external use must have a reflective flag, reflectors, and a mirror and may not be used inside the building on a regular basis. When using a motorised mobility device inside please travel no faster than a slow walk pace, be extra careful reversing and going around corners.

The Physiotherapist can assist with any other information that may be required. All residents who wish to use a motorised mobility device must be assessed by a Physiotherapist, RN or other health related professional and fully understand their associated responsibilities to use the motorised device safely. This assessment must be reviewed annually and/or when there has been an identified change in resident health status and/or accident/ incident involving the motorised mobility device.

A Physiotherapist, RN or other health related professional must complete an incident report for any associated incidents involving motorised devices. Motorised mobility devices must be tested and tagged prior to being charged at Lionsbrae. When not in use motorised devices must be stored so as not to impede egress or exit.

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 you are at the centre of your aged care.

You will have the right to:

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

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

Codes of Conduct

RALAC adheres to various Codes of Conduct which include the Code of Conduct for Aged Care and the NDIS Code of Conduct.

The **Code of Conduct for Aged Care** describes how providers and the people delivering your care must behave and treat you.

There are 8 requirements below

1. Respect your rights to express yourself and make your own decisions about how you want to live
2. Treat you with dignity and respect and value your diversity
3. Respect your privacy
4. Deliver funded aged care services in a safe, competent manner, with care and skill
5. Act with integrity, honesty and transparency
6. Take action promptly about matters that may impact on the safety and quality of your care
7. Deliver care, free from all forms of violence and abuse, including discrimination, exploitation, neglect and sexual misconduct
8. Prevent and respond to all forms of violence and abuse, including discrimination, exploitation and sexual misconduct

The **NDIS Code of Conduct** applies to registered and unregistered providers, key personnel and workers who deliver NDIS supports and services.

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.

RALAC Lionsbrae's Rights and Responsibilities

Regulatory compliance and continuous improvement

Lionsbrae is a registered residential aged care home in accordance with the requirements of the Aged Care Act 2024. We are committed to ongoing compliance with the Strengthened Aged Care Quality Standards (the outcomes for residents are outlined on the following page for your information) and other relevant legislation, regulatory requirements, professional standards and guidelines. We actively identify and undertake continuous improvement activities to provide improved outcomes for our residents and other stakeholders.

We have systems and processes in place to help us identify and act on all opportunities for improvement; this includes the results of our internal and external audits, feedback from resident and family meetings, our staff committees, our Continuous Improvement system, comments and complaints. We monitor the progress of all suggestions and improvements and provide feedback on our plans for improvements as relevant to our residents, our staff and to our board through regular meetings and other informal method.

Police check / NDIS Worker Screening Check

Lionsbrae has a responsibility under The Aged Care Act and as a NDIS provider to ensure that our staff, volunteers and contractors have undergone a relevant Police check or NDIS Worker Screening Check.

Incident reporting

According to legislation, RALAC must implement and maintain a system to record and manage incidents that happen in connection with providing care, supports or services to our residents. To record any incidents, RALAC has a comprehensive Incident Management System (IMS) which includes policies, procedures, and a recording process.

Aged Care

The **Serious Incident Response Scheme** (SIRS) was introduced by the Australian Government to help prevent and reduce incidents of abuse and neglect of individuals receiving aged care services. The Scheme requires aged care providers to identify, record, manage, resolve, and report all serious incidents that occur, or are alleged or suspected to have occurred. Incidents that must be reported under the scheme include:

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

The SIRS will sit alongside and complement other requirements that aged care providers meet. All staff have an obligation to report any suspected or alleged abuse.

NDIS

As a **NDIS provider**, RALAC is required to record and manage incidents related to NDIS participants that include:

- Acts, omissions, events, or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person
- Reportable incidents that are alleged to have occurred in connection with providing NDIS supports or services to a person with disability.

RALAC, must notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur in connection with the provision of NDIS supports or services we deliver to NDIS participants.
For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) in connection with the provision of supports or services. This includes:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability

- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability.

When a report is made to either the Aged Care Commission or the NDIS Commission, the information provided is reviewed to ensure we have responded appropriately and to inform us if further action is needed.

If you would like further information about incident reporting requirements or our system, please contact reception so they can direct your query to the most appropriate person.

Fire and emergency procedures

Lionsbrae has established fire and emergency procedures and our staff complete mandatory fire and emergency training on a regular basis to ensure they are aware of the emergency procedures. Our staff will assist residents and any visitors should there be an emergency.

As part of our fire and emergency preparedness our fire systems are regularly monitored and checked, this includes testing of the public-address system.

The Floor Plan with evacuation points is displayed in a number of areas around the building. In the event of a fire or other emergency the registered nurse on duty is the Emergency Controller/ Fire Warden and will provide direction to the staff on the need for evacuation of the building or other relevant actions.

We ask that you ensure that you do not place any of your personal possessions where they might block the access to fire extinguishers or firefighting equipment or block or obstruct fire exits.

Resident's rooms have a sprinkler system as well as smoke and fire detectors; we ask that under no circumstances does anyone smoke inside the building. No aerosol sprays are to be used in the building as they may trigger the fire alarms.

Workplace Health and Safety

Everyone has a responsibility to ensure a safe workplace under the *Occupational Health & Safety Act (Vic)2004 and Occupational Health & Safety Regulations 2017.* Lionsbrae has systems and processes in place to provide a safe workplace; this includes staff training and education, audits, policies, procedures, work instructions and other relevant. As a resident if you have any concerns related to workplace health and safety, we ask that you let us know so that we can take action to provide a safe workplace for everyone.

As part of maintaining a safe environment for residents and staff we may from time to time need to consult with you about the arrangement and number of personal items in your room, and to rearrange these to allow the use of lifting or other equipment in your room, so our staff are able to safely provide you with care.

Building security

The wellbeing and safety of Lionsbrae residents and staff is paramount and so we have a range of security mechanisms that help keep everyone safe whilst respecting and encouraging your independence and rights.

Lionsbrae has perimeter fencing, locked gates and locked external doors in some areas for security and safety purposes. Entry into the building and some internal areas is also limited by keypads and swipe fobs to assist with the maintenance of a secure and safe environment, monitor access to the building, prevent intruders and limit access to high risk areas such as chemical storage rooms and clinical treatment areas.

Our Grevillea Unit is a secure area where keypad codes are required for entry and egress. All Lionsbrae keypad codes are displayed as appropriate for residents and visitors to use and can be provided if requested and appropriate.

The Lionsbrae front door is locked to enable our staff to follow visitor protocols and entry to the home is gained by using the intercom when you arrive.

If you would like further information about security or access to Lionsbrae please ask at reception.

First aid

Our nursing, care and other relevant staff undertake regular first aid and CPR training. First aid kits are available at Lionsbrae for use as necessary. A first aid kit is always taken on the RALAC bus for resident outings and at least one staff member with first aid training will accompany the group outing.

Strengthened Aged Care Quality Standards

The 7 strengthened Quality Standards

1. The individual
2. The organisation
3. The care and services
4. The environment
5. Clinical care
6. Food and nutrition
7. The residential community

Refer to appendix

NDIS Practice Standards and Quality Indicators

What are the NDIS Practice Standards?

The NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high quality and safe supports and services to NDIS participants. Together with the NDIS Code of Conduct, the NDIS Practice Standards will assist NDIS participants to be aware of what quality service provision they should expect from NDIS providers.
The NDIS Practice Standards consist of a core module and several supplementary modules that apply according to the types of supports and services NDIS providers deliver.

The **Core** module covers:

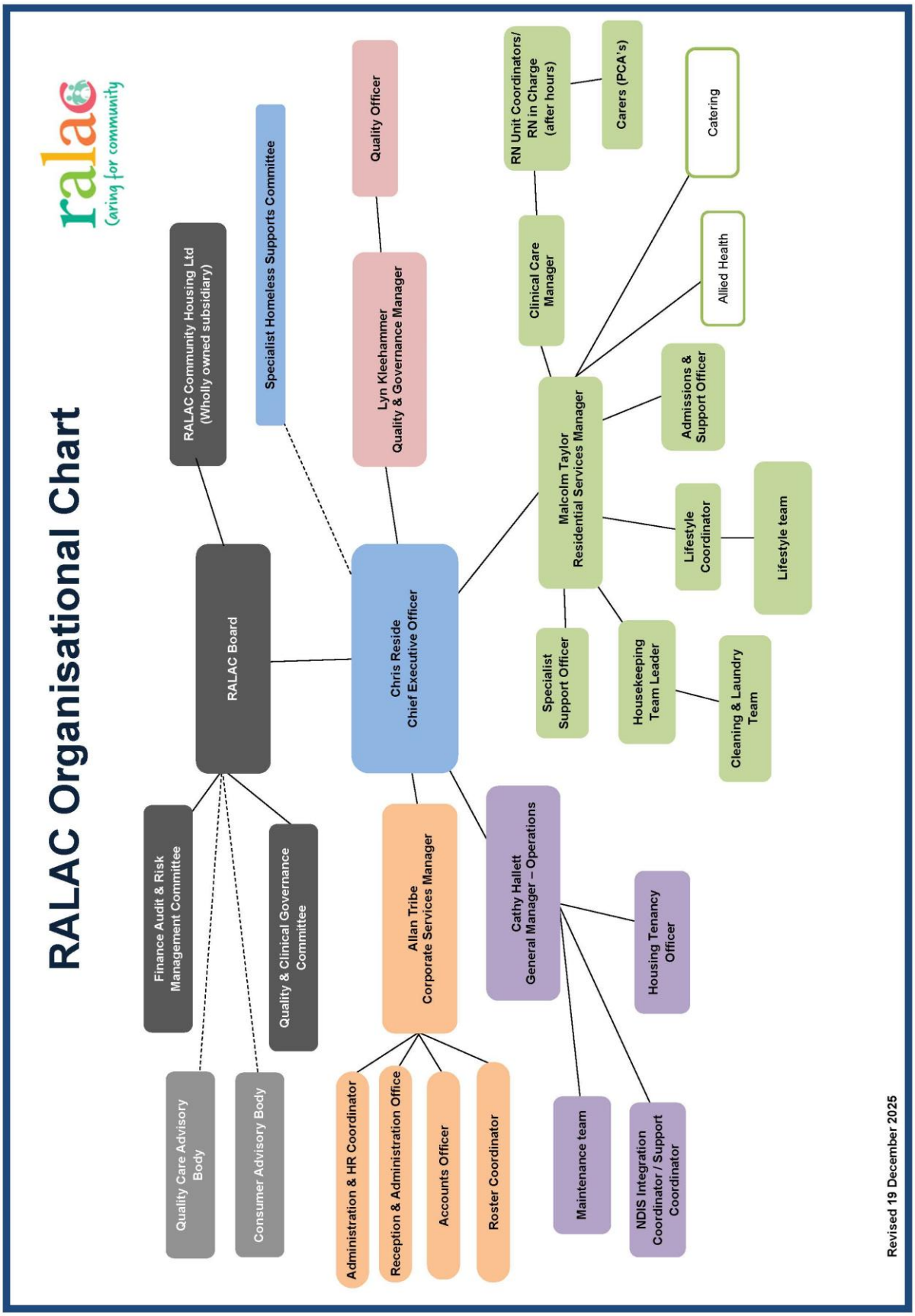
- rights and responsibility for participants
- governance and operational management
- the provision of supports, and
- the support provision environment

The **supplementary** modules cover:

- High intensity daily personal activities
- Specialist behaviour support
- Implementing behaviour support plans
- Early childhood supports
- Specialised support co-ordination, and
- Specialist disability accommodation.

For more information relating to the practice standards please refer to the NDIS Commissions website https://www.ndiscommission.gov.au/providers/ndis-practice-standards

RALAC Organisational Chart



Strengthened Aged Care Quality Standards

Expectations for older people

Standard 1
I am valued and have choice over the life I lead

Standard 2
I have confidence in my service provider

Standard 3
My care is based around who I am and what's important to me

Standard 4
I feel safe and supported where I live

Standard 5
I get the right clinical care for me

Standard 6
I enjoy tasty and nutritious food every day

Standard 7
I contribute to the community I live in

Australian Government
Aged Care Quality and Safety Commission

Find out more
agedcarequality.gov.au/older-people

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:

☐ Resident ☐ Family Member/Representative

☐ Contractor/Supplier ☐ Volunteer ☐ Member of the Public

☐ Staff Member ☐ 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?

_____

_____

_____

_____

Suggestions to improve or resolve the issue? (optional)

_____

_____

_____

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

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)

My Aged Care **Phone: 1800200422 or** **www.myagedcare.gov.au**	**Older Persons Advocacy Network (OPAN)** National Aged Care Advocacy **Ph: 1800 700 600 or opan.com.au**
Aged Care Quality and Safety Commission **Phone: 1800 951 822** or **agedcarequality.gov.au**	**NDIS Quality and Safeguard Commission** **Phone: 1800 035 544** Email: www.ndiscommission.gov.au/participants/complaints

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 Register Number:			Allocated to:		