Lionsbrae Volunteer Information Handbook

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Welcome to your Lionsbrae Volunteer Handbook

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 with 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 and as one of Australia's 24 Specialist Homeless Residential Care providers, this means we can have more staff and provide better services to all our residents. 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.

A number of our residents are participant in the National Disability Insurance Scheme (NDIS). We assist all who are eligible to access this program, as it provides additional opportunities for individual activities and outings.

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'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 Lionsbrae

Thank you for joining our community and volunteering your valuable time to support and enhance the quality of life for our residents.

RALAC Lionsbrae values the contribution of our volunteers to the support and wellbeing of our residents. Volunteering can be very rewarding for the volunteer and for our residents.

Our volunteers work with our lifestyle team and are supported by the Lifestyle Coordinator and Volunteer Coordinator to match the interests and skills of our volunteers with the interests and needs of our residents.

How we do our work

At RALAC we employ staff who are appropriately skilled and qualified to undertake the roles they are employed to carry out and we are informed by relevant legislation, regulations and guidelines, we have policy and procedure manuals and work instructions that guide our management and clinical practices.

Our volunteers are provided with information to assist them to participate appropriately in the work we do with our residents, their families and representatives.

Each of us has a duty to carry out our role with honesty, dignity and respect for those in our Lionsbrae community.

Everyone who volunteers at RALAC Lionsbrae has the opportunity to contribute to our community and we look forward to your participation. We also hope that volunteering here provides you with many rewarding experiences.

Orientation, education and training

RALAC Lionsbrae will provide you with training and information relevant to your role as a volunteer.

Each volunteer will be provided with an orientation program and will be supported to understand requirements such as appropriate hand washing techniques, reportable incidents, the need to provide information about changes in personal details, support available for our volunteers, chemical safety, food safety and infection control requirements including vaccinations, and fire and evacuation and other emergency procedures. Orientation also includes requirements such checking in via Sine Pro visitor management system located in the foyer.

As part of ongoing education, volunteers may also receive education on incident reporting, emergency response, the Statement of Rights, privacy and dignity, the Code of Conduct, elder abuse and other reportable incidents. These topics ensure volunteers understand how to maintain a safe, respectful and legally compliant environment for all residents. Additional training may be provided in line with the organisation’s education calendar.

RALAC expects that all staff and volunteers will not be drug or alcohol affected while engaging in the care of our residents. Alcohol and non-prescribed drugs of dependence are not to be brought onto the premises under any circumstances.

Change of personal details

It is important that your details are kept up to date. If you change your address or any other details, please advise us in writing as soon as practicable.

NDIS Workers Screening Check and Statutory Declaration

Prior to commencement of volunteering at RALAC you are required to provide:

- a Statutory Declaration to confirm that you have not committed any criminal offences overseas.

And

- a NDIS Worker Screening Check clearance

It will be necessary for you to complete a NDIS Worker Screening Check every 5 years and to provide evidence of this to RALAC. If there is a change in your police record status at any time you must notify RALAC of this change.

Incident reporting

The Serious Incident Response Scheme (SIRS) is a system 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.

There are two key components of SIRS; incident management obligations and compulsory reporting requirements. Incidents must be reported within set timeframes.

We are required to report serious incidents involving residents to the Commission, 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.

Reporting timeframes are:

Priority 1 incidents – these must be reported to the Commission within 24 hours of becoming aware of the incident.

These incidents include:

- a physical or psychological injury or discomfort that needs medical or psychological treatment
- unlawful sexual contact or inappropriate sexual conduct
- the unexpected death of a person using aged care
- the unexplained absence of a person receiving care.

If there are reasonable grounds for reporting the incident to the police, it's also a Priority 1 incident.

Priority 2 incidents – must be reported to the Commission within 30 days of becoming aware of the incident. This includes all other reportable incidents that do not meet the criteria for a Priority 1 incident.

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. Please refer to our Policies and Procedures for further information or speak to your manager.

Lionsbrae has an effective incident management system and uses this to continuously improve the management and prevention of incidents. Incidents are captured through several sources and reflect different types of information and events. These can include complaints, OHS and resident care, services and infection control incident types.

Please refer to our Policies and Procedures for further information or speak to your manager.

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.

Privacy, dignity and confidentiality

Residents, staff and volunteers, and other stakeholders' privacy, dignity 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.

We must ensure that all residents' health and personal information is always stored securely and is not accessed by any person who does not need to have such information, this includes paper and electronic/computer-based information. Privacy legislation also covers the personal and confidential information collected and held by RALAC Lionsbrae in relation to residents' families and representatives, staff, volunteers and contractors.

Volunteers are required to understand their responsibilities regarding privacy and confidentiality and are required to sign a privacy and confidentiality agreement prior to commencing volunteering at RALAC Lionsbrae.

Information regarding RALAC's Privacy Program is available via the website or a copy can be gained from administration.

Social media

To ensure our residents' and staff privacy and confidentiality do not post pictures of Lionsbrae's residents, write comments about RALAC or Lionsbrae or post other information regarding Lionsbrae's residents or staff on any social media site.

Telephones and communication equipment

Volunteers should not answer RALAC telephones within the facility. Personal calls on RALAC telephones are to be kept to the minimum and should be for emergency use only. RALAC's printers, photocopiers, and computers are not allowed to be used for private and unauthorized use. The Lifestyle Coordinator & Volunteer Coordinator will assist you with use of this equipment should it be required as part of your volunteering role.

Use of personal mobile phones while on site should be kept to a minimum and ideally while you are not undertaking activities with residents.

Out of pocket expenses

To be reimbursed for out-of-pocket expenses you should seek approval from the Lifestyle Coordinator prior to incurring these. Any approved expenses will be reimbursed promptly.

Gifts

Volunteers may accept small tokens of appreciation only, such as chocolates, biscuits or flowers. Refer any other offers of gifts or donations to the CEO, through the Lifestyle Coordinator or Volunteer Coordinator.

Purchasing items for residents

From time to time our residents may ask you to assist them with purchasing things for them, please check with the Lifestyle Coordinator prior to undertaking any purchase on behalf of a resident.

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.

Dress code and name badges

We ask that when you come to Lionsbrae or are supporting our residents on an outing that you wear clothes that are respectful to our residents and appropriate to the activity you are undertaking.

Volunteers are provided with a name badge and we ask you to wear them at all times whilst you are acting as a volunteer for RALAC Lionsbrae.

Please be conscious that jewellery with sharp edges has the potential to hurt our residents and we ask that you consider the potential for injury to our residents and yourself with any jewellery you wear while acting as a volunteer.

Insurance

As a RALAC volunteer, you are covered by our insurances, this includes Public Liability and set amounts for disability and death.

Transporting residents

We ask that you do not transport residents in your own car as our volunteers are not covered by RALAC insurances when transporting residents in their own car.

While there may be occasions when it may be appropriate to transport a resident in your own car, please check with the Lifestyle Coordinator prior to offering to transport any resident so that we can ensure that relevant protections, authorisations and insurances are in place, or preferably we can arrange a taxi.

Parking

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

Continuous improvement

At RALAC Lionsbrae we are committed to monitoring and reviewing all aspects of the care and services we provide to our residents and other stakeholders.

We have well established systems and processes such as our comments and complaints mechanisms, regular audits and meetings to ensure that we identify any gaps in our procedures and practices and to take action to correct these and to look for ways of continuously improving the way we deliver care and services to our residents.

If you have any suggestions or comments on how we can improve the services we provide please complete a Feedback form and place it in the letterbox located at reception. You can also complete your feedback online via our website. Feedback can be provided anonymously if you wish to do so. Feedback can also be provided directly to the Lifestyle Supervisor, Volunteer Coordinator or a Manager.

Residents, their family, friends and representatives, staff, volunteers and other stakeholders can raise issues of concern without fear of harassment, retaliation, or repercussions and we encourage everyone to let us know how we can do things better.

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.

Internal and external complaints mechanisms

There are both internal and external comments and complaints mechanisms available for staff, residents, their representatives, volunteers, visitors and contractors.

RALAC Lionsbrae manages all feedback and complaints using an open disclosure framework.

- **Internal comments and complaints** are documented using the Feedback Form and may arise directly from the completion of this form, through matters raised in meetings, through audits, resident surveys and staff surveys.

- **External complaints mechanisms** include the Aged Care Quality and Safety Commission, OPAN – Older Persons Advocacy Network and NDIA for any NDIS complaints. Contact details can be found on the Feedback form and on various brochures located in the entrance foyer.

Residents, their family, friends and representatives, staff, volunteers and other stakeholders can raise issues of concern without fear of harassment, retaliation, repercussions or victimisation. Feedback can be provided anonymously if you wish to do so.

Grievances

As a volunteer if you feel that you are not being treated respectfully while volunteering for our organisation or you see something that concerns you or you find disturbing, please make an appointment at your earliest convenience with the Residential Services Manager or the CEO to discuss this.

Bringing food into RALAC

Often, we are asked if visitors/volunteers can bring food for residents. The answer is yes, however we would prefer you bring only low risk foods, such as fruit, sweet and dry biscuits, fruit bars or cake (no cream).

RALAC has a responsibility to our residents to ensure that food served to our residents is safe for them to eat. If as a volunteer you would like to cook and bring food items for a resident or a group of residents, please check with the Lifestyle Coordinator who will consult our Chef to provide you with information to ensure compliance with food safety standards.

We understand that sometimes visitors may wish to bring in a birthday cake or a special treat that may require refrigeration, if this is the case then please inform staff so that the item can be refrigerated until eaten.

Where perishable or home prepared food is brought into the facility, we ask that you advise a member of staff to ensure this is recorded so that we can keep track of all food brought into the facility.

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 information such as safety data sheets for chemicals.

A Workplace Health and Safety Committee comprising the Health and Safety Representative, members of staff and a management representative meets regularly and our staff are encouraged to nominate to join and actively participate in the work of the committee.

Lionsbrae has an active Workplace Health and Safety Program commitment to No lift environment and maintenance of safe environment for all stakeholders.

As a volunteer if you have any concerns related to occupational health and safety while you are undertaking any activities with RALAC Lionsbrae we ask that you let us know so that we can take action to provide a safe workplace for everyone. Please let the Lifestyle Coordinator or Volunteer Coordinator know and complete a Feedback Form.

Hazards, accidents, incidents while volunteering at RALAC Lionsbrae

A hazard is something that has the potential to cause injury. It may be associated with the building, grounds, equipment, environment (biological or psychosocial), or a work practice. Management and staff work together to identify hazards and ways to eliminate or control the associated risk.

If you identify any actual or potential hazards, please immediately report it to the Lifestyle Coordinator or Volunteer Coordinator and if possible complete a Feedback Form.

Actions aiming to minimise and where possible eliminate hazards are developed in consultation with the WHS Committee.

Management is committed to an effective issue resolution process and keeping employees, volunteers and residents informed via appropriate media/methods.

If you are injured during your volunteer work, you must notify the person in charge as soon as practicable and complete an Incident Report.

Any incidents or near miss accidents must be reported to the Lifestyle Coordinator and an Incident Report should be completed as soon as possible. The Lifestyle Coordinator or other member of the lifestyle team will be able to provide you with the form and assist you to complete it.

Manual handling (transferring or assisting residents to walk or use a wheelchair)

Please ensure that you check with our staff prior to assisting any resident to stand and or transfer from one place to another to ensure that it is safe for you to assist. At RALAC we are committed to No Lift Policy.

For Workplace Health and Safety reasons volunteers are not permitted to assist with the use of lifting machines or repositioning of residents involving manual handling. Please ask staff for assistance.

Volunteers are able to transport residents by pushing wheelchairs. Please check with staff before assisting our residents who use a wheelchair.

Bullying and harassment

RALAC Lionsbrae supports a work environment where all staff, volunteers and contractors are able to be free of harassment and bullying behaviours.

Should you feel that you are being bullied or harassed while working at RALAC Lionsbrae you are encouraged to report your concerns to the Lifestyle Coordinator, Volunteer Coordinator, the WHS representative or a manager.

Volunteers will be provided with information in relation to workplace bullying during orientation, and there will be regular bullying and harassment awareness training.

A procedure is in place which outlines the steps to be taken in the event of harassment and bullying.

Fire and emergency procedures

Fire and emergency procedures are kept in the Entry area next to the Fire Panel and a copy is available on Lionsbrae computers. Our staff are aware of the location of emergency equipment and how to operate it and our volunteers need to take direction from staff and the emergency warden in the case of any emergency or incident while they are at RALAC Lionsbrae.

The Volunteer Coordinator will go through our Emergency Response Procedures with the volunteer as part of their orientation to RALAC Lionsbrae. Our volunteers should be aware of the location of emergency exits and ensure emergency exists and access to firefighting equipment is never obstructed. In the event of a fire or emergency please follow the instructions of our staff and any emergency services personnel.

Please ensure that clear access to any extinguisher or firefighting equipment is not blocked or obstructed by any equipment or furniture.

Entries and exits

Only recognised entrances and exits are to be used.

Infection control

Volunteers need to be aware of their responsibility to limit the spread of infection to and between our residents. This includes responsibility for good hand hygiene and our organisational requirements for personal vaccinations, and the need to stay away from RALAC Lionsbrae if you have an illness such as COVID, gastro, flu and other respiratory illnesses.

Handwashing principles

The most important key to prevention and further spread of infection is good hand hygiene, ie washing hands with liquid soap and water or rubbing them with alcohol-based gel or hand rub.

Wash at the beginning and end of each shift, and whenever contaminated: soiled; before and after contact with residents, eating, handling equipment / instruments that pose a risk of cross contamination; after cleaning equipment, going to the toilet, nose blowing, removing gloves, smoking, before handling food.
Soap and paper towels are available at all wash basins, with 'hands free' bins. Routine (hygienic hand washing) takes 15 to 30 seconds.
Soap is adequate to remove transient microorganisms

Visitor management - Sine Pro system

Lionsbrae uses Sine Pro visitor management system. All staff and volunteers are asked to download the Sine Pro app from the App store and set up an account.

Download on the App Store

GET IT ON Google Play

Alternatively, the kiosk at Reception may be utilised for check in and out. However mobile check in is preferred. Check in on Sine Pro is required when entering Lionsbrae, answer the screening questions truthfully and correctly at the start of your visit and check out when leaving Lionsbrae.

First aid

First aid facilities are available on site, if you need first aid assistance, please ask one of the nurses, or if you are on an outing a first aid kit is taken on all bus outings and one of the lifestyle team on the outing will have a current first aid certificate.

Electrical safety

Do not touch or tamper with electrical wiring or equipment. Double adaptors must not be used.

Amenities for our volunteers

Amenities are available for your comfort during your time on site. Amenities including toilets and meal areas, which must be left in a clean and tidy manner.

Handbags and personal property are able to be stored in the Lifestyle Office. Please do not bring valuables.

Support for volunteers

Our Volunteer Coordinator can be contacted by phone during business hours to arrange an appointment time to discuss any concerns/ difficulties or queries that may arise.

Volunteer Rights and Responsibilities

As a volunteer you have the right to:

- Information about and orientation to the organization for which you are volunteering
- Be recognized as a valued team member
- Clarification of your role (through your position description)
- Know to whom you are accountable
- Agreement about hours and conditions (through your volunteer agreement)
- Be supported and supervised in your role
- A healthy and safe working environment
- Be covered by insurance
- Say no if you feel you are being exploited
- Be reimbursed for out-of-pocket expenses
- Be informed and consulted on matters which (directly/indirectly) affect you; verbal/meeting/newsletter
- Be made aware of the grievance procedure within the organization
- Access to training to perform duties to the standard required

As a volunteer you need to demonstrate the following qualities:

- Be reliable and accountable
- Show respect and maintain confidentiality of our residents and staff
- Be committed to the organization
- Value and support other team members
- Carry out volunteer duties you have agreed to do responsibly and ethically

Responsibility of the Volunteer:

- Participate in the orientation/induction program prior to commencement
- To maintain confidentiality of our residents and staff
- To notify RALAC if unable to attend prearranged volunteer activities
- Ask for support when you need it
- Maintain the dignity of our residents

- Encourage residents' strengths and support their independence
- Display a respectful attitude which embraces a holistic approach to service delivery
- To ensure the safety of residents during an activity
- To comply with RALAC's policies and procedures and regulatory compliance
- Attend volunteer meetings
- Participation in other training and development activities as appropriate
- Give formal notice before you leave the organization.

Aged Care Quality & Safety Commission and strengthened Standards

The Aged Care Quality and Safety Commission (ACQSC) is the Australian national regulator for Commonwealth-funded aged care services. Its primary role is to protect and enhance the safety, health, wellbeing, and quality of life of people receiving aged care services in Australia. They are the national end-to-end regulator of aged care services and are focused on delivering a world class sector that safeguards the welfare and rights of residents.

The commission independently accredit, assess and monitor aged care services subsidised by the Australian Government, conduct investigations and determine provider compliance with the Strengthened Aged Care Standards.
The Standards focus on outcomes for people receiving aged care services and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services:

There are 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

See 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

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.

The NDIS Code of Conduct

NDIS Code of Conduct

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

The NDIS Code of Conduct requires people who deliver NDIS supports and services to:

- **Act with respect for individual rights** to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- **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
- **Respect** the **privacy** of people with disability
- Take all reasonable steps to **prevent and respond to sexual misconduct**
- Take all reasonable steps to **prevent and respond to** all forms of **violence** against, **exploitation, neglect,** and **abuse** of people with disability
- **Not charge** or represent **higher prices** for the supply of goods for NDIS participants without a reasonable justification
- Act with **integrity, honesty,** and **transparency**
- Provide supports and services in a **safe and competent** manner with care and skill

Learn more:
1800 035 544
www.ndiscommission.gov.au/code

NDIS Quality and Safeguards **Commission**

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.

The 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.

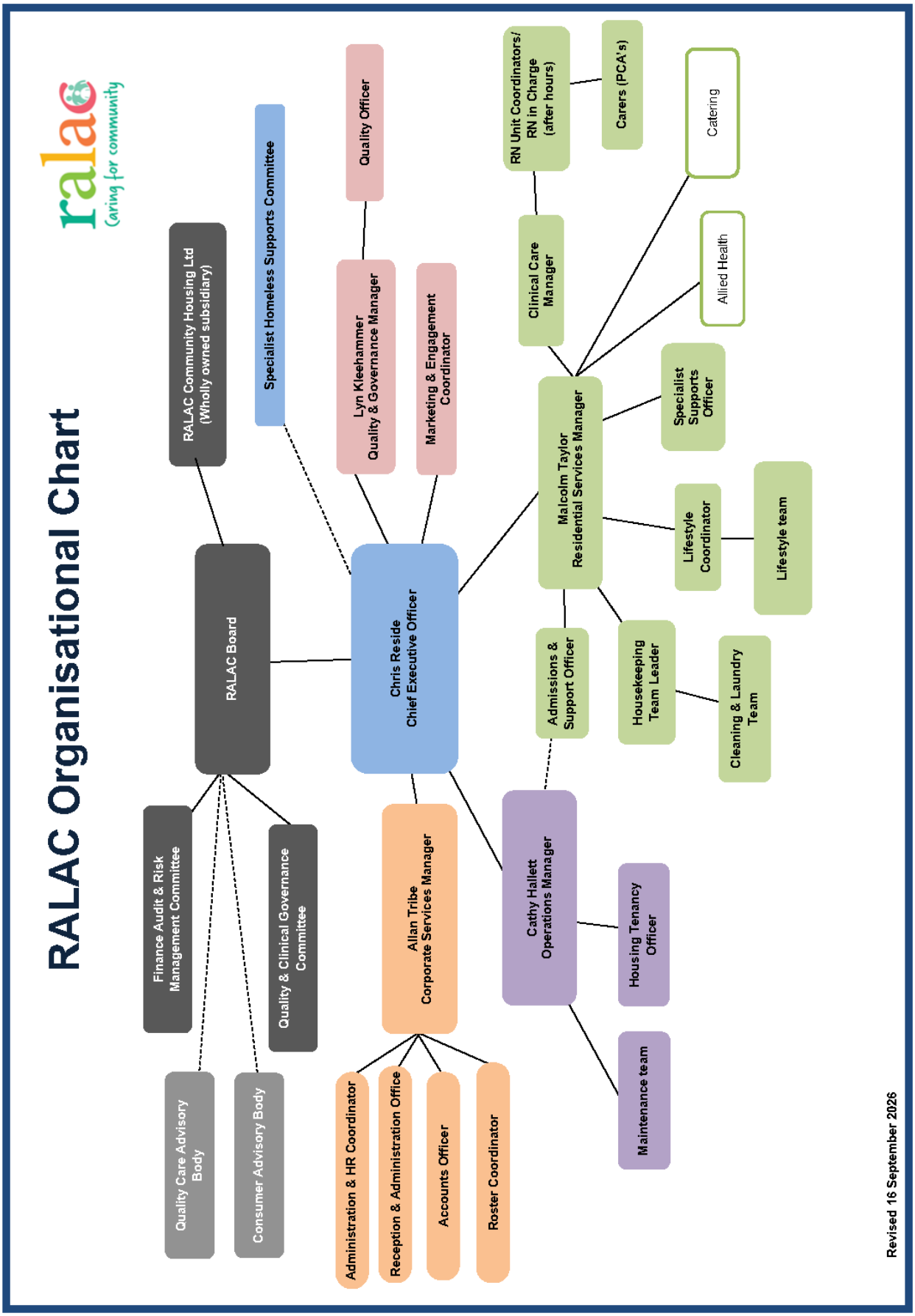
The Statement of Rights will help make sure residents are at the centre of their aged care.

Residents will have the right to:

- make you're their 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

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

☐ Contror/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:		