



**arcare**

AGED CARE

# Community Handbook

Everything you need to know  
about life at Arcare

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# Welcome

Welcome to Arcare, and to your new community.

Our team members look forward to getting to know, understand and support you.

This booklet offers practical information about how services operate in our communities.

Specific information for your residence will be provided separately, including a copy of the latest menu and the monthly Lifestyle activity calendar.

You are encouraged to ask questions at any time, with our team members on hand to assist you.

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# Life in the Arcare Community

## Accreditation

The Aged Care Quality and Safety Commission is the regulatory body that ensures compliance with the Aged Care Quality Standards by conducting on-site assessments.

During an on-site assessment, a team of external assessors will evaluate the residence against the Aged Care Quality Standards, and seek feedback from residents, visitors, and team members.

All aged care residences are awarded a rating based on 4 categories.

- Compliance
- Quality Measures
- Resident Experience
- Staffing

These will then form a Star Rating, which are updated at least quarterly. The current status of accreditation is displayed in the foyer at each residence.

Please speak to your Residence Manager to find out more.



## Additional Services Including Arcare Signature

Arcare offers additional services at many of our residences including Arcare Signature.

These services are tailored specifically to each residence and offer a range of enhanced living and social experiences including a variety of meal choices, café experiences, and superior lifestyle and activity engagement options. It can include exclusive access to our Private Dining Room, unique outings, and an array of extra touches to enrich your time at Arcare.

### Arcare Signature

Arcare's Signature goes beyond the minimum care and service requirements of an aged care provider. It's designed to enhance a resident's experience by complementing our care and living environments.

Arcare Signature is not provided on an opt-in, opt-out basis. Rather, Arcare will regularly review your offering to ensure you are able to benefit from it. This way should changes in your physical and / or cognitive or mental health indicate you can no longer benefit from some or all items in the Arcare Signature package, a decision may be made to substitute something else for them or to apply a discount to the Package Fee.

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## Alcohol

You may keep alcoholic beverages for your own consumption.

Please note, consuming alcohol that threatens your safety, the safety of other residents and team members, or the quiet enjoyment of the residence by the other residents, is not acceptable.

If you have had medical advice to avoid alcohol, this is a personal risk issue.

## Allied Health

Residences are regularly visited by allied health professionals, including physiotherapists, optometrists, dentists etc. Speak to your Residence Manager to find out what is available at your residence.

## Ambulance

If you are unwell, and clinically assessed as requiring further assessment in hospital, you might need to be transferred to hospital; however, this decision is based on a collaborative approach with the clinical team, resident and their family (e.g. next of kin or guardian).

## Arcare Awards

Each year, Arcare recognises our team members who go above and beyond in their roles with our Arcare Awards. Nominations are open each June, with forms available for residents to fill out at Reception. Winners are announced to coincide with Aged Care Employee Day in August.

Find out more at our website – <https://starawards.arcare.com.au>

## Banking

You or your relative / legal representative retain the responsibility for your banking requirements.

Arcare team members and management are not permitted to participate in this service.

In the event you are no longer capable of managing your own finances and do not have legally authorised representation, the matter will be referred to the relevant court or tribunal in your state or territory.

## Badges

You may notice team members with different coloured name badges.

These colours represent service milestones for those team members who have been with us for a long time, recognising their service and contribution.

Colour	Years of Service
Purple	0 – 4
Blue	5 - 9
Green	10 – 14
Pink	15 – 19
Light Purple	20 – 24
Gold	25+

## Birthdays

Your birthday is a special day that will be acknowledged in the style you prefer. This includes welcoming friends and loved ones to celebrate, perhaps holding a party with your fellow residents, or celebrating quietly.

Note: Speak to your Lifestyle team and Residence Manager to discuss your preferences and to find out what else is available with your Arcare Signature package.

## Bus Trips

Bus trips occur as part of our Lifestyle activity program. You are encouraged to register your interest in the bus trips in advance as numbers are limited.

Lifestyle calendars and planned bus trips are available at Reception.

## Café

Our cafés have been created for you and your loved ones and friends to enjoy. You may be eligible for coffee or tea from the café as part of your Signature Service package.

Speak to the Barista at the café to find out more.

## Care Plan Reviews

Care Plan Reviews guide how we assist in supporting you so that, together, we can meet your clinical, social, and spiritual needs. Registered Nurses are responsible for your Care Plan, ensuring that it remains accurate, relevant, and up to date.

A “check-in” conversation or Care Plan Review occurs every three months or whenever there is a significant change in your needs. This is an opportunity for you to discuss your situation. You can request a case conference at any time. You may nominate other people to be involved in your Care Plan development and reviews.

## Cash and Capital Guardians

To simplify the payment of bills and avoid the risk of keeping cash in your suite and on the premises, we’ve implemented Capital Guardians. Capital Guardians is a niche provider of financial management services to individuals living in supported organisations.

Much like a bank, they help people manage their daily living expenses.

If you haven’t already completed this, visit Reception to find out how to set up a Capital Guardians account.

For more information, see **Banking**.

## Charter of Aged Care Rights

I have the right to:

1. Safe and high-quality care and services;
2. Be treated with dignity and respect;
3. Have my identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about my care and services in a way I understand;
6. Access all information about myself, including information about my rights, care and services;
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. My independence;
10. Be listened to and understood;
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. Personal privacy and to have my personal information protected;
14. Exercise my rights without it affecting the way I'm treated.

Together we hope to create a community where you and those closest to you can build friendships, develop trust and share good times together.

## Resident Citizenship Rights

We recognise and support the right of each resident to continue to make choices about the way they live their life, and the way support is provided.

We ask that loved ones of residents support us in our commitment to protect the citizenship rights of our most vulnerable citizens.

These rights are protected under the terms of your resident accommodation and care agreement with Arcare and by several different laws and principles.

We encourage you to investigate and raise any questions you may have with our team members. Some sources are:

- Aged Care Act and its Principles;
- Charter of Aged Care Rights; and
- Convention on the Rights of Persons with Disabilities.

## Cleaning

Cleaning and disinfection are at the forefront of infection control, and integral to the safety of our communities. The Environmental Services Team carries out routine cleaning across the residence including resident suites, communal areas, and commonly visited areas.

The cleaning and disinfection products we use, and how we use them, are regularly reviewed to ensure we are maintaining best practice. Additional cleaning and disinfection routines are incorporated during periods of outbreak.

For more information, see **Infection Control and Outbreaks**.

## Closed Circuit TV (CCTV)

Closed Circuit TV (CCTV) recording devices are in place in communal spaces to ensure the safety and security of residents, visitors, and team members.

There are no cameras installed in the resident suites for the privacy and dignity of the residents. See **Privacy and Confidentiality**.

CCTV footage will only be used to investigate incidents, accidents, time management work issues that could potentially negatively impact on resident health and well-being, and any issue relating to the continued safety and health of residents, visitors, and team members.

The recordings made by CCTV are activated by movement sensors and the footage securely held for at least 30 days, at which time automatic deletion occurs. The CCTV footage can be downloaded and held, if necessary, as part of an ongoing investigation with footage saved to file and held securely.

## Communal Areas

Our communal areas are available for you to enjoy. Please be mindful of noise levels as resident suites may be in close proximity.

Our Environmental Team keep communal areas clean; however, we ask all residents and their guests to ensure that you leave these spaces as you found them.



## Communicating with Family Members and Nominated Representatives

Please nominate a single point of contact for team members to communicate with and ensure that you have provided us with the correct phone and email address. This ensures that we can focus on you, rather than trying to communicate with multiple individuals at any one time.

## Decision Making and Choice at Arcare

We recognise and respect your individuality in all aspects of care and services. Dignity of risk supports your independence to make informed choices, including taking some risks to live your life the way you choose.

You may have full capacity to make a decision without any assistance; however, assistance is available if requested (for example, collection of information or talking through options).

*(Australian Human Rights Commission, Respect and Choice: A human rights approach for ageing and health, 2012, p.17.)*

## Dedicated Assignments

Our Dedicated Assignments is a model of care and the most important way we support the development and deepening of committed relationships. We understand that consistency and commitment are key to fostering trusting relationships between you as our resident, your loved ones, and our team members.

Dedicated Assignments involve team members committing to work regular shifts with the same small group of residents. This continuity allows for deep and trusting relationships to develop between residents and their families, and our team members.

## Dementia Support

Arcare provides an environment which is socially, physically, and emotionally safe, supportive, and enabling for residents living with dementia. We recognise that people with dementia require a nurturing environment where relationships are supported, and residents are provided with opportunities to promote self-esteem, dignity, and feelings of self-worth and independence.

Our approach to dementia care is based on the Arcare Six Senses:

1. Security
2. Continuity
3. Belonging
4. Purpose
5. Fulfilment
6. Significance

## Dining and Meals

### Breakfast

Flexible breakfast times are offered in most dining rooms so that your preference for waking can be supported.

We also offer the choice of dining in your suite.

### Dietary Requirements

Team members will discuss your dietary requirements and your preferences when you first move in to your new residence, and will record these on the Dietary Advice form.

Your dietary requirements are then provided to our catering team to ensure your individual needs are met. Your preferences and dietary needs are reviewed regularly in your Care Plan Review.

### Food

If you purchase food from outside, or if a loved one prepares food at home and brings it into the residence, you must ensure that the Food Register is completed on arrival.

This food cannot be shared with other residents due to safety / health / medical concerns.

It must also comply with your dietary requirements.

You and the food provider (not Arcare team members) are solely responsible for food brought into the residence.

## **Fridges in your Room**

Residents are welcome to have small fridges in their room which Arcare will monitor throughout the week.

Fridge temperatures are recorded and the food condition is checked.

If food is at risk, it will be discarded, and residents informed.

(Note: some suites may have a small fridge provided.)

## **Menu**

Our menus run on a seasonal cycle and are updated four times per year. They are reviewed by qualified dietary professionals to ensure we are meeting your nutritional needs in a tasty way.

Copies of our menus can be requested from Reception, found in the dining room or, displayed on our dining room menu screens.

## **Private dining**

If there is a Private Dining Room in your residence, you are welcome to book it for meals with loved ones and friends.

You can cater yourself or order through Reception. Meals for guests are charged at an appointed fee – please see the Reception or Café team members for these prices.

Meals for private dining should be ordered by 10am for same-day lunch and dinner.

If you have a large group or a special occasion, please ensure you book it in at least 72-hours prior (or more if possible) to ensure you are not disappointed.

## Dignity and Respect

Arcare will always seek to treat you with the dignity and respect you deserve. It is important to us that all members of our community, including residents, team members and loved ones, feel respected and included.

All members of our community are expected to be polite and respectful of others, including, but not limited to, others' language, culture, ethnicity, sexuality, gender identity, age, health status, disability, socio-economic status, religion, and spirituality.

## Electoral Enrolment

The Electoral Commission provides services at the residence to ensure you are provided the opportunity to vote during an election.

If you wish to terminate your voting rights, it is your responsibility or that of your relatives / guardians to make the necessary arrangements to contact the electoral roll.

## Emergency

Our team will advise you of the emergency procedures in your residence soon after your arrival.

Your residence will have a Fire Warden who will advise of emergency procedures if required. Please follow their directions, particularly in the event of an emergency.

## Faith Based Services

Visiting clergy of most denominations are available to provide pastoral care for you if required.

Services are held regularly and your wish to attend is respected. Check the noticeboard for days and times.

If your denomination is not represented by a member of clergy at the residence, please speak to your Residence Manager to coordinate.

## Falls Prevention

After the age of 65 the risk of hospitalisation due to falls increases each year. Of the hospitalisations recorded in 2021 to 2022 by the Australian Institute of Health and Welfare, 60% of them were for people aged 65 or over.

For more details, visit: <https://www.aihw.gov.au/reports/injury/falls>

Upon moving into our community, all residents are assessed and provided tips to avoid falls:

- Don't be afraid to ask for help to go to the toilet or any other place you may need to go.
- Avoid wearing inappropriate clothing and footwear such as open-style shoes or long and loose clothing that can catch and cause a fall.
- Have your eyes regularly checked by an optometrist.
- Keep your suite clear of clutter.

If you wish to discuss falls prevention further, please speak with the Residence Manager.

## Feedback, Compliments, and Complaints

All residents, their relatives and other representatives have the right to provide any feedback or complaints and are encouraged to do so. Feedback and complaints are fundamental to improving care and services. All feedback and complaints are treated as confidential and remain anonymous unless you agree to disclose your identity, which you can do without fear of retribution. Please note that advocates and / or translation services are welcome to assist with the feedback process.

1. Speak to a Team Member in your community, and / or fill in the Green Feedback Form, available throughout the residence.
2. If your concerns are not resolved to your satisfaction, speak with your Residence Manager.
3. You can escalate your feedback to your Regional Support Manager or your State Operations Manager. Their business cards are available at Reception.
4. If you would like to escalate the matter further, you can contact Arcare's Consumer Engagement team by emailing [feedback@arcare.com.au](mailto:feedback@arcare.com.au).
5. Feedback can also be provided at the residents' / relative and representatives meetings that regularly occur at each residence.
6. If you don't feel we've addressed your feedback or complaint to your satisfaction, you can speak to external organisations including the Aged Care Quality and Safety Commission (ACQSC) and Older Persons Advocacy Network (OPAN). A list of organisations is available at the back of this booklet, however we encourage you to first escalate your concerns within Arcare to resolve your concerns as promptly as possible.

## Gardens and Courtyards

Our gardens and courtyards are yours to enjoy. Many residences offer gardening activities. If this is something that interests you, please speak to your Lifestyle Coordinator.

## Gifts, Donations and/or Bequests

Arcare has a strict policy that team members are not to accept gifts of money, jewellery, or items of value from residents. Small gifts of nominal value like chocolates and flowers are acceptable.

We proudly operate the Arcare Family Foundation, a not-for-profit fund, created to give donations predominantly for the purpose of promoting ongoing improvement in the delivery of care and support services to the ageing. This foundation can accept donations and / or bequests from you or your family.

All donations and bequests received by Arcare are formally acknowledged by the Residence and State Managers.

## Hair, Nails and Beauty

A hairdresser visits each residence regularly and provides hair, nails, and beauty therapies. Speak to Reception to find out what is available.

You may continue visiting your own hairdresser at their salon if you choose and are able to do so.



## Home Care

We operate a home care division called 'BodeWell Community Care' that can provide transport services for residents at select residences for an additional cost.

This can include transport to and from appointments, visits with family or friends, the shops and library, coffee dates, or watching a game or a show.

For areas where this is not available and transport is required, please see your Residence Manager.

## Infection Control and Outbreaks

We ask that visitors do not enter an Arcare residence if they are unwell to avoid spreading infection amongst the community. If a visitor has symptoms of any transmissible infection (e.g., respiratory infection, covid, gastroenteritis, shingles, etc.), we ask that they refrain from visiting until they have been cleared of symptoms as directed by the Public Health Unit.

If you become unwell from a transmissible infection, we will ask you to isolate in your suite, where you will be cared for and treated.

Team members attending you will wear Personal Protection Equipment, and additional infection control precautions and measures will be taken. You may be transferred to hospital if clinically indicated that this is necessary (see **Ambulance**).

Where the national definition of an infection outbreak is met, we move into outbreak management and are guided by National and State Infection Control Guidelines, the local Public Health Units, and the Arcare Outbreak Process.

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## Internet Access and Wi-Fi

All residences have computers and /or tablets, and internet access available for resident use. Complimentary Wi-Fi is available for guests to use while visiting. Ongoing regular use of Wi-Fi is available for residents (up to 3 devices) for a small monthly fee or may be available as part of the Arcare Signature package. Please see Reception or the Residence Manager during office hours for information on how to connect to the internet.

## Interpreter Services

Interpreter services are available for those who need them. Please speak to Reception to find out more.

## Laundry

Clothing is laundered at the residence unless you, or your family or nominated representative, choose otherwise. While all care is taken, we do not take any responsibility for damaged or lost personal clothing. We recommend that woollens and delicate clothing be laundered at home or not provided at all. Please check clothes at frequent intervals for suitability and condition.

To avoid loss, on entry to the residence, your clothing must be labelled with your first and last name. Labels can be arranged for you by the Client Services Manager at the pre-entry meeting. Please speak to Reception if you require additional labels post-admission.

Remember to present all newly purchased clothing items for labelling. Lost property will be kept for a period, please speak to the General Services Manager for more information.

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## Legal and Financial Issues

We recommend that you consider the following to ensure that legal and financial difficulties and misunderstandings are avoided:

- Review your Resident Agreement,
- Consider making Enduring Powers of Attorney for financial, medical and /or lifestyle decisions (noting that in Victoria you will be appointing a medical treatment decision maker for medical decisions),
- Make the residence aware of any Advanced Care Directives in relation to support, resuscitation or other issues, and
- Arrange guardianship and Administration Orders if necessary.

We strongly recommend that you (or your representative) seek the advice of a qualified legal practitioner and financial advisor before you sign a resident agreement. Please be aware that team members cannot witness any legal documents and / or participate in negotiations between yourself and relatives.

## Lifestyle

Arcare's Lifestyle team are responsible for the daily activities across the residence.

This includes, but is not limited to, celebrations (including Christmas, Easter, ANZAC Day), activity calendars, trips, excursions, birthdays, anniversaries and more.

A member of your Lifestyle team will meet with you shortly after your arrival, to discuss your preferences, hobbies and routine, and to incorporate your interests into your daily program.

## Mail

Mail is delivered to your room. Should you wish to send mail, please ask a team member to deliver your mail to Reception by 4pm on weekdays to be posted. Mail should be addressed and stamped. Stamps are not available at the residence.

## Maintenance

It is important that your environment is maintained for safety as well as aesthetic beauty. Please notify team members if your suite requires maintenance or repairs, for example changing a light globe or any repair damage or breakage. You or your loved one will need to fill out a Maintenance Request Form.

## Medical Support

As Arcare does not employ GPs, we recommend that you or your nominated representative inform your GP that you are moving into residential aged care and establish whether your GP can continue to look after you. You may continue to see your GP if you are able to attend their practice in circumstances where your GP does not visit residential aged care. If you no longer want your GP and / or your GP does not visit residential aged care, Arcare can assist you in locating an alternative. If your medical needs increase, Arcare will discuss this with you and your GP and make the necessary arrangements specific to your needs. Arcare residences do not replace the need for hospital care. If your condition deteriorates, only the nominated next-of-kin, or attorney will be contacted. We ask that this individual then communicates with family members and loved ones.

## Media Consent

When you move in, the Lifestyle team may take photos of you to share in the newsletter or other related collateral. This is covered by the initial media consent form you signed on admission.

If Arcare would like to use an image of you, or a quote, for external use (for example, advertising, social media, etc.) we will ask you to sign a separate consent form.

## Medication

Prescription medications are managed by our Registered Nurses on site. Medications are supplied by Arcare's nominated pharmacy.

If you prefer to select your own pharmacy, please advise us prior to admission. In some circumstances, you may be able to manage your own medication if you are clinically assessed as safe to do so.

Your information including name, date of birth and Medicare number may be provided to approved third-parties to enable claiming of government funded services such as medication reviews.

## Mobile Phones

You may choose to have your own personal phone or device while living at Arcare. Arcare does not provide mobile phones to residents.

## Newspapers

You can have your newspaper delivered to Arcare as you would at home, at your cost. This can be organised by you or your loved ones. Communal newspapers are delivered daily.

Note that some Arcare Signature or Extra Service packages provide the communal papers as part of that fee.

## Parking

Limited parking is available at most sites for residents and visitors. Please speak to Reception to find out about parking at your residence.

## Payments

Payment of accounts are due monthly in advance. The preferred method of payment is direct debit, and this is arranged when you complete the Direct Debit Request Form at the pre-entry stage.

The monthly invoice provides the details regarding fees and payments due, the date the debit will take place, and the amount to be debited from the nominated account. Please note that only the amount on the invoice can be debited from your account.

If you have any questions when you receive your account, please phone our finance department on (03) 9559 9188 Monday – Friday (9am to 5pm) and they will be happy to assist you.

Accounts that fall into arrears may incur interest, charged at the rate prescribed by the Department of Social Services. If you experience difficulties in paying your account, please contact the Residence Manager or our finance department to discuss options.

## Pets

Whilst we don't allow personal pets to live at the residence, we welcome trained clean pets to visit.

Pets are not permitted in dining or café areas and must be always on a lead and under the control of their owner. Arcare reserves the right to refuse entry to any pet that is untrained, unclean and / or that poses an unacceptable danger to residents, team members and guests.

## Physiotherapy

Upon moving into an Arcare community, you will undergo a comprehensive assessment of your physiotherapy and any occupational therapy needs.

A Care Plan will be developed and continually reviewed whilst you stay with us.

## Podiatrist

As part of your ongoing Care Plan, you may be assessed for podiatry requirements.

## Privacy and Confidentiality

Arcare team members are trained to protect the confidentiality and privacy of information pertaining to the residents they support.

### Access to Records and Information

Arcare team members will not divulge personal or medical information to a resident's friends and family, in the same way that your own doctor would not discuss your personal medical information with your friends and family, without your consent.

However, a legally appointed 'person responsible' will be informed and / or engaged to provide substitute decision-making when appropriate, and information may be provided to that person to enable them to make those decisions on your behalf. Even in these circumstances we will seek your consent to disclose unless you are unable to give consent for any reason.

We ask all loved ones of our residents to support us in our commitment to protect the personal and often sensitive information and records belonging to our residents.

We are committed to protecting both the privacy of residents and team members at our residences and the confidentiality of information relating to them. We have ensured that our processes and systems adhere to all legislation governing the protection of a person's personal and sensitive information and their health records.

Individuals who wish to view our Privacy Policy can do so by visiting our website, or contacting our Privacy Officer at:

Email: [privacy@arcare.com.au](mailto:privacy@arcare.com.au) Telephone: (03) 9559 9600

Mail: PO Box 2468 Moorabbin VIC 3189



## Photographs and Surveillance Devices

Visitors and residents must not photograph, record (whether by video or audio) or allow any person to photograph or record:

- Team members or other personnel except with their prior written consent and the authority of your Residence Manager; or
- Any other resident or visitor without their prior express consent (and keeping in mind that some residents may not be legally able to give such consent).

Any person who photographs or records or attempts to photograph or record any person without their consent will be asked to delete the photograph or recording from the relevant device and may be asked to leave the residence.

We support your right to remain in contact with family and friends via electronic devices that allow for face-to-face communication. However, we do not support devices that enable people to monitor and watch or listen to you and / or team members in your suite. This represents a significant invasion of your privacy and that of our team members' and denies your dignity, particularly where you cannot consent to such a device yourself.

Residence Managers will not authorise devices that can be triggered remotely by third parties, or that cannot be easily switched on and off by team members. Arcare will never agree to any form of device being installed in private bathrooms or toilets.

If team members discover an unauthorised device in your suite, they must report it to your Residence Manager for rectification.

## Relationship-First Approach

Our Relationship-First Approach recognises the value of the interdependent relationships between residents, team members, volunteers, family members, loved ones, and friends.

Central to our values is reflecting and recognising the diverse voices we support in our community.

Through comprehensive focus groups, interviews and research, we collaboratively formed the following values and statements, which continue to develop and grow.

### Relationships

Positive and respectful relationships develop when we connect on an emotional level, and these connections develop through our everyday interactions with each other.

### Uniqueness

Getting to know the uniqueness and strengths of each community member enables us to support who they were, who they are, and who they hope to be.

### Partnerships

Partnerships that empower people are based on understanding and respecting what really matters to each other, and we believe that vibrant communities develop when all voices in the partnership are heard and valued.

## Flexibility

We believe that people continue to grow when they have the freedom to be themselves, and that maintaining a spirit of flexibility and spontaneity enables us to embrace the special moments and endless possibilities that real life brings.

## Resident and Family Meetings

Resident and Family meetings occur regularly. These are an important opportunity to find out more about what is happening around the residence and provide feedback on your experience.

Families or nominated representatives are welcome to join and contribute. Speak to your Residence Manager for further details, or for a link to join externally.

## Safety and Security

A 24-hr emergency call system provides you with access to team members when you need assistance. A pager system is used to minimise intrusion and maximise response.

Suite keys and locked drawers are provided to all residents who can manage their own suite security. Please remember that if you do choose to keep valuables at the residence you do so at your own risk (see **Valuables, Personal Belongings, and Furniture**).

External entry and exit doors use key-pad security in most residences, and video surveillance records movement at entry and exit points, common areas, and hallways.

If you require assistance in managing suite security when you are out of your suite, we will provide this service after written consultation and approval.

Team members and contractors who provide care or have access to residents' suites require either a valid Police Clearance or NDIS screening checks in order to gain or maintain their employment and / or service with any aged care provider.

We have systems in place to ensure that everybody complies with the legislative requirements regarding Police Clearances or DIS screening checks. We also have systems and processes in place to ensure all incidents / accidents are recorded and reported appropriately (including notifying appropriate parties).

Please let team members know if you have had or if you have been involved in an incident / accident in the residence.

## Shopping

Shopping trips may be arranged as a group activity as part of the program of activities provided at the residence. Some assistance can be provided through the Lifestyle team members during these shopping trips.

Please note that this will always be a group activity.

## Six Senses Framework

The Six Senses is an empirically tested framework underpinning Arcare's Relationship-First Approach. This framework has been developed from the 'Senses-framework' Nolan et al. It ensures that we are focused on maximising the wellbeing, growth and contribution of everyone in the Arcare community.

Our Six Senses are:

- 1. Security** To feel safe and receive or deliver competent and intuitive care.
- 2. Continuity** Using the past to make sense of the present and to pave the way for the future.  
Working within a consistent team driven with an agreed philosophy of care.
- 3. Belonging** Having opportunities to form meaningful relationships and to feel part of the community as a resident, family member, volunteer or team member.
- 4. Purpose** Engage in purposeful activity and have an environment that actively values and fosters personal goals.
- 5. Fulfilment** Achieve meaningful goals and feel satisfied with one's efforts – both small and big.
- 6. Significance** To feel that you, and what you do, matters, and that you are valued as a person of worth.

## Smoking Devices

All our residences are non-smoking. Residents, families, visitors and team members are not allowed to smoke, or use smoking devices, anywhere within the building or on the grounds of the residence. This includes (but is not limited to) cigarettes, cigars, vaping, e-cigarettes etc.

## Social Leave

We encourage you to maintain your usual activities and interests in the wider community as much as possible. This includes visiting the homes of family and friends, and continuing to participate in hobbies, spiritual activities, and other external interests.

You have access to 52 days of overnight stays away from the residence over each financial year.

Please speak with your Residence Manager if you would like more information.

## Social Life at Arcare

Moving into an Arcare community provides you with ample opportunity to meet new people and make new friends.

We encourage you to participate in activities that interest you and to eat meals in the dining rooms, as they are the perfect places to get to know who you are living with.

## Surveys

Arcare aims to collect regular feedback from residents, team members and families as part of continuous improvement. Using surveys is one method of collecting that information. We value all feedback that we receive.

## Taxis

You may book a taxi either through your own phone or through a friendly team member at Reception.

## Telephone

Telephone connections are available in most suites.

You will be asked when you enter the residence to opt into a telephone line and will be required to make payment for a connection fee on a monthly basis.

An account is usually set up at the pre-entry stage; however, you can speak with Reception during office hours for information on how to connect the phone.

## Television / Foxtel

Most of our suites include a complimentary television.

These televisions have access to Foxtel in addition to the same broadcasting channels available in the metropolitan or regional area of the residence.

Foxtel is included as part of our Arcare Signature package at most of our residences, with at least 30 channels available. More channels may be purchased for an additional monthly cost at most residences.

If Foxtel is not included as part of the Arcare Signature package, it can be purchased for an additional monthly cost.

## Translation Services

Arcare utilises the TIS National immediate phone interpreting service, which is available 24 hours a day, every day of the year for any person or organisation in Australia who needs an interpreter. Please speak to Reception to find out more.

## Valuables, Personal Belongings, and Furniture

Arcare takes no responsibility for damage or loss to any personal devices while you are living in our communities (including hearing aids and glasses etc).

If you choose to keep valuables at Arcare, you do so at your own risk.

A secure drawer is provided in your suite for your belongings, however we encourage all valuables be kept elsewhere rather than in your suite. A security box at the local bank may be an option for safely storing items of value.



Arcare will not take any responsibility for the loss of or damage to your personal belongings and valuables (however that occurs), including things like jewellery, dentures, hearing aids, glasses, and cash. Please ensure these belongings are clearly labelled to assist in minimising loss.

Arcare's insurance policies do not extend to your personal belongings and valuables. We therefore highly recommend that you take out your own Contents Insurance to cover the loss of and / or damage to such belongings.

We suggest you only retain a minimal amount of cash in your purse or wallet. Alternatively, we have an agreement with Capital Guardians, who can provide access to your money electronically.

You can bring some furniture with you when you move in, provided it does not impede safe access and mobility within your suite. Your residence will advise what furniture can be safely accommodated.

For any electrical goods brought in, Arcare Maintenance will need to tag and test all items prior to use.

## Visitors

Visitors attending Arcare residences must act in a courteous, caring, and respectful manner always, and follow all guidelines and processes when on site. Arcare has developed a Visitor Code of Conduct that must be reviewed and adhered to. Copies of the Visitor Code of Conduct are available in each of our residences and can be viewed on our website.

The most important points from that Code are as follows:

- Visitors should treat team members, other residents and visitors with respect and courtesy always. They have a right to work and live in a harassment free environment; we do not accept swearing, yelling or any other abusive or threatening behaviour towards team members, residents and other visitors (whether physical or otherwise); and
- Noise should be kept to a minimum as some residents may be resting or participating in quiet activities.

If either you or your families feel intimidated or threatened by visitor behaviour, alert management who will take further action. This may include asking visitors to leave the residence.

Visitors may also, in some cases, be denied or be given only limited access to the residence in the future.

Information about the Code and Residence Rules can be found in your Residence Agreement.

## **Voluntary Assisted Dying** (relevant in some states)

Arcare respects the choice of all residents in how they wish to live and how they wish to die.

For more information about this act, please speak to your General Practitioner (GP).

## Volunteers

Volunteers at Arcare play an important role in maintaining cherished connections and fostering friendships in both the Arcare and broader community. We look for volunteers who enjoy giving their time to bring companionship to you and other residents at Arcare.

Our volunteers are guided by the Lifestyle team. They are carefully screened through interviews, reference checks, police checks, and vaccination evidence to ensure suitability.

If you would like to receive 1:1 visits from a volunteer, that can be arranged through the Community Visitors Scheme (CVS) or Community Visitor Groups (CVG). Please inform the Lifestyle team and they will create a resident profile to ensure a suitable volunteer is found.

## Wheelchairs and Walkers

If you require a mobility aid, such as wheelchairs or 4-wheel walkers, we can arrange an allied health team member to complete an assessment and recommend the mobility aid to best meet your needs. The mobility aid recommended by the allied health team member is not provided by Arcare and will need to be purchased independently.

## External Support

### NATIONAL

#### Aged Care Quality and Safety Commission

To lodge a complaint with the Commissioner, please follow the prompts below

Phone: 1800 951 822

If you need an interpreter, call: 131 450  
(Call this number first)

Website: [agedcarequality.gov.au](https://agedcarequality.gov.au)

Address: Aged Care Quality and Safety Commission  
GPO Box 9819

#### The Aged Care Quality and Safety Commission Food, Nutrition and Dining Hotline

To give people receiving aged care, their families, and carers direct access to a dedicated team of dietitians or speech pathologists to discuss any issues about your food, nutrition and dining in aged care:

Phone: 1800 844 044

Between 9am and 5pm AEST Monday to Friday

## IN YOUR CAPITAL CITY

### OPAN – Older Persons Advocacy Network (In your capital city)

Phone: 1800 700 600  
Free call Mon to Fri between 8am to 8pm  
If you need an interpreter, call: 131 450  
(Call this number first)

Website: [opan.com.au](http://opan.com.au)

## VICTORIA

### Office of the Public Advocate

Phone: 1300 309 337

Website: [publicadvocate.vic.gov.au](http://publicadvocate.vic.gov.au)

Address: Level 1, 204 Lygon Street, Carlton 3053

### Elder Rights Advocacy

To provide you with information, support and advice, regarding resident rights within a residential setting.

Phone: 1800 700 60 Victoria only (free call except mobiles)

Website: [era.asn.au](http://era.asn.au)

### Better Health (Victorian Department of Health)

- Includes:
- Dementia Australia
  - Diabetes Australia
  - Heart Foundation
  - Beyond Blue
  - Cancer Council
  - Peter MacCallum Cancer Centre, etc.

Website: [betterhealth.vic.gov.au](http://betterhealth.vic.gov.au)

## QUEENSLAND

### ADA – Aged and Disability Advocates Australia

Phone: 1800 818 338

Website: <https://www.adaaustralia.com.au>

Address: 121 Copperfield Street Geebung 4034

### Guardianship and Administration Tribunal

Phone: (07) 3234 0666 or 1300 753 228

Website: <https://www.qcat.qld.gov.au>

Address: GPO Box 1639 Brisbane 4001

### Office of the Health Ombudsman

Phone: 133 646

Website: <https://www.oho.qld.gov.au>

Address: GPO Box 13281 George Street Brisbane 4003

## NEW SOUTH WALES

### Seniors Rights Service

Phone: (02) 9281 3600 or 1800 424 079 (free call)

Website: <https://seniorsrightsservice.org.au>

Address: Level 4, 418a Elizabeth Street Surry Hills 2010

### Health Care Complaints Commission

Phone: (02) 9219 7444 or 1800 043 159 (free call)

Website: <https://www.hccc.nsw.gov.au>

Address: Level 13, 323 Castlereagh Street  
(Corner of Hay Street) Sydney 2000

### NSW Civil and Administrative Tribunal

Phone: (02) 9556 7600 Main Switch  
13 14 50 Interpreter Service: (TIS)  
1300 555 727 National Relay Service

Website: <https://www.ncat.nsw.gov.au>

Email: [gd@ncat.nsw.gov.au](mailto:gd@ncat.nsw.gov.au)

Address: Guardianship Division PO Box K1026  
Haymarket, NSW 1240

### My Aged Care

Phone: 1800 200 422 (free call)

Website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)



## Carers Australia

To assist you with free Counselling Sessions and advice on Support Groups and other resources.

Phone: Carer Advisory Line  
1800 242 636 (free call except from mobiles)  
Mon-Fri 8.30 am to 5 pm  
If you need an interpreter, call: 131 450  
(Call this number first)

Website: [www.carersaustralia.com.au](http://www.carersaustralia.com.au)

### Victorian Office

Phone: (03) 9396 9500  
Website: [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

### Queensland Office

Phone: (07) 3900 8100  
Website: [www.carersqld.asn.au](http://www.carersqld.asn.au)

### New South Wales Office

Phone: (02) 9280 4744  
Website: [www.carersnsw.org.au](http://www.carersnsw.org.au)

## Alzheimer's Australia

Website: [www.alz.org/au/dementia-alzheimers-australia.asp](http://www.alz.org/au/dementia-alzheimers-australia.asp)

To talk to someone about dementia who can suggest Support Groups and Education Sessions.

## National Dementia Helpline

Phone: 1800 100 500 (free call) anytime

If you need an interpreter, call: 131 450  
Call this number first)

Website: [www.dementia.org.au](http://www.dementia.org.au)

Email: [helpline.nat@alzheimers.org.au](mailto:helpline.nat@alzheimers.org.au)

### Victorian Office

Phone: (03) 9815 7800

Website: [www.vic.fightdementia.org.au](http://www.vic.fightdementia.org.au)

### Queensland Office

Phone: (07) 3895 8200

Website: [www.qld.fightdementia.org.au](http://www.qld.fightdementia.org.au)

### New South Wales Office

Phone: (02) 9805 0100

Website: [www.nsw.fightdementia.org.au](http://www.nsw.fightdementia.org.au)





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AGED CARE

[arcare.com.au](http://arcare.com.au)