

Welcome to Ibis Care

A Guide for new Residents

Our vision is to inspire and enable
people to live well

www.ibis.care



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Ibis Care acknowledges the Dharawal people as the Traditional Custodians of this land. We pay our respects to Elders past, present and emerging, who hold the memories, traditions, culture and hopes of Aboriginal and Torres Strait Islander peoples. We respectfully acknowledge that beneath the concrete and asphalt, this land is, was, and always will be Aboriginal land.



Welcome

Dear Resident,

Wishing you a warm welcome to your home at Ibis Care. Your needs are at the heart of all that we do.

We are here to support your health care needs and the lifestyle that you want to lead whilst ensuring that you have the dignity, inclusion, empathy and respect which you deserve. We hope that you feel at ease and at home.

The personalised care and attention we provide focuses on your personal wellbeing and companionship. Our staff embody this philosophy in their interactions with residents, relatives, supporters and visitors.

We strive to give you a caring community that encourages independence, social relationships and community interactions to enhance your life.

When moving into the home you will be welcomed with an orientation program so you can get to know the people,

places and offerings in the home.

This handbook is designed to provide you with important information about your new home and its amenities.

The aim is to provide information which will help with a smooth transition into residential aged care. We hope it will be of interest and assistance to you.

We recommend you read and keep this Handbook to familiarise yourself with the physical, social, cultural and spiritual wellbeing and lifestyle services in your new home.

Again, we welcome you to your new home and into the Ibis Care community.

Yours sincerely,

Ibis Care

Your friendly Ibis Care team

Important things to know upon arrival

- ✓ Refer to your in-room guide for details about your new home.
- ✓ Bring personal and meaningful items to make your room familiar.
- ✓ Our leisure and lifestyle staff will introduce you to other residents.
- ✓ Have your clothing items labelled by our staff.
- ✓ Ask for a meal, snack or drink at any time of the day or night.

Care, Support & Services

📍 Healthcare & Personal Care

In the home we have at least one Registered Nurse on-site and on duty 24 hours a day, 7 days a week. This is expected of every aged care home so that residents always have access to qualified and experienced care staff to oversee complex care needs. All our Registered Nurses are accredited with the Australian Health Practitioner Regulation Agency (APHRA).

Our care team consists of Registered Nurses, Enrolled Nurses and Assistants in Nursing. Daily care routines like showering, dressing, shaving and medication or wound management can become difficult to do on your own, consequently our care team are available to support these healthcare needs.

We are here to work closely with you - in partnership - to prioritise what you want and need for your well-being.

We would like to get to know you well so we can support you as best we can. The information you may have already provided to us may include areas of your past which have left a lasting impact on who you are today. Your history and life events can inform us to help provide you with the care and support you may need while living here.

Any additional healthcare needs you may have should be supported by your personal network of health professionals such as General Practitioner, Podiatrist and Optometrist.

Registered nurses are on site 24/7 to oversee complex care needs and can identify and address potential health risks.

Monthly Care Statements

A Monthly Care Statement is given to residents and their supporters summarising the care and the resident has received in the past month.

If you have questions about items in the statement you can discuss them with the home's Care Manager.

Get more information at www.health.gov.au or from our Receptionist.



Care Statements are given to residents and their supporters to improve communication about health and wellbeing.

Medications

If you bring any medications or any drug with you, give them to the Registered Nurse to be checked when you arrive. In Ibis Care homes the systems to manage medications are supervised by a Registered Nurse or appropriately qualified staff.

The Registered Nurse or appropriately qualified staff will arrange for the ordering and procuring of medication

prescriptions as well as review of medications with the health practitioner. The trained staff of the residential care service is responsible for the administration and recording of the medication process on the residents' medical records in line with the Australian Quality Use of Medication Guidelines.



Medical Practitioners

Residents may utilise the services of their own local Doctor or elect another Doctor who is able to visit your Ibis Care centre. If the resident does not have a Doctor, staff may provide a list of currently visiting Doctors from which a choice can be made by the resident or the representative. Please note that relatives or legal guardians are responsible for accompanying residents, or making the necessary arrangements for all external appointments.

Nurse Call System

Nurse Call Bells are located in each bedroom, bathroom and in all community areas for your safety. A Call Bell Pendant will also be provided to residents when required.

Palliative Care

All residents have the right to access Palliative Care Services. Assistance will be given to residents and their supporters in determining end-of-life care wishes. Support groups within the community will be contacted as required and requested by residents and supporters.

Personal Care

In the interest of maintaining the safety of residents and staff, lifting equipment may be used for the purpose of lifting, transferring and repositioning residents.

The consumables supplied and equipment used if needed as part of resident care fees include:

- ✓ Personal hygiene and mouth care supplies
- ✓ Wound dressings and medical supplies
- ✓ Mobility aids
- ✓ Linen supplies
- ✓ Hair care and showering supplies
- ✓ Continence aids





External Appointments

You should inform or consult the Registered Nurse or Care Manager of any external appointments to ensure all your relevant information and paperwork is available for you to take to the appointment.

Ibis Care support relatives to escort residents to medical appointments. If this is not possible there are transport services available at an extra cost.

If Ibis Care incur the cost for transport or an accompanying person, it will be added to the resident's next bill.

It is also very important, that on return from any external medical appointment, the Registered Nurse or Care Manager is consulted on the outcome and is given all relevant paperwork.

It is Ibis Care policy not to accept any verbal instructions regarding your health, such as changes to treatments or medications. Any instructions from any medical professional must be in legible writing, and may be provided in various ways including fax and email.



Nurse Call Bells are located at each bedroom, bathroom and in all community areas for your safety.



Falls and Incidents

Ibis Care recognises the potential for residents to have a fall. Falls occur due to many factors, including deterioration in the resident's level of mobility or cognitive function. To minimise the risk of falls, a physiotherapist is available regularly throughout the week to assess residents following admission, and develop a program to meet their individual needs.

Even with regular physical therapy attention, some residents may be at a higher risk of falls than others.

Residents who are at risk can be assessed for hip protectors, which can be purchased by the resident,

or person responsible if you wish to have your own pair, and provide protection against fractures of the

hip. Other measures to prevent falls can also be implemented, including physiotherapy, and individual manual handling protocols. Ibis Care has a falls management program and is proactive in the management of high- risk residents.

Case Care **Conferences Planning**

We invite you and your supporters) annually, as care needs change or as requested to discuss the planning and delivery of care. Through this involvement with our care team, allied health professionals and your doctor, we hope to deliver a coordinated and informed approach to achieving quality care outcomes for residents.

Change **in Care Needs**

While Ibis Care supports 'Ageing in Place', from time to time the Care Manager and care staff will need to assess the resident's care needs and may need to relocate the resident in consultation with the resident and their supporter.

Optometry, **Audiology and** **Dentistry Services**

These services are organised by senior care staff regularly and when required and payment is made direct to the service provider by the resident.

Pharmacist

Ibis Care use the BEST MED medication management system to arrange prescribed medications for residents. Residents will be invoiced monthly by the Pharmacist for all medications and pharmacy items provided. Residents may choose to use an alternative pharmacist of their choice.

Physiotherapy, **Podiatry, Dietitian and** **Speech Pathology Services**

Physiotherapy, podiatry, dietitian and speech pathology are regularly scheduled for residents who need these services and as required. In the event that a resident requires intensive long-term rehabilitative physiotherapy, this cost will be charged to the resident. External providers can be organised by the Supporter or the home. Where relevant, the costs for other health services such as additional physiotherapy, dietetics, speech pathology and podiatry services are at the resident's expense.

Infection Prevention **and Control**

All Ibis Care homes and staff use best practice procedures to prevent and control infectious diseases in the home, and are guided by health authorities. We encourage residents, visitors and staff to have good hand hygiene and if feeling unwell with any flu-like symptoms residents should advise a registered nurse. Visitors and staff should stay away from Ibis Care homes if they are feeling unwell. Residents can nominate a Partner in Care and a Supporter to support them during an infectious outbreak.

Emergencies, Privacy, Safety & Incidents

Emergencies, Evacuation and Fire Safety

In the case of fire or other emergency, please follow the directions of the Emergency Coordinator or Emergency Officers.

Evacuation maps are displayed prominently in all homes. Make yourself aware of these maps and emergency exits. Residents and family members are encouraged to attend the resident meetings to discuss fire awareness and evacuation.

Serious Incidents

The Serious Incident Response Scheme also known as SIRS is a reporting responsibility to support the reduction and prevention of abuse and neglect in residential aged care services. The scheme needs aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred.

If you experience or see an incident, we encourage you to speak up about it. Get more information at www.health.gov.au or see our Receptionist.



All Ibis Care homes and staff use best practice procedures to prevent and control infectious diseases in the home, and are guided by health authorities.



Restrictive Practices

Ibis Care has a strong commitment to work towards a restraint free environment. Restrictive practices are only used as a last resort in the management of resident physical safety and only in the event that all other behaviour and safety management strategies are unsuccessful.

The decision to use a restrictive practice is made in consultation with the Resident or their Substitute Decision Maker with a Restrictive Practice function and the authorisation of the medical officer. The need for and authorisation of restrictive practices is reviewed regularly.

Get more information at www.health.gov.au or see our Receptionist.



Risk Management

Ibis Care has a comprehensive risk management program in place, to identify and manage potential hazards and risks. Staff, residents and/or resident's supporters are involved for this program to be effective. The General Manager can provide further information in relation to the program, along with details in regards to the organisation's policies.

Safe and Comfortable Environment

We aim to provide a homelike environment for you and your family and loved ones. We encourage you to bring any personal items such as pictures, family portraits and mementos. Items considered unsuitable are those that could compromise your safety. It is therefore advisable that you or your supporter discuss with us any other personal items such as furniture, you wish to bring to enable appropriate arrangements to be made. Fees may apply if such items are not removed at the end of your stay.

To maintain your room, we request that you do not drive nails or screw into the walls or fittings, or use sticky tape, blu-tack or other forms of adhesive surfaces. Prior to any decorative or other work to your room please speak with us about what you would like done. Maintenance will be happy to safely hang any items you wish to mount to the wall.

Ibis Care facilities are secured with a keypad for exiting the facility and the external doors are set up to lock at night. Keypad code details are provided to ensure independent access to exit the home or bedroom, outdoor courtyard or sitting room. Swipe cards are available for residents once a risk assessment is completed. You can contact the General Manager to arrange a risk assessment.

Some exit doors require a code to be in place for residents with cognitive impairment or dementia for their safety, depending on their condition.

Zero Tolerance to any type of Abuse

Ibis Care has a zero tolerance of any type of abuse in the homes whether it be verbal, physical, sexual, psychological, social, financial or neglect. We adhere to the expectations set out by the Australian Department of Health, Disability and Ageing under the SIRS reporting needs.

We encourage residents and relatives to report matters of abuse or suspected abuse to the Care Manager. Notification of assault or suspected assault will remain confidential.

Anti-Discrimination

We strive to provide an environment that is free from discrimination, bullying and harassment on the basis of sex, marital status, pregnancy, entitlement to unpaid parental leave, family or carer's responsibility, physical or mental disability, sexual preference, homosexuality, transgender status, race, colour, political or religious belief, age, national extraction or social origin, union or non-union membership, or the filing of a complaint against an employer due to an alleged violation of laws/regulations, or any other violation specified under anti-discrimination or human rights legislation.

All employees, volunteers, residents and stakeholders are to be treated with dignity, courtesy and respect. Ibis

Care will not condone any behaviour or actions that may offend, insult, humiliate, scare and/or traumatise another person or group of people.

Ibis Care does not tolerate any form of discrimination in the workplace or at any Ibis Care home.

Bullying and Harassment

Ibis Care does not tolerate any form of bullying in the workplace. All incidents and/or allegations should be reported to the General Manager.

Anyone witnessing activities that may constitute bullying have a duty to report such incidents. A thorough investigation will be conducted.

Unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin, sex, disability, sexual orientation, or some other characteristic specified under anti-discrimination or human rights legislation. It can also happen if someone is working in a 'hostile' – or intimidating – environment.

Lifting Equipment

Ibis Care has a 'No Lift' policy, therefore, if a resident is unable to stand and hold their own weight to transfer, change position or walk, staff will be required to use appropriate equipment which may include a mechanical lifter.

Staff are not permitted to lift residents in and out of private vehicles, as this puts both the resident and staff at risk. We recommend that residents who require lifting devices arrange for appropriate transport such as a

wheelchair taxi. Please contact the Care Manager for further information. For a resident (weighing greater than 150 kg) please be aware that if you require transport by ambulance, your transfer to the ambulance will be under the instruction of the ambulance officer.

Photos

Residents will be photographed for identification purposes after admission, and regularly updated to facilitate care, avoid risk of mistaken identity and ensure recognition of residents by care professionals. In addition, other photographs of residents in a social setting may also be used for display within the home, in digital and print media platforms and in the home's newsletters if those residents have provided consent for their photo to be published.

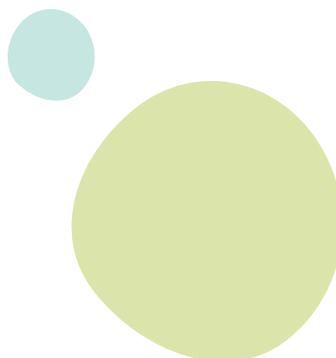
Privacy and Clinical Records

Privacy, dignity and the maintenance of the resident's independence is important to all staff members at Ibis Care. We are committed to ensuring the highest level of privacy and confidentiality in relation to resident and staff information. Our Privacy Policy is available upon request to the home's General Manager or see our Receptionist.

All resident records are deemed personal and sensitive and access is limited to health care professionals directly involved in the resident's care. The notes of the attending medical practitioner will be made available only with their approval or as required by law. The resident or their legal guardian may view clinical nursing notes only in the presence of senior staff as nominated by Ibis Care.

Ibis Care will only collect information as necessary for the care and service delivery of the residents and the payment of fees and charges as deemed appropriate. Ibis Care encourage residents to allow them to connect our clinical professionals with the resident's My Health Record. This consent can be provided by the resident or their supporter by logging in to their record at www.digitalhealth.gov.au.

For support or more information speak with the Care Manager.



Your Room, Belongings and Valuables



Clothing and Laundry

Residents or their supporters are asked to ensure that adequate and appropriate clothing is provided. As a guide, residents should be provided with comfortable, wash-and-wear clothing, which is suitable to be laundered in commercial washing machines and dried in commercial clothes dryers. Delicate items and woollen fabrics should be cleaned off-site.

Any clothing item contaminated due to infection will be laundered onsite in accordance with infection control procedures to minimise the risk of transmission to others. However, it is important to note that this process carries a potential risk of damage to delicate clothing.

The cost of repairs and replacement of clothes, dry-cleaning and ironing is the responsibility of the resident or supporter. Laundry is normally cleaned and returned to the resident in 2 to 3 days.

Residents and relatives are asked to check wardrobes at change of seasons and remove clothing not in use.

Appropriate footwear must be supplied to minimise the risk of injury through falls or slips. Ensure that footwear is supportive and in good condition

as inadequate footwear is often a contributing factor in fall related injuries.

To ensure resident clothing can be correctly identified and returned after cleaning we require all clothing items including underwear and socks to be labelled.

A form is provided in the admission pack, and further information is available on how to access the Ibis Care labelling service.

Upon admission we recommend bringing at least 7 full changes of clothes plus spare underwear and socks, for example 10 sets of singlets, underpants, nighties and pairs of socks.

Speak to staff about labelling of clothes and other personal items such as denture cases and shoes.



Electrical Appliances

Prior to bringing any electrical items or furniture into the centre, you must speak to the home's management to gain approval. The homes do not accept appliances with heating or cooling elements for resident use (unless prior consent is explicitly granted). Portable fans or portable heaters are not to be used unless supplied by the home.

Any electrical appliances brought in by residents must be tagged "safe for use" by a qualified electrician to ensure safety before it can be used. If the item is new you should bring evidence of the purchase and may still require tagging.

Safety requirements do not allow the use of extension cords, double adaptors or power boards unless supplied by the home. Only power boards with safety trips may be used. Cables from electrical items must not cause a trip hazard for residents or staff.

Valuables

Ibis Care recommend that Residents do not keep large amounts of money or valuables in their rooms. We will not accept responsibility for any loss or theft of money, valuables or any other items. Residents and relatives should consider insuring valuables should they decide to keep them in the Ibis Care home.

Maintenance Services

Ibis Care provides maintenance officers for maintenance within the home and its grounds. If you require any repairs, please ask staff. Ibis Care does not accept any responsibility for the maintenance or repair of any electrical equipment or furniture brought into the home.

Telephones and Other Communication Mediums

Ibis Care homes can make a phone line available in the resident's room. The resident will be responsible for all phone line and usage charges.

For information regarding computer connections and television streaming refer to your in-room guide or our other service offerings. Please speak with the Customer Relations Manager for further information.



Food, Nutrition and Hydration

Meals

All meals are prepared daily on site by our experienced Chefs. All residents are offered a varied, well-balanced diet that takes into consideration individual choices, needs and preferences.

Breakfast, lunch and dinner as well as morning, afternoon tea and supper are served fresh daily. Snack options and hydration are available all day and night.

Residents are offered appropriate supervision and assistance to meet their nutrition and hydration care needs.

All meals are nutritionally balanced and are attractively presented. There is a four-weekly rotating, seasonal menu. The daily menu is located in the dining rooms. Residents are encouraged to have input on the menu through resident meetings, surveys or at any other time.

Resident likes and dislikes are taken into account in the preparation of the menu and in meals served.

Visitors may bring in food at the discretion of management that meet food safety requirements. Please check with the staff. This will ensure that arrangements for storage of the food is appropriate and that any special dietary needs are able to be maintained. Please check on how the food should be labelled and/or recorded in a 'Food Record Book' at reception. For your own safety and protection, all foods,

which are not consumed within 24 hours, will be discarded. Please ensure that biscuits and lollies are stored in an airtight container. For additional information refer to the 'Food Safety Brochure' available from the Care Manager.

Visitors are welcome to have refreshments with the residents.

Alcohol

Alcohol is offered at special functions and mealtimes as appropriate or based on the resident's purchases. Residents are enabled to exercise choice and control over their lifestyle, but this must not infringe on the rights of other residents and staff.



Wellbeing, Entertainment and Leisure

Television & Radio

Television sets are provided in lounge areas for community viewing and the resident rooms have wall mounted televisions installed. Residents may bring in their own radio for personal use. Personal radios must be fitted with headphones where the required volume may be disruptive to others. Please refer to the section on Electrical Appliances.

Activities

Our lifestyle staff coordinate a comprehensive and creative lifestyle program. Our staff will assist in matters relating to the independence and mental stimulation of residents and work with the other members of the health care team in providing holistic care for each resident.

A program of varied activities is available in consultation with each resident. You are encouraged to maintain hobbies and interests, and your individual preferences are catered for where possible.

Regular outings are available for the enjoyment of residents. Relatives and friends are encouraged to join you in these activities and to assist with the activities if they so desire, under the direction of the Lifestyle staff.

Smoking

Residents who choose to smoke will be assessed to identify any risks associated with smoking. Residents are enabled to exercise choice and control over their lifestyle, but this right must not infringe on the rights of other residents and staff.

Residents who choose to smoke will be provided with a safe environment in a designated area. Staff may provide assistance and/or supervision while the resident is smoking.

Cultural and Religious Observance

Residents from all religious and cultural affiliations are welcome at Ibis Care and every effort will be made to assist residents to fulfill their particular cultural, religious and spiritual needs.

Individual interests, customs, beliefs, ethnic and cultural backgrounds are valued and fostered at Ibis Care. If you have any special requirements please discuss these with the Lifestyle Team or Care Manager. Ministers of Religion visit regularly and conduct services; details are available on the notice boards throughout the home.

Hairdresser

Hairdressing services can be provided. The hairdressing salon hours are posted on the resident notice board. Please advise the Lifestyle team if an appointment is desired. Payments will be charged to your next monthly bill.

Individual Risk

Ibis Care aims to provide a safe environment for residents, supporters, visitors, staff and external service providers. Residents may decide to participate in activities that may involve an element of risk. A Resident's decision to participate in risky or potentially risky activities will be assessed by staff.

Where applicable, these risks will be discussed with the care team, the medical practitioner, resident and/or supporter. Advice will be given by the staff to the resident and/or supporter if the degree of risk is such that injury may occur, and the advice made to the resident and/or supporter will be documented in the clinical record. In addition, a Risk Consent Form will be completed and signed by the resident and/or supporter. The "duty of care" for the resident, owed by all members of the care team, and the residents' rights will be taken into account when assessing risk taking by residents.

Our primary goal is to ensure each resident receives support to balance freedom of choice and risk taking with safety for themselves and other residents.

Newspapers, Magazines and Mail

Daily newspapers and magazines can be ordered through the local newsagent, who will send out a monthly account to each resident. Alternatively our staff can arrange a subscription for you to be added to your monthly bill. Staff deliver mail to the resident daily. Out-going postage services are available.

Visitors, Outings and Leave

Visitors to the home

Ibis Care follow directives provided by local and state Health Authorities in case of outbreaks.

Visitors are required to sign a visitors' book. It is requested that visiting children and pets are supervised at all times by their parent or carer to ensure their safety and that of the residents.

We ask that visitors agree to:

- Maintain each resident's right to privacy, dignity and confidentiality.
- Ensure that residents are able to retain their personal, civic, legal and consumer rights whilst maintaining active control of their own lives.

- Visitors must not provide care to any other resident that is not a family member. This includes providing assistance with moving, transferring, toileting, feeding or other personal and nursing care activities.
- Visitors are reminded that they are to refer to the home's staff regarding the care of residents so that residents and staff are not placed at risk.

Ibis Care management have the right to restrict access to the home if deemed appropriate with regard to the Statement of Rights or if a risk has been identified.

Your compliance with Ibis Care's Visitor Code of Conduct helps to maintain the caring environment and security of the facilities and the safety and welfare of all people with them.

Refer to the Visitor Code of Conduct displayed onsite, which outlines our expectations including:

- Behaviours that are considered threatening.
- Behaviours that are considered to be inappropriate.
- What will happen if you do not comply with the Code of Conduct.

Prior to going on an outing the home's Care Manager or Registered Nurse must be informed by the person taking responsibility for the resident during their absence. For long absences, notification both personally and in writing are to be submitted to the General Manager.

An Outing Register should be signed by the resident and/ or supporter when

leaving and returning. If staying out late, a Registered Nurse should be also advised.

Day leave: There is no restriction on the amount of day leave a resident may take

Social leave: Overnight social/personal leave can be taken for 52 days per financial year by permanent residents. The daily charges for accommodation remain applicable If social leave exceeds 52 days, residents will be required to pay the Commonwealth Subsidies in addition to all other fees and charges. Get more information about current visitor requirements at www.health.gov.au or see our Receptionist.



Shopping

Residents or resident supporters are encouraged to attend to their own shopping needs where possible.

Vehicles

Visitor parking is provided on site however, priority is given for ambulances, emergency vehicles and medical practitioners. Vehicles are to be parked in the allocated spaces and areas. Disability parking is provided, but limited spots are available.

Hospital Leave

There is no limit to the amount of hospital leave that may be taken by a permanent resident. The daily charges for accommodation remain applicable.





Respite Care

Respite care residents are unable to take any overnight leave whilst in the Ibis Care home. If a respite care resident is transferred to hospital, we are required to discharge the resident.

Financial and Legal Matters

Understanding Fees and Charges

It is important for you to understand that Ibis Care does not set the level of fees and charges for residential care services. The only fees we determine are the accommodation fees, higher everyday living fees, and any on-request service fees.

Fees and charges are prescribed by the Australian Government as per the Aged Care Act 2024 (Cth). Fees are usually made up of a basic daily care fee, a non-clinical care fee (which is offset against the government subsidy) and a hotelling contribution.

Each resident is likely to have different individual circumstances which determines what you pay. The current schedule of fees is included in the Resident Agreement completed by you and/or your supporter at the time of admission. Get more information at



www.myagedcare.gov.au

or see our Receptionist.

Accommodation Payments

This is for your accommodation in the home. Some people will have their accommodation costs met in full or part by the Australian Government, while others will need to pay the accommodation price agreed with Ibis Care.

Services Australia will advise which accommodation fee applies to you based on an assessment of your income and assets.

Payment of Fees

All fees are payable one (1) month in advance, and your bill is payable within 7 days of receipt. Payment will be accepted by direct debit to a nominated account. Late payment of fees may incur an interest penalty calculated at the rate provided for in the relevant legislation and as set out in the Resident agreement.

Managing Money and Financial Advice

Residents are encouraged to assume responsibility for managing their own financial situations as applicable to their medical condition and their choice to do so. You may want to consult with a financial adviser about your finances.

Refunds

When a resident leaves the home, any refunds due will be made by way of electronic funds transfer (EFT), to the bank account held in the name of the resident. In the event of a resident death, all monies owing will be refunded by EFT “to the Estate of the Late” after producing a certified copy of Grant of Probate or Letters of Administration. Where refundable accommodation deposits are paid, please refer to the relevant legislation and Resident Agreement for refund policy.

In both cases, the billing department must be notified in writing to enact any refund transaction. Please speak with the Customer Relations Manager for further information.

Substitute Decision Maker or Legal Representative

When entering an Ibis Care home, residents must appoint a substitute decision maker.

If the resident is unable to make decisions for themselves or to act on these decisions, the representative will be required to assume this responsibility.

If the resident doesn't have any close relative that can act as Substitute Decision Maker (SDM), an application to the NSW Trustee and Guardian could be made on behalf of the resident. This person will be the key contact for the staff, for any changes to the resident's care needs or condition. The SDM will be responsible for all decisions relating

to the resident's care, and financial management, in the case where the resident is unable to make their own decisions. The SDM is responsible for notifying other family members regarding issues relating to the resident.

Power of Attorney is a legal document that appoints one person (the attorney) to act on behalf of another (the principal or donor) in relation to their property and financial affairs. For example, the appointed attorney can buy and sell property and operate bank accounts. It does not allow anyone to make medical or life decisions for another person.

The attorney is someone you can trust - usually a family member or a close friend. You can appoint a Power of Attorney or an Enduring Power of Attorney. A Power of Attorney ceases to have effect if you lose the capacity to make decisions. An Enduring Power of Attorney continues to have effect if you lose the capacity to make decisions.

Advance Care Directives and Advance Care Plans

An Advance Care Directive is a legal document which outlines a person's preferences in advance, and contains instructions about healthcare and end-of-life wishes when a person is unable to make a decision. An Advance Care Plan is a statement made by a resident

expressing their wishes in relation to the provision of healthcare at their end-of-life. The person responsible is able to make the statement on behalf of a resident if they do not have the capacity to do so. An Advance Care Plan is a guideline only and can be changed at any time. The Resident's Advanced Care Directive should be provided to us upon admission. The Advanced Care Plan can be prepared together upon admission and regularly reviewed.

Bereavement and Funeral Arrangements

Ibis Care's staff can support residents and their families through a resident's end-of-life pathway. Ask our Receptionist for a copy of Ibis Care's Bereavement Pack.

Security of Accommodation (Tenure)

Every effort will be made to assist each resident to settle into their new home. It is expected that once admitted, residents will remain with us for as long as they require our care and services. Your Ibis Care Accommodation Agreement provides you with information about your tenure and this is in accordance with the Aged Care Act 2024 (Cth).

In Ibis Care Homes, should it be considered a change of bed or room is needed due to medical care reasons or incompatibility, a more suitable room placement will be discussed

with you and your supporter. It is the policy of Ibis Care that all residents will be supported to remain in the home. There are however, circumstances in which a resident may be required to leave including:

- a) Residents' long-term assessed care needs are not able to be met.
- b) The Resident no longer requires care as assessed by an Aged Care Assessment Team.
- c) Non-payment of fees.
- d) Intentional damage and/or serious injury to the care provider's property, staff or other residents.
- e) Continuous absence exceeding 7 days for reasons other than emergency or permitted as under the Aged Care Act 2024 (Cth).
- f) In the event of closure of your Ibis Care home.

In such situations and any other that may arise, we will assist you in making alternative accommodation arrangements.

In case of an outbreak, repairs, improvements or other extraordinary event occurs, we may temporarily relocate you to a different room.

Voting at Elections

When you move into your new home with us you will need to complete a change of address form and return it to the Electoral Commission. The forms are available from reception. We can arrange for "a postal voting service" and where possible, a voting booth will be available within the Home.

Work Health and Safety

Under national Work Health and Safety Legislation, 'Others' in a Workplace have the following responsibilities:

- Must take reasonable care of their own health and safety
- Must take reasonable care that conduct does not adversely affect others
- Must comply with instruction, so far as they are reasonably able.

Within the residential aged care centre, 'Others' includes residents, relatives and visitors.

Financial and Legal Services

Ibis Care and our staff do not provide any financial and/or legal services to residents or their supporters. If access to these services is required, the resident and/or their supporter can arrange their own appointments, with their preferred service.

Ibis Care staff are not permitted to witness any legal documents.

Other Services

Assistance with Travel Service

Staff can organise for residents to be accompanied by supporters to external appointments. If supporters are unable to accompany

a resident, the home can make arrangements for a staff member to escort the resident for which there is a cost which will be charged to the resident's account.

Sharing of News and Information

The home's General Manager provides a newsletter to residents and supporters each month by email and in print. They may also share news and announcements regularly by email, SMS, in online platforms, in monthly resident forums, telephone or in print. Our Leisure and Lifestyle staff will help you and your supporters to connect to the online platforms that we host such as social media channels and private groups, or communications applications. These are used share photos or residents from events and activities, as well as announcements and news. Get more information and follow us at [facebook.com](https://www.facebook.com) or ask our Receptionist.



Better Living Choices Program

In addition to the care and services you already enjoy as a resident of Ibis Care, we're pleased to offer our Better Living Choices program, available at our Blakehurst, Bexley and Mortdale locations.

This program provides a wide range of services to enjoy at any time for a daily fee, known as a Higher Everyday Living Fee (HELFF). This higher level of products and services includes:

- Social Club & Activities
- Health & Wellness
- Entertainment
- In Room & Personal Services
- Wine & Dine Experiences

Ask the General Manager or Customer Relations Manager for a full list of choices on offer, including the individual and on-request services price list.



Better Living Choices Program



About Ibis Care and Aged Care

Locations

Ibis Care Support Office

81 Railway St Rockdale
enquiries@ibiscare.com.au

Ibis Care Miranda

02 9549 4799
miranda@ibiscare.com.au

Ibis Care Blakehurst

02 9546 2159
blakehurst@ibiscare.com.au

Ibis Care Mortdale

02 9570 5555
mortdale@ibiscare.com.au

Ibis Care Bexley

02 9597 1655
bexley@ibiscare.com.au

Ibis Care Kirrawee

02 9521 2963
kirrawee@ibiscare.com.au

Ibis Care Independent Living Villas, Blakehurst

02 9546 2159
villas@ibiscare.com.au

For billing enquiries contact
the Ibis Care team by email
at billing@ibiscare.com.au



Standards

Ibis Care is under the guidance and governance of the Department of Health, Disability and Ageing and regulated by the Aged Care Quality and Safety Commission who set the Aged Care Quality Standards. These standards are focused on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services. The aged care quality framework focuses on the consumer and consumer-based outcomes. Get more information at www.myagedcare.gov.au or see our Receptionist.



Volunteers

If a member of your family or someone you know would like to be involved as a volunteer, please speak with the Lifestyle Coordinator who will outline legislative requirements and induction. We recognise that residents or relatives may like to give gifts to staff however we request that gifts are not given to individual staff members as Ibis Care policy states that staff are not able to accept the gift. If residents do wish to give a gift, it is preferred that it is something that can be shared by all staff, for example, flowers or chocolates. If you wish to recognise an individual staff member, please speak to the CEO or home's General Manager as we can arrange recognition through our staff recognition programs.

Staffing

Each member of staff is part of a team, motivated to provide quality care and services ensuring your comfort and happiness. A permanent workforce of appropriately skilled and qualified staff is available to provide care and services to residents. Registered nurses are on site 24/7 to oversee complex care needs. Ibis Care promotes a culture where learning, professionalism and best practices are vital.

Continuous Improvement and Quality Assurance

Continuous improvement and quality activities are part of our on-going

practice. Our philosophy of continuous improvement is leadership driven, embraced by all staff and encourages resident and representative participation. From time to time, residents and/or their supporters will be asked to participate by completing questionnaires or surveys to gain feedback about the quality of the care and services provided and to assist us in continually improving.

Your Rights in Aged Care

Statement of Rights

The Statement of Rights sets out the rights of all people receiving Government- subsidised aged care services. The Statement of Rights applies regardless of the type of care or service. The Statement of Rights; As a person using aged care, I have the right to:

1. Make your own decisions about your own life.
2. Have your decisions not just accepted, but respected.
3. Get information and support to help you make decisions.
4. Communicate your wishes, needs and preferences.
5. Feel safe and respected.
6. Have your culture and identity respected.
7. Stay connected with your community.

Specified Care and Services

Specified Care and Services are care and services that an approved provider of a residential care service must provide. These services are outlined in the Aged Care

Act and Quality of Care Principles. Get more information at www.health.gov.au or see our Receptionist.

Feedback and Other Support Networks

Give us Feedback and Suggestions

We are committed to enhancing the care and services we provide, and your input plays an essential role in this process. Your feedback, ideas and opinions are important to us and can support our commitment to making ongoing improvements to our services. We encourage you to use the various ways outlined further on in this handbook to give us feedback.

Resident Forums Advisory Bodies

Residents and Ibis Care community members can express their interest in joining our Consumer and Quality Care Advisory Bodies. These groups are legislative bodies which share feedback on consumer experiences directly to our governing board enabling us to address issues and continually improve our services. Your participation is voluntary, but we



encourage you to get involved. It's a great way to make sure your voice is heard and contribute to positive changes in our services

Monthly Resident Meetings

Residents also have regular meetings, focus groups and consultations with management to discuss matters of interest, general issues, air their views on how the community is functioning and to make suggestions. The views of the residents are actively sought in areas such as menu preparation, lifestyle programs, living environment, care and services.

Appropriate action will be taken where issues raised can be addressed. We encourage interaction between residents, staff and management so that we may be able to create and maintain a mutually beneficial productive relationship in which services may be continually improved and new ones introduced. Relatives and Supporters are invited to the meetings and are encouraged and welcome to attend when possible.

Meeting times are displayed on the noticeboards around the home and published in our newsletter.

Food Forums

We host food forums for residents and their supporters so that they have the opportunity to provide our catering team with feedback and suggestions about their

dining experience in the home. Residents are consulted as part of planning season menus and making general improvements.

Your feedback helps us understand how we're performing and where we can make improvements. Residents and their supporters, relatives, friends and legal guardians are welcome to speak with the General Manager about any matter so that we can manage any issues in an efficient and effective manner. Feedback and suggestions can be provided to us in the following ways;

- Speak to management in person at the home.
- Phone the management at the home.
- By email to feedback@ibiscare.com.au
- Online at www.ibis.care/feedback
- At the Resident and Representative Meetings.
- Using the form in the Feedback brochure found at Reception, and placed in the feedback box at the home.

Whilst we aim to resolve all concerns within Ibis Care, we respect your right to take the necessary steps to have issues addressed externally.

Making a comment, suggestion or complaint to the Board. You can:

- Write to the Board at:
The Board, Ibis Care, Level 2,
81 Railway Street, Rockdale NSW 2216
or email theboard@ibiscare.com.au

Lodge a complaint with the government agency

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

Visit www.agedcarequality.gov.au/making-complaint/lodge-complaint
or telephone 1800 951 822.

Lodge a complaint on-line:

www.agedcarequality.gov.au/making-complaint/lodge-complaint

Hearing or Speech Impaired, contact through the National Relay Service

Telephone Typewriter (TTY)
Phone 1800 555 677 then
ask for 1800 951 822

Speak and Listen
Phone 1800 555 727 then
ask for 1800 951 822

Internet Relay Users
Connect to iprelay.com.au
and enter 1800 951 822

Independent Support for Seniors

Older Persons Advocacy Network (OPAN)

OPAN provide free, independent and confidential support to older people receiving government-funded aged care.

Website www.opan.org.au
Telephone 1800 700 600

My Aged Care

My Aged Care provide the information and support you need to understand, access and navigate the aged care system. You can access My Aged Care online, on the phone or in person.

Website: www.myagedcare.gov.au
Telephone: 1800 200 422

Aged Care Quality & Safety Commission

Food, Nutrition & Dining Hotline
1800 844 044

Complaints and Concerns
1800 951 822

Website www.agedcarequality.gov.au
Telephone 1800 951 822

Translating and Interpreting Service (TIS)

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.

Please contact staff if interpreter services are required.





ibiscare

Blakehurst

02 9546 2159

blakehurst@ibiscare.com.au

Bexley

02 9597 1655

bexley@ibiscare.com.au

Kirrawee

02 9521 2963

kirrawee@ibiscare.com.au

Miranda

02 9540 4799

miranda@ibiscare.com.au

Mortdale

02 9570 5555

mortdale@ibiscare.com.au



Visit our website
www.ibis.care