



INCOMING RESIDENT'S BOOKLET

EDGARLEY HOME INC.

85 Jackson Street, Casterton VIC. 3311

Phone: (03) 5581 1211

Fax: (03) 5581 2050

Email: office@edgarley.com.au

TO NOT ONLY BE KNOWN FOR QUALITY CARE, BUT TO BE RENOWNED FOR IT

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Last Review: February 2021

Introduction

Edgarley Home Incorporated is a community based, not for profit aged care facility based in Casterton in Western Victoria. The facility was established in 1955 and now caters for 43 residents and 23 independent living units. We are overseen by a Board of volunteer directors drawn from the local community, with day to day operations being managed by a full-time Chief Executive Officer (CEO).

Edgarley is the second largest employer in Casterton and makes a significant economic contribution to the local community. It injects \$3m in salaries and a further \$800,000.00 into the local community annually. We currently have a staff of 60+ employed on a full time, part-time or casual basis, including Registered and Enrolled Nurses, Personal Care Workers, Administration, Environmental Services, Catering, Leisure and Lifestyle and Maintenance staff. Our staff are all qualified and have the opportunity to participate in training to learn the best practices and follow them at Edgarley, as we aim to provide our residents with high standards services through highly prepared staff members.

The decision to move into aged care is not easy, and Edgarley strives to develop a culture that respects our residents' independence, dignity and individuality. As an aged care facility, our role is to provide for the region's elderly citizens who, for various reasons, have found it challenging to remain in their home and require assistance with their daily care needs.

As an organisation, we are committed to providing person-centred care to meet our residents' individual choices, preferences, and health needs. Person-centred care promotes positive interaction between the carer and the resident and ensures the resident is actively involved in their care and supports their physical, emotional and spiritual needs.

Edgarley is committed to working in a partnership with you/your representatives to meet your needs and wishes. Edgarley encourages all potential residents to be actively involved in decision making throughout their stay. Resident satisfaction is our ultimate goal in maintaining and improving the quality of life for all people living at Edgarley.

We encourage potential residents to contact the Director of Nursing (DON) or the CEO and arrange a visit to the facility. You and your family members can be taken

on a tour of the facility and meet the staff and residents. We can lead you through the complexities of aged care and give you the information you need to decide to start the process of moving into aged care.

We would request that you take the opportunity to contact us and discuss your possible move into Edgarley.

CEO

Key Staff

The management and staff of Edgarley Home Inc. would like to welcome you and your family to our facility and trust you will enjoy our time with us.

We look forward to meeting your care needs and being of service to you. Listed below are our key staff, including our current Board Chairman.

Board Chairman	Alan Elijah
Chief Executive Officer	Susan Wray
Director of Nursing	Amanda Lee
Administration	Jacinta Bunnik

Contact Details

Edgarley Home Inc

85 Jackson Street. Casterton VIC 3311

Phone: 03 5581 1211

Fax: 03 5581 2050

Email: office@edgarley.com.au

Office Hours

Monday to Friday from 9.15 AM to 4.00 PM



Australian Government

Department of Health

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 adversely affecting the way I am treated

Elder Rights Advocacy

Free & Confidential aged care advocacy.

ERA can:

- Provide you with information and advice about your rights and responsibilities
- Help make informed decisions
- Support you to work through a problem

Phone toll free 1800 700 600 (not mobiles) or (03) 9602 3066

Email: era@era.asn.au

Website: www.era.asn.au

Philosophy

Strategic Focus

To be a quality and leading care provider in our community and to be recognised as an employer of choice.

Our Vision

To uphold positive values and provide care and services that enable residents to enjoy their time and stay in a supportive environment.

Our Mission

Our mission is to be responsive to the community's current care needs and to plan for those who need our care by maintaining our high standards and meeting all our obligations.

Organisational Values

People	Integrity, respect, humility
Resident	Empathy, care, respect, acknowledgment
Performance	Diligent, effective, caring, quality
Teamwork	Purposeful, integrated, focused, united
Care	Compassionate, inclusive, pro-active, and effective
Community	To be judged in a positive light and relevant to the community

Moving In

What to bring with you will depend on whether you are coming in for respite or permanent care.

- **Respite:** residents will need to bring enough clothes for their length of stay, toiletries, and other personal effects. Edgarley will supply a bed, lockable bedside cupboard, chair and television. Edgarley will also supply all linen, for example, towels, face washers, sheets, pillowcases, blankets and bedspreads. Respite residents are welcome to bring their own linen if they choose. Edgarley provides all cleaning and meals. Edgarley also provides a laundry service. Residents will need to bring all their medications and any other medical equipment or aids they require. Please ensure all items brought in are named clearly.
- **Permanent:** residents will need to bring clothes, toiletries and any other personal effects. Edgarley will supply a bed, lockable bedside cupboard and chair. Edgarley will also supply all linen, for example, towels, face washers, sheets, pillowcases, blankets and bedspreads. Residents are welcome to bring their own linen if they choose. Edgarley provides all cleaning and meals. Edgarley also provides a laundry service. Residents will need to decide what they wish to bring to make their room comfortable and suitable for them.

Accounts

Fortnightly/monthly accounts are to be paid through Direct Debit. Other arrangements can be made if a direct debit cannot be instigated. Accounts are paid in advance.

Accreditation Process

Edgarley is an accredited aged care facility under the federal governments Australian Aged Care Quality Agency. We are required to maintain our accreditation under the Aged Care Act, and accreditation audits occur every three years. During any year we are subject to unannounced spot visits. Residents and/or family representatives will be notified when Edgarley will be undertaking an audit by the agency and residents, and family members have the right to meet with assessors.

Activities

We hold activity sessions Monday through to Friday. The facility caters for group activities and individual interests. Activities include but not limited to:

- Bingo
- Craft
- Games
- Musical entertainment
- Outings
- Trips
- Exercise classes
- Cooking
- Gardening etc.

A monthly calendar of activities is included in our monthly newsletter. We also have our own bus for transporting residents to various activities and outings.

Card sessions are held each Tuesday from 1.30 PM. Residents and the broader community are most welcome to join the group.

An activity program will be developed for each Resident catering to personal needs and wishes. Edgarley promotes social, emotional, cultural, spiritual and physical wellbeing through their activity program.

Admission

Admission is between 10-11.00 AM or 1.00-2.00 PM unless prior arrangements are made with the Nursing staff. Please report to Administration upon arrival. It is helpful to nursing staff if a list of your medication is given to Edgarley a few days before admission to enable Edgarley to organise medications charts.

Advanced Care Planning

Advanced care planning is offered to all new admissions. Edgarley has trained staff members who will make appointment times with the Resident and their family or legal representative to discuss the procedure of advanced care planning. Appointing a medical power of attorney is beneficial prior to move into care.

Alcohol

Residents are requested to be moderate in their consumption. For residents with higher care needs, alcohol must be stored in the Clinic rooms, not in the Resident's room. Excessive alcohol consumption impacting on other residents will not be tolerated and may result in more suitable accommodation being needed.

Allied Health

Edgarley has several contractual arrangements with visiting allied health professionals. Allied health professionals include but are not limited to; podiatry, physiotherapy, dietician, continence, stoma therapist, speech therapist and others as they are required. Residents can have an allied health professional of their choice to visit the facility, or they can travel offsite for an appointment.

Bullying

Edgarley Home Inc. expects that any persons who attend its workplace, program or service for any reason are required to behave in an appropriate and respectful manner. EHI will take appropriate actions to investigate and address any incidents relating to occupational violence and aggression.

All persons are required to:

- Behave appropriately
- Promote a climate of mutual respect
- Report any concerns or breaches immediately, and
- Maintain confidentiality concerning any complaint or investigation

Chemicals

Residents are not permitted to bring chemicals into the facility. EHI has a list of chemicals allowed to be used in the facility, and we are audited, both internally and externally, to ensure we are complying with legislation and regulations. Included in the legislation and regulations are that residents cannot keep any chemicals in their rooms, all chemicals are to be stored in a locked cleaning room.

We also need to be aware of the effect chemicals may have on other residents and also the staff members.

Chemicals that cannot be brought into the facility, include:

- Insect Sprays
- Air Fresheners
- Cleaning Products
- Washing Products
- And any other aerosol sprays, liquids or creams

Church Services

Church services are conducted regularly. Times and dates of the services are included in our monthly newsletter. Edgarley respects the rights of all residents to undertake their religion, beliefs or spiritual practices and will endeavour to cater for individual choices.

Cleanliness of Rooms & Refuse

Residents are encouraged to keep their rooms in an orderly manner. Our staff can maintain tidiness if you are unable to maintain it yourself. Too much furniture can be at risk to the Resident and prevents environmental service staff from maintaining the room to appropriate standards. Environmental service staff will service rooms daily and whenever necessary.

Please ensure food scraps and the like are placed in a garbage bin. Newspapers etc. should be placed next to rubbish bins for disposal by Cleaning staff.

Comments/Suggestions/Queries/Concerns

Residents and relatives are encouraged to openly discuss any suggestions, queries, problems or concerns with the Unit Managers, DON, CEO or any other Edgarley staff member. Issues or concerns can be raised at the monthly Resident's meetings chaired by the CEO.

Residents and their representatives may also use 'We Welcome Your Comments' forms available from brochure stations located in the front office, Edgarley foyer, Cheers & William Anderson dining areas & the entrance to the Coulter wing. They can be placed in the Suggestion Boxes located in the Edgarley Reception Area and William Anderson dining area.

Residents can make verbal complaints, and the staff can assist residents in formalising comments and complaints in writing. Issues, concerns or complaints can be lodged with the knowledge they will be acted upon, treated in confidence with no form of reprisal. It is important to us that concerns and queries are dealt with in a prompt and efficient manner to ensure residents continue to live in a happy, safe and secure environment.

The Chairman of the Board can be contacted by the Resident and/or their representative if they believe the issue or concern is of a serious manner or they cannot raise the matter with Edgarley staff. Chair contact details are available from the administration staff. Residents also have the right to seek assistance from outside agencies if they feel their issues are not being addressed.

If a resident/representative do not feel they can make complaints or bring up issues to any of the above, they can contact the Aged Care Complaints Commissioner on 1800 550 552 or contact the National Aged Care Advocacy Line on 1800 700 600.

Commitment to Continuous Improvement

The Continuous Improvement Coordinator ensures we strive to improve all aspects of our service, systems, processes and care to our residents. We actively encourage and more than welcome the participation and involvement of residents and family representatives in the continuous improvement process. We utilise audits, surveys, questionnaires, Resident and representative comments & complaints forms, the opportunity for improvement forms, various meetings, maintenance forms, hazard forms, and incident reports to identify areas of improvement and act on them.

COVID-19 New Resident's Policy

Coronavirus (COVID-19) is a respiratory illness caused by a virus. Symptoms range from a mild cough to pneumonia. Some people recover easily, and others may get very sick very quickly. Elderly people are in the high-risk group. Therefore, to protect Edgarley's residents and staff members, Edgarley follows the Government directives at all times.

Please, discuss with the DON or CEO the restrictions in place, if any, at the time of your admission.

Doctor's Visits

Doctors from the Medical Clinics visit Edgarley weekly, Mondays and Thursdays and other rotating days during the week. Residents do have the right to see the doctor of their choice. Edgarley has trained nursing staff who carry out all doctors' instructions and review the health of our residents daily. Emergency medical issues are managed by the Registered Nurses with immediate treatments, referrals to doctors or hospitalisation as required.

After-hours medical assistance is available for residents if required.

Dress

Residents have a free dress code of their choice. Edgarley asks all residents to be respectful and mindful of other Resident's sensibilities when it comes to personal attire. With our laundering service being delivered every Monday, Wednesday and Friday, it is recommended residents have at least a week's supply of clothing in advance, particularly underwear. Residents/representatives are encouraged to be mindful of seasonal change and cater to all seasons. At times clothing may need to be moderated to cater to a resident's needs. Nursing staff will liaise with residents/representatives to discuss this need if it should occur.

Electrical Items

All electrical items brought into the facility will be checked and tagged by a qualified Edgarley staff member or their appointed contractor before use.

Refrigerators in rooms are negotiable with management. Residents can use communal fridges where staff will label and check food daily. Edgarley does not allow the use of electrical blow heaters as they are a safety hazard. If residents wish to have the use of a heater in their rooms, it is recommended they use an oil-filled heater supplied by Edgarley.

Fire & Other Emergencies

At Edgarley, you may hear alarm bells and/or sirens. This is our automatic fire detection system, which exists throughout the facility for your safety. These alarms automatically ring through to Casterton CFA, and a fire truck is dispatched immediately.

In the unlikely event that a major emergency occurs necessitating evacuation, our staff members are trained in such procedures, and an evacuation plan is set up for each area of the facility. Each room has an emergency evacuation plan displayed for residents to be aware of emergency procedures.

The fire alarm bells are tested every Friday morning.

Food Register

Edgarley has a **Food Register Book** located in the Coulter, Edgarley and William Anderson wings. The register books are for family representatives to record when they bring food onto the premises. Sealed items, for example, bought biscuits, do not have to be registered. Cooked food, for example, cakes, cream-filled items, seafood, pastries do have to be registered. This is required to allow staff to identify possible sources of contamination if a food issue occurs within the facility.

Furniture

Beds, a chair and a bedside cabinet are supplied in all rooms. Residents can bring in what they wish to furnish their room. Undoubtedly space is a premium, and only a limited amount of furniture will fit into the room, such as lounge chair, TV stand, bookshelf, and photographs. A television socket is installed in all rooms. Austar/Foxtel is available at a cost and is set up by the resident/representative. Telephone socket in every room. Connection and set up is to be sourced by the resident/representative.

Grounds & Gardens

The grounds around the facility are spacious, allowing for residents, visitors and their families to wander. There are shaded areas and garden seats for sitting outside on a nice day. Any resident wishing to tend a garden bed may do so. There is a pergola outside the kitchen area with dining chairs and table. BBQ is available. Resident/representatives welcome to have meals delivered there or to organise BBQ supplies with catering staff.

Hair Appointments

Hairdressers from salons around town visit Edgarley regularly for haircuts, perms etc. These appointments are made by our staff. Payment must be made on the day

of the service. Residents or representatives are free to make appointments with other hairdressers. The hairdresser can come to Edgarley if they choose.

Intimacy

Edgarley is committed to supporting the rights of the individual. These rights extend to maintaining or forming a relationship between consenting adults. All rights are respected regardless of age or coming into an aged care facility. Friendship, companionship and emotions are a part of a person's normal makeup, and this needs to be respected.

Edgarley will also support residents with dementia and ensure their rights are respected, and their safety and wellbeing are maintained.

Family consultation will occur as required once a relationship begins to form.

Resident's dignity and privacy will be respected, and we will ensure the Resident's emotional wellbeing is protected.

Insurance

Personal belongings are not insured under Edgarley Homes Insurance arrangement. Please ensure that appropriate insurance coverage is sought to cover your own contents and personal property item.

Ladies Auxiliary

The Edgarley Ladies Auxiliary meets every month to raise money to donate to Edgarley to purchase equipment or other nominated projects. They hold a range of activities and events, and residents are more than welcome to join the auxiliary or attend any of their functions.

The Ladies Auxiliary also provides a well-stocked shopping trolley. Every Tuesday morning, the trolley is taken through the facility to enable residents to purchase small personal items or snacks.

Laundering of Personal Clothing

Edgarley provides a laundry service for all of our residents. The laundry is outsourced to Casterton Laundromat, and the service is operated three times per week, Mondays, Wednesdays and Fridays. All clothing items will be tagged by Edgarley staff with heat press laundry tags. There is a one-off payment for the

supply of tags and placing the tags on the clothing. Please inquire at the reception of the cost.

Any resident wishing to do their own laundry may do so in the Resident's laundry located on the southern end of the Edgarley unit block. A family member may do a resident's washing offsite. Any item requiring dry cleaning can be arranged by the Resident at their cost.

Families, Guests and Leave of Absence

Residents and guests are welcome to visit at all times. Tea/coffee making and lounge facilities are available for such use. Guests are welcome for meals, notice is required, and a minimal cost is applied. During palliation, meals are supplied to the family free of charge.

An indemnity form is signed on admission.

Day Leave: Residents can leave the facility at any time to visit or go out on business. For safety reasons, staff should be personally informed of the destination and expected length of absence. Residents need to speak to staff about medications required for an outing.

Overnight Social Leave: Residents may be absent from the facility on social leave for 52 days in one financial year without affecting their fees. However, if you wish to retain your place at EHI for any social leave that excess 28 days in one block (or 52 days in a year), you must make prior arrangements with CEO/DON. If able, a notice of leave needs to be given to care staff to enable staff to organise your medications for leave.

Hospital Leave: If a resident is hospitalised, the resident's place in the home will be retained for the Resident. Arrangements are made for continuing payment of fees. Hospital leave is unlimited.

Funeral Services

Edgarley Homes Inc. provides services for funerals/wakes individually; please discuss with the Director of Nursing and CEO.

Linen

Edgarley supplies all linen for the residents. It includes sheets, blankets, bedspreads, pillowcases, towels and face washers. Residents can bring in their own linen if they choose, items must be named clearly.

Mail

Mail is delivered daily to Edgarley and distributed to residents by Edgarley administration staff. Residents can collect their mail from the front office if they wish. Edgarley staff can post letters for residents (at Resident's expense), or residents can post them in the mailbox located at the front of Edgarley in Jackson Street. Mail is collected daily from the mailbox at 11.30 AM by post office personnel.

Mandatory Reporting

Edgarley and its staff have a legal obligation and responsibility to report all suspicions and allegations of abuse to the Police and the Department of Social Services within twenty-four (24) hours of becoming aware of a problem.

Mandatory reporting is deemed to occur when:

- A resident alleges that an assault has occurred; a staff member or volunteer observes an incident.
- A staff member or volunteer is suspicious of an incident occurring, e.g. Resident distressed, clothing torn, bruising or family representatives have a suspicion.
- A resident is extremely fearful or wary of a particular person, staff member or another resident.

All suspicions and allegations of abuse must be reported to the Supervisors/DON/CEO immediately.

Mandatory reporting also extends to poisoning, missing Resident, gastroenteritis outbreaks, influenza outbreaks as per Edgarley's Mandatory Reporting Policy.

Meals

All meals are prepared in the main kitchen and distributed to the dining rooms in the areas. Each area has times for the delivery of meals. Residents choose their meals

and are supplied with breakfast, morning tea, lunch, afternoon tea, dinner and supper. Special dietary needs are catered for and will be provided for residents who require a specialised diet for medical or other reasons.

All food which is kept in rooms must be stored in sealed containers. See staff for the storage of perishable foods.

Visitors can arrange to have a meal at the facility for a nominal charge and once ordered on the day before. However, when visiting a resident in palliative care, this rule does not apply, and the meal is free of charge and can be ordered upon arrival at Edgarley.

Medication

Please bring all of your medication with you on admission and give this to the staff. All medications handled by the staff of Edgarley are dispensed through the Webster System set up by the local pharmacist. We would appreciate a Medication List faxed or mailed to Edgarley by your current treating doctor prior to your arrival.

Residents can self-medicate if a Medical Officer has deemed the Resident capable. A locked drawer will be provided in your room to keep medications in; this must be kept locked at all times.

Residents are requested to inform the Director of Nursing of all medications in their possession. Any medications/vitamins/herbal treatments brought into the facility must be written up in the medication chart. Out-of-date or unused medication is unsafe and must be disposed of correctly.

The family is discouraged from bringing additional medications into the facility for their loved ones. If families feel other medications would benefit their loved one, they are encouraged to discuss this with the nursing staff or the treating doctor. Unaccounted medications bought into the facility can have serious consequences for residents.

Newspapers

Any resident wishing to receive a newspaper or magazine may arrange for delivery through the local newsagent. All subscriptions are at the cost of the Resident. A communal newspaper is supplied daily to all areas to be shared for the Resident's convenience.

Our monthly newsletter is distributed at the beginning of each month for the residents to be informed on what is happening at Edgarley.

Palliative Care

Edgarley provides a palliative care team consisting of qualified nursing staff and regular reviews with the doctor; family are invited to participate in the residents care.

Palliative care is provided for all residents in an individual manner, and they receive 1-1 care throughout this stage of life. Resident and family wishes during palliation will be respected and maintained to the best of our abilities. A palliative approach is supported at Edgarley, and palliative pathways are used during end-stage palliation.

Edgarley will respect the Resident's end of life wishes and ensure residents pass away with dignity, respect, and effective pain management. A holistic approach will be taken to respect Resident's values, beliefs and spiritual/cultural needs.

Pets

Edgarley allows residents to have their pets move in with them, subject to the CEO/DON's approval. All pets must be healthy, disease-free, vaccinated, vet checked, well behaved, non-aggressive, must not disturb other residents or staff and have a care plan agreement drawn up by the facility

If the pet disturbs residents or staff, the CEO and DON will investigate the matter, and the Resident can be asked to have the pet removed from the facility.

Residents are responsible for the pet and must:

- Maintain and look after the pet, including yearly vaccination, routine fleeing, and worming as per the pets care plan agreement.
- Make suitable arrangements for the pet to be cared for if the Resident is away from the facility for more than one day (not Edgarley staff).
- Have in place arrangements for the pet to be removed from the facility if the Resident passes away.
- Be responsible for all costs associated with the pet's care.
- Ensure the pet behaves acceptably.

Privacy

Edgarley is committed to respecting the privacy of your personal information.

It is bound by a set of National Privacy Principles and Victorian Health Privacy Principles that establishes the benchmark for how personal information is to be handled. Edgarley has embraced these principles as part of our standard operating procedures.

All personal information that enters Edgarley is dealt with uniformly, and the highest regard is taken for maintaining its security at all times.

Our organisation holds contact information about its clients, including date of birth, next of kin information and medical records. It also holds limited financial information.

Only appropriate staff have access to this information, and strict confidentiality policies bind them.

Our organisation holds this information to process applications for residency, assess the level of medical care appropriate to clients' needs, and make decisions about the level of funding that a client will be entitled to receive.

From time to time, our organisation may disclose some of this personal information to the Commonwealth Government or its agencies. It will be undertaken according to the provisions of the Aged Care Act or other relevant legislation to inform decision-makers about funding and medical care. The Commonwealth Government is also subject to laws dealing with privacy and has its own policies that are designed to safeguard your personal information.

All complaints are taken seriously, and we will endeavour to deal with them promptly. In some cases, we may require that you put your complaint in writing.

It is our organisation's policy that all requests for access to information will be made in writing. Please contact the CEO or DON to arrange for access to information.

Personal privacy is a right and is respected at Edgarley. Information about residents will not be discussed in public areas. No staff member will enter a resident's room without invitation or consent. Medical treatments will be carried out in the privacy of the resident's rooms. Family and visitors have the right to have privacy during visits. Residents are respected with privacy during spiritual meetings and cultural rites.

Resident Monthly Meetings and Open Disclosure

Resident meetings are held monthly on the first Wednesday of the month to discuss matters relating to life at Edgarley. A newsletter is provided monthly and is sent to

families and representatives. A "Resident Informative Report" is placed in all living areas monthly and is attached to the monthly newsletter. These reports inform the residents/representatives of current information on falls, infections, staff education and other reports that have arisen during the previous month. The nursing staff work closely with residents/representatives to keep them informed of all medical information to enable them to make informed choices about their health and treatments.

Resident Care Planning

After an initial settling over a period of one week, residents will be assessed for 21 days by staff to determine their individual care needs. Nursing staff will use information gathered by assessments, care staff observation and work in partnership with the resident/representative to make a comprehensive Care Plan. This care plan will highlight the resident/representatives choices in the care that the Resident requires to maintain their physical and mental health and their cultural, spiritual, social and emotional wellbeing.

After the Care Plan is developed, the resident/representative will be asked to review the Care Plan and, if satisfied with it, sign a Care Plan review form. The care plan is reviewed as regularly as the resident/representatives nominate. Standard practice is the Care Plan is reviewed through "Resident of the Day" process, on an annual basis and whenever care, emotional, health, social, spiritual or cultural need changes. The Resident's next of kin is consulted when there is a "Resident of the Day" review, or a review of Care Plan is requested by the Resident. Residents that wish can review their own Care Plan through the "Resident of the Day" process and at annual review or when Care Plan review is needed. Residents who are unable to speak for themselves will have their representatives contacted for all reviews.

Security

Edgarley operates seven days a week and has staff available 24 hours of the day. External doors at the facility are open daily from 6.30 AM and are locked at 6 PM during winter and 8 PM during daylight saving. Access to the facility outside these hours is through ringing the doorbells.

Smoking

Smoking is not permitted inside any building of the facility. There are designated areas for residents who wish to smoke. Our smoking policy is designed to ensure residents who choose to smoke, can do so in safety. Edgarley respects the Resident's right to smoke but is also respectful of the rights of non-smokers.

Telephones

Residents can arrange to have a telephone connected in their room at their own expense. Connection points are installed in every bedroom. Residents who do not have a telephone can arrange to make or receive calls through Edgarley. This may incur a charge, depending on the call.

Toiletries

Residents are supplied with basic toiletries that can include; talc, shampoo, conditioner, toothpaste and other personal items. All other items, such as perfume and makeup, or preferred brands of basic toiletries, are to be brought in by the Resident at their expense.

Trained Staff

Appropriately trained staff are on duty throughout the facility 24 hrs per day, seven days a week.

Edgarley has staff qualified in many aspects of health care:

- Registered Nurses
- Enrolled Nurses
- Continence Advisor
- Aural Health coordinator
- Oral Health coordinator
- Catheter Insertion and Catheter Care
- Stoma care
- Wound Care
- ECG's (Electrocardiogram)
- Venepuncture

Transport

Edgarley has its vehicles that can only be used to transport residents in special circumstances, medical appointments, or planned events. Resident's families can transport a resident to and/or from the facility for appointments etc. if they wish. At times cars may not be available for appointments, and family members will be contacted.

Valuables & Money

All items are to be listed on the Valuables List form prior to admission. If any items are given away or sent home at any time, please inform Edgarley staff, and they will be deleted from the list.

Residents can have money in their room, but they are responsible for its security.

Alternatively, residents can utilise the Edgarley petty cash system to manage their money.

Any valuables or monies that are left in Resident's rooms are made so at the Resident's own risk. Edgarley strongly encourages residents to use the locked drawer in their rooms to store money/purse/wallet and valuables. Edgarley does not take any responsibility for any thefts unless it can be proven an Edgarley representative was responsible.

Visiting Hours

Visitors are permitted at all reasonable times. Visitors are to call into the administration office, sign the visitor's register and collect a visitor's pass. This allows us to identify any visitors on the premises to ensure Resident, staff and visitor safety. Out of office hours, visitors are to ring the doorbell for the staff to admit them to the facility.

Volunteers

Edgarley has several volunteers who assist staff with a range of functions and activities, for example, obtaining books from the library, reading to the visually impaired, shopping, interaction and conversation.

Voting

A polling booth is made available on the premises for ease of voting. If you require your name removed from the electoral roll, please contact the Australian Electoral Commission.

Your Health

During your residency at the facility, your health will be carefully monitored, and your level of care will be adjusted as required in consultation with the resident/representative. If this happens and provides the appropriate level of care you require, it may be necessary for us to move you to another area to cater to your individual needs. This will be done in consultation with you, your family and any other representative you wish to be present.

Leaving a Donation in Your Will

Leaving a donation in your will or *in lieu of flowers* is a voluntary goodwill gesture, it is your decision, we are asking you only to consider this request, after consultation with your family and/or representatives to ensure it is what you wish to do and it does not cause any family conflict.

You may have a specific donation in mind and are welcome to consult with the CEO/DON to clarify your decision.

Edgarley is always appreciative of any donation as it allows us to provide better services and equipment for the Resident in our care.

In Lieu of Flowers:

You may also consider requesting for people to make a donation to Edgarley instead of purchasing flowers; this is a simple and effective way to contribute. To make this task easy, we have prepared envelopes that can be made available at your service for attendees to take with them and forward to us.

Financial Information

There are many financial and legal decisions to be made before moving into aged care. It is recommended you seek assistance from appropriately qualified professionals, e.g. accountants, lawyers, to be fully informed of the aged care industry's financial considerations before committing to a move. Contact the CEO to arrange an appointment to further discuss your financial position. There are several options open to you, and we can tailor a suitable financial arrangement to suit your requirements.

You will need to complete a Centrelink form, Permanent Residential Aged Care Request for Combined Assets and Income Assessment. This form outlines income, assets and liabilities and is the basis for our financial negotiations. All residents moving into EHI will require to have completed this form. The form can be found on the Centrelink website or from EHI.

Where to Find Information

Information regarding moving into aged care can be found on the federal government website www.myagedcare.com.au or www.edgarley.com.au

Aged Care Assessment Services (ACAS):

The first step to moving into an aged care facility is to have an ACAS undertaken. These assessments are conducted by an independent body and assess the person to determine their care needs. They are assessed through an interview process and areas covered through a series of questions include any limitations, assistance, current medical diagnosis, living environment, cognitive and psychological behaviours, nutrition, mobility and a range of other factors. The assessments involve a one-on-one meeting with a potential resident. It is highly recommended that the Resident be supported through this process by having a family representative with them during the interview.

An ACAS will only be required to be undertaken once.

For a person to access Commonwealth funded residential care or residential respite care, they must first be assessed as eligible by an ACAS. Their phone number is (03) 5320 3740.

Equity Statement

We give an undertaking, endorsed by the Edgarley Home Inc Board of Management that no person requiring our services will be denied entry based on their financial position. We are a community-based organisation that exists to serve the community, and we take this base guiding principle to heart. If you require care contact Edgarley and we can discuss and reach an agreement that is suitable for all parties.

Negotiating

As part of the move into aged care, there is a requirement to establish a Refundable Accommodation Deposit (RAD) level a resident may need to pay. Please refer to Dot Point 3 for the clarification of RADS. The level of RADS of \$300k and \$180k is a maximum figure and not what has to be paid.

To enable your transition into aged care, we will need to establish a level of RADS. While we have set a RADS amount, this is not a stipulated amount, and we are very much open to and will negotiate with you. We wish to negotiate an arrangement with you that is suitable for both parties.

Please feel free to negotiate with us, and we will negotiate in good faith, and you can rely on our equity statement as a basis for all negotiations.

Aged Care Approval

The approval as a care recipient will stipulate one or more of the following:

1. Respite Care

Respite is designed for people who require care for various reasons, i.e. recovery from a hospital stay, their carer going away, they require some short-term assistance. Eligible people are allocated approximately 63 days per financial year, depending on their status, i.e. pensioner, Department of Veterans Affairs (DVA) etc. Respite residents are classified as either low or high care. Low care respite residents pay for their own products, e.g. toiletries and appointments for any allied health service, e.g. physiotherapist, podiatry etc. Respite residents cannot be asked to pay an accommodation payment.

EHI charges respite residents the daily care fee.

2. Residential Care

Residents are assessed as requiring permanent residential care. There is no classification of high or low care. The level of the Resident's care requirements will be determined through the Aged Care Funding Instrument (ACFI) conducted by Edgarley Home Inc staff. The assessment is a set procedure defined by Medicare and EHI is subject to audits on this process by independent auditors to ensure we are applying the correct criteria for the Resident.

3. Daily Care Fee

The daily care fee is currently set at \$51.63 and is set by the federal government. All residents entering into an aged care facility anywhere in Australia will pay the daily care fee. The fee is altered twice per year in line with pension increases.

4. Refundable Accommodation Deposits (RADS)

All aged care facilities across Australia, by law, must determine a price for their rooms and lodge these prices on the Government's "My Aged Care" website - www.myagedcare.gov.au. Edgarley has determined its room's prices at \$300k for Edgarley, Cheers, LAW and William Anderson Wings and \$180k for our Coulter Wing. These are the maximum amounts we can charge. The final amount will be **negotiated between the facility and yourself or your representatives.**

If you choose to make your payment as a lump sum, this is called a RAD. A RAD works like an interest-free loan to an aged care facility. The RAD's total is refunded to you or your estate, less any amounts you have agreed to have been deducted, on leaving the facility.

The federal government will conduct an assessment of your income and assets, and they will advise you and the aged care facility if you can be asked to pay towards your accommodation costs, and if so how much. If you are required to pay for your accommodation, you will now have greater choice in how you pay. You can pay your accommodation payment by either a lump sum payment (RAD), a payment schedule (DAP) or a combination of the both.

If you are required to pay an accommodation payment, you will have 28 days from the day you entered care to decide on your payment method. Aged care facilities cannot refuse you a place based on how you want to pay for your accommodation.

Until you decide on your ongoing payment method, you will need to pay your accommodation costs by DAP's until you have decided on your ongoing method of payment.

The RAD, less any payments made during the stay of the Resident, is repaid to the Resident when they leave the facility.

5. Daily Accommodation Payments (DAPS)

Based on our RADS of \$300k and \$180k, the DAPS equates to \$45.53 per day and \$27.32 per day respectively.

Instead of paying for your accommodation as a lump sum you can choose to pay as periodic payments. The amount you pay is based on a daily rate which is why this type of payment is called a DAP. However, you will pay in instalments up to a month in advance, as agreed with your service provider. DAPS, unless you have paid in advance, are not refundable if you leave the aged care home.

You may choose a combination approach to pay the RAD and you can make your DAP out of your RAD. If you choose a combination approach, there is the option to have your DAP taken out of your RAD. This will mean that the total amount in your RAD will be reduced over time as your DAP is deducted.

As your refundable accommodation deposit is reduced, your provider may ask you to top up your refundable accommodation deposit or pay a higher daily accommodation payment.

RAD and DAP Calculations:

RAD = \$300,000

DAP Calculation – RAD x Maximum Permissible Interest Rate (MPIR) / 365

= \$300,000 x 5.54% / 365

= 45.53 per day.

RAD = \$180,000

= \$180,000 x 5.54% / 365

= \$27.32

6. Refundable Accommodation Contributions (RACS)

This is similar to a RAD. The difference between a RAC and a RAD is that a RAC is when a person who is receiving Australia Government assistance with their accommodation costs, makes a 'contribution" towards their accommodation costs.

7. Daily Accommodation Contribution (DAC)

This is the contribution residents would need to pay if they are also receiving Australian Government assistance costs.

8. Maximum Permissible Interest Rate (MPIR)

The MPIR is set by the federal government and is the maximum interest rate a facility may charge on RAD and/or DAP outstanding monies. If this charge is to be used, Edgarley can negotiate with you to determine an agreeable rate acceptable to both parties.

The MPIR is altered quarterly in line with changes to the pension rate. The MPIR is reviewed every quarter and can vary in any given year.

9. Means-Tested Care Fee

This is an extra contribution towards the cost of care that residents may need to pay, on top of the daily care fee. The means-tested fee is based on an income and assets assessment. Centrelink undertakes this through their Permanent Resident Aged Care Request for a Combined Assets and Income Assessment form.

10. Combination Payment

You can choose to pay for your accommodation as a part lump-sum RAD and part DAP. The DAP can be deducted from the RAD.

The same applies to the payments of RACs and DACs.

11. Seek Professional Advice

The payment method, which is most suitable for you, will depend on your personal and financial situation. We would strongly recommend you seek professional advice from a qualified person, e.g. financial adviser, bank advisor, accountant or a lawyer before you make a decision. Researching the option that

best suits your particular circumstance will make the process of moving into care more enjoyable and without any complications.

12. Income and Assets

Anyone entering an aged care facility Australia-wide will have to complete The Residential Aged Care Request for a Combined Assets and Income Assessment form. A copy is attached. You may seek assistance with this form through Centrelink or the Department of Veteran Affairs.

13. Annual and Lifetime Caps

Annual Cap: The maximum means-tested care fee you can be asked to pay each year is \$27,532.59. This cap is indexed. Once this cap is reached, you cannot be asked to pay any more means-tested care fees until the next anniversary of the date of your first entry into an aged care facility.

Lifetime Cap: The maximum means-tested care fee you may be asked to pay is \$66,078.27 in your lifetime. This cap is indexed. When you have reached this lifetime cap, you cannot be asked to pay any more means-tested care fees.

The annual cap may see some people paying and then stopping for a period of time, paying again and then stop paying for the remainder of the year, start paying again and then stop paying once they hit either their lifetime or annual limit or both.

14. Extra Services

Facilities may choose to negotiate with residents to provide extra or higher standards of service. These may include upgraded accommodation, hairdressing, paid TV in rooms, exclusive menus or a range of other services.

15. Supported Residents

Assets below \$49,500 and Income below \$27,284.40 is a fully supported resident.

Once the assets or income exceed the thresholds listed above, please see dot point 16.

The government will pay the difference between the Resident contribution and up to \$50 as a supplement.

16. Non-Supported Residents

Non-supported residents are those residents who have assets above \$49,500 and income above \$27,284.40. The following formula is utilised:

50 cents per dollar above \$27,284

17.5% of assets between \$49,500 - \$168,351.

17. Self-Funded Retirees

Care contribution is income and asset tested; people cannot be asked to pay more than their cash flow. The annual limit of \$27,532.59 and a lifetime limit of \$66,078.27 will apply.

18. Residential Agreements

Residents will be required to enter into a signed agreement with their aged care facility. The agreement will set all the rights and responsibilities of the residents and the facility and most importantly, the financial arrangements for the duration of the residents stay. A copy of a signed agreement will be given to the Resident.

19. Disclaimer

This document is to provide information and to act as a guide only. It is not to be relied upon in making of any decision by any person. The information provided in this document is based on current advice from the Department of Social Services. The contents of the information may change from time to time, and it is up to the individual to make themselves available of up to date information.

Before any person, reading this document and deciding to move into aged care, they must seek their own independent advice.

Attachments

Investment Policy and Strategy for The Management of Resident Bonds or RADS

In these policies or statements bonds means either bonds or RAD's.

Purpose

This Investment Policy and Strategy stipulates the mandatory requirements for the management of Edgarley Home Incorporated (EHI) Resident's accommodation bonds. All investment activities shall be exercised with due care, diligence and undertaken prudently.

EHI will not engage in any speculative investment activity or participate in schemes that are considered to be high risk or that expose the original principal sum to undue investment risk or potential loss.

The policy is intended to safeguard EHI's cash and investments portfolio, strive to achieve appropriate earnings and manage cash resources to ensure sufficient liquidity to meet EHI obligations and requirements.

The policy reinforces EHI's ongoing commitment to maintain a conservative risk and return investment portfolio as an important component of its ongoing prudent financial management practices.

The policy is intended to conform to EHI's financial position and financial commitments, current legislative constraints and specifies our investment goals for the forthcoming years.

Scope

Investment of funds is carried out under the guidance and approval of the EHI Board of Management (the Board), through the Finance Sub-Committee. This policy applies to all managers, employees and sub-committee members who actively manage the investment funds or have the responsibility for employees who actively manage the investment funds.

All investments will be under the direct control of the Board unless this task is properly delegated or outsourced. The outsourcing of investments must be approved by a 75% majority vote of the Board or can be delegated to an appropriately licensed

financial advisor as moved by a 75% majority of the Board. The motion and vote are to be recorded in the Board minutes.

Investment Controls

The following internal control practices are in place to ensure good governance and allow a transparent and clear investment performance measurement:

- Policy content
- Delegated authorities
- Monthly reporting
- Investment reviews
- External audit
- Annual meeting with financial institutions and external auditors

EHI will maintain an appropriate level of fraud insurance as reviewed by the Board on an annual basis.

Policy Content

Investments must be limited to deposits or investments in products offered in the normal course of business by authorised deposit-taking institutions (ADI) as approved by the Australian Prudential Regulation Authority, e.g. banks.

All investments will be limited to the following products offered by ADI's:

- Cash-including fixed interest term deposits, bonds
- Cash management trusts

Such investments are to be made in accordance with this policy, taking into consideration the following:

1. In determining appropriate investments the Board is to consider the allocated rating of the proposed investment, and, as a minimum must invest in ratings no lower than long term AA or equivalent;
2. Having a low expectation of negative returns in any twelve months period
3. Having proper regard to the risks associated with the investments given EHI's objectives and cash flow requirements;
4. Having proper regard to the composition of EHI's investment portfolio, including

diversification of the investments;

5. Having proper regard to the liquidity of EHI's investments, given its cash flow requirements,
6. Having proper regard to the ability of EHI to meet its current and prospective liabilities, including potential resident bond refunds; and
7. Before investing in any particular asset, having due regard to the balance between risk and return so as to maximise the rate of return of EHI's funds subject to an appropriate level of risk; and

In determining appropriate investments, the Board will be mindful of government guarantees that may cover deposits and cash management funds. Government guarantee arrangements may alter from time to time, and the CEO is to monitor any changes and advise the Board of any guarantees that may cover any upcoming investments. Guarantee information will be included on the Statement of Investment sheet.

All investments will meet the legal requirements as outlined in the following Acts and Principles:

Aged Care Act 1997: Section 57, 17A, Division 8A of the User Rights Principles 1997

User Rights Amendment Act 2011: Schedule 1, Part 2

User Rights Principles 1997: Division 3, Subdivision 3.4

User Rights Principles 1997: Section 23.38A, 23.38B, 23.40, 23.42, 23.43 & 23.40(1)

Delegated Authorities

The following process is to be adopted in investing funds of EHI and must be done so in accordance with the investment policy and strategy;

The CEO will prepare a statement of investment that includes the amount to be invested, term of the investment, interest rate and name of financial institution. The statement is to be tabled at an EHI finance sub-committee meeting for discussion. The investment, if recommended by the finance sub-committee, is submitted to the Board for their ratification. No investment can be made unless it is approved by the Board and duly minuted.

The CEO is responsible for ensuring the investment is carried out as per the Board instructions.

Evidence of the investment will be tabled at the next available finance sub-committee meeting.

Measurement of Investment Performance

Direct investments will be held through to maturity unless there is a need to access the investment. The decision to break an investment will be approved by the Board of Management or in certain urgent circumstances by the Chair of the Board, Chair of the Finance Sub-Committee and the CEO. This decision will be endorsed by the Board at its next meeting.

Investments will appear in the monthly financial statements, tabled at both the Finance and Board meetings.

Disclosure Standards for Residents

A copy of this policy and strategy, together with a Disclosure Statement, will be sent to all existing residents of EHI and the new documentation will be included in EHI's Resident Admission Pack for their information. Within seven (7) days of a request by any resident who has previously paid a bond, EHI will deliver a current copy of this policy.

Review of Investment Policy and Strategy

This policy shall be reviewed by the Board annually and within a reasonable timeframe after the occurrence of one of the following events;

- If there is a change to the executive decision makers
- If there is a change in key personnel with responsibilities for managing accommodation bonds
- If there is a change in the objectives of the investments
- If there is a significant devaluation of any of the financial products invested in.

Amendments

Any amendments to this policy will require approval by 75% of the Board.

Aged Care Accommodation Bonds Disclosure to Residents (Existing and New) and Family Representatives

Edgarley Home Incorporated (EHI) is the approved provider for Edgarley Home Inc. Under the Aged Care Act 1997 (The Act), residents and prospective residents or their representatives are entitled to receive particular information from their approved provider on request.

This includes, in relation to the previous financial year:

- A summary of the permitted uses for which we have used accommodation bonds.
- Information about whether we complied with requirements for permitted uses of accommodation bonds, and with the prudential requirements for accommodation bonds.
- Information about the number of accommodation bond balances, if any, that were not refunded in accordance with the timeframes set by the Act. For entry contributions (payable before 1997), information about the number, if any, that were not refunded in accordance with the entry contribution agreement.
- A copy of the independent audit opinion on our compliance with the prudential requirements for accommodations bonds.
- Our most recent statement of audited accounts.
- Liquidity statement.

We must also provide:

- If you have already paid an accommodation bond, a copy of your entry bond register.
- From the 1st February 2012, if we invest accommodations bonds in particular kinds of permitted financial products, our investment objectives and the asset classes we may invest in.

Residents, prospective residents or their representatives may request any or all of the available information. We must provide the information within seven days of the request, and the information must be correct at the time of the request.

If you wish to request any information or seek further clarification, please contact the CEO on (03) 5581 1211.

More details are contained in Sections 23.42 & 23.43 of the Users Rights Principles, available on www.legislation.gov.au/Details/F2014C00708

Permitted Use of Accommodation Bonds Summary

To the Resident and/or Family Representative:

EHI investments are governed by our Investment Policy and Strategy, and we can confirm all investments are made in accordance with this policy. All investments will be limited to the following products offered by Authorised Deposit-Taking Institutions (ADIs):

- Cash – including fixed interest term deposits and bonds
- Cash management trusts

EHI uses Resident's bond monies for investment purposes only and does not use Resident's bond monies for any other purposes. EHI does use the interest received from the bond investments as the Board determines in its overall financial management.

EHI confirms we have refunded all required bond balances in accordance with timeframes stipulated by the Aged Care Act197 (as updated and amended from time to time) and refunded all entry contributions in accordance with their respective agreements.

A copy of our independent audit opinion on our compliance with the prudential requirements for accommodation a bond will be sent to you after entry into EHI.

Our most recent audited financial statement and our latest liquidity statement will be forwarded to you after entry into EHI.

If you have already paid an accommodation bond, we provide a copy of your entry bond register, Prudential Statement and our audited end of year financial statements every year. If you require any of these documents at any other time during the year, please do not hesitate to request a copy.