



# INCOMING RESIDENT'S BOOKLET

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

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Last review date: July 2021

## Introduction

Edgarley Assisted Living 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 on an annual basis. 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 is all qualified and regularly participate in training to improve their skills to better manage the health and wellbeing of our residents, and also to improve their career options.

The decision to move into aged care is not easy, and Edgarley strives to develop a culture that respects our resident's 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 difficult to remain in their home and require assistance with their daily care needs.

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

Edgarley is committed to work 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.

I would 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.

I 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 Assisted Living 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.

**Chief Executive Officer**                      Susan Wray

**Director of Nursing**                         Amanda Lee

## Contact Details

Edgarley Assisted Living

85 Jackson Street. Casterton VIC 3311

Phone: 03 5581 1211

Fax: 03 5581 2050

Email: [office@edgarley.com.au](mailto:office@edgarley.com.au)

## Office Hours

Monday to Friday from 9.15 AM to 4.00 PM



## **Australian Government**

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### **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](mailto:era@era.asn.au)

Website: [www.era.asn.au](http://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, cultural awareness and diversity
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 any 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. All cleaning and meals are provided by Edgarley. 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. All cleaning and meals are provided by Edgarley. Edgarley also provides a laundry service. Residents will need to decide what they wish to bring with them 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 government 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 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 moving into care.

## **Alcohol**

Residents are requested to be moderate in their consumption. 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 Assisted Living expects that any persons who attend its workplace, program or service for any reason are required to behave in an appropriate and respectful manner. EAL 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. EAL has a chemicals list that are 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 are not allowed to 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.

## **Complaints/Compliments/Suggestions**

Residents and relatives are encouraged to openly discuss any complaints, compliments or suggestions with the DON, CEO or any other Edgarley staff member. Issues or concerns can be raised at the monthly Residents & Relatives Meeting chaired by the Leisure & Lifestyle team.

Residents and their representatives may also use the Feedback forms available at 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 or given to a senior staff member.

Residents can make verbal complaints/ compliments/ suggestions, and the staff can assist them in formalising it in writing. 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 complaints are dealt with promptly and efficiently to ensure residents continue to live in a happy, safe and secure environment.

The CEO can be contacted by the Resident and/or their representative if they believe the issue is severe or do not want to raise it with Edgarley 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.

### **Culture and Linguistic Diversity**

Australia is a diverse nation, and this is reflected in the diversity of religion, spirituality, sexuality, culture, socio-economic background, geographic spread, medical and care needs, and personal experiences of our senior population.

Culturally and Linguistically Diverse (CALD) Australians are not one single homogenous group, and vast diversity within diversity should be recognised. Language and culture are just two of the many attributes that define a person. For example, some older CALD people will feel comfortable identifying with a culture they grew up in rather than a culture they were born into. Or a person will belong to a particular culture even though they don't speak the language and vice versa. Also, older CALD Australians will identify as being both CALD and LGBTI.

At Edgarley, respecting a person's identity, culture, and diversity focuses on understanding their individual needs and preferences and providing care that is

reflective of and responsive to their social, cultural, linguistic, religious, spiritual, psychological, medical, and other needs, including cultural safety.

### **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 code**

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.

Even with laundering service operating from Monday to 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 at reception. 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, for example, lounge chair, TV stand, bookshelf, 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 the 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 for the purchase of 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**

A laundry service is provided by Edgarley for all of our residents. 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 outing.

**Overnight Social Leave:** Residents may be absent from the facility on social leave for a period of 52 days in one financial year without their fees being affected. However, for any social leave in excess 28 days in one block (or 52 days in a year), you must make prior arrangements with CEO/DON, if you wish to retain your place at Edgarley Assisted Living. If able, a notice of leave needs to be given to care staff to enable staff to organise 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 on an individual basis; 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 My Aged Care Portal - SIRS within twenty-four (24) hours of becoming aware of the incident.

Mandatory reporting is deemed to occur when:

- Unreasonable use of force – for example, hitting, pushing, shoving, or rough handling.
- Unlawful sexual contact or inappropriate sexual conduct – such as sexual threats or stalking, or sexual activities without consent.
- Psychological or emotional abuse – such as yelling, name calling, ignoring a consumer, threatening gestures, or refusing a consumer access to care or services as a means of punishment.
- Unexpected death – where poor-quality clinical care is provided to a consumer resulting in their death, or where the actions of a consumer result in the death of another consumer.
- Stealing or financial coercion by a staff member – for example, where a staff member coerces a consumer to change their will to their advantage, or steals valuables from the consumer.
- Neglect – for example, withholding personal care, untreated wounds, or insufficient assistance during meals.

- Inappropriate physical or chemical restraint – where physical or chemical restraint is used without prior consent or without notifying the consumer's representative as soon as practicable; where physical restraint is used in a non-emergency situation; or when a provider issues a drug to a consumer to influence their behaviour as a form of chemical restraint.
- Unexplained absence from care – where the consumer is absent from the service without explanation and there are reasonable grounds to report the absence to the police.

All suspicions and allegations of abuse must be reported to the EN/RN on shift, the DON or CEO immediately.

Mandatory reporting also extends to poisoning, gastroenteritis, influenza or COVID outbreaks.

## **Meals**

All meals are prepared in the main kitchen and distributed to the dining rooms in various areas at specific times. All residents are supplied with breakfast, morning tea, lunch, afternoon tea, dinner and supper. Residents have a choice of meals and orders are taken daily in the afternoon. Special dietary needs are catered for and will be provided for residents who require a specialised diet for medical or other reasons.

All food that 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 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 brought 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.

## **Open Disclosure**

An open discussion with a resident about an incident(s) that resulted in harm to that resident while they were receiving health care. The elements of open disclosure are an apology or expression of regret (including the word 'I am sorry' or 'we are sorry'), a factual explanation of what happened, an opportunity for the resident to relate their experience, and an explanation of the steps being taken to manage the incident and prevent a recurrence. An apology may also include an acknowledgment of responsibility, which is not an admission of liability.

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.

## **Palliative Care**

Edgarley provides a palliative care team consisting of qualified nursing staff and regular reviews with the doctor; families 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 resident's end of life wishes and will ensure residents pass away with dignity, respect and with effective pain management. A holistic approach will be taken to respect resident's values, beliefs and spiritual/cultural needs.

## **Pets**

Edgarley does allow residents to have their pets move in with them, subject to approval by the CEO/DON. 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 fleaing, 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 Collection Statement**

Edgarley Assisted Living considers the collection of relevant personal data as fundamental to the provision of individualised quality care. Information is collected

throughout each phase of health intervention, treatment, and health research initiatives that often extend beyond the resident/client contact.

Privacy is an integral part of our professional ethics and statutory obligations. It is the policy of Edgarley Assisted Living that the information collected is managed appropriately with regard to security, storage, use and disclosure, as identified throughout the processes. We are committed to ensuring the privacy protection of all information collected on behalf of our residents/clients and staff.

By implementing the Australian Privacy Principles (APPs) embodied in the Commonwealth Privacy Act 1988, Privacy Amendment (Private Sector) Act 2000, Information Privacy Act 2000 and the Health Records Act 2001, we will ensure that all personal information is accorded treatment consistent with the APPs.

The Australian Privacy Principles are legally binding standards that regulate the way agencies collect, store, use, allow access, disclose and dispose of information. These 13 APPs cover:

1. Open and transparent management of personal information.
2. Anonymity and pseudonymity.
3. Collection of solicited information.
4. Dealing with unsolicited information.
5. Notification and the collection of personal information.
6. Use and disclosure of personal information.
7. Direct marketing.
8. Cross-border disclosure of personal information.
9. Adoption, use or disclosure of government related identifiers.
10. Quality of personal information.
11. Security of personal information.
12. Access to personal information.
13. Correction of personal information.

By abiding by the APPs, we aim to provide effective and efficient services while respecting the confidentiality and privacy rights of our staff and residents/consumers and demonstrate the organisation's commitment to the welfare of all individuals.



These APPs provide individuals with an enforceable right of access to their personal information as held by our organisation unless prohibited by any Act, Regulation or law.

Individuals also have a right that the personal information collected by Edgarley Assisted Living is accurate, up to date, used, stored, disclosed and disposed of under the APPs and the Privacy Act 1988, as amended from time to time.

A framework exists to ensure that all individuals have their right of access to personal information considered appropriate and an opportunity to raise any concerns regarding the privacy policy and practices of Edgarley Assisted Living with our organisation.

All requests for access to or correction of information should proceed in the first instance through the CEO, at Edgarley Assisted Living, 85 Jackson Street. Casterton VIC, 3311.

If a resident or their authorised representative does not believe they will receive a fair hearing or are not satisfied with the complaint process or the outcome of the complaint hearing, they can contact the Aged Care Complaints on 1800 550 552 or the Victorian Information Commissioner on 1300 666 444.

### **Resident Monthly Meetings and Newsletter**

Resident meetings are held monthly on the first Thursday of the month to discuss any matters relating to life at Edgarley.

A newsletter is monthly prepared and sent out to families and representatives.

### **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 a 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.

### **Residents Informative Report**

The Resident Informative Report is placed in all living areas monthly and also posted on our website. These reports inform the residents/representatives on the number of falls, infections, staff education and other reports that have arisen during the previous month.

This practice is part of our efforts on making our services/practices as transparent as possible to our residents, their family members and the broader community.

### **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
- PCWs
- 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 own vehicles, which 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.

## **Vaccines**

EAL follows the Department of Health and Human Services directives concerning vaccination.

During the annual flu vaccination campaign, EAL's residents can get vaccinated at the facility. However, it is their right to refuse it.

We also facilitate the COVID-19 vaccine program at our facility to the residents that chose to receive them (two doses).

If you have not received either the Flu and/or COVID vaccine(s), please, ask our staff for assistance in receiving them.

Vaccine requirements apply to visitors. Please, contact our staff for the latest requirements.

## **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 done 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**

Visitors are permitted during office hours unless otherwise directed by the Department of Health – Victorian Government.

Visitors are to sign in using the Zipline device and scan the QR code using their mobile (manual sign-in available) and collect the printed visitor's pass. This allows us to identify any visitors on the premises to ensure resident, staff and visitor safety.

Out of office hours visits are to be previously organised with the administrative assistant, and a staff member will answer the bell and admit the visitor to the facility.

Vaccine requirements apply to visiting. Please, consult with our administrative assistant for the current requirement as it may change from time to time.

## **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.

## **Website**

Please, check our website for the latest information with regards to our services.

Disclaimer: for time-sensitive information, follow instructions provided by our administrative assistant.

## **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 for us to provide the appropriate level of care you require, it may be necessary for us to move you to another area to cater for 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 financial considerations of the aged care industry 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 EAL will require to have completed this form. The form can be found on the Centrelink website or from EAL.

## **Where to Find Information**

Information regarding moving into aged care can be found on the federal government website [www.myagedcare.com.au](http://www.myagedcare.com.au) or on [www.edgarley.com.au](http://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, and it is highly recommended if the resident could 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. To contact ACAS, telephone (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 the level of Refundable Accommodation Deposit (RAD) 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.

EAL 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 EAL 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 pricing for their rooms and lodge these prices on the Government's "My Aged Care" website - [www.myagedcare.gov.au](http://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 total of the RAD 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**

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. This is undertaken by Centrelink 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, pay 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 Assisted Living(EAL) resident's accommodation bonds. All investment activities shall be exercised with due care, diligence and undertaken prudently.

EAL 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 EAL's cash and investments portfolio, strive to achieve appropriate earnings and manage cash resources to ensure sufficient liquidity to meet EAL obligations and requirements.

The policy reinforces EAL'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 EAL'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 EAL 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

EAL 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 EAL's objectives and cash flow requirements;
4. Having proper regard to the composition of EAL's investment portfolio,

including diversification of the investments;

5. Having proper regard to the liquidity of EAL's investments, given its cash flow requirements,
6. Having proper regard to the ability of EAL 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 EAL'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 EAL 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 EAL 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 EAL and the new documentation will be included in EAL's Resident Admission Pack for their information. Within seven (7) days of a request by any resident who has previously paid a bond, EAL 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 Assisted Living(EAL) is the approved provider for Edgarley Assisted Living 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 1<sup>st</sup> 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](http://www.legislation.gov.au/Details/F2014C00708)

### **Permitted Use of Accommodation Bonds Summary**

To the Resident and/or Family Representative:

EAL 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

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

EAL 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 EAL.

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

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.