

Lutheran Aged Care

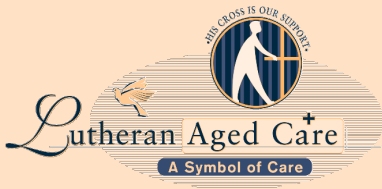
Residential Care

Information Booklet



Administration:

Lutheran Aged Care
10 Somerset Drive
ALBURY NSW 2640
Phone 1300 118 081
www.lacalbury.com
info@lacalbury.com



Lutheran Aged Care Management Team

Wendy Rocks
Managing Director

Rachael Scanlon
Chief Financial Officer

Don Elder
Human Resources Manager

Louise Shields
Organisational Development
Manager

Helen Ashton
Admissions Manager

Rosanna Youings
Home Care Services Manager

Marcia Supple
Yallaroo Facility Manager

Michelle Kosorok
Emily Gardens Facility Manager

Sheree Sheridan
Dellacourt Facility Manager

Tanya Oliver
Hotel Services Manager

David Jarman
Chaplain

Nicole Jarman
Volunteer Coordinator

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Background

Lutheran Aged Care is a non-profit charitable organisation owned and controlled by the Lutheran Church of Australia (LCA), NSW District. Its affairs are governed by a local Board, as approved by the NSW District of the LCA. The Board consists of men and women from all walks of life. Together with staff, they have a desire and commitment to care for ageing people who require residential and/or community services. Board members freely give their time to ensure that the Organisation operates efficiently, is financially viable and has plans in place for the future.

Lutheran Aged Care operates a range of Residential Aged Care facilities and community services.

Two independent living villages are part of the portfolio – Nicholson Park; 17 units and Pemberton View; 35 units.

Residential Facilities:

- Dellacourt; Nicholson Place, West Albury 1300 118 081
- Emily Gardens; Emily Street, The Rock 1300 118 081
- Yallaroo; 1 Stafford Rd, West Albury 1300 118 081
- ***All residential facilities offer respite accommodation.***

Dellacourt

Dellacourt was established in 1960 and has been operating from the site in O'Brien Court since 1990. Its administration building is located in Nicholson Place in West Albury. There are 122 rooms across the site, each with their own ensuite, allowing for the privacy of the individual. Respite Care is also available.



Care recipients are supported in their daily activities by care staff under the supervision of Registered Nurses and/or Unit Managers, and have access to dining, lounge, and outdoor areas within the unit.

Granite Hall together with several lounge and communal areas throughout the facility, cater for the social needs of care recipients. There are also beautiful and well-maintained garden areas around the facility, for care recipients and visitor's enjoyment.

Emily Gardens at The Rock

Emily Gardens was built in 2008 following several years of negotiations with the Department of Health and Ageing and fundraising by The Rock and District Aged Care Facility Committee and Lutheran Aged Care.

Emily Gardens comprises 30 places and is divided into two houses – Corella House (special needs accommodation) and Kingfisher House. The Emily Centre is the activity hall that is also available for community events involving care recipients of Emily Gardens. Respite Care is available at Emily Gardens.



Yallaroo

Yallaroo provides high level care for 60 residents, incorporating special needs and general care. The 4 houses have 15 single rooms, each with their own ensuite. Within all houses there is a communal lounge, dining room, and access to outdoor areas.



Care recipients are supported in their daily activities by care staff under the supervision of Registered Nurses and/or Unit Managers.



The Trinity Centre together with several lounge and communal areas throughout the facility, cater for the social needs of care recipients. There are also beautiful and well-maintained garden areas around the facility, for care recipients and visitor's enjoyment.



All facilities are government subsidised and comply with the Aged Care Act 1997 and Principles. The residential facilities maintain continuous Accreditation under the Aged Care Act 1997 and their Accreditation audits occur every three years. We are proud to advise that all Lutheran Aged Care facilities have maintained continuous 3-year Accreditation.

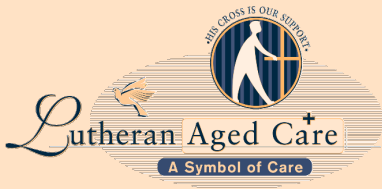
Continuum of Care

Lutheran Aged Care provides a variety of levels of care; and care recipients requiring general aged care or special needs care are accommodated as far as is possible in the area where the staffing and environment supports the level of care for which they have been assessed.

What does this mean?

This means that if your care requirements are better supported in an area or room different to the one into which you first came, we will discuss this with you and your family, and as is outlined in your 'Agreement', it may be necessary to move rooms or areas, taking advantage of the continuum of care so that we can provide the most appropriate care for you during your stay with us.

As you read through this booklet, you might like to jot down any questions you have. We encourage you to make an appointment with the Admissions Manager view our facility.



Our Vision

Lutheran Care Services, providing innovative and progressive aged care, health care and wellbeing services – with passion.

Our Mission

Lutheran Care Services will become the most ‘in demand’ care provider in our community by delivering excellent consumer-directed care.

Our Values

The values of Lutheran Care Services provide the Board, management, staff and volunteers with a touchstone against which individual, team and organisational behaviours can be aligned and measured.

- **Christian Love & Acceptance**
Christian love and acceptance of all underpins all that we do and say.
- **Excellence**
Excellence driven in all that we do.
- **Diversity & Inclusivity**
Diversity of people and services and inclusivity of all people
- **Respect & Dignity**
Respect and dignity for all with whom we have contact.
- **Professionalism**
Professionalism in our dealings with people
- **Honesty & Transparency**
Honesty and transparency in all that we do and say.

Quality Policy

The Board of Governors of Lutheran Aged Care Albury (LAC) has resolved to achieve the goal of providing Quality Management to the operations of the company.

The organisation was founded in 1960 and has established a long and proud record of providing quality service, management, advice, support and care to its care recipients, clients, staff, and stakeholders. LAC's objective is to exceed the expectations of its customers and stakeholders and to see the Aged Care Standards, Home Care Quality Reporting and Accreditation as a minimum standard of attainment, exceeding these in day-to-day outcomes.

To achieve these objectives, Management are committed to:

- Implementing 'The LAC Quality Management System' (LACQMS) complying with the requirements of AS/NZS ISO 9001:28 the Aged Care Standards and Accreditation and the Home Care Quality Reporting Frameworks
- Ensuring compliance, by all facilities, departments, and staff of LAC
- Ensuring the involvement and dedication of all staff, supported by training and education.
- The application of the LACQMS requirements to management functions, work methods and practices, processes, and policies.
- Regular review of the LACQMS to monitor, evaluate and action improvements to the 'System' to ensure these objectives are achieved.

General Information for Residential Consumers

Becoming a Care Recipient in a Lutheran Aged Care

Occurs in a step-by-step process: -

1. Potential care recipients need to be assessed by an Aged Care Assessment Team (ACAT) to confirm eligibility for entry into a residential care facility. This is a government regulation. Your ACAT approval does not expire from 1st July 2014.
2. Complete the application form provided within the Residential Information Pack. Additional information is available on www.myagedcare.com
3. Make an application to Centrelink to have a financial assessment by completing the *Permanent Residential Aged Care* –
 - *Request for a Combined Assets and Assessment Form (SA457).*
 - *Residential Aged Care Property details for Centrelink and DVA customers (SA485).*
 - These are available from our Admissions Manager or online from MyAgedCare. The result of the assessment is valid for 4 months.
4. Contact Lutheran Aged Care's Admissions Manager; Helen Ashton, who will organise an appointment, so you can discuss your requirements and assess whether our offering, suits your philosophical, financial, and physical needs. Helen will also arrange for you to have a tour of the facility and meet the Facility Manager.
5. Your name will be placed on a waiting list for our facilities, once your paperwork has been completed in full, depending on whether we can provide you with appropriate care; and you have provided proof of your ACAT assessment.
6. A place will be offered at the appropriate facility when a vacancy occurs. Generally, an applicant's healthcare needs are seriously considered when making the decision to offer a place.

7. Families need to ensure that they are prepared to accept or refuse the vacancy when they are contacted, as we have very limited time in which to fill our beds.

Why is this so?

Lutheran Aged Care is Government funded to deliver care recipient care, and a vacant place is not funded. This can make a significant difference to our income.

8. Appointments will be made with the Admission Manager to complete and sign the Resident's Agreement.
9. You, in consultation with the Manager of the Facility; and your family, will make the personal arrangements in preparation for moving into the facility.
10. Upon moving into a facility, an orientation will, occur to ensure that the care recipients and their representatives are familiar with all aspects of the living space.



- Note:** Admission to a particular room does not preclude that at some time in the future, we may discuss with you, your care, and the need for you to move to an area where we can provide more appropriate care for you in your current circumstances.

Prescribed Services

Services Provided at Lutheran Aged Care

- ◆ Personal care – shower assistance, grooming, toileting as required.
- ◆ Meals – specific nutritional requirements catered for.
- ◆ Single room with ensuite – bed, bedside table & over bed table are provided.
- ◆ Linen & bedding.
- ◆ Cleaning of room – this does not include dusting of what may be precious or valuable breakable ornaments.
- ◆ Medication administration if required - Lutheran Aged Care does contract Pharmacy services to Award AMCAL, Dean Street, however, will accommodate a pharmacy of Care Recipients' choice.
- ◆ 24-hour care by our care staff
- ◆ Registered nursing support available on site and on call 24/7
- ◆ Medical products either provided as part of your agreement or available for purchase from the pharmacy of your choice or at the facility (e.g., continence aids, wound dressings, etc)
- ◆ General Practitioner – you are encouraged to retain your doctor; however, we can provide you with a list of Doctors who regularly visit our facilities if you need to appoint a new Doctor.
- ◆ Telephone point for connection of personal phone (fees apply).
- ◆ Personal laundry attended to. Clothing must be labelled, this can be completed by Lutheran Aged Care at no charge, or you may choose to utilise your own printed labels to adhere yourself. If this is your choice, please ensure that the label is of good quality and water resistant and affixed in consideration of the dignity of the resident.
- ◆ Podiatrist visits regularly – fee for service
- ◆ Hair Care – Hairdressing is available at Dellacourt, Yallaroo and Emily Gardens. This optional service is available to all residents which will be charged to the resident's personal account. Please notify staff at the facility if you require this service.
- ◆ Church services weekly.
- ◆ Newspapers is to be arranged by care recipient or family. This is to be delivered to the facilities Reception.
- ◆ A range of activity programs.

- ◆ Contenance aids, tissues, deodorant, toothbrushes, toothpaste, mouthwashes, body moisturiser, denture cleaning products, shampoo, conditioner, shaving cream and disposable razors.
- ◆ Analgesia, anti-nausea agents, laxatives and aperients, urinary alkalising agents used as a once only application. Care recipients requiring medications on a regular basis will be responsible for the payment of the dispensing of their medications. Lutheran Aged Care will pay for the packaging of medications.
- ◆ Simple skin care products e.g., bandages, creams, dressings, mouthwashes, ointments, saline, skin emollients, swabs, will also be provided. Specialised dressings/products prescribed for an individual will be charged to that person, only after consultation with the care recipient/carer.
- ◆ Therapy services, such as, recreational, speech therapy, podiatry, occupational and physiotherapy.
- ◆ Equipment needed to transfer care recipients safely, e.g., lifters, wheelchairs, etc. However specialised equipment is the responsibility of the individual.
- ◆ Pressure relief devices will also be provided in high care, which include, pressure cushions, alternating pressure relief mattresses, heel protectors etc.
- ◆ Excludes any goods prescribed by a health practitioner for a particular care recipient and used only by the care recipient.



Furniture/Fittings

- ◆ Lutheran Aged Care will provide a bed, bedding; however, care recipients are encouraged to bring personal effects which will help make the room their own, e.g., TV, chair, bedside table, lamp, doona cover etc. Bedside lockers, a chair with arms and overbed tables are provided.
- ◆ Every room is equipped with built-in robes and cupboards.
- ◆ Rooms are required to be furnished in a manner that is compliant with Work, Health and Safety (WHS) requirements. This is so that staff may provide care for you with safety. You are encouraged to discuss your queries with the relevant Facility Manager.
- ◆ Electrical Tagging - Work Health & Safety legislation and regulations requires that all electrical equipment brought into the facility must be checked and tagged. To ensure that this is completed according to regulations and that we can maintain appropriate documentation, maintenance staff (who are qualified for this practice) will perform the testing and tagging at no charge. All new electrical items purchased during the resident's stay will also need to be tagged.
- ◆ Temporary fixtures such as paintings, mirrors etc. will be hung by maintenance staff.



Spiritual Care

As a Christian organisation we believe that the spiritual life of care recipients is an important part of providing holistic care.

- ◆ Lutheran Aged Care has a full-time Chaplain and a part time Pastoral Care Nurse who are available to meet the spiritual needs of care recipients and families.
- ◆ Regular worship services are conducted by the Chaplain on various days of the week depending on the facility.
Denominations other than Lutheran also hold regular mid-week worship services. However, all denominations are welcome at all services.
- ◆ Hymns and Prayers sessions are held weekly in the houses.
- ◆ Care recipients are welcome to say table grace and devotions at mealtimes.
- ◆ Participation in any religious observances occur in accord with the care recipients wishes.



Insurance

General insurance cover is in place for buildings, furniture and equipment owned by Lutheran Aged Care. The loss, damage or theft of personal belongings or furniture is not covered by this insurance policy. You are advised to take out your own insurance cover for these items.

Fees

Fees for residential care are set by Services Australia and are dependent on a person's assessed financial status. An insert is provided with further information.

Should you need further information or clarification on any point in relation to fees please contact our Admission Manager on 02 6060 4000.



Charter of Care Recipients Rights and Responsibilities

A. Each Care Recipient of a Residential Care Service has the right to:

- ◆ safe and high-quality care and services;
- ◆ to be treated with dignity and respect;
- ◆ To have my identity culture and diversity valued and supported;
- ◆ to live without abuse and neglect.
- ◆ be informed about my care and services in a way I understand;
- ◆ access all information about myself, including information about my rights, care and services;
- ◆ to have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- ◆ have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- ◆ my independence;
- ◆ to be listen to and understood;
- ◆ have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- ◆ complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- ◆ personal privacy and to have my personal information protected; and
- ◆ exercise my rights without it adversely affecting the way I am treated.

B. Each Care Recipient of a Residential Care Service has the **responsibility to:**

- ◆ treat other care recipients and staff with respect and dignity and respect their rights and needs;
- ◆ not abuse, bully or harass other care recipients or our staff or discriminate against them;
- ◆ recognise the rights of others to practice a religion of their choice and to have their cultural identity respected;
- ◆ not to interfere with use providing care and services to others; and
- ◆ you must assist us to ensure that we can provide a living and working environment, which reflects our community by way of taking steps to ensure that your relatives, friends and visitors are aware of and comply with our expectations of you.

Work, Health and Safety

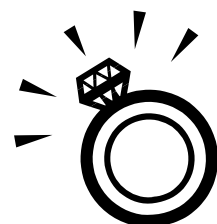
Lutheran Aged Care Albury (LAC) is committed to ensuring the optimum safety within the total living and working environment for staff, volunteers, contractors, visitors, our care recipients, and clients. We believe that the needs of care recipients and clients can only be met when the Work Health and Safety (WHS) of employees is not compromised. This commitment recognises that everyone in the workplace has a responsibility for working safely and for contributing to the effectiveness of WHS systems at Lutheran Aged Care.

Mechanisms will be established and maintained to provide a continual focus on WHS and as far as reasonably practicable, eliminate risk from the workplace. This is subject to regular monitoring and review. Changes can and will be made at any time to reflect business needs, current best practice, and regulatory requirements.



Personal Effects

It is advisable for you to insure any items of value which you keep in your room. The organisational insurance only covers the facility's property. The locked drawer in your room may be used for keeping jewellery or other items of importance to you. On occasions it is possible to use the facility safe, although such use is generally limited to emergencies and short-term needs. We suggest that items of value not be kept on site, particularly jewellery, unless it is insured and well secured. **Cash should be limited to small amounts.**



We encourage care recipients to label personal effects such as glasses, walking frames etc. If you have Dentures, we recommend care recipients to contact a Dental Service prior to admission to have dentures labelled.

Ageing In Place and Security of Tenure

This information is taken from our current policy on this subject.

Lutheran Aged Care Albury (LAC) an aged care service as defined in Schedule 1 of the Aged Care Act 1997, provides within the service, multiple levels of care; and care for those with special needs, specifically, those living with Dementia. Every opportunity for a care recipient to 'age in place' within LAC will be explored, taking into account the Security of Tenure requirements. (Aged Care Act 1997 and User Rights Principles).

LAC may not be able to provide the long term assessed care needs of a care recipient or care recipients in the area, facility, or room to which they may have been first accommodated; or subsequently accommodated related to the ratio and skill mix of staff which provide specialised high or Dementia care in designated areas and/or facilities, which are in close proximity within LAC. LAC is committed to providing a continuum of care or ageing in place, for the benefit of its care recipients, in compliance with the Security of Tenure requirements which, for the purpose of this policy state:

User Rights Principles 1997 Part 2; Division 2

*"This Division specifies the arrangements for providing security of tenure for a care recipient's ***place** in the residential care service".*

place** as defined in Schedule 1 of the Aged Care Act 1997 means *"a capacity within an *aged care service** for provision of residential care, home care or flexible care to an individual."*

****aged care service** as defined in Schedule 1 of the Aged Care Act 1997 means *"an undertaking through which aged care is provided." This would be Yallaroo, Dellacourt or Emily Gardens, which are the registered 'services' of LAC as the Provider.*

Policy Scope

This policy applies to the Emily Gardens, Dellacourt and Yallaroo facilities.

REFER TO THE 'AGEING IN PLACE, SECURITY OF TENURE POLICY' FOR ADDITIONAL DETAIL IN REGARD TO THE PROCEDURE OUTLINED BELOW.

- Moving within the residential care service (this means within one of the services of Yallaroo, Dellacourt or Emily Gardens, to a different room or care unit)

Procedure

In line with the Security of Tenure requirements (User Rights Principles Part 2 Div2; 23.5(2)(b)).

*"If any of the services (Yallaroo, Dellacourt or Emily Gardens) of Lutheran Aged Care Albury are no longer able to provide accommodation and care suitable for the care recipient, having regard to the care recipient's *long term assessed needs and Lutheran Aged Care Albury has not agreed to provide care of the kind that the care recipient presently needs."*

*The assessed long-term care needs of such a care recipient will be determined either by an ACAT or 2 medical, or other allied health professionals, one of which will be chosen by the care recipient or their representative and will be independent of Lutheran Aged Care Albury and will be competent to assess the aged care needs of the care recipient.

The following procedure will occur:

Prior to embarking on any assessment of the care recipients long term care needs, **regular** communication to the care recipient and/or their representative over at least one (1) month, in regard to the care recipients changing accommodation and care needs must have occurred and must be recorded in the care recipients progress notes and care plan.

1. The Manager of the Facility or Unit and an accompanying RN/EN will meet with the care recipient and/or their representative and discuss the matter, indicating the outcome of the assessment of the care recipients long term care needs and providing information and recommendation in regard to the alternative accommodation and care that can be offered within the service.
2. A letter confirming all that was discussed and agreed in the meeting and providing a minimum of 14 days' notice of the intended relocation of the care

recipient within the service, will be sent to the care recipient and/or their representative by the Managing Director.

3. The care recipient and/or their representative will be accompanied to the unit/room/facility to which relocation is proposed to view the amenity and meet the manager of the area.
4. A confirmation in writing of the planned move, the room/area/facility, the date, and time of the relocation, and outlining the assistance that Lutheran Aged Care will provide, will be sent to the care recipient and/or their representative.
5. The care recipient will be relocated, accompanied by a staff member who will unpack their belongings and settle them into their new accommodation, introducing the care recipient to the staff and providing a handover to the unit or facility manager.
6. The Pastoral Care Team will be notified and requested to visit the care recipient in their new accommodation. Admissions Manager will be notified of the relocation by email.
7. The care recipients Doctor and representative (if not present) will be notified of the relocation.

Advocacy

At any time prior to, during or following this process a care recipient or their representative may and if necessary, will be assisted to contact an advocacy service. Contact details are as follows:

The Aged-care Rights Service
Level 4, 418A Elizabeth Street
Surry Hills NSW 2010
Phone: 02 9281 3600 or 1800 424 079 (free call)
Email: tars@tars.com.au Website: www.tars.com.au

Complaints

The letter advising of the proposed relocation will contain information in regard to advocacy and the Aged Care Complaints Commissioner, in addition to information about Lutheran Aged Care's Complaints process.



Aged Care Quality & Safety Commission
GPO Box 9819
(In your Capital City)

Complaints on free-call 1800 951 822 (from fixed lines)
Web: agedcarequality.gov.au

Privacy Policy

Lutheran Aged Care Albury (LAC) is committed to applying the Australian Privacy Principles (APPs) and the “Guidelines on Privacy in the Private Health Sector” (as detailed in the Privacy Amendment (Private Sector) Act 2000) in all areas of the organisation. As such, LAC is responsible for the protection of personal information relating to care recipients, clients, staff and any other individual where it has been necessary to collect personal information for legitimate purposes in order to deliver safe and effective health and aged care services.

Any information collected that is deemed to be of a private and confidential nature as outlined in the APPs will be managed in accordance with all legislative requirements.

LAC ensures that privacy and confidentiality will be maintained by:

- Adhering to State and Federal legislation in relation to collection and handling of information to deliver aged care services and maintain the employment of staff.
- Notification to individuals in regard to the collection of their personal and/or health information (Collections Statement). All care recipients are required to read and sign a Collections Statement upon entering the aged care service (Lutheran Aged Care)
- Providing individuals with access to their health and other records generated by the collection of relevant personal information.
- Ensuring anonymity, where practicable and lawful
- Not disclosing personal information or records to other parties without consent unless otherwise required to do so as defined by this Policy.
- Ensuring all staff sign a Confidentiality Agreement reflecting the key components of this Policy.
- Protecting the security and storage of personal and/or health information

Making a Complaint in the Event of an Alleged Breach of Privacy

Care recipients/clients or staff are entitled at any time to lodge a complaint if they are of the view that LAC has breached the APPS. Complaints should be made in accordance with the LAC 'Complaints Handling in Aged Care' policy. If a care recipient or client wishes to make a complaint to an external body, the Aged Care Complaints Commission details are provided below, as are the details for the Privacy Commissioner's Office.

The Privacy Commissioner
Phone: 1300 363 992
Email: enquiries@oaic.gov.au

Post
Sydney Office
GPO Box 5218
Sydney NSW 2001



Feedback

Feedback Forms and feedback boxes are readily available for anyone who wishes to provide feedback to Lutheran Aged Care about the services provided. They are a useful way in which care recipients and families can make suggestions for



improvement. These forms are also one of the ways in which complaints can be made.

Once you have lodged a Feedback Form the issue will be investigated and appropriate action will be implemented. You will receive feedback on the outcome of the comment/complaint.

Internal complaints (written or verbal) may be directed to the Facility Manager, Managing Director or Board of Governance (for details of relevant personnel see inside cover).

We are keen to meet your needs and encourage you to personally discuss issues of concern (and commendation) with us.

If your issue has not been dealt with satisfactorily, you may wish to take the matter up with an external body. Other support maybe available through an advocacy service. Advocacy is free, independent, and confidential. **You can contact the National Aged Care Advocacy Line on 1800 700 600.**

How can I make a complaint?

In the first instance it is often best to talk over your problem with the aged care service. If you prefer not to complain directly to a service, for whatever reason, you can raise the matter with the Aged Care Complaints Commissioner.

You may complain anonymously or provide your personal contact details. Remaining anonymous however, will limit the options for resolving the matter and prevent feedback on your matter. Alternatively, if you wish, we can keep your identity confidential while dealing with the matter.

You can make a complaint either during business hours, on Free-call 1800 951 822 or in writing to:

**Aged Care Quality & Safety Commissioner
GPO Box 9189
In your Capital City.**

How to lodge a complaint with the aged care complaints commissioner

What can you complain about?

The law sets out what Commonwealth funded aged care facilities must do to receive Government funding. The Commissioner can only deal with complaints where a service provider may not be providing the services that they are funded to provide. We can advise whether the Commissioner can deal with your complaint or whether it can be more appropriately dealt with elsewhere.

A complaint can be about any aspect of a Commonwealth funded aged care service. This may include personal or clinical care, catering, financial matters, security, activities, choice of activities, discrimination, communication, or the physical environment.

Who can complain to the Commissioner?

The Aged Care Complaints Commissioner is available to anyone who wishes to make a complaint about a Commonwealth funded aged care service, including: care recipients of a residential aged care facility; people receiving community aged care packages or flexible care; or relatives, guardians or representatives of those receiving care.

What happens when you contact the Complaints Commissioner?

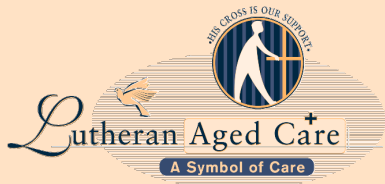
The resolution options available will be explained. The focus will be on resolving your concerns in the best interest of the person receiving aged care services. In some instances, the service provider will be requested to resolve your concerns. Other options such as conciliation, mediation or investigation will be available if needed.

Where a complaint is accepted, the Commissioner will, where appropriate:

- help with negotiations between you and the service provider to resolve the complaints.
- provide contact details for an advocacy service if you wish; or
- engage a professional mediator to help resolve an issue.

If negotiation or mediation cannot resolve your complaint, the Complaints Commissioner may conduct a hearing and provide a written decision. The decision may outline what must be done to address the issues raised in a complaint.

There are, however, some matters the Commissioner cannot deal with. For example, he/she cannot say who should make financial, legal or health decision



on behalf of a care recipient. He/she cannot comment on industrial matters such as wage or employment conditions or provide legal advice on any problems.

Mandatory Reporting

Lutheran Aged Care is required under legislative requirements to ensure that all staff, members of the Lutheran Aged Care Board, Students, Volunteers, and contractors who have access or are reasonably likely to have access to care recipients undergo a national criminal history check (Police Check) and complete a Statutory Declaration as relevant.

As an Approved Provider of Aged Care Services, Lutheran Aged Care is required to report to the Police and to the Department of Social Services, any suspicion, or incidences of physical or sexual abuse towards care recipients and clients. We are committed to the wellbeing of all our care recipients as a priority and encourage you to report any situation that you may find concerning.

Anonymity

Any person, care recipient or staff reporting an adverse event will be protected under Lutheran Aged Care Whistle Blower policy and by the Aged Care Act 1997, which provides for the protection of such persons. We are committed to the wellbeing of all our care recipients and the preservation of anonymity of any person reporting an adverse event.

