



# Amber Aged Care

## Facility Information Guide



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Please note:

To protect all consumers and staff working within the facility, we ask that visitors who are unwell, in particularly have symptoms of gastroenteritis, coughs or colds, refrain from visiting consumers until you have fully recovered from the illness.

Hand hygiene is an important activity which stops the spread of germs. Hand gel is available at the facility entrance and throughout the facility, as well as hand washing facilities. All consumers and visitors are encouraged to use these to prevent the spread of infection.

Violence, abusive behaviour and sexual harassment are not tolerated. The facility will take action to protect consumers, staff and visitors against such behaviour.

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# Welcome to Amber Aged Care

Welcome to Amber Aged Care, and thank you for selecting us as your residential aged care provider.

Amber Aged Care is a not-for-profit organisation which has been providing quality residential aged care services since 1992. Due to its relatively small size, consumers are able to enjoy a warm, homely environment where staff and consumers are able to form meaningful relationships.

It was created through the vision and commitment of the Baltic communities and provides both permanent and respite care to people of all abilities. Amber is also equipped to safely care for consumers who require memory support.

We understand that the transition from home to residential care living can be challenging, for both consumers and their representatives/partner in care. It takes time to adjust to communal living and settle in to unfamiliar surroundings. Our staff are here to support you and your family through this process in every way possible.

At Amber Aged Care, we are committed to creating an inclusive and welcoming environment for all residents, regardless of their sexual orientation, gender identity, disability, or sexuality. We celebrate diversity and strive to provide care and support that respects and values each individual's unique identity and needs. Our dedicated staff members undergo training to ensure they are knowledgeable and sensitive to the diverse backgrounds and experiences of our residents. We firmly believe that everyone deserves to live their later years with dignity, respect, and the freedom to be their authentic selves.

We have prepared this Information Guide to provide you and your family with important information regarding various aspects of the service we deliver.

Please read this guide carefully and keep it as a reference while you remain within our care.

In addition to this information guide you can also access useful information via our newsletter and our policies and procedures. Policies are available in English. Please see management for any policy you wish to read. Our Privacy Policy is available on our website. ([www.amberagedcare.com.au](http://www.amberagedcare.com.au))

If you require an interpreter to assist you to understand our policies, please speak to management and an interpreter can be organised for you.

If you have any feedback regarding the contents of the welcome booklet or the care once you have commenced your stay within our facility, please speak to the Care Manager, CEO or complete our feedback form which is available in each house kitchenette.

## The Strengthened Quality Standards

From 1 November 2025, under the new Aged Care Act, a new set of Strengthened Quality Standards will guide the delivery of aged care services across Australia. These updated standards have been developed to improve accountability, consistency, and the overall quality of care provided to older people.

The Strengthened Quality Standards clearly define what high-quality aged care should look like. They are clearer, more measurable, and focused on ensuring that older people receive safe, respectful, and pre-season-centred care. The aim is not about ticking boxes it's about delivering genuine care that supports each person's dignity, choices, and wellbeing, while promoting continuous improvement within the aged care sector. The graphic below shows you which part of your care each standard relates to, or you can see the list below.



1. The individual
2. The organization
3. The care and services
4. The environment
5. Clinical care
6. Food and nutrition
7. The residential community

If you would like any further information regarding our organisation, or the services we provide, please contact us during business hours on **8465 5500**, or after hours via email: [admin@amberagedcare.com.au](mailto:admin@amberagedcare.com.au)

## Key Feature Statement

Amber Aged Care is a 40 bed aged care facility situated in the north eastern suburb of Paradise just 20 minutes from the city and includes:

- Five Individual Accommodation Houses with each consisting of 8 bedrooms, a communal kitchenette, dining room and lounge room. Each consumer room has an Ensuite and a sliding door to a small outdoor verandah.
- Our Activity room which is utilised for group activities, meetings, large events and is a central dining area for consumer functions. This area can also be used for private family functions or private dining upon request (POA).
- Large undercover area, multiple open spaces and gardens to relax in.

Attached to our aged care facility is Amberlie, a quiet housing estate with 12 independent living units. Consumers are encouraged to participate in group activities provided at the home.

Due to our relatively small size, Consumers are able to enjoy a warm, homely environment where staff and Consumers are able to form meaningful relationships.

## Facilities Provided

### Amenities Provided

- Spacious gardens with sitting areas
- Water fountain park with shady spots to relax
- BBQ and outdoor living area
- Lounge room with streaming service
- Activity room for gatherings, entertainment, bingo, movies and meetings
- Access to internet and emails
- Fortnightly hairdressing service

### Room features

- All Consumers have their own private room with key access, a bed and bedside table
- Consumers are encouraged to personalise their rooms with pictures and small pieces of furniture
- Each room has individual air-conditioning
- Each room has a private ensuite
- Sliding glass doors open onto a small private veranda and garden
- Built in wardrobes

### Meals

- All meals are prepared on-site by our chefs and served in the dining areas or Consumers' rooms. We consult Consumers in regard to menu planning and dietary requirements.
- With Consumers from a diverse range of cultural backgrounds, our menu caters for all cultural needs and requirements.
- Happy hour and special event lunches.

### Lifestyle and Activities provided

- Arts and crafts
- Cultural and spiritual activities
- Entertainment, concerts, live theatre
- Excursions and bus trips
- Movie days and social outings
- Exercise classes (group and individual)
- Gardening
- Games, bingo, board and card games
- Luncheons, BBQ's and theme days
- Men's group
- Pet therapy, music therapy
- Relaxation
- Quiz and trivia, sing-a-longs



## Amber Aged Care's Staff

Amber Aged Care's CEO is on-site during office hours of Monday to Friday, 0800-1600. The clinical and care team consists of a Care Manager, Registered and Enrolled Nurses and Care staff.

There is a Registered Nurse on each shift so please initially direct any enquiries and health matters to them. You are also welcome to direct enquiries to the CEO or Care Manager.

The Finance Officer supports the business aspect and financial matters of Amber Aged Care.

The Lifestyle team focus on relationship centred care, striving to support and empower our consumers. The team organise activities, outings and events as well as supporting consumers cultural and spiritual needs encouraging the continuation of growth.

The Support Service Manager (SSM) attends to matters relating to kitchen, cleaning, laundry, maintenance and contractors.

The SSM is available Monday to Friday 0800-1600 and on call 24/7 in the case of emergencies.

Working closely with our professional Support Service Team consisting of Chefs, Laundry, Housekeeping and Maintenance Staff. The team aim to provide quality onsite non-clinical services related to our consumers daily needs.

### Privacy

Amber Aged Care acknowledges each consumers right to privacy. Rooms are lockable and consumers may have their own room key if they choose to. Consumers are encouraged to utilise the locked cupboard in the wardrobe for personal papers, jewellery etc. Should a key be lost it is the responsibility of the consumer/representative to notify staff immediately and pay for the cost of a replacement.

### Your privacy will be observed at all times

Access by staff to consumers' rooms will only occur after consultation with consumers/representatives/partner in care. Staff will always knock prior to entering a consumers room.

Staff will enter consumers' rooms to assist with personal care needs, cleaning and maintenance. On these occasions, the usual courtesies you would expect in your own home will be observed.

## Amber Aged Care's Services

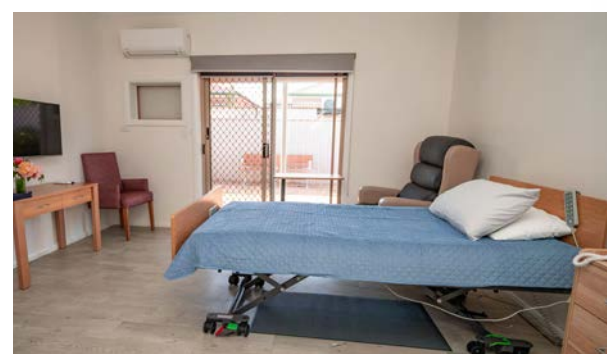
### Accommodation

Amber Aged Care provides single room accommodation. Each room is furnished with a suitable bed and mattress, matching bedside cupboard and built-in wardrobe incorporating a locked draw for personal use.

The ensuite bathroom has a shower, toilet, hand basin and vanity unit.

We encourage you to bring photos, pictures to personalise your room.

However, before moving large personal items and furniture into your room, please discuss with the Care Manager to determine what would be suitable and comply with Work Health Safety and Fire Regulations.



## Every house has the following features

### Dining Rooms

Each dining area has a small kitchenette with tea and coffee-making facilities. Consumers, representatives/partner in care and visitors are encouraged to use these facilities at their convenience. If relatives and friends would like to celebrate special occasions please discuss this with the Lifestyle Coordinator.

### Lounge & Common Areas

Lounge room and common areas are available for consumers and their visitors to watch television, listen to music, read or chat and generally enjoy.

### Gardens

Garden areas have been designed for you and your family to use during your visit.

### Facility Security - Entry and Exit

The administration office is open during the week between the hours of 0900 - 1600.

All visitors to Amber Aged Care will be required to use the gate intercom to gain access to the facility. Press the intercom on arrival and one of our staff will open the gates for you. To exit, drive up to the gate and it will open automatically.

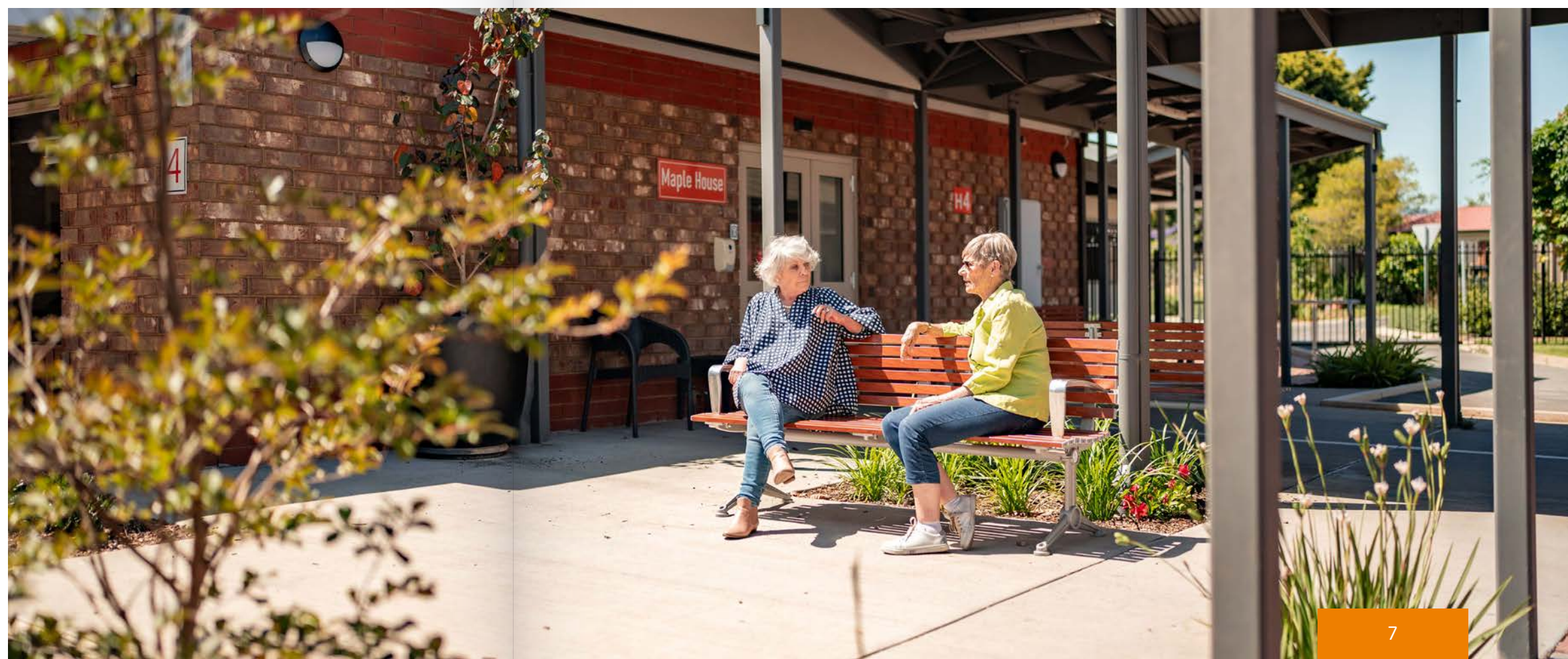
All side entrances and gates are always kept locked. All visitors are required to sign in and out on our electronic system located at reception when visiting. (All visitors are recommended to be vaccinated against COVID and influenza).

### Toiletry Supplies

The facility will supply bath towels, soap, toilet paper, toothpaste, toothbrushes, denture cleaning products, shampoo, conditioner, moisturiser, disposable razors, shaving products and deodorant. However, consumers may choose to provide their own if they have a special preference. If consumers and/or family supply products, please advise staff so a safety data sheet (SDS) can be obtained. Continence Aids are supplied by the facility to each consumer to suit their individual requirements.

### Hairdressing

Hairdressers visit the facility every second Friday. Lifestyle staff will assist with appointment times. Consumers are invoiced for the services received. Arrangements can be made for visits to the local hairdresser or barber if requested.





## Cleaning of Room

Rooms are cleaned daily by staff, as well as when needed. Staff make every effort to ensure the facility remains clean and tidy at all times. During an outbreak, daily high touch cleaning is implemented.

## Linen

Amber Aged Care will provide sheets, blankets, pillows, pillow cases, towels, face washers and absorbent or waterproof sheeting. However, if you would like to bring in your own quilt cover, you are more than welcome to do so.

## Laundry Service for Personal Clothing

Amber Aged Care provides a laundry service for laundering of personal clothing. We suggest that clothing not suitable for machine washing such as woollens or delicate fabric items are taken home for representatives/partner in care to launder or to be professionally dry cleaned. Dry cleaning remains the consumer/family's responsibility.

## Clothing Identification

All personal clothing must be clearly labelled when a consumer is admitted to Amber Aged Care, regardless of the clothing being laundered by the facility or by family/friends.

All personal items of clothing must be clearly identified with the consumer's first and last name, and Amber Aged Care RCF. This includes respite consumers. While it is preferable to have name labels on all items of clothing, Amber Aged Care can provide a laundry marker for naming of clothing. You may use this to name all clothing prior to admission. To ensure this remains effective you will need to rename all clothing on a regular basis as laundry markers fade after several washes. It is the responsibility of Consumers/Representative/ Partner in Care to ensure clothes remain clearly labelled to prevent loss.

## Maintenance

Amber Aged Care is responsible for maintenance of consumers' rooms and all furniture, fixtures and equipment that it supplies. If any item requires maintenance, consumers/representatives/partner in care are requested to bring it to the attention of the Support Services Manager, or if uncontactable, speak with the Administration Team who notify Maintenance via written communication. Amber Aged Care does not accept responsibility for the maintenance of consumers' personal furniture or effects, or for loss or damage to these items.

## Electrical Appliances

All personal electrical appliances/equipment (new and used) must meet Australian Safety Standards therefore each appliance MUST be electrically checked and tagged prior to use at Amber Aged Care and this will be done by HELF prior to the equipment being used at Amber Aged Care. This applies to permanent and respite consumers. Regular retesting and tagging is required, therefore, items are placed on the regular re-testing/re-tagging schedule to be performed when due. To ensure all electrical items are tested and tagged, permanent consumers/respite consumers and/or representatives/partner in care are requested to notify the Support Services Manager of any electrical items brought in during their stay. If the Support Services Manager is not available please advise the registered nurse on duty.

If consumers bring their own radio and have hearing difficulties, they should consider the use of earphones. This will prevent infringement on the rights of other consumers. The consumer is responsible for the cost of any maintenance and/or cleaning carried out on all personal items that are brought in to Amber Aged Care. For safety reasons, irons, open bar electric radiators, electric blankets and hot water bottles are not to be used.

## Environmental Safety

Amber Aged Care strives to create a safe environment for consumers, staff and visitors. Responsibility lies with all to achieve this. If a hazard or risk is identified, please inform staff immediately who will complete the appropriate documentation and action will be taken. Alternatively you are welcome to complete a hazard form and give to the Registered Nurse or administration staff. Hazard forms are located in information stands throughout Amber Aged Care.

## Emergencies

During emergency situations or exercises, Amber Aged Care personnel have authority to issue instructions to evacuate all persons from the facility and/or areas. Such instructions are to be adhered to at all times by all employees, contractors and visitors of the facility. Amber Aged Care is equipped with fire safety alarms and equipment. Staff and volunteers receive fire and emergency training and regularly carry out evacuation procedures.

## Pets

If a consumer wishes to have a pet to visit, this will need to be discussed with the Lifestyle Coordinator/delegate who will consult with the other consumers and appropriate staff. Decisions will be made on an individual basis after consultation. Service dogs are permitted.

Visitors are responsible for their pets. Pets must stay on a lead at all times. Pets must stay in the outside areas or in the residents rooms.

## Smoking

Amber Aged Care is a NON-SMOKING site. Assistance will be given to consumers who wish to address their tobacco smoking, including the provision of information, advice and referral to support services.

## Noise Level

For the benefit of all consumers, it is requested that the noise of all appliances be kept at a reasonable level. Should a consumer suffer hearing loss, the use of hearing aids or earphones for radio, television etc. is recommended.





# Amber Aged Care Healthy Active Ageing

## Understanding Exercise/Physical Activity

Physical activity: 'Any bodily movement produced by skeletal muscles that requires energy expenditure and produces progressive health benefits' (National Institute of Health Consensus Conference Statement, 1996). Physical activity includes everyday activities like walking to the shops, cleaning the house and gardening through to organised classes, gym routines and hydrotherapy.

Moderate physical activity is an extension of physical exercise that is conducted at a level to increase heart rate and cause mild shortness of breath. It should not cause any form of anxiety or discomfort while doing so.

## What we offer

At Amber Aged Care we believe in a healthy active ageing approach. This can be defined as maintaining quality of life, dignity and physical wellbeing through an empowering active approach.

Our active approach includes weekly physical exercise sessions led by a qualified Physiotherapist, with tailored programs developed by our Allied Health team. Each program is personalised to meet every resident's unique physical ability, goals, and overall wellbeing.

We understand that every individual is different and deserves the respect of being treated as such. That's why there is no one-size-fits-all approach

at Amber Aged Care. Our exercise programs are thoughtfully designed based on your physical capabilities, experience, personal preferences and wellbeing level.

In addition to group sessions, we now offer:

- Structured gym sessions for residents who enjoy strength and mobility training
- One-on-one walking activities for those who prefer or require a more personalised pace
- Support and encouragement to participate in group or individual activities based on comfort and readiness.

## Benefits and Risks

### Benefits of exercise:

Participation in regular physical activity such as exercise can contribute to:

- Maintaining a higher quality of life through improving social, emotional and physical health.
- Improved physical function and capabilities through maintaining or strengthening muscle groups, heart, lung health and improving blood flow (Mayo Clinic, 2019).
- Reduce the risk of falls through improved muscle strength and alternative exercises to improve balance and endurance. Fall reduction increases when paired with falls prevention education (Harvard Health, 2010).



### Risks of exercise:

- Cardiovascular conditions may be exacerbated:
  - Angina or trigger myocardial infarction with unaccustomed vigorous exercise.
  - Isometric exercises cause increases in blood pressure which may be problematic for current sufferers of high blood pressure.
- Muscles may be strained, if over exercises cause discomfort and pain.
- Exercise may exacerbate pre-existing conditions related to heart, lungs, brain and other important organs.

## Falls and Exercise Relationship

### Falls prevention education

Falls at home for the elderly population are one of the leading causes for hospital admission, residential care admission and indicators for decline in quality of life. It is important to have a falls risk program in place that details key environmental, behavioural and personal risks to your health.

### The three domains relevant to falls are:

- Intrinsic: Factors related to you personally
- Extrinsic: Factors that are related to the immediate environment
- Behavioural: Factors that relate to you, your habits, responsibilities and behaviours that you otherwise have control over

### How can regular exercise help?

A blended program of balance training with strength and falls education has positive outcomes on reducing fall frequency and severity. Other forms of exercise positively impacting fall rate include:

- Tai chi
- Strength
- Endurance training

Regular exercise is important for maintaining the positive effects of exercise such as improved muscle, cardiac and lung function. Exercise of up to 30 minutes a day is recommended but just as important is taking rest days to allow for the body to recover (Gardner et al, 2000).

## Post-Exercise Recommendations

- Eating healthy, nutritious food in conjunction with being physically active will help to obtain the best health outcomes.
- Drink water during and after physical activity to avoid dehydration. When exercising at moderate to high levels causing perspiration it is even more important to hydrate post-exercise (BetterHealthVic 2015).
- A short period of warm up/cooldown exercises and muscle stretching at the start and end of physical activity will assist recovery from exercise. A cooldown consisting of stretches reduces build-up of lactic acid, a by-product of exercise causing pain and stiffness in muscle and joints (Heart.Org, 2014).

## Understanding Pain

### What is pain?

Pain is a vital response system for the body, it helps protect us and keeps us safe.

Pain is what our brain makes us feel in response to changes either in or outside the body, for example if we touch a hot stove, the pain felt tells us we need to move our hands to reduce risk of injury (Explain Pain, 2013).

### How should we think of pain?

We need to understand that pain is a natural experience we will inevitably feel throughout the course of our lives.

Context is important when understanding and thinking about pain. When did this painful experience occur, what was happening at the time of this experience and what type of pain response occurred in relation to others (Explain Pain, 2013).

### Treatments:

The multi-disciplinary team work together with you to ensure a pain management plan is established to best manage your pain.

Amber Aged Care uses best practice evidence to provide a range of pharmacological and non-pharmacological treatments including:

- Analgesia
- Hot/Cold Therapy
- Massage
- Exercise



# Meals

Amber Aged Care has a proud tradition of serving culturally appropriate meals tailored to our consumers’ needs. We understand that for most of us, food evokes warm feelings and good memories and this ties us to friends and families. We aim to listen and involve our consumers in the planning of menus and make the dining experience warm and homely for all.

## Breakfast

Consumers can choose to have breakfast in the house dining room or in their room, and this may vary from day to day as required. There is no set time for breakfast; it is the consumer’s choice to eat breakfast when and where they please.

## Lunch

Lunch is served in dining rooms and is the main meal of the day. This is served between 12:30-13:00 each day. Consumers are requested to advise the Registered Nurse if they want to have their lunch in any other area. BBQ lunch may be offered in the outside pergola area, during the warmer months, weather permitting. Consumers are encouraged to be involved in menu planning, seating arrangements and cultural preferences. Dietary needs will be served on an individual basis.

Special occasion luncheons may be held in the Activity House where members of the community are invited to attend on occasions. This will be advised in the Newsletter.

## Evening Meal

The evening meal is served in the dining rooms from 17:30-18:00, please let staff know if you prefer your meal in another area of the home. The evening meal is a lighter meal than the lunch meal.

## Inviting Guests

Consumers are encouraged to attend family/ friends functions and to invite family and friends to functions at Amber Aged Care. If consumers intend to invite guests for meals, they are requested to inform staff a minimum of 48 hours in advance to allow for preparations. **The cost of a visitor meal is \$15.00 per person.** Payment can be made at reception during office hours, or to the main kitchen if the office is not attended. We are unable to cater for visitors meals on the weekend. If consumers are going to be absent for meals they are requested to advise staff especially if consumers require medications.

## Meal Times

In our aged care facility, residents have the freedom to choose when they would like to have their meals. While lunch is generally served between 12:30 and 13:00 pm and dinner between 17:30 and 18:00 pm, we understand that everyone’s routines and preferences are different. If residents prefer to eat at another time, meals are provided at the time that best suits their needs and comfort. This approach reflects the Food and Nutrition Standard within the Strengthened Quality Standards (2025), which promotes choice, flexibility, and respect for individual lifestyles.



# Dignity, Respect, Fairness and Choice

*“Amber Aged Care is a home surrounded by people who care”*

## Dignity

*“Treat me the way you want to be treated.”*

Amber Aged Care (AAC) understands treating people with dignity is about being in touch with the most basic human need, that we matter.

Consumers,visitors and staff within AAC will all be treated with the same level of dignity.

We are aware our consumers rely on us for responsive and individualised care and strive to deliver care that is dignified and meets our consumers needs and expectations.

We treat our consumers how we would want to be treated.

*“Amber Aged Care respect my wishes the staff are kind and never rush.”*

## Respect

*“We all come with experience, history and knowledge.”*

We acknowledge that everyone has a story and a life prior to becoming a consumer at AAC.

We respect their past and any challenges which they may have overcome.

We respect consumers cultural and social beliefs and ensure everyone is made to feel welcome and supported.

We respect that when consumers come into our care they may feel vulnerable. We handle vulnerability in a kind and professional manner to ensure consumers feel at ease.

We plan our care to ensure we support people to continue living their life how they choose for as long as they wish.

## Fairness

*“Maintain fairness in all my conversations with you.”*

Working with people in aged care is about developing relationships that are based on mutual trust.

Fairness has to work both ways. Consumers and staff both have an important role to play, one provides the care and the other receives it.

Fairness is needed to maintain a respectful exchange and healthy balance of this relationship.

## Choice

*“Actions speak louder than words.”*

Our consumers have the final say in the way their care is delivered. We listen to their needs and we put their requests into practice.

During our initial care plan/goal consultation phase, we spend time to find out as much as we can about our consumers. This ensures we support them to live the way they wish.

We create care plans in partnership, with services that will carry them forward. We do whatever we can to accommodate requests.

Our consumers always know they have a choice regarding the care and the services which they receive.



## Partnering in care - Caring together

At Amber Aged Care, we believe that care is most effective when it is a partnership between residents, their families or representatives, and our care team. This approach respects your choices, values your input, and ensures your needs and preferences are at the centre of everything we do.

### Your Right to Be Involved

Under the Aged Care Quality Standards and the Aged Care Act 1997, you have the right to:

- Be involved in decisions about your care and services
- Be treated with dignity, respect, and compassion
- Express your preferences, choices, and goals
- Have your voice heard in the planning and review of your care

### Shared Decision-Making

We work alongside you (and, if you choose, your family or representative) to plan your care in a way that supports your wellbeing, independence, and lifestyle. This includes:

- Listening to what matters most to you
- Setting goals together for your health and daily living
- Reviewing and adjusting your care plan regularly as your needs or wishes change

### Open Communication

We are committed to honest and respectful communication. You can expect:

- Clear information about your care and services
- Opportunities to ask questions or raise concerns
- Timely updates about any changes to your care or health

### Involving Families and Representatives

If you wish, your family, friends, or nominated representatives can be actively involved in your care planning and reviews. Their insights can be valuable in supporting your wellbeing and making decisions that reflect your values.

## General Information

### Moving In

Consumers will need to arrange for relatives or friends to help with the moving of personal belongings and furniture. Consumers are free to decorate their rooms according to personal taste. However, if consumers vacate a room for any reason, they are responsible for restoring it to an acceptable standard.

Staff will be happy to assist consumers with any task involved with moving in once belongings and furniture are delivered to the Facility. Please note that any hired equipment consumers may have been using at home may need to be returned to the supplier. This is the responsibility of the consumer (family/representative/partner in care). If equipment is required when moving into Amber Aged Care, this will be assessed by the appropriate staff and supplied by the Facility.

### On the Day of Your Admission

The admission process can take 3-4 hours, so we request that whoever is accompanying you is aware to keep their schedule open to allow us sufficient time for the admission and settling in process. We encourage people to bring favourite belongings to the home such as an armchair/ recliner and personal mementos to personalise their room as soon as possible.

On the day of your admission into Amber Aged Care, the Care Manager will make time with you to discuss your personal care and social needs. We request you bring with you the following information:

- Pension, Medicare, Ambulance, Private Health and Safety Net cards
- Doctor's letter and any transfer letters from another facility or discharge letter from hospital
- Family Doctor's name, address and phone number
- Current medication including all current prescriptions
- Personal belongings and necessary toiletries
- Copy of Enduring Power Of Attorney & Medical Power of Attorney, ACD if in place

You will be asked to read and sign the Residential Agreement. As a facility we uphold the values of The Charter of Rights, this document will be explained to you and you will be provided with a signed copy.

### Financial Matters

Moving in to Amber Aged Care does not affect the consumers' ability to continue to handle their own financial and business matters. If consumers no longer wish to handle their own affairs, legal advice must be sought, at consumers own cost, as to how to proceed. If financial/ legal services are required, leaflets are available upon request, please see our reception staff. Consumer/representative/partner in care must advise Centrelink of their change of address when moving in to Amber Aged Care.

Amber Aged Care payments are made via Direct Debit. Forms need to be completed prior to admission.

### Higher Everyday Living Fee (HELFF)

From 1 November 2025, the Higher Everyday Living Fee (HELFF) replaces the previous Extra Service and Additional Service Fees. This optional fee allows residents to access enhanced services beyond the standard care provided under the Aged Care Rules 2024. Examples include premium dining options, additional lifestyle activities, or upgraded amenities.

Participation in the HELFF is entirely voluntary and must be agreed upon separately from the standard service and accommodation agreements. Providers are required to clearly outline the cost, frequency, and quality of each service included in the HELFF agreement. Residents have a 28-day cooling-off period to reconsider their decision without penalty. After this period, services can be adjusted with 28 days' notice.

Importantly, the HELFF cannot be charged for accommodation costs, which are included in accommodation pricing. Providers must ensure that any services offered under the HELFF are not those already mandated under the Aged Care Rules.

This approach empowers residents to tailor their care experience while ensuring transparency and protection under the new Aged Care Act.

## Additional Services

### Living well at Amber Aged Care

We strive in creating a luxury service package, elevating the daily living experience. To back this up, we provide an array of supplementary entertainment and lifestyle amenities designed for the pleasure of our residents. As these extra services aren't subsidised by the Government, we implement a daily Additional service Fee to cover their provision.

### Room Extras

- Premium body wash and hand soap
- Hotel quality linen

### Entertainment & Technology

- Personal flat screen TV
- Wifi internet service
- Online streaming
- Telephone

### Wellbeing

- Hairdressing wash and cut 4-6 weekly (inhouse hairdresser)
- Weekly happy hour wine, beer and non alcoholic beverages
- Individual birthday cake

### Dining & Drinks

- Chef prepared meals cooked onsite
- 1 glass of Wine or beer served with meals
- Choice of two main meals
- Twice weekly hot breakfast
- Fortnightly BBQ, held outside weather permitting

### Personal Equipment Services

- Test and tag of electrical equipment
- Support to order extra items from Coles

### Packed service daily fee

- \$23.00 per day - this rate is applicable from October 2025 and will be reviewed annually
- Package value (\$40.00 per day)

*Respite residents and residents assessed as fully government supported by the Department of Human Services or DVA will be charged a maximum of \$7.00 a day.*



### Carer escort

- Monday to Friday: Our standard fee is \$58 but before booking, please confirm with our friendly admin team to secure your spot
- AAC staff are available to escort you to appointments, shopping, or other personal outings. A minimum booking of three hours is required when booking this service.

### Physiotherapy

- Fee for service is \$90.00 per hour

### Guest Dining Options

Cost on Application

- BBQ Pack
- Private Function including Chef and table service
- Weekend buffet brunch with family

### Hairdressing Services

- Above cut and shampoo offered in package.

### Personal Property and Insurance

Amber Aged Care does not accept responsibility for any loss of personal property. Your personal belongings, not limited to jewellery, glasses and hearing aids are the consumer's responsibility. It is the consumer's responsibility to insure any personal belongings of value to you.



## Your Health & Wellbeing

### Deteriorating Health

It is important for us all to recognise changes and potential deterioration in consumer's health. Please inform the Registered Nurse or Care Manager if you have any health concerns, including any changes you have noticed. Recognising signs of deterioration is important because we need to discuss this with you and/or your representatives/partner in care. We may need to let your Doctor know so that they can come and visit you.

### Pharmacy

Amber Aged Care provides a pharmacy service that consumers may utilise however, consumers are welcome to continue with their own arrangements. If you wish to engage an alternative pharmacist to the one provided at Amber Aged Care you will be responsible for purchasing, correctly packing and delivering the consumers medication to the facility. You will also need to ensure medication stock levels are adequate and scripts are available at all times.

### Medications

It is important that any medication brought on site is delivered to the nursing staff, this includes for consumers who administer their own medication. This is so that we can make sure that the medical officer can record all medication on the medication chart and to ensure medications are compatible with other medication and safe to be taken. This also refers to over the counter medications and vitamins or supplements. The consumer's Doctor should visit Amber Aged Care within 24 hours of admission to ensure that the medication chart is up to date. The Doctor must complete and supply a Medication Chart to the Registered Nurse outlining the consumer's medication requirements. Please consult with the Registered Nurse on any matters regarding medication.

### Specialised Services

Physiotherapy, Podiatry and other specialised services are available following assessment of consumers' needs and/or referral by a Doctor. A consumer may choose to have services that are not an assessed need, this may incur a charge payable by the consumer.

### "My Plans" (Care Plans) and Care Consults

Amber Aged Care nursing staff will formulate a Plan of Care "My Plan" in partnership with each Consumer/representative/partner in care. This can only be accessed by authorised personnel. Consumer care needs will be assessed initially by the Registered Nurse with consumers.

#### The Plan of Care will then be reviewed

- 3 monthly or as required
- if there is a change in health status
- or directive of the Consumer/representative/partner in care

Care Consults take place 3-monthly with nursing staff and the Consumer and/or with their representative/partner in care. Consumers have the right to make decisions about when family, friends and/or others are involved in their care. It is the choice of the consumer, whether or not they wish to involve others. Representatives will be invited at the direction of the consumer. Consumers will be given every opportunity to communicate their decisions. Our goal is to provide Consumers with self-direction and to ensure that this is not detrimental to the consumer's health and wellbeing and does not infringe on the rights of other consumers.

When the nursing staff are working with you to develop your Plan of Care they will need to understand the things that are important to you, what goals you want to achieve and how we can support you to achieve these goals. Please give this some thought so that we can ensure this information is in your Plan of Care. What you want to achieve can be as big or small as you want it to be, it is about what is important to you. Of course, you are free to change your mind at any time or include new things.

### Palliative Care at Amber Aged Care

At Amber Aged Care, we are committed to providing compassionate and personalised palliative care to residents with life-limiting illnesses. Our approach focuses on enhancing comfort and dignity through individualised care plans developed in collaboration with residents and their families. We address physical, emotional, and spiritual needs, offering comprehensive symptom management and support. Our experienced nursing staffs are available 24/7 to provide continuous care, ensuring that residents live with dignity and respect during their final stages of life. We also involve family members at the resident's direction, fostering a supportive and inclusive environment.

### End-of-Life Care at Amber Aged Care

Amber Aged Care is dedicated to delivering respectful and compassionate end-of-life care, focusing on comfort and dignity. Our services include personalised care plans tailored to meet the unique needs and preferences of each resident. We address physical, emotional, and spiritual needs to ensure comprehensive care. Open communication is facilitated to respect the resident's choices regarding treatment and care. We also provide bereavement support for families and loved ones during and after the resident's passing. Our goal is to create a peaceful and supportive environment, honouring the wishes of our residents and their families during this important time.

### Doctors

Some consumers continue to use their own Doctor after moving in to Amber Aged Care. If this is not possible it is the responsibility of the consumer and/or representative to select a Doctor of the consumer's choice who will visit the consumer at Amber Aged Care. The Doctor should generally be available to visit during business hours or close to this time unless the consumer's health concern occurs outside of these hours. Amber Aged Care is able to provide a list of Doctors who currently visit the facility. While you may select a Doctor from the list, you are not required to do so, you may appoint any Doctor you choose. The arrangement is the same as any Doctor/consumer relationship and the normal charge and pensioner concessions apply, as in the general community.

### Ambulance Service

It is strongly recommended that consumers have Ambulance cover in case emergency transport to hospital is required. Amber Aged Care will not be responsible for any Ambulance costs.

### Medical Benefits

Consumers are strongly advised to maintain membership of a Medical Benefit Fund in case of emergency admission to a private hospital or the need for rehabilitation services.

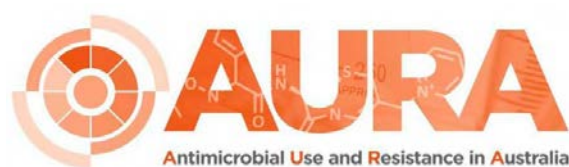
### Medical Appointments

If family is unable to escort a consumer to a medical appointment please discuss with the Clinical Services Coordinator/Registered Nurse as soon as possible (at least 48 hours' notice). Staff escort may incur a fee if a volunteer is unable to assist.



## Outbreaks

An outbreak is when there are an identified number of consumers who are exhibiting the same signs and symptoms of an infectious disease. This may include, but is not limited to gastroenteritis, influenza and COVID. During the identified period of caution, or quarantine, representatives/partner in care will be contacted and may be asked to limit or refrain from visiting, however, during lengthy COVID outbreaks, consumer visits will be considered on an individual basis. It is extremely important at all times that all visitors follow the hand sanitising/handwashing precautions on entry and exit from the facility.



## Antimicrobial resistance

### Are you aware of Antimicrobial resistance?

Antimicrobial resistance (AMR) occurs when agents causing infection become resistant to treatments. AMR is a problem throughout the world, and has been called one of the 'biggest threats to human health'. The Australian Commission on Safety and Quality in Health Care (the Commission) has established the Antimicrobial Use and Resistance in Australia (AURA) Surveillance System as an important mechanism to inform strategies to prevent and contain AMR. The Australian Government has developed a strategy to address AMR. Part of this strategy involves monitoring AMR and the use of antimicrobials to help in the fight against AMR.

It is important to understand that it is not you, as an individual, that becomes resistant to antibiotics – it is the bacteria causing infection that become resistant. The more we use antibiotics, the more microbes are exposed to the medication. They then have the chance to develop methods of protecting themselves from the medication, which can persist over time. The microbes can then cause infection later, and sometimes spread to other people. Antimicrobial resistance results in medications becoming less effective at treating microbes. Eventually, they can no longer cure infections caused by these bacteria.

Amber Aged Care is committed to the principles of Antimicrobial Stewardship, and its contribution to improving consumer care outcomes whilst

mitigating adverse consequences, and reducing inappropriate antibiotic use.

You can help prevent antibiotic resistance by:

- Taking steps to avoid infections and prevent them from spreading
- Understanding that antibiotics cannot treat colds and flu, because they are caused by viruses
- Telling your Doctor you only want an antibiotic if it is really necessary
- Taking your antibiotics for as long as your Doctor advises

## Food Safety

Amber Aged Care adheres to a Food Safety program to ensure that these regulations are followed.

Please refer to the Food Safety Council Food Safety Tips information included in the Admission Information Pack before bringing food into Amber Aged Care. We urge you to consider this information carefully to reduce health risks.

Please be aware that some consumers have special dietary requirements and this may be for many different reasons. To ensure the safety of consumers please do not share any food or assist another consumer with food or drinks when visiting the facility. Please refer to the Registered Nurse if you require further information regarding this.



## Restrictive Practice Free Approach

### Amber Aged Care practices a restrictive practice free approach.

This information aims to assist consumer's and representatives to understand what restrictive practices are, and how Amber Aged Care practices a 'restrictive practice free' approach.

### What is a restrictive practice free approach?

A restrictive practice free approach means no words, devices or actions will interfere with a person's ability to make a decision or restrict their free movement.

Amber Aged Care consumers are provided with restrictive practice free options to ensure their safety.

### Restrictive practice free approaches may include:

- Individual and group social activities
- Safe walking areas
- Appropriate signage and visual reminders to aid orientation
- Alarm systems used to alert staff of a consumer's whereabouts
- Amber Aged Care staff ensure that consumer's needs, such as hunger and thirst, continence management, or unrelieved pain, are promptly attended to and managed.

### Making a decision about restrictive practices

Please feel comfortable to speak with the Care Manager, Registered Nurse or Senior on shift about any concerns or queries you have regarding the use of restrictive practices.

### What are restrictive practices?

Restrictive practices are any practice, device, action or treatment that interferes with the person's ability to make a decision, or which restricts their free movement.

Amber Aged Care supports a restrictive practice free approach.

### Examples of restrictive practices may include:

- A mattress that prevents movement from bed
- A seat belt or chair that prevents a consumer from walking
- A chair with a deep seat that is difficult to get out of

- A coded key pad at an exit door to prevent a consumer from leaving the designated area
- Use of bed rails (Amber Aged Care does not support the use of bed rails\*)
- Medication used to control a consumer's changed behaviour by over-treating the condition, where the treatment is not necessary or when no medically identified condition is being treated.

*\*Example: How can bed rails become a risk?*

- Bed rails can increase the risk of a person falling from bed, as they may try to climb over the bed rail
- A serious injury/death may occur as a result of falling from a greater height
- Entrapment between the bed rail and the bed can be fatal

### Restrictive practices as a last resort

The decision to use restrictive practices are only used as a measure of last resort. A comprehensive assessment is completed after exhausting all reasonable alternative options. Restrictive practices will only ever be considered when a person may:

- Harm themselves or others
- Experience/cause loss of dignity or severe embarrassment to self/others.

**If restrictive practices must be used as a last resort, we take the following measures, to protect a person's safety and dignity:**

- Any restrictive practice used will be the least restrictive, and be used for the shortest length of time possible
- Staff will monitor the restrictive practice whilst in use
- Restrictive devices, such as seat belts, will be regularly released, and activities of daily living and comfort measures will be maintained
- The consumer's needs and the restrictive practice used will be regularly reviewed and evaluated, in consultation with the consumer and/or representative

### Steps taken before using restrictive practices

Before using any type of restrictive practice, we take the following steps:

- The Registered Nurse (RN) completes a comprehensive assessment, and restrictive practice free options are implemented into the consumer's care plan



- If these options do not successfully manage changed behaviour, the RN consults with other relevant health professionals
- Consultation occurs with the consumer representative to gain their consent for use of restrictive practice

**Amber Aged Care does not support any restrictive practice action or device that does not have the consent of the consumer/representative.**

Please note: In an emergency, where it is necessary to act urgently to safeguard someone, consultation may not be possible immediately. However, it will occur as soon as possible.

### Common misunderstandings about restrictive practices

**BELIEF:** Restrictive practices decrease falls and prevent injuries.

**EVIDENCE:** Risk of injury or death through strangulation or asphyxia resulting from the use of restraints is a real concern.

**BELIEF:** Restrictive practices are for the good of the consumer.

**EVIDENCE:** Immobilisation through restraint can result in chronic constipation, incontinence, pressure injury, loss of bone and muscle mass, walking difficulties, increased feelings of panic, fear, boredom and loss of dignity.

**BELIEF:** Restrictive practices make care-giving more efficient.

**EVIDENCE:** Although they might be a short-term solution, they can create greater dependence, have a dehumanising effect, restrict creativity and individualised treatment.

## Consumers' Meetings

### Monthly Meetings

A Consumers Meeting with the Consumer's Board Representative occurs each month. This is an informal meeting and consumers are encouraged to speak up about issues.

## Social Activities

Consumers are encouraged to maintain their normal community contacts and attend activities. The Lifestyle Coordinator and staff will assist in organising transport via an access cab, or community bus for external activities. Some activities may incur a small cost.

### Internal Social Activities

A newsletter informs consumers of planned activities and of any forthcoming activities. Consumers who need assistance to attend any internal activity can discuss this with the Lifestyle Coordinator and staff. There may be a small charge for some activities, e.g. outings, shopping, concerts etc.

At times, social activities will be spontaneous and short notice will be given. Also, activities may be altered due to weather conditions. Family and friends are invited to participate in activities.

### External Social Activities

If consumers wish for staff or volunteers to escort them to external social events this needs to be discussed directly with the Lifestyle Coordinator. Cost of external activities will be negotiated with individual consumers/representatives/partner in care.

## Family, Friends and Relatives

Your move to Amber Aged Care in no way changes your status as an individual within the community. You should continue to spend time with family and friends as you have always done. This is your home.

At Amber Aged Care it is important to us that you are treated with dignity and respect and are able to maintain your identity. You will be supported to make connections with others and maintain relationships of choice, including intimate relationships. We value diversity and your culture, and will assist you in whichever way we can to maintain that. Your family and friends are welcome to call in for a visit at any time during the day. There are a variety of activities we encourage you to do with your partner, family and friends here.

**These may include:**

- Joining in on a group activity
- Watching television
- Sitting and having a chat and a coffee
- Accompanying you to the shops, the theatre, sporting events, community functions, the local pub
- Going for a walk or drive
- Some light gardening
- Spending time together privately in your room without disruption

The above list is only used as an example, and you are more than welcome to entertain your family and friends as you would at home. Amber Aged Care is the consumers' home and consumers should continue to entertain visitors whenever they wish. Please check with other consumers and staff if a dining room or lounge is required for a special purpose.

Family and friends are encouraged to accompany consumers on shopping trips, doctor's visits, theatre outings, sporting events, Church attendance, walks to the park or around the area etc. so they may continue enjoying life.

We expect and require staff and volunteers to speak to and treat consumers, their representatives/partner in care and visitors in a respectful manner at all times. If this is not adhered to please report this immediately to the most senior nursing staff on site. Likewise it is expected that consumers, their representatives/partner in care and visitors treat staff and volunteers in a respectful manner at all times. We endeavour to ensure staff have a safe work environment. If you are dissatisfied with a staff member please report this immediately to the most senior nursing staff on site who will address the issue.

## Holidays, Outings, Absences

It is necessary to inform the Registered Nurse, if consumers intend to go out for the day, stay away overnight, or go on holiday. Please inform the Care Manager or Registered Nurse on Duty.

Consumers are requested to leave their pendant in their room or with nursing staff when leaving the premises. If taken off site and not brought back with the consumer it will need to be returned without delay to ensure the consumers safety.

If going to hospital we recommend consumers leave their room key with management or nursing staff who will secure the key until the consumer returns. Alternatively you may choose to leave the key with a family member. Permanent consumers are permitted 52 days social leave from Amber Aged Care in each financial year. Respite consumers who are absent from the facility for more than 24 hours are effectively discharged.





# Sexuality and Intimacy

*“Amber Aged Care respects our residents needs to express sexuality and enjoy intimacy with another person or spouse. Our team have a respectful understanding that sexuality and intimacy can offer both comfort and pleasure for our residents.”*

At Amber Aged Care we acknowledge that we should pay special attention to personal grooming and the choice of clothing because looking good and feeling attractive can be important for our resident’s self-esteem, self-worth and sexual expression.

Amber Aged Care supports the expression of sexuality of all people who live here, including those who have dementia, and who identify as part of the LGBTIQ+ community.

Unfortunately, society often fails to remember that sexual expression continues to be an important part of life as people age. When we think about the elderly, we do not tend to consider that sex and intimacy remain an important part of the older persons wellbeing, as the consensus is, older people lack sexual drive, intimacy no longer exists, and subsequently sexual expression is no longer important.

Our elderly may still have sexual desires and needs and can be capable of sexual activity even though they now reside in an aged care facility. This concept can sometimes be difficult for a spouse, partner, or Next Of Kin to understand or accept.

If sexual activity is no longer possible for your loved one, closeness, companionship and intimacy can still remain an important part of a person’s wellbeing and self-esteem and at Amber Aged Care we respect and support these relationships.



# Feedback and Complaints

Amber Aged Care is committed to providing safe, quality care and services to our consumers. Open disclosure is the open discussion that an aged care provider has with people receiving aged care services when something goes wrong that has harmed or had the potential to cause harm to a person receiving aged care services. Amber Aged Care is committed to this form of partnership and engagement with consumers and their representative to ensure their safety, health and wellbeing is at the centre of planning, delivering and evaluating their care.

In order for us to provide the best possible care and services, we rely on your feedback to help us learn about ways in which we can improve any issues, suggestions or comments that impact you. We aim to promote an environment that is safe and comfortable for all to raise feedback and concerns. All feedback is treated with respect, confidentiality and sensitivity.

Feedback can be provided in many ways. You are more than welcome to complete a feedback form, send an email, write a letter or speak directly face to face, or via telephone to a Manager. **Feedback can also be provided by scanning the QR code.** We will investigate and respond as soon as possible and will work with you to find the best resolution using an open disclosure process.

It is important to note that you are welcome to contact an Advocacy service at any stage of the complaint. They may offer help, assist you with the process, or advocate by acting on your behalf.



Feedback or complaints can be submitted by scanning the QR code

# Immediate Acknowledgement of Complaint

We strive to immediately acknowledge the receipt of complaints and address them promptly in accordance with their degree of urgency.

Where we cannot acknowledge a complaint immediately, acknowledgement should be made as soon as practicable and, in any event, within three business days.

## Target Resolution Within 14 Days

We aim to resolve all complaints within 14 business days, with the initial investigation completed within 7 days.

## Extension Beyond 14 Days

If we are unable to respond to a complaint within 14 business days, a Complaints Officer will, prior to the end of the 14-day period:

- contact the complainant by telephone, if possible, or otherwise in writing
- advise them of the reasons for the delay in resolution of their complaint
- advise them of a new target resolution date.

A Complaints Officer will then keep the complainant regularly updated on the status of their complaint.

## Advocacy Services

There are services available to help you address your concern. Any advocate will provide support to assist you at any stage of the complaint process. It is a free, confidential service. The contact information is as follows:

**Older Persons Advocacy Network**  
**1800 700 600**

It may also be important for you to have access to a translator, in which instance we are happy to arrange one for you. Alternatively, you can contact the service below, and ask them to contact us.

**Translating and Interpreting Service (TIS)**  
**131 450**

If you are not satisfied with the outcome of your concern with us directly, you are welcome to contact the Aged Care Quality and Safety Commission to address your concern. If you require a copy of our Procedures for Identifying, Responding and Reporting Elder Abuse and Neglect Policy, please contact our office.

**Aged Care Quality & Safety Commission -**  
**1800 951 822 (agedcarequality.gov.au)**

# Continuous Improvement

Amber Aged Care is committed to Continuous Improvement. However, involvement of all is needed to achieve this. Surveys are provided to consumers and representatives to gain consensus to enable improvement to occur. Please take the time to complete these surveys and if assistance is needed, staff are willing to help. At times, working parties are established to explore issues and you may be invited to be involved. Feedback forms and brochures are available in each house. We encourage you to use these to provide feedback. This may be a suggestion, complaint, concern or compliment. There are locked feedback boxes located throughout Amber Aged Care. Advocacy services and external complaints services brochures are located throughout Amber Aged Care.

# Security of Tenure

The room a consumer has when they first move into Amber Aged Care will remain theirs until they can no longer be supported at this Facility, or if a change in circumstances occur as outlined in your Agreement. Should a consumer wish to change rooms, it is to be discussed with the CEO/delegate who will offer every assistance should a suitable room become vacant. Any expenses incurred in such a transfer will be the responsibility of the consumer including relocation of a telephone line if applicable.

# Moving out

When the time comes to vacate a room family and friends are responsible for removing the consumer’s personal furniture and personal belongings. Daily fees will continue until the room is vacated.

# Respite Care

Amber Aged Care offer a minimum of 14 days respite care up to the approved 63 days per financial year, and is available to people who have been assessed by the Aged Care Assessment Team (ACAT) as eligible for residential care respite services. Arrangements for this can be made by contacting Amber Aged Care during business hours on 08 8465 5500.



# Food Safety Tips

At Amber Aged Care, where the well-being of our residents is paramount, we strongly encourage refraining from bringing outside food into the facility. This encouragement is rooted in our commitment to minimising health and safety risks, given that food from external sources may not adhere to our stringent quality and safety standards.

Our dedicated culinary team takes immense pride in preparing nutritious and delectable meals right here on-site. We prioritise crafting well-balanced, wholesome, and appetising dishes tailored to the dietary needs and preferences of our residents. By preparing meals in-house, we maintain rigorous quality control, adhere to dietary guidelines, and readily accommodate individual dietary requirements.

We sincerely appreciate your understanding and cooperation in following this encouragement, as it plays a vital role in preserving the health and well-being of all residents within our facility.

If elderly people do get food poisoning, they are also likely to suffer more severe consequences.

These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning.

There are some foods that pose a higher risk than others, particularly of passing on a Listeria infection which is dangerous for the elderly.

## What precautions should I take when preparing foods?

There are no special rules for cooking for our consumers – you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator: never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food.

### What are the higher risk foods?

For full details please refer to the pamphlet ‘Listeria and food’ on the FSANZ website, <http://www.foodstandards.gov.au/media/documents/Listeria.pdf>

Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and egg-nog can also be dangerous for the elderly.

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|--|--|
| <ul style="list-style-type: none"><li>• <b>Cold meats</b><br/>Cooked or uncooked, packaged or unpackaged egg roast beef, ham etc.</li><li>• <b>Cold cooked chicken</b><br/>Purchased whole, portions, sliced or diced</li><li>• <b>Pâté</b><br/>Refrigerated pate, liverwurst or meat spreads</li><li>• <b>Salads</b><br/>Pre-prepared or pre-packaged fruit, vegetables or salads eg from salad bars, retail outlets etc.</li></ul> | <ul style="list-style-type: none"><li>• <b>Chilled seafood</b><br/>Raw or smoked ready-to-eat eg. oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads</li><li>• <b>Cheese</b><br/>Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses eg brie, camembert, ricotta, feta and blue</li><li>• <b>Ice cream</b><br/>Soft serve</li><li>• <b>Other dairy products</b><br/>Unpasteurised dairy products eg raw goats milk, cheese or yoghurt made from raw milk</li></ul> |
|--|--|

You should not provide these foods to our residents

**Remember: When you bring food into an aged care facility for a relative or friend, it is you and not the staff who is responsible for the food to be safe for consumption.**

## How can I transport food safely for an elderly person?

If you need to transport food, take care that it is protected from contamination during transport. Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures.

Put cold food into a cooler with ice packs. Don’t pack food if it is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler.

Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the home. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the hot food, can be used.

If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test. If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

## Reheating food

Food needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.

## Reheating food in a microwave oven

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly. Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food.

Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can’t be stirred should be allowed standing time to allow the whole product to reach a uniform temperature. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food.

## Frozen food needs to be completely thawed before reheating.

If you are reheating a commercially prepared food, read and follow all the manufacturers’ instructions.

## Storage of the food you bring in

If any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator.

Some people like to keep extra food in their rooms for eating later. While this is okay for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes.

Leaving perishable food in the temperature danger zone for too long before eating can result in foodborne illness. Food which can cause food poisoning may not look or taste spoiled. Sometimes elderly people can also forget how long the food has been there.

If you bring commercially prepared food make sure the elderly person is aware of any ‘best before’ or ‘use by’ date on the food.

## Please inform the care staff if you have left perishable foods in the resident’s room.

If you are cooking for an elderly person, please check the fact sheet ‘Protecting Tiny Tummys and Sensitive Systems’ under ‘publications’ on the Food Safety Information Council’s website [www.foodsafety.asn.au](http://www.foodsafety.asn.au) for more information on preparing food safely.





## Statement of Rights

The *Aged Care Act 2024* includes a Statement of Rights that explains the rights older people will have when accessing aged care services funded by the Australian Government.

The Statement of Rights will help make sure you are at the centre of your aged care.

### You will have the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

### If you have concerns about the aged care you are receiving, you can:

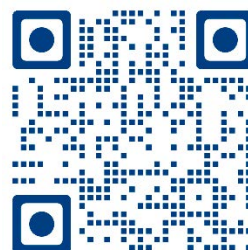
- talk to your aged care provider
- speak with an advocate on 1800 700 600 or at [OPAN.org.au](https://www.opan.org.au)
- contact the Aged Care Quality and Safety Commission on 1800 951 822 or at [AgedCareQuality.gov.au](https://www.AgedCareQuality.gov.au)



### More information

Read the full Statement of Rights, including how you can make sure your rights are upheld:

[www.health.gov.au/our-work/aged-care-act/about](https://www.health.gov.au/our-work/aged-care-act/about)



## New Aged Care Act, section 23 Statement of Rights

### Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
  - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
    - (i) the funded aged care services the individual has been approved to access;
    - (ii) how, when and by whom those services are delivered to the individual;
    - (iii) the individual's financial affairs and personal possessions; and
  - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
  - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

### Equitable access

- (2) An individual has a right to equitable access to:
  - (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
    - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
  - (b) palliative care and end-of-life care when required.

### Quality and safe funded aged care services

- (3) An individual has a right to:
  - (a) be treated with dignity and respect; and
  - (b) safe, fair, equitable and non-discriminatory treatment; and
  - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
  - (d) funded aged care services being delivered to the individual:
    - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) in an accessible manner; and
    - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
  - (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
  - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

### Respect for privacy and information

- (5) An individual has a right to have the individual's:
  - (a) personal privacy respected; and
  - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

### Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
  - (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
  - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
  - (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
  - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
  - (c) have the individual's complaints dealt with fairly and promptly.

### Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
  - (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
  - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
  - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.





# What is the SIRS?

**Everyone in aged care has the right to be safe, treated with dignity and respect and receive high quality care and services.**

To help keep you safe, the government has introduced the **Serious Incident Response Scheme** or **SIRS** to reduce the risk of harm to aged care consumers.

**If a serious incident happens, staff at your aged care service must:**

1



**Check you and others are okay**

2



**Record what happened in their incident management system so they can learn from the incident and improve their practices**

3



**Report the incident to the Aged Care Quality and Safety Commission if appropriate**

## Reportable incidents include:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Psychological or emotional abuse
- Unexplained absence from care or a missing consumer
- Stealing or financial coercion by a staff member
- Neglect
- Inappropriate use of restrictive practices
- Unexpected death

If something like this happens to you, the staff must first check that you are okay, talk to you about what happened and work with you to sort out the issue.

Staff must record all incidents in their incident management system. Recording when something *nearly happened* or when someone *suspects* something happened is important too. So they can learn from this incident and improve their practices.

*Reportable incidents* must be reported to the Aged Care Quality and Safety Commission. The Commission will determine if any regulatory action should be taken.

SIRS is here to keep us all safe.

SIRS means your aged care service can prevent incidents from happening and respond quickly when they do to get you support as soon as you need it.

If you have a concern about the care you or someone else is receiving, it is important that you talk about it. There are services available to help you including the Older Persons Advocacy Network (OPAN). You can call OPAN on 1800 700 600.

You can also raise a concern or make a complaint by contacting the Aged Care Quality and Safety Commission on 1800 951 822.

**Let's stay safe together.**



**For more information, visit [agedcarequality.gov.au](https://agedcarequality.gov.au) or call 1800 951 822**



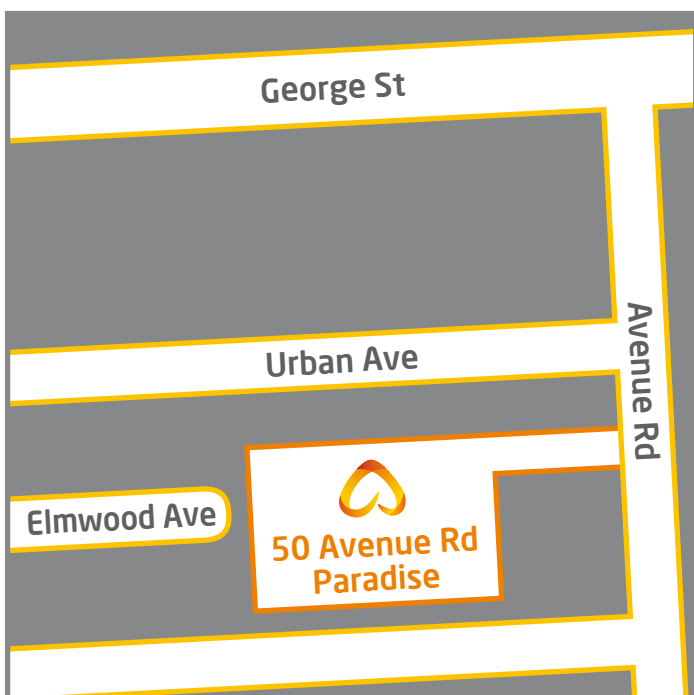
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"Due to our relatively small size, consumers are able to enjoy a warm, homely environment where, with the staff, they are able to form meaningful relationships."



**Amber**  
Aged Care

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