



# RESIDENT HANDBOOK



*Tamar*

Tamar Krebs  
*Founder and Executive Director*

# Welcome

Together with our Homemakers, we would like to extend a very warm welcome to Group Homes Australia (GHA).

Our philosophy is based on individuality and choice to support Australians to live in a home, in their familiar suburb, surrounded by family and friends.

We believe that as valued members of the community, each resident's local relationships and networks are important and need to be cherished.

This handbook describes the services we provide and addresses some of the questions you may have.

Deciding on care is not easy and we value the privilege you have given us in selecting GHA.

We look forward to meeting you soon.





# Our Team

We pride ourselves on our care. Our philosophy is about promoting dignity of choice at every possible opportunity. This is demonstrated through supporting residents to wake up in their own time, make individual food choices, form meaningful relationships, and contribute to the running of the home.

Each resident is supported by a team of Homemakers on-site 24/7 and led by a Homemaker Supervisor and Homemaker Supervisor Assistant. These team members are multi-skilled and trained to assist residents with their daily routines.

Most Homemakers have a Certificate III in Aged Care and a background in caring. They have also all undergone GHA's dementia training which focuses on the skills to enable residents to flourish.

Our Homemakers are carefully selected, and our teams are intentionally formed to balance skill sets and styles.

We also have a full Home Support Team made up of our CEO, Head of Care and Health, Head of Experience, Head of Engagement, Nutritionist, Wellness Team, Registered Nurses and Social Workers.

On the day of moving in we will provide you with the phone number of the home and all the key people involved in delivering care.



# Our Clinical Care

## Our Registered Nurses (RNs)

We have a Clinical Team of RNs who are on-site at one of our homes or on call 24/7. Our RNs attend a home when a resident is identified to have a clinical or complex care need. If you have concerns at any time about the wellbeing of a resident, please mention this to the Homemaker Supervisor who will coordinate the appropriate care.

## Doctors

Residents are supported to continue their relationship with their existing GP or choose our recommended GP.

There are times when getting the correct medication fast makes a difference to the wellbeing and recovery of a resident so we have engaged GPs who understand our model and will visit our homes when needed. In case of an emergency or acute situation, in consultation with the family and doctor, a resident may need to attend the local emergency department. We recommend that you consider our GP if yours does not do regular house calls.

## Allied Health and Support Services

We can access a wide range of services such as physiotherapy, occupational therapy, podiatry, dentistry, x-ray imaging and Hospital in the Home to support our residents to stay in the comfort of their GHA home. These services are all charged at an additional cost and will be discussed with you prior to booking.

We also have a hairdresser, beauty therapist and masseuse who visit our homes regularly. If utilised, their charges are added to your monthly invoice.



## Medications

Medications are purchased through a pharmacy that uses robots that pack medication into Webster packs therefore eliminating human error. We recommend that each family establish and settle their own account directly. The pharmacy commits to Webster packing all medications and delivering to the home on a timely basis. Toiletries and non-prescription items can be ordered too.

## Continence Pads

We can order and manage the supply of continence pads. These are charged separately and added to your monthly invoice. We pass on any bulk discounts we receive on these products.

## Health Insurance

You can maintain your private health cover and are responsible for managing your own Medicare and private health insurance transactions. In an emergency, residents will be transferred to the nearest hospital decided by the ambulance service, and in accordance with your family's wishes.











# Your Story

The day of moving in can be emotional. Our team will support you with the transition. We encourage you to discuss a plan that works for your family – each journey is different.

Prior to moving in to GHA, we would have completed the *“How Am I Unique”* process. This includes family history, work history, personal relationships, favourite foods and important documents that hold significant meaning and help capture each resident’s true essence. This document provides a wonderful opportunity for Homemakers, families and volunteers to develop a meaningful connection with each resident.

If you have a specific hobby such as art or craft, this can be supported in the home. If you have significant objects such as a photo album, please feel free to bring them to the home.







# Your Arrival

The transition process of moving in can be full of emotion.

In order for us to be prepared to welcome you to the home on the day, please let us know when you plan to arrive. The Homemakers will help you set up your room and settle in. If you would like to bring some things in advance so that the room is set up beforehand, we can also arrange that with you.

We invite your family to join us for lunch on the day of moving in.



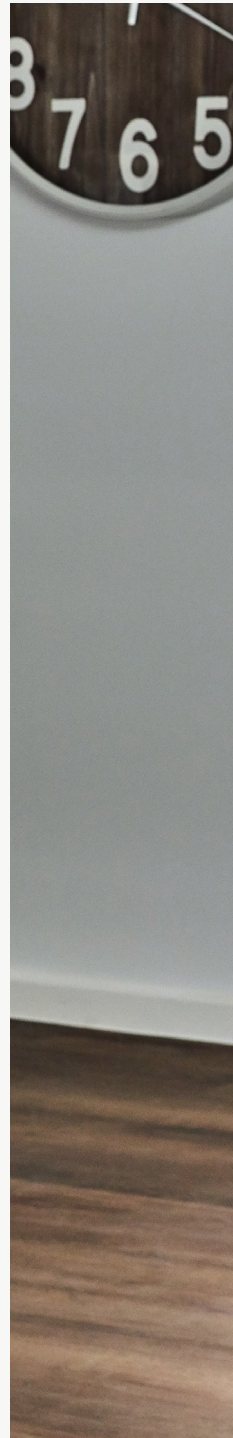
Please remember to bring the following with you on the day:

- Pensioner Health Benefit card
- Medicare card
- Private Health Fund card
- Any pre-packed medications
- Copies of Power of Attorney / Enduring Guardian forms
- Any other documents to support government benefits

Please note that documentation including contracts, direct debit forms and other consents are all required to be signed and returned prior to moving in.

We ask that you notify us if any of these details change, including cards that expire and require renewal.

Please also share full contact details with us of persons responsible, including a primary contact and any additional contacts. If going on holiday, please also remember to tell us and provide alternate contact details at that time.













# Your Care

## Toiletries

We believe that it's the little things that make a big difference, right down to the toiletries that our residents use. It is for this reason that we do not provide toiletries and encourage you to bring those that are familiar. You are welcome to replenish them on a regular basis or we can order these for you from the pharmacy, at your own expense.

We suggest that you bring the following:

- Soap, body wash and shampoo/conditioner
- Toothbrush and toothpaste
- Comb or hair brush
- Electric razor or disposable razors (if required)
- Make up and moisturisers (if required)

## Clothing

We encourage you to pack a selection of seasonally appropriate clothing in sufficient quantity and of a standard that retains dignity.

Our Homemakers will make every effort to take care of clothing, but we do not accept any responsibility for damaged or lost items. For special items, we can organise for clothing to be dry cleaned at an extra fee.

Wardrobe space is relatively limited and so we ask that you are selective in what you bring.

## Footwear

We believe it is important that footwear provides suitable support to reduce the risk of falls. The requirement for safe, well-fitting shoes varies depending on the individual and their level of activity. Sports or walking shoes are ideal for exercise and outings.

From time to time we recommend the specialist advice of a podiatrist for advice regarding footwear support or other individual needs.

## Environment

GHA has keypad locks on the doors to provide easy access for our families to come and go as they would in their loved ones' homes. For our residents living with dementia, this can be regarded as an environmental restraint as they cannot go out the front door or side gate freely. However, it should be noted that where a resident has capacity and there is no risk, they have the freedom to come and go from the home as needed. Consent must be obtained from each resident (or their guardian) on an individual basis and this is discussed with the Clinical Team at time of admission.

## Family Meetings

Approximately 1-2 weeks after moving in, a member of our Resident Care Team will schedule a family meeting to share with you how the move-in process is going. Thereafter, these family meetings will be scheduled as and when needed, however we endeavour to hold at least one family meeting every 6 months. We encourage families not to wait for these meetings to share feedback but to share their thoughts as they arise.









## Visiting

Just as there are no restrictions on visiting hours in your own home, so too at our homes. We recommend that visitors are sensitive to the needs and goings-on of the home and come at appropriate times. Visiting too early or too late can be disruptive. We encourage you to familiarise yourself with the “*Village Rules*” which are shared with your accommodation agreement. If you are feeling unwell, or have been in contact with someone who has gastroenteritis, influenza or other contagious illnesses, we advise you not to visit the home, for the wellbeing of your loved one and others.

## Visiting During COVID

We adhere to the NSW Department of Health Guidelines. Visitors should maintain hand hygiene and social distancing, and are required to confirm that they have not been in contact with anyone infected in the community. We will send regular updates in relation to visits during outbreaks.

## Household Activities

We look at all aspects of daily life to create opportunities for purposeful and meaningful engagement. For example, residents are able to enjoy baking and cooking, gardening, doing the laundry and going on grocery shopping trips. The homes lend themselves to families also getting involved in some of these activities. Please feel free to share recipes or participate in any of these activities. If residents do not wish to participate, this is respected too.

## Outings

We operate several minibuses and sensitively encourage and support residents to go on regular outings to places such as art galleries, local parks, cafés and beaches. While every effort is made to ensure the safety and care of the residents, this does come with added safety risk for which we do not take responsibility. If you would prefer a family member not to go on these outings, please let our Homemakers know.









## Private Care

We provide private care and service for residents who may wish to receive one-on-one support. This can include taking a resident to appointments or going on an individual shopping trip. This is charged at an hourly rate (4-hour minimum) and can be added to your monthly invoice. We require 2 days' notice for this private care.

## Meals

Meal times are important in our homes, with our Homemakers taking pride in the food they prepare, the tables being set beautifully and residents feeling engaged.

The meals are all freshly prepared with the best quality produce which is delivered from local suppliers regularly. Our Homemakers work hard to ensure the meals are balanced and nutritional. We do believe that food is something to enjoy and as many of our residents' senses are deteriorating, taste and smell are senses worth savouring and cherishing. If there is food including sweet treats that you do not want your family to have please let us know.

Our Food Safety Program and each house are licensed by the NSW Food Authority to ensure food safety, hygiene and freshness is maintained. We are subject to regular planned and unplanned audits. Some high-risk foods requested by our residents require clearance.

Please advise us if you have any food allergies or intolerances.

To ensure the safety of all residents, any food that you bring into the home must be given to the Homemaker to be labelled.

Friends and family members can join meals at a small additional cost. If you would like to celebrate a special occasion or have more than one family member joining for a meal, please let the Homemaker know in advance so adequate quantities can be prepared.

We would love to incorporate your family members' recipes so please think about a recipe or coming to cook a meal in the home for all to enjoy.



## Computer

A laptop and iPad are available in the home for shared use. Wi-Fi is also available at no extra cost. We ask you to use it respectfully.

## Phone

The home can be reached on [1300 015 406](tel:1300015406) or by calling the home phone number directly. Our homes have both a mobile and landline, and you will be given these numbers on admission day. Most of our residents do not have mobile phones or private landlines. A personal landline in the bedroom can be installed at an additional cost.

## Games

A selection of board games, puzzles and activities is available for your use. We welcome your feedback and will happily purchase any family favourites for the home.

## Valuables

We encourage you not to bring valuables into the home and do not take any responsibility for lost, damaged or stolen items. If you have jewellery with precious and valuable stones, we do suggest you consider replacing them with less valuable ones prior to moving in. Our insurance will not cover these items so if you do decide to bring these items to the house, please privately insure as you see fit.

## Newspapers or Magazines

We have a daily subscription to The Sydney Morning Herald. If you would like a special magazine or newspaper, we can arrange it at an additional cost.

## Cultural and Spiritual Considerations

Individual interests, customs, beliefs, ethnic and cultural traditions are valued and fostered at GHA. If you have any rituals that you would like to observe or celebrate in the home, please let us know so that our Homemakers can support these.









## Smoking

Smoking is generally not permitted within the home. This can be discussed under exceptional circumstances.

## Gifts and Tips

We welcome feedback and praise for our Homemakers who do their best to offer wonderful care. GHA does not encourage the giving of gifts or tips. If you would like to provide feedback or recognise a Homemaker, please do so via the Home Support Team or [feedback@grouphomes.com.au](mailto:feedback@grouphomes.com.au)

## Media

From time to time, we are approached by media to be showcased in a story. We may ask for permission for your family member to be filmed, interviewed or for a representative of the family to be featured. This is always done on a case by case basis and we respect your decision to participate or decline to do so.

Occasionally, Homemakers or other team members may take photos to record activities. These often include residents and may be used for our publications, in press advertisements or to promote GHA and its services. A form granting permission for residents to be photographed is included in your contract.



## Individual Family Wishes

We have residents with specific care needs and some with very clear Advanced Care Directives. We ask that in the case of an emergency you allow our Homemakers and Home Support Team to handle the situation and refrain from getting involved. If you are concerned in any way, please contact our Head of Care and Health.

## Pets

Well trained pets are welcomed to visit residents. Any damage caused by a pet will be the responsibility of its owner.

## End of Life Journey

Residents are cared for to end of life. As a resident's care needs change, we will re-assess and provide the appropriate care or suggest alternatives. These changing care needs trigger an increase in fees, but given the difficulty of this stage for families, we do not formally send a notice of a raised fee level. The adjustment for Care Level 5 fees during the End of Life care period is adjusted on the final invoice.

Please advise us of your requirements in the event of passing. Sharing of special needs relating to culture or religion avoids any misunderstandings or distress.









# Your Feedback

We welcome your compliments, suggestions or complaints and encourage you to contact us with your feedback.

Please feel free to contact our Home Support Team on: [1300 015 406](tel:1300015406)

You can also post any written material to:

Level 2, 425-429 Pacific Hwy, Crows Nest NSW 2065.

Or email: [feedback@grouphomes.com.au](mailto:feedback@grouphomes.com.au).

We invite you to discuss any feedback with your Homemaker.

As part of our continuous improvement commitment, once we receive your feedback, we'll conduct a further review and contact you to provide an update on the process and outcome where possible.

Feedback and complaints can be made externally to:

The Aged Care Quality and Safety Commission:

- online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)
- by phone on: [1800 951 822](tel:1800951822)
- by post to: Aged Care Quality and Safety Commission, GPO Box 9819 Sydney NSW

The NDIS commission:

- email [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
- using NDIS [online feedback form](#)
- by phone on [1800 800 110](#) or [1800 035 544](#)
- more information, visit the [NDIS Commission website](#)

### Extra Support: Advocacy Services

If you need support, your family member, or a representative that you have nominated, can support and advocate on your behalf.

If you feel you need extra support, you can also contact external advocacy services.

The Australian Government offers free, independent, and confidential support through the National Aged Care Advocacy Program (NACAP). The program is delivered by the Older Persons Advocacy Network (OPAN).

- visit the [OPAN website](#)
- call OPAN on [1800 700 600](#)

NDIS residents can find an advocate using the [Disability Advocacy Finder](#) or the [National Disability Advocacy Program \(NDAP\)](#).







# Your Privacy

## Confidentiality

Residents can be assured that confidentiality of all personal information is maintained. All team members are required to sign a confidentiality agreement at the commencement of employment. In accordance with the GHA Privacy Statement, resident information is stored securely and is only accessible to team members and other health care professionals involved in the resident's care.

## Finance

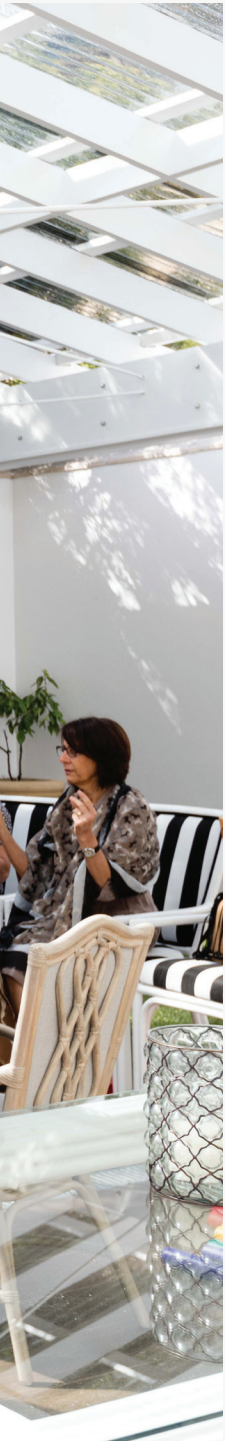
### Billing

Our fees and charges are billed monthly in arrears. Invoices are generated on the last day of each month and sent out the first week of the following month. Direct debits are generated 7-10 days following an invoice being issued. If you have any queries relating to a charge and would like your direct debit to be paused until this query is resolved, please let our accounts team know by calling [1300 015 406](tel:1300 015 406).

Payments made via credit card or bank transfer attract a surcharge.







# Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;



9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.







# NDIS Resident Charter

Group Homes Australia (GHA) respects and fully commits to upholding the rights of all people, including those with disabilities. GHA is also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

You have the Right to access supports that:

- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy; and
- are free from violence, abuse, neglect, exploitation or discrimination.

It is our responsibility to:

- tell you about and uphold your rights;
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;

- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside GHA;
- involve you in decisions about your supports, as well as our programs and policies;
- provide services that take into account and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.



As a GHA resident we ask that you:

- provide us with information that will help us to best support you;
- tell us if things change or you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service, and towards our team members;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.









# Your First Day, Week and Month

Remember your first day of school or university? For many, such moments bring back memories of how overwhelming and strange it all seemed. Somehow, we all got through it but it would have been so much easier if there had been someone to take us by the hand and lead the way.

We want you to be assured that this is exactly what we do with our residents when they arrive. After a warm welcome, we gently and patiently lead you through how things will work in our new, warm and caring home.

By the time residents have completed their first week with us, they have begun to get used to their new environment and this continues through the first month.

Some residents benefit from contributing, as they wish, to a simple task which they might want to define as 'that's my job', such as cooking or barbecuing or any of the light parts of the daily routine. A resident's daily routine might include collecting the newspaper, sweeping up leaves or watering the garden.

As they settle in, they will gradually create a personal and specific routine that makes them increasingly comfortable and 'at peace' in their new home.

In small increments, residents transition from the initial 'newness' through stages of steadily gaining confidence and, ultimately, a sense of flourishing in a welcoming, warm and safe environment.

We are committed to ensuring your journey with us is a caring and meaningful one. We value your trust and look forward to building a strong partnership together.



1300 015 406

[www.grouphomes.com.au](http://www.grouphomes.com.au)

