



Welcome home

All you need to know about life
at your new Care Community



HealthCare

Welcome

Welcome to Opal HealthCare and thank you for trusting us to be a partner in your care, comfort and wellbeing.

We are delighted that you have chosen our Care Community as your home and we look forward to getting to know you and to delivering on our commitment to ***bring joy to those we care for.***

At Opal HealthCare, we understand that our role as caregivers is to help you to be as independent as you can be and to reach your personal health and lifestyle goals, whatever they may be.

As you settle in, we hope you will find some time to read this booklet, which is a guide to life at your new Care Community. Our dedicated team is also here to answer your questions and support you in your choices.

Thank you for allowing us the privilege of being a companion in your care. It's our pleasure to welcome you home.



Our purpose and values

At Opal HealthCare, our purpose is to *bring joy to those we care for.*

This is underpinned by our values of:



Compassion: We strive to understand and meet the needs and feelings of those we care for. We act with kindness in everything we do.



Respect: We are honest and transparent. We respect those we care for. We always show respect for each other.



Accountability: We take responsibility for our actions, commitments and the wellbeing of those we care for.



Excellence: We work as a team to provide the highest quality care and the highest standard in everything we do.

A photograph of two elderly men. The man on the left is shown in profile, smiling and laughing. The man on the right is facing forward, also smiling and laughing. They are both wearing light blue shirts. The background is a soft, out-of-focus indoor setting.

Our Opal HealthCare approach

At Opal HealthCare, partnership with our residents is at the heart of our model of care. We understand that our primary responsibility is to support you to live the life you want and that how you feel while you're in our care is what truly matters.

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Contact numbers

We understand the importance of having easy access to the team members who can best assist you with your individual needs. For your convenience, we have included an accompanying sheet with the relevant contact numbers of the key members of the team at your Care Community. The numbers below may be used for more general enquiries:

Admissions enquiries: 1300 362 481

Feedback: 1800 767 074

Account enquiries: 1300 200 653





Who's who at your Care Community?

We want to make it as easy as possible to help you identify the different roles of our Opal HealthCare team.

Leadership



Care



Nurse



Enrolled Nurse



Catering



Maintenance



The A-Z of Opal HealthCare

The following pages are our A-Z guide of what you need to know when it comes to aged care and our Care Communities.



Accompaniment

Wherever possible, please ask a family member, friend or representative to accompany you to outside appointments. If you require an Opal HealthCare team member to accompany you, this may be arranged at an hourly rate and is subject to availability. Any relevant fees will appear on your monthly statement. At times an agency may be used for this service. In this instance, you will need to make payment directly to the agency.

Agreed Care and Services Plan (Care Plan)

Your Agreed Care and Services Plan (Care Plan) is a personalised plan for your health and wellbeing that is developed by you (and your representative if you have one) in partnership with our clinical team and, if you wish, your family members. Your Care Plan documents your care needs and choices including your food and drink preferences, personal hygiene requirements,

specialised therapies or services, mobility aids and other considerations. We will ask you (and your representative) to read and sign the Care Plan to confirm your agreement.

Agreed Care Plan reviews

Throughout the year, we will review your Care Plan together with you (and your representative if you have one) to identify whether changes to your support are necessary to better meet your needs and preferences.

A review may be requested at any time. Any changes to your Care Plan will be made in consultation with you and will also be documented. If there is a change to your Care Plan, we will ask you (or your representative) to confirm your agreement to any changes.

If you feel your needs have changed, please speak with a registered nurse to arrange a review.



Alcohol

We invite you to enjoy the responsible consumption of alcohol, although this is subject to any particular health needs you may have and should be a decision taken in consultation with your medical practitioner. Many of our Care Communities also offer a happy hour from time to time and provide alcoholic beverages to celebrate milestones and other special occasions.

Allied health

We are pleased to offer access to a range of allied health professionals to improve and support your wellbeing.

Podiatry care and physiotherapy are available without a fee to all residents who have a clinically assessed need. If you wish to engage additional physiotherapy services, please speak with the Care Manager at your Care Community who will be able to offer you more information.

Access to other allied services such as optometry, dental care and audiology (either at the Care Community or outside by appointment) can be organised with payment made directly to the provider.

If you would like to access these services please speak with the registered nurse or the Care Manager. Some of our Care Communities include Wellness Centres, which offer access to a range of other rehabilitative services.

Ambulance

Ambulance transport costs vary by state. In Victoria, New South Wales and Western Australia, ambulance transport is free for pensioners. In Queensland, ambulance trips are covered by the state government for Queenslanders of every age. In South Australia, ambulance costs are charged to the person receiving care.

Assessment

In order to get to know you and learn more about your individual needs when you move into our care, a registered nurse will speak with you and conduct a head-to-toe assessment. This is an opportunity for you to tell us about your goals and preferences, so we can develop an agreed Care Plan with you that meets your individual requirements.

If your health or wellbeing changes, we will re-assess your care needs and revisit your goals and preferences, and revise your Care Plan with you.

Banking

Residents are asked to take care of their own banking needs, supported if necessary, by relatives or representatives. If you are unable to manage your own cash needs, please speak with the General Manager at your Care Community. Please do not ask our team members to store cash, credit cards or PINs.

Cleaning services

We pride ourselves on maintaining clean and tidy Care Communities. We provide scheduled dust and detailed cleaning of all personal and communal areas. If you'd like to be involved in cleaning your personal space, please discuss your preferences with a team member.

Computers and internet

If you bring your own electronic device and would like access to the internet, please speak with the General Manager at your Care Community about the capacity to provide Wi-Fi access. Please remember that your laptop and other electronic devices are valuable items and that safe storage is an important consideration.

Consumer Advisory Body

In line with Commonwealth regulations, each Care Community invites residents and representatives to convene for an annual Consumer Advisory Body to share feedback directly with the governing body, the Opal HealthCare Board.

If you'd like to know more about this opportunity at your Care Community and how you can participate or provide feedback, please speak to the General Manager.

Contact person and/or representative

Please ensure that details of your contact person and/or representative are current so that our records are up to date and we can contact the appropriate person if necessary.

Continence aids

Where continence may be compromised, a comprehensive assessment of your needs will be undertaken and we will use this assessment to determine the appropriate number of high quality disposable products. These products are provided as part of our care and services. In instances where additional aids are required, these will be supplied as-needed. Opal HealthCare uses high-quality, tested and reviewed products.

Dentures

Dentures are a valuable item and it's important that they are labelled and stored in a safe place when not in use.

We will do our very best to help you keep your dentures safe from loss but as they can sometimes be misplaced, we recommend including your dentures as part of your insurance coverage.

Doctors

You may choose to continue to use the services of your own local doctor if he or she agrees to visit your Care Community. If your treating doctor is unable to visit the Care Community,

please ask the Care Manager for a list of medical practitioners who do visit so that you can select a doctor, as we cannot make this decision for you. If you wish to continue seeing your own doctor at their clinic, you may need a relative or representative to accompany you to external appointments.

Please speak with a team member if you require accompaniment to an appointment. There is more information in the **Accompaniment** section of this guide.



Electrical appliances

You are welcome to bring electrical items into the Care Community including radios, DVD players, electric shavers, mobile phones, tablets and laptops. Under Workplace Health and Safety legislation, electrical items must be checked by an electrician and certified safe to use. This process is known as 'testing and tagging'. Brand new electrical goods that have been purchased in the last three months do not require testing. Please speak with a team member if you would like to bring an electrical item to the Care Community and for information about how to arrange an inspection. You may be required to cover inspection expenses.

Emergency procedures

In the event of an emergency or if you hear the fire alarm, please remain calm. Your Care Community is equipped with comprehensive safety systems that are maintained and tested to the highest standards. All Opal HealthCare team members are trained in emergency procedures and they will help respond to the emergency and help you evacuate if required.

Enduring Power of Attorney/Guardianship

You may wish to consider appointing a trusted family member or friend to help manage your affairs and make health, medical and lifestyle decisions on your behalf if you are no longer capable of doing this for yourself. If you would like to explore these options, the General Manager at your Care Community can refer you to relevant resources.

Equipment

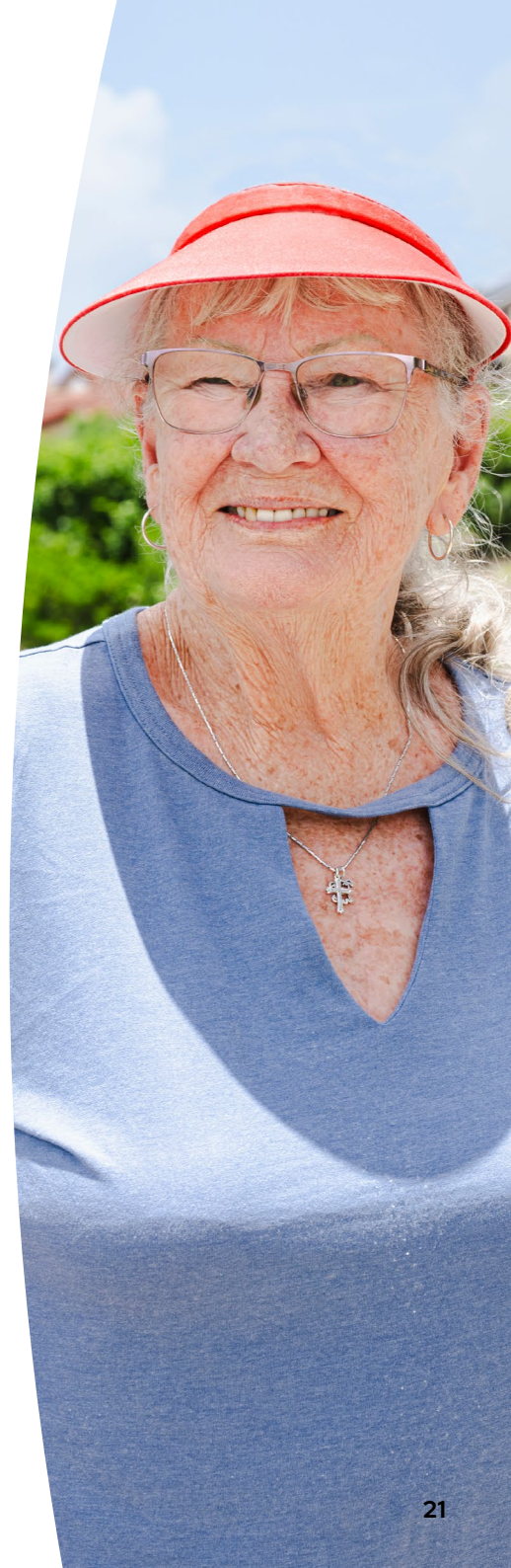
We provide access to a range of equipment to assist with your mobility and comfort including regency chairs (princess chairs), sensor mats, and air mattresses. We also offer access to quality wheelchairs and walkers.

Where residents provide their own motorised mobility aids such as electric wheelchairs (excluding outdoor motorised scooters), these will be permitted in most areas of the Care Community following assessment by a physiotherapist or occupational therapist. These motorised aids will need to be charged outside your room in a designated area.

We will take reasonable steps to make sure that the equipment you own for your care and services is clean, safe and suitable for use. This includes raising concerns with you or your representative, so that the equipment can be maintained, cleaned or reassessed. We do not however cover replacement costs for any items you own that are lost or damaged (other than when damage is a result of our own actions).

Falls – what you can do to prevent them

Falls are a common risk for older people. To reduce your risk of having a fall, tell a team member if you: feel unwell or dizzy; find it more difficult to get up from bed or a lounge; are worried about falling or feel your eyesight has deteriorated. There are a number of things you can do to help prevent falls. Some of these things include: standing up slowly; eating a wide variety of foods and drinking plenty of water; always using a mobility aid if you have one; ensuring new clothing is the correct length and that your shoes are a good fit; and joining in exercise and strength-building activities.



Food safety

Your friends and relatives may like to bring you home-cooked or store-bought food from time to time. Since food brought into the Care Community can sometimes pose a health risk to other residents, we ask that you record any food brought into the Care Community in the log book provided at reception and that you ensure that the food is eaten only by you and not shared with other residents.

Freedom of Movement (Doors)

At our Care Community, we understand the importance of safeguarding your right to move around freely and to come and go as you please. In some cases, we may need to balance your right to autonomy with our duty of care to keep all residents safe, especially those living with cognitive impairment such as dementia. That's why we've adopted a common-sense approach akin to the way most people live in the community, where doors are unlocked during the day but may be locked for your security in the evenings.

If additional safety measures are necessary to support residents with additional needs, we will work with you to ensure that you're impacted as little as possible and that your freedoms are not curtailed.

Furniture

We provide quality furnishing and accessories such as beds, bed-tables, mattresses, linen, blankets as well as a chair and wardrobe space. We encourage you to personalise your room and make it feel like home by bringing in your favourite small items such as bedspreads, photo frames and ornaments. Please speak with the General Manager at your Care Community to discuss any larger items to ensure that space is available.

Gifts for team members

We understand that there may be occasions when you would like to give gifts to our team members. Although we appreciate the sentiment, your thanks and appreciation are enough. Our team members are not permitted to receive any monetary gifts or items of value.

If you wish to give an individual team member a gift, we suggest that you offer something that can be enjoyed among the team such as chocolates or flowers.

Hairdresser and beauty therapist services

Salons are located within many of our Care Communities and manicure and other spa treatments may also be arranged. For all enquiries, operating hours, prices and bookings, please speak with a team member at reception. Charges for hairdressing or spa services will be added to your monthly fee statement.

Hearing loss and hearing aids

If you use a hearing aid, our care team will check your hearing aid batteries regularly to ensure that the device is working properly and replace batteries where needed. Please note that batteries need to be supplied by you or your family or representative. If you require the services of an audiologist to check your hearing or assist with your hearing needs, please speak with a registered nurse to arrange an appointment.

Fees may be payable depending on your eligibility for audiology services. Your hearing aid is a valuable item and we encourage you to label it and store it in a safe place when you're not using it. As hearing aids can sometimes be misplaced, we recommend including hearing aids as part of your insurance coverage.

Higher Everyday Living

Higher Everyday Living services are available at some Care Communities. These are optional services and inclusions over and above those we're required to provide under the Aged Care Rules 2024 and the Residential Care Service List. Higher Everyday Living services aim to enhance the resident experience by offering a range of inclusions that promote wellbeing and enjoyment including the dining experience, lifestyle and entertainment features. Not every Care Community offers these services, and the services themselves vary.



Independence

We're committed to helping you to be as independent as possible. This includes making sure that living spaces, furniture and equipment support your independence, ability and enjoyment. In some instances, there may be some risk associated with maintaining your independence. In these cases, our team will clearly explain any risks to you and also work with you to help minimise adverse impact to your health or safety.

Interpreter service

It's important that you are able to communicate clearly with your care team and that your care team understands your needs and wishes.

The Australian Government provides Translating and Interpreting Services (TIS) that are available to all residents. If you require interpreter services, please ask the care team to arrange interpreter services for you. Our team will arrange an interpreter during case conferences and Care Plan reviews if one is required.

Laundry services and labelling

Laundry services are provided at all our Care Communities. We offer a complimentary labelling service so that your clothes are clearly labelled and can be returned to you as quickly as possible. Please ask a team member to arrange labelling of any newly acquired items prior to use. If you prefer a labelling option other than the one provided, we may ask you or your representative to make arrangements, and to cover any additional costs. As we use industrial laundry machines, we recommend that delicate items of clothing be hand-washed by you or a family member or friend.

Leave – day and social

We encourage you to take as much day leave as you wish, however we ask that you complete the Leave Register on departure and return. This is important for our fire evacuation procedure, medication purposes and also so that our care team and kitchen team members are made aware when you won't be requiring meals and other services. If you are considering being away for an extended period, please speak with one of our team members.



Leave – hospital

There may be occasions where you may need to go to hospital. Unlimited leave is available to our permanent residents for any hospital stay, however please be aware that all usual fees remain payable in your absence.

Mail

Mail is distributed each day and will be left in your room should you not be there to receive it. You can also post your mail by dropping it at reception anytime Monday through Friday. Stamps are available for purchase.

Meals and dining

We recognise that food is an important part of your experience in care, so we have developed a balanced seasonal menu offering six nutritious meals and snacks every day, with a view to accommodating the cultural preferences and dietary needs of our residents. Where possible, we source our ingredients locally to deliver fresh, quality meals which are prepared and cooked in-home by our qualified chefs. We also offer texture modified meals for those who may experience difficulties with chewing or swallowing, or who have experienced an episode of choking in the past.

We encourage you to join us in the dining room for meals and enjoy the opportunity to socialise. Please let us know if your family and friends wish to join us for a meal!

Newspapers and magazines

We offer a range of newspapers in our communal areas. If you would prefer to receive newspapers or magazines of your choice, please ask a family member or your representative to arrange delivery via your preferred local newsagent and advise reception that you have organised delivery.

Optical, dental and audiology

Optical, dental and audiology services can be arranged by the Care Community. Please speak with the Care Manager if you would like to arrange a booking.

Pets

Family pets are welcome to visit, although we ask our families to ensure that pets do not enter the dining room during mealtimes. In some circumstances, you may be able to bring your pet to live with you although this needs to be agreed in advance with the General Manager.



Pharmacy and medication

We have contracted supply pharmacies that provide 24-hour, seven day a week services to each of our Care Communities. If you would prefer to use a different pharmacy, please let the Care Manager at your Care Community know.

Privacy and confidentiality

We maintain your records to ensure quality and consistent care. We manage the personal information contained in those records in accordance with our Privacy Policy. Our Privacy Policy will have been provided to you with the documents accompanying this guide. Please ask a team member if you would like another copy.

Quality Care Advisory Body

The Quality Care Advisory Body is a national advisory body consisting of residents, family members and Opal HealthCare representatives. It helps ensure the care you receive is continuously improving. If you would like to be part of our Quality Care Advisory Body, please let your General Manager know.

Reception hours

Reception hours vary from Care Community to Care Community so please speak with a team member to find out the hours at your Care Community. Clinical and lifestyle team members are able to assist outside these hours. After-hours phone calls to the Care Community may be diverted to an automated service with an option to contact the after-hours registered nurse at the Care Community if the matter is urgent.

Resident-relative meetings

We invite all our residents, relatives and representatives to join us at our regular resident-relative meetings. These gatherings are an excellent way to learn more about life and activities at our Care Community, ask questions and offer feedback, and also become more involved. Please speak with a team member for the resident-relative meeting schedule at your Care Community. Minutes of these meetings can be emailed or posted to you at your request or you can pick up a copy at reception.

Security cameras

Security cameras may be in operation in common spaces at some of our Care Communities, including in entries and exits as well as car parking areas and other places indicated by signage. The main purpose of the security cameras is to provide a safe environment for our residents, visitors and our team members. Digital footage files are generally stored in the system for up to 90 days for review, should an incident occur.

Shopping

We encourage our residents to attend to their own shopping needs or to ask relatives or representatives for help in purchasing items such as sweets, family gifts and other items. If you need help with shopping, please speak with a team member to check whether someone is able to assist. There may be a cost for providing this service.

Smoking

Some of our Care Communities are now smoke-free and do not permit smoking. At Care Communities where smoking is permitted, it is in designated outdoor smoking areas and is not permitted in indoor areas. If you choose to smoke, a registered nurse will assess your ability to smoke safely and work with you to determine a smoking plan that includes the appropriate level of supervision, frequency and the safety measures to be taken. Please ask a registered nurse if you would like to discuss quitting smoking.

Snacks

Our dedicated catering team provides residents with six flavourful, homemade, high energy, high protein meals and snacks every day. These form an important part of the overall nutritional plan at your Care Community.

Special events and celebrations

Special milestones create beautiful memories and our care teams love having the opportunity to help you celebrate these special days. Please speak with a team member about any celebration plans you may have so that we can help make the day special for you.

Spiritual, religious and cultural observance

We welcome residents from all spiritual, religious and cultural walks of life. It's important that you feel supported in your spiritual practices and religious activities and observances.

Statement of Rights

The Statement of Rights describes the care and services you can expect to receive when accessing aged care services. The Statement places you at the centre of your care by recognising your right to feel safe and respected, to make your own decisions, communicate your wishes, needs and preferences, to have your culture and identity respected, and stay connected with your community.

Supported decision-making

If you haven't already, you may wish to consider appointing and registering a trusted family member or friend as a 'Supporter' to help you to make decisions or to help you manage your affairs. Unlike substitute decision-makers, Supporters can only act with your consent and can't make decisions on your behalf. If you would like more information about Supporters, you can contact **My Aged Care** or speak with the General Manager at your Care Community who can refer you to relevant resources.

Telephones

If you would like a private telephone, please speak with the General Manager at your Care Community to determine whether the Care Community is able to provide you with a phone or discuss the other ways you can stay connected to your family and friends. You will be asked to cover the costs of installation as well as rental of the landline. You are also welcome to bring your own mobile phone and charger if you prefer.

Television and radio

We provide television sets in our lounge areas for communal viewing. If you wish to have your own television or radio in your room and your Care Community has not provided one, please speak with the General Manager at your Care Community to assist you. We encourage you to bring headphones if possible so that you can enjoy your television and radio at a volume that meets your personal comfort without disturbing other residents.

Toiletries

We are pleased to provide you with body wash, toilet paper, tissues, toothpaste, toothbrushes, denture cleaning preparations, mouthwashes, moisturiser, shampoo, conditioner, shaving cream, disposable razors and deodorant. If you would prefer another brand or toiletries other than those provided, please ask your family or representative to help arrange these for you.

Vaccination

Vaccination helps protect our residents from serious illness, reduces the risk of outbreaks, and supports a safer, healthier living environment for everyone. Periodic vaccination programs are held at all Care Communities. We partner with you to understand your vaccination needs and preferences.

Valuables

While we take every precaution to provide a secure environment, we strongly recommend that you ensure that your valuables are carefully and securely stored. In some cases, we may recommend that you ask your family to store extra special or fragile items for their safekeeping. Unfortunately, we cannot be held responsible for lost or damaged items. You may wish to consider arranging insurance for your valuables.



Visitors

There are no allocated visiting hours. Family and friends are always welcome and are required to behave respectfully while at the Care Community. We also invite your friends and family to join in community days and in other special events and celebrations. To comply with fire safety and evacuation regulations, we ask all our visitors to sign the visitors log upon arrival and departure. In order to respect the privacy and dignity of all residents, visitors may be asked at times to wait outside a room while the care team attends to the needs of a resident.

Voting

Every Care Community provides an opportunity for residents to vote in local, state and federal elections. If you no longer wish to vote or are unable to do so, please ask your family to de-register your name from the electoral roll to avoid any penalties that may be imposed.



Suggestions, complaints and feedback

We encourage all our residents, relatives and representatives to partner with us in improving our services and care by providing feedback and suggestions. It's important to us that you feel supported to offer feedback.

Suggestions and compliments

We recognise that our residents, relatives and representatives are often best placed to suggest improvements to how we deliver our services, and to let us know where we're doing a good job. If you wish to make a suggestion or share a compliment, please speak with a team member at your Care Community or complete a feedback form available at reception or via the Opal HealthCare website.

Feedback and complaints

We take all feedback and complaints very seriously and we are committed to working with you to address your feedback quickly in a fair and transparent way. Here are some simple ways to provide your feedback:



Speak with a team member at your Care Community. This is often the fastest and easiest way to communicate your feedback and to resolve a matter.



Arrange a time to speak with the General Manager at your Care Community either in person or by phone. Our general managers appreciate the opportunity to work with you to address your feedback.



You can submit your feedback by completing the Feedback Form available at reception at your Care Community or sharing your feedback online at **opalhealthcare.com.au/contact-us/feedback** or by calling **1800 767 074**. No matter how you share your feedback with us, it will be sent to the most appropriate manager.



You can raise feedback directly with the Aged Care Quality and Safety Commission by calling **1800 951 822** or visiting **agedcarequality.gov.au**. If you are a participant of the National Disability Insurance Scheme (NDIS) you also have the option to make a complaint to the NDIS Commission by calling **1800 800 110** or visiting **ndis.gov.au**.



If you feel that the matter raised has not been resolved to your satisfaction, you may call **1800 767 074** and request an internal review from a senior member of our Opal HealthCare support team.



If you require assistance making a complaint or providing feedback, the Older Person's Advocacy Network (OPAN) or the Disability Advocacy Network Australia (DANA) offer free advocacy services that are independent and confidential.

You can contact OPAN by calling **1800 700 600** or visiting **opan.com.au** or contact DANA by visiting **dana.org.au**.



If you wish to submit a whistleblower disclosure about a suspected breach of the Aged Care Act 2024, you may make the disclosure by phone, in writing or verbally to any member of our team or to any other external eligible body, including the police. To make a named or anonymous disclosure directly to Opal HealthCare, please complete our feedback form at **opalhealthcare.com.au** or call **1800 767 074**.

All whistleblower disclosures will be managed according to our Opal HealthCare Feedback, Complaints and Whistleblower Policy in your resident agreement or on demand.

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For more information about
Opal HealthCare, please visit
opalhealthcare.com.au