

# **PYRAMID RESIDENTIAL CARE CENTRE**

**ABN: 58 361 125 442**



## **RESIDENTS INFORMATION BOOK AND CONDITIONS OF RESIDENCE**

**65 Cairns Road  
GORDONVALE QLD 4865**

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Email: [charmain.kampjut@pyramidrcc.com.au](mailto:charmain.kampjut@pyramidrcc.com.au)**

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## **VISION STATEMENT**

To provide the best possible care to our residents by focusing on the individual needs.

## **MISSION STATEMENT**

- To provide broad based quality care for our residents in every facet of their care;
- To strive for a quality of life for our residents, enhanced by resident choice;
- To provide a friendly, home-like environment which is welcoming and inclusive;
- To continue improving our facility, equipment and services according to the needs of our residents.

## **VALUE STATEMENT**

- We respect the privacy and dignity of the individual and we are dedicated to providing quality person-centred care with compassion and consideration.
- People are our greatest asset and our present and future successes will depend on developing and utilising this resource.
- We are committed to honest and open communication which provides accurate and appropriate information for all.
- We practice a team management approach which includes consultation, participation and informed decision making. We collectively encourage individual high achievement amongst staff and commitment to vision and mission.

## **ACKNOWLEDGEMENT OF COUNTRY**

Pyramid Residential Care Centre (PRCC) acknowledges the Traditional Owners and Custodians of country throughout Australia. We pay our respects to Aboriginal and Torres Strait Islander peoples, their ancestors and elders, past, present and emerging and acknowledge their continuing connection to land, sea and community. We hope our work contributes to the wider projects of respect and recognition between cultures in Australia.

## ADMISSION

For general enquiries regarding admission to Pyramid Retirement Care Centre, please contact reception on 07 4056 1454 during business hours. An appointment will be made to arrange orientation and explanation of documents required to be completed and returned to be placed on the waiting list. The completion of these documents places no obligation on prospective residents to accept residency when offered.

### **Step 1: ACAT Approval:**

It is a requirement that approval to receive Residential Care Services is given by a Commonwealth Government Aged Care Assessment Team (ACAT) prior to admission.

ACAT teams are made up of doctors, social workers and other health professionals who can provide a thorough assessment of your care needs and offer advice on suitable and available care options. If residential care is agreed as the best care option, ACAT approves the person as suitable to receive residential services.

The local Cairns ACAT team can be contacted on 0742264595.

### **Step 2: Centrelink Financial assessment:**

Once this form has been completed, it must be returned to Centrelink. Centrelink will issue an income and assessment letter. This letter provides you with the details of any costs that you may be required to contribute to your care.

### **Step 3: Arranging your finances:**

Pyramid Residential Care Centre recommend seeking independent financial advice from a Financial Advisor prior to entering into Residential Aged Care.

### **Step 4: Residential Care Agreement:**

Prior to entering Pyramid Residential Care Centre, you will be required to complete a residential agreement. This is a legal document which includes details of the fees being charged, the services provided to you and your rights and responsibilities as a resident.

In some cases, we will be able to offer entry to Pyramid at short notice. If you would like to accept this opportunity if it came up, Pyramid will commence charging of the daily care fee on acceptance.

We ask that you keep in touch by phone, letter or in person if there is any change with your situation which may affect your application.

## **MOVING TO A RESIDENTIAL CARE FACILITY**

This is a major and sometimes difficult step in the lives of prospective residents and their families.

Ideally, by this stage, you will have discussed your decision to enter Residential care with your family, friends and doctor and considered all choices available to you. We also recommend that you visit the My Aged Care Website – [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or telephone 1800 200 422 for information regarding entering residential aged care facilities.

When it has been agreed that Pyramid Residential Care Centre would provide the best kind of care, this booklet will assist with information on the care and services you can expect to receive when you move in.

## **INTERPRETER**

For information on aged care Services, The My Aged Care Website does provide some information in other languages. Alternatively, you can choose to contact the Translating and Interpreting Service (TIS National) on 131451. Further information on this service is available on the My Aged Care Website.

If you choose to use the services of an Interpreter and with prior notice, an admission interview may be conducted with an interpreter service.

## 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.

## PREAMBLE

The Management Committee and staff of the Pyramid Residential Care Centre recognise and confirm the “Charter of Aged Care Rights” and the “Code of Conduct for Aged Care” as legislated by the Commonwealth Government.

Pyramid Residential Care Centre recognises that the personal, civil, legal and consumer rights of each resident are not diminished in any way when he/she moves into the Pyramid Residential Care Centre.

## WELCOME TO THE PYRAMID RESIDENTIAL CARE CENTRE

It is the aim of the Pyramid Residential Care Centre that all residents will find that the philosophy of holistic person-centred care engenders an atmosphere of harmony and mutual respect between residents, nominated representative/s, relatives and staff. It is desired that all residents shall find Pyramid Residential Care Centre a place of happy companionship where they enjoy the fullest amount of security, and, at the same time, independence, privacy and dignity within a community lifestyle.

At Pyramid Residential Care Centre, we aim to continue family life as much as possible and encourage your relatives, friends and representatives to be a part of our family too.

Residents are encouraged to continue with and form other friendships both outside and within their new home.

To maintain your community interests, we ensure that you have access to current radio, televisions, books, telephone, postal service, Red Cross, taxis and bus services.

Visitors are most welcome. Residents and their visitors are also encouraged to use the community rooms, gazebos and gardens.

We hope you will continue with your previous activities and participate in our activities and therapies. You are free to come and go as you would at home, provided this does not put you or others at serious risk.

Unfortunately, in certain circumstances due to both medical concerns or natural disaster events, physical access to the facilities and residents may be restricted or temporarily suspended. PRCC is committed to ensuring that the safety and security of residents is paramount and as appropriate the Facility Manager may be required to follow Aged Care Directions from both Federal or State Health organisations. Specific controls such as Social Distancing requirements, wearing of Personal Protective Equipment and increased levels of cleaning and other operational changes may be required. Every effort will be made to keep residents and their families informed in a timely manner using a variety communication medium.

## PRCC STRUCTURE

Pyramid Residential Care Centre is a charitable organisation incorporated under Letters Patent under the Religious, Educational and Charitable Institutions Act issued by the Governor of Queensland on 22<sup>nd</sup> July, 1971.

### PYRAMID RESIDENTIAL CARE CENTRE MANAGEMENT COMMITTEE 2021

**PRESIDENT:** Mr Paul Gregory

**VICE-PRESIDENT:** Mr Dennis Davies

**SECRETARY:** Mrs Cath Davies

**TREASURER:** Mrs Jennie Cotterill

**COMMITTEE MEMBERS:** Mr Brett Moller  
Mrs Helen Cooper  
Mrs Karen Jacobs  
Mr Chris Hoare

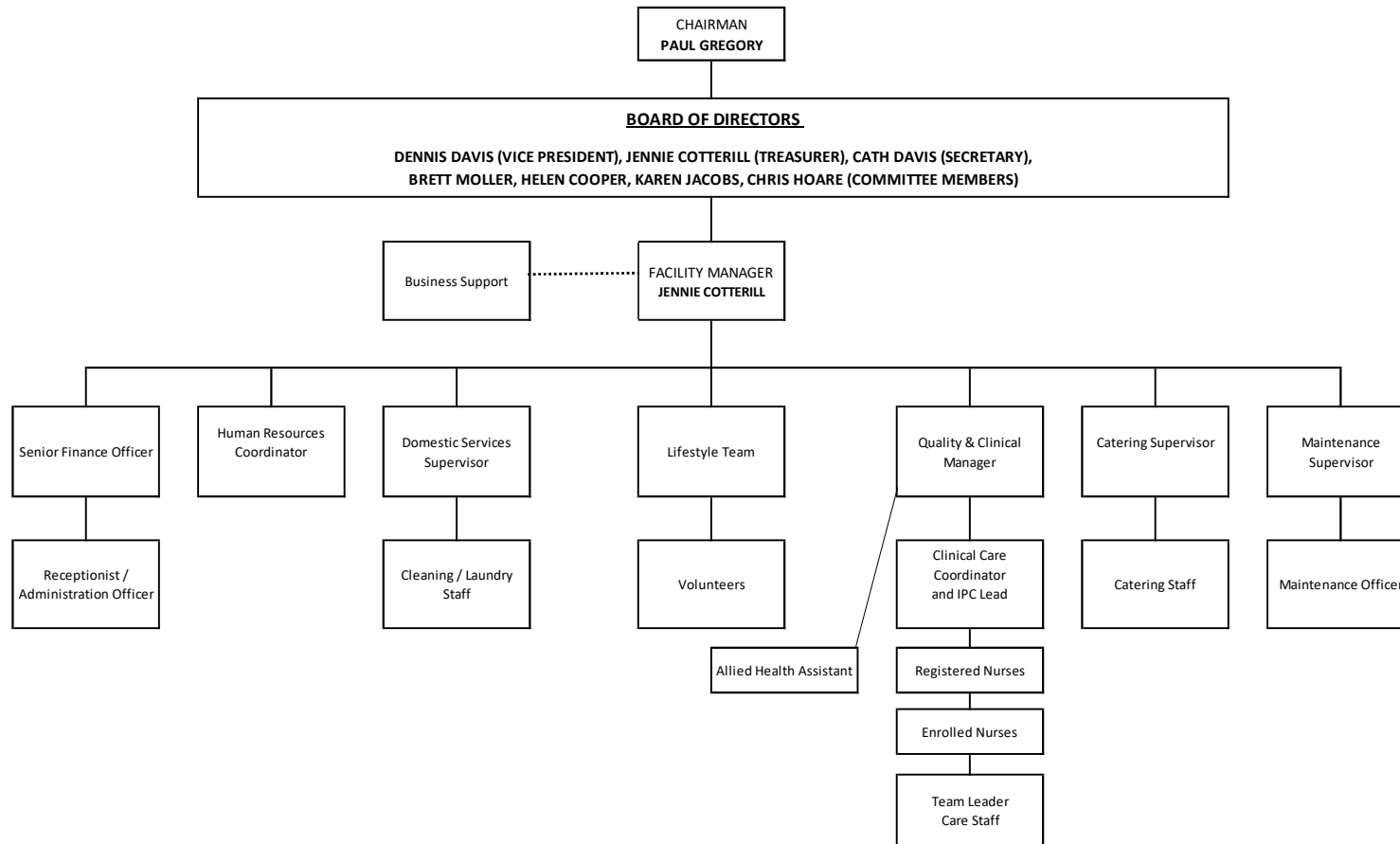
**AUDITOR:** Grant Thornton

**SOLICITORS:** Vandeleur & Todd Solicitors  
Thomson Geer

**REGISTERED OFFICE:** Pyramid Residential Care Centre  
65 Cairns Road  
Gordonvale, Queensland



**PYRAMID RESIDENTIAL CARE CENTRE  
ORGANISATIONAL CHART**



## FINANCES

Pyramid Residential Care Centre is a not-for-profit organisation.

Financially, Pyramid Residential Care Centre depends totally upon its own fundraising activities, residents' contributions and Commonwealth Government Subsidies.

Pyramid Residential Care Centre complies with the Aged Care Act 1997 Prudential Requirements for Accommodation Bonds/Fees and charges.

## ACCOMMODATION

Residents have sole occupancy of a bed sitting room and all rooms have private ensuite. Each room has a wardrobe and is provided with a single bed, mattress, desk and chair, bed side table and reading lamps.

Bath/toilet areas have ceramic floor tiling, shower recess with special accessories, wash basin and toilet.

A nurse call button is installed in every room, ensuites and common areas. On pressing the buzzer, the number of the area will register on the enunciator panel and on the phones used by staff.

The buildings are designed for wheelchair access.

The residents need to be aware, the cost of transferring private telephones and other approved relocatable fittings is the responsibility of the affected resident, unless relocation is requested by Management.

Pyramid Residential Care Centre does not accept responsibility for any damages that may be sustained to any vehicles in our car parks.

Installation of surveillance cameras or other devices in a resident's room does not occur by right and will be considered on a case by case basis along with other options. It is considered an option of last resort.

## SELECTION OF ROOM

It is best to keep in mind when first being admitted to PRCC that management reserves the right to request a change of room as we endeavour to cater for the

needs of our residents. The resident, resident representative/relative/friends will be consulted if and when the need should arise. Should you disagree with the suggested room change you have the right to refuse.

## SECURITY OF PLACE / TENURE

When full time placement is offered by Pyramid Residential Care Centre and accepted by you, we anticipate a mutually beneficial residency, however we may require you to leave Pyramid Residential Care Centre if:

- Pyramid Residential Care Centre is closing; or
- Pyramid Residential Care Centre can no longer provide accommodation and care suitable for you having regard to your long term needs as assessed by:
  - An Aged Care Assessment Team (ACAT): or
  - By at least two medical or other health practitioners. One of these must be independent of Pyramid Residential Care Centre and the other must be chosen by you (the resident) or your (residents') representative and both must be competent to assess your aged care needs.

Pyramid Residential Care Centre will provide support to assist a resident who wishes to leave PRCC for accommodation elsewhere whether this is an aged care facility, hospital or private accommodation.

Should a resident choose or need to leave our facility for whatever reason, it is the responsibility of the resident and/or representative to inform Pyramid Residential Care Centre of their wish to do so.

## SERVICES

Pyramid Residential Care Centre currently has fifty-two (52) placements.

Registered Nursing staff and Care staff are available over the 24 hours in a day. The facility utilises the local GP's, who visit the facility once a month. The centre also has a consulting room which is used by GPs twice weekly.

If the resident chooses, relatives, friends or nominees can arrange appointments and transport their family member to and from Pyramid Residential Care Centre to attend these appointments.

PRCC can provide transport to medical appointments in Gordonvale if the family are unable to at a rate of \$10 per visit. If residents choose to seek medical support outside Gordonvale, private transport must be arranged by the resident/representative. If this is not possible, a fee for an escort service can be arranged at \$40 / hr. There are also a number of private personal transport care providers operating in the Cairns area. These organisations will provide transport to appointments, personal shopping or for informal outings. Existing providers include Golden Care Cairns ([goldencarecairns@yahoo.com](mailto:goldencarecairns@yahoo.com)) and Heart 2 Heart Cairns ([heart2heartcarecns@gmail.com](mailto:heart2heartcarecns@gmail.com)). All associated costs will be the responsibility of the resident.

At the discretion of the Facility Manager, designated residents' family members or representatives may be approved to utilise the PRCC mini-bus to assist with transportation of residents for private family visits and outings. All bookings will be made through the booking register held at the PRCC reception desk. All requests must be made as a minimum 1 week prior to the proposed activity (unless exceptional circumstances arise and approved by the Facility Manager).

Prior to approval, the designated person must provide proof of a valid driver's licence and participate in a vehicle induction process. It is the responsibility of the driver to ensure all traffic rules are adhered to, and that the reputation of PRCC is upheld through responsible, polite driving behaviour. Any traffic incident or damage to the vehicle must be immediately reported to the Facility Manager. Any usage will be at the absolute responsibility of the driver including traffic infringement penalties, repairs and or any costs associated with any accident or incident. The vehicle must be returned with a full tank of diesel and in a clean and tidy state. Failure to return the vehicle in an acceptable condition may result in further usage rights being withheld.

Pyramid Residential Care Centre staff can arrange ambulance transportation for residents when referred by their GP for treatment in Cairns.

All visitors must have received the current years influenza vaccine and provide written evidence prior to admission. Covid precautions in accordance with current Aged Care Directives must be followed at all times including temperature screening and their personal information in relation to recent travel and general health.

All visitors are reminded that residents can be vulnerable to disease and infections and are requested not to visit should they or their family member be unwell for example with gastro or respiratory tract infections.

Likewise, in case of an outbreak of infection such as Flu or Gastro, Pyramid Residential Care Centre may place restrictions on relatives/friends visiting to reduce the risk of spreading infection. Should an incident such as this occur, Pyramid Residential Care Centre will endeavour to contact all Next of Kin regarding the visiting restrictions. Pyramid will also display appropriate signage to

inform friends/relatives. It is an expectation that the Next of Kin will inform all other friends and relatives.

## Daily and Personal Care

Our facility offers assistance with daily and personal care. Staff encourage residents to live as independently as possible and assist residents when required with:

- Bathing
- Toileting
- Dressing, undressing and grooming
- Meal assistance
- Mobility within the complex and grounds
- Room cleanliness: and
- Laundry

## Items Supplied by Pyramid Residential Care

On admission, PRCC provides:

- a single bed
- all flat linen, blankets, quilt and pillows
- bedside table
- desk and chair
- easy chair
- outside chair
- phone socket
- curtains

## Hospitalisation

Unfortunately, some residents may require transfer to hospital following an acute episode such as, a fall or illness. Nursing staff will endeavour to contact Representative (Decision Maker / Enduring Power of Attorney). It is recommended that residents / relatives prepare a hospital bag in the event that hospitalisation of the resident is required with the necessary requirement for a minimum of two (2) days in hospital. This should be kept in the resident's room at all times in a place known to staff. The bag must also contain the necessary toiletries.

## Medications

Medications are ordered by the Resident's Doctor, and are administered and recorded by the Registered Nursing Staff. Medications are supplied pre-packed in webster packaging from the Gordonvale Discount Drug Store.

Pyramid Resident Care Centre has a responsibility to pay all costs associated with providing a Webster pack system to residents, however costs for medications prescribed to go into the Webster pack is the responsibility of the resident. Resident/relative/representative has responsibility of advising the pharmacy (Gordonvale Discount Drug Store) of the address for accounts. It is also a courtesy to supply pension number to pharmacy.

## **Doctor**

Each resident/representative can choose to select a private doctor of their choice to attend to their health needs. Public Hospital Doctors do not attend to home visits therefore care must be taken to select a private practising medical practitioner.

It is a requirement that any doctor visiting PRCC advises the Registered Nurse (RN) of any changes in medication or treatment ordered for the resident.

Private Health Insurance is an individual choice however the resident/representative has the responsibility of notifying their doctor that they do not have such cover.

## **Oral Health**

Each resident/representative is able to select their own oral health practitioner of choice. The RN is able to will assist the residents and their family/relatives in making arrangements for dental care. The 2021 Federal Government Basic Daily Fee Supplement makes provision for oral health nutritional supplements and oral health living expenses.

## **Allied Health**

The facility is supported by the services of Allied Health professionals, providing Physiotherapy, Occupational Therapy, Speech Pathology, Dietetics and Podiatry.

## **Religious/Pastoral Care**

Each resident has the right and will be encouraged to participate in the practice of their religious faith of choice. Services of various religions are held each week. Times, dates and locations are displayed on the noticeboards. Assistance will be given to those residents who are unable to attend unaided. Members of the community are welcome to participate.

## **Lifestyle**

It is our aim to provide both rehabilitative and therapy services to our residents. A weekly program is supplied to all residents. We welcome and encourage relatives and friends if they choose to participate in activities (dependant on Covid or other Aged Care Directive restrictions).

Services include visits from the Red Cross, hairdresser and support for residents personal shopping.

Activities include bingo, hoy, exercise program, sing-a-longs, movies, games and outings.

Each month an activities calendar is distributed to all residents and openly displayed on noticeboards advising of activities and planned social events.

In some circumstances, a nominal fee will apply according to the external activity being undertaken. Details are available from any of our Lifestyle team.

## **Newspapers**

It is the responsibility of the resident or their representative to arrange for the delivery of newspapers.

## **RESIDENTS' GUIDELINES**

### **Privacy & Dignity**

Each resident has the right to be treated with dignity and respect and be able to maintain their identity. They are able to make informed choices about their care and services and to live the life they choose. Each Residents privacy is respected and personal information is kept confidential.

Each resident's right to live and die with dignity is respected. Those residents who wish for no resuscitation action to be taken to prevent death in an impending situation should correctly record these instructions in their End-of-Life Planning documentation at Pyramid Residential Care Centre. Should there be a wish to alter an instruction, the most current written decision will be readily recognised and carried out. Residents who have completed a "Statement of Choices" or an

“Advanced Health Directive” should lodge it with the Admissions Officer to allow appropriate records to be noted.

## **Dignity of Risk**

Dignity of risk supports our resident's independence and right to make their own choices, including taking risks. If a resident's choice is possibly harmful to them, our staff will help the resident understand and manage the risk to help them live the life they choose.

## **Conduct**

Residents are required to conduct themselves in a manner keeping with the values and standards of Pyramid Residential Care Centre community. To maintain an atmosphere of peace and contentment for other people in the complex, residents and their visitors are reminded to keep noise levels to an acceptable level at all times.

## **Dress**

Out of respect for each other and to maintain a dignified and homely atmosphere, residents are expected, when not in their rooms, to be suitably attired in clean and respectable clothing, including appropriate footwear.

## **Cloth Labelling**

Resident's clothing must be labelled with sewn on labels prior to admission. These labels can be purchased at: [www.nametapes.com.au](http://www.nametapes.com.au) Cost \$38 for 48 clothing labels.

## **Visitors**

Relatives and friends are welcome to visit residents at any reasonable hour. Visitors to the Facility must sign in at the desk in the foyer in reception. All visitors must have received the current years influenza vaccine and provide written evidence prior to admission. Covid precautions in accordance with current Aged Care

Directives must be followed at all times including temperature screening and their personal information in relation to recent travel and general health.

## **Pets**

It is the policy of Pyramid Residential Care Centre to have pets which belong to PRCC. Individual residents are not permitted to bring pets into PRCC or its grounds without approval from the Facility Manager. These arrangements are to be discussed directly with the Facility Manager PRIOR to a visit.

## **Absence**

To meet fire regulations and to alleviate concerns of all in the event of an emergency, residents are requested to sign a register when leaving and returning to the Facility. Resident/representative are also to note some indication of the approximate time of return. The Registered Nurse on duty must be informed if a resident is away overnight or a contact address and/or phone number is required. For long absences please notify the Facility Manager in writing.

## **Social Leave (holidays)**

Government specified social leave covers you for a period of 52 days absence from Pyramid Resident Care Centre each financial year. When you are temporarily absent from the Pyramid Residential Care Centre on holidays, all fees are still payable.

## **GENERAL INFORMATION**

### **Resident's Financial and Legal Obligations**

We encourage you to consider creating an Enduring Power of Attorney (EPoA) in favour of a close friend, relative, your solicitors or accountant. Your choice for EPoA should be someone you trust and who knows you extremely well. This will allow continued administration of your lifestyle, financial and legal obligations even if you are incapacitated.

If you like to keep cash in your possession, drawers may be made available although we would discourage maintaining too large an amount of cash in your possession.

Pyramid Residential Care Centre does NOT administer your pension, financial and legal responsibilities and obligations.

## Advanced Care Planning

Residents are encouraged to have an Advanced Care Plan and / or a Statement of Choice in place. Statement of Choice documentation will be given to residents and / or family on orientation of the facility.

## Donations/Gifts/Gratuities

As Pyramid Residential Care Centre is a registered charitable organisation, all donations of \$2.00 and over to PRCC (ABN: 58361 125 442) are tax deductible.

PRCC also acknowledges that some residents or their relatives will want to give a gift as a sign of their appreciation. The following guidelines will be adhered to with the giving of any gift to staff. This policy will be included in the staff manual and the Resident Information Handbook to ensure that all concerned are aware.

- Those residents who wish to express their appreciation, may approach any member of staff. However, staff are not allowed to accept significant gifts from residents. The odd box of chocolates may be acceptable but must be at the discretion of Management. **Staff must not solicit or actively encourage gifts.**
- All other personal gifts are to be discouraged. Where a resident or a relative wish to offer a gift to the facility, for use by the facility and other residents, then this must be discussed and agreed with Management. A note will be made in the resident's progress notes and the signature obtained from the resident or relative.

## Legal Documents

To prevent a conflict of interest it is not permissible for staff to sign or witness signatures and documents for residents/nominees.

## **Residents/Relatives/Representatives Meeting**

One of the important issues addressed by the Aged Care Act 1997 in relation to aged care facilities is the residents right to exercise freedom of choice about lifestyle. It is recognised that resident's preferences and goals are important and considered in the planning and provision of aged care services.

Participation by the resident and/or family/representatives is encouraged. The meeting is a useful forum for balancing individual rights with the rights of the whole community. The meetings are held regularly (3<sup>rd</sup> Monday each month) in the Rec Hall at 10am.

The resident's meetings allow for direct access to management and any information regarding decisions or proposals which effect the rights and/or lifestyles of residents may be made available on request.

Matters of interest are discussed as well as possible ideas for the future. Feedback, complaints and suggestions may also be shared at this meeting.

If problems or special requests are identified, appropriate action may be taken and the evaluation or outcome assessed.

Residents and/or representatives (depending on the situation) will personally be informed of the proposed action and outcome. At these meetings, a resident will be selected to chair with staff providing assistance with minutes and other records.

## **Management /Resident Consultations**

Residents are welcome to have an interview with the Facility Manager and a member of the executive committee at any mutually convenient time. Residents may have a relative, friend or nominee represent them.

Residents and representatives are encouraged to make appointments with the Facility Manager to discuss and/or document any and all care needs.

## **Money and Valuables**

Pyramid Residential Care Centre accepts no responsibility for money or valuables should either be lost, destroyed or presumed stolen. It is recommended that residents use their locked drawer for valuable items. Pyramid Residential Care Centre will not be obliged to compensate.

## Personal Property Insurance is the Resident's responsibility

It is recommended that residents have a "liability" extension under their contents insurance policy for protection from a negligent or accidental act on their part which causes damage to items or the property of the third party.

## Care of Buildings, Rooms and Furnishings

We encourage you to decorate your living space to suit your own personal taste. You may bring personal furnishings with you however, Pyramid Residential Care Centre Management reserves the right to request the removal of any Furniture, Fittings and personal effects that may hinder the provision of Quality Care.

It is important to avoid any misunderstandings regarding furniture, fittings and personal effects to discuss your plans with the Facility Manager prior to bringing any articles into the Pyramid Residential Care Centre.

Residents, where possible accept responsibility for the care and cleanliness for their own rooms, but staff will be able to assist if and when required.

Residents are to allow cleaners into their rooms at an agreed time. Cleaners will clean rooms as directed by the Facility Manager.

Unwrapped rubbish is to be placed in bins. Please contact staff to attend to disposal of glass.

To maintain the attractiveness of the rooms, we request that you do NOT:

- drive nails or screws into the walls or fittings
- paper or paint the walls or any part of the room
- allow any decorative or other work to the room other than by written agreement with PRCC Management.

Residents should request maintenance through the usual channels.

Manager/Personal Carer is to be notified by residents/relatives/nominee for repairs and maintenance requirements.

If a resident summons a tradesperson to the premises, this will render the resident liable.

Residents shall allow Pyramid Residential Care Centre or any other person authorised by PRCC to, at any reasonable time:

- inspect the room; or
- enter the room to affect such repairs to the premise's fixtures and fittings as PRCC Management decides.

It is expected of any person entering a residents' room that they shall have due regard for the privacy of the resident.

### **Repairs/ Maintenance and Insurance**

If any resident breaks or damages any property or article belonging to the rooms or building, he or she will be expected to make good the cost of such damage.

### **Electrical Equipment**

All electrical equipment is checked and tagged as safe by Maintenance each year thereafter or as directed by the Workplace Health and Safety Committee.

Electric blankets and hot water bottles are not permitted at Pyramid Residential Care Centre. Birkos and other cooking appliances are not permitted in rooms. Electric jugs and other tea/coffee making facilities are permitted in rooms. Refrigerators are permitted in rooms, but they must be of a design and type approved by Management. The resident or their family representative are responsible for the upkeep of the resident's refrigerator including defrosting, keeping it clean and ensuring also that all foodstuffs are monitored for use-by dates and disposed of accordingly. No food is to be kept in rooms except in the refrigerators. Television sets and portable radio/CD players are permitted; however, residents may need to use an earphone attachment so other residents are not disturbed by loud volumes.

### **Air Conditioning**

All rooms have an air conditioner installed. Only heaters approved by PRCC may be used.

## Feedback, Complaints, Comments & Suggestion Box

Your comments are welcome! A Feedback, Complaints, Comments and Compliments Box is stationed at the sign in desk at reception and also at the entrance foyer to Tom's Place. Satisfying residents with quality care and services are important to us. If there are ways in which we can improve, we'd love to hear from you.

If you have an idea or suggestion that can help us to improve our quality of care to you and others, it would be valued.

## Paying a Compliment

Our staff are committed and strive to provide quality care in an understanding, efficient and helpful manner. If a staff member has given you exceptional service in any way, please let us know, as this is a great form of encouragement and motivation. You have the opportunity to voice comments, suggestions, concerns you may experience with us at our Resident's Meeting and also by completing a Feedback / Suggestion / Compliments form and dropping it into the Box located in the Front Foyer and at the entrance to Tom's Place. These forms are available at the boxes or from administration.

## Resolving Concerns

PRCC has established procedures, which make voicing your concerns an easy task ensuring a resolution is reached quickly and fairly. Concerns should ideally be discussed with the Facility Manager in the first instance, and every attempt will be made to resolve the issue within 7 working days.

*NOTE: Residents or Family may lodge their complaint in writing in the first instance if they are more comfortable doing so. All concerns should be lodged as soon as practicable following the incident and will be dealt with by a resolution or feedback given as soon as possible after the complaint has been lodged.*

Residents have the right to have concerns heard and dealt with expediently.

To make a complaint about an Aged Service:

**Aged Care Quality and Safety Commission**

GPO Box 9819

Brisbane 4001

1800 951 822 and follow the prompts

<https://www.agedcarequality.gov.au>

*(Make a complaints page outlines the different options)*

## ANCILLARY SERVICES

### Hairdressing

Local hairdressing salon staff visit the complex on a regular basis to attend to hairdressing requirements of residents who choose to take advantage of this service. The cost of all haircuts will be invoiced to the resident by the PRCC. Residents are welcome to make alternative arrangements to have their hair cut if they choose to.

### Red Cross

On a regular basis and in accordance with Aged Care Directives, volunteers from Gordonvale Red Cross, provide personal support visits to residents.

### Fees and Payments

We recommend you visit the Department of Health's website which links to [www.myagedcare.gov.au](http://www.myagedcare.gov.au) for a comprehensive breakdown of the Aged Care Fees and Charges, relative to particular circumstances. Basic Fees and charges are also outlined in the Residential Care Agreement.

## DECLARATION

We ask you to complete a "Statement of Income & Assets" so that the Commonwealth Government can determine the size of the Refundable Accommodation Deposit/Meanst Tested Care Fee in accordance with Commonwealth determined guidelines.

If you do not wish to fill in such a form, we will accept your right, however the maximum Refundable Accommodation Deposit charge will then be payable.

You will need to complete a Statement of Income and Assets to detail your financially disadvantaged status (concessional). Please note that we have a heavy call on Concessional places and only limited numbers of those places are available.

In these conditions of Residence, where the context permits, the plural shall include the singular and masculine, the feminine or vice versa.

Pyramid Residential Care Centre reserves the right to review these Conditions of Residence as and when deemed necessary.

I have read and understand the Conditions of Residence and agree to abide by them or any amendments to these Conditions that are made from time to time.

I understand and agree I/Nominee will be required to sign a Resident's Agreement (or Resident's Respite Agreement) and where applicable to pay monies set out in the Agreement within seven (7) days of the date of entry.

Name: ..... (Resident/Nominee)

Signature:.....

Date: .....

Name: ..... (PRCC)

Signature:.....

Date:.....