

Vacenti 

A-Z GUIDE



Welcome to truly
person-centred care

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THANKYOU & WELCOME

On behalf of all the team, we would like to thank you for considering Vacenti as your new residence.

For more than 50 years and over three generations, Vacenti has been a proud, family-owned residential care service provider to the people of South-East Queensland.

Vacenti has built its reputation on providing residents with excellence in care delivery, quality of life and customer service.

We have achieved this through our relationships, commitment, passion and innovation, to provide person-centred lifestyle options. Our residents can feel they are part of a connected community – a place where they belong.

At Vacenti, we continuously strive to raise the standards of aged care and senior living, helping to maintain your independence and wellbeing by providing beautiful spaces where you can connect with fellow residents, family and friends.

We offer a wide range of accommodation, services and lifestyle options. Our accommodation options include our Servizi Additional Services Packages which offer additional choices above what is provided as standard service.

Once again, thank you for considering Vacenti.

Julian Casagrande

CEO

Vacenti



OUR VISION

To exceed expectations in aged care living by redefining choice and service delivery

OUR MISSION

Valuing life and wellbeing through personalised care

OUR VALUES

P.E.R.S.O.N

P

Personalise

We are passionate about delivering personalised care - making it just right for you.

E

Empathise

We value relationships based on understanding, honesty, empathy and trust.

R

Respond

We respond to each person's needs and preferences and are committed to providing a wide range of choice.

S

Strive

We are genuine about innovation and strive to be outstanding at everything we undertake.

O

Own It

We welcome feedback and take responsibility from beginning to end.

N

Never Stop

We never stop being a champion for what is right for each person.

WHERE TO FIND US

OUR HOMES



Casa Dàmore

Coorparoo
(07) 3434 2700
34 Park St,
Coorparoo, QLD 4151



Portofino

Hamilton
(07) 3025 2100
101 Allen St,
Hamilton, QLD 4007



Marebello

Victoria Point
(07) 3829 7100
537-547 Cleveland Redland Bay Rd,
Victoria Point, QLD 4165



Esida

Mt Gravatt East
(07) 3422 9500
79 Foxglove St,
Mt Gravatt East, QLD 4122



Lorocco

Carindale
(07) 3917 6800
40 Scrub Rd,
Carindale, QLD 4152



Sylvan Woods

Birkdale
(07) 3207 2830
500 Old Cleveland Rd East,
Birkdale QLD 4159

WHO IS WHO IN OUR COMMUNITY

Identifying who is who in our community is important to us as it helps not only residents, but their family and friends to identify and recognise the different roles in our homes.

Below shows you who we are and what we do.

MANAGEMENT & ADMINISTRATION

Facility Manager
Clinical Manager
Care Coordinator
Receptionist



CARERS

Registered Nurse
Enrolled Nurse
Assistant in Nursing
Lifestyle Coordinator / Lifestyle Assistant



SERVIZI

Servizi Concierge
Servizi Assistants



GENERAL SERVICE

Chef
Cleaning / Housekeeping / Kitchen



INFORMATION GUIDE

Below is an A-Z guide on Aged Care and our Vacenti Community.

ADDITIONAL SERVICES

Additional services or Servizi as we call it, are user pays goods and services available to residents within our home. These services can include but not limited to companion service, restaurant outings, alcohol packages, brain training, digital device or ResHub and many more. Each home has a Servizi Concierge contact that will manage your individually designed program.

ALCOHOL

Residents are free to consume their own personal alcohol, unless consumption results in behaviour that infringes on the rights of other residents or staff. If this occurs some restrictions on alcohol consumption may apply and we request that you refrain from excessive drinking. Where assistance is required, staff will assist in line with the responsible service of alcohol guidelines.

The use of illicit or illegal drugs is prohibited by law and their use or storage is not allowed.

CAFE

Tea and coffee making facilities are provided within our homes that can be used for visitors and in between the usual service of drinks and snacks that are provided to you throughout the day. Facilities range from on-site cafés to tea and coffee areas equipped with commercial bean to cup automated machines. Our on-site cafés offer barista made coffee and a range of light meals, cakes, and snacks for purchase. The cafes operate seven days per week, please check each home for operating hours.

CARE CONSULTATION

From time to time it is valuable to discuss your care needs via a care consultation with yourself and/or with your representative. A care consultation enables you to share your needs, goals and preferences. Getting together as a group helps everyone to share information and ensure your expectations are being met. Please speak to the Clinical Manager or Registered Nurse if you would like a care consultation at any time. You are also welcome to a copy of your documented care plan at any time. This can be given to you in any format you require or prefer.

CLOSED-CIRCUIT TELEVISION (CCTV) CAMERAS

For security purposes, CCTV cameras are installed in various locations across Vacenti homes. Cameras are placed in communal areas only (e.g shared dining and living areas, corridors, stairwells, entrances, exits and car parks). The recording of persons and staff is subject to privacy and criminal laws within Queensland. If you wish to record within the confines of your room, please discuss this with the Facility Manager.

CHURCH SERVICES

Church services are held in the home and all are welcome. Representatives from all religions are most welcome to host a service or visit the centre after consultation with the Facility Manager. We can assist you to arrange transport to a community worship centre if you prefer.

CLEANING

To ensure good hygiene is maintained our friendly housekeeping team will regularly clean and maintain your room. A deep clean of your room is completed weekly, outside of this your room will be cleaned as required, including waste removal. We ask that clutter is kept to a minimum to help staff clean to the highest possible standard. If you have any special requests or concerns regarding cleaning please talk to your Facility Manager.

It is not a responsibility of our housekeeping team to clean and maintain your personal items.

DEPARTURE

When a loved one's health deteriorates, we understand it is a very difficult and emotional time for families. To help support you during this time, it is important to share any special wishes or end of life plans with us. The Registered Nurse will ask questions about any prearranged funeral arrangements to ensure your wishes are adhered to. Also see "Advance Care Planning" www.mycaremychoices.com.au.

When the time comes to say goodbye and your loved one passes, unfortunately it also means that another family is in need of care. We sympathise that this is a very sad and difficult time however the room does need to be vacated within 48 hours to assist us to care for others in need. In addition, please be aware that we do not accept donations of items including clothing. Please speak to the Facility Manager in regard to local groups that may be available to take donations. Removal, storage and disposal of your property by Vacenti after your departure may incur a cost to you.

ELECTORAL COMMISSION (VOTING)

Residents who are eligible are free to continue to vote in Council, State and Federal Elections. Your admission pack includes a change of address forms for the Electoral Commission. Information will be sent to you from Vacenti in the case of any upcoming elections. A mobile voting booth will be available at each home for every election.

FEES AND PAYMENTS

All fees and charges are outlined in your resident agreement. Fees and charges are invoiced monthly in advance and are sent to your authorised billing contact. Vacenti's preferred payment method is via direct debit, other payment methods may incur additional processing fees. If you have any concerns or questions regarding your invoice please see administration staff who will be able to assist you.

Accounts are processed from our Shared Services office in Upper Mount Gravatt, QLD.

FINANCIAL AND LEGAL ADVICE

It is important that your financial and legal matters are in hand when entering residential aged care. This may include financial advice around your fees and charges, Wills and/or Enduring Power of Attorney (EPOA). Vacenti staff are not qualified to provide this advice or service. We have a list of approved Aged Care Financial Advisors and Solicitors that we will be able to assist you with these matters.

FIRE & OTHER EMERGENCIES

Our comprehensive fire detection systems automatically alerts the Qld Fire Service when an alarm is triggered. All staff are well trained in the event of an emergency. During your stay you may hear fire alarm testing and be asked to participate in fire safety drills. Staff will direct you to safe evacuation points in the event of a practice, drill or emergency. If an emergency occurs within the building, follow the directions given by the staff. Should an evacuation be necessary you will be directed to the most appropriate safe area.

FOOD FROM HOME

Families are welcome to bring in favourite treats/food, however it is essential the food is at a safe temperature to avoid any risk of food poisoning. Under Food Safe guidelines, the food needs to be covered, dated and stored at a safe temperature. Visitors are not permitted to give food to other residents as they may have allergies or special dietary requirements. Please review to Vacenti's *Bringing from Home Food Guidelines* for further information.

FURNITURE AND EQUIPMENT

Your room will be fitted with essential furniture as required under The Aged Care Act, such as appropriate bed and bedding, bedside table, wardrobe/drawers, arm chairs, television and toiletries as standard. From time to time you may be required to use other equipment to assist with your care and services (e.g. shower chairs, medical lifters, wheelchairs etc). This equipment is shared with other residents, if you wish to purchase your own equipment please speak to your Facility Manager.

If you notice any damage to furniture or the residence please advise us.

In the interests of safety, please let staff know if you bring any electrical equipment into the home as it may require a 'test and tag' to ensure it is safe to use. A nominal fee is charged for this service.

GIFTS & CHARITABLE COLLECTIONS

We understand that there may be occasions where you would like to give staff and/or volunteers gifts, however we respectfully ask that you do not give them expensive gifts or money. Although we appreciate the sentiment, it is Vacenti policy that staff and volunteers must decline such gifts.

If you wish to give staff and/or volunteers a gift we suggest that you offer something that can be enjoyed amongst the team such as flowers or chocolates.

HOSPITAL TRANSFERS

We have many health support networks that can visit you in the home for acute health needs. However, there may be times where you need to visit the hospital. Staff will help arrange your bags and paperwork in the event you need to go to hospital. There will be no changes to your room, including your fee arrangements during your hospital stay. Staff will liaise with the hospital and your family while you are away.

INCIDENT MANAGEMENT

We take incident management very seriously. An incident is an event, or circumstance which has, or could have caused you or anyone else harm while providing care.

All incidents, including those which are known to, alleged, or suspected to have happened, must be recorded in our incident management system and managed appropriately. This includes investigation of the event, and implementing strategies to support safer care. It's always okay to speak up if you are concerned about an issue or incident. You can discuss any concern with the Registered Nurse or any member of the management team.

Some incidents are more serious and may need to be reported to the Aged Care Quality and Safety Commission. More information can be found on the Aged Care Quality website.

INFECTION CONTROL

Our residents are generally quite frail and hence all visitors need to maintain a high standard of personal hygiene. It is essential that all visitors use the hand sanitiser units provided throughout our homes. Visitor's bathrooms are available throughout the facility. We encourage you to use these rather than the resident's personal bathrooms. Visitors may be directed to take extra precautions at times of increased risk or infectious outbreaks. Sometimes, this also means that restrictions may be placed on how residents can move about the homes' communal areas and what items of protection equipment visitors are required to wear.

INSURANCE

We encourage you to take out insurance for valuables as we do not accept responsibility for the loss or damage of your personal belongings. Our insurance cover does not include stolen cash or damage to personal items, and furniture belonging to you. Please be aware that you will need to meet the cost of any additional insurance cover.

LAUNDRY & CLOTHING

A laundry service for your clothing is included in your fees. All clothing is washed in commercial machines and tumble dryers using industrial chemicals to meet infection control requirements. It is important that your clothing be machine washable and able to be tumble dried. Items requiring special attention, such as woollens and delicate silks, need to be attended to by the family. It is recommended that sufficient seasonal clothing be provided to allow for a minimum of five (5) days between laundering. Clothing should be adequate in size, design and material to accommodate ease of dressing and undressing. While ironing and dry cleaning is not provided as part of our standard service, these services can be arranged at your cost.

It is essential for all clothing to be clearly named, this ensures that we can return your items to you and to help prevent items from getting lost. The home offers free clothes labelling as part of our service. Items are labelled with a specifically designed heat sealed label that will withstand the washing process. The label includes your name and the home's name. Please speak to our administration staff if you require your clothes to be labelled. Occasionally clothing may become "misplaced" due to a variety of reasons, if something does go missing please notify us as soon as possible and we will do our best to locate it.

If you don't wish for your clothing to be sent to our laundry, please let our staff know, we can provide a personal washing hamper/basket so your family can assist with washing your clothing.

While we do our best to take good care of your clothing, we are not responsible for replacing lost or damaged items.

LEAVE

We recognise that you may wish to stay with family and friends from time to time. You are entitled to 52 days of social leave a year without losing your right of occupancy. All fees remain payable in full during social leave. If you require longer than the 52 days you will be required to pay the usual fee as well as the Commonwealth subsidy so that you maintain your place at the home.

In the interests of your wellbeing and safety, and any potential emergency procedure, it is important you let our staff know when you leave the Home.

LIFESTYLE ACTIVITIES

To help you to feel at home, make connections and engage in the community, each home offers a variety of social activities to keep your body and mind active. It is entirely your choice as to how little or how much you would like to be involved in the life of the home. You can download each home's monthly activities calendar from our website www.vacenti.com.au. If we do not currently offer something of your choice, we will assist you to arrange access to your preferred social activities.

MAIL

Mail is delivered daily to all residents – if you are not able to receive mail we will forward it onto your authorised representative. We ask that mail is addressed with your name, room number and the home's address. Families are also able to send a message to their loved one, including attachments, through the Contact a Resident on Vacenti's website - <https://www.vacenti.com.au/contact-a-resident/>

MAINTENANCE

Our maintenance team aims to attend to building repairs promptly. Please let staff know if there is any maintenance to be attended. Repairs to personal equipment and items are the responsibility of each resident and their families. If you need assistance, we would be happy to arrange a contractor on your behalf who would charge you accordingly. Our maintenance team are generally available Monday to Friday during business hours.

MEALS

All meals are prepared in house by our qualified chefs. There is a four weekly rotational menu offering a wide variety of choices which is developed in consultation with residents and a dietician. Residents are encouraged to join meal service in the dining rooms, however tray service is available for residents that are unable to join us in the dining room. For residents who chose to have a tray service, this may be available under a daily fee and provided by our Servizi additional services program. Breakfast (from 8am), lunch (from 12pm) and dinner (from 5pm) are served daily and you can choose your meals in advance. Special dietary needs are catered for and staff will consult with you regarding your dietary needs and preferences. We encourage family and friends to join you for a meal, a small charge is requested to cover costs. For catering purposes, we ask you to let us know in advance. If you would like to have a private family meal, please speak to our administration staff and they would be happy to assist with any arrangements.

MEDICAL PRACTITIONERS, SPECIALISTS & ALLIED HEALTH

Families are encouraged to organise your preferred medical practitioner before your stay. If you require assistance, staff can give you a list of GPs that visit the home. If your GP is not available after hours, staff will access an after-hours medical service. The home can facilitate access to; physiotherapy, dieticians, speech pathology, podiatrists as well as dentistry and optometry. For external

appointments, a relative or friend is required to accompany you to appointments in the community. If this is not possible, other arrangements can be made, which may incur a cost to you.

MEDICATION MANAGEMENT

The safe use of medicines is very important to us. To support this, Vacenti contracts to one pharmacy to provide safe, individualised, pre-packed medications in sachets. The chemist will forward pharmacy accounts to you monthly. Any concerns with your chemist account should be addressed directly with your chemist. The pharmacy is contracted to provide a high standard of service, quality assurance and staff support. This includes:

- Photographic identification of the resident
- Regular deliveries
- Back up support and staff training
- Monitoring audits

Alternatively you can choose to use your own pharmacy, however family members will be asked to organise any scripts and deliveries.

PERSONAL ITEMS OR VALUABLES

You are encouraged to bring personal belongings that are important to you. Your personal items are your responsibility and we recommend that you label them if possible. It is not advisable to hold large amounts of cash (more than \$20) in your room. All our homes have a safe located on site, please let the administration staff know if you wish to have cash or valuables locked in the home's safe. While all care will be taken of your possessions Vacenti does not take responsibility for any breakages, loss or repairs to personal valuables or cash.

While we encourage you to make your room comfortable and familiar by adding personal belongings from home, there may be occasions where we need to review this for safety reasons. The safety and appropriateness of any personal equipment and items will be reviewed by the Facility Manager.

PETS

We recognise that for many residents, your own pet is a part of your family. As such, arrangements can be made for your own pet to visit you here at the home. Pets need to be clean, well behaved, fully vaccinated and not disturb others within the home, this is for the safety and comfort of others. It is important to remember that other residents may not share your love of animals so please speak to your Facility Manager about visiting arrangements.

PRIVACY

Vacenti is committed to protecting your privacy and providing you with the best possible care and services. We are bound by the Privacy Act 1988 (Cth) (the Privacy Act) and the Australian Privacy Principles. If you would like a copy of our Privacy Policy, we would be pleased to provide a copy on request.

RESIDENTS MEETINGS

Residents meet monthly to plan upcoming events, discuss activities, and generally raise any concerns or good ideas. The dates and times are posted on the notice board and in the downloadable activities calendar on our website and we encourage all residents, their family members, representatives and volunteers to attend this meeting. Minutes are taken during the meeting and distributed or displayed on the noticeboard for your information. If you would like to be on a mailing list, please discuss this with the Facility Manager.

RESIDENT'S RIGHTS

Under the Commonwealth Charter of Aged Care Rights (included in your Residential Agreement), every older person in our care has the right to freedom, respect and the right to be treated fairly. We strive to provide a positive and supportive environment that values and respects each person. Our processes are to ensure each person's personal, civil, legal and consumer rights are upheld. Vacenti will balance the rights of the individual with the rights of others. If you would like a copy of the Charter of Aged Care Rights we would be pleased to provide a copy on request. Please also see Page 14 of this brochure.

SECURITY & TENURE

Residents can choose to leave or move to another service at any time, however you can feel secure knowing that your place at Vacenti is permanent. As circumstances change we may need to reassess which room you occupy based on your wellbeing and safety and on our ability to provide you with the appropriate care. Consultation will occur in partnership with you, your family, your Medical Practitioner and our Facility Manager in accordance with security of tenure obligations.

If you are living in a secure environment and become immobile, we will work with you and your representative to move you to another room within the facility, unless it is vital you remain in the secure environment for safety and/or wellbeing reasons.

SHARING INFORMATION

We value your feedback, either positive or negative and take this very seriously. If you wish to raise a concern, compliment or improvement suggestion about any aspect of the care and service we provide, please make your feedback known to the Manager. See **Suggestions and Feedback** for more information.

SMOKING

Our homes are non-smoking. In the interests of health and safety, smoking is strictly prohibited on Vacenti property, this includes e-cigarettes. We may have a designated smoking area in the grounds of the home, but that is at our sole discretion and it may be removed at any time. The prohibition against smoking within the buildings of the home applies to you, your relatives, your friends and any other visitors or persons you invite into the Home.

STAFF RIGHTS

Vacenti has implemented policies and practices to meet our obligations under work health and safety legislation. This includes using equipment to ensure that the risk of injury to any resident or staff member is minimised. Equipment appropriate to providing your care will be discussed with you when necessary. We understand families expect their loved ones to be well cared for. We are happy to talk to you if we fall short of your expectations. However, at no time are families to inappropriately or aggressively address or direct staff on when and how care is given. Vacenti has a duty to protect staff from harassment. Please be mindful that we have zero tolerance for aggressive communication to staff.

Please refer our “**Visitor and Resident Code of Conduct**”.

STORAGE

When relocating to your new home, you may have several suitcases; however there is limited storage so larger cases are best sent home with family. Family might also like to alternate clothing from summer to winter to ensure there is sufficient space.

TELEPHONE

If you wish to set up a personal phone line in your room you will need to call a phone provider (e.g. Telstra, Optus) and get a line connected, which will come at a fee. The Facility Manager will be able to advise you in relation to telephone connection.

VISITORS

This is your home and as such family and friends are able to visit at any time that is convenient with you. We ask that visitors are considerate of the care routines and needs of all residents when choosing their visiting times, and that noise is kept to a minimum when visiting. We encourage you to welcome visitors as often as you would like, and invite them to join in activities as appropriate. Parking is available for your visitors. All visitors are required to comply with our **Resident and Visitor Code of Conduct** – the Act can be found on page 16. If visiting after hours we ask everyone to be mindful of security when entering or leaving.

VOLUNTEERS

Volunteers are welcomed into our homes and can assist residents in many different ways. If your family or friends would like to volunteer we would appreciate and welcome any support and participation. There is further information and a volunteer application on our website vacenti.com.au, alternatively you can speak with your Facility Manager.

WIFI

If you have your own devices, you can access the Vacenti WiFi network. The administration team can provide you with login and password details.



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have 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 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.

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

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

SUGGESTIONS AND FEEDBACK

We have a commitment to quality improvement and we encourage all our residents, relatives and representatives to help us improve our services and care by providing us with your feedback and suggestions.

Residents and family are often the best placed to suggest improvements on our services or how best to deliver them. It is important to Vacenti that you let us know when we are doing a good job, or where we might need to improve. Ask one of our team members how you can give feedback or follow steps below.

SPEAK TO A TEAM MEMBER

Staff are available any time to talk to, and a registered nurse on site 24/7. Our Facility Managers pride themselves on getting to know each resident and being approachable at all times. We operate an open-door policy for any resident or their relatives to come and talk to the manager formally or informally.

RESIDENT & RELATIVE MEETINGS

Held monthly in each Vacenti community, these meetings are open to all residents and their family members. The meetings offer a relaxed forum to raise suggestions, concerns or ask questions directly. Many of our resident meetings are chaired by residents, with managers invited as guests. Minutes of the meetings are available to all.

SUBMIT A FEEDBACK FORM

Residents and their loved ones can access a Share Your Experience form at any of our reception areas or provide feedback via info@vacenti.com.au, and these can be submitted anonymously if preferred. Any comments received are followed up in a timely manner to make sure a positive resolution is achieved.

REQUIRE ASSISTANCE

Arrange time to speak with the Facility Manager of your home either in person or over the phone or email. We appreciate the opportunity to work with you to address any concerns or feedback you have. This is often the fastest and easiest way to communicate your feedback or concerns.

ESCALATE YOUR CONCERNS

If you feel you need more support or further resolution, there are many options available to you in escalation of your concerns. This process ensures every resident and their family feel listened to, safe, valued and respected.

Gathering and responding to feedback from residents and their families underpins everything we do at each Vacenti community. It's an essential part of our quality program, informing our action plans, staff training and education, ongoing monitoring systems and continuous improvement plans.

No matter the issue or significance, no comment or suggestion is dismissed or ignored. However, if a resident or relative has an issue they would like to raise at a senior level, the following options are recommended. Your concerns will be acknowledged and responded to as soon as possible.

- In the first instance, meet with the Facility Manager in the Home.
- Send an email to info@vacenti.com.au or call (07) 3422 9300 and this will be directed to a member of the Senior Leadership Team.
- Email info@vacenti.com.au or call (07) 3422 9300 to contact Vacenti Manager - Operations and/or CEO Julian Casagrande
- Email info@vacenti.com.au or call (07) 3422 9300 to contact any member of the Vacenti Advisory Board

If you don't feel we have met your expectations for complaint resolution, or you would like some advice or information, the following external supports are available:

- Aged Care Quality & Safety Commission on: 1800 951 822 or <https://www.agedcarequality.gov.au/>
- Your Aged and Disability Advocates (ADA) on: 1800 818 338
- Older Persons Advocacy Network (OPAN) on: 1800 700 600
- Office of the Public Guardian (OPG) on: 1300 653 187
- NDIS Quality and Safeguards Commission on: 1800 035 544

RESIDENT AND VISITOR CODE OF CONDUCT

INTRODUCTION

Vacenti is committed to building a culture characterised by inclusion, kindness and respect.

We aim to ensure that the health, safety and well-being of both staff and residents, their family and friends are protected.

COURTESY & RESPECT

Residents and visitors must not (in person, by telephone, or in writing) harass or intimidate staff, other residents or their friends or family. This includes yelling, abuse, threats, name-calling and offensive language – visitors are requested to:

- Treat staff, other residents and their family and friends with courtesy and respect
- Allow staff to perform their duties without obstruction or impediment
- Raise any concerns you may have about staff performance or conduct with the Home Facility Manager or anonymously to info@vacenti.com.au

DIVERSITY & INCLUSION

Residents and visitors must not (in person, by telephone, or in writing) act in a way that is prejudicial or discriminatory towards staff, other residents or their family or friends. This includes ageist, racist, or homophobic comments, slurs or jokes – we request that you:

- Respect our elderly residents and treat them with due courtesy
- Treat staff, other residents and their family and friends who may be from diverse cultural and ethnic backgrounds in an inclusive and culturally sensitive manner
- Respect the individual interests, customs and beliefs of our staff, residents and their family and friends, including religious practices
- Respect gender diversity

PRIVACY & DIGNITY

Residents and visitors must not compromise the privacy and dignity of staff, other residents or their family or friends. This includes entering administrative or resident's private spaces and accessing or reading personal information without consent – we request that you:

- Remember that you are visiting resident's homes
- Not enter administrative areas or staff rooms without a staff member present

- Knock before entering a resident's room, including the resident you are visiting
- Do not interfere with the personal belongings of staff or residents
- Respect that staff are required to provide care behind closed doors in some cases
- Do not take photographs or video of staff, other residents or their family or friends without their explicit consent

QUITE ENJOYMENT

Residents and visitors must not impede the quiet enjoyment of the aged care facility by other residents or their family or friends – we request that you:

- Keep noise to reasonably low levels, including voice, telephones, music and televisions
- Do not use offensive language
- Keep motor vehicle noise to a minimum

SAFETY & SECURITY

Residents and visitors must not act in a way that place the safety or security of staff, other residents or their family or friends at risk – we request that you:

- Sign in and out using the Sign-in device located at reception each time you visit
- Avoid visiting if you are unwell or have symptoms of respiratory illness
- Refrain from smoking other than in designated smoking areas
- Refrain from visiting if you are affected by drugs or alcohol
- Report any suspicious activity or suspected intruders
- Drive safely, adhering strictly to speed limitations and parking only in designated spaces
- Supervise children at all times
- Report environmental hazards or concerns
- Follow any reasonable direction from a staff member

REASONABLE CARE

Visitors must not willfully damage building, facilities or equipment – we request that you:

- Show reasonable care and avoid causing damage to property
- Report any damage caused



Vacenti