

GUMMUN PLACE  
Seniors Hostel

# GUMMUN PLACE HOSTEL RESIDENTS HANDBOOK

A caring & thriving community for older people



A stylized tree logo with green leaves and a brown trunk, positioned above the text "Gummun Place" and "Hostel".  
**Gummun Place**  
Hostel

## **Gummun Place Hostel**

Address:.....14-18 Marquet Street, Merriwa

Mail:.....PO Box 208 SCONE NSW 2337

Phone: .....6521 7010

Email: ..... [gummunplace@upperhunter.nsw.gov.au](mailto:gummunplace@upperhunter.nsw.gov.au)

Emergency contact: ..... 0428 482 112

Website: ..... [upperhunter.nsw.gov.au](http://upperhunter.nsw.gov.au)

Upper Hunter Shire Council is the approved provider and Trustee of Gummun Place. Council administers all of the facility's financial operations and employs all of the staff.

A committee of Upper Hunter Shire Council, Merriwa Aged Hostel Committee, has the management of the Hostel. It meets every two months and is elected from interested community members, and supported by Council staff, who organise the agenda, report on finances and take the minutes of the meeting. A Councillor is also appointed to the Committee. Contact the Hostel Supervisor if you would like to gain more information.

# *Welcome to Gummun Place Hostel*

Designed and constructed for your comfort, enjoyment and security.

Gummun Place is a residence for older people who are unable to remain in their own home and require some assistance with daily living. We welcome you to your new home, as well as your friends and family members.

The staff team are here to support you, and have a holistic approach focusing on the continuation of quality of life through individual assessments, care plans and activity programs.

The Hostel is within close walking distance to all amenities. Wheelchair access is available throughout Gummun Place and its surrounds.

Throughout this handbook we will refer to you as a resident, which is the preferred term that our staff and those who live at Gummun Place have chosen, although we acknowledge that you are also a consumer of the services we provide. 'Consumer' is the term used in Government aged care documentation.



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**The Gummun Place Vision Statement...**

*A caring and  
thriving  
community for  
older people.*

**Mission Statement...**

*To provide quality care in a friendly and happy environment giving the opportunity to maintain independence and make choices.*

## **Gummun Place embraces the following values central to our work...**

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- » Respect the dignity and human rights of all our residents.

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- » Listen and respond to our residents' needs and consult them on all major decisions which will effect their quality of life.

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- » Service delivery standards that meet or exceed industry best practice and the expectations of our residents.

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- » Sustainable and equitable working conditions for our staff and volunteers.

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- » Accountable service to our clients and the community.

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- » Build teamwork to ensure that these values are developed over time and are used to guide our work.

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- » Care and services are culturally safe and diversity is respected and inclusive.

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- » Support our residents, or their nominated representative, to make informed choices about care and services so they can live the life they choose.

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- » Include our residents in assessment and planning in an effective partnership.





## **WHAT YOU NEED TO KNOW PRIOR TO ADMISSION**

Gummun Place aims to provide a homelike environment which is a safe and supportive setting. The Hostel consists of 16 individual units with private en-suites, and two pairs of units with interconnecting doors for couples. Each individual unit and shared area have been designed to support your lifestyle.

### **Address**

#### **14-18 Marquet Street, Merriwa**

You will reside just one block from the shopping centre, and close to the post office, doctor's surgery, churches and clubs.

## SUMMARY OF SERVICES

*Residents can rely on assistance from staff as needed.*

- » Three meals a day.
  - All meals are cooked fresh at Gummun Place.
  - Meals can be taken in the dining room, resident's own room, or sitting rooms in each wing.
  - A four week rotating menu with provisions to cater for special diets (e.g. diabetes, allergies).
  - Seasonal monthly menus, guided by resident choice and feedback.
- » Weekly room cleaning.
- » Assistance with showering, bathing, dressing and personal care.
- » 24 hour emergency call button.
- » Ongoing treatment for health problems.
- » Specialised nursing care.
- » A care plan developed in consultation with a registered nurse and reviewed every three months.
- » Activities program.
- » Assistance to organise transport to dentist, optometrist and other specialist appointments.
- » Kitchenette for residents and family members in each wing and activities room.

- » Laundry service
- » Catering service
- » Outdoor sitting area
- » Established expansive gardens
- » A small library is located in each wing, and support to use Merriwa Library.

Resident participation in the daily running of the home will be appreciated and valued.

## **Shared Spaces and Facilities**

- » Dining room
- » Lounge room
- » Activities room with kitchenette
- » Two sitting rooms
- » Pergola BBQ area
- » Outdoor gardens
- » Visitor toilet

## **STAFF AT GUMMUN PLACE**

The Management team at Gummun Place consist of:



**Sue Duggan**  
Hostel Supervisor

Residents receive the best quality service and care from a team with experience and knowledge in nursing, aged care and hostel management. The hostel team includes:

- » Care service staff who provide assistance with personal and clinical care, and any other needs.
- » Caterer
- » Laundry and cleaning staff
- » Maintenance/Gardener
- » Activities officer
- » Registered nurse

# ADMISSION AND CARE PLAN DEVELOPMENT

Prior to admission an Aged Care Assessment Team (ACAT) must assess all potential residents to see that the level of care Gummun Place are able to provide will meet the individual's requirements. Priority of admission is determined by the level of urgency.

A copy of a new resident's ACAT assessment will be required before admission.

***We realise that the decision to come into residential care is not an easy one.***

All staff will endeavour to make each new resident's transition as easy as possible.

## **The Hostel Supervisor or the Registered Nurse are available to talk at the time of admission**

Upon admission the Hostel Supervisor or Registered Nurse can discuss your needs with you and your representatives.

A care plan will be developed within the first few weeks following admission.

A care plan identifies specific needs that inform staff and enable them to provide the best level of care.

This care plan is reviewed regularly and modifications made with input from residents and their representative.

You are welcome to view your care plan and other documents held by Gummun Place Hostel. To do so, ask the Hostel Supervisor. With your permission the care plan

can be discussed with nominated family members or your advocate or representative.

## **Advanced Care Planning**

We encourage you to have the following in place when you come to live in the Gummun Place Hostel.

- Enduring guardianship
- Advanced care directive
- Advanced care plan

Please bring copies of the above to lodge with the Hostel Supervisor, so we know what your wishes are.

Should you not have these plans in place, hostel staff will assist you to make the right contacts to do so, and provide you with information.

Residents have a right to decide what care they might or might not want in the case of an emergency.

## **Accommodation Fees and Charges**

Fees and charges in relation to residential aged care can be complex and are best explained in person.

Payments are preferred by direct debit from bank, credit union or Centrelink for security reasons. Further information, or assistance to set this system up, is available through the Hostel Supervisor.

## **Setting Up Your Room**

You are welcome to set up your room as you prefer with personal items such as bedside table, chairs, pictures and ornaments.

Space for aids and equipment should be considered when setting out your room.

Each room has an electric bed and a built in wardrobe with dressing table and set of draws.

You can bring in a small appliance such as a fridge, however electrical cords will need to be tagged in line with Work Health and Safety Policy. Discuss this with the Hostel Supervisor.

## **Personal Care Needs**

Gummun Place supplies residents with toiletries including shaving cream, shampoo, and conditioner, toothpaste and toothbrushes, body wash (soap), combs, manicure sets and incontinence aids. If you wish to provide your own, you are welcome to do so.

## **Telephones - Fixed Line**

You are welcome to arrange connection of a land line to your room through Telstra. This arrangement will be at your own expense. Advise the Hostel Supervisor of your intentions before making this arrangement.

## **A phone is available for receiving incoming calls**

Staff will transfer calls from the main office to a communal cordless phone you can take to your unit for privacy. To make phone calls when you need to contact your family please see staff.

## **Mobile Phones, Tablets and Computers**

You are encouraged to use your own mobile phone, tablet or computer. Wi-fi is available, as well as accessories such as a web cam, which are available for loan via the Hostel Supervisor.

## **Televisions and Radios**

You are encouraged to bring your own radio and/or television set. All units have TV and FM aerial outlets.

A large screen television and stereo is also available in the lounge room and activities room for the use of residents.

## **Mail/Newspapers**

Incoming mail will be delivered to you. Outgoing mail may be left at the office for posting.

Arrangements can be made for you to receive your own papers and magazines. The local newsagent can arrange with you a monthly account.

## **Keeping Your Valuables Safe**

Room keys and private locked drawer keys remain the property of the facility. Please do not duplicate or give keys to anyone else. Spare keys are available from the Hostel Supervisor.

We encourage residents to insure any personal valuables and contents.



## Clothing

All clothing should be clearly marked with your name.

Printed labels may be ordered and purchased through Di's Clothing Patch, 135 Bettington Street Merriwa. Phone 6548 3023.

Clothing is laundered on-site on a regularly basis. Every effort is made to follow the laundry instructions on all individual items of clothing.

Relatives and friends are asked to make arrangements on your behalf, for items that need to be dry cleaned, or are not suitable for normal washing.

If you are admitted to hospital for a period of time, families may arrange for laundering to continue being done at Gummun Place.

## Making Visitors Welcome

Visitors are encouraged at any time.

For security reasons visitors are required to **only enter the hostel through the front door** and to use the visitor sign-in register.

- » In special circumstances a fold-up bed can be arranged for a relative to stay overnight.
- » The resident's wishes as to who may visit them must be adhered to.
- » Visitors must not enter an unoccupied resident's room.
- » Please notify the staff, and complete the resident's sign-

in register, before taking a resident out of the facility. This register is used in case of an emergency.

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» Visitors are more than welcome to have a meal with you.

## **Visiting Pets Are Welcome**

Before entering the hostel visitors bringing along pets should advise staff at the main office of their intention. Visiting pets must be up to date with relevant vaccinations. Discuss any queries you may have with the Hostel Supervisor.

## **BBQ Area**

Residents and their families are welcome to use the BBQ facilities at any time. Please advise staff if you are intending to use the area so it can reserved for you and your family.

## **Privacy**

We ask that you and your visitors respect the privacy of other residents and do not enter a residents' room without their permission.

## **Decision Making and Choice**

We expect you to play an active role in decisions that affect your life, and to make choices for yourself. We will record and act to support you in your choices, and help you to make informed choices so you can live the life you choose. This might include a discussion of risks and consequences to yourself and/or others.

You may seek support from family, carers or independent advocates to assist you in decisions and choices. It is a

good idea to nominate a representative to make decisions on your behalf if there comes a time you are unable to.

We understand and affirm that cognitive impairment is not a reason for a person to be excluded from the decision-making process about their own life.

## **Information About You**

Gummun Hostel collects and stores information about you to enable staff to provide you with effective care.

Gummun Place Hostel is committed to protecting and upholding your right to privacy in how we collect, store and use information about you, your needs and services.

The Hostel will seek your consent (or the consent of your nominated representative) before providing information to third parties. Please speak to the Hostel Supervisor if you have any privacy concerns, or wish to know how your personal information is used or stored. You can also request access to information held about you (e.g. your care plan) by the Hostel when this is reasonable and appropriate.

We ask you to keep us up to date with any changes to this information, such as changes in mobile phone numbers, doctors, your representatives or advocates, your health and circumstances that may affect the Hostel and yourself.

Your information is stored in the Manad Plus Aged Care Electronic System located in a locked staff office. To access your own care files please speak to the Hostel Supervisor. This policy is strictly adhered to by all approved providers, management and staff as per The Privacy Act.

## **Culturally Safe Care**

We strive to provide care that addresses diversity and the cultural needs and preferences of residents.

Whatever your background and beliefs we want you to feel safe, respected and valued.

If you have special requirements for diet, housework, personal care, cultural or religious needs, relationships etc. please let our staff know.



## **GUMMUN PLACE SERVICES**

### **NURSING CARE PLANS AND PERSONAL CARE**

Gummun Place is staffed 24 hours a day, with access to a registered nurse. Care is delivered commensurate with your individual needs and preferences. For more information speak to the Hostel Supervisor.

After admission the registered nurse will work with you to develop a care plan. The care plan identifies your individual needs which will inform the way care service staff can assist you.

Care plans are reviewed regularly to reflect each resident's ongoing care needs.

The information provided in your lifestyle assessment will be compiled by the activities officer and used to tailor appropriate activities for you.

## **HEALTH SERVICES**

On admission you will be asked for your preference of doctor to attend your health needs.

### **Merriwa Doctors**

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» **Hunter Medical Practice**

Dr Noman Jawaad, Dr Ahmed Jalal and Dr Joe Paul.

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» **Merriwa Surgery** Dr Emad Jasem

A doctor visits the hostel weekly and others will visit on request.

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In an emergency situation you will be transferred to hospital by ambulance.

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### **Medication**

To ensure that you receive the correct medication Gummun Place uses the Webster System. Merriwa Pharmacy supplies medications for this system and places medications into the Webster-pak.

All care recipients entering Gummun Place who wish to self medicate are required to:

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- » Have ability to self medicate. An assessment must be completed by your GP prior to entry.

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- » Provide the Hostel Supervisor with a list of current medications prior to admission. (Ask your GP for copy of

medical summary).

- » Report any changes to medication to the Hostel Supervisor immediately.
- » Keep all medication in the locked drawer provided.
- » Medications must be stored in a Webster-pak.

### **An account system is the easiest method to pay for medications and other non-prescription items.**

- Orders for all items are placed with the pharmacy on Mondays.
- Non prescription items can be picked up by staff when visiting the pharmacy.
- Medications/Webster-paks are delivered by the pharmacy on Friday afternoons.

Gummun Place supplies basic toiletries such as shampoo, body and hair wash, moisturisers and deodorant. You may supply your own if preferred.

### **Mobility Aids**

Equipment, including and not limited to wheelchairs and walking frames, will be provided to assist with mobility.

You are encouraged to bring your own mobile aids that you have been using prior to admission.

## DAILY ROUTINE

### Meals and Menus

Meals are freshly cooked at Gummun Place and are made available from the dining room at the following times:

- **Breakfast** ..... 7:30-9:30am
- **Lunch**..... 12:00-1:30pm
- **Dinner**..... 5:15-7:00pm
- **Morning tea** ..... 10:00am in the activities room or wherever you wish to enjoy it.
- **Afternoon tea**..... 2.30pm in the activities room or wherever you wish to enjoy it.
- **Supper** ..... 7.30pm wherever you wish to enjoy it.

Meals will be served in your room if preferred.

If you require a **hot or cold drink** please ask staff on duty. Due to health and safety regulations you are not permitted in the main kitchen area.

**When entertaining visitors** you may utilise the kitchenette in the activities room, or the north and south sitting rooms. Tea and coffee provisions are available at any time.

Gummun Place has a four-week rotating seasonal menu. You can contribute feedback towards new menu items through resident forums and by completing a feedback form.

**Bottled water** is available in the sitting room fridges. Water coolers are available in the dining room and activities room.



**A bowl of fruit** is available for residents to access from the bench or dining room at any time.

Apart from the menu of the day other protein meals are available by asking the staff.

All food storage, handling and preparation is carried out by staff with strict adherence to related legislation and guidelines.

## **Local Food Outlets**

Merriwa Sports Club Chinese Restaurant.....	6548 3228
Merriwa RSL.....	6548 2157
Merriwa Cakes & Pastries .....	6548 2851
Twisted Takeaway.....	0240 60 092
Merriwa Royal Hotel .....	6548 2235
Eat@153.....	6548 2482
Sansko Restaurant and Café.....	6516 7710

## **Room Cleaning**

Your unit will receive a full clean every week by rostered staff on these days:

Monday .....	Units 1, 2 & 3
Tuesday .....	Units 4, 5 & 6
Wednesday .....	Units 7, 8 & 9
Thursday .....	Units 10, 11 & 12
Friday .....	Units 13, 14 & 15
Saturday .....	Unit 16

Let the Hostel Supervisor know if this roster does not suit you.

Units are checked daily for a quick clean and tidy.

## Night Time Attention

There is one staff member rostered each night who conducts regular checks. Residents may use their buzzers to request assistance during the night.

## Activities and Mixing with the Local Community

The Gummun Place Activities Officer runs a regular activity program with a variety of activities and trips catering to many interests. You are encouraged to participate. Monthly outings may attract a small fee to cover the cost of meals.

Gummun Place encourages residents to maintain their community links by continuing to attend meeting groups and club activities. Residents may be required to contribute towards transport costs.

## List of Activities and Services

» Bus trips to the movies.

» Outings for morning tea and lunch, and to community meetings for CWA, Red Cross, craft groups, clubs, Rotary, and Men's Shed.



- » Hairdressing appointments
- » Religious services – fortnightly at hostel, weekly in the community.
- » Regular Bingo, Hoy and Word games.
- » Videos and DVDs available to borrow.
- » Craft
- » Entertainers
- » Gentle and armchair exercise programs
- » ‘Happy Hour’
- » Netflix on a wide-screen TV

Suggestions for additional activities are always welcomed.

## Visiting Clergy and Church Services

Regular church services at Gummun Place include

- » Anglican - 1st and 3rd Friday of each month at 11am
- » Catholic - Communion is available for residents fortnightly.

Visiting clergy, including ministers from the Anglican Church and Catholic Churches, are arranged by the activities officer.

## Emotional Support

If at any time you would like access a counselling service this can be arranged through the Hostel Supervisor.

## **KEEPING YOU INFORMED OF CHANGES**

### **Continuous Improvement Program**

Management and Hostel Supervisor will keep residents informed of any changes that may impact their routine and environment as part of continuous improvement program.

### **Resident meetings are held regularly on the last Monday of each month.**

Relatives are welcome to participate. The monthly activities calendar and newsletter will advise of upcoming meeting dates and times.

### **Open door policy**

Management has an open door policy and encourages both residents and family to discuss concerns should they arise.



## **SAFETY FOR YOURSELF AND OTHERS**

Gummun Place strives to ensure that you always feel safe and secure. Please assist us by taking special notice of the following safety points.

### **Leave**

Residents intending to be absent are requested to notify the supervisor or staff member. This includes meals and overnight absences. This is for safety reasons in case of an emergency should arise.

Please sign the in/out register located at the front door before leaving and on your return to the facility on all occasions.

## Fire/Emergency/ Evacuation

A combination of fire drills and emergency drills are held every 6 months. Behind the door of each resident's room is a notice that explains what you need to do when the alarm bell rings. Residents are requested to have a working torch at all times.



All visitors must complete the visitor sign-in/out register located at the main entrance as they enter and leave the building.

Your ability to evacuate the building will be discussed with you on admission and reassessed frequently. Staff and emergency services can be notified of residents needing evacuation assistance.

If you have any questions please ask the Hostel Supervisor or one of the staff.

## No Smoking

In the interest of safety and fire prevention, smoking is not permitted inside the building, including inside your room. Residents and visitors are requested to smoke outside in the designated smoking area, which is located at the activity shed.

Please speak with a member of staff if you are a smoker. You will be asked to follow safety protocols including wearing a smoking apron and disposing of cigarette butts appropriately.

## **Mechanical Lifter**

Residents will be assessed on admission as to their individual needs and possible assistance with mobility and transfers.

In accordance with the Workplace Health and Safety Act 2011, the use of mechanical aids may be required.

## **Electrical Cords/Powerboards**

All electrical cords must be tested and labelled by an accredited tester prior to admission. They are then tested according to the Workplace Health and Safety Act 2011 by the facility's approved accredited tester.

Residents are asked NOT to use double adapters in their rooms. Powerboards are mandatory.



## **OTHER INFORMATION**

### **Transport**

We ask that family members be available to take residents to appointments.

### **Podiatrist**

A Podiatrist visits the hostel every 6 to 8 weeks.

Residents can make appointments with an alternate podiatrist if they wish. Please ask the Hostel Supervisor or care staff if you require any assistance with this.

### **Regular cutting of residents' fingernails and toenails**

Staff are available to cut fingernails and toenails. For medical reasons staff may need to refer you to a registered nurse, general practitioner or podiatrist instead.



## **Hairdresser**

Local hairdressing company, Hair Indeed, visit on-site monthly.

Make an appointment through the Gummun Place Activities Officer. A list of appointment times are made available to residents the day before. Appointments may also be available on the day. Please ask the Activities Officer if you have a last minute request.

### **Alternate arrangements are possible**

Residents are asked to make their own appointments with the local salons. Staff are happy to assist if needed.

#### **Merriwa hair salons:**

Hair Indeed, Bettington St, Merriwa ..... 6548 2666

Sarah Bidner's Hair Boutique, Bettington St ...0473 504 887

## **Voting at Elections**

An in-house polling booth or postal voting is usually arranged for elections. You are welcome to visit a local polling booth instead.

Don't forget to notify the Electoral Commission of your change of address.

## **Gratuities**

Staff are not permitted to accept cash, or cash like gifts. Management may accept gifts of token value as long as there is no sense of obligation or influence. These gifts will be shared with staff.

Formal donations should be made in consultation with the resident's family.

## **Fundraising Events**

Fundraising activities allow us to provide continuous improvements to the Gummun Place building, equipment and residents' lifestyle.

### **Fund raising events are organised annually**

Participation in fund raising events is greatly appreciated. These events are organised by the Gummun Place Activities Officer, Hostel Supervisor, Merriwa Aged Hostel Committee and staff.



## **CONTINUOUS IMPROVEMENT**

### **COMMENTS, COMPLIMENTS & CONCERNS**

We encourage feedback from residents, their family members and the community.

Compliments and suggestions for improvements are always welcome.

Complaints or concerns are always taken seriously and help us to plan improvements.

We genuinely care about your happiness and wellbeing.

Feedback forms are located in the hostel foyer. Feedback boxes in the main lounge, sittings rooms and activity room.

## There are Several Ways You Can Express Your Point of View

### Discuss the matter with the staff member in charge

Residents, their family members, or their representatives are encouraged to discuss any problem or a complaint with the Hostel Supervisor or the staff member in charge at the time, particularly if it is urgent. Simple matters will be dealt with straight away, and politely, so that everyone is happy with the solution.

### Fill out a Feedback form

Residents, their families and representatives who wish to make a suggestion or express a concern are encouraged to fill out a feedback form.

We are committed to improving the services we deliver and residents' family and community feedback is a valuable tool in help us to get it right.

Writing out suggestions and ideas assist us in tracking our progress and monitoring changes to ensure they are effective.

Receipt of completed forms and actions taken to address issues will be acknowledged in line with the preferred option of reply noted on the form.

This form can be submitted anonymously in the Feedback Boxes located in the main lounge, sittings rooms and activity room, or you can hand it to the Hostel Supervisor personally.

## Residents' Meetings at Gummun Place

Residents' Forums are usually held on the last Monday of each month at 2.30pm.

All residents are encouraged to attend. This allows a confidential forum to discuss and air views.

The Hostel Supervisor may be invited to attend at the end of each meeting to provide an update for residents about upcoming events and/or to seek residents' preferences in relation to future purchases for Gummun Place.

The Hostel Supervisor welcomes comments about the care received by residents and the way Gummun Place is run.

Occasionally, you may wish to invite a member of the committee or Council to a Residents' Meeting to clarify an issue or concern, or conversely a member of the committee or a Council representative may attend to directly bring all residents up to date on a development and to seek your input.

### Resident surveys

Various surveys are conducted throughout the year for residents to express opinions and provide personalized feedback of their experience at Gummun Place.

### Escalating serious concerns

Matters unable to be resolved through the Hostel Supervisor should be referred to the **Manager Community Services** of Upper Hunter Shire Council, for further investigation.

Phone: **6540 1100**

Email: [council@upperhunter.nsw.gov.au](mailto:council@upperhunter.nsw.gov.au)

Mail: PO Box 208, SCONE NSW 2337

## **Further escalation of unresolved concerns**

Matters that have not been satisfactorily resolved by the Hostel Supervisor or the Manager Community Services should be referred to the Trustee or the General Manager of Upper Hunter Shire Council.

Phone: **6540 1100**

Email: [council@upperhunter.nsw.gov.au](mailto:council@upperhunter.nsw.gov.au)

Mail: PO Box 208, SCONE NSW 2337

## **Complaining to external bodies**

While we aim to resolve any matter within Upper Hunter Shire Council, if you have any enquiries or complaints that have not been satisfactorily resolved using the above processes you may wish to take the issue to one of the official services listed below.

Try to discuss your grievance or concern with the Hostel Supervisor or Upper Hunter Shire Council first. If you are not satisfied with how your issue is being resolved, you may contact the following external complaints contacts:

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### » **Aged Care Quality and Safety Commission**

Phone:.....**1800 951 822** (free call)

Ask to provide feedback on an aged care service.

## Know Your Rights

These services provide information about and advocacy for the aged care sector:

» **Older Persons Advocacy Network**

Phone:..... 1800 700 600

Web: ..... opan.com.au

» **Department of Health - Ageing and Aged Care**

Web: ..... agedcare.health.gov.au

» **Aged Care Quality and Safety Commission**

Phone:..... 1800 951 822

Web: ..... agedcarequality.gov.au

» **My Aged Care**

Phone:..... 1800 200 422

Web: ..... myagedcare.gov.au.

» **Seniors Rights Service**

Phone:..... 1800 424 079

Web: ..... seniorsrightsservice.org.au

» **Aged Care Complaints Line**

Phone:..... 1800 550 552

The above phone numbers are free from fixed phone lines however calls from mobiles may be charged.

### **If you need an interpreter**

Advise the aged care advocate or the Commission when you call, or call the Translating and Interpreting Service directly on **131 450** and ask them to transfer you.

## **If you are hearing or speech impaired**

You may wish to make contact through the National Relay Service:

- **TTY users** .....ph: 1800 555 677
- **Speak and Listen users** .....ph: 1800 555 727
- **Internet relay users**.....connect to the National Relay Service and enter the phone number for the advocacy line or the Commission.

## **Open Disclosure**

Our service has a policy of open disclosure. This means that we will talk to you about incidents that may have caused you harm.

Open disclosure usually includes an apology and explaining the facts of what happened.

We will listen to your experience of what happened and explain the steps that Gummun Place Hostel has taken to prevent it happening again to you or others.

## **Preventing and Responding to Abuse of Residents**

Residents (and our staff) should feel safe and secure in their home at Gummun Place at all times. If you have any concerns for yourself or others, please speak to the Hostel Supervisor or designated Council staff such as the Manager Community Services, or Trustee of Gummun Place. We want you to feel comfortable to report any suspected abuse and assure you that retribution by anyone for reporting will not be tolerated.



We take this issue very seriously and will investigate any allegations or observed abuse at the Hostel. Reports to the police and Department of Health may be required under the Aged Care Act 1997.

Gummun Place Hostel has a very positive record of staff kindness, caring, compassion and patience.

## **OUR HOSTEL RESPONSIBILITIES**

As an Australian Government aged care residential provider, Gummun Place Hostel has a number of responsibilities to do with the fees we charge, and the care and services we provide.

We must comply with the new Aged Care Quality Standards introduced on 1st July 2019 which focus on outcomes for our residents and describe what quality care looks like.

Commissioners from the Aged Care Quality and Safety Commission can visit the hostel at any time. The service must comply with requirements to maintain its accreditation.

There are eight quality standards relating to aged care or services. These standards are listed on the next page. More information is available on the My Aged Care website:

[www.myagedcare.gov.au/aged-care-quality-standards](http://www.myagedcare.gov.au/aged-care-quality-standards)

# The Eight Aged Care Quality Standards



**Standard 1**  
Consumer dignity and choice



**Standard 2**  
Ongoing assessment and planning with consumers



**Standard 3**  
Personal care and clinical care



**Standard 4**  
Services and supports for daily living



**Standard 5**  
Organisation's service environment



**Standard 6**  
Feedback and complaints



**Standard 7**  
Human resources



**Standard 8**  
Organisational governance



## **RESIDENT'S RIGHTS**

As a resident of Gummun Place you will be given a copy of the Charter of Aged Care Rights to read, and will have these rights explained to you. Everybody involved in the delivery of care must respect your rights. We will invite you to sign the document to record that you have received it and had assistance to understand it.

### **CHARTER OF AGED CARE RIGHT**

#### **I have the right to:**

- » Safe and high quality care and services.
- » Be treated with dignity and respect.
- » Have my identity, culture and diversity valued and supported.

- » Live without abuse and neglect.
- » Be informed about my care and services in a way I understand.
- » Access all information about myself, including information about my rights, care and services.
- » Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.
- » Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions.
- » My independence.
- » Be listened to and understood.
- » Have a person of my choice, including an aged care advocate, support me or speak on my behalf.
- » Complain free from reprisal, and to have my complaints dealt with fairly and promptly.
- » Personal privacy and to have my personal information protected.
- » Exercise my rights without it adversely affecting the way I am treated.

Brochures for various advocacy and other support services are available in the main foyer of Gummun Place.

A list of aged care advocacy services, including contact details can be found on page 35.

## SECURITY OF TENURE

We hope you have a long and happy stay at your new home at Gummun Place.

Sometimes circumstances change that may lead you to want to leave or go to an alternate residence or treatment provider. You should provide us with at least 7 days' notice in writing that you plan to permanently leave.

If you have a grievance that is causing you to consider leaving please talk to the Aged Care Co-ordinator, Manager Community Services or the Trustee and we will try and resolve the issue.

Under the Aged Care Act 1997 (the Act) all care recipients in aged care centres have security of tenure. This means that the hostel provider may ask you to leave the facility under the following circumstances:

- The facility is closing;
- The service no longer provides care and accommodation relevant to the resident's long-term care needs as assessed by:
  - an aged care assessment team, or
  - by at least two medical or other health practitioners of whom one must be independent of the provider and the care facility and must be chosen by the resident or resident's representative, and of whom both must be competent to assess the resident's aged care needs,
- And the provider has not agreed to provide the care of the kind that the resident currently needs;

- The resident has intentionally caused serious damage to the facility or has intentionally caused serious injury to an employee of the approved provider or to another resident;
- The resident is away on leave for more than seven days for a reason other than as permitted by Aged Care Act 1997 (the Act);
- The resident has not paid any agreed fee to the approved provider within 42 days after the day when it is payable for a reason within the care recipient's control;
- The resident has committed a fundamental breach of the resident agreement which entitles the provider to terminate the agreement and the provider has followed procedural requirements under the User Rights Principles of the Aged Care Act 1997.

If any of the above situations arise, we will assist you and/or your family to locate to suitable alternative accommodation that is available to meet your long-term needs.

The Hostel may ask you to leave Gummun Hostel temporarily if there is an emergency situation. An emergency situation may require that a resident relocates temporarily to alternate accommodation after evacuation. Staff will assist with an interim placement.



## **HELP MAKE GUMMUN PLACE A HAPPY HOME FOR ALL**

### **We ask our residents to:**

- » Treat others with respect - all people involved in aged care, including residents, their family, carers and visitors are expected to be respectful and considerate. Family members, carers or visitors who act inappropriately and place staff or residents at risk may be excluded from the facility.
- » Respect the rights of staff to work in an environment that is safe and free from harassment.
- » Assist our staff by giving relevant information, including informing the Hostel Supervisor or medical practitioner about your current state of health.

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- » Pay agreed fees on time, and to talk to the Hostel Supervisor to work out a solution, if you are unable to pay your fees.

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  - » To maintain your personal hygiene and appearance in such a manner that people in close contact are not offended, or to allow staff to help to maintain this.

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  - » Maintain your independence as much as you can - it will enhance your health and wellbeing.

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  - » Let staff know when you plan to go out of the Hostel each day and your expected time to return. Sign the in/out register located in the foyer. The Hostel is required to report unexplained missing residents to the police within a reasonable timeframe.

This assists us to provide a safe environment and ensure we know if you are in the Hostel should we need to evacuate for any reason.

If you have a mobile phone take it with you in case the Hostel needs to contact you.

We do hope you enjoy your new home and we look forward to you becoming a member of Gummun Place family.