



RESIDENT HANDBOOK



**MICHAEL LEE CENTRE
80-82 HENLEY STREET
COMO WA 6152**

MISSION

To provide and support vibrant communities empowering older people to achieve wellness in their preferred lifestyle and environment.

VISION

To be a leading benevolent provider offering superior living and care options for older people.

VALUES

Meaningful Relationships - *Creating mutual support and respect.*

Empathy - *Engaging all people with understanding, warmth and kindness.*

Advocacy - Working in the best interests of all people.

Trust - Being open, honest and acting in good faith.

Holistic - Caring with regard for the total wellbeing of all people.

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Welcome to the Michael Lee Centre

BRIEF HISTORY OF MEATH CARE

Meath Care (Inc.) is an aged care provider operating Independent Living Accommodation (Kingsley, Trigg, and Como), including Home Care to its independent living units, and Residential Care in Como and Kingsley.

Meath Care (Inc.) evolved from the Ministering Children's League, originally founded in the UK and set up in Perth in 1912.

During the ensuing 60 years the organisation affiliated itself with the Anglican Church and extended its work into aged care. It established residential facilities at Trigg and also at Como, when Meath Care took over the running of a residential centre run by the Totally and Permanently Incapacitated Association.

In January 2009, the Dr Mary Surveyor Centre was opened in Kingsley and the Trigg Hostel was closed down.

MICHAEL LEE CENTRE (MLC) COMO

The Michael Lee Centre opened in Como in May 2019. The Centre has 130 rooms and is divided into four areas. The Centre has one area that provides a safe supportive secure environment for those living with dementia.

KEY PERSONNEL

The Centre Manager is supported in their role by the:

- Clinical Nurse Manager
- Staff Development Nurse
- Receptionist
- Resource Coordinator
- Administrative Assistant

If you would like to meet with the Centre Manager, please contact Reception to make an appointment.

Each area has a designated Clinical Nurse who is available Monday to Friday between the hours of 7:00am and 3:00pm to help you with any queries.

Outside of these hours there is a Registered Nurse (RN) designated to each area.

ACCOMMODATION

Michael Lee Centre has 130 permanent rooms and comprises of eight houses.

Ground Floor

Jarrah/Sandalwood (Secure)

Tuart/Karri

Level One

Olive/Wattle

Sheoak/Tyalla

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The ground floor accommodation (Jarrah/Sandalwood) is for those requiring specialised support relating to dementia. This area is secure and the gardens surrounding the living areas are enclosed, providing private and protected areas for walking and outside activities.

Each of the houses has a lounge/dining room with a service kitchenette; large multi-purpose activity room; and a cosy lounge area equipped with a communal fridge.

All rooms have individual air conditioning units that can be adjusted to suit individual preferences. The fixtures and fittings include a bed, bedside chest of drawers, comfortable chair, floor coverings, curtains, built in wardrobes and a wall mounted TV bracket, please note the TV should be no larger than 55 inches.

You are encouraged to bring in small items of a personal nature to individualise their room and make it more home-like.

No alterations to your room are permissible unless prior written agreement has been sought from the Centre Manager.

CARE PLANNING PROCESS

On admission the clinical team will complete assessments to determine the support you require to enable you to maintain your dignity and independence.

The clinical team will discuss the support you require with either yourself or your nominated next of kin. They will ask you to confirm you are satisfied with the details in the care plan and agree to the intervention documented by signing the relevant agreed care and services support plan. The clinical team at regular intervals will ask to meet with you to review, discuss and update the details contained within the documents.

Meath Care are unable to provide the mobile number or email address of the medical team to families.

TELEPHONE & INTERNET

You can request a telephone and internet in your room. If a phone is required, please complete the HELF agreement included in the admission pack or speak to the receptionist. All HELF fees are added to your fees account.

Foxtel is available in all houses except for Jarrah and Sandalwood. You will need to contact the specialist team at Foxtel on 1300 137 757 to set up a new connection. Any fees and charges associated with accessing Foxtel will be your responsibility and Foxtel will invoice you directly.

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ELECTRICAL ITEMS



If you wish to bring in electrical items, you must agree to our six-monthly or annual electrical checking and tagging policy (depending on the item). All electrical goods, including radios, hair dryers, shavers, etc. must be checked and tagged prior to being brought into the Centre. If an item is newly purchased it may not need to be tested, please provide a copy of the receipt to Reception.

Any electrical items found not to be tagged will be removed from the room until it has been tested and tagged. Further information can be provided by the Centre Manager.

MEALS

All meals are served buffet style, and you are encouraged and supported to make your own choices. All meals are provided and cooked on site. Menus are cyclical and developed in consultation with a dietician. Menus are reviewed every six months, and you are encouraged to provide feedback.



Specific cultural or dietary requirements can be catered for, including the supply of modified textured food and fluids.

The breakfast service commences at 8:00am. Lunch, which offers a selection of two hot dishes and dessert, is served in the house dining rooms commencing at 12:00pm. The evening meal served at 5:00pm includes soup and a choice of a lighter hot meal, fresh or toasted sandwiches or salad. Morning and afternoon tea are provided and include a variety of homemade cakes/biscuits/snacks.

Meals are generally served in the dining room. However, if you are unwell, you may request a meal be served in your room.

You are welcome to invite guests to join you for a meal for a reasonable cost. For catering purposes, at least a couple hours notice is required. The receptionist will take your booking and payment. Please contact reception to advise us of your request; arrangements will be made regarding alternative locations to the communal resident dining area.

A fridge is available for general use and is located in the lounge room in each house. Food items may be brought in however this needs to meet with our requirements around food safety legislation. Also please be aware that employees are not able to re-heat any food provided. For further details please arrange to speak to the Centre manager to discuss and establish a partnership in care agreement. Personal fridges can be brought in following discussion with the Centre Manager.

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CARE MODEL

Our care model is Partners in Care which means we partner with the resident and families to provide individualised care in partnership.

LAUNDRY SERVICES

Bed linen and towels are provided by Meath Care and are all laundered on site. Personal clothing is also laundered on site, by Meath Care employees, however, your family does have the option to take clothing items home for washing.



A laundry preferences form is included in your admission documents and includes a clothing labelling order form. All personal clothing must be labelled, including underwear and socks. Please speak to the Centre Manager for further information or assistance.

Please note, industrial machines are used for all washing, all care but unfortunately no responsibility is taken for the loss of items or damage done to clothing during laundering.

Replacement clothing also remains the responsibility of yourself and your family. It is advisable to check your wardrobe at least twice a year to ensure that there is sufficient suitable clothing.

CLEANING

Bedrooms and ensuites are cleaned weekly, and a daily check is carried out to ensure bins are emptied and toilet and hand basins are clean. However, we are unable to clean behind heavy furniture items as they can pose a Work Health and Safety risk to employees. Personal items such as china and display cabinets may need special care so you or your family member should make suitable arrangements for the cleaning of these types of fragile items.

All common areas are thoroughly cleaned on a daily/weekly basis to ensure these environments meet an expected level of cleanliness.

PRIVACY

The privacy and independence of all residents is respected by employees. Your room is your home and use is unrestricted, except where the due consideration of safety or nuisance to other residents is of concern. Keys to rooms are available on request and each room has a lockable cupboard for storage of valuables.

Please note that employees have a master key to enable access to all areas in case of an emergency.

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KEYS

- If you have assigned keys, then you are to keep them safe and secure at all times.
- If you or your representative lose your keys, then you are to report this to the Centre Manager as soon as possible.
- A charge of \$25 will be made for the cost of replacement room keys.
- When the room is vacated all keys must be returned to the Centre Manager as soon as is practicable.

NB: If you are located in the Memory Support Unit you may potentially have increased anxiety if you are allocated a key.

MEDICAL CARE

To promote continuity of care, the Michael Lee Centre strongly encourages you to register with one of the bulk billing GP's that visit and consults at the Centre on a regular basis. A minimal annual service fee may be charged by the medical team.



If you wish to continue to consult your previous doctor then you must confirm that your doctor is prepared to visit you at our Michael Lee Centre, and that they have an out-of-hour locum service should the need arise. It is also essential that a list of current medications and medical history is readily available in case of sudden illness.

In an emergency, if your own doctor is unavailable, the RN may summon another doctor or locum service, or arrange transfer via ambulance to the emergency department of a public hospital.

Should an incident occur, our employees will communicate with the person nominated as your first next of kin only. This is to ensure that time is spent attending to your care needs. (If for any reason the primary next of kin is unavailable, employees will contact the second or third next of kin).

Meath Care employees work collaboratively with other members of the health profession to ensure that your assessed needs are met e.g., dieticians, speech pathologists, and podiatrists etc. Directives from these professionals will be discussed with yourself and/or your representatives to set goals for the implementation of their recommendations.

Meath Care has a duty of care to follow these directives as part of the total care services provided, for e.g. If you have been assessed as requiring a pureed diet and thickened fluids, under Meath Care's policy, employees are obligated to follow the health professional recommendations while you are living in the Centre.

If you would like more information, please contact the Centre Manager.

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TRANSPORTATION TO HOSPITAL

If you are a non-pensioner, then we strongly advise you to join the St John Ambulance Fund. In the event of serious illness or accident, employees will automatically arrange an ambulance transfer to hospital and this can be costly for non-pensioners. Meath Care will not accept responsibility for any costs related to ambulance use.



If you require hospital care then you would usually be transferred to Fiona Stanley, Royal Perth, or Sir Charles Gairdner hospital. Hospital employees will generally liaise with your nominated next of kin regarding your health status.

It may be possible for Meath Care to provide or arrange for an employee escort if you are required to attend outpatient/specialist appointments, on a fee-for-service basis. In situations where we are unable to provide an escort your family must make suitable alternative arrangements. Please discuss this with your Centre Manager for more information.

MEDICATION

Meath Care uses a multi-tablet blister pack system (Webster pack) along with a computer program called BestMed. Medications are dispensed by a qualified pharmacist and administered by the RN/ EN or medication competent Care Partner.

The pharmacist delivers daily to the Michael Lee Centre and is available for emergency dispensing if required.



You are responsible for your pharmacy bills. The monthly account is sent directly to the nominated account payer and all account payments are to be made directly to the pharmacy. All medications and/or products dispensed by the pharmacy will be billed to your pharmacy account and remain the full responsibility of yourself, even in the event where you choose to return an item to the pharmacy.

If you wish to self-administer your medications, then you should discuss this with your Clinical Nurse and arrange it with your doctor. For more details, please read the guidelines for safe medication management that are included in your admission pack.

EMERGENCY CALL SYSTEM

The Michael Lee Centre has an emergency call system in each bedroom and ensuite as well as communal areas. There are employees on duty 24/7 to respond to calls and conduct regular checks.

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GENERAL AMENITIES AND ACTIVITIES

Engagement is a very important part of your daily routine. The weekly therapy and lifestyle program is planned and coordinated by the Occupational Therapist to promote social interaction and maintain various skills and abilities.

You are reminded that it is important for your social wellbeing to maintain contact with the wider community whenever possible. We also aim to bring community-based events to our Centre student work experience placements, concerts and school visits. The weekly program is displayed in the care station window. A bi-monthly newsletter is emailed to families and copies are available at reception.

Examples of therapy and lifestyle activities include:

- Mindfulness Sessions
- Crafts
- Music
- Exercise Groups
- High Tea
- Movies
- Cooking Groups
- Word Games
- Darts
- Mini Golf
- Newspaper / book reading
- Bus trips (additional fees may apply)



CHURCH SERVICES

The Centre has an onsite chapel available for private reflection. Anglican services are conducted fortnightly and Catholic services monthly. Special events such as Easter and Christmas are celebrated, and ANZAC and Remembrance Day are commemorated. End of life chaplaincy support is available.

HAIRDRESSER

Our hairdresser attends the Centre regularly. Services and charges are displayed near the hairdressing salon. You can also contact reception for further information. Payment is billed through the Meath Care invoicing system.

PODIATRIST



Assessed Podiatry care is arranged by the Centre at no cost to yourself. Should you wish to have more frequent treatments than has been assessed, the podiatrist is available, however this would be at a cost to yourself.

OTHER HEALTH SUPPORT SERVICES

The Centre has arrangements in place for visits from health professionals to carry out dental and optometry examinations. These assessments are usually covered by Medicare and therefore no payment is required. Consent documentation must be completed and returned before any of the assessments are undertaken. Access to an independent audiologist for ear wax removal via micro suction is available for a fee and can be arranged by contacting the Clinical Nurse/Clinical Nurse Manager.

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Please note that any recommendations for treatments are you/your representative's responsibility to pursue, and any cost incurred by obtaining treatment is payable by you/your representative. The nursing employees can assist or support you to find suitable professionals where you can access treatment.

The organisation strongly recommends that personal items like dentures, glasses and hearing aids are marked to enable ease of identification prior to admission or on receipt of new items. If you require further information, please speak to the Centre Manager.

COMPLIMENTARY THERAPIES

Some complimentary therapies which have been assessed as being of therapeutic benefit to you are provided in-house, e.g., massage. For more information, please discuss it with the clinical team.

TOILETRIES

Standard brand toiletries, e.g., shampoo, deodorant, etc., are provided at no extra cost. If you choose to have a specific brand of toiletries, then you will be required to supply your own products. Due to potential risks to yourself or others, please do not bring any personal items into the Centre that are classified as chemicals. If you are unsure about a particular product, please speak with the Centre Manager.

NB No aerosol sprays are permitted due to the fire system being very sensitive.

MAIL

Mail is distributed as quickly as possible. However, you may wish to arrange for mail (except personal mail, birthday cards, etc.) to be redirected to your next of kin/power of attorney.

RESIDENTS' AND REPRESENTATIVES' MEETINGS

You and your representatives are encouraged to attend our regular meetings. The meetings are an opportunity for you to be updated on what is happening at the Centre and to have input into care and services.

FINANCIAL INFORMATION

Information regarding accommodation costs, fees, charges, terms and conditions of occupancy are available at www.health.gov.au.

INVOICING

Statements are issued monthly, and a statement of account can be requested at any time. The statement lists all fees incurred and records receipt of payments, all fees are charged fortnightly in advance.

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Daily Care fees and Means Tested Care Fees are set by the Department of Health and you are notified of any changes in writing. Increases in the daily care fees occur in line with pension increases in March and September each year. The accommodation payment amount is agreed before you enter.

Direct Debit is the preferred method of payment of accounts. Every fortnight Meath will debit the outstanding balance of your account from the nominated bank account.

VISITORS

This is your home and your family and friends are welcome to visit. For the comfort and safety of all residents and visitors we ask you to ensure children and animals are supervised at all times.

SMOKING

Meath Care supports a smoke-free environment.

SECURITY

The front door is locked overnight between 4:30pm and 8:00am. If access to the Centre is required during these hours, you can use the intercom inside the foyer to contact employees who will be able to identify who you are and let you in.

If you are leaving the Centre, please inform the RN or receptionist and complete the sign in/out book at Reception when leaving and upon returning. This is required for fire safety regulations.

If you are going out overnight or for an extended period (not to hospital), we ask that you discuss this with the Centre Manager or Clinical Nurse in advance to ensure that medications or other necessary items can be organised.

Meath Care has CCTV installed in the main entrance and various external areas. As the use of CCTV in other areas such as individual residents' rooms may constitute a breach of privacy without informed authorisation, this would need to be discussed with the Centre Manager prior to any installation being permitted.

FIRE PREVENTION

If you detect smoke or a fire, please raise the alarm by immediately informing an employee. If the fire alarm is sounded, you and your visitors are requested to stay where you are until employees give further instruction. Please note our fire detection systems are very sensitive, aerosol sprayed into the room may set the alarms off.



All employees attend annual fire training, and the Centre has a fire/smoke detection system installed. Regular fire drills are conducted to ensure employees and residents

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are familiar with safety procedures. Fire and Safety Notices are located throughout the Centre.

PETS

If you would like to bring a pet into the Centre for a visit, we ask that you discuss this with the Centre Manager prior.

VALUABLES

Meath Care insurance does not cover items owned by you and it is not advisable for you to keep cash or valuables at the Centre.

Any items of value that are brought in should be stored in a locked drawer or cupboard and are kept at your own risk. Personal insurance cover should be arranged.



PRIVACY POLICY

As an aged care provider, Meath Care is in a special position of trust in providing personal, intimate, social and medical care to all residents in our Centre. The primary purpose for collecting personal information is to ensure delivery of appropriate health and care services that are tailored to the needs of the individual. Information may be released to third parties if:

- Meath Care needs to provide another agency with information to enable care to be delivered to yourself. Your consent will be sought prior to the release of information.
- For legal reasons Meath Care is obligated to provide information under subpoena, etc.
- Meath Care provides de-identified information back to funding agencies and government departments to meet contractual requirements.

SOCIAL MEDIA

Meath Care uses social media to promote community engagement. We post pictures and snippets of information relating to activities and events that occur within the Centre. Consent for the use of photographs etc. is obtained on admission. If you wish to change your preferences, please alert the Centre Manager.

MOTOR VEHICLES

Although as an organisation we are proactive in supporting residents to fulfill their individual choices regarding lifestyle, unfortunately Meath Care is unable to offer accommodation to those who choose to retain the use of their vehicle.

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SECURITY OF TENURE

Security of tenure is assured. The Conditions of Occupancy contained within the Resident Agreement describe when there may be a need for the termination of residency.

Occasionally it may be beneficial for you to move rooms within the Centre. This will only occur after consultation and agreement.

SUGGESTIONS FOR IMPROVEMENT/COMPLAINT RESOLUTION

We all have a right to live and work in a pleasant, respectful and effective environment.

Meath Care actively pursues continuous improvement as a key aspect of quality outcomes for our residents. This is achieved through various mechanisms including observation, feedback, audit, surveys, incident reports and comments and complaints. All stakeholders (residents, families, friends, employees and visitors) are encouraged to contribute to the continuous improvement process in order to improve our care and services.

We welcome and invite your bright ideas, comments and feedback. Please complete a yellow 'How did we brighten your day?' form for compliments and a pink 'What could we improve' form?' for your concerns or suggestions and place it in the suggestion box located at Reception and near the entry to each of the houses. You and your representatives have the right to complain about the Centre or services without fear of retribution.

It is a Meath Care policy that all concerns raised by yourself, or your representatives are actioned promptly. It is preferred that management be given the opportunity to investigate and resolve the issue before external persons or organisations are involved.

If you find that you are dissatisfied with any aspect of our service, please speak to the RN on duty, or ask to speak to, or put your concern in writing to the Centre Manager.

If for any reason you remain dissatisfied, ask to speak with the Executive Manager of Care Services or the Chief Executive Officer, or you may wish to forward your concerns in writing to:

Meath Care (Inc.)
18 Hocking Road
Kingsley WA 6026

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If Meath Care is unable to identify a solution to your concern, there are external avenues for complaint:

Aged Care Quality and Safety Commission

Tel: 1800 951 822

www.agedcarequality.gov.au

Older Persons Advocacy Network

Tel: 1800 700 600

www.opan.com.au

ADVISORY BODIES

Advisory bodies provide valuable feedback to Meath Care's Board of Directors, they meet every 6 months and expressions of interest for participating in them are sought annually.

The Resident Advisory body provides feedback to the governing body about the quality of care and services they receive.

The Quality Care Advisory body supports and informs the governing body, and can help with problem-solving and suggest improvements.

There are legislated guidelines available around membership and record keeping, if you are interested in participating, please inform the Centre Manager.

LEGISLATED REPORTING REQUIREMENTS

Meath Care is required under legislation to report to the Aged Care Quality and Safety Commission and the Department of Health on a variety of different topics. Please note if any reporting occurs yourself and your primary next of kin would be informed/consulted.

Serious Incident Response Scheme (SIRS)

Under the legislation Meath Care is required to report any adverse events that occur which impact on the health and well-being of you the resident these include: unreasonable use of force, unlawful sexual contact, psychological or emotional abuse, stealing or financial coercion, neglect, inappropriate physical or chemical restraint, absence from the centre, and unexpected death.

National Quality Indicator Program (NQIP)

Under this legislation every quarter Meath Care is required to report on the percentage of residents in their care that have pressure injuries or incontinence associated dermatitis; significant, unexplained weight loss; have had one or more falls with a significant injury; are being physically restrained; how independent the resident is; if the resident is prescribed nine or more medications and are taking antipsychotic medications. Residents or their nominated next of kin will also be asked to provide feedback on their quality of life and their lived experience whilst at Meath Care.

You or your primary next of kin will be asked to confirm on admission that you consent to us using your de identified data to meet our legislated requirements.

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Further information on the above can be obtained by speaking to your Centre manager.

DEPARTURES

Please note that it is your family's responsibility to clear your room after you have been discharged.



All personal items must be removed as employees are unable to dispose of unwanted possessions. Fees will apply until the room is cleared.

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Australian Government
Department of Health

Statement of Rights

Independence, autonomy, empowerment and freedom of choice

You will have the right to make your own decisions and have control over:

- a. which funded aged care services you use
- b. how you access funded aged care services and who provides them
- c. your money and belongings
- d. how you live, even if there is some personal risk.

You will have the right to get support to make these decisions if you need to.

Equitable access

You will have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- a. culture and background
- b. personal experience and the impact of any trauma you may have experienced
- c. cognitive conditions, such as dementia.

You will also have the right to get the kind of care you need, when you need it.

Quality and safe funded aged care services

You will have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- a. value and support your identity, culture and background
- b. respect your experience, including any trauma
- c. are accessible and meet your needs
- d. are free from violence, abuse and neglect.

You will have the right to access funded aged care services from:

- a. workers with the right training, skills and experience
- b. providers that meet all the conditions under the aged care laws.

Respect for privacy and information

Your provider must:

- a. respect your personal privacy
- b. protect your personal information, such as information about your health and finances.

You will have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

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Person-centred communication and ability to raise issues without reprisal

You will have the right to:

- a. get information in a way you understand
- b. give feedback.

You will have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You will also have the right to meet with your provider and your supporters in a way that suits you.

When there are issues with your funded aged care services, you will have the right to:

- a. get support from your provider
- b. complain without fear or being punished
- c. get a quick and fair response to your complaints.

Advocates, significant persons and social connections

You may need support to understand your rights, make decisions or make a complaint. You will have the right to get this support from an independent advocate or someone else you choose.

Providers should respect the role of the people who are important to you.

You will have the right to stay connected with:

- a. the people who are important to you
- b. your community, including by taking part in leisure or cultural activities
- c. your pets.

Aboriginal and Torres Strait Islander peoples will have a right to stay connected with their community, Country and Island Home.

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CODE OF CONDUCT FOR AGED CARE

The Code was introduced in December 2022 and aims to improve safety and wellbeing for people receiving aged care and to boost trust in services. The Code of Conduct describes how providers and the people providing your care must behave and treat you. The 8 elements are detailed below.

Elements of Expected Behaviour

- Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Act in a way that treats people with dignity and respect and values their diversity.
- Act with respect for the privacy of people.
- Provide care, supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
- Provide care, supports and services free from:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse, and
 - ii. sexual misconduct.
- Take all reasonable steps to prevent and respond to:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse, and
 - ii. sexual misconduct.

DIVERSITY STATEMENT

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Diversity is a key element of modern healthcare and is promoted in the Aged Care Standards. Meath Care embraces the diversity within our Meath Community with current strategies to deliver safe and inclusive services to people with diverse needs and promote inclusive practices by employees and volunteers.

We believe that success will be achieved through:

- Planning actions to meet the service needs of older people from culturally and linguistic diverse backgrounds, Aboriginal and Torres Strait Islander people, and LGBTQI+ people.
- Planning actions to support a positive workplace experience for all employees and volunteers irrespective of diversity including cultural or ethnic background, religious or spiritual beliefs, sexuality, and gender identity.

Our commitments

1. Meath Care undertakes to provide, so far as is practicable, a diversity plan for all:
 - residents and clients accessing our services;
 - people supporting residents and clients such as family members; and
 - employees and volunteers.
2. Meath Care has implemented a diversity framework that ensures **residents / clients**:
 - are able to make informed choices;
 - are active partners in their choices and needs;
 - receive accessible care and support for their diverse characteristics;
 - receive respectful and inclusive services; and
 - receive culturally safe and high-quality services and supports for their needs.
3. Meath Care has implemented procedures to ensure that **employees and volunteers**:
 - receive opportunities to develop skills and knowledge to enable them to provide care and services that enable equitable outcomes in a diverse workplace;
 - work in an inclusive environment free from discrimination and harassment; and
 - complaints relating to discrimination or harassment are managed with prompt and effective action.