Relative Handbook

Common Questions and Answers

CONTENTS

HISTORY OF MEATH CARE....4
Philosophy....4
CODE OF CONDUCT FOR AGED CARE....5
HOW TO USE THIS HANDBOOK....6
KEY PERSONNEL....6
CARE....7
Continence Aids:....7
Equipment:....7
Appointment Escorts:....7
Palliative Care:....7
Nutrition:....7
Clinical Wound Dressings:....7
Care Planning Process:....8
MEDICAL....8
Medication:....8
Pharmacy:....8
General Practitioner (GP):....9
Podiatrist:....9
Hearing:....9
Dental:....9
Speech and swallowing:....9
Vision:....9
LIFESTYLE....10
Activities:....10
Bus Trips:....10
Fundraising:....10
Hairdresser:....10
Church:....10
Cafe Area:....10
Fridge:....10
Personal Furnishings:....10
Outside Food:....11
Laundry:....11
Library:....11
Meals:....11
Pets:....11
Toiletries:....11

CONTENTS

Overnight stays: 11
Visitor Entry: 11
COMMUNICATION 12
Meetings 12
Resident and Relative Meetings: 12
Family Care Conference: 12
Feedback 12
Feedback Forms: 12
Banksia Award: 12
Surveys 12
New Resident Survey: 12
Relative Survey: 12
Newsletter: 13
Mail: 13
Internet: 13
Telephone: 13
Nominated Supporter: 13
OTHER 13
Elder Abuse: 13
Labels: 13
Keys: 14
Name Badges: 14
Reception Hours: 14
Witnessing Documents: 14
Electrical: 14
Parking: 14
Motor Vehicles: 14
SECURITY 14
Financial Statements: 15
Theft: 15
Valuables: 15
Surveillance Cameras: 15
FREQUENTLY ASKED QUESTIONS 15
DIVERSITY STATEMENT 16

HISTORY OF MEATH CARE

Meath Care (Inc) provides residential care in Como and Kingsley, retirement living in Como, Kingsley and Trigg, and home care to our residents living independently in the Como, Kingsley, and Trigg retirement villages.

Meath Care (Inc) was originally founded in the UK and established in Perth in 1912.

In 2009, the Dr Mary Surveyor Centre (**DMSC**) was opened in Kingsley and in 2019 Michael Lee Centre (**MLC**) was opened in Como.

Philosophy

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*.

Meath Care welcomes people from a range of cultural backgrounds with a diversity of experiences in an environment that respects and recognises differences and enhances a lifestyle where our residents and employees can excel.

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 care must behave and treat your loved one. The eight 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.

1. Aged Care Quality and Safety Commission. (2022, December). Retrieved from agedcarequality: https://www.agedcarequality.gov.au/consumers/code-conduct-aged-care-information-consumers

HOW TO USE THIS HANDBOOK

We understand that during the admissions process, you receive a large amount of information. This handbook has been prepared in consultation with other relatives based on the questions they thought would be most helpful to you during this time. This handbook is for you to keep and refer to as needed.

Topics have been categorised under five key headings;

- **CARE**
- **MEDICAL**
- **LIFESTYLE**
- **COMMUNICATION**
- **OTHER**
- **SECURITY**

Next to each topic, is an icon which identifies who is the best person for you to speak to if you have any questions or concerns relating to that topic.

For example, 'Mail' has **R** the icon which means the Receptionist is the best person to speak to regarding any mail queries.

KEY

R	=	Receptionist	**OT**	=	Occupational Therapist
RN	=	Registered Nurse	**LA**	=	Leisure & Lifestyle Assistant
CNM	=	Clinical Nurse Manager	**GP**	=	General Practitioner
CM	=	Centre Manager	**P**	=	Pharmacy
M	=	Maintenance Officer	**CSM**	=	Catering Services Manager

KEY PERSONNEL

Centre Manager - Overall management of Centre.

Clinical Nurse Manager - Overall management of residents' clinical care.

Registered Nurse/Clinical Nurse - Day-to-day clinical care of residents.

Allied Health Professionals - Occupational Therapist/Podiatrist/Physiotherapist.

Maintenance Officer - Day to day maintenance and repairs.

Administration Team - Provides all the administrative support.

Corporate Team - Management of all organisational financial matters.

CARE

Continence Aids: All residents are regularly assessed regarding the aids they may require to support their continence management. At times, families have wishes for products that differ from the resident's assessed need, and in these situations families would need to purchase their preferred products at their own expense.

RN

Equipment: All residents are assessed by the Occupational Therapist and Physiotherapist to determine what equipment may assist them to maintain their independence. Meath Care will provide equipment according to assessed need. If residents and/or relatives desire additional or alternative equipment, this must be discussed with the Occupational Therapist and the cost of such equipment is the responsibility of the resident/relative.

Where a piece of equipment is owned by the resident, the resident/relative is responsible for organising and paying for any maintenance/servicing.

OT

Appointment Escorts: Depending on availability, we may be able to provide care staff to escort your relative to pre-arrange external appointments or events where suitable transport has been organised for example taxi ambulance etc. However, all the costs associated will be charged to the resident's account. If we do not have employees available, we can also direct you to external organisations that also offer this service.

RN

Palliative Care: Following admission and during annual resident/relative conferences, the clinical team will discuss palliative care preferences with you/and or your relative. Your preferences relating to, medical intervention, hospital transfer, and pain management will be discussed and documented at this time. We will also ask you/your relative to identify your preferred funeral director. In our experience, it is much easier to begin these discussions well in advance of your relative entering the palliative stage.

RN

Nutrition: On admission**,** all residents are assessed by the Registered Nurse (**RN**) to determine if they require modifications to the texture of their meals to assist with safe swallowing. When a resident is assessed as needing texture modified meals, it is essential that relatives do not bring food into the centre that may pose a swallowing risk to their relative.

RN

Clinical Wound Dressings: The RN and/or the Clinical Nurse Manager (**CNM**) will determine the most suitable wound dressing for your relative from our stock list. If you/your relative wishes for an alternative product to be used, you will be required to meet the cost at your own expense. The RN/CNM may choose not to use your preferred product if they do not believe it is in the best interests of the resident.

RN

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 required with both the resident or nominated supporter. 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 the resident or nominated supporter 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.

RN

MEDICAL

Medication: It may be possible for some residents to self-administer their medication if this is something they have been managing well prior to admission however; this must first be assessed by our medical team.

RN

All residents are required to have their medications Webster packed. We have a pharmacy that supports our services in relation to medication management/packing. There is no charge to permanent residents for the Webster packing of medications.

RN

It is essential that all medications (including those purchased over the counter) are given to the RN as it poses a risk to all residents to have medication /lotions / creams /supplements in residents' rooms. Any medication found in a resident's room will be removed and stored in the care station until arrangements for these items to either be included on the medication profile or returned to the nominated supporter.

RN

All medication and /or products dispensed by the pharmacy will be billed to the resident's account and will remain the full responsibility of the resident, even in the event where the resident chooses to return an item to the pharmacy.

P

Pharmacy: All accounts are to be settled directly with the pharmacy. We are unable to accept any cash payments for pharmacy accounts.

Any queries regarding accounts must be raised directly with the pharmacy.

In accordance with legislation, no pharmacy can dispense medications without a current prescription signed by a medical practitioner.

Pharmacy is unable to accept any medications brought in from home, medications held by the resident prior to admission should be returned to the original dispensing pharmacist for destruction.

There may be situations that occur where the pharmacy is unable to dispense medications because they have not received a signed prescription from the GP. Families with concerns will need to contact the GP directly.

The pharmacy used by Meath Care delivery daily to our centres and are also able to accommodate urgent or late notice requests.

P

General Practitioner (GP): We have a team of GPs and Nurse Practitioners who attend the Centres regularly to provide medical care for residents. However your loved one may choose to stay with their community GP; an important consideration in this is the GP must be willing to communicate openly with the Centre's employees and be easily accessible for any out of hours medical issues. In a situation whereby employees have difficulty contacting a community GP in an emergency, an ambulance may be called for hospital transfer. The family are responsible for to and from any appointments with an external GP.

GP

Podiatrist: We have podiatrists for both Centres that visit on a regular basis. The frequency of podiatry treatment is every six to eight weeks. Residents who request additional visits will be charged a fee, which will be added the resident's account.

RN

Hearing: Residents can access services provided by Hearing Services Australia. Please liaise with the RN to arrange. Fees for all services are the responsibility of the resident/relative.

There is also a micro-suctioning service available for a fee, payments are made directly to the Audiologist.

RN

Dental: The Government Dental Health Service visits annually and will provide a report regarding your relative's current dental/oral health and any recommended follow up. Residents/relatives are responsible for arranging any recommended treatment directly with their preferred dentist.

We can provide you with the contact details of a private dentist who is happy to attend the centres to carry out recommended treatment. It is important that you request a quote prior to commencing any dental work.

RN

Speech and swallowing: A speech pathologist is available to provide assessments for residents following a referral from the CNM. A referral will be made for residents who are having ongoing nutritional issues despite the implementation of various supportive strategies.

CNM

Vision: Residents can access the services of the visiting optometrist. CNM will advise families of dates the planned visits will take place. Fees may apply.

CNM

LIFESTYLE

Activities: We offer a range of activities throughout the week which include physical exercise, arts and crafts, specific mens and ladies groups etc. Weekly planners are given to residents and are displayed throughout the centres.

Bus Trips: Bus trips are offered several times a year. Some of the destinations include Kings Park and the Swan Valley. There are some residents who would like to go on the bus trips; however, they must be assessed by the Physiotherapist as being able to safely participate in this activity. The Leisure & Lifestyle Assistants cannot allow a resident to go on bus trip if they do not have a supporting assessment. As there are limited spaces/seats we are not able to offer relatives the opportunity to go on the outings.

Fundraising: Throughout the year, on occasions such as Mothers' and Fathers' Day, Easter and Christmas we hold fundraising raffles. We greatly appreciate prize contributions from relatives and all funds raised go directly to resident events such as visits from the Cuddly Animal Farm.

LA

Hairdresser: Both Centres have a hairdresser who attends regularly. Requests for a haircut/colour can be made with the Receptionist who can also provide information regarding pricing, costs are also displayed in the salon area. All costs are charged directly to the resident's account.

R

Church: We have ministers who regularly attend both Centres to conduct Anglican and Catholic services. The dates and times of these are displayed on the weekly activity planners. We can assist with arranging visits from alternative denominations.

R

Cafe Area: Both our Centres have cafe areas available for residents, relatives and visitors. There are coffee and vending machines. We can accommodate family gatherings at both centres for a maximum period of two hours per booking. We do ask for the areas to be left clean and tidy. Bookings can be made at Reception; we do not accept any bookings on major public holidays.

R

Fridge: A communal fridge is available in each floor/house. If you are keeping any personal food in these fridges please ensure it is clearly named and dated. In accordance with food safety requirements these fridges are regularly checked and any items not named or dated, or items that have expired, will be discarded. Further discussion regarding personal fridges in rooms needs to be addressed with the Centre Manager (**CM**).

CS
M

CM

Personal Furnishings: We welcome the personalisation of rooms. Should you choose to bring in heavy items of furniture, please note that may be difficult for cleaning employees to access areas under or behind the item. Should you be considering purchasing types of special equipment/furniture we would encourage you to discuss this with our Occupational Therapist.

OT

Outside Food: It is imperative that if you bring outside food into the Centre, this must not be offered to or shared with other residents as each resident has differing nutrition needs and dietary requirements and giving them food can place them at risk

Meath Care is unable to offer facilities to re-heat food, if you are bringing hot food into the Centre please ensure that it maintains the minimum temperature of 60°C.

RN

Laundry: All laundry is done on site using heavy duty commercial washing machines and dryers which use chemical detergents. We do suggest that delicate items are taken home by family for washing. All personal belongs must be labelled including items which are laundered externally. Personal washing is done weekly. Further information relating to taking items home for laundering can be provided by the receptionist.

After admission (if you have arranged for us to provide labels) and you bring in new clothes, please place in a bag with the resident's name on it and leave it in the box by reception. Our laundry employees will collect them, label them and return to your loved one's room.

RN

Library: We have a small in-house library and residents are assisted by the Leisure & Lifestyle Assistants to borrow books. A local library also attends DMSC regularly and residents are welcome to borrow books. Please note that should a book go missing this cost recovery from the library service will be on charged.

R

Meals: All meals are cooked on site and meal plans are developed in consultation with a dietician with feedback from residents and families. Meals are delivered to each floor/house. In addition, morning tea, afternoon tea and supper with a snack is also provided. Care and clinical employees provide assistance as necessary to ensure the resident enjoys their meals and the mealtime experience**.**

LA

Pets: Pets which are toilet trained and sociable are most welcome to visit our Centres. Please do check with the RN to ensure arrangements can be made for any residents who may have fears/phobias.

RN

Toiletries: We provide all residents with body wash, shampoo, conditioner, deodorant, toothpaste and a toothbrush and these are replenished as required. If your relative has a specific preference that differs to what we can offer, these will need to be purchased by the resident/relative.

RN

Overnight stays: Overnight stays within the Centre can only be accommodated during your relative's palliative stage. A camp bed is available for this purpose. Please discuss arrangements with the RN**.**

RN

Visitor Entry: It is a requirement that all visitors must sign in and out at Reception.

RN

COMMUNICATION

Meetings

Resident and Relative Meetings: Throughout the year, regular meetings are held for all residents and relatives. The CM, CNM, and CSM attend to answer any questions or concerns you have and provide relevant updates on what is happening around the Centre. Dates and times are included in the newsletters.

Family Community Support Group: regular gatherings offered to relatives providing an opportunity to meet in a supportive environment to discuss topics related to residential aged care. Dates and times are communicated out to relatives via e-mail.

New Relatives' Question and Answer Sessions: All new relatives are invited to a group session with an opportunity to meet key personnel and have any points or questions answered. These sessions are held every three months.

Family Care Conference: All residents have an annual care conference where the nominated supporter is invited to meet with their care team to review their relative's care plans. It is an opportunity to discuss any changes in needs, goals and preferences and to raise any queries or concerns with the aim of signing off on the agreed plan of care These meetings are usually held during working hours at a mutually agreeable time.

CM

Feedback

Feedback Forms: We value your feedback as it helps us identify areas for improvement and areas in which we are doing well. Our yellow '*how did we brighten your day*' form is for positive feedback and our pink '*what could we do better*' form is for your concerns or suggestions. All feedback will be responded to in writing or via a phone call. Boxes are conveniently located at both Centres.

Green 'missing items' forms are available for you to complete should any laundry/ personal items be unable to be located in your loved one's personal environment/room.

Banksia Award: We have an award called the Banksia Award where residents and families can nominate a staff member who has gone 'above and beyond' to assist. Nominations can be made by filling out an orange form and placing it in one of our suggestion boxes.

CM

Surveys

New Resident Survey: Following admission, all new residents will be asked to complete a brief survey with the admission coordinator. This gives us insight into how you found the overall admissions process.

Relative Survey: Meath Care engage an independent agency to conduct confidential feedback surveys with you about your care experiences with our service. Your feedback will be collected in two separate surveys spaced six months apart. This allows you to provide quite detailed feedback without having to answer too many questions at once. We greatly appreciate you taking the time to complete this survey.

CM

Newsletter: Each Centre puts out newsletters regularly throughout the year. These include lots of relevant information about what is happening. **CM**

Mail: Each Centre has an internal mailbox located at reception that is cleared daily. Stamps can be purchased for cost price and international stamps can be purchased on request, if available. **R**

Internet: Wi-Fi is available to all residents some services come with a cost which is on a paid monthly basis. Costs are added to the resident's account. **R**

Telephone: All residents can request a telephone in their bedrooms. The cost for calls is added to resident accounts. We can restrict outgoing calls enabling the resident to receive calls only. The receptionist can assist with setting this up. **R**

Nominated Supporter: As part of the admissions process, each resident must designate their nominated supporter. This is the person that we will communicate with regarding all matters. Communication relating to clinical and care matters will always be completed with the relative who is the nominated supporter. Other family members /friends need to communicate with the nominated supporter for any information regarding their relative's care and wellbeing.

If the nominated supporter is going to be uncontactable for a period of time, perhaps due to being away on holiday, they must advise the Centre of the dates they are uncontactable and provide the details of an alternative contact person.

If your loved one requires authorisation for a restrictive practice i.e. a medication that is prescribed to alter their mood or a piece of equipment used to prevent them falling, it is a legislative requirement that we have a named person for authorising the use. In most circumstances this will be the primary nominated supporter but if you wish that can be a different family member, please liaise with the RN. **RN**

OTHER

Elder Abuse: Any reports of abuse towards residents are taken very seriously at Meath Care. Elder Abuse can take the form of physical, emotional and financial abuse. If we suspect a resident is being abused or is at risk of being abused, we will inform the appropriate authorities. More information about Elder Abuse can be found by calling the Elder Abuse Helpline on 1300 651 192 or visiting the Older Persons Advocacy Network – www.opan.com.au **RN** **R**

Labels: We STRONGLY encourage all residents to have their clothing items labelled using a commercial strength labelling press. The receptionist can assist you with ordering suitable labels and arrangements can be made with our laundry employees to have the labels attached. We have a process for those items of personal clothing which may have gone missing. **R**

Keys: On request, each resident can be provided with a key to their bedroom and for the locked security box. Please note there is a cost for all key replacements.	R
Name Badges: All employees are provided with a name badge that should be worn at all times. RN name badges have a blue background, and all other employees have a white background.	R
Reception Hours: DMSC 8:30am to 4:00pm Monday to Friday MLC 8:30am to 4:30pm Monday to Friday	R
Witnessing Documents: Meath Care employees are not permitted to witness any documents for residents or relatives. We can assist with contact details of a local Justice of the Peace**.**	R
Electrical: All personal electrical items require checking and tagging by a suitably qualified contractor before you move into the Centre. Brand new electrical items do not require electrical checking and tagging up to one year after initial purchase. Please provide a receipt and hand to the Receptionist or Admissions Coordinator. After admission your electrical items will be tested and tagged on an annual basis during the Centre's yearly tagging period. This work will be carried out by Meath Care's contractor and will apply even if you have moved to the Centre within the last month prior to the annual tagging period. Please note that fees apply (available on request) to the annual test and tag inspection based on the number of electrical items to be tagged. These fees will be on charged to the resident account.	R
Parking: DMSC - Parking is available along the driveway as well as in front of the main entry. Two designated disabled parking bays are for those who display a current ACROD card. At times parking can be very limited due to employee training, or resident events. The basement parking is for employee parking only. MLC - Parking is available at the front and side of the building. Two designated disabled parking bays are for those who display a current ACROD card.	R
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.	CM

SECURITY

DMSC (Kingsley): The internal door is locked at 4:00pm. After this time access can be gained by using the intercom, the RN on duty will let you in, or, by using the PIN number (available from Reception) on the panel outside the door. The external door is locked at 10:00pm, after that time you will need to call the main Centre number, which is displayed on the window, the RN on duty will let you in.	RN

Michael Lee Centre (Como) – The main doors are locked at 4:30pm,after this time, access can be gained by using the intercom, the RN on duty will let you in, or, by using the PIN number (available from Reception) on the panel outside the door.	**RN**
Vacating a Room: We request that rooms are vacated within 24-48 hours. We are unable to accept donations of furniture, equipment, or clothing. Fees will apply until the room is cleared.	**RN**
Financial Statements: Resident accounts are issued monthly. Any queries or concerns should be directed to the Residents Accounts Officer who can be reached via Reception.	**R**
Theft: We advise residents to only keep a small amount of cash, if any, in their rooms at any time. If a resident believes or, has evidence to suggest a theft has occurred, we STRONGLY encourage the resident to contact the police and file a report as soon as possible.	**CM**
Valuables: We strongly encourage residents to make arrangement with family to keep all valuable and precious items in a portable locked safe within the resident room or, ideally, off site. Our business insurance does not cover residents for lost possessions. Residents can enquire about insurance cover through a private insurance provider.	**CM**
Surveillance Cameras: 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 CM prior to any installation being permitted	**CM**

FREQUENTLY ASKED QUESTIONS

When is death certificate is needed for financial purposes?

A death certificate is the official document required by banks, superannuation funds, insurance companies, and government agencies to:

- Close accounts and release funds
- Transfer assets (shares, property, investments)
- Claim life insurance or death benefits
- Notify Centrelink or close utility accounts

How can families can obtain a death certificate?

- Registration – The funeral director usually registers the death with the state/territory Births, Deaths and Marriages (BDM) registry.
- Application – Family members apply directly through the BDM registry. Order 5–10 certified copies – different institutions often need separate copies.
- Processing time – It may take several weeks.
- Expedited service – If needed urgently for legal or financial reasons, families can request priority processing from BDM.

DIVERSITY STATEMENT

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.

Chris Roberts
Chief Executive Officer

15 March 2024

Creating a safe, respectful and welcoming community.

RESPECT FOR RESIDENTS

Recognise and support each resident's right to privacy, dignity and independence.
Knock before entering rooms.
Speak respectfully to and about all residents at all times.
Avoid entering private rooms or spaces without permission.
Be mindful of noise levels and conduct that may disturb residents.

HEALTH & SAFETY

Do not visit if you are feeling unwell or have been in contact with any contagious illnesses.
Follow all health, hygiene and safety procedures, including hand hygiene and any personal protective equipment (PPE) guidelines in place.
Supervise children at all times during your visit.
Keep walkways clear and follow emergency instructions.

RESPECT FOR STAFF AND OTHER VISITORS

Treat residents, staff and other visitors with courtesy, respect their privacy, beliefs and property.
Understand that staff are performing professional duties and may not be immediately available - raise concerns through appropriate channels rather than during care delivery.
Avoid interfering with care routines, medical treatments, or staff responsibilities.
Aggressive, abusive, or intimidating behaviour will not be tolerated.

BEHAVIOUR & CONDUCT

Speak respectfully and calmly - refrain from using abusive, aggressive or offensive language or behaviour.
Do not engage in any form of discrimination or harassment.
Photography or video recording of residents, staff, or the centre is not permitted without prior consent.
Follow all staff instructions relating to safety or care.

SIGN IN/SIGN OUT PROTOCOLS

Sign in at reception upon arrival.
Sign out when leaving.
Contractors must follow additional induction requirements.
If you need assistance, please speak with reception.

RESPECTING OUR ENVIRONMENT

Comply with centre signage, and directions provided by staff.
Maintain the cleanliness and integrity of shared spaces and gardens.
Refrain from smoking/vaping on the premises (including entrances and outdoor areas) in line with our smoke-free policy.

BREACHES OF CONDUCT

Failure to comply with this Visitor Code of Conduct may result in you being asked to leave.

In serious or repeated cases Meath Care reserves the right to impose further restrictions on visiting, including temporary and permanent access limitations in order to protect the safety and wellbeing of our residents and staff.

WE VALUE YOUR FEEDBACK

Your thoughts help us improve the quality of care and community experience. To contact us, please email meath@meath.org.au

Thank You for Supporting Meath Care in being a Safe and Respectful Community.