

Welcome to Shepparton Villages



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Welcome to Shepparton Villages

To help you settle into your new home we have put together this book for your information. It contains guides on how to operate the items in your room and general information about living in our facility.

If you have any questions, please feel free to ask our reception staff who are based at all of our facilities Monday to Friday during business hours.

Our Mission

Our mission is to enrich the lives of people in our care.

Our Values

Choice

We encourage and promote individual choice and independence.

Respect

We believe everyone is unique, we listen and demonstrate care and compassion in everything we do.

Care

We care and continuously improve what we do.

Passion

We love what we do and encourage creativity and diversity.

Teamwork

We work together and support each other.

Administration Office:
(03) 5832 0800 Mon-Fri 9am to 5pm



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated;

The NDIS Code of Conduct

1. act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
2. respect the privacy of people with disability
3. provide supports and services in a safe and competent manner with care and skill
4. act with integrity, honesty, and transparency
5. promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
6. take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability
7. take all reasonable steps to prevent and respond to sexual misconduct
8. not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.

Common Questions

Who do I contact if I have concerns or questions regarding care matters?

Our facilities are staffed with Registered Nurses and Personal Care Workers that have regular contact with our residents and families.

Care enquiries should primarily always be directed to your respective Facility Manager who is a Division 1 Registered Nurse. In the event you are not satisfied with the outcome from your Facility Manager, you always have the option to direct the concern to our Administration Office where it will be allocated to our Executive Manager of Care Services to investigate.

Please note our Nursing staff are not able to prescribe or change dosages of residents medication. If your concerns directly relate to medication prescribed and doses this will need to be directed to the residents doctor.

I have a question relating to my account or the financial arrangement?

These enquiries are best to raise with the Administration Office, particularly the Admissions team. They can be reached on (03) 5832 0800 option 1 Administration or admissions@sheppvillages.com.au

How can I book in for a haircut or podiatry?

These appointments can be made at all of our facilities receptions during business hours. Podiatry cost at our facilities are included in your care fees.

Hairdressing can be paid by a resident funds account or cash on the day of the appointment.

General Enquiries about the facility (booking visits and resident outings).

Each facility has its own reception that can assist you with general questions about the facility. Our reception is staffed Monday to Friday between 9:00am to 4:00pm on the following numbers.

Banksia Lodge: (03) 5823 9900

Maculata Place: (03) 5892 4000

Mooroopna Place: (03) 5820 5500

Visits can be booked using the below website: <https://sheppvillages.zipline.app/welcome>

If I leave or discharge from the facility permanently what is the process?

We allow our residents and their families 2-3 days to clean out the room. If this is not achievable under special circumstances you can request more time from the Facility Manager.

All enquires on finalising accounts, fees and information on refunds are to be directed to the Admissions Coordinator at our Administration Office on (03) 5832 0800 Option 1 Administration.

General Information

Staffing

The Facility Managers are Registered Nurses Division 1 who are available Monday -Friday during business hours. A team of Personal Care Workers and Registered Nurses provide care and services as identified on your Care Plan. The Team also includes catering and housekeeping staff to support you and your needs.

In line with the new legislated care minutes and requirements, our facilities are staffed 24 hours a day with a Division 1 Registered Nurse in-charge of the facility.

Residents Rights

You have the right to high quality care appropriate to your needs, to participate in decision making regarding yourself and your home, to privacy, dignity, individuality, contact with family and friends, to self-esteem, to courtesy and to feel secure and comfortable in your new home.

Staff also have rights – the right to courtesy as an individual, the right to perform their jobs free from harassment and the right to work in a safe environment.

Privacy & Dignity

Shepparton Villages recognizes and respects your right to privacy, dignity and that information regarding your care and personal details are kept strictly confidential. Professional relationships between yourself and staff are enhanced by respecting each other's right to dignity and privacy.

Residents Responsibility

You and your visitors must respect the privacy and wellbeing of other residents and their homes and endeavor to keep unnecessary noise to a minimum.

Enduring Power of Attorney

You are requested to appoint an Enduring Power of Attorney and Medical Treatment Decision Maker to assist whenever you are unable to make choices for yourself.

Advanced Care Directive

If we know your choices for future health care, we can respect them.

Think about the treatment that you would or would not want. Having a say about your future medical treatment is called an Advanced Care Directive. It enables you to clarify your values and choices, and gives your family, doctors and nurses the opportunity to respect your choices. If you do not have an Advanced Care Directive, please discuss this with your Facility Manager and your General Practitioner.

Visiting Hours

Visiting hours are unrestricted to encourage the maintenance of your friendships and interests both inside and outside the facility. All your visitors are welcome. Phone enquiries are also welcome.

We ask all loved ones to book in their visits by calling your respective facility reception or using the zipline link <https://sheppvillages.zipline.app/welcome>

Visiting hours and limits can change at times, such as if we are experiencing an Exposure or Outbreak of certain viruses like COVID 19 or Gastroenteritis.

We ask all visitors to always review the latest communications shared via Shepparton Villages to understand what the current rules and requirements are before arriving for your visit. This way we can continue to ensure we uphold the safety of our residents.

Outings with Relatives & Friends

You are encouraged to maintain your social contacts with family, friends and the wider community. Wheelchairs are available for use if you need one. There is no curfew as it is your home and as such you are free to come and go as you wish, however we ask that the outing is registered in the leave book. Please contact reception for details.

Social Leave

You may spend time away from our facilities including overnight stays, providing the Facility Manager or Shift Supervisor is aware of your leave arrangements. The time of leave from the facility must be documented in the leave register, as should the time of return.

Under the Aged Care Act 1997 you are allowed temporary absence from the aged care facility for unlimited hospital leave and up to 52 overnight stays leave for social or other purposes, in each financial year.

You must pay your fees at all times whilst on leave (with the exception of the Enhanced Living Package Fee). Please give notice so we can prepare your medications for your time away.

Resident & Family Meetings

Meetings with the residents are held monthly. This is a good forum for suggestions and keeping up to date with Village news. Members of our Executive staff regularly attend the meetings along with the Facility Manager's. Your support persons may want to attend when we have big ticket items on the agenda, provided there are no active exposure or outbreaks in the facility of viruses like COVID 19 or Gastroenteritis or high levels of viruses in the community.

A written record is kept of these meetings and made available to the Residents and relatives who attend the meetings.

Comments & Complaints

Shepparton Villages welcomes any suggestions or comments on ways to improve our facility for yourself, staff and visitors.

Have your say forms

Comments/Complaints/Compliment feedback forms are available from the reception area and in the foyer of the facility and can be lodged in the locked box for action by management.

Have Your Say Forms can also be lodged on our website.

If you or your representatives have a concern, they should discuss it with the Facility Manager. If the matter is not resolved it can then be discussed with the Executive Manager Care Services who may also involve the Chief Executive Officer.

Shepparton Villages Management will always listen to your concerns and try to resolve them.

Complaints may also be referred to the Aged Care Quality and Safety Commission

Telephone 1800 550 552 www.agedcarequality.gov.au

Complaints for residents who are registered with NDIS can direct their concerns to their Case Manager, the Aged Care Quality and Safety Commission or directly with the NDIS Quality and Safeguards Commission on 1800 035 544 <https://www.ndis.gov.au/contact/feedback-and-complaints>

Meals

Your dietary requirements are assessed on admission, this includes specific likes, dislikes, cultural preferences and any allergies. We have a daily menu which offers you alternative meal options to promote choice. The menu operates on a 28-day cycle and is prepared using a cook chill system in the main kitchen. In addition to the three main meals being served per day, morning tea, afternoon tea, and supper is offered. There are also conveniently placed kitchenettes where you can make yourself a warm drink. Fresh fruit and juices are also available daily. If you are unable to feed yourself, we can assist you. If you are unwell meals may be served in your room.

Special treats can be brought in for you. Please check with our staff first in case of allergies or special dietary requirements. All foods brought into the facility need to be documented into the donated food register which is a requirement under the Food Safety Act. The register is located at the front entrance of each respective facility.

Your family may visit during mealtimes and with notification can join you for a meal for a small charge, this must be arranged via completion of the "Optional Service Request Form" that are located at our Facility Reception area. We do ask for 5 days notice where possible to ensure our catering department has ample time to arrange enough food.

Mealtimes are slightly different for each dining room, on admission staff will advise you when they are.

If you are out of the facility at mealtime, you can request that we save a meal for you.

Alternative Eating Arrangements

If you wish for a meal at an alternate mealtime, this can be discussed and arranged through the Facility Manager or Registered Nurse on duty.

Vending Machines

There is a vending machine near reception. There is a range of drinks and snacks available. These machines will accept card or cash.

Money & Valuables

Shepparton Villages will take reasonable care and precautions but will not accept responsibility for items lost, broken, or mislaid if left with you. Relatives and friends are asked to notify the staff of new items given to you or old ones taken away.

It is always recommended to label any personal items brought into the facility.

Laundry

We attend to your personal washing onsite at all our facilities. We can label your clothes (part of our Enhanced Living Package). Shepparton Villages does have the ability to run a delicate cycle but if you have items of clothing that are valuable or require specialized care like woollens, we suggest your advocate take care of these to minimize shrinkage of valuable articles of clothing. Dry cleaning is not provided.

Medical Care

You are cared for by your Doctor of choice (the doctor must be willing to attend the facility). The doctors visit the facilities on a regular basis and an after-hours emergency medical service is provided if required at your expense.

Shepparton Villages strives to meet the best practice regarding medication and administration of the same, therefore, pharmacists are also involved in your care.

All appointments with a specialist outside of our facility are the responsibility of you and your loved one to arrange transportation, bookings and covering the associated costs.

Alternative Health Services

It is recognized that it is your right to consult with health workers in other fields. It is recommended that your Doctor be informed of such visits, particularly if these consultants provide medications. This would minimize the risk of adverse drug reactions and promote a holistic approach to care.

The cost of medication is met by you and accounts will be sent from the pharmacy as advised.

Dental Services

Appointments can be made for you to see a dentist as required. Transport needs to be arranged by you or your advocate.

At other times it may be possible for the dentist to make a facility visit to you. All costs incurred will be your responsibility. It is also encouraged that if you have dentures they are named upon admission.

Podiatry

This service is available at all our facilities. A podiatrist visits on a scheduled basis and recommends the next review timeframe.

The podiatrist will provide information for residents and families to independently follow up on footwear purchases.

Speech Therapist & Dietician

Speech Therapy & Dietetic assessments are available if required. Speech Therapist and a Dietician visit the facility as referrals are received from your GP or the facility manager.

Optometry & Hearing Aids

Appointments and transportation to these services are again arranged by you or your advocate. All costs incurred and maintenance/servicing will be the responsibility of you. It is also encouraged that all glasses and Hearing Aids be named upon admission. Care staff can assist you with charging and fitting your hearing aids.

Hearing aids can often go missing or placed in items of clothing that can later cause damage if washed, ironed etc. Ensure you place these items in safe places to prevent loss or damage. Shepparton Villages take no responsibility for lost or damaged glasses or hearing aids.

Physiotherapy

The Physiotherapists are located at our facility on a regular basis. Service that fall under your care fees are an assessment upon admission, post incident reviews and annual review.

If your doctor has written in your care plan a physiotherapy program, we have the facilities and equipment to assist you complete this program in our facilities.

Unfortunately, our physiotherapists do not offer one on one rehabilitation programs. Advocates have the choice to engage an external physiotherapist at your own expense.

Medical Records

Medical records are private and confidential. You or your advocate may apply to the Privacy Officer for access to your medical records.

Lifestyle & Leisure Therapists

There are several Lifestyle & Leisure Therapists employed at all our facilities. Activities are scheduled weekly with daily activities. These include both individual and group activities. There are also three buses which are owned by Shepparton Villages that are used occasionally for resident outings.

Mail

Mail is delivered on weekdays to your room. All outward mail can be left at the reception desk for posting. Stamps are provided and paid via you. This is part of our Enhanced Living Package.

All mail should be addressed as applicable to:

Your Name

Mooroopna Place
30-50 Knight St
MOOROOPNA VIC 3629

Your Name

Maculata Place
124 Maculata Drive
SHEPPARTON VIC 3630

Your Name

Banksia Lodge
15 Waranga Drive
KIALLA VIC 3631

Electrical Appliances

All electrical appliances will be tagged and tested on admission and yearly thereafter by Shepparton Villages. Items that do not pass the test will be given to your advocate to remove.

After admission if you bring in other electrical items, please ensure you advise staff so items can be tested and tagged before use. Test and tagging cost are covered in our Enhanced Living Package.

Reading Books

Our homes all have separate areas where books are placed for your enjoyment. Talking books can also be arranged through Vision Australia and the local library.

Video calls

Our lifestyle and leisure teams can arrange video calls with your loved ones, all facilities have the equipment to facilitate this request and provide you with assistance to use the technology. These calls do require prearranged bookings to be made and are subject to availability. Special days like Mothers/Fathers day may book out quickly so bookings are first in best dressed. This service is a part of our Enhanced Living Package.

Volunteers & Community Visitors

Volunteers and community visitors both operate under the direction of the Diversional Therapists. They provide assistance and companionship to you and fellow residents, which enables them to be more actively involved in both community and individual activity programs. All volunteers and community visitors go through careful screening processes prior to spending time with our Resident. They may spend time talking or reading to you, or may take you for walks or outings, all of which assist in maintaining interest in the community.

Support from volunteers can vary from time to time dependent on our volunteers availability we cannot guarantee the above will always be available to you.

Clergy / Personal & Spiritual Beliefs

Regular church services are held at Shepparton Villages facilities. All Residents are invited to attend the service which reflects their beliefs. Ministers of Religion and Pastoral Care Workers are encouraged to visit and can be contacted on request by the Resident/Next of Kin. All staff will respect your individual beliefs.

You are still always more than welcome to attend other Clergy / Personal & Spiritual services external to the facilities if you choose.

Cultural Needs

If you have specific cultural needs these can be addressed and catered for by discussion with the Facility Manager and staff on duty at the time. Arrangements for access to venues/meals/interpreters can be made accordingly.

Mobility

Your mobility will be assessed on admission by the physiotherapist and reassessed as necessary. Appropriate lifting equipment will be used as required according to the provisions of the Occupational Health and Safety Act.

Wellness Centre- Maculata & Mooroopna Place only

The Wellness Centre is equipped with age-appropriate exercise equipment which is available if you have a specified program designed from your Physiotherapists.

Motorised Scooters

If you wish to bring your motorised scooter, it can be used only after you have been assessed by an Occupational Therapist and found to be competent to safely operate the motorised scooter within the Village precincts.

Should your physical or cognitive abilities change, a reassessment by the Occupational Therapist to determine your ability to use the motorised scooter in a safe manner will be completed.

Such assessments are the financial responsibility of the you.

Please note there is limited outside storage for scooters. Scooters are to be supplied at your own expense.

Motorised scooters cannot be used inside the facility, they are external use only.

Occupational Therapist

Occupational therapy services are available on a referral basis. The occupational therapist will visit following a referral from either a GP or nursing staff. Other requests that come at yours or your advocate requests may incur additional costs.

Workplace Safety

Shepparton Villages is committed to workplace safety and to the use of a Minimal Lift System which includes using mechanical lifting devices wherever possible. This will be done whilst maintaining the dignity of Residents and protecting staff from possible injury.

Compulsory Police & NDIS Checks

It is compulsory that all staff, volunteers including clergy and contractors undertake satisfactory police and NDIS checks prior to commencement.

Compulsory Serious Incident Reporting (SIRS)

Shepparton Villages are required under legislation to report any incidents or suspicion of verbal or physical, sexual abuse involving elderly Residents to the Victorian Police and the Department of Health and Ageing. The compulsory reporting process is included in the Shepparton Villages policies and procedures. The Resident's next of kin will be notified of any report of this nature.

Smoking & Vaping

It is the policy of Shepparton Villages that smoking does not occur within buildings. If smoking is necessary, this must occur outside the building in a designated smoking area.

This is also a requirement for your visitors. Smoking rules also apply to E-cigarettes and Vapes.

Alcohol

Alcohol may be supplied by you or your advocate. We ask that all alcohol be left with the Facility Manager or Team Leader. This allows staff to ascertain that the alcohol consumption will not affect prescribed medication, and that it is kept in a secure area. We will serve alcohol at certain events like Happy Hour, Sports evenings and other themed events days as determined. These events will be part of our Enhanced Living Package.

Limited alcohol can be stored in a your room if it is deemed appropriate by the facility manager. Alternatively, all alcohol is stored in the facilities kitchen and is labeled for the resident.

Alcohol for mealtimes is not supplied by Shepparton Villages and will come at your own supply and cost.

Closed Circuit Television System

Shepparton Villages have a closed-circuit television with recording capacity to monitor common areas such as corridors and entry/exit doors to assist in the security of the Residents and Staff. No such devices are installed in areas that compromise Resident's personal privacy such as bedrooms, bathrooms, therapy areas, dining rooms or lounges.

Security System

All external doors to our facilities are coded to maintain the safety of the residents who reside there. Access to the building through the front door is possible via sensors during the day. Visitors arriving after 5pm will need to use the bell to gain admission.

Grounds patrol by an external Security service is provided at night.

Fire Emergency

The Fire Emergency Procedure is a carefully prepared plan designed to deal with any fire emergency. Regular training is carried out by staff. Residents will at times be asked to cooperate with their inclusion in these training exercises.

On the back of the door in each room is the Fire Plan for the respective facility, please take the time to familiarize yourself with this. The facility meets standards with smoke/heat detectors, sprinkle systems and alarms linked to the Fire Brigade.

Safety

Shepparton Villages is committed to taking all reasonable measures to ensure and protect the health, safety and welfare of Residents, staff and visitors.

Pets

Personal pets are not permitted on a permanent basis. However, relatives may bring pets in to visit their owner or provide therapy. They must be signed into the Visitors book. Pets must always be kept under control, leashed and all animal excreta must be cleaned and disposed of by the owner.

Residents Personal Safe

Jewelry items of value to you can be kept with you. However, we recommend that valuable jewelry be held by your advocate. Shepparton Villages accepts no responsibility for jewelry and personal effects belonging to you. Insurance for these items is your responsibility.

Holding large amounts of money is discouraged. We advise that Shepparton Villages offers a Resident Funds Account which will enable you to easily access your funds, this is part of the Enhanced Living Package.

We recommended residents label all personal items before they are brought into the facility to minimise the risk of losing them.

Here are the instructions to use your Safe in your room

Close Safe

To lock your safe put in 4-digit code, push the “close” button and shut the door

Open Safe

Enter 4-digit code and the door should open

If you have trouble opening and setting your codes, please place request in the facility maintenance book that is with the reception staff at each facility
The inclusion of the safe is part of our Enhanced Living Package

Enhanced Living Package

The Enhanced Living Package is designed to provide you with those additional comforts you may have had at home. This also provides you with increased choices when it comes to your day-to-day living.

The Enhanced Living Package includes a wider range of Room Extras, Entertainment, Technology, Personal Equipment, Wellbeing/Social Activities and Dining & Drink choices incorporated into our homes. Further details including an itemised list of package features can be found in our brochure or in your formal resident agreement.

Please Note: All the items listed below are included in the Enhanced Living Package. This table will provide you with information on how to gain support to access a benefit or if you have any issues with any of these services.

Please note facility staff will not be able to assist with answering any questions regarding the costing and adjustment of the Enhanced Living Package Fees. These matters should be raised with the Admissions Team at our Administration Office on

(03) 5832 0800 Option 1
during business hours Monday to Friday.

Item	Assistance of how to operate/ access	How report to have item fixed
King Single Electric bed	All facility staff	Discuss with reception to put in maintenance book.
Personal bar fridge & management	All facility staff	Discuss with reception to put in maintenance book.
Pillow menu and provision of two new pillows	Admissions Team	N/A
In-room safe	All facility staff	Discuss with reception to put in maintenance book.
Private telephone - calls included	All facility staff	Discuss with reception to put in maintenance book.
Flat screen smart TV	All facility staff	Discuss with reception to put in maintenance book.
Internet/Wi-Fi	All facility staff	Discuss with reception to put in maintenance book.
Family video conferencing	Bookings through Reception and Lifestyle & Leisure Team	N/A
Test and Tagging of Personal Electrical Items	Reception	Discuss with reception to put in maintenance book.
Daily personal postage service	Reception	N/A
Item	Assistance of how to operate/ access	How report to have item fixed

Professionally printed clothing name labels	All facility staff	N/A
Washing of delicate items	Laundry/ Facility Manager	N/A
Resident petty cash service	Reception Admissions team	N/A
Dedicated personal princess chair	Facility manager	Discuss with reception to put in maintenance book.
Dedicated personal mobility aids	Facility manager	Discuss with reception to put in maintenance book.
Quarterly Special Event	Lifestyle & Leisure Team	N/A
Personal birthday cake	Lifestyle & Leisure Team	N/A
Footy Club	Lifestyle & Leisure Team	N/A
Choice of 2 hot meals at lunch	Kitchen Staff, Facility Manager	N/A
Servery meal selection NOTE: This item is not included for Banksia Residents	Kitchen Staff, Facility Manager	N/A
Happy Hour weekly	Lifestyle & Leisure Team	N/A
Linen napkins	All Facility Staff	N/A
Superior BBQ monthly	Facility manager	N/A

Optional Services

Shepparton Villages will offer the choice for you to take up optional services on a per use basis. These services include.

Carer Escort - Shepparton Villages staff are available to escort you to appointments, shopping, or other personal outings. A minimum booking of two hours is required when booking this service.

Personal Errands - Shepparton Villages staff are available to pick up your shopping or other personal tasks outside the home. A minimum booking of one hour is required when booking this service.

Guest Dining - Family and friends can enjoy lunch or dinner with you, including a main meal, dessert and tea or coffee.

These services can be arranged via completing an "Optional Service Form" this can be collected from your respected facilities reception. The cost of these are included on this form.

These must be arranged by completing the Optional Service Form that can be found at each facilities reception at least 5 days prior to the service being conducted. Optional Services will come at extra cost to you.