aegis
aged care group

Aegis Shoalwater
Resident's Handbook

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Welcome to Aegis Aged Care

Moving into residential aged care is a major event in any person's life and it can be a stressful time for you and your family. That's why Aegis does its utmost to assist you all through the initial period of adjustment by developing a relationship of ongoing communication between you, your family and our staff.

Besides making the move itself, there is a lot of information to be absorbed and sometimes this can be a little confusing. We hope that this handbook will answer many of the questions that you or your family might have and help you quickly make the transition and settle in at Aegis. If you require any further information or have any questions after reading this handbook, please do not hesitate to ask for further clarification.

I am very proud of the staff at Aegis and know that they are committed to providing you with high quality care, lifestyle activities and hospitality services to support you as a member of the Aegis community.

Michael Cross
Owner and Director

About Aegis Aged Care Group

Founded in 1983, Aegis is proudly West Australian. Privately owned with long standing experience in aged care, we have an unwavering commitment to providing our community with the best in residential aged care services.

Aegis owns and operates more than 28 quality aged care facilities throughout the Perth Metropolitan Area and provides 24-hour care and lifestyle support to over 3,000 residents.

Our Vision

To excel in providing our residents with premium holistic care in support of a quality lifestyle.

Our Mission

We are committed to ensuring that we have a highly skilled, dedicated and compassionate team; driving excellence through imagination and innovation; and meeting our community responsibility.

Our Values

Every member of the Aegis team collectively holds and abides by the following values:

- Positive Contribution
- Respect for ourselves and each other
- Integrity in our decisions and actions
- Dignity is a fundamental right of every person
- Excellence in everything that we do

Our Philosophy

Aegis unreservedly views and treats all individuals as equals and deserving of the respect, dignity and compassion of others. To the maximum extent possible, we believe that every resident should be offered real choices for a healthy and stimulating lifestyle.

Caring for the mind and body of our residents is paramount. Our aim is to provide a comprehensive package of support as needed, comfortable surroundings and the ongoing involvement of family and friends.

Our residents' lives are enriched by high quality physical and social environments and by the peace of mind that comes when these are provided. Imagination and innovation are the keys to our continuous improvement and the evolution of new models of care for the aged.

The Aegis Group is forever searching for new ways to make our service and facilities even better.

Our People

We are very proud of our employees. They are carefully selected for their qualifications, experience and interpersonal skills. Teamwork, dedication, loyalty and respect for each other contributes to a harmonious environment.

About Aegis Shoalwater

Aegis Shoalwater has been designed to offer a broad range of accommodation and lifestyle options for 169 beds in five areas.

Shoalwater is a suburb nestled between Warnbro Sound & Shoalwater Bay, with Penguin Island close by. We have used this ocean theme to name each of our five areas, Penguin Cove, Osprey Cove, Dolphin Cove, Ocean Cove and Pelican Cove. We have regular excursions in the minibus with our residents to the ocean and enjoy tea & coffee whilst admiring the view. We are close to Shoalwater Shopping Centre, which hosts a coffee shop, supermarket and takeaway eateries. There is plenty of free parking in and around the facility.

Accommodation comprises of single and double rooms with a large ensuite bathroom and air conditioning. The different areas or “coves” all have lounge and dining areas and secure access to extensive gardens and patio areas. There are BBQ areas in all the Coves and residents and families are welcome to make use of these areas. We have a theatre room and private dining areas, which can be booked in advance for special occasions.

Visiting

Visitors are always welcome and we encourage relatives and friends to be involved in all aspects of your lifestyle and care. The reception area is attended between 8:30am and 4:30pm, Monday to Friday (except for public holidays) and staff will be happy to assist you or your family with any enquiries.

All our entry doors are security-coded and you will be given the entry code on admission. However, for security reason the code changes at approx. 8:00 pm each evening and entry is by staff admission only. After this time, you will need to ring the bell for entry. Family and friends are requested to sign the visitor's book on entering and leaving the building.

Visitors must check with staff before letting anyone in or out of the building. Visitors are respectfully asked not to be in the dining rooms at meal times, for consideration of all residents. If you would like to dine with your family or friends, we have designated areas for you to host this.

We reserve the right to amend our visiting hours and protocols subject to Health advice, Health Directives or other reasons which we will communicate to you.

Hand Gel

Sanitising hand gel is provided at Reception and we encourage all visitors to use this when they sign in. This helps to protect everyone from infectious diseases such as colds, influenza and gastroenteritis. We also urge visitors not to visit if they have any of these illnesses, or are in contact with others that have been ill.

Social Leave

Many of our residents enjoy getting out and about with family and friends. If you are going on an outing, we kindly ask for you to inform a member of staff and sign the social outings log at reception.

Under the Department of Health and Ageing Guidelines you are able to take up to fifty-two (52) days overnight social leave per financial year. This entitles you to leave the facility overnight during which time your daily care fee will continue to be payable.

Should you need assistance to be ready for a particular time or event, please advise the nursing staff in advance and we will be sure to support you as required.

Parking

Visitor Parking is available. Accessible parking bays are also available for those who are eligible. An ACROD permit should be displayed at all times.

Our Staff and Key Personnel

Understanding staff roles and knowing who to approach for assistance or advice can sometimes be a little confusing when you first enter an Aegis facility. To help you, our staff are all encouraged to wear uniforms and name badges to identify them and their role.

Our staff are selected in accordance with the requirements of the Aged Care Act 2024. All have a National Police Clearance certificate and receive regular training in areas such as Fire Safety and Emergency Procedures, Manual Handling, Infection Control, Food Safety, and Dementia Care.

Facility Manager

The Facility Manager is responsible for the day-to-day management of the facility and for ensuring that our high standards of care and service are maintained. The Facility Manager is available during normal office hours to answer any queries that you or your family may have. If you wish to make an appointment, please contact a member of our Reception staff.

Clinical Nurse Managers

Clinical Nurse Managers work closely with the Facility Manager and oversee all clinical aspects of care for our residents.

The Clinical Nurse managers are available during normal office hours and if you wish to make an appointment please contact our Reception staff.

Reception

Reception is open Monday to Friday, during normal business hours. It is staffed by Administration Officers who provide support to the Facility Manager and other team members to ensure the smooth operation of the facility. All enquiries can be made through the Administration Officers who will direct you to the appropriate staff member. They can also arrange appointments for you or your family to meet with the Facility Manager or Clinical Nurse Manager.

Registered Nurses

Aegis Registered Nurses are responsible for professional nursing practice, supporting all other nursing and personal care staff to ensure the safety and quality of our nursing care. The Registered

Nurse is the first point of contact for all residents and relatives regarding care delivery. Enrolled Nurses work under the direction of the Registered Nurses in all aspects of clinical care.

Assistants in Nursing / Personal Care Staff

The Personal Care Staff assist with all your personal care and social support needs on a daily basis. They work under the direction of an Aegis Registered Nurse.

Therapy Staff

Our Occupational Therapist and Physiotherapist will assess and develop care plans based on your individual needs. They are supported by a team of qualified and experienced Therapy Assistants.

Chef Manager

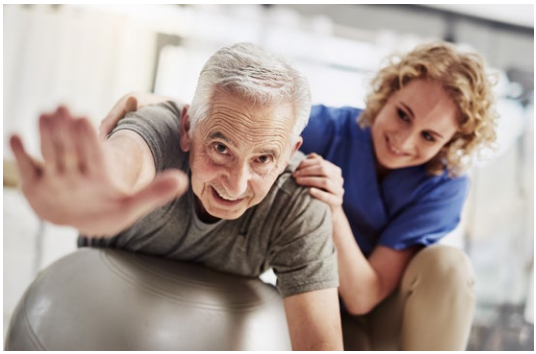
The Chef Manager is responsible for ensuring your choice of meals are of the highest quality using seasonal ingredients and freshly cooked each day. Food Service Attendants are responsible for serving your meals and providing a pleasurable dining experience.

Cleaning & Laundry Staff

Our cleaning staff are responsible for all aspects of cleaning your room and maintaining a clean environment throughout the facility. Laundry staff take care of cleaning your clothing and garments, including returning them to your room.

Maintenance Staff

The Maintenance Officer is responsible for the maintenance of the building and grounds.



Health Care Services

Staffing Levels

Aged care is funded by the Commonwealth Department of Health and Ageing and is based on your assessed care needs.

Aged Care is not funded for nursing staff to provide one on one care, however Aegis prides itself on providing generous staffing levels. We ensure all Aegis staff are trained to prioritise their time and ensure optimal care to all, based on assessed need and urgency. The assessed needs of our residents determines the average number of care minutes were are required to provide each day.

Care Plans

Our dedicated nursing and allied health team will work with you to understand your goals, needs, and preferences. Together, we will develop individualised care plans to meet your assessed care and support needs.

Nurse Call

There is a nurse call button in every room. When the call button is pressed nursing & care staff are alerted and will answer your call as quickly as possible.

Care Conferences

You and those that are important to you, will be invited to attend a Care Conference soon after your admission and then annually or as required. Care conferences are a great opportunity to discuss any health and support needs and to provide suggestions regarding care delivery and other matters you may wish to discuss. Families or supporters may contact Reception at any time to request a care conference and arrange an appointment.

General Practitioner

Retention of your current General Practitioner (GP) is encouraged if he / she is able to continue to care for you in the residence. If not, Aegis can provide you with a choice of independent visiting GPs and can help to obtain copies of your previous medical records and a comprehensive medical history so that the best possible care can be offered.

Appointments

We can support you to make external appointments or do this for you, if required. If you prefer your relatives to make these appointments, please ensure our staff are notified of any upcoming appointment‘s so they can be diarised and we can assist you in any way necessary.

Transport to external appointments

Transport costs and escort to external appointments are your responsibility or that of your family. Please note that Aegis is unable to provide transport for you or accompany you to external appointments.

Ambulance Services

Ambulance costs are the responsibility of you or your family. It is therefore recommended that you arrange private ambulance insurance. Please note that the ambulance service will not transport you to outpatient appointments if you are capable of travelling by car.

Dental Services

The Commonwealth Dental Service visits annually to identify your dental care requirements. If you need dental care it is recommended that a member of your family makes arrangements with your regular Dentist. For further information regarding dental care options please ask staff at Reception.

Dentures

If you wear dentures, it is most important that they fit well and are in good condition. III-fitting dentures can cause severe discomfort and can affect your ability to eat. We recommend that your dentures are marked with your name. Your dental technician can do this for you, or one of our nursing staff can arrange this for you on admission.

Whilst every care is taken to ensure dentures are not lost or broken, Aegis cannot be responsible for any loss or damage.

Audiology / Hearing Aids

If you have any concerns about your hearing, an Audiologist from the Australian Hearing Services may be able to visit and assess you. The Registered Nurse will be able to discuss the requirements with you.

Whilst every care is taken to ensure hearing aids are not lost or broken, Aegis cannot be responsible for any loss or damage.

Podiatry

Aegis has a contracted Podiatrist that visits all of our residents regularly, at no extra charge. The Registered Nurse will discuss this with you during your admission and they will be able to advise on when the next scheduled podiatry visit is due.

Optometry

Arrangements can be made for an optician consultation; however, an annual optometry service is provided to check your sight and eye health. Referrals for further treatment may be made for specialist treatment.

Exercise & Physiotherapy

Soon after your admission, you will be assessed by a Physiotherapist to determine your level of mobility and may assist in designing an exercise program for you. This program will be reviewed annually or when we see a change in your mobility level. Your exercise therapy is intended to be enjoyable and programs are delivered by our Therapy Assistants. All residents are encouraged to attend exercise classes and if needed, our staff will help you to and from the exercise classes.

Occupational Therapy

Similarly, you will also be assessed by an Occupational Therapist who may recommend a program of meaningful activities that will help you prolong and maintain your independence. The Occupational Therapist will also provide guidance and advice on seating and pressure management if required.

Diet & Nutrition

We recognise the importance of being able to enjoy quality food and drink as part of a positive meal- time experience. That is why, here at Aegis, we have a focus on our Excellence in Dining programme, ensuring you have choice and are delivered meals that are full of flavour, appetising and nutritious in an environment that suits you.

Maintaining a nutritious and balanced diet is one of the most important things you can do for your health. That‘s why Aegis places a strong emphasis on ensuring that you maintain optimum nutrition levels appropriate to your general health status. Our Dietitian will regularly review your weight and nutritional status and will consult with you and our in-house chef regarding your menu choices.

Modified Menu Choices

If you experience swallowing difficulties when eating, we may recommend that you adopt a texture- modified diet accompanied by fluids to make chewing and swallowing easier and safer for you. We will work with you to ensure you are involved in all decisions relating to your care needs, including your dietary requirements.

Pharmacy

Due to the medical complexities often associated with older age, older people can be vulnerable to medicines-related risks. Aegis has sound systems and processes in place to minimise these risks including our use of a multi-dose sachet pack medications system and generally we are unable to use any medications opened prior to your admission, however we can arrange for their safe disposal. It is vital that all your medications are reviewed and authorised by your General Practitioner; including over the counter and natural/alternative medicines.

Details of our preferred pharmacy supplier can be found on the rear cover of this booklet. A Pharmacist visits on a regular basis to conduct medication reviews and to make recommendations. Should you consent to use our contracted pharmacy, additional benefits include access to emergency medications afterhours and timely supply and delivery of your prescribed medicines. Our preferred pharmacy supplier will invoice you each month for the cost of any medications. They can also arrange a direct debit system if preferred. Any queries regarding accounts should be referred directly to our preferred pharmacy supplier.

Please discuss any issues relating to your medications with your General Practitioner or Registered Nurse.

Specialist Services

At times, we may need to facilitate your access to additional expert advice from specialist services to ensure we are able to meet your specific care and support needs. Referrals may be made for specialist services and advice such as the Residential Care Line, Dementia Services Australia, and Mental Health Services and Speech Pathology, Parkinson‘s support, Australian Hearing support and Palliative Care services if required.

Hospitality Services

Excellence in Dining

Our Food Philosophy is delivered following our signature **Excellence in Dining** principles of providing appetizing food that is full of flavour, using fresh seasonal ingredients which creates taste sensations you want to share with family and friends within a dining service environment envied by restaurants.

As part of our Excellence in dining, our commitment to you is:

- Seasonal menus designed in partnership with our residents
- A focus on your likes, dislikes and meal-time preferences
- Choice of meals at breakfast, lunch, and dinner
- Choice of dining locations to suit your day
- Choice of dining times to suit your daily lifestyle
- Fresh produce using whole food in season
- Meals prepared following Dietitian approved recipes to ensure meals are nutritionally balanced, providing required protein and energy levels to support your lifestyle activities.
- Soups, sauces, and gravies made using fresh ingredients
- Muffins, biscuits and slices baked daily
- Beer, wine, soft drinks, juices, tea, and coffee service
- High quality crockery, cutlery, glassware and linen napkins will be used to set your table and room service tray
- Friendly attentive trained staff providing personalised food service
- A variety of snacks available 24/7

Food service offerings;

- **Breakfast** is available from 7am
- **Lunch** is available from 11.30am
- **Dinner** is available from 5pm
- **Morning & Afternoon Teas** are available in-between meal services
- **Supper** is available from 7pm

All catering services are subject to strict food safety regulation, Aegis will strive to meet your request within these regulations.

Protected Meal Times

To ensure safety and to enhance the dining experience, visitors are requested not to visit in the dining room at meal times. Special arrangements can be made with the Facility Manager if you wish to share a meal with your relatives or friends.

Family Meals

The use of a private dining area is included, if you would like your relatives or friends to dine with you. A small fee will be charged for each guest meal. Bookings are subject to availability and must be made before 10:00am on the day of your intended use.

Cleaning

Your room will be cleaned daily, Monday to Friday, and checked on weekends. Scheduled detail cleans are also completed. If you bring your own furniture, please keep the room free of clutter. Please note that no cleaning agents are to be brought into the facility.

Laundry Service

All personal items of clothing are laundered on the premises; this does not include dry cleaning or items such as personal linen and doonas. Daily linen requirements are provided.

As we operate a commercial laundry this may not suit some clothing. Please note that fine woollens and fragile fabrics do not tolerate the temperature settings required to ensure infection control guidelines are met.

All care is taken but frequent washing in commercial machines means that clothing may need to be renewed more frequently. To avoid loss, all personal clothing is required to be labelled prior to use. We recommend, where possible, all residents' clothing is brought to the facility 1 or 2 days prior to admission for labelling and then we can place into the resident's room ready for their arrival. Our staff will arrange iron on labels as marking pen labels wash off over time. Please be aware that there is a turnaround time for laundry so please ensure that you bring sufficient clothing with you.

Clothing

All new clothing needs to be in a plastic bag, clearly marked with the residential facility name and your surname. These items should be given to Reception staff who will take them to the laundry to be labelled before being worn. You will be encouraged to dress each day, unless your health dictates otherwise. When selecting clothing, you should consider that you may now have special needs. Loose, comfortable clothing is recommended. For further advice please discuss this with the Registered Nurse, or enquire at Reception if you need information on companies making specialised clothing.

Lost or missing clothing

If clothing is lost at any time, please speak to Reception staff and complete a Lost Property Form. Whilst all care is taken Aegis cannot accept responsibility for damage or loss of items.

Linen Change

All your linen and towels are changed on a regular basis, unless you have a specialised need which can be discussed directly with the Facility Manager.

Footwear

For comfort and safety, it is important to have well-fitting shoes that offer support. Should you require advice in this area please consult our Podiatrist, Physiotherapist or Registered Nurse. If shoes and slippers become soiled, Aegis does not take responsibility for the cleaning of these items.

Your Lifestyle at Aegis

At Aegis, we encourage you to continue to make your own choices about all aspects of your life. We recognise that your current lifestyle choices are important, so please discuss your preferences with our staff who will make every effort to assist you.

Diversity

Aegis is proud to reflect a diverse community. We encourage our residents, staff and visitors to share and celebrate their diverse histories and identity in a welcoming, safe, and inclusive environment, free from discrimination. Our services are tailored and delivered in a way that ensures individual needs are understood, respected, and met, within a culture that fosters social connections and embraces individual difference. We encourage families, supporters and residents to share their diversity with us to enhance your quality of life.

Lifestyle Program

Our vibrant lifestyle program of activities is designed in consultation with our residents to reflect the diverse interests, needs, and preferences of our residential community. The programmes are displayed on the noticeboards each month. You are encouraged to attend any activities that interest you and our staff will be happy to assist you to the relevant area if required.

Newsletter

A newsletter is produced to provide topical information to you and your relatives. It includes details of any changes to the facility, upcoming events,

general notices, any government changes, and reports on the progress of current projects. The newsletter is distributed throughout the facility and is also available at Reception. We welcome any input regarding topics that you would like to see in the newsletter.

Functions

Functions are held in the facility to celebrate various calendar events and other occasions throughout the year. These events are identified in the monthly Lifestyle Program or in our regular newsletter.

Religious Services

At Aegis, you are free to practice your religion of choice. Religious services are held regularly and identified in the monthly Lifestyle Program. Your family and friends are most welcome to attend.

Outside Therapists

A range of therapy services (e.g. hairdresser, beauty therapist, aromatherapist, etc.) are available according to demand. A fee will be charged for these services and can be paid directly to the provider or charged to your monthly invoice.

Excursions & Bus Trips

In addition to our normal program of therapy, lifestyle and social activities, we provide regular bus excursions for our residents (weather permitting). Outings include visits to local places, such as cafés or restaurants, special events, picnics at places of interest and to nearby community shopping centres.

A fee may be payable for entry into certain locations. Specific excursions can be arranged to meet your personal interests; please inform the Therapy Staff if you have any suggestions.

Library

Our libraries contain a selection of DVD's, large print books and special interest books. A visiting library service may also be available.

Newspapers

Daily local newspapers and magazines are delivered to lounge areas and individuals on request. Please speak to the Facility Manager if you have any special requests (e.g. non-English newspapers). If you wish to have a regular subscription to personal newspaper or magazine, we can assist you with this at an additional cost.

Cinema

Our facilities offer a dedicated cinema room or customised lounge with a projector, large screen and surround sound for an authentic cinema experience. The weekly movie schedule is displayed on the noticeboard outside the cinema and in the newsletter.

Self- Serve Café

Most facilities have a self-service café. You and your visitors are welcome to enjoy a drink or snack whilst socialising with others in a casual café atmosphere. There is a nominal charge for café items and an honesty box is provided for payment.

BBQ Areas

Most facilities have areas suitable for family picnics and BBQs. If you would like to use the BBQ please let us know and we will ensure it is ready. Please bring all your own picnic and BBQ food and utensils and be sure to clean and tidy the BBQ area after use.

Telephone and Internet Services

Most rooms are able to have a telephone service connected. Please check with Reception for details. Any phone provider charges associated with telephone connection and use are the responsibility of the resident.

Many residents choose to have a mobile phone. Staff take all care but cannot be responsible for any loss or breakage.

Resident wi-fi connection is available to enable you to remain connected to the Internet on any personal devices (computers, laptops, tablets, mobile phones) which you are welcome to bring with you. The resident wi-fi connection code is available from Reception.

Mail and Email

Mail addressed to you will be delivered to your room unless otherwise advised by you. If you wish to post a letter, you can do so by ensuring that it is received at Reception by 4:00 pm Monday to Friday. Postage stamps may be purchased at Reception. If you are unable to deliver your mail to Reception personally, please ask one of the staff to help you.

If you do not have access to your own email account, we are able to receive emails to our facility email address on your behalf. Our reception staff will be happy to forward these on to you, so long as they are clearly identified as being for your attention. Please refer to the rear cover of this booklet for the email address.

Meetings

Resident meetings are held regularly to discuss general information, updates or any concerns you or your fellow residents may have. Your relatives or supporters are invited to attend these meetings and to have input. Dates for the meetings will be posted in the weekly Lifestyle Program, the newsletter and at the Reception desk and Minutes of past meetings are available on request.

Residents and/or Relatives or specific supporters wanting to discuss any individual or personal matters should arrange a meeting with the Facility Manager or Clinical Nurse Manager.

Smoking

Smoking is not permitted inside the building, the grounds or car park. Smoking is only permitted in designated areas. Following consultation with you and your family or supporter, the nursing staff can arrange for cigarettes and lighters to be kept in a secure area. Families may be requested to provide a fire-resistant smoking apron if the resident is assessed as being a risk to themselves.

Alcohol

We operate a 'Responsible Service of Alcohol' policy which limits our service of alcohol to mealtimes and specific social events such as 'happy hour'.

We respect the lifestyle choices and autonomy of our residents. We recognise that you may choose to consume alcohol outside of our service, and we can support you to do this safely. This may involve following our supporting choice and mitigating risk processes, in consultation with your GP, where required. Please discuss this further with the Facility Manager.

Your Living Environment

Lounges

Comfortable lounges and quiet areas are available for use by you, your family, and friends at any time.

Your room

A flat screen TV is provided in every room. You are encouraged to bring items of personal importance with you but please consider the size and layout of your room. Please consult with the Facility Manager to discuss what would be appropriate in your room.

All personal items should be discreetly marked with your name. This includes all clothing, spectacles, dentures, hearing aids, furniture, electrical items,

photographs and books. Aegis cannot be responsible for the maintenance of personal belongings.

In the event of a change to your care needs, further consideration may need to be given to the continued appropriateness of items of personal furniture to ensure safe and effective delivery of your care. Remember, you need to be able to move around the room safely, as do our care and cleaning staff.

Personal Insurance and valuables

You are encouraged to maintain your own personal insurance as Aegis insurance does not cover personal belongings or money. Please be aware that whilst we do provide a locked draw for the safety of personal items, we cannot take responsibility for the loss or damage of sentimental or valuable items. It is also advisable not to keep large sums of money as Aegis cannot be held responsible for any loss.

Ornaments and decorations

We ask that you give due consideration to the number of ornaments and picture frames brought into your room. Aegis staff cannot be responsible for cleaning or maintaining these kinds of personal items.

Picture rails are available in your room for displaying paintings and pictures. Please note that BluTac and adhesive tape are not to be used on walls and you are asked to consult with the Facility Manager before putting up notices within your bedroom.

Electrical Equipment

You are welcome to bring some electrical items into the residence, e.g. a radio or electric shaver etc. For safety reasons all electrical items must be checked and tagged by an electrician, every two years. You or a member of your family can arrange this prior to admission or we can arrange for items to be checked and tagged by our approved and qualified technician. The cost of testing and tagging is covered by Aegis Advantage. If an item is deemed to be unsafe it will be tagged as out of order, in which case it will need to be removed.

Safety is of paramount importance therefore we regret that electric blankets, hot water bottles, wheat packs, double adaptors, electric fans and any heating appliances are not permitted.

Fridges

Individual fridges are available for purchase in consultation with the Facility Manager. These are for drinks only and for safety reasons food is not to be stored in these fridges.

Mobility Aids

If required, Aegis will provide you with appropriate aids to assist your mobility (e.g. walking frames, walking sticks and wheelchairs). This excludes custom-made or specialised wheelchairs. Our therapy staff can assess you for needs.

Electric Wheelchairs

Aegis actively encourages the maintenance and promotion of your independence. We recognise, that for many people, electric wheelchairs provide access and autonomy to living and social environments. However, electric wheelchairs can be a safety risk to residents, staff, and visitors. For this reason, we ask that you discuss your preference to use an electric wheelchair with the Facility Manager prior to using it within the Facility. As part of our processes, we will ask our Occupational Therapist and Physiotherapist to undertake an assessment of your safety and to identify any risk management strategies required in using the electric wheelchair.

Toiletries

A good range of quality toiletries is provided for you free of charge. If you have a preferred brand, you are welcome to purchase your own products. For safety reasons we do not allow the use of talcum powder.

Continence Aids

All continence aids are provided by Aegis. We have a range of high quality continence products and our staff are well trained in ensuring the most appropriated product is available. The Registered Nurse will assist you with information about this.

Public Toilets

There are wheelchair accessible public toilets throughout the building. Please ask staff for direction if required.

Your Safety

Safety and Risk Taking

Safety is a prime consideration in our care program however we are also committed to supporting you to live your best life. We understand that some activities of choice may involve a degree of risk. We have systems in place to enable you to make informed decisions about any risk related activities and we will support you to mitigate these risks as far as reasonably practicable whilst respecting your autonomy. Residents will be assessed for their level of risk and preventative strategies recommended and implemented to assist with preventing injuries.

Accidents and Incidents

Aegis operates a robust incident management system that ensures we exercise our duty of care as well as meet our moral and regulatory obligations to you. In the unlikely event that you are involved in an accident or incident, you can be confident that we will respond and manage any associated risks effectively and efficiently; in some cases, this may require additional medical assistance or the involvement of a third party (e.g., the Police). You will be notified of, and involved in a thorough investigation, with our open disclosure and transparency practices implemented throughout. As a further safeguard, we are required by law to report certain incidents to the Government under the Serious Incident Response Scheme. We take all incidents very seriously, and a rigorous analysis of all risk-related incidents is undertaken, to inform our risk management and quality assurance processes, to prevent incidents from recurring.

Restrictive Practice Policy and Procedure

Aegis Aged Care is committed to a policy of restraint minimisation.

In accordance with our risk management protocols and protecting the rights and safety of our residents, restrictive practices are only used as a last resort to prevent harm after best practice alternative supports have been considered, tried, and reviewed. Any consideration for the use of a restrictive practice will be discussed with you (and those that you appoint to be involved in these decisions) to ensure they are only used with the appropriate consent and authorisations in place. Our Registered Nurses and Occupational Therapists will work with you to develop a personalised Behaviour Support Plan to ensure a person-centred approach to your care and support needs are a priority.

Transfer to Motor Vehicles

Aegis is supportive of family and friends using their own vehicles for social outings. Our Physiotherapists and Occupational Therapists can assess and advise on the safest way to transfer into a vehicle, including the recommended use of any aids and equipment, which you may wish to purchase. However, staff are unable to assist with care recipient transfers or to lift wheelchairs into private vehicles.

Bringing food into the residence

Please refer to brochures at Reception for Food Safety tips on what kinds of food you may bring into the facility and what type of food is unsafe. We are not able to serve food that has been brought into the facility to a care recipient. When providing sweets or biscuits, please ensure they are kept in an air tight container.

Visiting Pets

Well controlled and well-groomed pets may accompany visitors. Dogs must be on a leash at all times. Please note that the Facility Manager or representative may refuse a visit.

Emergency Procedures

In the event of an emergency: ***Do not Panic***

All Aegis staff are fully trained in how to deal with emergencies. One staff member will co-ordinate the emergency and will direct other staff. Please stay in your current location until directed to move elsewhere.

If it is necessary to evacuate the building, this will be directed by a staff member. The facility is divided into zones which are fully fire protected. If you require assistance you will be helped by the staff on duty.

General Information

Visiting

Family and friends are encouraged to visit you and we make every effort to ensure that their visit is an enjoyable one so we suggest that you consider the following activities:

- Sorting through some old photos together
- Write a letter together or use a mobile phone to keep in touch with others who cannot visit
- Go for a walk; enjoy a cup of coffee or an ice cream at a local shop
- Knitting or other craft project
- Attend one of social events together
- Take a multipurpose taxi to a shopping centre or favourite venue
- Play cards or other table games
- Read a newspaper or 'serialise' a book
- Enjoy a tasty treat or a meal together
- Have a manicure or massage

We hope your visits will be meaningful and happy occasions to be enjoyed.

Please note that an ACROD car parking sticker is available for visitors taking eligible residents out.

Room Changes

If you would like to move to another bed or room, please discuss this with your Facility Manager and we will review our availability. Additional costs may apply. A move to another room or area may also be necessary if your care needs change. The Facility Manager will liaise with you and your family if this is necessary.

Phone Calls

Staff are happy to take phone calls from your family or friends, however, time spent on telephone calls is time taken away from attending to you and other care recipients. Your family can assist by avoiding busy times such as during morning routine or mealtimes and by nominating just one person to liaise with staff to maintain a cohesive flow of communication on any given matter.

Taxi Vouchers & Wheelchair Taxis

If you are unable to access public transport, you can apply for the Taxi User's Subsidy Scheme. Please discuss this with the Registered Nurse.

Electoral Roll

It is your responsibility to register your change of address with the Electoral Office. You can have your name removed from the electoral roll and again it is your family's responsibility to assist you with this. Change of address form are available from Administration staff.

Mobile Polling Booth

The Electoral Commission conducts Mobile Polling Booths during State and Federal elections. All Care Recipients will be able to attend if they wish.

Relatives change of Address or Phone Number

Families are asked to ensure that Reception staff are notified of any changes to contact details.

Continuous Improvement

Aegis Aged Care Group operates a Continuous Improvement Process that is responsive to input from management, staff, care recipients, relatives, supporters, visitors and auditors. This information, together with reports of accidents and incidents, allow us to analyse our operations and adopt policies and practices designed to improve them.

We also have a Quality Plan where objectives and plans for improvement are developed and reviewed regularly. Our systems are continuously developing and improving to continue to deliver a high standard of care. A copy of the current Quality Plan is available on request.

Vacating a Room

We appreciate that this can be an emotional time and if there is any problem with vacating the room we ask that it is discussed with the Facility Manager and refer to the Resident Agreement.

We can arrange to pack and store items until they are able to be collected. This would need to be for a limited time as we do not have a great deal of storage space.

Internal feedback and suggestions

We encourage suggestions and comments from you and your family about the care and service provided. In the first instance you are encouraged to voice your feedback and/or concerns to the Registered Nurse on duty. If you feel this has not resolved the issue or concern to your satisfaction then please feel free to make an appointment with the Facility Manager.

Suggestions and Feedback forms are located at reception, along with a locked Suggestion and Feedback box. We assure you every effort will be made to resolve any issue to your satisfaction.

External Complaints

At any stage, if you are dissatisfied with the progress or outcome of your complaint you are able to raise any concerns by escalating your complaint directly to the Facility Manager or the Chief Executive Officer at our Aegis Central Office on (08) 6254 8200.

Furthermore there are two external agencies which are available to you and can be contacted for aged care complaints and assistance as listed below.

Aged Care Quality and Safety Commission

Website: www.agedcarequality.gov.au
Tel: 1800 951 822

Advocare

Phone: 9479 7566
Freecall: (Country Callers Only) 1800 655 566

Staff Rights

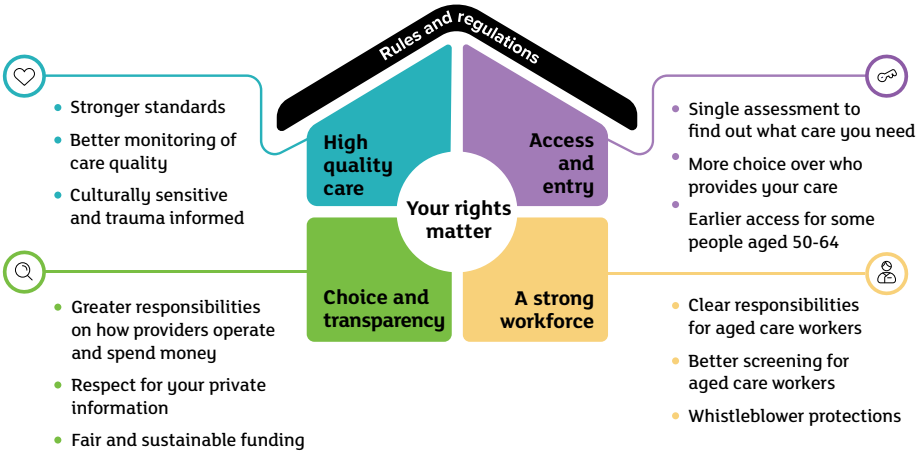
- Staff have the right to work in a safe and healthy workplace free from violence and aggression.
- Aggressive and violent behaviour toward staff is unacceptable and will not be tolerated. Please respect the role and dignity of our staff and their right to a safe and pleasant work environment.
- Please take care of our staff so that they can take care of you.

Your Rights

The new Aged Care Act puts you at the centre of your aged care.

The Australian Government has changed Australia's aged care laws. The Aged Care Act 2024 (the new Act) has a Statement of Rights. The Statement of Rights have replaced the current Charter of Aged Care Rights on 1 November 2025.

The changes to the Act will make aged care safer, fairer and more respectful. The illustration below outlines the main parts of the Act and how they work together.



The full Statement of Rights from the new Act is detailed in your Resident Agreement.

The Statement of Rights will help make sure you are at the centre of your aged care. It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community

If you, your family, your supporters or anyone else is concerned about the care or services you receive, you can make a complaint to your aged care home. This can be the quickest and most effective way to find a solution.

Care Recipients Responsibilities

Each Care Recipient in a Residential Aged Care Facility has a responsibility to:

- Respect the rights and needs of other people within the facility, and to respect the needs of the facility community as a whole;
- Respect the rights of staff and the proprietor to work in an environment free from harassment;
- Care for his or her own health and well-being, as far as he or she is capable;
- Inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

Aegis Shoalwater Preferred Pharmacy Supplier

Chisham Pharmacy
1 Chisham Ave
Parmelia WA 6167

Phone: (08) 9419 5556

Aegis Aged Care Group Pty Ltd

90 Goodwood Parade
Burswood WA 6100

Phone: (08) 6254 8200
Fax: (08) 6254 8299
Email: aegis@aegiscare.com.au
Web: www.aegiscare.com.au

Aegis Shoalwater

72 Fourth Ave
Shoalwater Bay WA 6169

Phone: (08) 9527 3016
Email: shoalwater@aegiscare.com.au

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