



CONSUMER HANDBOOK

Kaloma

Home for the Aged



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Welcome to Kaloma

We acknowledge and pay respect to the traditional owners and custodians, the Bigambul people, on whose land we work on every day together.

We also wish to acknowledge and pay respect to all cultures and elder who have shaped and inspired the Goondiwindi Community in the past present and future.

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 Kaloma 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 Kaloma. If you require any further information or have any questions after reading this handbook, please do not hesitate to ask for further clarification.

We are very proud of the staff at Kaloma 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 Kaloma community.

A handwritten signature in black ink, appearing to read 'Tenneille Aguilar'.

Tenneille Aguilar

Director of Nursing Facility Manager

A handwritten signature in black ink, appearing to read 'Elizabeth Wood'.

Elizabeth Wood

President of the Board of Directors

About Kaloma

Our Mission

Is to provide the highest standard of culturally relevant care based on respect, compassion and choice while assisting those in our care to maintain their emotional and spiritual identity and physical potential. We strive to provide a safe and tranquil environment in which individuality is upheld and extended families are involved.

Our Philosophy

Kaloma's Philosophy of care is "to promote the spiritual, physical, mental and social wellbeing of persons from diverse backgrounds by supporting their individual, cultural and community identity and, to enhance quality of life by maximising and preserving independence within the individual's capabilities".

This is to be achieved by supporting the individual and his/her extended family and by ensuring a safe and tranquil environment in which individuality can be maintained. We respect each person's cultural, religious, and political beliefs and right to freedom of speech. We offer our consumers the right of choice so as to enable control over their lives and to promote dignity and quality of life.



We believe that it is every person's right to age with dignity and to have genuine opportunities to make old age meaningful. Kaloma offers this through an approach based on empathy, respect, communication and caring.

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.

Kaloma's History

Kaloma Home for the Aged (Kaloma) was opened on 11th April 1987 following enormous support from Goondiwindi and surrounding districts and operates as a not-for-profit community-based service offering residential care, home care and private rental accommodation.

Our services include

- 80 residential places (including an 18- bed secure dementia unit);
- Home Care Packages (Levels 1-4)
- Eight rental units co-located on the Kaloma site.

The organisations is owned by the Goondiwindi community, governed by a Board of Directors, and managed by the Director of Nursing / Facility Manager.

Kaloma's Contact information

Physical Address	16 Gough St, Goondiwindi QLD 4390
Postal Address	16 Gough St, Goondiwindi QLD 4390
Phone Number	07 4671 1422
Fax Number	07 4671 3890
Facility Manager Email	don.fm@kaloma.org.au
Administration Email	admin3@kaloma.org.au
Website	www.kaloma.org.au

Kaloma's Commitment to Quality

Kaloma is committed to providing culturally appropriate aged care services, which consistently meet yours and your relatives' individual needs and expectations.

Kaloma acts in accordance with the Aged Care Act 2014 and is accountable to the Department of Health through the Aged Care Quality and Safety Commission. The organisation has consistently achieved 3-year Accreditation status and meets building and fire safety standards.

Management and the Board are fully committed to the successful implementation and maintenance of governance systems and to providing the necessary resources to provide safe and high-quality care and services.

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 09:00am and 05:00pm, Monday to Friday (except for public holidays) and staff will be happy to assist you or your family with any enquiries.



There are no restrictions on visiting hours at Kaloma, however the doors are locked and unlocked at 6pm and 6am respectively. Access can be gained during these hours by pressing the doorbell at the reception entry. Staff will open the doors and lock them behind you. To exit the building between 6pm and 6am press the green button to the left of the front entrance door.

You are welcome to return to Kaloma at any hour as you wish.

Visitors must sign in and out in the Visitors Book so that we know who is on the premises in the event of fire or another emergency.

Brigalow Wing has its own Visitors Book. It is imperative that you or any visitors do not assist the exit of other consumers from Brigalow Wing, and you must ensure the identity of the person with staff.

CCTV cameras are installed.

We make every effort to ensure that a visit from family and friends is enjoyable and 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 tea
- Knitting or other craft project
- Attend a 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 that are enjoyed.

Please note that an ACROD car parking sticker is available for visitors taking if they are taking you out.

Parking

Resident and Visitor Parking is available. There are some designated spaces for special needs and an ACROD sticker should be displayed.

Hand Sanitising 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, gastroenteritis and COVID-19. We also urge visitors not to visit if they have any of these illnesses or are in contact with others that have been ill.

Our Staff and Key Personnel

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



Director of Nursing / Facility Manager

The Director of Nursing/Facility Manager is responsible for the day-to-day management of the home and for ensuring that our high standards of care and service are maintained. The Director of Nursing /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.

Care Manager

The Care Manager works closely with the Director of Nursing/Facility Manager to oversee all clinical aspects of personal and clinical care, and allied health services.

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 home. 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 Care Manager.

Clinical Nurses and Registered Nurses

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 your first point of contact regarding personal and clinical care. Enrolled Nurses work under the direction of the Registered Nurses in all aspects of clinical care.

Personal Care Staff

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

Lifestyle Staff

The Lifestyle staff provide meaningful cultural, spiritual and leisure activities, and facilitate consumers ongoing connection to family and community.

Chef/ Cook

The Chef/Cook 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 staff responsible for the maintenance of the building and grounds.

Kaloma's Maintenance Manager and Maintenance Officer can assist you with repairs to personal items which may incur a personal cost. It is important to maintain room and property in good order and we ask that you bring any problems to the attention of staff so that a maintenance request log can be initiated. The maintenance officer will prioritise repairs.



Damage to your room, furniture or fittings should be reported to management promptly. Damage caused from motorised wheelchairs will be a personal cost. We recommend you maintain insurance for your personal items as Kaloma will not take responsibility for them.

Volunteers

We rely on our volunteers to assist with a myriad of activities within Kaloma such as assisting you and other consumers with meal times, reading to consumers, playing cards, visiting, conversation, assistance on outings and medical appointments.

If you have friends or family who would like to assist by volunteering, then please ask them to speak to the Lifestyle Coordinator. We are required by legislation to undertake a NDIS Worker Screening Clearance with is free of cost when applying as a volunteer.

Health Care Services

How Aged Care is Funded

Residential aged care is funded by both the Australian Government and contributions from you. The Australian Government pays subsidies and supplements to approved providers for each consumer receiving care under the Act.

Staffing Levels

Staffing decisions within Kaloma are influenced by a range of factors. This includes our model of care, your needs and the needs of other consumers, which can impact both the number of staff and mix of skilled and non-skilled employees.

Aged Care is not funded for nursing staff to provide one on one care, however Kaloma prides itself on providing generous staffing levels. We ensure all Kaloma staff are trained to prioritise their time and ensure optimal care to all, based on assessed need and urgency.

Staff Education and Training

At Kaloma we view staff education and training as fundamental to the quality of service you receive and place significant emphasis of ongoing staff development and training. Whilst we do employ unskilled workers all Kaloma staff are required to undertake a Certificate III in their chosen field and we provide additional training in areas such as Fire Safety and Emergency Procedures, Manual Handling, Infection Control and Food Safety.

In addition, Brigalow Staff (secure behaviour support area) have undertaken additional training in supporting consumers living with dementia care, including behavioural symptoms.

Specified Care and Services

The Residential Care Agreement informs consumers/representatives of what care and services are included in their fees. These entitlements vary dependent upon the level of care you are assessed to have after 28 days of assessments and are contained in the Residential Care Agreement, and are subject to changes in legislation

Family Conferences

You and your next of kin will be invited to attend a Family Conference soon after you move in and then annually or as required. Family conferences are a great opportunity to discuss any health concerns and to provide suggestions regarding your care and other matters you may wish to discuss. You and your family may contact Reception at any time to request a care conference and arrange an



appointment. The information gathered during the Family Conference will guide our staff to provide individualised care and support that is right for you.

Care Plans

An Individual Care Plan will be developed with you by the nursing and allied health staff following a full assessment of all your health care needs.

Your care is based on the information you/ your representative provide and always includes your preferences, likes and dislikes. The staff will consult with you about what care and service you need and prefer. Both the Care Plan and Lifestyle Care Plans are reviewed regularly in consultation with you and will reflect your current needs and preferences

Nurse Call

There is a nurse call system in each bedroom, toilet and shower. In addition, there are call system points in the main lounge/dining areas. Staff will answer call bells promptly. Kaloma have bed and room sensors which may be helpful if a person is at risk of falling.

General Practitioner

Retention of your current General Practitioner (GP) is encouraged if he /she can continue to care for you at Kaloma. If not, we can provide you with a choice of 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.

Doctors visit Kaloma monthly.

If you require medical attention outside of the monthly visit, the Care Supervisor will contact your GP to advise that you are unwell. On most occasions your GP will attempt to undertake a visit to Kaloma.

TeleHealth

Telehealth is the use of digital technology, such as computers and mobile devices, to access and manage healthcare services remotely. It is a safe, secure and convenient way to receive ongoing care, that doesn't require an in-person visit with your GP or health professional.

TeleHealth services are available should you wish to access medical specialists, including those outside of Goondiwindi.

External Appointments and Transport to External Appointments

External health care appointments can be made for you as required by the Registered Nurse in consultation with your family. If it is necessary for your relatives to make these appointments, please ensure our staff are notified so that your appointments can be diarised.

Transport costs to external appointments are your responsibility or that of your family.

Kaloma can provide staff assistance or escort you to attend appointments outside of Kaloma, We require advance notice of this service to ensure that others are not left without someone to care for them.

Care Goondiwindi's Medico Run is available to assist you to appointments if you are ambulant and able to take yourself to the appointment, Please ask a staff member to book the Medico Run for you.

Ambulance transport is available only to non-ambulant persons in an emergency or planned hospital transfer.



Staff are not permitted to assist you into a vehicle if you have significant mobility and transfer difficulties. An authorised person will make the assessment as to whether such a transfer is safe or not.

Your file and medication chart must accompany you to all health-related appointments and the doctor/health specialist is required to note in the chart any changes or decisions made regarding your care. This greatly assists staff to ensure continuity of care to you.

Ambulance Services

You are covered under Kaloma's electricity account for membership of the Ambulance. The ambulance service has strict criteria for non-urgent ambulance transportation. If you are ambulant and not confused, then the Ambulance Service may decline to provide ambulance transport.

Kaloma's staff will arrange ambulance transport as required. In the event of a medical emergency the staff dial 000 and the ambulance service are usually at Kaloma within minutes. The ambulance service will transport you directly to the hospital and not to the Medical Centre in the case of an emergency.

Enduring Power of Attorney & Advanced Health Directive

By appointing an Enduring Power of Attorney/s enables you to nominate a person/persons to make decisions about your personal, financial and health care matters. If you were to lose decision making capacity for any reason, then you will have nominated person/s whom you trust to make decisions on your behalf. An Enduring Power of Attorney 'endures' or continues until your death. You may revoke an Enduring Power of Attorney at any time. Kaloma requires a certified copy of your current Enduring Power of Attorney at admission. Kaloma requests that if you change your Enduring Power of Attorney arrangements following admission to Kaloma that you provide Kaloma with an updated copy of the Enduring Power of Attorney. If you need assistance to manage your financial affairs, the DON / Facility Manager /delegate is able to assist you to access the Office of the Public Trustee

We urge you to complete an Advanced Health Directive. By completing this document, you are informing your doctor, your family and Kaloma as to what your wishes are as you approach the end of your life. It is essential that we respect your wishes. The form is completed with you and your doctor who will explain each aspect of the questions on the form. The form can be obtained online or Kaloma can provide you with a copy.

Allied Health Services

You have access to allied health services such as physiotherapy, occupational therapy, dietician, speech therapy, foot care, podiatry, dental care, optometry, and hearing specialists. Kaloma make every effort to provide on-site access for consumers to allied health-related services. Additionally, Kaloma have two Clinical Nurses to assist with referral to these services.

Dental Services

If you need dental care, it is recommended that a member of your family plans with your regular Dentist. For further information regarding dental care options please ask staff at Reception.

Please ensure that you take your medication chart with you for the dentist to make changes to. This ensures Kaloma is informed of any changes to your treatments or medications. This greatly assists staff to ensure continuity of care to you.



Dentures

If you wear dentures, it is most important that they fit well and are in good condition. Ill-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, Kaloma cannot be responsible for any loss or damage.

Audiology / Hearing Aids

If you have hearing problems, 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, Kaloma cannot be responsible for any loss or damage.

Optometry / Glasses

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.

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

Physiotherapist

A contracted Physiotherapist visits weekly.

Soon after you move in, the Physiotherapist will assess your level of mobility and dexterity needs, assist in designing an exercise program for you and direct care staff on your individual needs.

This program will be reviewed regularly or when a change in your mobility level.

Should you require comprehensive physiotherapy treatment or rehabilitation, then this will be an additional cost to you.

Podiatry and Foot Care

Podiatry services are available to you,

Only Registered Nurses are permitted to cut toenails. Staff, nor families are permitted to assist with the cutting of toenails due to the risk of injury and subsequent infection. Other staff are permitted to assist with the trimming of fingernails only.

Specialist Services

Referrals may be made for specialist services and advice such as the Residential Care Line, Dementia Services Australia, and Mental Health Services, Speech Pathology, Parkinson's support, Australian Hearing support and Palliative Care services if required.

Pharmacy

Because serious medical complications can occur from drug interaction, it is vital that all your medications are reviewed and authorised by your General Practitioner, including over the counter and



natural/ alternative medicines. Please discuss any issues relating to your medications with your General Practitioner or Registered Nurse.

Clinical Pharmacologists undertake a thorough review of your medications annually and will make recommendations to your doctor regarding your medications. This is a quality initiative of the Commonwealth Government and involves all Australian aged care facilities.

You have the choice of which pharmacist you wish to use. Both local pharmacies service Kaloma. Your pharmacist will hold your scripts and will liaise directly with your doctor when scripts are needed.

If you are coming to Kaloma on planned/ booked respite, please advise your Pharmacist a week in advance if possible of the need for a Persopak.

If you require assistance with medication management, you are assisted via the use of a multi-dose blister pack called a Persopak. Staff assisting with medication management have been assessed as competent to do so.

If you wish to self-medicate, you will be assessed as competent to do so first. Your doctor will also be required to confirm in writing that you are safe to self-administer your own medications. Your medication must be stored safely to reduce the risk of access by another confused consumer. Authorised staff will undertake regular monitoring for ongoing medication safety.

The cost of the Persopak is paid by Kaloma. However, all medications from the pharmacy are a personal cost to the resident.

Complementary Therapies

You are most welcome to use complementary therapies. Staff will assist you with information regarding the therapy of interest to you so that you can make informed choices. You will be consulted, provided with information regarding the benefits and you must provide consent prior to commencing complimentary therapies. Effectiveness is evaluated on a regular basis.

We request that you inform your doctor and the Clinical Nurse so that treatments can be included in your Care Plan. Your doctor needs to be aware of all therapies you are using so that it can be considered when prescribing other medications and treatments. Some over the counter preparations have the potential to interact with the medication doctor prescribes and so it is important to advise doctor if you are taking any.

Kaloma use aromatherapy oils and massage in its therapy program e.g., sleep disturbances, pain management, anxiety and challenging behaviours. The Aromatherapy Oils used are individual to each persons needs and are recorded on your Care Plan. Please note that Aromatherapy Oils are at your personal cost and are only to be used by the person who purchased it. A special type of oil burner is required to comply with workplace health & safety legislation. Kaloma purchases & pays for the oil burners, which then remain the property of Kaloma.

Dementia Care

Consumers who live at Kaloma, with dementia are identified as individuals with purpose and value and for whom life can have meaning. The environment we provide is happy, respectful, free from judgement, with plenty of laughter and one which provides true interest. We have staff with extensive training in the care of persons with dementia. Staff education about dementia is ongoing.

Kaloma has an 18-bed secure dementia wing called Brigalow Wing. Both high and low care consumers reside in this wing. Brigalow has an enclosed internal and external courtyard where consumers can mobilise in safety and unrestricted. Not all consumers with diagnoses of dementia reside in Brigalow Wing and can be safely cared in other wings of Kaloma until a vacancy becomes



available in Brigalow Wing. It is usual that a consumer with dementia will at some point require the specialised supported care Brigalow Wing staff can provide.

Hospitality Services

Diet & Nutrition

Maintaining a nutritious and balanced diet is one of the most important things you can do for your health. That's why Kaloma places a strong emphasis on ensuring that you maintain optimum nutrition levels appropriate to your general health status. A qualified Dietician reviews the 4-week rotating Summer and Winter Menu. Care and Nursing staff will regularly review your weight and nutritional status and will consult with you and our kitchen regarding your menu choices.

Excellence in Dining

Our Food Philosophy is delivered following the principles of providing food full of flavour, using fresh ingredients which creates taste sensations you want to share with family and friends.

Our commitment to you is:

- 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 foods that are in season
- Meals approved by the Dietitian to ensure they 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
- 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

Menu & Meals

Upon your arrival, information is gathered from you regarding your food preferences, special diet, food allergies, likes and dislikes and this is conveyed to the kitchen. This information is reviewed regularly with changes discussed with you and kitchen staff.

Our kitchen staff takes pride in providing tasteful and well-presented meals. Food is cooked daily on the premises and preferences are met as far as is practicable and alternative meals offered. Please refer to the Menu Board in each dining area and advise the kitchen by 10am each day if an alternative meal is required.

We welcome your suggestions and comments regarding the Menu and satisfaction. The Menu and food satisfaction is an agenda item at the monthly Residents Meetings. Concerns raised are conveyed to the Kitchen Coordinator to action.

Mealtimes

- Breakfast is available from 7am
- Lunch is available from 12pm
- Dinner is available from 5pm



- Morning & Afternoon Teas are available in-between meal services
- Supper is available from 7pm

It is your choice whether you dine with other consumers or elect to dine in your bedroom at any meal. You only need to advise staff of your preference.

If you will be out during mealtimes and require your meal to be kept for you, please advise staff prior to going out.

A drinks machine is located outside the Coolabah Lounge if you wish to purchase a cold soft drink or snack.

You are permitted to have an electric jug in their room if it has automatic 'off' switch, to comply with safety. This minimises the risk of fire and harm. Toasters are not permitted in bedrooms for safety reasons, and they set off the fire alarms.

In Warrigal and Broilga Wing there is a designated tea/coffee area for you and visitors to share. Brigalow visitors are welcome to use the kitchen.

We ask that phone calls are not made to Kaloma during mealtimes, as these times our staff are assisting with meals or medications.

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 for you.

Family Meals

Family and friends welcome to dine with you. The use of a dining area is available if you would like your relatives or friends to dine with you. A small fee will be charged for each guest meal and must be ordered prior to 10am on the day the meal is required but can also be ordered in advance. Please pay at reception.

Bringing food into the Home

Kaloma is required to follow stringent food safety guidelines and any food brought on to the premises by visitors must be recorded in the Food Register located near Reception and checked by the Cook on duty. This is to limit the risk of food poisoning which may lead to death.

You may keep extra food in your room. It must be stored in airtight containers or refrigerator provided to reduce risk of vermin. It is your responsibility or your families to keep these fridges clean and defrosted. A refrigerator is available in each main dining room also which you can use for perishables, which are clearly labelled with your name. Staff check these fridges and dispose of out of date / concerning items.

Domestic Services

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

The cost of laundry is included in the fees. All personal items of clothing are laundered on the premises; this does not include dry cleaning or items such as personal linen and doonas, which is a personal cost to you.

As we operate a commercial laundry, it is recommended that you select suitable 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. Families are asked to assist you in keeping your clothing in good order by checking it on a regular basis for any mending which may be needed e.g., sewing on of buttons, hems repaired.

It is essential that all clothing and personal items are marked with your name to prevent loss.. Laundry or permanent marking pen labels wash off over time and iron on labels melt in our machines. Therefore, we request you use woven labels. Once you have your woven labels, Kaloma can attach for you for of \$1 per label.

Please be aware that there can be a turnaround time for laundry so please ensure that you have sufficient clothing.

Dressing and Clothing

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

All new clothing needs to be labelled before use. Please place in a plastic bag, clearly marked with the first and last name, then pass on to Reception who will take them to the laundry to be labelled before being worn.

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 Kaloma 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 nursing staff.

Your Lifestyle and Wellbeing

At Kaloma, 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.

Emotional Support

As a new resident you will be orientated to your new home, introduced to fellow consumers and the staff who will be caring for you. Our goal is to ensure that you receive emotional support on an ongoing basis to ensure that settling into your new home is as relaxed as possible for you.



Social Leave

You may take unlimited day leave with family or friends as often as you are able. An 'Outings Book' is located at Reception for families to sign with details of the outing and expected time of return.

Under the Department of Health and Ageing Guidelines you are entitled to unlimited hospital leave plus fifty-two (52) days overnight social leave per financial year. This entitles you to leave Kaloma overnight, during which time your daily care fee will continue to be payable.

Should your family or friends need you to be ready at a particular time, please advise the nursing staff in advance as you may need to take medications while you are away.

Respite consumers who are absent overnight do not attract government subsidy when this occurs. If overnight leave is taken this may result in the loss of the respite booking. Day leave is unlimited.

Fees are payable in full during all absences.

Petty Cash

We discourage you from having large amounts of money either in person or in your room. Instead, we urge you to take advantage of the "Residents Petty Cash Trust Account" facility available at Reception.

You can access this petty cash fund Monday to Friday from Reception, during office hours. A monthly transaction summary is provided to you, which details all transactions on your funds. We suggest \$100 be retained in this account. This is usually used for hairdressing and the occasional outing where you may be required to contribute to the cost. Funds can be deposited via the internet or by direct debit. This account is separate to where your fees are paid into. Please ensure your name is listed so that we credit the correct account.

- Account Name: Kaloma Residents Petty Cash account
- BSB: 034 184
- Account Number: 137 778

Shopping for Personal Items

We encourage you to inform your relatives when routine items are required. If family is unable to assist you, please seek assistance of the Lifestyle Officer. If you are purchasing additional services, shopping trips are arranged with the Lifestyle Officer at your personal cost.

Multicultural

Kaloma is proud to embrace the wide multiculturalism of our consumers, staff, and local community. We encourage people to share their culture and beliefs to promote friendships and understanding of different lifestyles.

Lifestyle Program

The aim of the Lifestyle Program is to provide interesting and varied activities which are meaningful and focus on community engagement and participation. The program aims to assist you to maintain and regain individual interests, hobbies, abilities, and skills. If you have hobbies or activities, that you would like to continue, please advise our Lifestyle Officers.

The Lifestyle Officers run this program to ensure appropriate, interesting, varied, and fun activities are available. When you come to Kaloma we will ask you to complete a document that asks about your life so that staff can get to know you. This information enables us to identify interests which we may be able to introduce into the activities program. When caring for elders with dementia this



information is particularly important e.g. work or family history may impact on what they wish to do at a certain time of day.

Each month we publish the separate Brolga/ Warrigal and Brigalow Wing activities plan for the next month in the Kaloma Newsletter and post a copy in each bedroom. You are encouraged to attend any activities that interest you and our staff will be happy to escort you to the relevant area if required.

We also encourage and support your family and friends to become involved in the activities program.

We are always seeking the support of volunteers to assist with the lifestyle program and assist/accompany you to appointments. If you know of anyone who may be interested in volunteering at Kaloma please ask them to phone the Lifestyle Officer on 4671 1422 between 9am and 4pm.

Excursions & Bus Trips

In addition to our normal program of social activities, we provide weekly bus excursions, (weather permitting). Outings include visits to local places of interest, such as cafés or restaurants, special events, picnics at places of interest.

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

Additionally, the bus runs a fortnightly trip downtown for shopping.

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.

Newsletter

'Kaloma Chronicle' is produced quarterly to provide topical information to you and your relatives. As well as providing important reports on the progress of any projects, it includes details of any changes to the facility, upcoming events, the monthly activities planner, church times, and general notices. The newsletter is distributed throughout the facility and is also available at Reception. You can also have the newsletter emailed, please ask reception to add you to the distribution list. Or, you can view the newsletter on the Kaloma website.

Church, Religious Services and Spiritual Support

At Kaloma, you are free to practice your religion of choice.

Anglican and Catholic services are conducted fortnightly. For the benefit and comfort of all, services are held in the Coolabah Lounge or Brigalow Wing, which are familiar environments. Your family and friends are most welcome to attend. Church times are advertised in the Kaloma Chronicle each month and staff will assist you to attend these services as you wish.

Kaloma has regular weekly visits from Pastoral Care Workers. Staff can assist you to contact your spiritual adviser.

At Kaloma we view it as necessary to have the difficult conversation about death and dying early so that you and your family can plan what you want when the time comes. This takes much of the stress away from family at a very difficult time when death is near. We regularly hold conferences between you, your family and doctor, so these issues can be discussed, and end of life questions be answered.



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.

Kaloma has two hair salons, and our visiting hairdresser takes appointments every Wednesday, Thursday and Friday. Personal appointments can be made, and she will return during the week for special occasions. Appointments can also be made through Reception.

Hairdressing is a personal cost. A price list for the visiting hairdresser is available through Reception or from the hairdresser.

If you wish your preferred hairdresser to come to Kaloma and use the onsite salon facilities, this is permitted. This requires arrangement with administration as your hairdresser must have a National Criminal History Clearance to be able to attend to you.

Library

Our libraries contain a selection of DVD's, large print books and special interest books.

The town library delivers every second Monday.

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).

BBQ Area

We have the BBQ area which is 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.

Telephones

All rooms have a telephone connection, but you will need to supply your own handset. Telephone charges are a personal cost to the resident. Connections can only occur by you or your Enduring Power of Attorney and you can maintain your own telephone number from home. Telstra requires the room number and the last telephone number to be connected in that room.

You are welcome to have a mobile phone. Staff take all care but cannot be responsible for any loss or breakage.

Kaloma has two internet café sites. One is in Warrigal Wing and the other in Coolabah Lounge. Tutoring is available, with lesson to be booked via reception. Internet browsing, e-mailing, skypeing, and tweeting are some of the services we can assist you to use.

Mail and Email

The postal address of Kaloma is:

Kaloma Home for the Aged
16 Gough Street, Goondiwindi QLD 4390

Mail addressed to you will be delivered to your room unless you advise otherwise. If you wish to post a letter, you can do so by ensuring that it is received at Reception by 5:00 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 nursing staff to help you.



Kaloma has two internet café's which enables you to receive e-mailed correspondence from your friends and family. Please ask administration or Lifestyle Staff to assist you to set up your own e-mail account.

Meetings

Regular meetings are held to discuss general issues or any concerns that you may have. Your relatives 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. Relatives wanting to discuss any individual or personal matters should arrange a meeting with the Facility Manager.

Smoking

At Kaloma we believe that smoking poses a significant health risk to the smoker. Smoking is not permitted inside the building, the grounds or car park. Following consultation with you and your family, 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 you have been assessed as being a risk to yourself.

If you choose to smoke, you must only do so in the designated areas., in front of Reception on golf course side. Brigalow consumers are to smoke in the southern outdoor area and must at all times be accompanied by staff or a visitor to ensure safety. You must advise staff if you are going outside after 7pm as the doors are locked for safety at this time.

Alcohol and Drugs

If you wish to consume alcohol, we believe that it is your right to do so as long as this does not impact on the comfort of others and the safety of staff. Alcohol abuse will be referred to your treating doctor for advice.

Alcohol may be detrimental to some resident's health and it is advisable to discuss this with your doctor. Excessive alcohol consumption which places you or staff at risk may result in the restriction of quantities consumed. This will only occur in consultation with you, your representative and doctor.

Illicit/ illegal drug use is never tolerated.

Your Living Environment

Lounges

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

Your room

All bedrooms are single rooms with ensuites. A bed, bedside locker and sitting chair are provided. Each room has individually controlled air-conditioning.

We encourage individualising your room however taking priority is your safety in moving about your room. We ask that you do not clutter your room so that you can move freely and safely within your personal space. Lightweight wall hangings, pictures and other ornamentation may be erected on walls. Our Maintenance Officer will erect these wall fittings. If you need maintenance attend to, please advise staff caring for you and they will log a maintenance request. Nails in walls are not permitted.



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

Valuable items such as jewellery must be registered on your file on admission – large sums of money are actively discouraged. Staff are not permitted to specify the type of stone in jewellery but are required to write clear stone; blue stone; yellow metal when noting jewellery on your personal possession form. Kaloma accepts no responsibility for loss of money nor liability for loss or damage to personal items unless proved that this loss or damage was intended by an employee.

Personal Insurance

You are encouraged to maintain your own personal insurance as Kaloma insurance does not cover personal belongings or money. It is also advisable not to keep large sums of money as Kaloma cannot be held responsible for any loss.

Please advise reception staff when additional items are brought onto the premises so that these can be documented on your file.

Electrical Equipment

You are welcome to bring some electrical items into the home, e.g. a radio or electric shaver etc.

Safety legislation requires that all electrical appliances are checked and tagged by a qualified electrician or by Kaloma's qualified staff prior to using them. This includes new items. To comply with legislation, our Maintenance Officer undertakes an annual inspection for safety check of all electrical items on the premises. Checking will occur irrespective of when the item was last checked by an electrician so that all equipment is checked at the same time each year. A small charge may apply for each personal item owned by the resident. These steps are to promote a safe environment for all consumers, staff and visitors. If you are unsure, please ask to speak to the Safety Officer.

Mobility Aids

If required, Kaloma 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 allied health staff can assess you for specialist needs.

Electric Wheelchairs

Electric wheelchairs can be a safety risk to consumers, staff and visitors. For this reason, you are asked not to bring one with you before discussing it with the Facility Manager. An electric wheelchair may be allowed following assessment by the Physiotherapist and the Occupational Therapist and with the approval of the Director of Nursing/Facility Manager, who will discuss our safety requirements with you and determine when and where you may use your electric wheelchair.

Toiletries

Provide details of how toiletries are provided. For safety reasons we do not allow the use of talcum powder.



Contenance Aids

All continence aids are provided by Kaloma. 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.

Noise

Staff actively work to keep noise levels to a minimum for the comfort of consumers, visitors and staff. You are asked to minimise noise levels and are required to wear ear plugs/ hearing device when using the television and radio/ stereo after 7pm. This is for the comfort of other consumers. Whilst a stimulating environment is essential, undue noise is discouraged due to the negative impact on others ability to cope.

Your Safety

Kaloma actively works to comply with current Work Health and Safety legislation and keeps up to date on any changes to legislation as it relates to aged care, staff, buildings and equipment. You are asked to act in a manner which is safe and responsible

Our safety program works to ensure that optimum safety conditions exist for consumers, staff and visitors. If you note anything which may contribute to an unsafe environment, please advise the staff immediately. Staff will bring this to the attention of the Safety Officer and management.

Sign-in and Sign-out books

We must account for all persons.

If you are going on outings outside of Kaloma, please sign in and out in the Resident Leave Book for each wing.

Visitors to Kaloma are also required to sign in and out of the Visitors Book when visiting. This is for your protection as well as the staff who may waste valuable time looking for a resident or visitor who is not in the building.

Fire Safety

Staff are obligated to comply with the Work Health & Safety Act. Kaloma staff participate in fire drills which are conducted annually and undergo orientation and regular training in fire and emergency safety procedures. You are asked to follow staff's directions when a fire evacuation drill is undertaken. Each bedroom and lounge areas has the fire evacuation plan posted. Please take a moment to read it. Kaloma's fires safety systems are regularly maintained.

Visitors are requested to follow the instruction of the staff in the event of a drill or an actual fire. Do not leave the building unless going to the Assembly point, as you must be accounted for. Lives may be placed at risk if staff or the fire service must re-enter the building to look for you.

The Assembly points in the event of evacuation are;

- The gazebo on the golf course side of the building outside reception
- The gazebo Brolga Courtyard northern side (golf course side)



- The southern side of the dementia wing 'Brigalow Wing' near the bus shed.

Please note that when the fire alarm sounds the security doors in Brigalow Wing automatically unlock. Staff and visitors are required to stay with consumers until the emergency is over or assist consumers to the evacuation site.

Locked Doors

For resident and staff safety we lock the doors to Kaloma at 6pm. If you are returning after 6pm and before 6am then please ring the front doorbell and staff will provide access to the building. We engage the services of a security patrol company which regularly undertakes safety checks of the facility and units from 9pm to 6am.

The external doors in the bedrooms are locked at 6pm for the same reason and the same requests apply. The key to the external door is located on a hook near this door in each room.

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,

Kaloma does not take responsibility for the cleaning your footwear.

Safety and Risk Taking

Safety is a prime consideration in our care program however you have the right to participate in activities which may involve a degree of risk. Staff may discuss the potential consequences of the activity with you and your family, but your decision to participate in the activity will be respected.

Accidents and Incidents

Unfortunately, accidents and incidents do occur. In the unlikely event that you are involved in an accident or incident, the Registered Nurse will assess you and make a professional judgement as to whether a Doctor should attend.

If you have a fall, you will be placed on observation. Your next of kin will always be notified if you are involved in any accident or incident.

Restraint Policy and Procedure

Kaloma is committed to minimising the use of restrictive practices. The decision to use a restrictive practice must be based on a comprehensive assessment, in consultation with you, your family, and your Doctor and

be a last resort and the least restrictive option available, after careful assessment and whenever possible only after consultation with your Doctor and family. Restraint will only be used for safety reasons.

Transfer to Motor Vehicles

Kaloma is supportive of family and friends using their own vehicles for social outings. However, staff are unable to assist with consumer transfers or to lift wheelchairs into private vehicles.



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 Kaloma 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

Room Changes

You may request to move to another room at any time and we may agree if a suitable room is available. 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 consumers. 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.

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 reception staff.

Postal Voting or Mobile Polling Booth

You will be advised of voting arrangements as election time draws near. Kaloma ensures that you have access to voting by either postal vote or ballot box. The Electoral Commission conducts Mobile Polling Booths during State and Federal elections. You can have a person of your choice to assist you with voting or staff can assist if you prefer.

Continuous Improvement

Kaloma operates a Continuous Improvement Process that is responsive to input from management, staff, you, your relatives, 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. Our systems are continuously developing and improving to continue to deliver a high standard of care.

Suggestions and Comments

We genuinely value your opinion about our service and care and actively seek your comments so that we can improve our services.



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 concerns to the Clinical or Registered Nurse on duty, as soon as possible. If you feel this has not resolved the issue or concern to your satisfaction, then please feel free to speak to the DON/Facility Manager at any time.

Feedback Forms are in the foyer, along with a locked Feedback Box. We assure you every effort will be made to resolve any issue to your satisfaction. Alternatively, you can provide your completed form to reception for review by the DON or Kaloma Board (as per your request).

There is an electronic lodgement option via a QR code located at reception to collect feedback, complaints and suggestions.

There is also opportunity to raise concern at the monthly Residents Meeting which is chaired by the Facility. The DON / Facility Manager then distributes feedback to the area Managers so that issues of concern can be addressed promptly. Feedback on issues is given at the next meeting or sooner if necessary.

External Complaints

At any stage, if you are dissatisfied with the progress or outcome of a complaint, you are able to raise any concerns by escalating your complaint directly to the Kaloma Board:

'Confidential'
President, Kaloma's Board of Management
16 Gough Street
Goondiwindi QLD 4390

Furthermore, there are three 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

Address: GPO Box 9819, Brisbane QLD 4001

Telephone: 1800 951 822 (free call)

Email: info@agedcarequality.gov.au

Website: www.agedcarequality.gov.au

Aged and Disability Advocacy (ADA)

Address: 121 Copperfield Street, Geebung QLD 4034

Telephone: 1800 818 338

NDIS Quality and Safeguards Commission (for NDIS recipients)

Telephone: 1800 035 544

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 Protection

Your Privacy and Confidentiality

Kaloma and staff act in accordance with Australian Privacy Principles and fulfil its ethical and legal responsibilities to maintain the confidentiality of personal and medical information. We disclose to whom or which agencies such information may be disclosed and seek the persons consent to do so. Information only for the purpose for which it was collected and is stored securely. Kaloma will seek your consent to share your information with your doctor, allied health professionals, Medicare, Department of Social Security.

Only senior care staff – Care Supervisors, Clinical Nurse, Clinical Nurse Assistant or DON / Facility Manager are permitted to provide information about your well-being and will be in accordance with the Australian Privacy Principles. Personal carers and non-care staff are not permitted to divulge any information about residents at any time.

Charter of Aged Care Rights

The Charter of Aged Care Rights is easy to read. It focuses on 14 consumer rights. It makes it easier for consumers, their families, carers and representatives to understand what they can expect from an aged care service.

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

You 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 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.

Security of Tenure

Accommodation at Kaloma is offered on a permanent basis unless the agreement is for respite only. The Residential Care Services Agreement discusses security of accommodation and details the rights and responsibilities of both the resident and the aged care facility. Kaloma acts in accordance with the Aged Care Act 1997.

If you are assessed as requiring a more secure environment, you will be relocated to our secure wing called Brigalow Wing at Kaloma. Consumers living in our secure dementia unit Brigalow Wing may be required to move from this wing when they are no longer are at risk of wandering away from the



facility and may be transferred to another wing of Kaloma after consultation you and your representatives.

We regard Kaloma as your home and it is our goal to keep you in your home for as long as it safe to do. However, if there comes a time when it is no longer possible or safe to do so, we will provide adequate consultation, explanation and information to you and your representatives which will include your GP. At all times we will act in compliance with the Security of Tenure legislation.

Fees, Billing and Accounts

Fees are charged fortnightly in advance. Kaloma's prefers direct debit, which is a free service to you. A form is available from reception. Only the amount owing will be deducted from your nominated account including when fees increase. Alternatively, fees can be paid at Kaloma reception, by private direct debit or via the internet. Kaloma's banking details differ for residential and home care. Fees are payable during all absences to keep your place at Kaloma.

The basic daily care fee will be discussed with you prior to admission. You have 28 days to advise us of your intentions regarding payment of the refundable accommodation deposit if you are deemed eligible by the government to pay one. The Commonwealth Department of Human Services via Centrelink will advise you and Kaloma if you are required to pay a daily means tested care fee in addition to the basic daily care fee.

If you wish to access support for assistance to manage your finances, we are able to assist you to access the Office of the Public Trustee for management of your financial affairs.

If you prefer to deposit directly, our account details for residential care are as follows,

Account Name: Kaloma Home for the Aged Ltd
BSB: 034 184
Account Number: 530 561

If you wish to pay by cheque, payment may be forwarded to our postal address:

Kaloma Home for the Aged
Locked Bag 3006, Goondiwindi QLD 4390

Our office telephone number is 07 46711 422. Payments will be accepted by administration staff only between the hours of 9am to 5pm weekdays.

The Department of Human Services determines the fees applicable and advises both the resident/representative and Kaloma in writing. This Department will undertake an independent assessment of whether you are eligible to pay a means tested care fee which is a tax Kaloma is required to collect from you to forward to the Australian government.

Assets tested Refundable Accommodation Deposit may be applicable if your assets are above the minimum assets amount determined by the Australian government. Consumers are required to complete the form Request for Assets Assessment and forward this to Centrelink (at the address on the back of the form). If your pension is with Dept Veteran's Affairs then you will send the completed document to DVA.

Kaloma urges you to seek independent financial advice regarding your financial position.