

# Wintringham

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## Your new home at Tom Fitzgerald

RES Wb 5h



**Address:** 55 Wyndham Street, Shepparton, VIC, 3630  
Yorta Yorta Country  
**Telephone:** 03 5519 5680

May 2023

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# Welcome to Tom Fitzgerald

I would like to take this opportunity to warmly welcome you to Tom Fitzgerald.

Tom Fitzgerald is home to 20 older people who require assistance with daily living and personal care.

This booklet has been designed to assist you with moving into your new home. It contains information about:

- Accommodation at Tom Fitzgerald
- Care and support services provided
- Leisure and recreation options
- Local services
- Financial and legal considerations

If you have any further queries, please do not hesitate to ask me or another staff member. We will be very happy to assist you.

We hope that you enjoy living at Wintringham Tom Fitzgerald.

Yours sincerely,

Wayne Sullivan  
Residential Site Manager

## Who is Tom Fitzgerald?

Tom was a resident with Wintringham since 1999 until his recent passing on March 2023. He was a much-loved character, known for his hearty laugh and his love of telling a good joke, most of them slightly on the risqué side!

Tom grew up in Shepparton and was an elite sportsman. Due to a series of unfortunate circumstances, Tom found himself in Melbourne. He joined us at Atkins Terrace where he appreciated the beautiful gardens. He then moved to McLean lodge where he continued to reside amongst the 'fine-looking gardens, watching the blossoms bloom and birds sing'.

Tom's face was full of joy when he heard the news that Wintringham named a home after him.



## Our Values

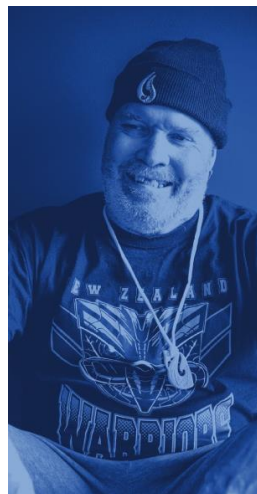
### OPTIONS

We will encourage and support the independence of older people; promote service user participation in decision making; and work in close co-operation with other agencies



### DIGNITY

We are committed to excellence through continuous quality improvements; and endorse the empowerment of all service users and staff



### RIGHTS

The health and safety of all service users, staff, volunteers and visitors is actively promoted; and service users and staff are entitled to have their grievances investigated and resolved.

## Inclusion Statement

Wintringham is committed to providing safe and inclusive environments and services. We celebrate differences in ability, age, culture, gender, gender identity, race, religion, sexuality, spirituality and beliefs.

Everyone has a right to feel welcome, respected and valued in a workplace free of discrimination and harassment.

The safety of all older people is paramount; we have zero tolerance for family violence specifically elder abuse.

We proudly acknowledge Australia's First Peoples as the Traditional Owners and Custodians of Country. We pay respect to Aboriginal Elders past, present and emerging.

Diversity and Inclusion makes our community and Wintringham stronger, and contributes to helping us end homelessness for older people.



## Getting Settled

Communal life can take time to get used to, and you will probably miss the home you have left. Sadness and feelings of loss are normal, and it may take some time to feel yourself again.

When you first come to Wintringham, we will support you to settle in, and talk with you about what is important to you.

We will work with you to get an understanding of your priorities and what you enjoy doing. All of our care and support services are flexible. They are tailored to suit your needs and preferences. You will be consulted about the care and support you receive, and services will be provided by our multi-skilled staff, together with external health care services. You are in control.

You will be able to maintain control of your daily life. Changes to your care will always be discussed with you first. We encourage all residents to be as independent as possible.

You can be assured that your personal activities will be regarded as private. Staff are instructed not to go into your room without knocking.

**Please feel free to talk to our staff and other residents and let us know if there is anything we can do for you.**

# The Residence

We will focus on how best to deliver care and services to you in your home.  
Your lifestyle choices will be respected.

<p style="text-align: center;"><b>Room</b></p> <p>You have your own private room with a shower and toilet. Your room is furnished with:</p> <ul style="list-style-type: none"> <li>• Bed and wardrobe</li> <li>• Bedding, mattress, pillows, sheets of</li> <li>• Power points / sockets</li> <li>• Individual and heating</li> <li>• Access to Wi-Fi</li> <li>• Over bed tables</li> <li>• Lockable drawer</li> </ul>	<p style="text-align: center;"><b>Services</b></p> <p>A range of services are available including:</p> <ul style="list-style-type: none"> <li>• All meals and refreshments</li> <li>• Cleaning and maintenance</li> <li>• Laundry services and linen</li> <li>• Assistance with personal hygiene and daily living activities</li> <li>• Toiletries and pharmacy items</li> <li>• On call staff 24 hours a day</li> <li>• Access to health services including podiatry, physiotherapy and nursing</li> <li>• Leisure and social opportunities</li> </ul> <p>Assistance with financial and legal matters</p>
<p style="text-align: center;"><b>Recreation Officer</b></p> <p>Recreation Officers are there to help you participate within activities you enjoy.</p> <p>They will help create a program for you that helps maintain your independence as well as encourage you to participate within your community.</p>	<p style="text-align: center;"><b>Personal Care Worker</b></p> <p>Personal Care Workers will help you with daily personal activities (such as grooming, dressing and showering).</p> <p>They will also be there to provide you with your medication, and assist with your personalised care plan.</p>

## Access and Security

You have your own key to your room so you are free to come and go as you please however, please notify our nursing staff of your expected return time.



For the security of your personal belongings, we encourage you to lock your door at all times. A duplicate key is kept by the Site Manager in case yours should get lost. Please notify the Site Manager immediately should you lose your keys.

Staff will only enter your room with your permission.

A lockable drawer is provided in your room so that you can keep your valuables secure. We recommend you keep a list of any valuables and belongings that you bring to your new home. To minimise any loss or confusion, your belongings may be labelled by staff. If you wish to store anything in the home's safe, please speak to the Site Manager.



## Call Buttons

There are call buttons located in your room, the bathroom and communal living areas that will help you to call the staff in an emergency.

## Cleaning

Your room is cleaned and tidied each day by staff and thoroughly cleaned weekly. If you would like to, you can be responsible for some tasks. This might include making your bed or dusting.



## Maintenance

You may be asked to vacate your room for a short time when thorough cleaning or maintenance works take place. If anything needs to be fixed or replaced please let us know.



We ask that you turn your lights and electrical appliances off when you leave your room to keep energy use down.

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## Smoking

We try to ensure that we don't place too many restrictions around your lifestyle. We respect the rights of residents to smoke cigarettes.

Please dispose of your cigarette butts in the ashtrays provided.

**Please refrain from smoking indoors or around the dining area.**

If you have difficulties with managing your cigarettes, we can offer support to assist you with your chosen lifestyle choices.



## Telephones

There is a telephone for general use in the reception area.



You may wish to have your own private telephone in your room, though costs incurred from its installation and use will be at your own expense.

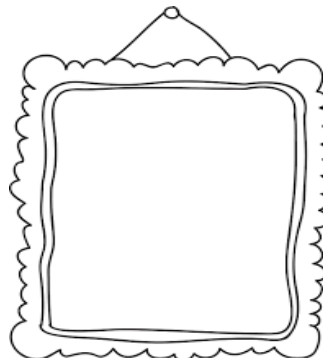
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## Personalising Your Room

We encourage you to bring some belongings with you to make your room feel like home.

These could be things such as photos, mementos, or a radio. We don't have the space to store larger items (like furniture), so alternate storage arrangements will need to be made if you have any larger items you would like to keep.

**Electric kettles and blankets are not permitted.**





## Clinical Care Team

We have an excellent team of nurses and clinical care staff at Wintringham. Their role is to provide advice, coordination, planning, review and assessment, to ensure any clinical issues you may have are managed well and in a timely manner.

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## Care Planning

Our staff will work in partnership with you to capture information that identifies your care and lifestyle preferences.

This will be recorded so staff can refer to the information to help meet your identified care needs.

Care planning is ongoing, so that we can provide you with consistent and quality care. We will consult with you about opportunities for improvements in meeting your care needs and encourage you to discuss this with our staff.

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## Personal and Healthcare

Our aim is to help you remain as independent as possible. However, there may be times when you require assistance with your personal needs. We can offer you help with:

- Showering
- Dressing
- Other personal requirements



## Meals and Refreshments

Please let us know if you have a favourite meal, special dietary requirements, or would like certain foods for health or cultural reasons. Staff will also ask for your ideas for the menu. Menus are planned on a weekly basis, displayed in the dining area.



Food is purchased fresh each week and all meals are prepared on the premises by staff who have been trained in food safety. Meals can be requested to have in your room or in the dining area. Tea and Coffee are available on request.

Morning and Afternoon Tea is provided on request.



Three nutritious meals with refreshments are offered each day.

**Breakfast:** 8:00 am – 9:00 am

**Lunch:** 12:00 pm – 1:00 pm

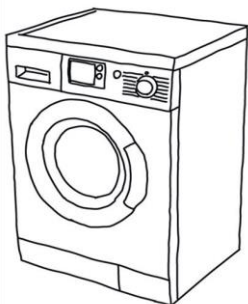
**Dinner:** 5:00 pm – 6:00 pm

If you are going out and would like a meal kept for you on your return, please let the staff know in advance.

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## Linen and Laundry

Bed linen and towels are provided but if you would like to use your own linen you are asked to supply three sets of:



- Sheets
- Pillow cases
- Doona covers

Laundry is done everyday on site by staff, and will usually be returned the same day. Labelling your clothes makes it easier for us to sort your laundry. If you haven't already, the staff might discreetly label your clothes so they can make sure your clothes get back to you.

## Activities

Our Recreation staff can help you to pursue activities you are interested in, as well as develop new interests.

Examples of activities you may enjoy include:

- Art
- Music
- Craft
- Bowling
- Lunch and coffee outings
- Bingo
- Billiards

It is important that you keep up your interests, activities, and social networks just the same way as you always have.



We like to celebrate special occasions such as Australia Day, Christmas, Easter, Footy Grand Final, Anzac Day, Cultural days, Birthdays and other special events.

**Recreation staff post a monthly schedule on bulletin boards.**

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## Hairdressing



A hairdresser visits the home regularly. This service can provide cuts, beard trims, perms and colouring.

Charges will apply for hairdressing services and fees are to be paid directly to the hairdresser or arranged via the office.

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## Allied Health Services

A podiatrist will visit Wintringham regularly and provide services to those requiring them. Physiotherapy can also be provided after an assessment by a physiotherapist who will determine an appropriate maintenance or rehabilitation program. In many cases the physiotherapy program can be carried out with assistance of staff.

Access to other allied health services such as the dentist, optometrist, audiologist, speech therapist, radiologist and psychologist will be arranged when required. These services may attract a charge.

## Medical Support

Our staff are in attendance for 24 hours a day, and the call button can be used for emergency assistance.

### Doctors and Referrals

We can introduce you to a doctor or you can access your own doctor, but it is essential that they are prepared to visit our home. They also must be able to provide a 24 hour emergency service.

We won't discuss any of your health conditions with anyone without your written consent.

If you are feeling unwell, it is important that you let staff know. Staff can also organise medical treatment or complementary therapies. This may include naturopathy or acupuncture. These services may attract a charge.



If you require specialist medical attention, a referral will be made by your doctor. We can assist you with arranging an appointment as well as organising a friend or family member to accompany you, if required.

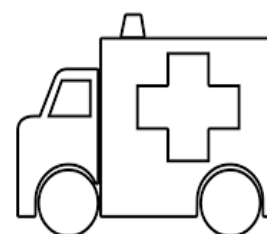


Wintringham is proud to offer support to families and residents who require it from Dementia Australia. Wintringham also has a regularly visiting Geriatrician services.

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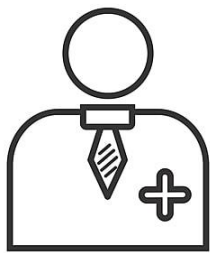
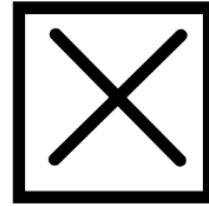
### Ambulance

Please ensure you have ambulance cover. You may be entitled as a pensioner or through your health insurance. Without this cover, you could end up with a bill from Ambulance Victoria.



## Refusal of Care

It is your right to refuse care or medical treatment. The implications of your choice will be discussed with you.



## Absences for Medical Reasons

At times of severe illness you may need to be hospitalised. Your room will be held indefinitely if you are assessed as being able to continue to live at Wintringham. During periods of hospital leave, rental charges will still apply.

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## Medication and Pharmacy Services

The responsibility of managing medications will be discussed with you. Most of your medications are dispensed into a Webster packed by a pharmacist.

Pharmacy services and supplies are provided by:



### LOCAL PHARMACY

Family Care Pharmacy  
Shop 14/310 High Street  
Shepparton VIC 3630  
Email: [Familycare310@gmail.com](mailto:Familycare310@gmail.com)



**PH:**  
5821 0580

You may purchase non-prescription items from the pharmacy of your choice.

## Things to do

Please speak to our recreation staff if you wish to get a daily newspaper or regular magazines.

If you require assistance with banking, shopping, appointments or off site activities, please speak to the Site Manager.

You are free to observe your personal religious customs and practices, and there are a number of religious denominations represented around the area.



The Wintringham newsletter is issued every month and contains many articles of interest. Contributions are always welcome, so if you have some information or a joke to share with other residents please pass it onto the recreation staff.

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## Visitors

Your family and friends are always welcome. Children must be supervised at all times, for our residents privacy and the children's safety and well-being.

Your visitors can stay and share a meal with you. Just let our staff know.

Please keep us informed about any changes of address or telephone number of your family or friends.

**We may need to contact them in an emergency.**

## Transport

Bus Route 1 has stops close by which can take you to the local shops.

For further information about trains and buses contact the Public Transport Information Centre. Telephone: **1800 800 007**

Taxis are available on **13 22 27** Ask staff if you need assistance.

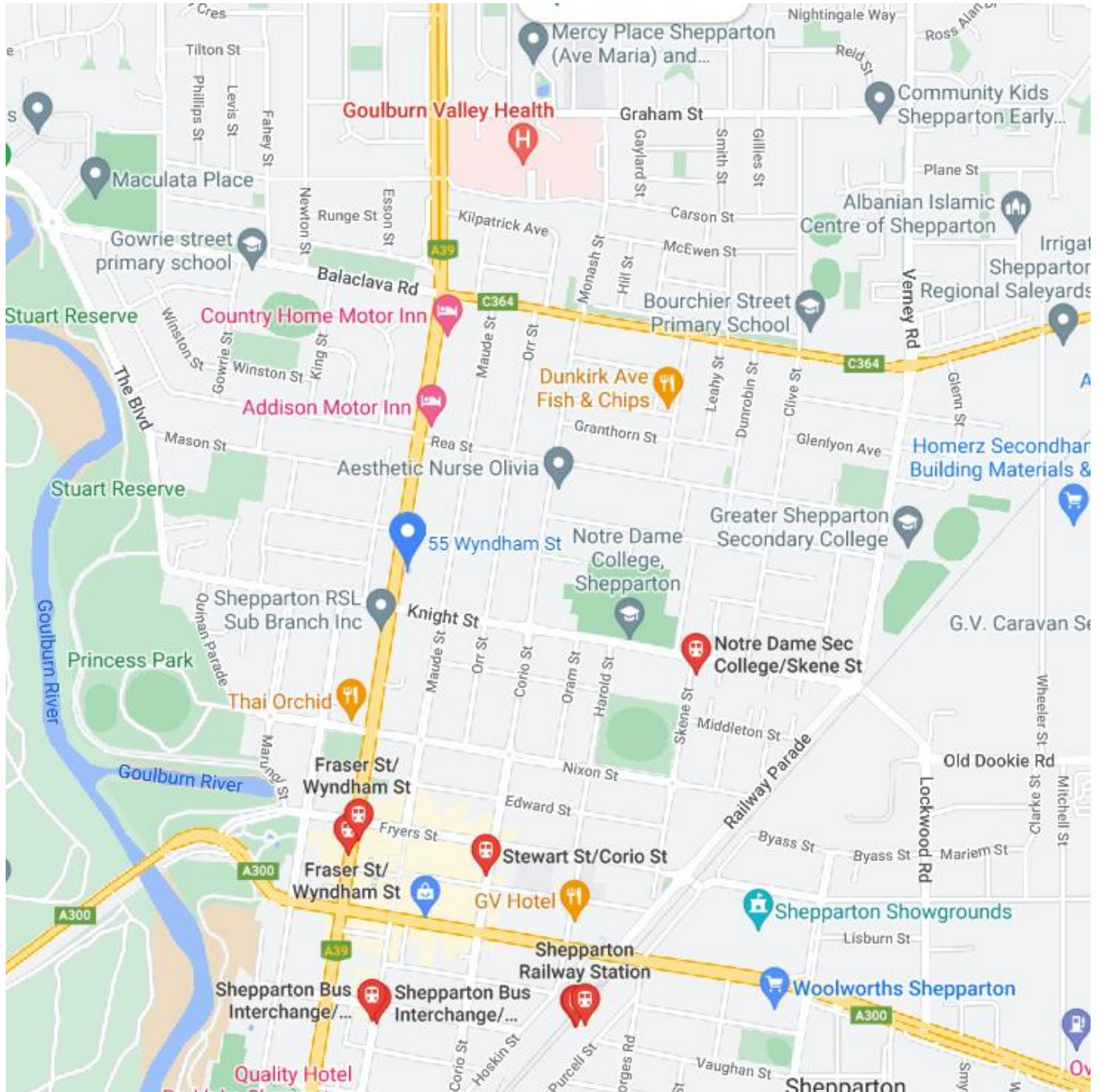
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## Shopping and Services

On the following page, you can see a map of the local area and some the accessible services and facilities available. Recreation staff can be contacted for more information, requests and activities.

Groceries	Groceries are ordered fortnightly, contact REC staff regarding adding to this order.
Shopping Centres	Centrefair Plaza (800m)
Coffee Shop	Ask our Recreation staff. There is one located close by (700m)
Community Centre	Shepparton Mechanics' Institute (550m)
Library	Shepparton Library (750m)
Post Office	Postal Services are done through reception. Please ask staff regarding any postal you may need.
Tab	Sherbourne Terrace (240m)

## Local Map



## Having a Say

The Residents Committee meet monthly to discuss day to day activities. It is a forum where feedback and issues of concern can be raised.

Recreation staff will advise you of when meetings are scheduled and will also chair the meetings. All residents are welcome to bring along their ideas and get involved.

The Site Manager is informed of any relevant issues and areas of improvement.

Bryan Lipmann (Wintringham's CEO/Founder) is a regular visitor to Wintringham and is always happy to meet and talk with you.

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## Residential Care Agreement

You will have entered into a formal agreement with Wintringham. The Residential Care Agreement is a legal agreement and includes information about:

- the services available
- accommodation fees and charges
- your rights and responsibilities
- security of tenure
- conditions of occupancy
- termination provisions



It is in accordance with the *Aged Care Act 1997*. A copy of the agreement will be given to you to keep after it has been signed.

## **Guardianship and Administration**

At times when adults with a disability require assistance to make personal and lifestyle decisions, the appointment of a guardian is necessary. The Victorian Civil and Administrative Tribunal (VCAT) is responsible for the appointment of guardians. In addition, VCAT can also appoint an administrator to make legal and financial decisions and is usually the State Trustee.

Our staff will assist residents to communicate with their guardian and/or administrator on a regular basis.

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## **Voting**

You have a right to vote, and it is compulsory, if your name is placed on the electoral roll for Local, State and Federal elections. The over 70's clause does not apply in State and Federal elections.

If you require assistance with this, please let your Site Manager know.

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## **Moving Rooms**

You will not be asked to move from your room, except in the following circumstances:

- You agree to move following discussions with the Site Manager
- The move is based on genuine medical grounds as assessed by the Aged Care Assessment Service (ACAS) or two health care practitioners
- The move is necessary to carry out repairs or improvements

## Financial Considerations

### Daily Fees:

Ongoing daily fees are due and payable fortnightly in advance. Fees are generally paid by Centerpay (alternative methods of payment are Direct Deposit or Bpay). Centrepay is a direct deduction from your pension which is provided by Centrelink at no cost to you. The Site Manager will discuss these methods for rental payments with you.

The accommodation fees and charges are free from Goods and Services Tax (GST), however services provided by external providers may attract GST (e.g. hairdressing). When there is a change to the accommodation fee you will be advised in writing in advance. Please let staff know if your financial circumstances change so we can review your fees. Every year, an Annual Report is available which explains how your fees are calculated and used.

### RAD and Prudential Arrangements:

If you have paid a Refundable Accommodation Deposits (RAD) these moneys are secured by the prudential arrangements specified in the *Aged Care Act 1997*. Commonwealth Prudential arrangements guarantee the refund of your deposit, minus any unpaid fees, if you leave Wintringham.

Independent accountants audit all deposits paid to Wintringham and you will receive an annual statement signed by the Directors of the Company as well as a copy of the auditor's certificate.

### Financial Hardship and Support:

Please let us know if you would like some help with your financial affairs.

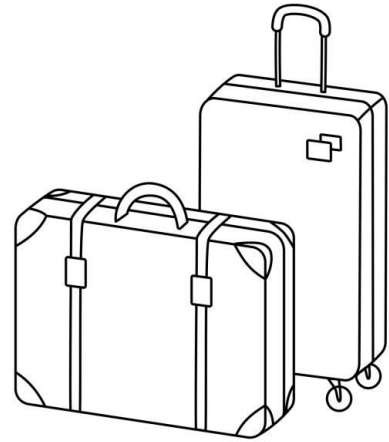
We can make arrangements with the State Trustee. If you would like someone to act as Power of Attorney on your behalf, we can help you arrange this through the Office of the Public Advocate or other legal channels.

Financial hardship assistance can help you with different types of fees and charges. You may be eligible for help with your basic daily fee, means tested care fee, and/or accommodation costs. **Please speak to your Site Manager.**

## Legal Considerations

### Social Leave

Residents are entitled to 52 days of Commonwealth funded social leave each financial year. If you are away on holidays in excess of this entitlement, you will be charged your usual rental plus the amount of forgone Commonwealth subsidy.



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### Leaving Wintringham

If you want to leave Wintringham, you need to speak with the Site Manager and give adequate notice. Otherwise, you will only be asked to leave Wintringham in the following circumstances:

- The home is unable to provide the type of accommodation or care suitable for your long term care needs
- You no longer require the care provided at Wintringham
- You are away from the home for a continuous period of at least 7 days for reasons other than the permitted leave requirements
- A breach of your residential agreement has occurred
- The home closes.

# End of Life Supports

## Wills

We can help you access a solicitor or a community legal service so that you can create a Will. If you already have a Will, we request that you inform the Site Manager of its location. It is Wintringham's policy that no staff are to witness or be executor to a resident's Will.

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## Funeral Planning

Soon after moving in, you will be asked whether you have any plans for your funeral. This may seem like a strange request, however we would like to respect your wishes should the unexpected suddenly occur.

We suggest pre-budgeting for this and speaking to the Site Manager.



Wintringham is a place where friends are often made. Sometimes when residents pass away, their funeral or memorial service is held at the site, so that residents and staff have an opportunity to remember and say farewell to the friend they have lost.

## Advance Care Planning

All residents at Wintringham are offered Advanced Care Planning.

Advanced Care Planning allows you to have a say about your future medical treatment, if you become very sick or had an accident, and were unable to talk for yourself. It records your values and wishes.



**Advanced Care Planning makes sure your family, doctors, nurses and care providers understand your wishes.**

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## Palliative Care

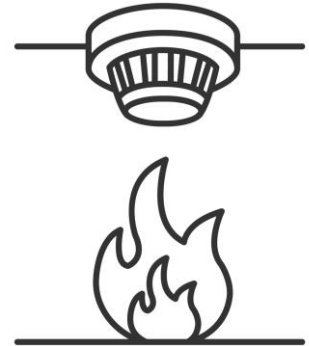
If you require terminal care you will have your special needs addressed during this time. Specialised palliative care agencies are available to assist with additional services if they are required.



## Keeping Safe

### Fire Safety

Your room is equipped with smoke detectors, heat detectors and sprinklers. The detectors are linked to a fire panel which will send a call automatically to the fire brigade in the event of a fire.



A copy of the Fire Orders and a map showing the assembly is on display throughout Wintringham. Please familiarise yourself with the exits from your room and the buildings.

You can expect fire drills to take place from time to time.

Please remember to not overload your power boards. Double adaptors are not permitted as they can be dangerous.



**In the unlikely event of an emergency, please follow the directions of staff.**

## Committed to Quality

Your safety and wellbeing is our number one priority. The government recognises this as well, and has put in place legislation to keep both you and our staff safe. Sometimes, we may not be able to do something that you want to do because of this legislation. If you don't understand why a rule is in place, ask our staff to explain it.

Our sites are regularly audited by the Aged Care Quality and Safety Commission.



Our commitment to quality is underpinned by the belief that all older people should have equitable access to quality services, irrespective of their financial circumstances or lifestyle preferences.

We are also committed to ensuring we have open discussions and disclose to you any events or incidents that occur that may affect you.

All our support and corporate services are managed from our Head Office  
**136 Mt Alexander Road Flemington VIC 3013**

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## Protecting Your Privacy

Wintringham is committed to protecting the privacy of your personal information. More detailed information about how we collect, use, disclose and manage your health and personal information can be found in Wintringham's Privacy Policy, which is available on our website.

Our Privacy Policy is also included in your information pack, or you can request a copy from the Site Manager.

If you have any questions or complaints in relation to privacy, or how we manage your personal information, you can contact Wintringham's Privacy Officer on:

**03 9376 1122**



[privacy@wintringham.org.au](mailto:privacy@wintringham.org.au)



## Feedback & Complaints

We welcome any feedback, comments and suggestions from all residents.

If you have any ideas that you think would benefit Wintringham, we encourage you to fill out a Feedback and Improvement form.

If you have concerns with the support and services you are receiving from Wintringham, we encourage you to discuss your concern firstly with the Site Manager. You may choose to put your complaint in writing which will go directly to the Site Manager.

If you prefer, you can write or contact the General Manager Residential Care on 9376 1122.

You can also email your grievance through to:

[feedback@Wintringham.org.au](mailto:feedback@Wintringham.org.au)

You will get a response from us within 7 days.



Copies of our Feedback and Improvement forms or Complaint forms can be found in your information folder, on display at the site, or you can ask our friendly staff.

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## Advocacy

The rights of residents to have a representative or use an advocate to protect their interests and improve their well-being is actively promoted by Wintringham. Below is a list of useful contacts, should you wish to exercise this right.

<b>Older Persons Advocacy Network</b>	1800 700 600
<b>Seniors Rights Victoria (Elder Abuse)</b>	1300 368 821
<b>Orange Door (Elder Abuse)</b>	1800 271 045
<b>Homelessness Advocacy Service</b>	1800 066 256
<b>Justice Connect (Homeless Law)</b>	1800 606 313
<b>Leadership Plus (Disability)</b>	03 9489 2999
<b>Tenants Victoria</b>	1800 068 860
<b>Consumer Affairs Victoria</b>	1300 558 181

If you are deaf or have a hearing or speech impairment, contact the: National Relay Service **1800 555 667** and ask for **1800 951 822**



If you need an interpreter contact the Translating and Interpreting Service **131 450** and ask for **1800 951 822**

## External Complaints

Wintringham encourages residents to provide any feedback or complaints directly to us through our Feedback and Improvement form, or directly to our Site Manager.

If you feel your complaint has not been addressed, you may be able to make a complaint through the relevant governing body. Below is a list of useful contacts, should you wish to exercise this right.

<b>Aged Care Quality and Safety Commission</b>	1800 951 822
<b>Health Complaints Commissioner</b>	1300 582 113
<b>NDIS Quality and Safeguards Commission</b>	1800 035 544
<b>Office of the Public Advocate (Disability)</b>	1300 309 337
<b>Office of Australian Information Commissioner (Privacy)</b>	1300 363 992
<b>Human Rights Commission</b>	1300 656 419



## Donations / Gifts

### Gifts to Staff

Staff do not expect to receive gifts from you for the care that they provide. If you would like to express your thanks to the staff, a small gift may be accepted at celebrations such as Christmas, and gifts will be shared amongst staff. Under no circumstances can staff accept monetary gifts or personal belongings from you.



### Bequests to Wintringham

If you would like to make a contribution to Wintringham's work with older people, please let the Site Manager know so that we can find out what you have in mind for the use of your gift.

# Charter of Aged Care Rights

Under the 2019 Charter of Aged Care Rights:

**You have the right to:**

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


**You have the responsibility to:**

- Respect the rights of staff and management to work in an environment free from harassment
- Care for your own health and well-being, as far as you are capable
- Inform your medical practitioner, as far as you are able, about your relevant medical history and your current state of health.

# Aged Care Quality Standards



 **Standard 1**  
Consumer dignity and choice

 **Standard 2**  
Ongoing assessment and planning with consumers

 **Standard 3**  
Personal care and clinical care

 **Standard 4**  
Services and supports for daily living

 **Standard 5**  
Organisation's service environment

 **Standard 6**  
Feedback and complaints

 **Standard 7**  
Human resources

 **Standard 8**  
Organisational governance

# Wintringham Organisational Chart

