



Resident Handbook 2024



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Welcome To Palm Lake Care

Palm Lake History



Welcome to Palm Lake Care

We take this opportunity to welcome you to Palm Lake Care

Palm Lake Care (PLC) prides itself on providing person - centred, individualised care with a focus on maintaining your dignity, respecting your choices, and supporting you to live the life you choose. Our staff embody this philosophy in their interactions with residents, their representatives, family, friends, and visitors.

At Palm Lake Care, we value the opportunity to make a positive difference in your life. Our vision, purpose, and priorities measure our success through caring for you.

The environment at Palm Lake Care is designed to meet your needs with a strong emphasis on vibrant and engaging communities. Our residents and their families appreciate the quality care and services that are provided by our kind, compassionate, and genuinely caring staff.

We hope you enjoy living with us as much as we enjoy having you.

Scott Elliot and Walter Thomas Elliott

Directors - Palm Lake Care Operations Pty Ltd



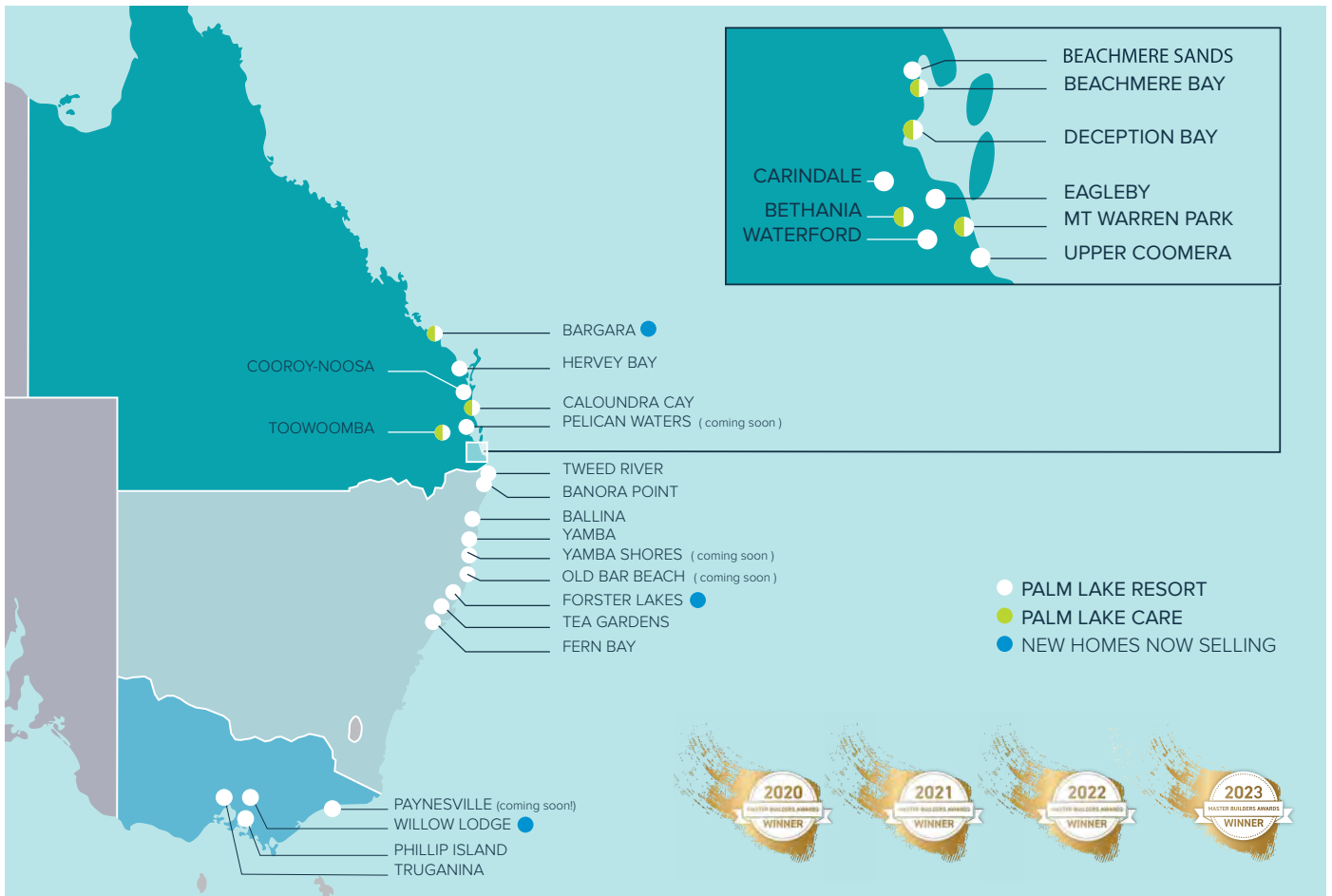
Palm Lake

History

The Palm Lake story is one that dates back 44 years to a caravan park near Dandenong

Palm Lake Group founder Walter Elliott purchased Willow Lodge Caravan Park in Bangholme, Victoria, inspired by the manufactured home estate model he had seen in operation in the United States. He started converting it into a residential resort for permanent residents. Before long, the group shifted its operations base to Queensland and developed a resort at Bethania on Brisbane's southside. The resort sold out quickly and became a model for this type of development. Since that time, Walter's son Scott joined the family business as Managing Director, and the Palm Lake Group has grown to feature 38 locations across Queensland, New South Wales and Victoria, and the company is still

expanding. Among the locations, there are also a number of sister Palm Lake Communities offering aged care to residents with care requirements. The Palm Lake Group has seen much success over four decades, and puts that success down to working hard to understand the designer lifestyle residents are seeking within the company's group of resorts. Just ask the thousands of happy Palm Lake Resort residents who enjoy freedom, security, individuality, and a sense of community and purpose every day. Walter and Scott still lead this vibrant and ever - expanding family company from its Gold Coast headquarters.



Our Vision, Purpose and Priorities

OUR VISION

That belonging and connection is a fundamental right of ageing.

OUR PURPOSE

We build active, engaged and inclusive care communities.

OUR PRIORITIES

PEOPLE



We're a great place to work, where our people feel connected and truly contribute to our Caring Communities

LISTEN



Communication is at the heart of all we do. We engage, listen and respond

COMMUNITY



We create vibrant environments where everyone is welcomed. Our residents feel safe, valued and that they belong.



About Your New Community

Community Maps



About Your New Community

At Palm Lake Care (PLC), we strive to create a warm and welcoming environment for all of our residents

Our team is dedicated to fostering a supportive community that encourages a sense of belonging and connectedness.

In our Community, we prioritise respectful behaviour and fostering an environment where everyone feels valued and heard. This includes showing respect for others' personal space, opinions, and property, fostering a sense of belonging and harmony among all residents.

Our single private suites with ensuite bathrooms and courtyard or balcony access are designed to provide ample space and comfort for both

couples and singles. We understand the importance of feeling at home, and our suites are fully equipped with everything you need to ensure a comfortable stay.

Our residents are also encouraged to personalise their suites with their belongings, making it truly feel like their own.

At Palm Lake Care, we believe that a comfortable and inviting living space is essential to the well-being of our residents. We are committed to providing a safe and supportive environment that feels like home.



Here you are
in good hands

Palm Lake Care

Community Maps

Community Maps

The maps below enables you to view, not only your Community, but the maps for all Palm Lake Care Communities. It's often interesting to see how our Communities have changed with new design concepts and features since our 1st Community opened more than 10 years ago.

We often receive enquiries for people to move to a Community closer to family. This will enable you to see the layout of the Community you may be interested in.

[Click on maps for details of location](#)

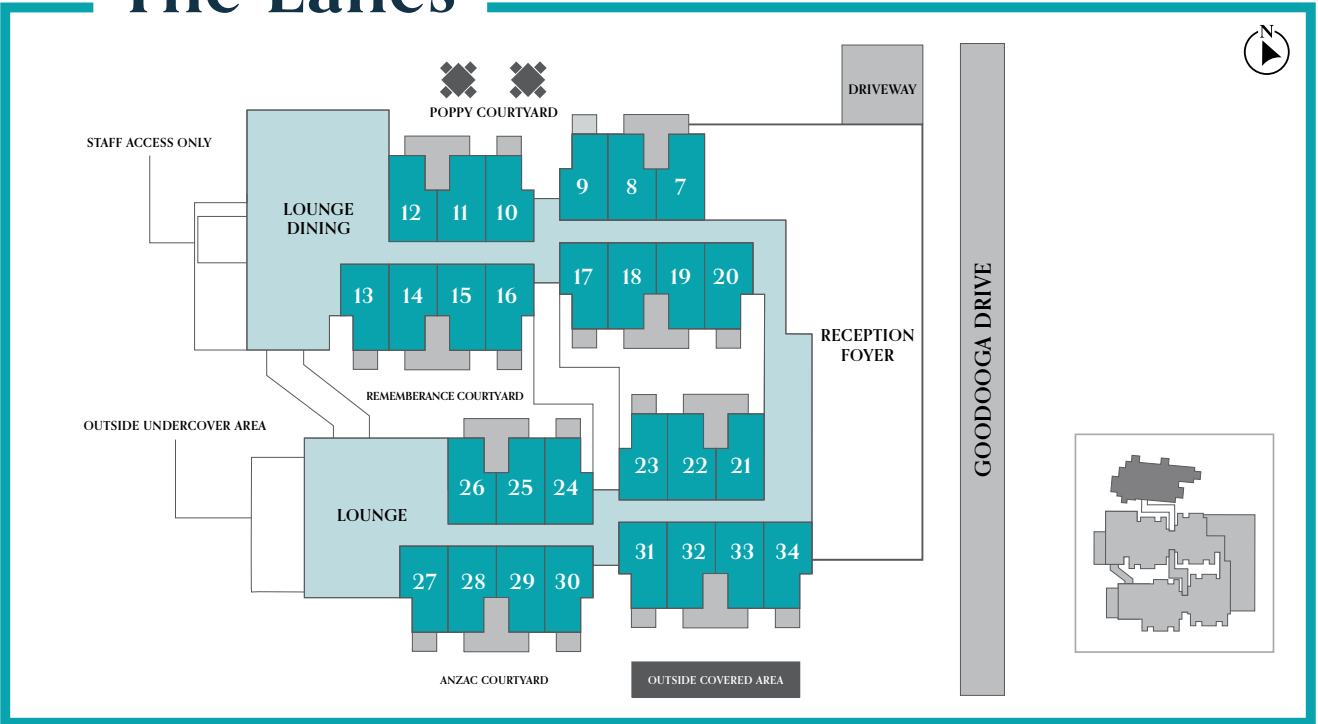
Resident and Visitor Orientation Map Layout



Palm Lake Care Bargara
 55 Wearing Road, Bargara QLD 4670
palmlakecare.com.au



The Lanes

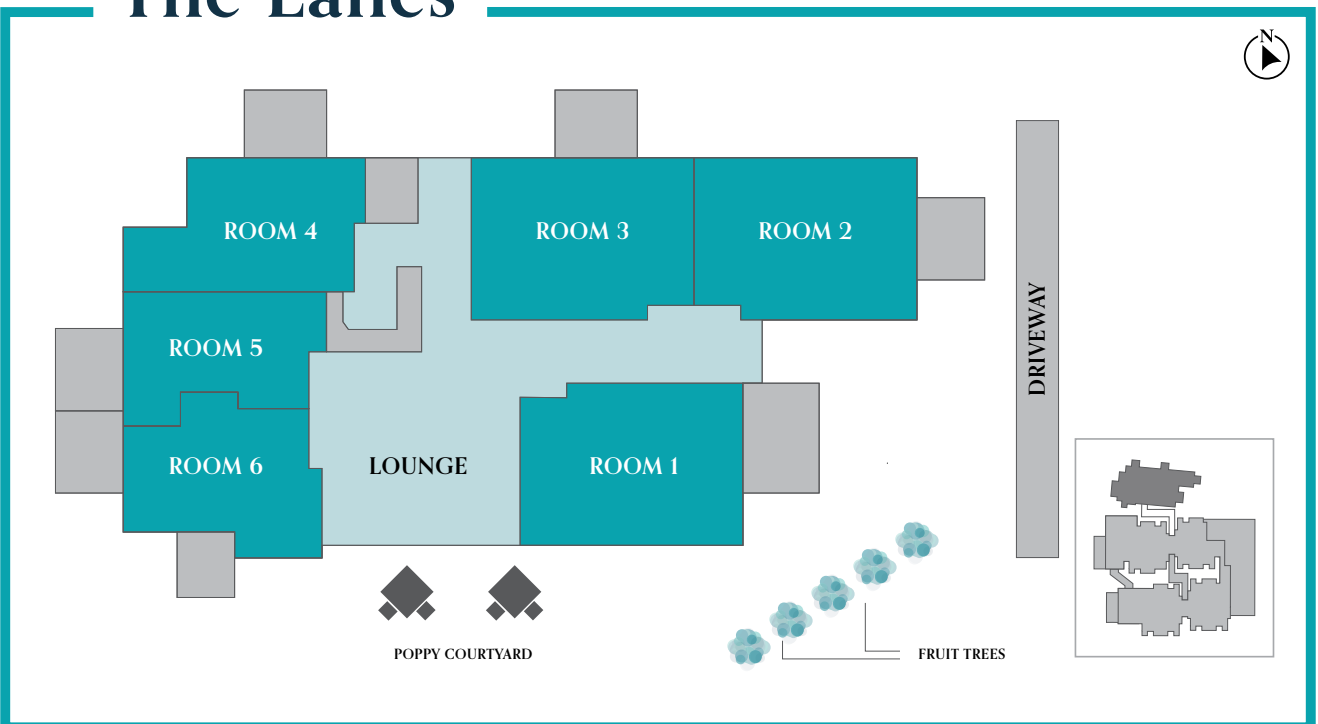


Palm Lake Care Bethania
 3 Goodooga Drive, Bethania Qld 4205
 palmlakecare.com.au



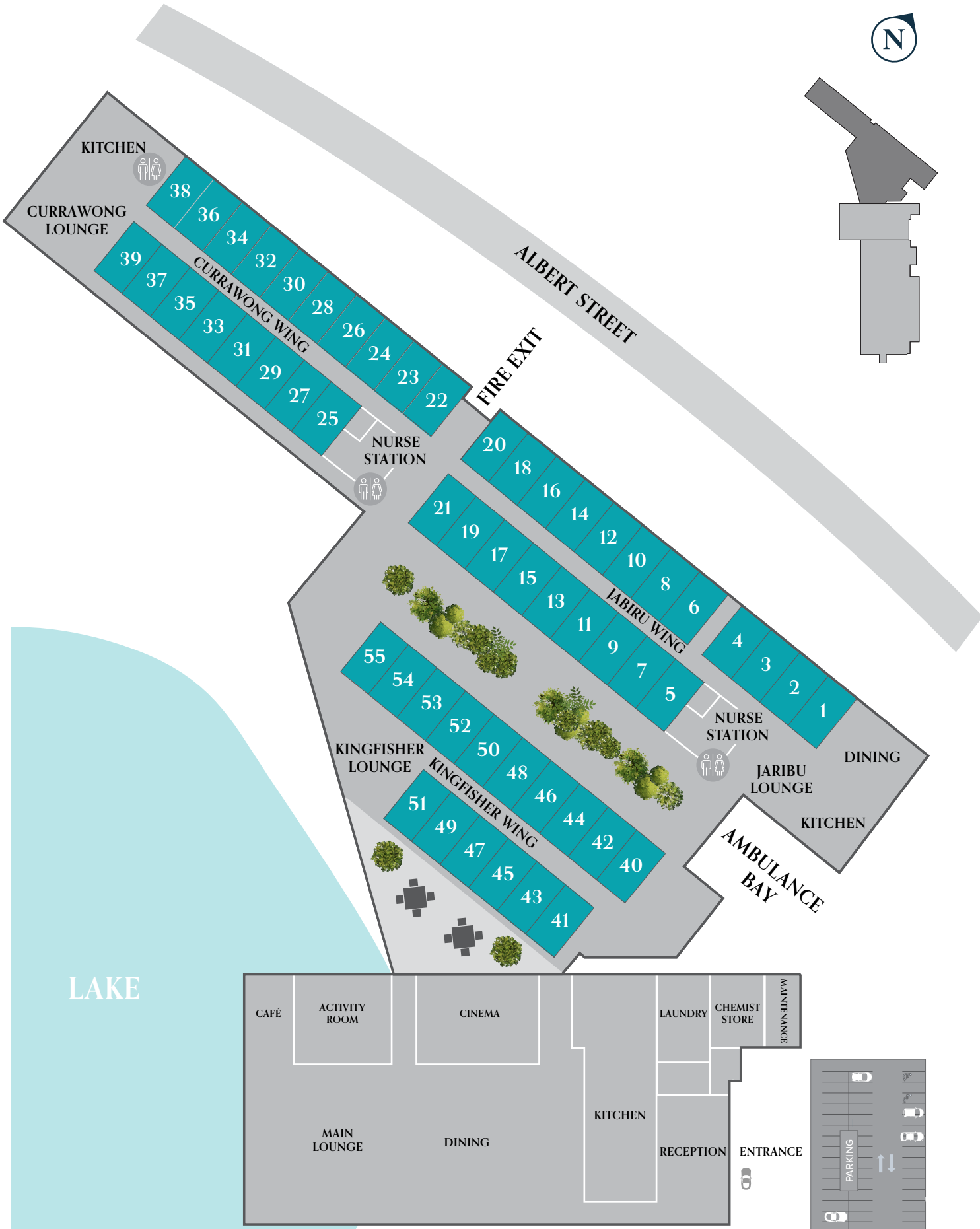
Scroll through next 2 pages

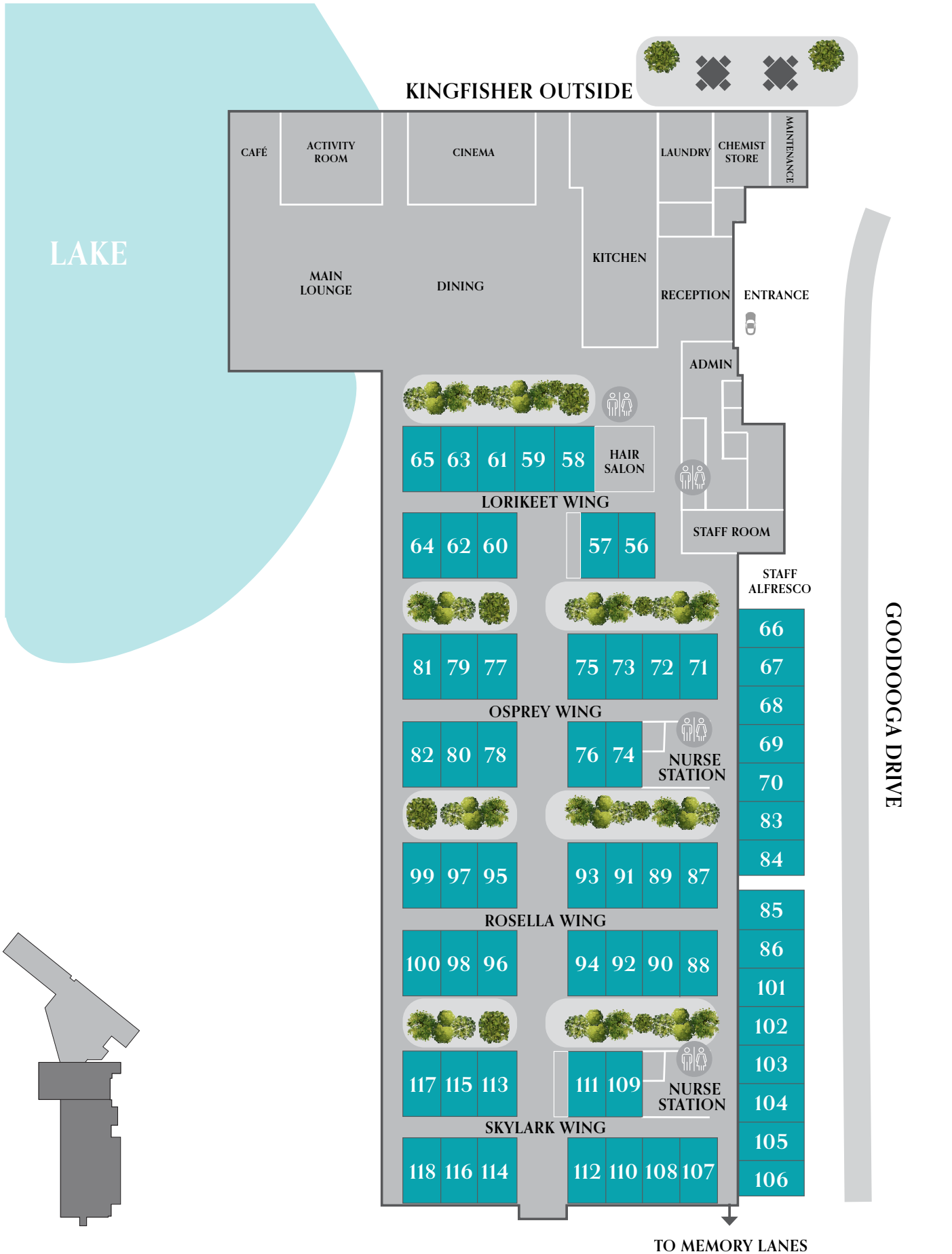
The Lanes



Palm Lake Care Bethania
 3 Goodooga Drive, Bethania Qld 4205
 palmlakecare.com.au







Resident and Visitor Orientation Map Ground Floor

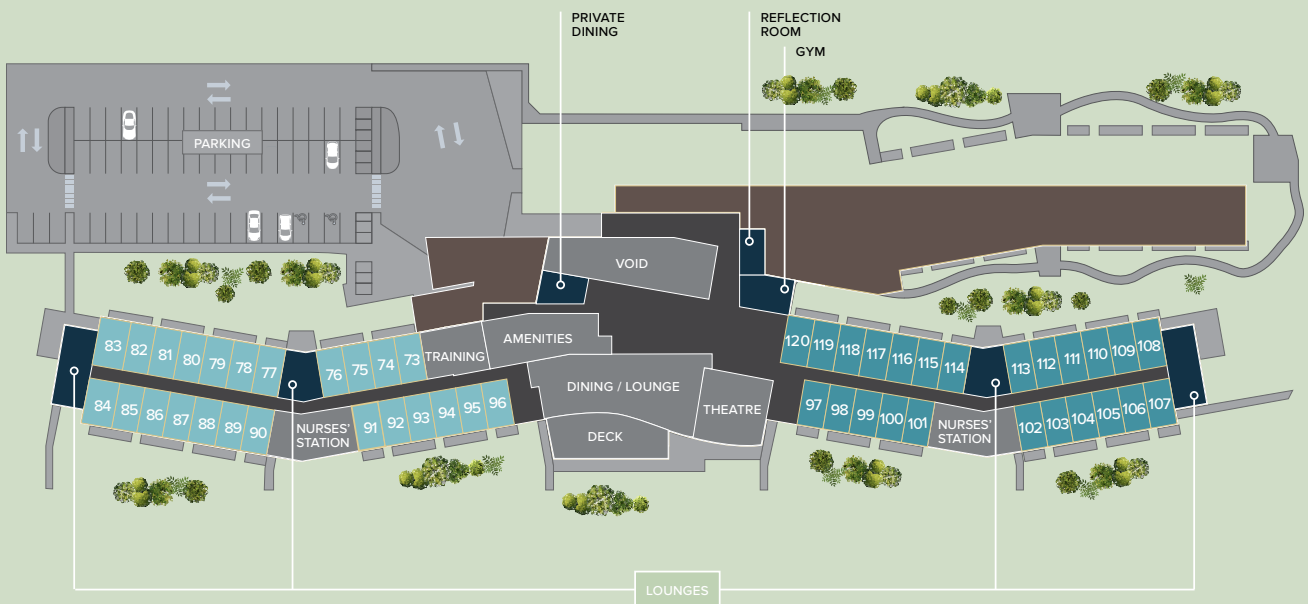


- Rooms 1-24 ■ ARUBA
- 25-48 ■ BONAIRE
- 49-72 ■ KINGSTON

Palm Lake Care Caloundra
 95 Village Way, Little Mountain QLD 4551
pallakecare.com.au



Resident and Visitor Orientation Map First Floor



- Rooms 73-96 ■ MONTEGO
- 97-120 ■ PORTOBELLO

Palm Lake Care Caloundra
 95 Village Way, Little Mountain QLD 4551
pallakecare.com.au



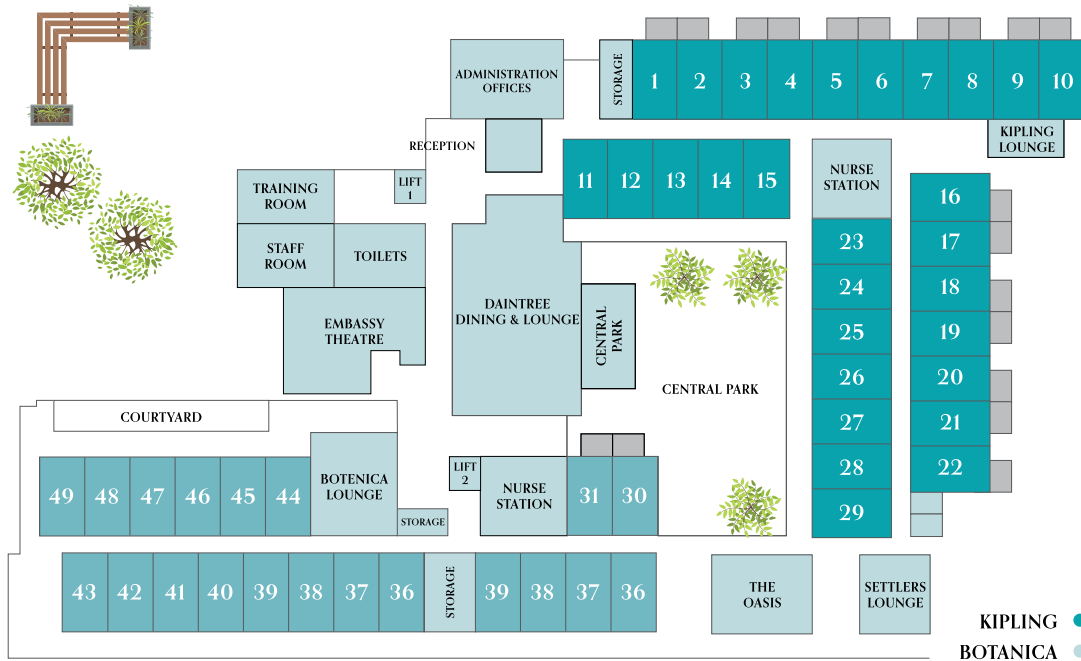


Palm Lake Care Deception Bay
42-46 Bay Avenue, Deception Bay, QLD 4508
palllakecare.com.au



Aged Care Community

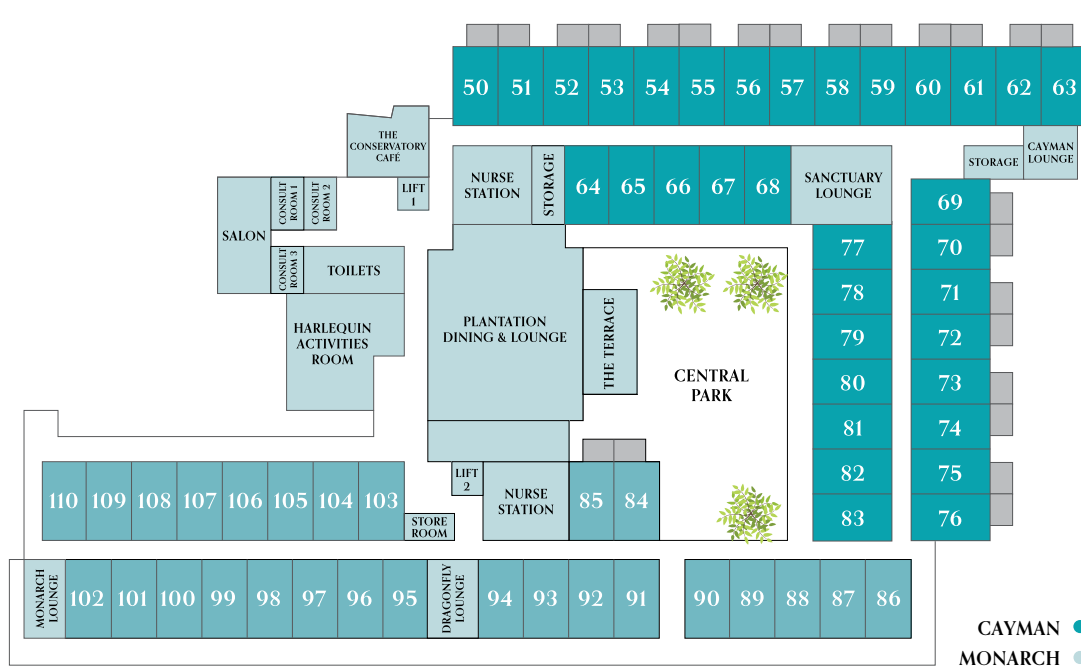
MT Warren Park Ground Floor



Palm Lake Care Mount Warren Park
 3 Mt Warren Boulevard, Mt Warren Park, Qld 4207
 palmlakecare.com.au

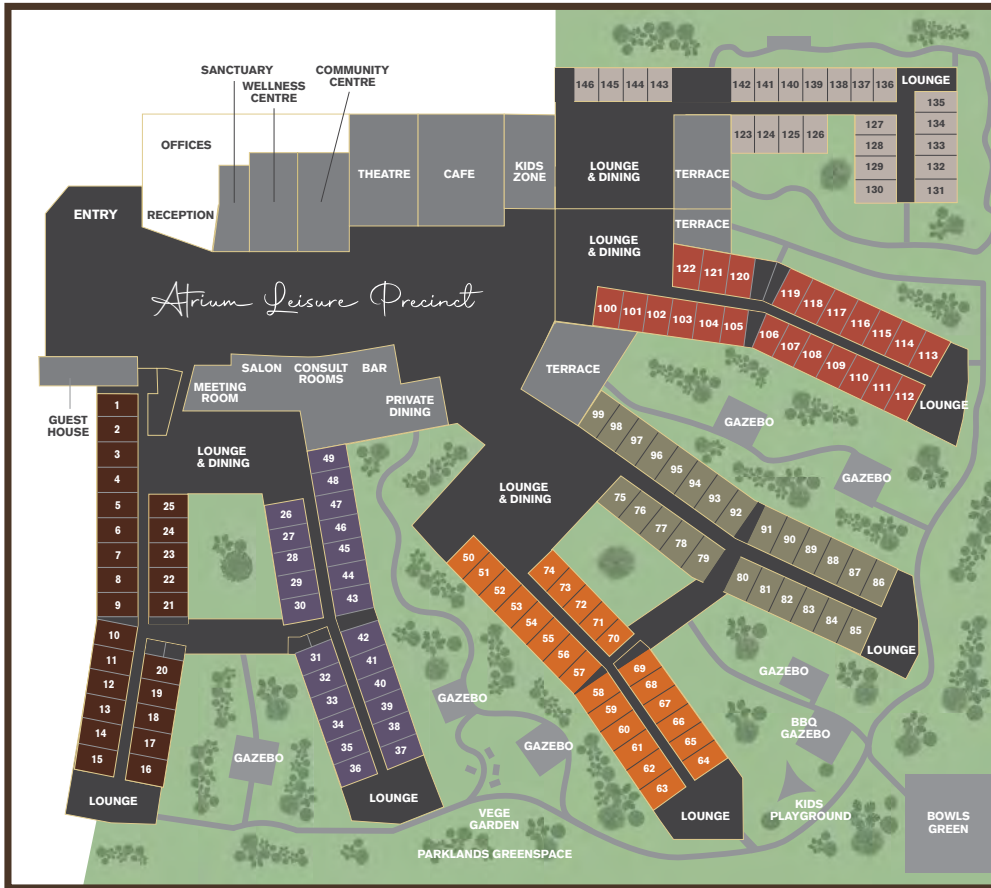


MT Warren Park First Floor



Palm Lake Care Mount Warren Park
 3 Mt Warren Boulevard, Mt Warren Park, Qld 4207
 palmlakecare.com.au





Aged Caring Community
& Parklands

Toowoomba

Here we make a difference.

	ARREN
	BOYCE
	DIAMANTINA
	GRACEMERE
	MARENGO
	RIVERTON

Palm Lake Care Toowoomba
Gate 2, 149 Hogg Street, Cranley QLD 4350
palmlakecare.com.au



Aged Care Community

How to Use This Handbook



How to Use This Handbook

The Palm Lake Care Resident Handbook is designed to assist you by providing information on aged care and living in your Palm Lake Care Community

The Handbook incorporates references to documents such as the Residential Care Agreement, Aged Care Quality and Safety Commission, as well as links to external resources for more in - depth information when required. The links include but are not limited to:

[Centro Assist - a platform to locate Palm Lake Care Policies and Processes](#)

[Aged Care Quality and Safety Commission - Standards, Charter of Rights, Code of Conduct](#)


[Government Departments; external organisations](#)

Throughout the Handbook you will see **“FURTHER INFORMATION IS AVAILABLE HERE”**.

We list the resources and links to provide more detail on the subject matter.

How to access our policies, processes and forms on Centro Assist is provided.

To find the policy, process or form - use the Document Name field

DOCUMENT NAME 

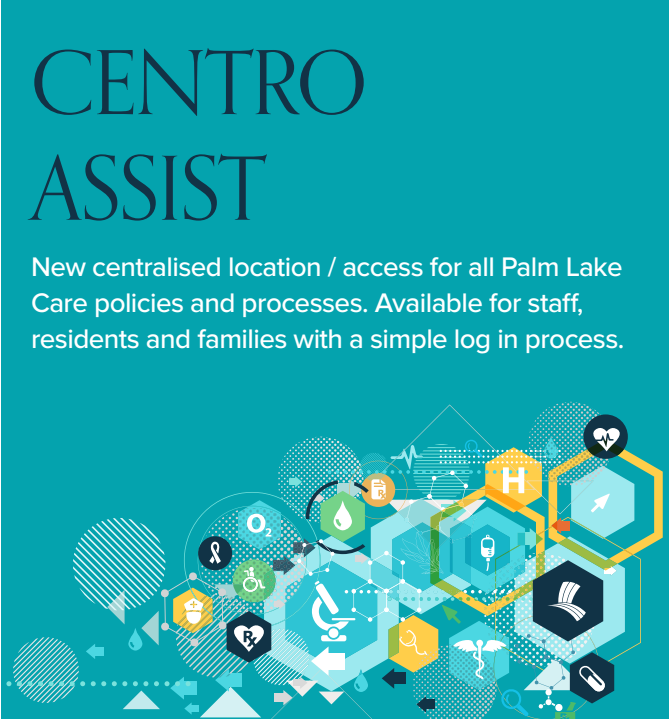
Enter the name of the resource and it will be listed. Use the Open Document link to download to read or print if required.

[Open document](#) 

PLEASE NOTE:

Once printed, the information is no longer controlled and will not reflect future changes.


Palm Lake Care use the abbreviation: PLC, in document and form titles in policies, processes.



CENTRO ASSIST

New centralised location / access for all Palm Lake Care policies and processes. Available for staff, residents and families with a simple log in process.

LOGIN DETAILS
Username: centroreset@palllake.com.au
Password: Centro!

 Here we make a difference

Important Information You Need To Read
Working With My Legal Representatives



Important Information

You Need to Read

Working with my legal representatives

Please notice: Palm Lake Care does not provide any legal services to residents or their relatives. If access to legal services is required, you and your representative can arrange appointments with your preferred provider.

Palm Lake Care staff are not permitted to sign any legal documents.

Enduring Power of Attorney

An Enduring Power of Attorney EPOE is an important legal document you prepare to allow someone else (your attorney) to make personal and/or financial decisions on your behalf when/if you are not able to.

Palm Lake Care requires the current EPOE/s to notify key people in your life and family members regarding issues relating to you.

It is important to note that an Enduring Power of Attorney EPOE ceases upon your death.

Last will

After death, the Executor of your Will becomes your legal representative.

Please ensure you provide a certified copy of your current Will that lists the Executor/s names and contact details.

Should you make a change to your appointed Executor, provide a certified copy of the update. In the event you pass away in care, PLC needs to understand your directions and the name and contact details of your legal representative (Executor) following your death.

If Refundable Accommodation Deposits have been made, upon Grant of Probate, the funds will be returned to your Estate via the Executor/ Solicitor. Refer to understanding Agreements, Fees section.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 1: Consumer Dignity and Choice

Enduring Powers of Attorney, Advance Health Directives and planning for the future go to:

www.publicguardian.qld.gov.au/planahead

Palm Lake Care Policy and Process

- PLC Clinical Care - Advance Care Planning & End of Life (Palliative Care) Process.

Centro Assist Link:

Centro Assist Username:

centroreset@pallmlake.com.au

Password: Centro!



Understanding Agreements, Fees, Invoicing And Payments



Understanding Agreements, Fees, Invoicing and Payments

Residential Care Agreement: outlines the care and services you can expect from Palm Lake Care

Residential Care Agreement:

The Resident Agreement provides clarity about the terms of your stay and our obligations towards you. A copy of the signed Agreement was given to your legal representative or yourself just before Admission.

Information about Fees and Charges was provided to enable you or your decision-maker to make informed decisions prior to admission.

Invoicing and payments

Fees and Charges:

Palm Lake Care requires fees to be paid 1 month in advance. Statements are issued on or around the 15th month with direct debit payments being drawn on the last Thursday of the month.

Refundable Accommodation Deposit (RAD) payments:

If you are responsible for the accommodation costs associated with your aged care stay, RADs can be paid at your bank. You will need a copy of the Agreement as well as the correct banking information to ensure the funds are paid into the correct account.

Please contact Accounts Receivable on **1800 246 677** or speak with the Customer Experience Support at your Community.

Cash, Valuables, and Insurance

Insurance Recommendation:

For added peace of mind, we highly suggest that residents or their representatives consider insuring valuable items, especially those that are essential for daily living like hearing aids and dentures.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 1 Consumer Dignity and Choice
- Requirement (3)(d)

Link:

Consumer Dignity and Choice

<https://www.agedcarequality.gov.au/for-providers/quality-standards/consumer-dignity-and-choice>

Palm Lake Care Policy and Process

- Palm Lake Care Refundable Accommodation Deposit Liquidity Strategy (RACF 002)

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro!

Palm Lake Care Residential Care Agreement

Your Accommodation

- Subsection 9.10: Your belongings

Your care, services, and fees

- Section 12: Care Services and Resident Fees
- Section 14: Optional Services (Pay as you Use)

Schedule

- Refundable Accommodation Deposit

Schedule

- Optional Services: Additional Service Schedule

What Are My Rights And Responsibilities?

Privacy And Confidentiality



What Are My Rights and Responsibilities?

My Rights and My Responsibilities Explained

When you enter a Palm Lake Care Community, you have certain rights (Rights & Responsibilities) under the Act, the User Rights Principles 2014 (URP) and the Fees and Payments Principles 2014 (No 2).

The Charter of Aged Care Rights (the Charter) sets out the rights of all people receiving Government-subsidised aged care services.

The Charter applies regardless of the type of care or service.

FURTHER INFORMATION IS AVAILABLE HERE:

Link:

www.agedcarequality.gov.au/older-australians/your-rights/charter-aged-care-rights

Palm Lake Care Residential Care Agreement

Your Rights

- Section 4: Your Consumer Representative
- Section 5: Your rights and responsibilities
- Section 6: Personal Information

Schedules

- Care Facility Rules
- Charter of Rights



Privacy and Confidentiality

Dignity and Respect

You are treated with dignity and respect, receive care and services free from discrimination and your personal privacy is respected and championed at Palm Lake Care.

Your information is maintained in a confidential manner and is only shared with approved participants in your care.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Requirement (3)(f)

Palm Lake Care Policy and Process

- PLC - Governance - Privacy & Confidentiality Policy

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro1!

Palm Lake Care Residential Care Agreement

- Section 6: Personal Information
- Schedule Special Conditions - Privacy Collection Statement



Vaccination Programs Influenza and Covid 19 Protocols

Dignity, Choice & Decision Making



Vaccination Programs

Influenza and Covid 19 Protocols

Taking informed care of your health

Palm Lake Care Communities adhere to the Queensland Health vaccination guidelines in relation to influenza and COVID 19 for residential care facilities. As an Approved Provider of residential aged care services, Palm Lake Care provides staff and residents annual influenza vaccinations at no personal cost.

We highly recommend that everyone entering our Communities be vaccinated against influenza unless they are exempt. Influenza vaccination protects staff and provides an additional layer of protection for at-risk residents. Residents are at higher risk of complications of severe influenza so vaccination for all residents is recommended.



Dignity, Choice & Decision Making

You will receive support in adjusting to a new lifestyle and environment and our staff will endeavour to support you to maintain your current lifestyle preferences and choices. A balance between freedom of choice and safety for all is the primary goal. You will be consulted regarding all areas of daily activities, choices, and preferences.

Palm Lake Care endeavours to provide a safe environment for you, your visitors, staff, and service providers.

You may, on occasion, decide to participate in activities that may involve an element of risk. These risks will be discussed with you, the care team, your medical practitioner and/or your representative to assist you in making an informed decision about the activity.

Should your choice of care and services conflict with a recommendation made by a health professional, Palm Lake Care will meet with you to discuss your choice and, where possible, implement risk mitigation strategies to facilitate your choice. You will be consulted about the implications of your choice that could impact on your well-being; however, the informed decision is yours, made in collaboration with your representative if you desire.

Advice will be given by the staff to you and your representative if the degree of risk is such that injury may occur, and the recommendation made to you will be documented in the clinical record. The 'duty of care' towards you, owed by all members of the care team, and the Aged Care Rights will be considered around risk taken by you.



Risk Management



Risk Management

Palm Lake Care takes a proactive and systematic approach to risk management to minimise the likelihood and impact of incidents that could cause harm to you.

What are risks?

Risk is the chance that something might happen that could affect your well-being or the care you receive. It is explained by looking at what the impact might be and how likely it is to occur.

Dignity of risk refers to the right of all consumers to be involved in decisions about their care and to take their own reasonable risks.

The clinical team will discuss this in depth with you or your legal representative as part of the care planning development.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 1: Consumer Dignity and Choice Requirement(3)(d)
- Standard 2: Assessment & Planning Requirement (3)(a)
- Standard 3: Personal car & clinical care Requirement (3)(b)
- Standard 8: Organisational Compliance Requirement(3)(d)

Palm Lake Care Policy and Process

- PLC-Incident Management Policy
- PLC - Governance - Risk Management Policy
- PLC - Governance - Resident Dignity, Choice & Decision-Making Policy
- PLC-Clinical and Care - Resident Risk Management Process
- PLC - Governance - Risk Management Process

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro!



Specific Safety Issues
Electrical Appliances

In-Room Recording Devices

Motorised Scooters & Wheelchairs



Specific Safety Issues

Electrical appliances

Prior to introducing any electrical items into the Community, please consult with the Service Manager.

Before joining the Community, ensure that any personal electrical appliances you bring are certified and tagged as safe for use by a qualified electrician. These appliances must be intended for use within the Community.

All permitted equipment must be re-certified at your expense every 12 months. If your electrical appliances lack proper certification or have expired tags upon entering the Community, the Community will tag them at your expense.

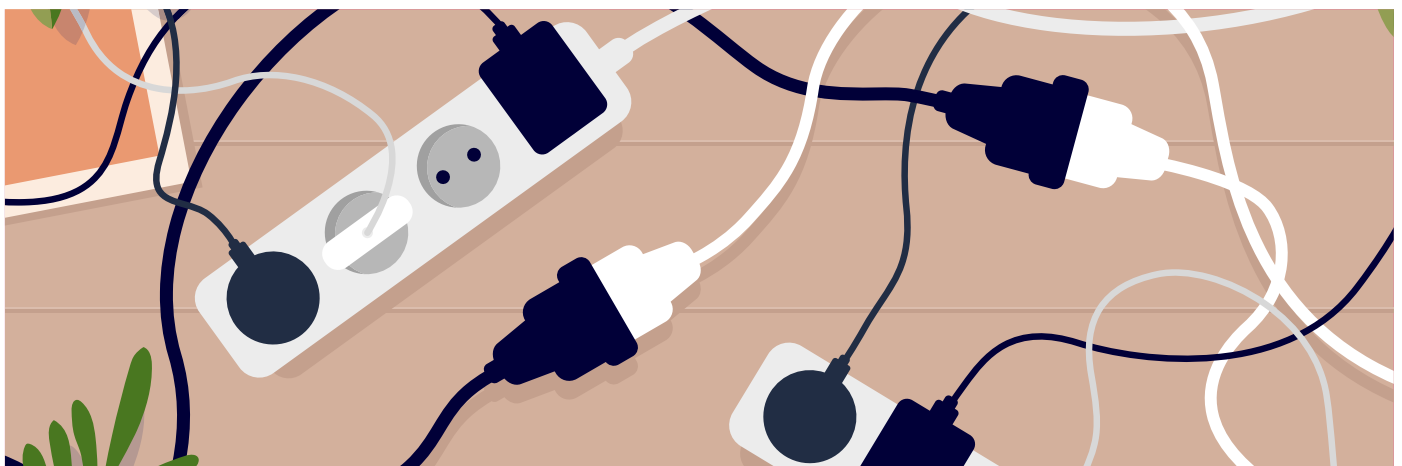
Residents are prohibited from bringing in double adaptors, extension cords, portable fans, or portable heaters due to legislative requirements. Charging leads/cables for hand held devices such as CPAP machines, mobiles or Tablets/iPads should not create a tripping hazard.

Residents who wish to use personal kettles, coffee machines, microwave ovens, hairdryers, CPAP machines, laptop/desktop computers or sewing machines in their rooms must undergo a clinical assessment to evaluate their cognitive and physical capacities before using the equipment. Residents and/or their representatives are responsible for maintaining these personal electrical appliances.

Reassessments will be conducted at annually or whenever there is a change in the resident's condition. If the assessment indicates that continued use of these items is not advisable, they must be removed from the room as soon as possible. For ongoing safety, Palm Lake Care reserves the right to securely store the items until they can be collected.

Other cooking utensils, cooking appliances, irons, heaters, wheat packs, hot water bottles, electric blankets, heated slippers, or blankets are not permitted.

PERMITTED



In-Room Recording Devices

Your right to personal privacy is respected and protected at Palm Lake Care. Surveillance devices are utilised within the residential aged care environment to monitor the activities occurring onsite and are used as safety devices and records.

It's not illegal to own a surveillance device, however, there are legislative frameworks around the use/operation of such devices to protect the privacy of residents, staff and visitors.

The use of a Nanny Cam or surveillance device must be requested, in writing, to the Service Manager (SM) of the Community. Information within the written request must identify the reasons for the request, the purpose of recordings and how the data will be used and stored.

Any camera / surveillance device will be clearly visible, and clearly marked with signage upon entry to the room notifying people that they are under surveillance.

FURTHER INFORMATION IS AVAILABLE HERE:

Palm Lake Care Residential Care Agreement

- Schedule Care Facility Rules: No's. 43; 44; 45

Palm Lake Care Policy and Processes

- PLC - Building & Maintenance Surveillance & Monitoring Device Process

Centro Assist Link:

Centro Assist Username:

centroreset@palmlake.com.au

Password: [Centro!](#)



Motorised Scooters & Wheelchairs

Possession of a motorised mobility

The use or possession of a motorised mobility device requires the completion of a risk assessment, doctor review and approval; and consultation with you or your representative (as required).

The use or possession of motorised scooters, motorised wheelchairs and any other powered personal transport will only be permitted on the Community grounds following a review by an occupational therapist (OT) and/or physiotherapist at the cost of the resident.

Mobility devices and risk assessment must be reassessed every 12 months - the fee is the responsibility of the resident.

Approval from the Service Manager is also required. This process must occur before any motorised scooter, motorised wheelchair and/or any other powered personal transport is used within the Community and/or its grounds (including carpark(s) and driveway(s), due to the

possible risk posed to you or other residents, our staff, and visitors to the Community). Ongoing use of the same will be at the management's discretion after consultation with all stakeholders. This review and approval must be reviewed annually, and as requested.

Motorised scooters/wheelchairs: If assessed to be appropriate for you, must be stored in your suite. It is the responsibility of the resident and/or their representative to have the motorised wheelchair serviced annually or registered as required. If servicing is not maintained, the motorised wheelchair will be, after consultation, removed from service until such maintenance has been conducted. The device must be removed within 7 days when deemed unsuitable.

Motorised mobility devices must be speed limited to the lowest setting, to always ensure the safety of others within the Community.



Care Facility Rules Visitors' Guidelines and Conduct



Care Facility Rules

Visitors' Guidelines and Conduct

Care Facility Rules to serve as a foundational framework

Palm Lake Care has developed the Care Facility Rules to serve as a foundational framework, meticulously crafted to ensure your well-being, dignity, and safety as well as the other residents, staff and visitors. Respecting the directives will foster an environment that prioritises compassionate care and upholds the highest standards of quality living.

FURTHER INFORMATION IS AVAILABLE HERE: **Palm Lake Care Residential Care Agreement**

- Schedule Care Facility Rules

Visitors: Guidelines and Conduct

While visiting hours are unrestricted, we ask family and friends to be respectful to the care needs of the resident as well as their neighbours if visiting early mornings or late evenings. Our flexible visiting times allow family and friends to visit you at your convenience. However, for resident safety, the doors are typically locked in the early evening. After this time, visitors are required to buzz for assistance, after which a staff member

will grant them access into the Community. This ensures that while visitors are welcome, your security and safety is always maintained.

Visitors must be respectful to the Community, the residents and staff at all times. Palm Lake Care management have the right to restrict access to the Community if deemed appropriate under Queensland Aged Care Health Directives legislation, or if a notifiable risk has been identified in any of our communities, such as an infectious outbreak, for example: COVID 19; Influenza; Norovirus.

Link:

Aged Care Code of Conduct.

www.agedcarequality.gov.au/for-providers/code-conduct

FURTHER INFORMATION IS AVAILABLE HERE: **Palm Lake Care Residential Care Agreement**

- Schedule Care Facility Rules: No's. 26; 27 & 28



Pets & Therapy /Assistance Animals

Gifts

Recognising Outstanding Staff Members



Pets and Therapy/Assistance Animals

Welcoming pets for visits and therapy

Unfortunately, animals are not permitted to live as permanent pets within our Communities. Animals may be on-site for various reasons including service animals, visiting residents or for pet therapy purposes.

Animals must be signed in at Reception when attending and provide the animal's vaccination status.

FURTHER INFORMATION IS AVAILABLE HERE:

Palm Lake Care policy and process

- PLC-Lifestyle-Animals in Residential Aged Care

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro1!



Gifting

Staff recognition and chocolate thank yous

Palm Lake Care recognises that residents and/or representatives, on occasion, like to give gifts to staff. It is requested that gifts are not given to individual staff members as the Palm Lake Care Policy states that staff are not able to accept gifts. Shared gifts that can be enjoyed by all staff are welcomed - for example, flowers or chocolates.

FURTHER INFORMATION IS AVAILABLE HERE:

Palm Lake Care Policy and Process

- PLC-Human Resources-Gifts and Benefits Policy

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro1!

Palm Lake Care Residential Care Agreement

- Schedule Care Facility Rules: No. 24

Recognising Outstanding Staff Members

We also have our Feedback System and encourage feedback in the form of 'Staff Star of the Month'. This allows us to acknowledge our staff stars and they receive a small financial reward for being a nominated staff star of their Community.

If you wish to recognise an individual staff member, please speak to the Service Manager as we can arrange recognition through staff recognition programs.



Feedback / Complaints Process

Internal and External Processes



Feedback/Complaints Process

Internal and External Processes

Feedback and/or complaints made by all parties are acknowledged, managed and contribute to the continuous improvement of care and services

Feedback opportunities

From your 1st day entering care to your last with Palm Lake Care, we seek your feedback to ensure

you are receiving the care and services required to the standard you expect.

Scroll through to the next page

Summary of opportunities to provide feedback

FREQUENCY	FEEDBACK TYPE	CARE/SERVICE FOCUS	FEEDBACK ACTION
1st 7 days post admission	Conversation with Resident Services and Engagement Coordinator	Settling in, care and service delivery - issues of concern or areas to improve	CM and SM review and action areas as required.
Initial 28 days after permanent admission	New Resident Admission Audit	From Enquiry to 1st day of Admission	Service Manager reviews and actions areas of concern or ideas to improve
Whenever you feel the need to provide feedback	Using the Palm Lake Care Feedback Form, email or during face-to-face conversations e.g. Care planning meetings or dedicated time with the SM or CM	Any area of care and / or service delivery that is either exemplary of needs improvement	PLC will formally respond within 7 Days
Focus Groups	Specific groups; Resident Meetings	Any area of care and / or service delivery that is either exemplary or needs improvement	Follow up is provided at next meeting as indicated
Quarterly	National Mandatory Quality Indicator Survey	Quality of Care: Respect & dignity. Supported decision making. Skills of aged care staff. Impact on health & well-being Social relationships and Community connection. Confidence in lodging complaints	Residents providing their name will receive individual response. Results are provided at the next Resident Meeting
		Quality of Life Independence Mobility Pain management Emotional well-being Social relationships Leisure activities/hobbies	Resident Advisory Board - biannual with representatives from each Community. Minutes are provided at Board level.
Biannual (twice a year)	Resident/Family Satisfaction Survey	All areas of care and service delivery	See above

Please view next page

Complaints and Grievances

This procedure provides an avenue for you to express your concerns or issues, ensuring your voice is heard and respected

Complaints and grievances procedure:

PLC complaints management approach follows the Commonwealth Ombudsman's Better Practice Guide to Complaint Handling:

Culture: PLC takes a positive approach to complaints, recognising they are valuable for continuous improvement in everything we do.

Principles: The complaint handling system is modelled on principles of fairness, accessibility, responsiveness and efficiency and is integrated into all PLC practices.

People: All PLC staff are encouraged to respond positively to feedback and complaints. Key staff are trained, skilled and supported in complaint management to ensure issues are resolved in an appropriate and timely manner.

This approach provides assurance for you to express your concerns or issues, so your voice is heard and respected.

Feedback forms are used to formerly provide feedback about your experience. Please complete and provide this in the 1st instance to enable the Service Manager to review and improve care and services as needed.

If your feedback is not addressed adequately, please email: caresolutions@palmlake.com.au

Link:

Feedback Form

<https://palmlakecare.centroassist.com.au/>

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 6: Feedback and complaints

Palm Lake Care Policy and Process

- PLC - Governance - Clinical Framework Policy
- PLC - Governance - Informed Consent Policy
- PLC - Resident Dignity, Choice & Decision - Making Policy

- PLC - Quality Management & Continuous Improvement - Feedback & Complaints Management

Centro Assist Link:

Centro Assist Username:

centroreset@palmlake.com.au

Password: **Centro1!**

Palm Lake Care Residential Care Agreement

- Section 5: Your Rights and Responsibilities
- 5.3: Complaints provides guidance
- Schedule Complaints Resolution Mechanism

OLDER PERSONS ADVOCACY NETWORK (OPAN)

Telephone: **1800 700 600**

AGED AND DISABILITY ADVOCACY AUSTRALIA

(ADA Australia) Telephone: **1800 818 338**



Moving Into Aged care

Getting to Know Your New Home

How Do The Staff Help Me?



Moving into Aged care

“I am so impressed with not only the facility but the staff.
They are friendly, welcoming, knowledgeable and make Mum feel very special”

Getting to know your new home

Moving to a new place can be a daunting experience, and we understand that adjusting to your new home in our aged care residence might take some time. However, we want to assure you that our Community has been thoughtfully designed and equipped with numerous amenities for your comfort, convenience, and enjoyment. It is our priority to ensure that your transition to this environment is as smooth and pleasant as possible.

As you settle in, our team, along with the handy Community map available in the Handbook, will be at your service to guide you through the diverse facilities. From the various lounge rooms ideal for restful moments or friendly conversations, to the vibrant dining rooms that double as social hubs; your comfort and enjoyment is our top priority.

Moreover, our Community boasts beverage stations and a private cinema for those seeking refreshments or entertainment. If you fancy some fresh air, you're welcome to explore our beautiful, well-maintained gardens. Simply refer to the Community map or ask any of our helpful team members for directions.

We encourage you to make full use of these amenities. This is your new home, designed to provide a fulfilling and rewarding living experience, and we are committed to ensuring you enjoy every aspect of it.



How do staff help me?

Dillient recruitment processes ensures safe and respectful quality care and services

How does Palm Lake Care find such great people to care for me? Palm Lake Care endeavours to ensure that, via a selective recruitment process, the staff are skilled and qualified to provide you with safe and respectful quality care and services. If you would like to assist us in the recruitment process, please let our Service Manager or Clinical Manager know, your input is welcome.

Knowing the staff are vetted correctly:
At Palm Lake Care, the safety and well-being of residents is our priority. All staff, volunteers and contractors are required by law to have a current Police Check whilst working in our communities.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 7: Human Resources

Palm Lake Care Policy and Process

- PLC-Human Resources- Recruitment Process
- PLC-Human Resources- Volunteer Recruitment Process

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro1!



Uniform Sample

from the teams' positions

Scroll through next page

CARER



Our personal carers are at the heart of our residents' lives, offering gentle and compassionate support. They build meaningful relationships and provide personalised assistance, ensuring residents feel valued and cherished every day.

LIFESTYLE TEAM



Our lifestyle team is dedicated to enriching residents' lives through engaging activities and social connections. They design and coordinate a variety of programs that cater to individual interests, fostering a sense of joy, purpose, and community among residents. Whether it's a group activity, a special event, or a personalised experience, the lifestyle team is passionate about making every day meaningful and enjoyable.

EN (Enrolled Nurse)



Our enrolled nurses work closely with residents, providing attentive and empathetic care. They are dedicated to understanding each resident's needs and preferences, fostering a sense of trust and comfort in their daily care routines.

HOUSEKEEPING



Our housekeeping team keeps residents' rooms and community spaces clean and inviting, creating a nurturing environment. They also provide efficient laundering services, ensuring residents' clothing and linens

Uniform Sample

from the teams' positions continued

RN (Registered Nurse)



care with compassion and expertise. They are committed to supporting residents' health and well-being, ensuring they receive personalised care that honours their dignity and promotes their quality of life.

FOOD SERVICES



Our catering team brings joy to residents through delicious and nutritious meals crafted with care. They are passionate about creating dining experiences that cater to individual tastes and dietary needs, making each meal a moment of connection and delight.

MAINTENANCE OFFICER



Our maintenance officers ensure that everything runs smoothly and safely in our communities. With a friendly approach and a quick response, they keep our residents' homes functioning at their best, providing peace of mind and comfort to all.

Making My Room Feel Like Home

Nurse Call System

*Using the TV, Phone,
Appliances and Equipment*

Cleaning and Maintaining My Room



Making My Room Feel Like Home

Creating a safe and comfortable environment

Our goal is to provide a safe and comfortable environment for you, one you feel satisfied with. We encourage you to bring personal items, such as pictures, family portraits, furniture, and mementos. If there are too many pieces of furniture to facilitate the delivery of safe care and services,

we will request selected items are removed at your own expense.

If you are unsure about what to bring with you into the residence, feel welcome to discuss this with Customer Experience Support.



Nurse Call System

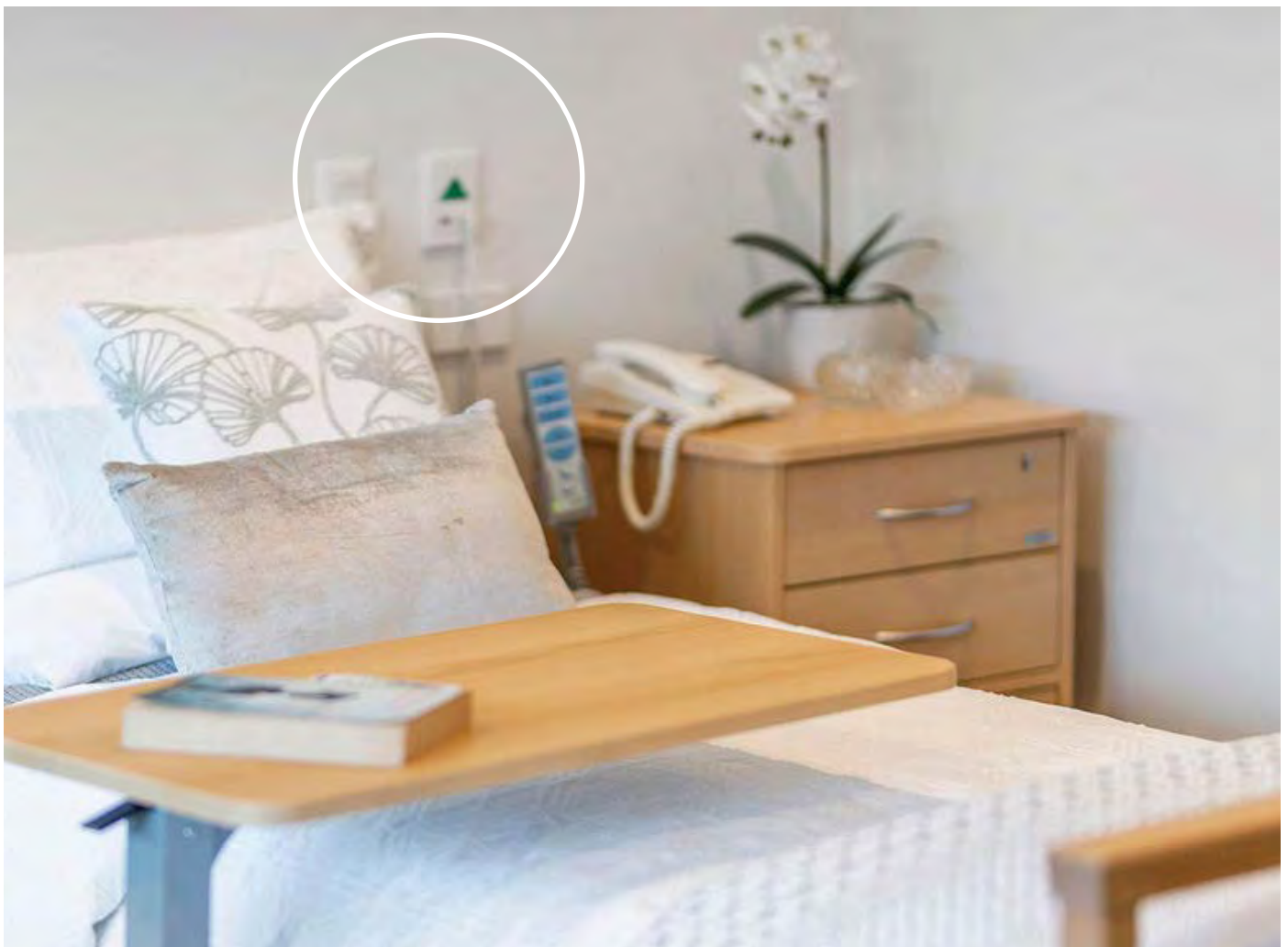
Making my room feel like home

Nurse Call Systems are strategically placed in your room, ensuite, and throughout the Community to signal care staff when you require assistance. These systems feature wall-mounted buttons or convenient call bells with extended leads, ensuring easy access when you're in your room or ensuite.

At Palm Lake Care, our system meticulously records each time the alert is activated, when staff respond to assist you, and when care tasks are completed. These records are regularly

reviewed to analyze the frequency, timing, and patterns of your call bell usage. This proactive approach enables us to anticipate your needs and provide personalised care without you having to communicate with them explicitly.

While our goal is to answer calls within 5 minutes, there may be instances, especially during times of high care demand, where the response time may be longer. However, rest assured that a staff member will promptly acknowledge your call to assess the urgency of your assistance needs.



Using the TV, Phone Appliances and Equipment

Enjoy yourself and consider others

We ask all residents to be considerate of one another regarding noise levels and encourage the use of headphones for residents who may require the volume to be higher than normal levels.

The TV: If your room has been fitted with a Smart TV, you can set up subscription/streaming services like Netflix, Kayo to continue to watch your favourite programs.

Silver Memories: This is a service provided by Palm Lake Care broadcasting directly to your TV, connecting you to the past.

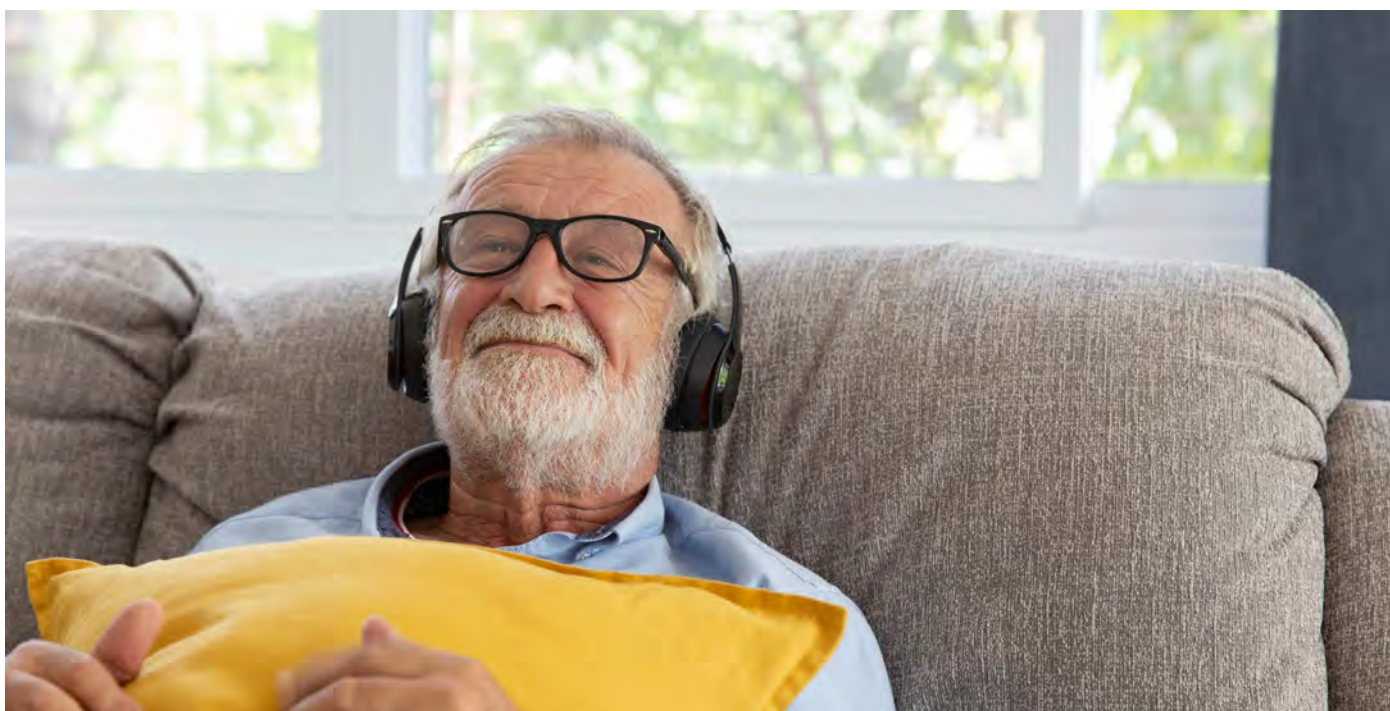
Refrigerator: The refrigerator located within your room is your responsibility. This includes managing the temperature of your refrigerator, the contents and cleanliness. We respectfully request that any foods brought in are monitored by yourself (or your EPOE/s) as our staff cannot

remove any expired items from your refrigerator out of respect for your belongings, however we wish to point out the risk of having expired items left in the fridge.

Telephone: Palm Lake Care provides a landline phone in each room. Calls to local, mobile or interstate numbers are included in your fees. The phone will be removed if you are no longer able to derive benefit from it.

Locked drawer: provided to enable you to securely store smaller items of value to you e.g.: wallet; purse; documents; medications.

Toiletries: Palm Lake Care provides toiletries, body wash, moisturiser, toothbrushes, toothpaste, disposable razors, shaving foam, and dental cleaning preparations. All residents are provided with the same product; however, you are welcome to purchase and use your preferred products.



Cleaning and Maintaining My Room

Cleaning schedule

The Palm Lake Care Housekeeping Team delivers cleaning services throughout all public spaces and resident rooms.

The schedule for these services varies within the Community. Here's an overview of the cleaning services provided for your room:

Daily: Rubbish emptied; bathrooms cleaned.

Weekly: Full clean, including vacuuming, dusting, and rubbish removal.

As Needed: Incident-based cleaning to restore your room to a presentable state.

If you have guests, please ensure all rubbish is placed in the provided bins and dishes are returned to the servery.

Room Fridge Cleaning: You and/or your family are responsible for maintaining the room's fridge in a clean manner as well as ensuring out-of-date food/beverages are discarded. PLC ensures the fridge receives a full clean upon your discharge.

Linen changes: Weekly and as needed.

Maintenance Services: Palm Lake Care communities employ Maintenance Officers to conduct and coordinate maintenance within the Community and grounds. If you require any repairs to your room, please notify the staff and they can complete a maintenance request on your behalf. Palm Lake Care does not accept any responsibility for the maintenance or repair of any items owned by you.

If your own equipment is observed to be in disrepair, you will be asked to either repair, replace or remove the equipment from the Community. We do this in the interests of your own safety and the safety of other residents.

Hanging items on your rooms' walls:

We encourage you to decorate your room to make it your home. Our Maintenance Service will hang suitable items on the walls. Please request this through either the Customer Experience Support during your admission or through the Reception/Administration staff.



Care Assessment and Planning

Health Records

General Practitioner GP



Care Assessment and Planning

Planning your future

Our team of clinical and care professionals, including visiting doctors, dentists, audiologists, occupational therapists, physiotherapists, speech pathologists, registered nurses, enrolled nurses, and personal carers, work collaboratively to provide individualised care and support to you.

We will undertake an initial assessment to establish your required care and services to

optimise your health and well - being in accordance with your needs, goals, and preferences.

Palm Lake Care welcomes you to be an active participant in the decision making of your plan of care and services. The aim of this is to ensure that the cares and services given to you are in accordance with your needs and choices.

Your plan of care is accessible to you at any time.



Health Records

Confidential and limited access

These records are indispensable for your well-being, as they inform us about your health history. This allows us to provide personalised care and promptly address any health issues that may arise.

A record will be kept of all medical and clinical care/treatment. This record is confidential, and access is limited to health care professionals directly involved in your care.

The notes of the attending medical practitioner will be made available only with you and/or your representative's approval or as required by law. You and/or your representative may make a written

request to the Service Manager to access clinical nursing notes.

You or your legal representative may view clinical nursing notes only in the presence of senior staff as nominated by Palm Lake Care. Notes shall not be copied or be allowed to be taken from the premises unless required by law.

Identification photographs are taken after admission, and regularly updated, for inclusion in these records. This is to facilitate and maintain resident recognition and avoid risk of mistaken identity.



General Practitioner GP

Taking responsibility for engaging independent medical practitioners

The relationship between you and your doctor remains directly between you. We provide support and back up of care reviews and onsite reviews. You or your representative are responsible for arranging this relationship.

You may engage the services of your own local doctor or elect another doctor who is able to visit you at Palm Lake Care. If you do not have a doctor,

staff will provide a list of visiting doctors from which your choice can be made.

Please note that your representative is responsible for accompanying you or making the necessary arrangements for all external appointments, including your doctor. You must keep us up to date regarding changes to medical conditions and the medications prescribed for you.



Lifestyle and Activities

Activity Calendar

Requesting Activities



Lifestyle and Activities

Our first concern always is creating a better life for each resident. We focus on health and lifestyle and understand the importance of social interaction.

At Palm Lake Care, we believe that a comfortable and inviting living space is essential to the well-being of our residents. We are committed to providing a safe and supportive environment that feels like home.

Our Lifestyle team works hard to uncover residents' interests and encourage interaction, social engagement, friendships, and fun. We believe that the little things can make a big difference, and we go the extra mile to ensure that every resident feels supported and cared for every day.

As part of our commitment to person-centered care, each of our aged caring communities has a

dedicated lifestyle coordinator who focuses on quality of life and engagement based on your preferences. Every resident is unique and may have specific interests or hobbies they want to pursue. We develop a personalised lifestyle plan tailored to each resident's individual needs and references, whether they want to pursue an activity in a small group or on their own.

Representatives and friends are encouraged to join you in these activities and to assist with the activities if they so desire, under the direction of the lifestyle staff.

Outings are organised throughout the year, and some are provided at an additional cost. Payment options are advised by the Lifestyle Team.



Activity Calendar

The Activity Calendar is distributed to all residents and can be found throughout the Community.

Each week, calendars are delivered directly to your room and are also available on noticeboards and coffee tables in lounge areas.

Requesting Activities

We love to hear of new ideas and activities that may be a popular addition to the calendar or perhaps a one-off event.

You can make suggestions at the Resident Meeting, so others can hear your ideas. The Lifestyle Coordinator will assist you if you cannot attend the meetings.

We will also welcome your ideas on a Feedback form if this is easier.



 **Activity Calendar**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

This weekly activity calendar may be subject to change, due to unsuspected circumstances.

Starting Up your Own Group / Activity



Starting up Your Own Group / Activities

It's not always possible to provide every activity on a regular basis, and perhaps only a few residents are interested, like playing Mahjong or Canasta.

We can help you establish a group or activity and invite others to try - we have many such groups occurring across Palm Lake Care and the residents love the autonomy this provides them.

Please speak with your Lifestyle Coordinator to get one started today.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 1: Consumer dignity and choice
- Standard 2: Assessment & planning
- Standard 4: Services and supports for daily living.

Palm Lake Care Resident Care Agreement

- Section 12: 12.1 Provision of Care Services
- Schedule Care Services

Palm Lake Care Policy and Process

- PLC - Governance - Admission Policy
- PLC - Hotel Services - Cleaning Services Policy
- PLC - Clinical & Care - Care Planning Policy
- PLC - Customer Experience - Pre - admission Process
- PLC - Customer Experience - Admission Process
- PLC - Human Resources - Recruitment Process
- PLC - Human Resources - Volunteer Recruitment Process
- PLC - Clinical & Care - Assessment & Care Planning Process

Centro Assist Link:

Centro Assist Username:

centroreset@pallake.com.au

Password: Centro!



My New Home

Ongoing Care Planning

Managing Your Medications

Spiritual Services and Amenities



My New Home

Here I can be myself

Here, I live the life I choose, and Palm Lake Care understand who I am and what is important to me, and this determines the way my care and services are delivered.

Ongoing Care Planning

Reviews are essential to stay informed

Plans are reviewed three-monthly or more frequently if required, and your input into this is valued and welcomed. You will be offered a copy of your care plan at this time.

We invite you and/your representative(s) to discuss the planning and delivery of care. Through this involvement with our care team, allied health professionals and your doctor, we hope to deliver a coordinated and informed approach to achieving quality care outcomes for you.



Managing Your Medications

Helpful assistance with medication

If you bring medications, please hand these to the clinical staff member so they may be checked by the Clinical Manager or Registered Nurse.

Where appropriate, you may wish to continue to self-medicate subject to an assessment by your doctor and the Clinical Manager. In the case of self-medication, appropriate documentation will need to be completed. At Palm Lake Care the systems to manage medications are supervised by a Registered Nurse, assisted by Enrolled Nurses.

Palm Lake Care contracts a pharmacy to provide appropriately packed medications. Palm Lake Care prefers residents to sign on to this system as it makes the ordering and supply of your medications an uncomplicated process. It also gives you

access to medications you may need in an emergency, such as pain relief or antibiotics. You will be invoiced monthly by the Pharmacist for any pharmacy items and medications.

The Registered Nurses will arrange for the ordering, and review medications with your health practitioner in consultation with you, and/or your representative. Registered and Enrolled Nurses at Palm Lake Care are responsible for the administration and recording of the medication process on your medical records.

If you wish to continue using your own pharmacy provider, please inform the Clinical Manager. We will ensure that you or your representative are aware of the obligations.



Spiritual Services and Amenities

Creating a tolerant and inclusive community

Individual interests, customs, beliefs, ethnic and cultural backgrounds are valued and fostered at Palm Lake Care. If you have any specific requirements, please discuss these with the Lifestyle Team, Clinical Manager or Service Manager. Ministers of Religion visit regularly and conduct services with

details noted on noticeboards and calendars throughout the Community.

Most Communities provide Reflection/Serenity Rooms for you or your family for quiet contemplation.



Allied Health Services

Hearing, Dentistry and Optometry

Transport, Travel and Assistance Services



Allied Health Services

What's included in your fees?

Physiotherapy, Speech Pathology, Dietician and Podiatry Services: are available to those residents who need these services and are included in your fees.

If you request or require intensive rehabilitative physiotherapy, this cost will be charged to you, as required under the Aged Care Act 1997 (Cth).

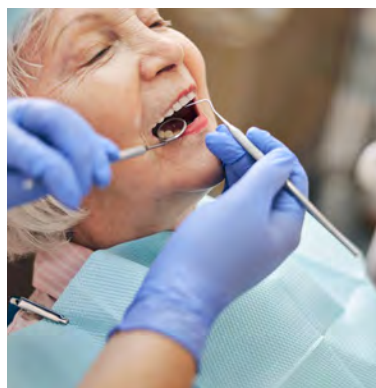
Hearing Dentistry and Optometry

Mobile medical services

Each community has mobile services that visit throughout the year. Some of these services may have an additional cost. You can also choose to attend other external services if you prefer. You or your representative's EPOE/s will need to arrange appointments and transport.

Some services are covered by Medicare.

If your GP or Specialist orders clinical services, senior care staff can organise them when necessary. You will pay the service provider directly for these services.



Transport, Travel and Assistance Services

Independence and responsibility

The resident representative and/or other representatives are responsible for providing personal escort/transportation assistance for residents leaving and returning to the Palm Lake Community. Palm Lake Care does not provide personal escort/transportation services.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 1: Consumer dignity and choice
- Standard 4: Services and supports for daily living

Palm Lake Care Policy and Process

- PLC-Clinical & Care - Transporting Resident's Policy

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro1!

Palm Lake Care Residential Care Agreement

- Schedule Care Services.



Declining Health and Palliative Care

Equipment to Assist Mobility
and Independence: Lifting Machines

Falls Prevention



Equipment to Assist mobility and independence

Supported independence

Palm Lake Care has a no lift policy. Therefore, if you are unable to stand and hold your own weight to transfer, change position or walk, staff will be required to use the appropriate lifting aids, and this may include a mechanical lift equipment. Staff are not permitted to lift residents in and out of private

vehicles, as this puts both you and staff at risk. We recommend that residents who require lifting devices arrange for appropriate transport such as a wheelchair taxi. Please contact the Clinical Manager for further suggestions.



Falls Prevention

Reducing the risk through effective preparation

Palm Lake Care recognises that there is the potential for you to have a fall relating to many factors, including deterioration in your level of mobility or cognitive function. To minimise the risk of this occurring, a physiotherapist is available to assess your individual needs after admission and develop a program.

Unfortunately, even with regular physical therapy attention, some people may be at a higher risk of falling than others, and these people may continue to have falls. Some falls may result in injuries, such as fractures, lacerations, or more serious complications. Residents at risk can be assessed

for hip protectors to provide protection against hip fractures. Other measures to prevent falls can also be implemented, including physiotherapy, balance classes, movement sensors, and individual manual handling protocols. If falls prevention is becoming an unrealistic goal, varying injury minimisation strategies can be implemented upon consultation with you and your EPOE/s. Palm Lake Care is extremely proactive in the management of high-risk residents. If you would like more information in relation to this program, please speak to the Clinical Manager.

The Ideal Shoe

- The box is deep and wide enough to allow toes to move
- Heel is wide and flat to provide better side stability
- Laces or Velcro closure allow for a snug fit and room for swelling
- Heel cup is deep with a snug collar to provide support and prevent heel slipping
- Sole provides good grip but does not stick to carpet
- For better stability, the thickness of the mid sole should not exceed 25mm (1")
- Shoe length is no more than 7mm (1/4") longer than your longest toe.
- Heel should be no more than 10mm (3/8") higher than the toe



FALLS PREVENTION INFORMATION LINKS:

Australian Commission on Safety and Quality in Health Care
<https://www.safetyandquality.gov.au/our-work/comprehensive-care/related-topics/falls-prevention>

Flinders University
<https://news.flinders.edu.au/blog/2024/02/07/providing-effective-falls-prevention-in-aged-care/>





News About Shoes

News about shoes is a part of the over all falls prevention programme at Palm Lake Care which focus's on falls prevention being a multi-factorial approach to prevention.

Research shows that inappropriate footwear is a leading cause of falls in aged care facilities and is often overlooked despite being easily preventable.

Falls Prevention

Palm Lake Care are proactive in reducing falls for our residents and aim to reduce the impact falls have, by reviewing our falls prevention strategies regularly and looking for ways to improve our services.

As part of this initiative we are looking at the types of shoes our residents wear and how they mobilise in them so that we can inform families and loved ones of changes required.

This program will be run in conjunction with our dedicated physiotherapy team to ensure that the appropriate footwear for each resident is selected.

Shoes

Please join us in reviewing your loved ones shoes/ footwear to help Palm Lake Care reduce the impact and rate of falls in our communities and keeping your loved ones safe.

- o NO | Sandals/thongs
- o NO | Heels
- o YES | Snug well-fitting shoes



Suitable



Unsuitable

Advanced Care Directive



Advanced Care Direction

A key to maintaining your autonomy

The Advanced Health Directive is a legal document that must be signed by a legal representative and your GP. This document is key to maintaining your autonomy. It articulates your wishes regarding medical treatment in situations where you may not be able to communicate or make decisions yourself.

An advanced care directive is a written statement that expresses a person's wishes in advance and contains instructions about health care situations when a person is not able to decide.

Palm Lake Care will respect any formal Advanced Care Directive to the extent that it does not breach any duty of care, religious ethics or any current laws or regulations. You are advised to have this document in order prior to admission.

You will also be provided with a statement of choices prior to admission. Our staff will assist you, and/or your representative, with this form if you desire.

FURTHER INFORMATION IS AVAILABLE HERE:

Palm Lake Care Policy and Process

- PLC - Clinical & Care - Deterioration & Health

Changes Policy

- PLC - Clinical & Care - Mobility and Falls Prevention Policy
- PLC - Clinical & Care - Advance Care Planning & End of Life (Palliative Care) Process

Centro Assist Link:

Centro Assist Username:

centroreset@pallmlake.com.au

Password: Centro1!

Link to:

Queensland Government Advanced Health Directive Information:

<https://www.health.gov.au/topics/palliative-care/planning-your-palliative-care/advance-care-directive>



End-of-Life Transition

Palliative and End-of-Life Support



End-of-Life Transition

“We could not wish for better care and the support they gave us helped get us through these sad times. What they did was well beyond professional care. Mum was treated like family and this in itself made it easier for us when we couldn't be there”

Palliative and End-of-Life Support

Palm Lake Care understands the need for sensitive and supportive quality palliative care services which includes holistic care coordination and ensuring symptom management during end-of-life. When needed, palliative care services are available for all residents. Assistance will be provided to access and initiate specialist support when necessary. External Palliative Care Teams within our Community, in consultation with you, your representative, and your doctor, may offer this support. Your advanced care planning documentation and/ or your Statement of Choices will guide your care ensuring that decisions made in relation to your care are in accordance with your wishes.

For more information, speak with the Clinical Manager at your Palm Lake Community.

Funeral Director Details

Palm Lake Care Communities request that preferences for funeral arrangements be documented on admission with the registered nurse.

If you or your representative do not wish to discuss this on admission, you may provide this information later. If you or your representative wish to change your choice of funeral director, please advise our staff so they can update your record in accordance with your wishes.



Supporting
You Through
**Palliative
Care**

 | Here we make a difference

End-of-Life Care Plan

Voluntary Assisted Dying



Voluntary Assisted Dying

Giving choice to the dying person and respect their autonomy

Palm Lake Care respect your choices and are committed to following your wishes in collaboration with your Medical Officer. Please discuss with your GP and EPOE/s then arrange to meet with the Service and Clinical Managers to speak on your behalf if you wish to explore this further.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 2: Assessment and planning
- Standard 4: Services and supports for daily living

Palm Lake Care Policy and Process

- PLC - Clinical & Care - End of Life Care Policy.

PLC-Resident Well-being Policy

- PLC-Clinical & Care - Voluntary Assisted Dying Process

- PLC-Clinical & Care - Advance Care Planning & End of Live (Palliative Care) Process.

Centro Assist Link:

Centro Assist Username:

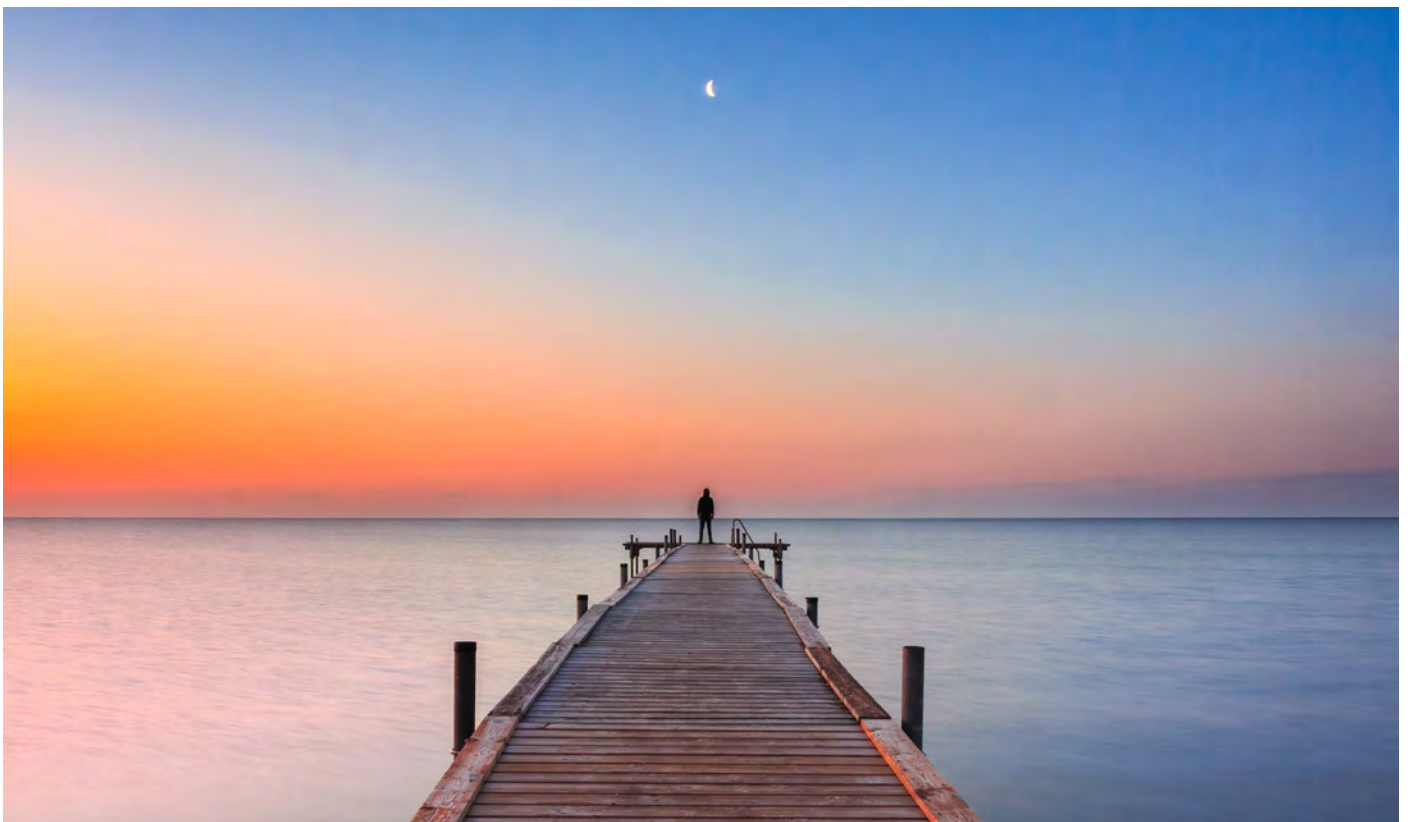
centroreset@palllake.com.au

Password: Centro!

Link to:

Voluntary Assisted Dying | Queensland Health

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/voluntary-assisted-dying>



Specialist Care

Dementia Care

Degenerative Conditions

Mental Health Services



Specialist Care

Dementia Care

Maintaining a sense of stability and routine

Dementia is an umbrella term related to the changes in the brain. These changes impact on how a person relates and identifies with their environment, loved ones and day to day activities.

At Palm Lake Care, our approach is about providing support so you can live as normal a life as possible.

Even though your ability to undertake normal daily activities may be reduced, you should be seen as a person first and your condition second. This is the basic premise of our 'Person-centred care'.

Making a residential care decision for a person with dementia, no matter what the stage, is difficult and stressful for all concerned.

Providing a familiar and constant environment with active involvement by family and friends is important.



Degenerative Conditions

Staying independent

There are many types of degenerative conditions.

The level of care you need will depend on the type and severity of your condition, which can/will change over time.

Palm Lake Care will help you to be as independent as possible but ready to provide care and services as required.

There are support groups to also assist you manage and cope with your well-being. Please speak with the Care Manager to find out how we can link you with the appropriate services.



Mental Health Services

The importance of maintaining mental well-being

Your mental well-being is of utmost importance to us here at Palm Lake Care. Though we do not have an in-house mental health team, we are thoroughly committed to assisting you and your loved ones in navigating through any mental health concerns with utmost compassion and confidentiality. Our adept staff are readily available to:

Coordinate Services: Help arrange appointments and facilitate communication with external mental health professionals, ensuring you receive the requisite care and support.

Provide Information: Offer resources and information related to available mental health services and how they can be accessed to best meet your needs.

Support Loved Ones: Assist family members and carers in understanding and navigating available mental health resources and providing guidance on how best to support you.

Ensure Comfort: Be a listening ear and a pillar of support within our Community, always ensuring that you feel safe, respected, and cared for.

Continuous Assistance: Help in the ongoing management and coordination of mental health services, adapting as needs change to ensure consistent support.

Palm Lake Care is committed to ensuring that every resident experiences a nurturing and positive environment. We consider your mental well-being crucial and are here to assist in connecting you with external resources that can help maintain and enhance your mental health and overall quality of life. Should you or your loved ones ever wish to discuss or arrange mental health services, please know our team is here to assist every step of the way.



Restrictive Practices



Restrictive Practices

Our strong commitment

Palm Lake Care has a strong commitment to working towards a restraint - free environment.

A restrictive practice is any action that restricts the rights or freedom of movement of a care recipient. Restrictive practices are only used as a last resort when all other measures have failed, and we will use the least restrictive form. The Clinical Manager and your doctor will consult with you and/or your representative about any restrictive practices. We will consult with you, and/or your representative regarding the risks associated with applying any restrictive practice, including bedrails; and ensure the appropriate authority is provided prior to this action being applied. Regular monitoring of the restrictive practice will occur.

There are 5 types of restrictive practices:

Chemical restraint

Environmental restraint

Mechanical restraint

Physical restraint

Seclusion

The use of a restrictive practice, otherwise known as a restraint, has been strictly regulated in aged

care facilities from 1 July 2021, with specified responsibilities under the Aged Care Act 1997 and the Quality-of-Care Principles 2014.

Please speak with the Clinical Manager if you need more information about restrictive management.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 3: Personal care and clinical care

Palm Lake Care Policy and Process

- PLC - Clinical & Care - Specialised Nursing Care
- PLC - Clinical & Care - Restrictive Practice

Management Process

- PLC - Clinical & Care - Mental Health & Behavior

Support Process

- PLC - Clinical Governance - Process
- PLC - Clinical Governance - Queensland Health

Patients - Process

Centro Assist Link:

Centro Assist Username:

centroreset@pallake.com.au

Password: Centro1!

Here our values are important to us

OUR VISION
That belonging and connection is a fundamental part of ageing.

OUR PURPOSE
We build active, engaged and inclusive care communities.

OUR PRIORITIES

PEOPLE
We're a great place to work, where our people feel connected and truly contribute to our Caring Communities.

LISTEN
Communication is at the heart of all we do. We engage, listen and respond.

COMMUNITY
We create vibrant environments where everyone is welcomed. Our residents feel safe, valued and that they belong.

INFORMATION LINKS:

Restrictive Practice:
Overview of restrictive practices (agedcarequality.gov.au)

Restrictive practices in aged care, a last resort! Australian Government Department of Health and Aged Care.

Chemical Restraints
www.health.gov.au/resources/publications/oxycodone-steps-for-use-in-the-care-of-people-with-dementia, www.palmlakecare.com.au/press-information/aged-care

Psychotropic medications used in Australia - information for aged care | Aged Care Quality and Safety Commission

1800 246 677
casesolutions@pallake.com.au
pallakecare.com.au

Use of Restraints in Aged Care

Restrictive Practice
Restrictive practice is any action that restricts the rights or freedom of movement of a care recipient.

There are 5 types of restrictive practices:

- Physical restraint
- Mechanical restraint
- Chemical restraint
- Environmental restraint
- Seclusion

Use of a restrictive practice, otherwise known as a restraint, has been strictly regulated in aged care facilities from 1 July 2021, with responsibilities under the Aged Care Act 1997 and the Quality of Care Principles 2014.

Practitioners are required to comply with legislative requirements at all times, and to prevent harm to residents, or others, using the restrictive practice: the least restrictive form appropriate authorities, and with informed consent.

In addition to the above requirements the MP must document the reasons the chemical restraint is necessary, and the information that informed this decision must be recorded in the resident's care and services plan in accordance with the Aged Care Quality Standards.

Authority
A directive from a medical practitioner (MP) must be in place prior to the application of any restrictive practice. This MP must be someone with day to day knowledge of the resident. The MP must trial and document alternative strategies before authorizing any restrictive practice. Before an approved provider uses a restrictive practice, a medical practitioner must have:

- Assessed the care recipient as posing a risk of harm to themselves, or others
- Assessed that the restraint is necessary as a last resort
- Discussed the restrictive practice's proposed benefits, options, and risks with the resident, or their restrictive practices substitute decision-maker (RPSDM), and sought their informed consent.
- Conveyed that they have received informed consent for the prescribing of the restrictive practice
- Completed the required documentation.

Chemical Restraint
This is a practice or intervention that involves the use of medication for the primary purpose of influencing a resident's behaviour.

Consent
There are strict requirements for the use of restrictive practices in residential aged care. Informed consent needs to be given by the:

- Resident, or
- RPSDM if the resident lacks capacity to give that consent.

A RPSDM is a person, or body, that can give informed consent to the restrictive practice. They can also give consent to the prescription of medication in the case of a chemical restraint. Consent must follow the laws of the State or Territory in which the resident is receiving care.

Behaviour Support Plan
The BSP is a component of the Care and Services Plan for all residents that:

- Requires assessment to see if they need a restrictive practice
- Shows relevant behaviours of concern
- Show cares and support strategies to address these behaviours
- Demonstrates how restrictive practices are to be applied.

Monitoring
The need for, use of, and effectiveness of restrictive practices must be continually monitored, reviewed and documented. At a minimum this is third (3) monthly by the MP, and annually by the resident/ RPSDM.

Dining, Celebrations, Cafés, and Snacks

Dining
Menu Choice

Food Allergies, Likes & Dislikes

Dining Information

Responsible Service of Alcohol

Celebrations



Dining

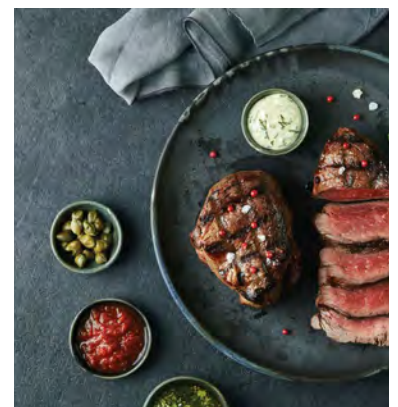
Menu Choice

“My food and dining experience here reflects commitment to my health and well-being, with nutrition, variety, and choice. I love that I can still enjoy my glass of wine with dinner.”

All meals are nutritionally balanced and are attractively presented. There is a four-week, rotating seasonal menu. The menu is displayed, and you will have the opportunity to select from a wide range of meal choices, along with our ‘always available’ options.

You are encouraged to have input to the menu through your monthly resident meeting, surveys, verbally or via our feedback system.

Your participation in meetings is welcomed, and a specific Food Focus Group is a monthly meeting, and we value your input and feedback and welcome each suggestion as an opportunity to improve our service.



Food

Allergies, Likes and Dislikes

Your likes, dislikes and allergies are considered in the preparation of the meals served. Please ensure that you or your representative have provided the information to guide our care and services.

Special dietary requirements are catered to, for either medical, religious, choice, or cultural observance.

Dining Information

Dining times at a glance

Breakfast Service

Is from 7am and concludes at 9am

Lunch Service

Commences at 12MD and concludes at 1pm

Dinner Service

Commences at 5pm and concludes at 6pm

Feel free to join us in our charming dining spaces, though we recognise that individual preferences or health considerations might make this impractical at times.

In-Room Dining

Can be arranged if preferred.



Responsible Service of Alcohol

Enjoy in moderation

Palm Lake Care offers residents a glass of wine, beer or soft drink with both lunch and dinner. Due to licensing, we are unable to serve visitors alcohol.

You may provide and drink alcohol in moderation, if it is not contra-indicated by your medical condition or your medical practitioner.

Should this contra-indication be a medical concern, this will be discussed with you and/or your representative to assist in making an informed decision about your choice.

Celebrations

We love to help you celebrate

At Palm Lake Care, we love to help you celebrate the important days in your life like birthdays, anniversaries or a Celebration of Life for a passed loved-one.

Each Community has a range of locations that can be booked for private functions.

We can create a personalised event or simply ensure your private celebration is one to remember. Please enquire at Reception for more information.



Café

Lite Bite Menu and Refreshment Stations

Ordering In



Café

Refreshments throughout the day

In PLC Communities with cafés open throughout the week to ensure everyone has an opportunity to enjoy the delicious offerings with family and friends or perhaps just a quiet coffee while doing the crossword.

The prices are very reasonable and highly subsidised by Palm Lake Care.

In our Toowoomba, Deception Bay and Beachmere Communities, residents and family members purchase café credit in \$20 or \$50 values. These Communities do not have EFTPOS facilities at the café, so this option provides an efficient café service.

Bargara and Bethania Communities coffee machine uses tokens, available from reception. Residents, families and friends can then use the token at the

self-service coffee machine.

Caloundra Café includes an EFTPOS facility so purchases can be made when ordering.

The Café menu is available in your Welcome Pack and from the Café.



Lite Bite Menu and Refreshment Stations

We provide a Lite Bite Menu for you to access 24hrs a day

Throughout the Community, you will find refreshment stations with biscuits and fresh fruit

for you to enjoy at any time. Instant Tea, coffee and filtered water are available.



Ordering In

Uber Eats; local delivery services - making it happen

To ensure our food safety plan is not compromised, any food or beverage brought in by you or for you is your responsibility. Palm Lake Care will not be held responsible for food and beverage items not provided by us. For your own safety and protection, we actively discourage the practice of reheating foods. All perishable foods which are not consumed within 24 hours should be discarded.

We also respectfully request that non-perishable items such as biscuits and sweets/confectionery are stored in an airtight container to avoid infestation risk.

Our Food Safety Plan designates that Palm Lake Care staff do not handle or heat any food that is bought in from outside - restaurants, takeaway menus or home cooking.

Now that we have provided the food safety information - here is how you can order and receive delivered food:

Ordering During Business Hours (Monday-Friday 9am - 4pm)

Let staff know you are not eating at the dining room; notify Reception to expect a Food delivery and the approximate time.

Please arrange for either yourself or a friend to be at Reception at the expected delivery time to collect the food.

Ordering during after-hours times (Monday-Friday 4pm - 9am, Week-ends and Public Holidays)

Let staff know you are not eating at the dining room; Please arrange for either yourself or a friend to be at Reception at the expected delivery time to collect the food.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

Standard 4 Services and supports for daily living

Palm Lake Care Policy and Process

- PLC - Clinical & Care - Nutrition & Hydration Policy
- PLC - Hotel Services - Meal Quality Policy
- PLC - Resident Dignity, Choice & Decision Making Policy
- PLC - Administration - Visitor Dining Experience Process
- PLC - Administration - Private Dining Room Booking Process

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro!



Personal Grooming (Hair, Beauty, Laundering) Services

Hair Care



Personal Grooming (Hair, Beauty, Laundering) Services

Here, I look and feel fabulous

Hair Care

A hairdresser regularly visits Palm Lake Care communities, and this service is available to you on request.

Salon hours are displayed on the front entry to the salon and information was provided in your Welcome Pack.

Booking and Payment for services: Bookings are made through Reception. The cost of this service

will be charged to your monthly account or paid directly at Reception using a credit/debit card.

Can my hairdresser continue to provide hair and beauty services to me? We encourage you to attend your hairdresser/beauty therapist in the Community if you are able to do that. We regret to advise that they are unable to attend Palm Lake Care Community.



Beauty Services

Laundry Service

Labelling

Lost and Found Management

Domestic Laundry

Gifting Clothes



Beauty Services

Here, life revolves around my needs

Some of our Palm Lake Care Communities offer beauty services such as nail care, hair removal, facials and so on. Please speak with the friendly staff at reception for more information.



Laundry Services Labelling

You or your representative are kindly asked to ensure that appropriate clothing is provided for your use.

For your convenience, we recommend comfortable, easy-care garments suitable for commercial laundering at high temperatures, in line with infection control protocols.

If you prefer to have your clothing laundered by a family member, please inform us so we can accommodate your preference.

All clothing items are to be labeled, a service we offer at our Community as part of the Additional Services Fee.

Managing Your Wardrobe

The cost of repairs, replacement of clothes and dry-cleaning is your responsibility and/or that of your representative.

No responsibility will be accepted by Palm Lake Care for the loss or damage to personal laundry on the premises.

You and/or your representative are asked to check your wardrobe at the change of each season to ensure you have the most appropriate clothing, best suited to you and the season.

Appropriate footwear must be considered to minimise the risk of injury through falls or slipping. Footwear should be supportive and in good condition as inadequate footwear is often a contributing factor

in fall - related injuries. If you are unsure, please speak to the Service Manager or Clinical Manager.

Delicate items and woollen fabrics are not advisable.



Lost and Found Management

You should notify the staff of any missing clothes so that prompt action can be taken.

The staff may require a clear description of the missing item, and when it was last seen



Domestic Laundry

Most of Palm Lake Care Communities have a domestic laundry - machine and dryer provided for those who would like to continue caring for some items of clothing.



Gifting Clothes

You may wish to gift clothes no longer worn to another resident in the Community. Please arrange for the items to be sent to the Laundry for the clothes to be relabeled for the other resident.

Palm Lake Care does not accept donations of clothes when representatives are clearing residents' rooms. Please donate unwanted items to a charity organisation of your choice.

Leaving clothes behind when the resident is discharged may result in a disposal fee being deducted from any funds held by Palm Lake Care.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 1: Consumer dignity and choice

Palm Lake Care Policy and Process

- PLC - Laundry Management Process

Centro Assist Link:

Centro Assist Username:

centroreset@palllake.com.au

Password: Centro1!

Palm Lake Care Residential Care Agreement

- Section 15: Terminating the Accommodation
15.2: Removal of your Property

Staying Connected Within this Community

Daily Newspapers and Magazines

Mail

Resident Meetings & Getting Involved

Voting



Staying Connected Within This Community

Here I make friends and have companionship

Daily Newspapers and Magazines

Palm Lake Care provides a small collection of newspapers and magazines for community reading. Please remember these are for everyone's enjoyment and are located in various lounges or Cafés throughout the Community.

We provide copies of The Courier Mail and The Australian. Our Toowoomba Community also receives The Chronicle.

Magazines include Reader's Digest; ABC Gardening Australia; Wheels Magazine; National Geographic and Woman's Weekly.

However, if you prefer, you can receive your own newspaper delivery direct from the local newsagent. This is a private arrangement between yourself and the newsagent and as such you are responsible for the payment of the monthly account.



Mail

Staff deliver mail directly to your room.

Out-going mail can be forwarded on your behalf. Please ask our friendly Reception staff to assist. Please arrange to purchase your own stamps.



Resident Meetings and Getting Involved

Monthly resident meetings are scheduled within our communities to facilitate consultation with residents and/or their representatives. These gatherings, conducted with management, offer a platform for discussing various topics of interest, addressing general concerns, and providing feedback on the Community's operations. We actively seek your input and suggestions on matters such as menu planning, activity scheduling, living conditions, and care services.

Any issues raised during these meetings that

can be remedied for quality enhancement will be addressed promptly. We promote interaction among residents, staff, and management to foster a service environment that prioritises residents' needs and preferences. We are committed to ongoing improvement and value feedback from you and/or your representative.

For personal grievances, we encourage you to discuss them privately and confidentially with the Service or Clinical Manager.



Voting

Before Polling Day, representatives from the Australian Electoral Commission (AEC) will visit the Service to facilitate your exercise of the democratic right to vote. If you prefer to vote by post, your legal representative can arrange postal voting for you.

If you become too unwell to vote, please request your legal representative to contact the AEC to have your name removed from the electoral roll.

Keeping Your Family Informed

Newsletters

Details About the Local Community

Silver Memories



Keeping Your Family Informed

Here, my family stays informed

Residents and their representatives are encouraged to reach out to the Service Manager or Clinical Manager at any time to share feedback or seek clarification on any questions or concerns they may have.

It's best to contact the managers during office hours:

Monday to Friday 9:00 am - 5:00 pm

(excluding Public Holidays). However, alternative

arrangements can be made if these hours are not convenient for you.

Noticeboards placed within Palm Lake Care Communities are regularly updated to display current and upcoming activities, events, news, menus, outings, meeting minutes, survey results, and other pertinent information for residents, their representatives, family, and visitors.

Newsletters

Staying informed and connected

Stay connected with your Community happenings through our bi-monthly newsletter, ensuring you are always informed about upcoming events, news, and updates within Palm Lake Care. This is available in a printed version throughout the home, or we can add you to the digital mailing list.

If the local community is not well known to you or your representative, we can arrange for information to be provided, such as a local magazine or directory. Please speak with the Lifestyle Coordinator for assistance.

The Difference
PALM LAKE CARE CALOUNDRA JUNE - JULY 2024

Whether they are mums, grandmothers, great grandmothers, aunts or adopted carers, we celebrated all those special ladies recently with an indulgent high tea. We love you, mum!

We love you, mum

Your feedback is important
There are plenty of ways to provide us with your highly valued feedback

Around the grounds
Meet some Palm Lake Care neighbours and check out what we've been up to, inside.

Palm Lake Care

Here, you are welcome

Palm Lake Care Toowoomba
Service Manager:
Sue Daly

It's been busy to say the least in Toowoomba of late! Team Toowoomba hosted three assessors from the Aged Care Quality and Safety Commission on April 16-18 to undertake our re-accreditation. As you can appreciate this was an intensive process for the team. Assessors spoke with 20 residents, nine representatives and 24 staff members. The assessors reported positive feedback was received from residents and representatives alike. They said our staff are kind, caring and knowledgeable regarding resident needs, with our residents and representatives stating that "staff are wonderful". I am proud to advise the Commission Assessment team's recommendations that Palm Lake Care Toowoomba has met all requirements across all standards. This is a fantastic outcome and a testament to the continued efforts of Team Toowoomba. I thank you for your continued support.

As always, I welcome you to provide feedback at any time, the good, the bad and the ugly! Please do not hesitate to come by and have a chat.

Palm Lake Care
Chief Operating Officer:
Trish Heke

As we prepare to walk in our winter wonderland, I hope everyone has considered their vaccination status for flu and COVID-19. Vaccinations are strongly encouraged as they protect both you and those around you. You staying healthy and safe is our top priority.

I am pleased to share the news that we recently held our inaugural Resident Advisory Body meeting. I want to extend my heartfelt thanks to each nominated resident from our communities who participated. This body provides a safe and welcoming space for residents to share their valuable feedback with our Central Support Office and the Board. Your insights are invaluable to us. You might start seeing a regular piece from your representative in this newsletter.

Regarding the Aged Care Act and its strengthened standards, the government has delayed these new standards until July 1, 2025. However, we are proactively working on improvements, particularly around enhancing the dining room experience to ensure it meets the highest standards of care and comfort. You might be wondering how Palm Lake Care supports our staff? In addition to mandatory training, we partnered with a consultancy firm to provide leadership training for our Service Managers. We have recently held a Chief Manager Workshop and Mentorship Workshop, as well as regular 'Clinical Manager' Workshops, infection protocol training for our Registered Nurses. First Aid training and CPR training. All these opportunities are provided free of charge to our staff. Also, all our Registered and Enrolled Nurses can have their AHPRA registration paid by Palm Lake Care each year.

Thank you for being a part of our Palm Lake Care family. Your wellbeing and comfort are always at the forefront of our efforts.

Palm Lake Care

Palm Lake Care Toowoomba

Looking for more information about Palm Lake Care Toowoomba? Here's where you can find us:

PHONE: 07 4580 3000
STREET ADDRESS: 149 Hogg Street, Crawley QLD 4350
EMAIL: toowoombacare@palmlake.com.au
WEBSITE: palmlakecare.com.au
GET SOCIAL: Follow us on Facebook and on Instagram (@palm.lake.care)

Key local personnel

Service Manager: Sue Daly
toowoombacare@palmlake.com.au
Service Manager Support: Sheryl Bramward
Admin: Louise King
Clinical Manager: Joel Harris
Clinical Nurses: Bernadette Dalton and Lisa Borgan
Clinical Team Leader: Leanne O'Rourke
Housekeeping Team Leader: Pam O'Connell
Maintenance: Philip Hobden
Chief Manager: Larry Holden

Palm Lake Care

Important information

Meet our Central Support team

Chief Executive Officer: Dan Atchison
Chief Operating Officer: Trish Heke
Operations Support Lead: Eleanor Morgan (local) / Lizzy Henna (remote)
Clinical Governance Manager: Melissa Oroschuff
Service Services Manager: Steve Wheeler
Customer Experience Manager: Blake Johnson

What should I do in an emergency?

PREPARE: Spotted a fly? Let a staff member know and press the alarm, if it can.
EXITS: I need to remember my closest way out. Leave things behind and get out quickly.
CRISIS: If something else happens, I'll stay calm. It'll help my neighbours if it's safe to.
PREPARE: I'll remind myself of positions, from housekeeping and admit to care and grounds.
Note to staff: If I'm unsure, I'll ask a staff member.

Care is a noble profession

If you've been looking for a career that is meaningful and rewarding, maybe aged care is for you? We have an ever-changing list of vacancies across a variety of positions, from housekeeping and admit to care and grounds staff. To find out what vacancies are currently available in each of our Palm Lake Care locations, go to our website and click on "Join us". We look forward to welcoming you to our team.

Volunteers are the best people

We are always on the lookout for volunteers to step by and support our community. You might like to help our Lifestyle Team facilitate their regular group activities? Or you might like to spend some one-on-one time with our lovely residents? Many love to share a cuppa and a chat. Maybe you have a specific skill you can share? If you'd like to volunteer in our community, and enjoy the reward that comes with it, simply contact our team via the details on Page 2. You can also go to our website and click on "Join us".

Your meals, your choice

At Palm Lake Care, your choices shape our menu. Our dedicated chefs create meals that not only nourish but also cater to your tastes. Through our Food Focus Group meetings, your feedback directly influences our culinary direction. We value your voice, ensuring that your dining experience is truly tailored to our residents' preferences. Share your thoughts and savour the difference!

Palm Lake Care | Here we make a difference

PALM LAKE CARE DECEPTION BAY
42-44 Bay Avenue
Deception Bay QLD 4508
Phone: 1800 725 652
palmlakecare.com.au

Silver Memories

Combining the medium of radio with imagery, Silver Memories broadcasts engaging, cheerful and appropriate content 24 hours a day, seven days a week. This unique radio service takes listeners on a trip down memory lane to recall treasured memories from the past. Through the power of music reminiscence therapy, endearing experiences are created for those living with dementia.

This is available through the smart TV in the Community.

FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 1: Consumer dignity and choice
- Standard 5: Service environment

Palm Lake Care Policy and Process

- PLC-Resident Dignity, Choice &
- Decision-Making Policy

Centro Assist Link:

Centro Assist Username:

centroreset@pallake.com.au

Password: Centro1!



Holidays, Hospitals and Overnight Stays

Types of Leave



Holidays, Hospitals Family Informed

Here, I can explore and feel welcome when I return

Types of Leave

Holidays:

See Social Leave

Day Leave:

This is usually a short outing, and you return to the Service no later than the evening.

We ask that you and/or your representative notify staff prior to any day leave, and that you complete the electronic sign in/sign out process prior to leaving and on return to the Community. Our electronic sign-in system is in the entry foyer of the Community.

Social Leave (overnight stays) in Permanent care only: Residents are entitled to 52 days of social leave in a financial year (1 July - 30 June). Residents can take extra social leave; however, the Government will not pay the subsidy for those days. In these instances, Palm Lake Care will increase your fees to cover the lost subsidies, so your aged care place is secured while you are away. Please speak with the Service Manager prior to taking social leave in excess of the allocated 52 days..

To count as social leave, the resident must be away from the Service overnight. Hospital leave is not counted.

Hospital leave: all permanent residents have unlimited hospital leave to ensure they receive the required medical care to recover and return to the Community. While on hospital leave, the resident continues to pay their agreed fees and daily accommodation costs.

If the hospital leave exceeds 28 days, from day 29, the Government May apply a reduction to your means-tested care fee if you pay one.

As soon as Palm Lake Care is advised of a reduction, we will apply this to your fees and

charges statement. Please note, it may be included in statements after the hospital stay period.

Respite Care Leave:

There are no leave provisions for respite care residents. If a respite care resident is transferred to hospital, Palm Lake Care is required to discharge the resident from our Community. The Service Manager will advise you and/or your representative if we accept your re-admission. Your representative will be advised if re-admission has not been approved.

FURTHER INFORMATION IS AVAILABLE HERE:

Australian Government Department Health and Aged Care

Link:

Managing Temporary Leave in Residential Aged Care

<https://www.health.gov.au/our-work/residential-aged-care/managing-residential-aged-care-services/managing-temporary-leave-for-residential-aged-care>

Aged Care Quality and Safety Commission

- Standard 1: Consumer dignity and choice

Palm Lake Care Residential Agreement

- Section 11: Taking Temporary Leave



Discharging From the Community

When Might I Be Asked to Leave?

Check Out Time If Moving to Another
Aged Care Service or Returning Home

Passing Away In Care



Discharging From the Community

Leaving Palm Lake Care should be as easy as possible for you and your family

Palm Lake Care understands circumstances change and moving closer to family will be a great way to improve the quality of your life and connection with those you love - whether that is in another aged care service or living in their home.

On occasion, we also understand that we have not been able to meet all your expectations and another aged care provider is able to provide you that peace of mind.

Please ensure you read the Residential Care Agreement to understand the notice periods required to terminate the agreement and how we need to be notified. This will ensure that any refundable accommodation deposits can be returned to the resident on the day of discharge.

When Might I be Asked to Leave

It is the policy of Palm Lake Care that all residents will be supported to remain in the Aged Caring Community for as long as it's safe and clinically appropriate to do so.

There may be clinical care needs that have progressed beyond Palm Lake Care's clinical

expertise or the built environment is no longer safe for the resident to remain living at the Community.

We will ensure you and/or your family participate in clinical care meetings to discuss these issues in detail and you/or your family will be part of the decision-making process.



Check Out Time if Moving to Another Aged Care Service or Returning Home

When it's time to return home

Respite residents returning home or permanent residents moving to a new home, must check out by 10am on the day of discharge.

Please seek approval from the Service Manager if a later check-out time is required. We understand that

if Queensland Ambulance Service is the transporting Service - we are flexible with their schedules and emergencies. It may be valuable to explore other transport options that can confirm an exact departure time.

Passing Away in Aged Care

Palm Lake Care extends 48 hours to the Executor or delegate to vacate the room after the resident has passed. If a longer period is required, please discuss this with the Service Manager.

Donations of unwanted items are only approved by the Service Manager.

Palm Lake Care reserves the right to charge removal fees for items left behind and the fees will be deducted from funds held by Palm Lake Care.

In the event of your death, and if you have paid a refundable accommodation deposit, Palm Lake Care requires your representative to obtain a Grant of Probate or Letters of Administration to ensure the funds are paid to the legally appointed Executor.



Charge to Replace Palm Lake Care Equipment/Items Removed



Charge to Replace Care Equipment/Items Removed

Please check that you have not packed/removed items belonging to Palm Lake Care such as remote controls, landline phones or care equipment

Please check that you have not packed/removed items belonging to Palm Lake Care such as remote controls, landline phones, care equipment.

Palm Lake Care reserves the right to charge for their replacement and the costs may be deducted from any funds owing.

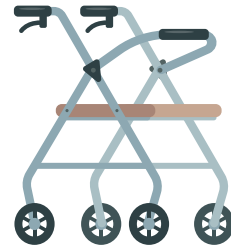
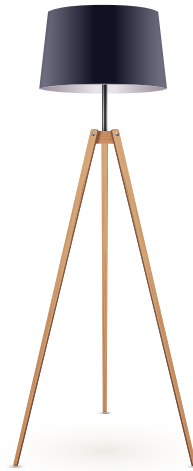
FURTHER INFORMATION IS AVAILABLE HERE:

Aged Care Quality and Safety Commission

- Standard 5: Service environment

Palm Lake Care Residential Care Agreement

- Section 12: Care Services and Resident Fees: 12.5 Refund of overpaid fees
- Section 16: Termination - Your Security of Tenure and all subsections of Section 16.
- Schedule Refundable Accommodation Deposit
- Clause 8: When a refundable accommodation deposit is refundable.



HELPFUL RESOURCES:

Important Contact Information

Local Resources and Services for
Your Convenience

Aged and Disability Advocacy



Helpful Resources

Important Contact Information

Accounts

Email: PLCAccountsReceivable@pallake.com.au

Phone: 1800 246 677

Privacy Officer

Email: feedback@pallake.com.au

Complaints Information

Addresses and phone numbers for complaints can be found here:

Email: caresolutions@pallake.com.au

Department Of Health and Aged Care: <https://www.agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint>

Local Resources and Services

A list of local services is available in each Community or via Google.

Aged and Disability Advocacy

ADA Australia is a not-for-profit, independent, community-based advocacy and education service.

Advocacy Services

Please use the link to see ADA Australia's range of services in the following areas:

- Aged Care Advocacy
- Human Rights Advocacy and Legal Service through ADA Law
- Disability Advocacy
- Systemic Advocacy
- Education
- Resources

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