OUR PURPOSE

Best Care – Every person, every time.

MOYNE HEALTH SERVICES RESIDENTIAL AGED CARE INFORMATION BOOKLET

Moyne Health Services

Moyne Health Services (MHS)

Provides public sector residential aged care services encompassing

82 beds across 2 aged care facilities situated in Port Fairy

Acknowledgement:
Moyne Health Services acknowledges the Traditional Custodians of the land, the Gunditjmara People and Eastern Maar Nation and pay our respects to Elders past and present.

We acknowledge and respect their continuing culture and the contribution they make to the life of this area.

Our Purpose:

Best Care - Every person, every time.

Our Values:

Collaboration
Accountability
Respect
Excellence

30-36 Villiers Street (PO Box 93), Port Fairy, VIC 3284 // (03) 5568 0100

moynehealth.vic.gov.au

Welcome

Welcome to Moyne Health Services

Your Home. Your Choice. Your Rights.

Thank you for considering Moyne Health Services (MHS) as your new home.

Our purpose is simple: **best care – every person, every time.**

We live our CARE values every day: Collaboration, Accountability, Respect and Excellence.

We are committed to creating a home-like environment where you feel safe, respected and included.

At Moyne Health Services:

✓ You are encouraged to take part in all decisions about your care and daily life.

✓ You can continue to grow, express yourself, and pursue your interests.

✓ You can welcome your family, friends and community into your home.

✓ You can rely on our team to deliver care that respects your rights, choices and dignity.

Our team will be happy to provide information, answer questions or assist you in any way.

Katharina Redford

Chief Executive Officer

Accessing Aged Care

Whether you're exploring respite care or considering a permanent home, we're here to make the process easier, more personalised, and centred on your rights and preferences.

Our Moyne Health Service Aged Care team is here to support you. From your first enquiry, we'll take the time to listen to what matters most to you, explain your options clearly, and support you to make decisions in a way that feels right for you. Under the Aged Care Act 2024, your choices, dignity, and independence are central, and we're committed to upholding every step of the way.

One of the first steps in the application process is an assessment from the Aged Care Assessment Service (ACAS), which is required to determine the level of support you require. You can start this process by contacting **My Aged Care on 1800 200 422**, where they can guide you through what to expect and help organise your assessment.

Moyne Health Service Residential Aged Care Liaison is your key contact for Aged Care residential enquiries, we invite you to make an appointment with the Residential Aged Care Liaison and encourage prospective residents, together with family and carers to visit our facilities. Please see contact details below.

Residential Aged Care Liaison:

Email: aged.care@moynehealth.vic.gov.au.

Telephone:

- Residential Aged Care Liaison (03) 55680179
- Main Reception who will direct your call (03) 5568 0100.

Account enquiries:

- Administration Manager: (03) 55680193

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Residents Rights

Moyne Health Service Aged Care facilities, Belfast House and Moyneyana are funded by the Australian Government and are monitored by the **Aged Care Quality and Safety Commission (ACQSC)** to help ensure your rights, wellbeing and safety are protected.

The new Aged Care Act 2024 places the rights of older people at the heart of every aged care experience. Central to the Act is the Statement of Rights, which clearly sets out what you can expect when accessing Australian Government–funded aged care services. It supports your right to make your own decisions, to be treated with dignity and respect, to feel safe, to have your culture and identity honoured, and to stay connected with the people and communities that are important to you.

You can learn more about:

The New Statement of Rights:

www.agedcarequality.gov.au/older-people/statement-rights

The Aged Care Quality Standards:
www.agedcarequality.gov.au/consumers/standards/resources

The new Statement of Rights

The *Aged Care Act 2024*, which starts from 1 November 2025, will include a Statement of Rights. This explains the rights you have when accessing aged care services funded by the Australian Government.

Independence, autonomy, empowerment and freedom of choice

You will have the right to make your own decisions and have control over:

- which funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings
- how you live, even if there is some personal risk.

You will have the right to get support to make these decisions if you need to.

Equitable access

You will have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and the impact of any trauma you may have experienced
- cognitive conditions, such as dementia.

You will also have the right to get the kind of care you need, when you need it.

Quality and safe funded aged care services

You will have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You will have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

Respect for privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances.

You will have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

Person-centred communication and ability to raise issues without reprisal

You will have the right to:

- get information in a way you understand
- give feedback.

You will have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You will also have the right to meet with your provider and your supporters in a way that suits you.

When there are issues with your funded aged care services, you will have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints.

Advocates, significant persons and social connections

You may need support to understand your rights, make decisions or make a complaint. You will have the right to get this support from an independent advocate or someone else you choose.

Providers should respect the role of the people who are important to you.

You will have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

Aboriginal and Torres Strait Islander peoples will have a right to stay connected with their community, Country and Island Home.

More information

Read the full Statement of Rights, including how you can make sure your rights are upheld:
www.health.gov.au/our-work/aged-care-act/about

Privacy and Confidentiality

Moyne Health Services (MHS) protects your privacy by keeping personal information secure from unauthorised access, use or loss. All MHS staff are bound by the MHS Privacy policy and government Privacy Legislations.

MHS is committed to the Information Privacy Principles contained within the Privacy and Data Protection 2014(Cth) and as such MHS has developed the following Privacy Policy Statement.

- MHS will only collect, by lawful means, information needed to effectively perform its obligations and role.
- MHS will only use collected information for the purpose for which it was collected, unless authorised to do so by the information provider or MHS is allowed to do so or is bound to do so by law.
- MHS will make reasonable efforts to ensure the information provider is informed of the purpose for which the information is required and that the information gathered is correct and up to date both at the time of collection and before use.
- MHS has processes in place to ensure the information is kept secure with access restricted to authorised personnel only.
- MHS will keep a record of the information contained in its files and the authorised personnel who have access to the information. The record will also state the purpose for which the information has been gathered.
- MHS will grant reasonable access to a person's records that contain their personal information upon request via Health Information.
- Incorrect information or information that is no longer needed by MHS will be returned to the provider or destroyed by MHS. A record of visitor information is kept for safety and security purposes.
- Informed consent will be sought to collect, use and store information by the individual or representative.
- MHS will ensure that individuals will understand their right to access or correct their information or withdraw their consent to share information.

Quality Improvement and Accreditation

At Moyne Health Service (MHS), we are committed to providing high-quality care every day. We genuinely welcome your feedback and ideas—your input helps us improve our service and ensure we continue to meet what matters most to you.

You can contribute to MHS quality care and improvement by sharing your feedback and suggestions.

Accreditation is one of the ways the government checks that providers are delivering safe, high-quality, and continuously improving care. Homes are assessed against the Quality Standards to ensure they support your rights, choices, dignity and quality of life.

As a resident, it's important to feel safe, supported, and confident in the care you receive.
Our home meets the **Strengthened Aged Care Quality Standards**, which means your care is guided by clear expectations focused on your safety, dignity, and wellbeing

Information about the Accreditation process is available on the Aged Care Quality and Safety Commission website: www.agedcarequality.gov.au/

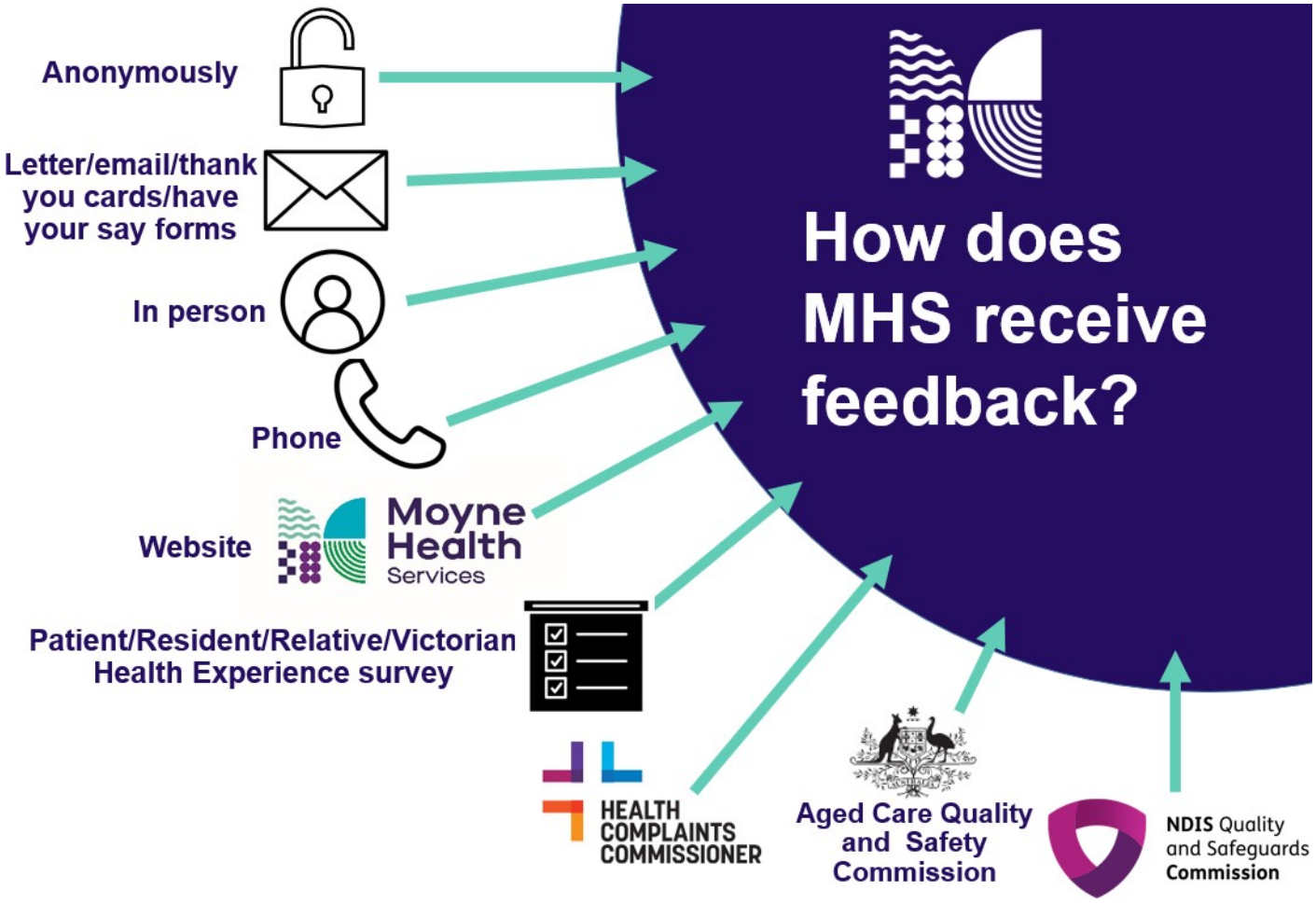
In addition, residential aged care homes are required to measure, monitor and report important aspects of quality of their care. These quality indicators are reported every 3 months as part of the National Aged Care Mandatory Quality Indicator Program (QI Program).

Compliments, Complaints & Feedback

You and/or your representative are encouraged to provide feedback about your experiences. Feedback ensures we continuously review our systems and processes and helps with the development of continuous improvement plans.

Should you wish to provide feedback you can email quality@moynehealth.vic.gov.au or alternatively, you can collect a form from Main Reception and provide your written response by postage-paid envelope. These are to be addressed to the General Manager of Quality & Risk.

Feedback may be provided via any of the methods outlined below.



Cost and Finance

Resident Service Agreement

The Resident Service Agreement is a signed contract between you and the aged care home. It encompasses what care and services you can expect and what will be provided, in addition to the financial costs involved for you.

Your Residential Service Agreement will be provided to you or your nominated family member for review and signing on admission. It also includes the Statement of Rights.

Fees and Charges – How much does it cost?

Aged care is designed to be accessed by everyone. The Australia Government may help you pay some, or all, of your fees, depending on your income and assets.

There are four different kinds of aged care fees. Your individual fees will be decided by Services Australia (Centrelink) or Department of Veteran's Affairs (DVA) after completing an income and asset assessment and obtaining a Fee Advice Letter.

BASIC DAILY CARE FEE

Everyone in residential aged care pays this fee. It is set by the Australian Government at 85% of the single basic Age Pension and helps cover everyday living costs such as meals, cleaning, laundry and general facility management.

MEANS TESTED FEES

These fees are a government-set contribution to the cost of your everyday living and personal care. They are based on your income and assets, so the amount you pay is different for everyone – and some people may not need to pay them at all.

They include:

• the **Hotelling Supplement Contribution (HSC)**, which supports the cost of daily living expenses such as meals, cleaning and laundry; and

• the **Non-Clinical Care Contribution** (NCCC), which supports the cost of personal care, such as help with bathing, dressing and mobility.

ACCOMMODATION PAYMENT – (May Apply)

This is for your accommodation in the home. Some people will have their accommodation costs met in full or in part by the Australian Government, while others will need to pay the accommodation price agreed with the aged care home. The Department of Health will advise which applies to you based on an assessment of your income and assets.

Accounts

As a resident you will receive two invoices each month.

1. Accommodation costs
2. Hairdressing

and a statement of the Patient Trust Account balance.

Invoices for accommodation costs are raised in **arrears** and are sent out as soon as possible after the end of the month. Accounts are preferably paid by a direct debit agreement. All invoices will have a date provided as to when the direct debit will occur, whereby the invoice amount from the previous month will be drawn from your nominated bank account.

Patient Trust Account

Moyne Health Services operates a Patient Deposit Trust Account System and encourages all residents to open an account which can be opened at Main Reception during business hours.

We suggest a balance of no more than $100 as the primary purpose of the trust account is for spending for small incidental items such as: small outings, shopping cart, takeaway nights and other activities.

A statement of spending is included with your monthly invoice.

Service Provision

As an approved residential aged care home, we are required by the Federal Government to provide the following services:

Service Type	Services
Residential Accommodation	• Accommodation • Accommodation administration
Residential Everyday Living	• Operational administration and emergency assistance • Communication services • Utilities • Cleaning services and waste disposal • Communal furnishings • Bedroom and bathroom furnishings • Toiletry goods • Personal laundry • Meals and refreshments
Residential non-clinical care	• Care and services administration • Personal care assistance • Communication • Emotional support • Mobility and movement needs • Continence management • Recreational and social activities
Residential Clinical Care	• Care and services plan oversight • Allied health, rehabilitation and therapeutic exercise therapy programs • Medication management. • Nursing • Dementia and cognition management • General access to medical and allied services

Admission

Admission time for new residents is generally at 2.00 pm. This allows our staff to spend time with you and your family. Alternative times can be discussed if this time does not suit.

Just Like Home – your place, yourspace!

We want your new home to feel truly like **your home**, so we encourage you to bring personal items and furnishings to make your room comfortable and familiar. You're very welcome to bring pieces such as a favourite armchair, a small chest of drawers, side table, artwork, family photos or ornaments. We just ask that you label your belongings discreetly with your name. You're also welcome to bring your own quilt or bedspread to add a personal touch.

Moyne Health Service maintenance team is available to help you safely place your artwork and arrange small items of furniture in your room.

For safety reasons, all electrical appliances must be **tested and tagged** before use. Please let staff know when you bring in any electrical items, and we will arrange for our maintenance team to check them for you.

You will be supplied with:

- Single bed and mattress
- Over-bed table
- Bedside chest of drawers
- Built in wardrobe
- Chair
- Ensuite facilities

Clothing

You have the right to choose the clothing that feels most comfortable, familiar and “you”. All personal clothing is provided by you or your family, you’re welcome to bring whatever items you prefer, keeping in mind ease of wear and your own comfort.

To help us care for your belongings, all clothing needs to be labelled. MHS can provide name tags and attach them for you for a small fee, we will offer this service before your admission.

Having enough clothing for daily changes—with some spares—is helpful for your comfort and wellbeing. As a guide, around seven or more outfits generally works well, but the choice is always yours.

Our staff will work in partnership with you (and your family if you wish) to ensure your clothing continues to meet your needs. If we notice items that may need repair or replacement, or if something does not support your mobility or safety, we will discuss this respectfully with you and explore suitable options together.

For footwear, we encourage choices that feel comfortable, well-fitted, low-heeled and non-slip, helping you to move safely and confidently.

Laundry

You have the right to choose how your personal laundry is managed.

We provide laundry services for clothing that can be machine-washed and dried in accordance with government-required standards. Our industrial laundry uses a 70-degree wash and clothes dryers to ensure safety and hygiene. Because of this process, we recommend that families wash woolens, delicate fabrics, or any special items at home if preferred. If you or your family would like to manage all laundry at home, you are welcome to do so—this choice is entirely yours.

Any items that require dry cleaning remain the responsibility of you or your family

Toiletries

You have the right to choose the personal care products that feel best for you. We provide basic toiletries, but if you prefer particular brands or items, you or your family are welcome to purchase these. Our staff can also arrange orders from the local pharmacy on your behalf, with costs charged to you. Continence aids are provided by the home to support your comfort and wellbeing.

If you prefer to use an electric razor, we encourage men to bring a cordless one of their choice. For your safety, our maintenance team can complete the required electrical testing and tagging on-site.

Visitors

You have the right to stay connected with the people who matter to you. Visitors are welcome at any time, and there are no set visiting hours—you are free to enjoy the company of family, friends and loved ones when it suits you. We simply ask that all visitors respect the privacy, comfort and dignity of all residents.

We warmly encourage visits from children and young people, as these connections can be meaningful and enriching for everyone. Your relationships, family ties and community connections are important, and we are committed to supporting them.

Valuables

You have the right to make choices about your personal belongings, including what you bring with you into your home. While you are welcome to keep items that are meaningful to you, we do encourage you to avoid bringing large amounts of cash or valuables, as there is always some risk of loss or damage despite our efforts to maintain a secure environment.

To help protect the items you choose to keep with you, please ensure jewellery—such as rings—fits securely. With your permission, we take photographs of your valuables and upload them to our resident care management system (Platinum) to help with identification if needed.

Because items of high financial or sentimental value can be difficult to replace, you may wish to keep these with family members for safekeeping. This choice is entirely yours, and we are here to support you in making the decision that feels right for you.

While we support you in choosing the belongings you bring, Moyne Health Services is unable to accept responsibility for the loss or damage of personal items.

Meals

Our meals are prepared fresh, daily by experienced cooks, in consultation with MHS dietitians, to ensure all meals are tasty and nutritionally balanced. Meal choices are provided using a rotating menu system.

Whilst mealtimes can be flexible, the following times are a guide:

- Breakfast is served between 7:30am – 9:30am
- Lunch is served at approximately 12pm
- Dinner is served at approximately 5pm

All meals are usually served in the dining room but can be served in your own room or elsewhere if preferred. Lunch is the main meal of the day with a choice of two hot main meals or a salad, and dessert. Dinner, although a lighter meal option, still offers a choice of two hot main meals or a salad, and desert.

Morning tea, afternoon tea and supper are also offered, along with snacks and fruit.

We will discuss your meal preferences at admission, along with any special dietary requirements you may have. We have a dietitian and speech therapist who regularly attend each of our homes, who may be involved in your care if required.

MHS has a food safety program in place to ensure food handling and safety standards are met.

On site Cafe

Our on-site café offers a warm, welcoming space for residents, families, and visitors to relax and connect while enjoying freshly brewed coffee and a selection of delicious cakes. Conveniently located within Moyneyana House, the café is a popular spot for casual catchups or a quiet break during the day. It is open Monday to Friday from 9.30am to 12.00pm and again from 1.00pm to 4.00pm, with weekend hours from 10.00am to 3.00pm, making it easy to drop in and enjoy a comforting treat at your convenience. There may be occasions where the Café is not open, residents will be notified.

Guidelines for food brought into the home by relatives for residents

Responsible and safe food handling practices are necessary when transporting ready-to-eat food.

All food items brought into the home must be labelled with the resident's name, room number and date.

On arrival, please advise staff of food items brought into the home. A register of incoming food items must be completed, and high-risk foods will be stored appropriately by staff. Any food of concern will either be returned or disposed of in the appropriate manner in consultation with the resident/family.

While we take every precaution to safely store food items brought into either of our homes by relatives or friends, we are unable to take responsibility for potentially hazardous foods not provided by the Moyne Health Services Food Services Department.

Aged Care Food Safety Tips

Visitor Meals

Your family and friends are welcome to join you for a meal whenever you wish. We just ask that this be arranged with care staff beforehand so we can prepare a meal for them. A small charge applies to cover the cost.

Refreshments, including tea and coffee, are freely available for you and your visitors in each home so you can enjoy time together comfortably.

Television / Telephone / Internet /Newspapers

Each room is fitted with a wall mounted Smart Television. If you would prefer a larger TV, this can be discussed with our Nurse Unit Manager.

All rooms have a telephone installed for use within Australia; staff will provide you with the number of your direct line.

Internet is available via WIFI in all rooms.

Should you wish to have Newspapers delivered, you may organise this directly with the providing agency, please see staff for further details

Health and Care

Your Clinical Care and Support

Our team of Registered Nurses, Enrolled Nurses and Health Care Workers provide **24-hour clinical care** in your home.

When you arrive, we will spend time getting to know your preferences, routines, goals and care needs. You and your chosen family or representative are invited to be **active partners** in developing your individual Care Plan, ensuring it reflects your choices and what matters most to you.

Your personalised Care Plan is reviewed **monthly**, on Resident of the Day (ROD) or sooner if your needs or preferences change. We will always include you—and your chosen representatives when be contacted by one of our Care Team to discuss your care plan and or follow up any queries. Our Resident of the Day program ensures your care continues to align with your rights, choices and wellbeing.

We support and encourage you to maintain your **independence**, offering assistance only when and how you want it.

Individualised clinical care needs may include;

- Communication – speech, vision, hearing
- Mobility management
- Continence management
- Falls risk management
- Personal hygiene
- Diet and fluids
- Skin care
- Medication management and psychotropics
- Pain management, Palliative Care wishes and Advance Care Planning
- Behavioural management
- Sleep management
- Cognitive impairment
- Chronic disease management
- Oral and dental care
- Diabetes management
- Trauma aware, healing informed Aged Care

Provided Services

- 24-hour professional nursing care
- Medical care and specialist services
- Allied Health including physiotherapy and podiatry
- Advance Care Planning and Palliative Care
- Dental, Vision and Hearing appointments can be arranged
- Local Pharmacy deliveries
- Leisure and lifestyle programs
- Newspapers and magazines delivered at own cost
- Church and pastoral care services
- Volunteer program

General Practitioner

Moyne Health Service Aged Care works in partnership with Port Fairy Medical Clinic. Many of our community access a GP at Port Fairy Medical Clinic (PFMC) and in most instances this will continue when you transition into one of our facilities. For persons considering care at one of Moyne Health Services facilities who have not visited with a GP at Port Fairy Medical Clinic we will seek consent to provide details to PFMC for consideration of acceptance of your care from your current GP.
Nursing staff will schedule a review with your GP when it is required. In the event that your nominated GP is unavailable, (e.g. on leave) the on-call doctor can be contacted. A GP on-call service is also available overnight and weekends.

Specialist Services

Should you require specialist services, your GP will organise a referral.
While MHS will assist in exceptional circumstances, it is expected that your loved ones will support you at these appointments, including transferring to the appointment.

We support use of Telehealth where possible.

Aged Care On Site Pharmacist

Having an On-site pharmacist working in a clinical role with our care staff, residents, families and GPs who are involved with residents' care will enhance and support us to deliver resident centered care and optimise medicine use.

The On-site Aged Care Pharmacist role includes an extended range of activities (examples below) to support best practice management of medications in Aged Care at Moyne Health Service:

- Conducting Resident Medication Management Reviews (RMMR)
- Working with GPs and prescribers (geriatricians and other specialists), dietitians, speech pathologists, occupational therapists, and community pharmacists to coordinate medication related concerns
- Participating in multidisciplinary team meetings
- Medication reconciliation and communication at different stages of care
- Providing education to staff on medications management, including assessing medication administration practices and competencies

The Aged Care On-site Pharmacist will work closely with our local Pharmacies who will continue to supply resident medications.

Ambulance Transportation

Moyne Health Servies does not cover any costs of transport by Ambulance Victoria. **If you are not a Current Pensioner Concession Card Holder, we recommend you contact Ambulance Victoria (03 9840 3500) to find out if you will have to pay for Ambulance Victoria transportation.**

Allied Health

Moyne Health Services offer a full range of allied health services, to assist in optimising your health and wellbeing.

Assessments on admission with your consent include:

- Physiotherapy:

An individualised care plan will be developed to assist in rehabilitation or to maximise your independence. A Physiotherapy review occurs annually or as required.

- Podiatry:

All residents are visited by a podiatrist on a six-weekly basis. Those with more complex podiatry needs can be seen more regularly by our podiatrist at Community Health.

- Occupational Therapy:

We offer an onsite Occupational Therapist who will assess your individual needs and provide recommendations for aid to assist your daily living.

- Dietitian:

Nursing staff complete a Mini Nutritional Assessment (MNA) every three months and can refer to a Dietitian if necessary. An individualised dietary assessment is then conducted by a Dietitian and appropriate care plan developed where necessary.

Referrals will be made to other to Allied health services as required - Speech Pathology, Diabetes Education, Continence Support, Social Work.

Pathology, X-ray will be facilitated as directed by your GP

Choice and Decision Making

Dignity of Risk

You have the right to live your life in a way that reflects **your choices, your preferences, and what matters most to you**, even when those choices involve some level of risk.
This approach is known as **dignity of risk**, a key principle of the Aged Care Act 2024. It means your loved one is supported to make their own choices, even when those choices involve some level of risk, while still ensuring their safety and wellbeing are carefully considered and supported.
If something you wish to do involves a potential risk of harm, we will work with you—and with your chosen representative, if you wish—to help you **understand the risks, explore options, and make an informed decision**. Together, we will agree on ways to manage those risks while still supporting your independence.

For example, if you choose not to follow a Dietitian's recommendation for a pureed diet, we will respect your decision. Staff will support you in continuing to enjoy the foods you prefer by following the dignity of risk process and putting appropriate safety measures in place.

We value your **identity, culture, lifestyle, relationships, wellbeing and personal goals**. You have the right to make decisions about your care and services, and we are here to support you—not limit you—so you can continue to live your life in a way that feels meaningful, purposeful and truly your own.

Advance Care Planning and Palliative Care Wishes

You and/or your loved one have the right to make decisions about future health care, including the treatments they would or would not want if they became seriously ill or unable to communicate.
Advance Care Planning helps ensure these wishes are clearly understood and respected at all times.

By documenting preferences in an **Advance Care Plan** (or Advance Care Directive), you and/or your loved one can outline what matters most—particularly around medical treatment, life-prolonging care, and end-of-life decisions. This supports the care team and provides reassurance that individual choices remain central to care.
Our trained staff are available to guide you and/or your loved one through this process, offering support to explore values, understand options, and make informed decisions in a comfortable and respectful way. Family members and chosen representatives are welcome to be involved at every step.

We encourage you to complete an Advance Care Plan before, or when, you move into your new home. If you become terminally ill, your relatives or chosen support people are most welcome to stay with you overnight.

Our commitment is to honour your choices, uphold your rights and support you to receive care that reflects what is most important to you.

Open Disclosure

At Moyne Health Services we encourage our staff, as well as residents and their family or carers, to identify and report when things go wrong or when residents are harmed so that care can be improved -Open Disclosure

Open disclosure means having an open, compassionate and timely conversation with you—and with your chosen representative, if you wish—about any incident during your care that may have caused harm or distress. If something unexpected happens, your doctor, the Nurse Unit Manager or another senior member of the Moyne Health Service team will talk with you about:

Open disclosure does not affect your rights in any way.

Open disclosure can:

improve resident safety through improved understanding of how things go wrong

learn from what caused things to go wrong and to prevent them in the future

- increase trust between residents and healthcare providers
- assist residents to become more active partners in their care.

If you would like more information on Open Disclosure, you can find it at:

- Aged Care Quality and Safety Commission- link below:

  What is open disclosure?

Power of Attorney/ Medical Treatment Decision Maker

When you apply to Moyne Health Service to have Respite or become a Permanent resident, you will be asked to provide a copy of your Enduring Power of Attorney (Financial) and Appointment of a Medical Decision Maker. This is to ensure we speak with and take directions from the right person regarding your care, respecting your privacy and choice.

Who Makes Decisions if I Can't?

A simple guide for consumers and families

Enduring Power of Attorney (EPOA)

A legal document where you choose someone to make financial and personal decisions for you if

you lose capacity. They cannot make medical decisions.

Financial Power of Attorney

Allow someone to manage your money, such as paying bills, accessing bank accounts, or

managing property.

Medical Treatment Decision Maker

The person who makes healthcare and treatment decisions for you if you cannot make them

yourself.

Substitute Decision Maker

A general term for anyone legally authorised to make decisions for you when you cannot.

If No One Is Appointed:

A family member may decide, or a tribunal may appoint someone.

Key Things to Remember:

1) Financial and medical roles are separate

2) You can choose different people

3) Plan and document early

4) Choose someone you trust

Your Checklist:		
1.	I have chosen someone for finances	
2.	I have chosen someone for medical decisions	
3.	I have completed legal documents	
4.	My family and care team know my wishes	
5.	My documents are accessible	

Further information is available from the: Office of the Public Advocate

Level 5

436 Lonsdale Street

Melbourne Vic 3000

Telephone Toll free 1300 309 337 Website: www.publicadvocate.vic.gov.au

Signing and Witnessing Legal Documents

Moyne Health Services' organisational policies prevent staff from signing or witnessing any legal documents on behalf of residents or their relatives/friends. This excludes Consent to Medical Treatment forms.

Leisure and Lifestyle

Leisure, Lifestyle and Meaningful Activities

You have the right to continue living a life that reflects **your interests, identity, routines and the things you enjoy**. Your lifestyle, hobbies and social connections are an important part of your wellbeing, and we are here to support you to maintain these in your new home.

Our **Leisure and Lifestyle Team** will work in partnership with you to create an individual plan that reflects your preferences, cultural needs, abilities and interests. This plan ensures you have the support you need to take part in the activities and experiences that matter most to you.

Activities Program

Your choices guide our activities. The Leisure and Lifestyle Team collaborates with each resident to design programs that align with individual interests, goals and preferences.

Programs are planned one month in advance, and copies of the weekly schedule are provided to you and displayed on the Residents' Noticeboard.

You are always welcome to share your ideas, suggestions or feedback—your voice helps shape the activities offered. Relatives and friends may also wish to organise special activities or outings with you, and these can be arranged through the Leisure and Lifestyle Coordinator or the Nurse Unit Manager.

Our goal is to support you to stay connected, engaged and involved in meaningful ways that reflect **your rights, your choices and your lifestyle**.

Outings

MHS has its own small bus, which is regularly utilised for outings such as:

- Sight-seeing drives
- Concerts/Cinema
- Picnics
- Shopping trips

Resident Communication - Noticeboard

Each home has a dedicated noticeboard to keep you informed and involved. Here you'll find newsletters, activity calendars, Resident Meeting agendas and minutes, and other information that may be helpful or of interest to you.

We also display updates from the Department of Health and other official information relating to aged care, wellbeing and common care issues. This ensures you have **easy access to clear, trustworthy information** about your care and your rights.

We value residents, families and carers as important partners in the care team. Having access to up-to-date information supports you—and the people you choose to involve—to recognise concerns early, communicate openly with staff, and help you stay well and avoid unnecessary hospital visits.

Our goal is to keep you informed, included and empowered in your care.

Resident's and Representative Meeting

Moyne Health Services supports your right to be involved in decisions that affect your home, your care and your daily life. To support this, a **monthly Resident and Representative Meeting** is held in each home:

Meeting times are listed on the **Weekly Activity Calendar**.

These meetings are an important way for you—and your chosen representative—to participate in the governance of your home. You are encouraged to raise ideas, provide feedback, discuss activities you would enjoy, and talk about any issues or improvements you would like to see. Forthcoming events, audit outcomes and service updates are also shared so you can stay informed and involved. Family members are welcome to attend and contribute if you choose.

You will receive a copy of the meeting minutes the following day, and family members can request a copy at any time. This ensures transparency and helps keep everyone well-informed.

If you cannot attend a meeting or have something you would like to discuss privately, please let the nursing staff know. We can arrange for the **Lifestyle Coordinator** to meet with you individually to ensure your voice is heard and your views are included.

Our aim is to support your right to participate, contribute and help shape your home and your care.

Virtual Visiting

You have the right to stay connected with the people who matter to you. MHS offers **virtual visiting via Zoom** to help you stay connected with family and friends. We can also assist with **live-stream access** to important events such as funerals and memorial services.

If you would like support in arranging this, please contact our **Leisure and Lifestyle Team**.

Religious Services

You have the right to practice your spirituality and religious faith in the way that is meaningful to you. Clergy visit regularly, and private arrangements can be made for communion. Catholic and Anglican services are held on a routine basis. If you have a specific spiritual or religious need, our care staff can arrange for a minister or faith representative to visit.

Cultural and Linguistic Diversity

MHS supports, values and assists all staff in meeting the needs of residents who are from culturally, spiritually, and linguistically diverse cultures.

Moyne Health Services are committed to supporting individuals and groups from culturally and linguistically diverse (CALD) backgrounds so they will be:

- informed about health issues and service options
- able to participate fully in determining their personal health care decisions
- able to use health services, both curative and preventive at levels that are appropriate to their health needs
- content with the cultural sensitivity of health care services and the health promotion and prevention programs
- satisfied with the quality of communication in the health care services and the health promotion and prevention programs
- able to participate equitably in all aspects of health planning and reviewable to access an interpreter service.

Mail

Personal mail for residents is sorted as soon as it arrives and delivered to you.

Mail sent to you should be addressed to the aged care home at which you are a resident.

Moyneyana House - College St, Port Fairy 3284

or

Belfast House - Regent St, Port Fairy Vic 3284

*Outgoing mail can also be posted on your behalf each day at your expense.

Visiting Pets

Pets are welcome to visit and continue their loving relationship with you. We ask you please advise staff if you wish to have regular visits. Pets must be clean, wormed, free from fleas and house trained. We ask that pets are well controlled and on leads when visiting as not all residents are animal lovers.

Volunteer Program

MHS runs a volunteer program that is of immense benefit to residents in their new home. Volunteers assist with activities, shopping trips, and outings.

Hairdressing

A Hairdressing service is available onsite on a regular basis.

Set fees are charged for this service, for which you are responsible, and will be billed monthly.

Appointments can be arranged by contacting a staff member.

Voting - Federal and State Elections

It is compulsory for all Australian citizens 18 years and older to enrol and vote in federal and state elections – **there is no upper age limit**.

The Australia Electoral Commission (AEC) caters for residents of Moyne Health Services by providing an on-site polling booth, at each home, prior to polling day. Alternatively, you can apply for a postal vote or your family may take you to a polling booth.

Access to postal voting is made easier if your details are updated (change of address) when you move into your new home. This can be completed via the AEC website

www.aec.gov.au.

A person can be removed from the electoral roll if they are incapable of understanding the nature or significance of enrolling and voting. This may be due to a medical condition or an injury.

A medical practitioner (for example, a doctor or a psychologist) must complete the medical certificate section on an objection form. This is available at ***www.aec.gov.au*** *or by phoning* ***13 23 26***

Going Out

We support and encourage you to make your own choices about how you spend your time and participate in the community. We encourage your independence and your involvement in activities outside your home.

To help us ensure you are safe and well while you're out, we kindly ask that you let staff member know:

- **When you plan to go out**, and
- **When you expect to return.**

This information helps us respond quickly if you ever need assistance. When you come back, please let a staff member know you have returned. If you choose to be out during a mealtime, we are very happy to save a meal for you so that it's ready when you get back.

Our goal is to support your independence while ensuring your safety and wellbeing at all times.

Social Leave (Nights away)

You have the right to make choices about spending time away from the home, including visiting family and friends.

- You may take up to **52 days of social leave** (nights away) each financial year. Your regular fees will continue during this time.
- To support your safety and wellbeing, please let staff know in advance when you plan to be away so we can organise your medication and any supports you may need.
- **Hospital leave is unlimited**, and you will continue to hold your place with us while you receive hospital care.

Our goal is to support your independence and ensure your healthcare needs are safely managed when you choose to spend time away.

Mobility aids: Scooters and Motorised Wheelchairs

You have the right to make choices about your mobility. To support your safety and the safety of others when using a motorised mobility aid, we ask that you complete a simple safety process:

- Your doctor provides confirmation that you are physically and cognitively able to use a motorised mobility aid.
- An Occupational Therapist completes an assessment, including a short driving test, to identify any support or adjustments you may need.

Nursing staff will arrange this assessment. It is repeated annually or sooner if required to ensure safe ongoing use.

If you choose to use an electric wheelchair or scooter, you and/or your family are responsible for keeping it clean, well maintained (serviced) and in good working order.

Our aim is to support your independence while maintaining a safe environment for everyone

Disposal / Sale of Vehicle when No Longer Required

If you no longer need your motorised mobility aid (such as a scooter or electric wheelchair), it is your responsibility—or that of your chosen support person—to arrange its removal or disposal.
Staff can assist by providing information about disposal or recycling options if needed.

Resident Safety

At MHS, we are committed to providing a safe, comfortable environment that supports your wellbeing and quality of life.
We do this by actively identifying and managing potential risks in partnership with residents, families and staff.

We value families as key partners in care. When an incident occurs, we will keep you and your nominated representatives informed in a timely, respectful and transparent manner.

Our focus is to uphold your rights, promote your safety, and ensure you feel supported and well-informed at all times

Safe behaviours for everyone

Moyne Health Services (MHS) upholds a Zero Tolerance approach to occupational violence and aggression, recognising every person's inherent right to feel safe, respected, and supported. We are committed to fostering an environment where older people, their families or chosen support persons, and our workforce can participate freely and confidently in care and community life. MHS maintains zero tolerance for threats, threatening behaviour, or acts of violence by consumers, residents, their family members, visitors, students, volunteers, contractors, and staff. MHS will not tolerate violence or threats of violence in the workplace. Any form of abuse, violence or aggression will not be condoned under any circumstances.

We work in partnership with individuals and their support networks to promote autonomy, dignity, and informed choice. This includes actively identifying, eliminating, and minimising risks related to occupational violence and aggression, as far as is reasonably practicable, to ensure that everyone on our premises experiences a safe, healthy, and empowering environment. MHS has a zero tolerance of violence and aggression in the workplace and MHS staff have a right to expect a safe workplace and are supported to report incidents involving violence and aggression.

Emergency Preparedness

We are committed to being well prepared for emergencies and to supporting you with clear communication and safe procedures.

Each resident will have an individualised Personal Emergency Evacuation Plan (PEEP). A PEEP is a practical measure to ensure appropriate actions are taken for an individual in the event of an emergency, where that person requires additional or specific assistance

Emergencies may include bushfires, heatwaves, severe storms or floods. If an emergency occurs, staff will guide and support you through the steps needed to keep everyone safe.

We ask that you follow the instructions provided by staff during these times. Our goal is to ensure you feel informed, supported and protected throughout any emergency situation

Falls

Some residents may be more at risk of falls due to age, mobility changes, or health conditions.
Our approach is to work *with you* to reduce this risk while supporting your independence, dignity and choices.

To help keep you safe, we use a range of evidence-based strategies that align with national Aged Care Quality Indicators, including:

- **Falls-risk screening and regular reviews**
- **Referral to Physiotherapy or Occupational Therapy** for assessment and support
- **Exercise programs** to improve strength, balance and mobility
- **Medication reviews** to check for medicines that may increase falls risk
- **Dietary assessments** to support health and wellbeing
- **Keeping rooms, corridors and shared areas free from clutter**
- **Mobility support and training** from nursing staff
- **Ensuring call bells are easy to access**
- **Increased monitoring** when needed

These strategies are part of our commitment to high-quality, safe care and to supporting you to live well while minimising the risk of harm.

Pressure Injuries

A pressure injury (sometimes called a bed sore or pressure sore) is an area of skin that becomes damaged when pressure is not relieved—often from sitting or lying in the same position for too long. Friction and shearing can also contribute to skin breakdown.

Some residents, particularly those with limited mobility, may be at higher risk.
We work with you to prevent pressure injuries while respecting your comfort, dignity and choices.

To reduce the risk of pressure injuries, we use the following strategies:

- Regular **skin assessments**
- **Nutritional assessments** to support healthy skin
- **Repositioning** to relieve pressure and keep you comfortable
- **Pressure-relieving devices**, such as air mattresses, cushions and heel supports
- **Footwear and podiatry assessments** to ensure safe, supportive footwear

These practices are part of our commitment to safe, high-quality care and support the national **Aged Care Quality Indicators**, which monitor pressure injury prevention across all aged care homes.

Restrictive Practice (Restraint)

At Moyne Health Services, we want you to feel safe, respected and in control of your life. A Restrictive *practice* means anything that might limit your movement or stop you from doing something you want to do.
This can include things like certain medicines, belts, bed rails, locked doors, or being asked to stay in one place.

We aim to be restraint-free

Our goal is to avoid restraint whenever possible.
We always try other supports first—like changing the environment, offering comfort, using activities, or talking with you to understand what you need.

Restraint is only ever used as a last resort

We will only think about using restrictive practice if:

- There is a serious and immediate risk of harm to you or someone else.
- All other safe options have been tried.
- A health professional has assessed your needs and agrees it is necessary.

We involve you in the decision

Before any restrictive practice is used (unless it is an emergency):

- We will talk with you and, if you choose your family or substitute decision-maker.
- We will explain the risks, benefits and alternatives in clear, simple language.
- You or your substitute decision-maker will be asked to give consent.
- We will explain what will happen and how long it will last.

If restraint is used

- It will only be for the shortest time possible.
- Staff will check on you often to make sure you are safe and comfortable.
- We will remove it as soon as the risk has passed.
- We will review what happened so we can try to prevent it in the future.

Why this is important

The government requires all aged care homes to carefully monitor and report any use of restraint.
This helps make sure your rights are protected, and that restraint is only used safely and when absolutely needed

Serious Incident Response Scheme

Everyone living in residential aged care has the **right to feel safe**, and to be treated with **dignity, respect and kindness** at all times.

Moyne Health Services is required by law to report all **serious incidents**, including neglect, violence, assault, or abuse, through the **Serious Incident Response Scheme (SIRS)**.
If you ever **experience**, **see**, or **feel worried** about something that doesn't seem right, please tell a staff member.
We will listen, take your concerns seriously, and make sure the matter is investigated promptly and respectfully.

Your safety and wellbeing are our priority, and you have the right to speak up at any time.

No Lift

At Moyne Health Services, your safety, comfort and independence are important to us. In line with Victorian Work Health and Safety laws and the New Aged Care Act 2024, we work to reduce the risk of injury for you, staff and others during transfers and mobility activities.

We want you to feel **safe, comfortable and supported** whenever you are moving or being helped to move.

To keep you and our staff safe, we try to **avoid lifting people by hand**. Instead, we use special equipment that makes moving easier and safer for everyone. This equipment may include:

- **Hoists or lifters** to help you move from bed to chair
- **Slide sheets** to help you move or turn in bed
- **Other transfer aids** that help you feel supported and steady Before we help you move;
- Staff will do an **assessment** to understand:
    - how much you can do on your own
    - what kind of help you may need
    - which equipment will keep you safest and most comfortable This helps us choose the right way to support you.

We also encourage you to **help with your own movement whenever you can**. Even small efforts—like reaching for a rail or shifting your position—can help you stay strong and independent.

Our goal is to move with you in a way that is **safe, respectful and comfortable** at all times.

Keeping our people safe - Infection Prevention and Control

Your health, safety and wellbeing are very important to us.
Infection prevention and control help stop the spread of germs and protects you, other residents, staff and visitors.

Germs can spread in many ways—through the air, by touching surfaces, through bodily fluids, or by touching your mouth, nose or eyes.

Common infections that can spread in aged care homes include:

- COVID-19
- Gastroenteritis
- Flu and colds
- Shingles

How Moyne Health Services Helps Keep You Safe

We have strong infection-prevention systems in place to keep everyone well. These include:

- Trained Infection Prevention and Control Leads in each home
- Clear policies and procedures that all staff follow
- Good hand hygiene, including hand washing and alcohol hand rub
- Health monitoring and screening when needed
- Using extra precautions (like masks or gowns) when someone is unwell
- Staff immunisation
- Vaccination programs for residents
- Safe food handling and preparation
- Regular staff training in infection prevention
- Planning for how to manage outbreaks

Everyone, residents, staff, families and visitors—plays a part in keeping the home safe and healthy.

During an Outbreak

If there is an outbreak of illness (such as COVID-19, flu or gastroenteritis), visiting rules may change based on the latest health advice.
Staff will explain any changes and keep you and your family informed.

If visitors are feeling unwell, they should wait until they have recovered before coming to see you.

Influenza (Flu)

Flu vaccination is free and strongly recommended for all residents.
Staff will talk with you and ask for your consent before giving the vaccine.

You will also complete an Infection Screening Tool when you first come into the home, so we can understand your health needs.

COVID-19

Moyne Health Services follows all current public health orders issued by the Victorian and Australian governments.

This may include:

- visitor restrictions
- changes to visiting hours
- limits on residents leaving the home during high-risk periods

You and your family will always be kept informed of any changes.

A COVID-19 vaccine is strongly recommended and free for everyone in Australia.
When you first arrive, you will be asked to provide your vaccination history so we can support your care.

Working Together to Keep Everyone Safe

Infection prevention works best when everyone plays a part.
Thank you for helping us create a safe, healthy and comfortable home for all residents.

Notes