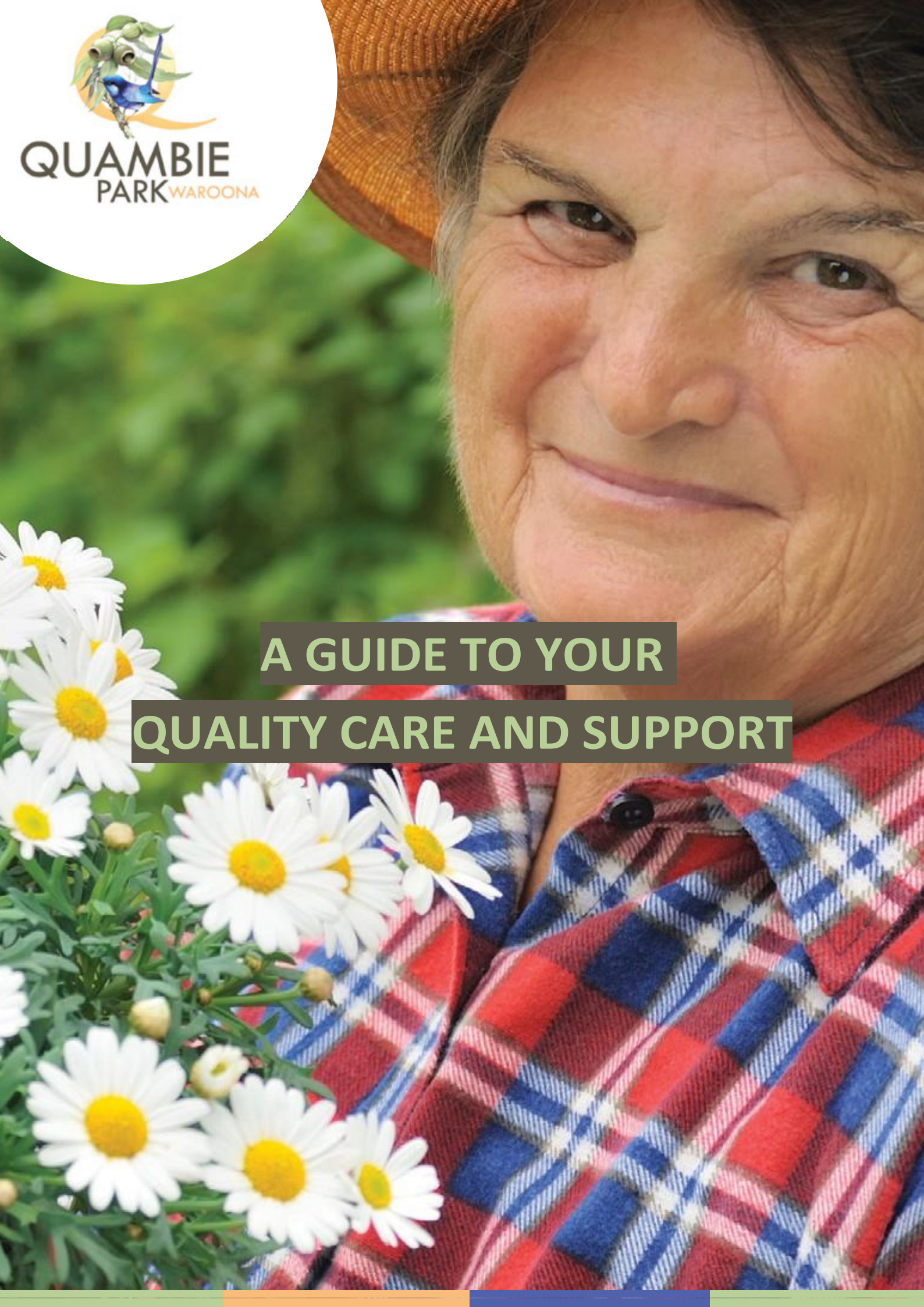




QUAMBIE
PARK WAROONA

**A GUIDE TO YOUR
QUALITY CARE AND SUPPORT**



Welcome to Quambie Park

In recognition of his late wife, Tom Corker established Pam Corker House in 1985. Tom's Vision was to ensure high-level care for older people living in the local community.

Where Country Values And Community Care Come Together

Residential Aged Care

Home Care

Independent Living Units

Your retirement years are about taking the time for you. At Quambie Park you are part of a vibrant community with endless possibilities. No matter what stage in the retirement journey you are in, Quambie Park provides aged care services to suit your lifestyle.

Quambie Park provides a dignified and respectful service and prides itself on the ability to deliver the finest care tailored to your needs.

You can choose from:

- Pam Corker House: Our residential aged care facility
- Quambie Care: Our home care services delivered to you in your own home
- Quambie Village: Community living in our supported independent living units

Quambie Park's rich heritage and strong country values enable us to provide genuine services to the people who have built and continue to live in our community today.

Caring For Country Australians For More Than 35 Years

At Quambie Park we are local people with local values. Our strong link to the rural farming and mining communities' spans 35 years and ensures our capacity to provide a high quality service to the people of regional Australia.

Our Board of Governance, highly qualified clinical staff, dedicated care staff and experienced support services team are all local people committed to providing the highest levels of care.

Enjoy a country lifestyle without compromising on care.

Residential Aged Care

Aged Care In a Qualified, Supportive And Safe Environment

Continuing the Corker legacy, Quambie Park provides the highest level of care for people living in our residential aged care facility (Pam Corker House). This includes a contemporary best-practice secure wing for people with dementia or other mental health illness. At Pam Corker House you are given the freedom to enjoy your aging years while your needs are taken care of in a reassuring and qualified care environment.

Person-Centred Planning

Person-centred planning principles form the basis of our residential care services. Our commitment to you is to value your individual:

Life Experience

Dignity

Choice





About You

Your Rights & Responsibilities

Your Admission

Prospective residents, families and carers are invited to visit Pam Corker House before deciding on whether it is the place you want to call home. This Handbook forms a part of the more comprehensive Pam Corker Admissions Package which details:

- The admissions eligibility or criteria requirements
- The admissions process
- The Commonwealth Government's funding model for care and accommodation costs
- Advanced health care directives
- Other information pertinent to entry into Pam Corker House

Your Rights

PamCorkerHouse is your home and you have rights when living in your own home. You can expect us to honour all these rights including the following, as detailed in the *Charter of Aged Care Rights*

I have the right to:

- Safe and high-quality care and services;
- Be treated with dignity and respect;
- Have my identity, culture and diversity valued and supported;
- Live without abuse and neglect;
- Be informed about my care and services in a way I understand;
- Access all information about myself, including information about my rights, care and services;
- Have control over and make choices about my care, and personal and social life, financial affairs and possessions;
- My independence;
- Be listened to and understood;
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- Personal privacy and to have my personal information protected;
- Exercise my rights without it adversely affecting the way I am treated





Your Responsibilities

PamCorkerHouse has up to 45 residents being cared for at any one time. To ensure everyone receives the highest level of care afforded we ask you:

- To respect the right of all residents to a home free from verbal or physical harassment, abuse and/or violence
- To respect the right of all staff to work in an environment free from verbal or physical harassment, abuse and/or violence
- To care for your own well-being so far as you are capable so that you retain your independence for as long as possible

To inform our staff of any past, present or future medical or care illness or concern of which you are aware

Your Residential Care Agreement

Your Residential Care Agreement is a Commonwealth Government document which details:

- Your security of tenure;
- The funding model that is used to calculate your care and accommodation costs;
- The costs associated with your own care, accommodation and services
- Reciprocal roles, responsibilities and rights

Before you sign this Agreement we ask you and your family to take the time to seek:

- Legal advice
- Financial advice
- Any other advice that might make you feel more comfortable signing the Agreement

When you and/or your family meet with Quambie Park we take the time to explain the Agreement in detail and to answer any questions that you might have to the best of our ability. If you have questions or concerns at a later date we encourage you to speak with us again. A copy of your Residential Care Agreement is available on request should you misplace your own copy.

Your Privacy

Quambie Park is committed to upholding your rights to privacy under the Privacy Amendment (Enhancing Privacy Protection) Act 2012, Aged Care Act 1997 and our own Privacy Policy. Privacy includes information related to personal, financial and health matters.

To ensure we are able to provide you with the highest level of residential care possible we source relevant information from:

- You
- Your family or carer (with your permission)
- Your Enduring Power of Guardianship (if you have one)
- Your doctor and other health professionals
- The Aged Care Assessment Team (ACAT)

We share this information with:

- You
- Your family or carer (with your permission)
- Your Enduring Power of Guardianship (if you have one)
- Your doctor and other health professionals
- Medicare
- Department of Social Services

Before collecting information of a sensitive nature we endeavour to seek your consent where possible. However, pursuant to the Aged Care Act 1997 we are not required to obtain your written consent when this information is used for health-related purposes.

Quambie Park will not use resident information for marketing or commercial purposes.

Your Compliments & Complaints

Quambie Park welcomes your feedback on any aspect of our service. You are encouraged to:

- Speak with our medical and care staff;
- If you don't feel your issue has been resolved, speak with our Senior Management Team or CEO;
- Complete a Compliments & Complaints form;
- Participate in the Annual Satisfaction Survey;
- Attend our Resident, Family and Carer meetings; and
- Raise your issue when we hold a family or carer meeting to discuss your care and well-being.

We commit to responding to your feedback within 48 hours and resolving any outstanding issue within 10 working days.

Your External Complaints Mechanism

Quambie Park works in partnership with many organisations that provide health, advocacy and support services to older Australians. We encourage you to approach and use these services at your own discretion if you think that Quambie Park has not adequately addressed your concerns:



**Aged Care Complaints Investigation Scheme
(Department of Health)**

T: 1800 550 552

I: www.agedcarecomplaint.govspace.gov.au/advocare.org.au/contact

**Advocare
(Advocacy for Older Australians)**

A: The Perron Centre, suite 4/61 Kitchener Ave, Victoria Park, WA 6100

T: (08) 9479 7566 or 1800 655 566

E: rights@advocare.org.au

I: www.advocare.org.au/contact

Carers WA

A: 182 Lord Street, Perth WA 6000

T: 1800 422 737 or 1300 227 377

E: info@carerswa.asn.au

**Department of Social Services
(Protection for Older Australians)**

A: 45 St Georges Terrace, Perth WA 6000

T: 1300 653 227

I: www.dss.gov.au

**Disability Services Commission
(Protection for Older Australians)**

A: 146–160 Colin Street WEST PERTH WA 6005

T: (08) 6217 6888 or 1800 176 888

F: (08) 6155 9324

E: dsc@dsc.wa.gov.au

I: www.dss.gov.au

Aged Care Quality and Safety Commission

A: GPO Box 9819

T: 1800 951 822

E: info@agedcarequality.gov.au

Health Consumers' Council WA (Inc)

T: 1800 620 780

F: (08) 9221 3422

E: info@hconc.org.au

I: www.hconc.org.au

Health and Disability Services Complaints

T: (08) 6551 7600 or 1800 813 583

F: (08) 6551 7630

E: mail@hadsco.wa.gov.au

I: www.hadsco.wa.gov.au

**Office of the Public Advocate
(Advocacy for Older Australians)**

A: Level 23 David Malcolm Justice Centre, 28 Barrack street, Perth WA 6000

T: (08) 9278 7300 or 1300 858 455

F: (08) 9278 7333

E: opa@justice.wa.gov.au

I: www.publicadvocate.wa.gov.au/G/guardianship

**Public Trustee
(Public Trustee Services)**

A: 553 Hay St Perth WA 6000

T: 1300 746 116

F: (08) 9222 6617

E: public.trustee@justice.wa.gov.au

I: www.publictrustee.wa.gov.au

Carer Gateway

T: 1800 422 737

E: carergateway.gov.au

Commonwealth Respite & Carelink Centre

T: 1800 052 222



Daily Living at Pam Corker House

For Your Comfort And Wellbeing

Pam Corker House offers:

- Single comfortable rooms with ensembles for your privacy and a patio leading to the gardens
- Generous communal lounge rooms and dining facilities
- Entertainment rooms
- Prayer room or chapel
- Emergency call-bell system to reduce the risk of falls
- Respite beds for short-term stay
- Weekly Visits from GP

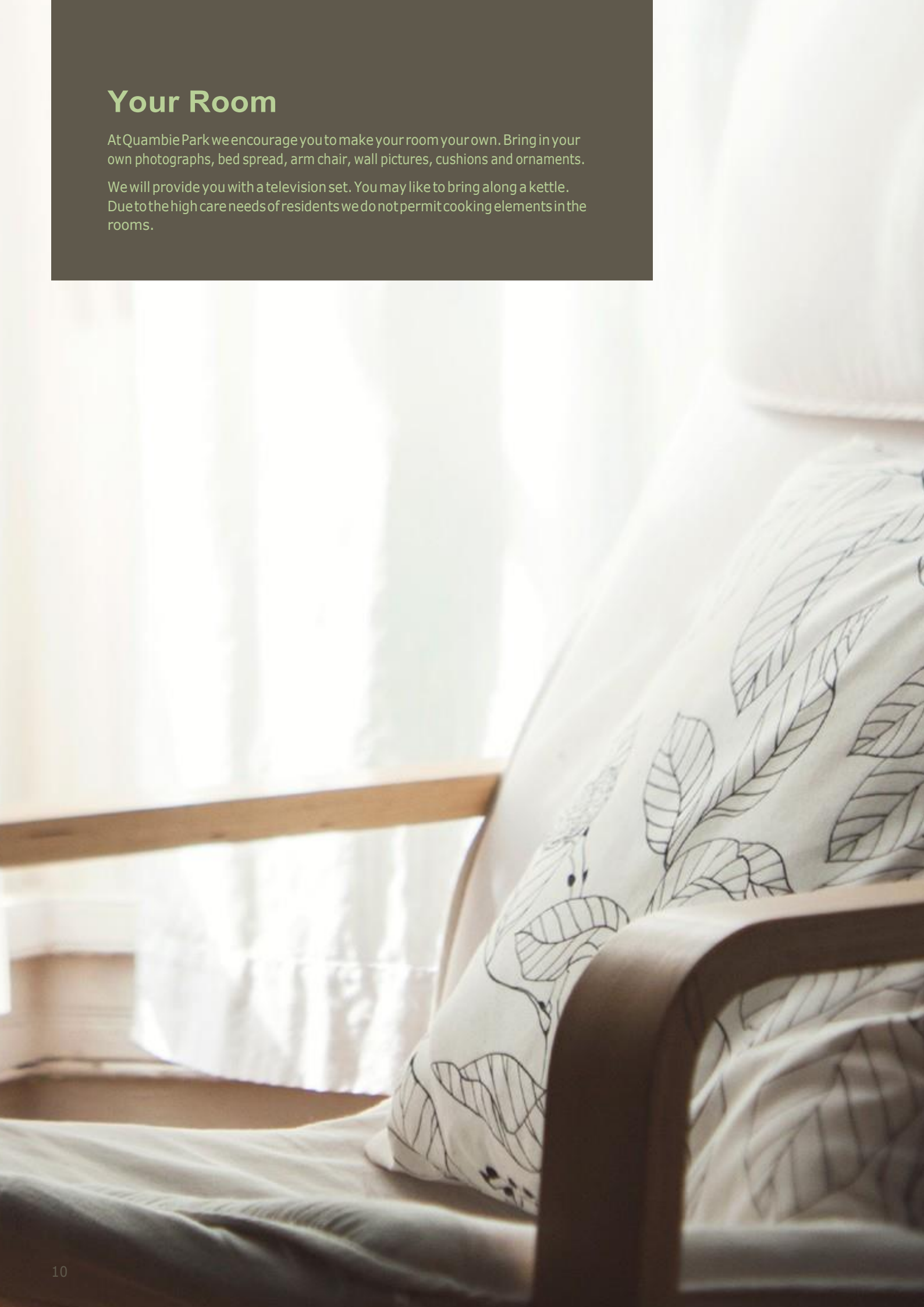
Our culturally responsive services include:

- 24/7 nursing services
- Facilitation of allied health services
- Physiotherapist
- Occupational Therapist
- Facilitation of optical and auditory assessments;
- Speech pathologist;
- Specialised diet and nutrition
- Podiatry
- Personal care services (e.g. assisted medication, bathing etc.)
- Language interpreter services;
- Hairdressing and beauty
- Fresh meals cooked on-site daily
- Laundry and cleaning services

Your Room

At Quambie Park we encourage you to make your room your own. Bring in your own photographs, bed spread, arm chair, wall pictures, cushions and ornaments.

We will provide you with a television set. You may like to bring along a kettle. Due to the high care needs of residents we do not permit cooking elements in the rooms.





Your Passions, Your Hobbies, Your Interests

Quambie Park is committed to helping you to enjoy your later years by providing a safe and supportive environment for you to continue to enjoy your passions, hobbies and interests. We work with all our residents to ensure the wide variety of individual and group activities we offer include something for you!

Quambie Park is an ideal setting for you to develop friendships and increase your social interaction. Our lifestyle programs include both home-based and community-based activities. Family and friend involvement is always encouraged.

Our activities are designed to stimulate your physical and cognitive senses to achieve maximum independence in a safe environment. All your exercise sessions are designed by qualified physiotherapists to meet your individual needs.

Formal activities include:

- Active and gentle exercise classes
- Ball games
- Concerts/sing-a-longs
- Cocktail parties
- Arts and crafts
- Card and board games
- BBQs
- Cooking
- Bingo
- Bus outings
- Shopping
- Beauty and hair care
- Technological games
- Gardening



Keeping In Touch With Family And Friends

Maintaining connections with your community is vital. Quambie Park actively encourages the involvement of family, friends and the broader community in your life. Families don't have to give up their role as carers. On the contrary, families and friends are warmly invited to be a part of the Quambie Park community. We will assist you to maintain your personal friendships and to make new friends. We understand that the support and involvement of family and friends in your life is core to your emotional wellbeing.

Your travel

You are responsible for your own travel requirements (including the cost) unless Quambie Park has organised a specific event or activity. If you need to travel (e.g. medical appointments, family visits, personal appointments etc.) you must pay for the cost of this travel.

A Patient Assisted Travel Scheme provides assistance for people who must travel more than 100kms (one way) to access the specialist medical treatment. We encourage you to apply for access to this scheme.

If you are over the age of 65 years you are eligible for free transport in an emergency situation.

Quambie Park does offer travel assistance on a fee for service basis if required.

Your Diet

An individual dietary analysis is performed as a part of the admissions process. Meals are determined by a qualified dietitian and prepared daily on the premises:

- Using fresh and local ingredients
- Using four-week rotational menus
- With consideration of special dietary requirements and personal preferences

Your Laundry

Your personal laundry is washed, folded and returned to your room for your convenience. Please ensure that every one of your items of clothing is clearly marked with your full name.

Your Communications

Telephone

A telephone line is available in your room and you may arrange to have this connected and serviced at your own cost. A second option is to instead purchase and operate a mobile telephone.

Newspapers

Quambie Park can arrange for newspaper delivery at your own cost.

Mail

A mail service is provided on a daily basis. The letter box is located in the entrance foyer of Pam Corker House.



Pets Can Visit

While we do not have the capacity to have pets living permanently at Quambie Park, we recognise the importance of pets to our residents and welcome visits.

Overnight Visits Are Ok

You can spend up to 52 nights a year away from Quambie Park on social leave without affecting government financial assistance. Family and friends can have you stay overnight, take you on outings and ensure you remain an integral part of your own community.

If you spend more than 52 nights away from the home, the government will cease to pay any subsidies for the extra time and you may be asked to pay this cost yourself.

No Smoking

Quambie Park is a health facility funded by the Commonwealth Government. There is no smoking inside of Quambie Park buildings or outside on Quambie Park grounds. If you would like to smoke you can only do so if a family member, carer or friend is comfortable to assist you to leave the grounds for this purpose.

Moderate & Controlled Consumption Of Alcohol

As long as your health is not compromised moderate and controlled consumption of alcohol is permitted. If such consumption results in aggression towards any person the consumption will be prohibited.

Visiting Hours

For security reasons visiting hours are restricted from 7.00am to 7.00pm daily unless alternate arrangements have been agreed to with management.



Your Safety

Emergency

Your physical safety and well-being is of paramount importance to us. To ensure you are safe and comfortable in your own home we provide:

- An annual mock emergency evacuation of Quambie Park conducted by specialist emergency management personnel
- An advanced fire alarm system
- An individual call-bell alarm for your personal use
- An Emergency Procedure Manual in your Pam Corker Admissions Package
- An emergency evacuation map and signage in your room
- Signage to alert you to emergencies, hazards or potential trip areas
- A no smoking environment
- Clearly defined exit signage

Assault

Quambie Park has a zero tolerance policy for physical assault (including sexual). Any evidence-based, suspicion or report of such activity will be reported immediately to the police and to the Department of Social Services.



Leaving Pam Corker

Pam Corker delivers the highest level of residential care possible. However, there are multiple reasons that might make you decide to eventually leave our care facility. For instance:

- Your family decides to move further away and you want to relocate to be closer to them;
- Your health needs have increased and you require hospitalisation; or
- You decide to move closer to acute and specialist medical facilities and services.

Regardless of your choice, you can be assured that Quambie Park will never ask you to leave Pam Corker without detailed consultation and agreement from you and/or your family.



Contact Us

Phone: (08) 9733 1355

Email: enquiries@quambiepark.com.au

Location: 15 Eastcott St, Waroona WA 6215

www.quambiepark.com.au