

The Whiddon Group
Bourke Rivergum Lodge – Residential Care

Welcome to Whiddon

This compendium contains all you need to know about your new home. It also includes your Client Information Handbook and details about the care, lifestyle and wellbeing services available here at Whiddon Bourke.

whiddon.com.au    1300 738 388

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Useful information

Administration and contacts

Our Administration Team can assist you with several services such as answering questions, statements and accounts queries, mail, requests for transport, maintenance requests, organising labelling of clothes for the laundry or appointments.

Administration Team

Whiddon Bourke is managed as part of our Far West services. Administration support is available via phone through Whiddon Wee Waa from 8.30 am – 4.40 pm Monday – Friday.

T 02 6795 8600

Out of hours – Whiddon Bourke

T 02 6870 8400

Emergencies

T 000

Cleaning

Client rooms are cleaned on a weekly basis, or as needed. Linen is changed once a week or refreshed as needed. The weekly cleaning includes a full service with dusting, vacuuming, mopping and cleaning of the ensuite bathroom where applicable. Common areas around the home are cleaned more frequently.

Client committee

Our Client committee meets regularly to discuss any concerns, changes or to provide feedback. We encourage you and/or your family or representative to attend these meetings. Dates and times of the meetings are published on the notice board and in the monthly activities calendar. All suggestions to improve the day to day running of the home are appreciated, and a copy of the meeting minutes is displayed on the notice board.

Communication

Telephone numbers

Bourke 02 6780 8400

Wee Waa 02 6795 8600

Personal telephone

If you wish to have a personal telephone connected to your room, please speak to our Administration Team. Costs associated with the connection and use of personal telephones are to be paid directly by the client.

Hairdressing

Our team at Whiddon Bourke are happy to arrange an appointment for you. We are also happy to escort you to and from your appointment.

Laundry

Personal clothing is laundered onsite by our care services team. Dry cleaning to be arranged by clients or family at their expense.

Leisure and lifestyle programs

We offer a range of leisure and lifestyle activities as requested by our clients. These include outings, musical performances, the PlayUp humour therapy program and more.

Please see the monthly activity calendar for more details or speak to our Leisure Team.

Mail

Personal mail can be sent to you at the following address and will be delivered to you daily from Monday to Friday. Outgoing mail can be posted at reception. Assistance with reading and writing mail is available on request.

The Whiddon Group Bourke
29 Darling Street
Bourke NSW 2840

Maintenance

Please talk to a team member if you have any maintenance requests.

Meals

Please see the meals and refreshments page for details and times.

Newsletter

A service newsletter is produced for clients, family members and employees to stay up to date on our latest news and events. If you would like to submit an article, poem, recipe or similar to the newsletter, or if you have any questions, please speak to our Administration Team.

Newspapers

Daily local and national newspapers are delivered for clients to read and are available in the main lounge. Clients may also choose to have their own copies of the paper delivered at an additional cost, please see staff for more information.

Nursing and medical assistance

24 hour care and support is provided by trained carers under the supervision of registered nursing staff. This is provided either on site weekly by a registered nurse or senior managers, or by phone.

A doctor attends regular clinics at the service.

After hours emergency service is provided by the local hospital if required.

Outings

We encourage regular client outings and our team are available to assist and provide transport.

Pastoral care

Clients are encouraged to maintain their links with their local or familiar support networks. Please see a team member if you would like assistance with this.

Pets

Please speak to management to discuss personal pets in the home.

Pharmacy

Towers Pharmacy are our contracted pharmacists. Personal items can be ordered and delivered through your pharmacy of choice, please speak to a Whiddon staff member to arrange an order.

Religious services

The Whiddon Group is a non-secular organisation and encourages religious freedom for our clients. Ministers of all religions are welcome to visit as often as they or the client wishes.

The Whiddon Group Bourke has a number of regular visiting services available by request:

[Anglican services](#)

[Catholic services](#)

[Presbyterian services](#)

[Uniting Church services](#)

[Additional services as required](#)

Please speak to our Administration Team for more information.

Resident meetings and feedback

Our residents meet regularly to discuss any concerns, changes or to provide feedback. We encourage you and/or your family or representative to attend these meetings.

Dates and times of the meetings are published in the monthly activities calendar. All suggestions to improve the day to day running of the home are appreciated, and a copy of the meeting minutes is displayed on the notice board.

Alternatively, you can provide feedback by speaking to an employee or a manager, writing a letter or completing a comment form. These can be submitted anonymously via our comments box at reception.

Television and radio

Televisions, DVD players and sound systems are available in our lounge area for client use. You are also welcome to use a personal television or radio. Please be mindful of other residents' privacy and ensure that headphones are used afterhours or where the volume is high.

Please note that any personal electrical equipment, such as a radio, hairdryer or television, brought into the home must be checked and tagged by an electrician for safety purposes prior to use. We are able to organise this for you for a nominal fee.

Visiting hours

We are open [24 hours a day, 7 days a week](#) and, like in your own home, we allow visitors at any hour. We do ask that you are mindful of other clients and, if visiting early in the morning or late at night, are respectful of their privacy.

If you are visiting outside of office hours, please ring the doorbell to access the home.



Meals and refreshments

Breakfast	8–9 am
Morning tea	10 am
Lunch	12 pm
Afternoon tea	3.30 pm
Dinner	6 pm
Supper	8 pm

Our meal times are flexible, please speak to our Catering Team for more information.

We pride ourselves on providing a fresh, nutritious and seasonal menu, with choices at every meal. Our home has a spacious dining room where you can enjoy meals in a social setting.

A varied menu is offered and we welcome your feedback and contributions towards the menu. Individual preferences and dietary requirements are catered for, and consultation with a dietician can be arranged as required.

Our catering services provide for a wide range of dietary requirements, including: texture modified meals, gluten free, vegetarian or vegan, cultural diets, diabetic diets, and low or high fat diets.

Family and friends are welcome to join you for a meal, a cup of tea and special occasions and celebrations. Please let our administration team know if you would like a family member or friend to join you for a meal, there is a nominal dining charge for visitors.

If you are ill and require meals in the privacy of your room, please let a staff member know, we are more than happy to arrange this for you.

Tea, coffee, water, juices and supplement drinks are available throughout the day.