

Residential Care

Information handbook

Whiddon

Award-winning care that connects,
inspires and enriches lives every day.

Award-winning care that connects, inspires and enriches lives every day.

Whiddon is passionate about enriching lives and keeping older people connected to what matters to them in life. We aim to really understand each person through building deep relationships with them, their family and their community.

This partnership enables us to care for all their needs – social, emotional and physical – so that they can continue to learn, live, love and enjoy every day.



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Welcome to Whiddon

I would like to warmly welcome you to the Whiddon family and personally thank you for allowing us to care for you, your family member or someone that's important to you.

This handbook will provide you with information to help you settle into your new home, along with information about our approach to care at Whiddon - information that we think is important to highlight and discuss.

As a not-for-profit organisation, Whiddon is not presented with the challenge of providing external shareholder returns. This means we are absolutely committed to reinvesting all of our funds back into our organisation to support our residents, clients, employees, programs and local communities.

With a team of more than 2300 passionate team members, we care for thousands of senior Australians every day, in both regional and metropolitan communities across New South Wales and Queensland.

Our motivation as an organisation, our purpose, is to enrich the lives of the people we care for and to provide access to quality care. This motivation is highlighted in both our strategic plan and Whiddon's constitution. We strive for the highest quality outcomes for the

wonderful people we care for.

In this handbook, you'll find information about important topics, such as staffing levels, surveillance in aged care homes, the use of restraints, food and dining and wellbeing and care. We hope this helps to address some of the questions you may have and reassures you that our approach to care is, and has always been, to deliver the very best of care.

We always welcome your feedback around what we are doing well and what we can do better and have shared our feedback mechanisms with you in this handbook.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris Mamarelis'.

Chris Mamarelis
Whiddon CEO

About us

Whiddon is an award-winning care provider with a proud history of more than 75 years of supporting older people across New South Wales and Queensland. From our philanthropic beginnings, we have grown into a not-for-profit provider caring for over 2000 people.

We offer the highest quality of care that is tailored to the individual. We partner with our residents and clients, families and communities to care for all their needs – physical, health, social and emotional. The quality of our people and the relationships and trust that they build with our clients and their families is key to this approach.

Our strong presence in regional, rural and remote New South Wales and Queensland sets us at the heart of our local communities, both as an employer and aged care provider. We actively promote and maintain a proud sense of community – wherever we are, everyone matters.

Our history

Like many philanthropic organisations, our origins lie in Freemasonry and we have been caring for older Australians in small communities since the 1920s.

Our journey began in 1923, when a small group of Freemasons began visiting elderly masons in their communities to provide care and support. In 1947, Mrs Ethel Easton Symonds donated 21 acres of land as the founding site for The Frank Whiddon Masonic Homes of New South Wales.

We're now known as Whiddon, but our philosophy remains the same; we believe that ageing should be a rich and rewarding journey for everyone.



“
Delivering award-winning care services to generations of older Australians across NSW and QLD for over 75 years.
”

Important Information

Our purpose

To support a rich and valued life's journey for people with care needs.

Our wellbeing approach to care enables each person to maintain their level of independence and stay connected to the people, communities, interests and places that matter to them.

Our values

Be progressive and innovative

We continually strive to improve what we offer our residents and how we interact with our communities. With a 'can do' spirit and attitude, we are open to change and flexible as an organisation.

We are brave and passionate about achieving the best outcomes and value creative thinking.

Nurture relationships and communities

People are our priority including our residents and their families, our employees and our local communities. Relationship-centred care that focuses on partnership, empathy, respect and building trust is at the heart of what we do best.

Strong and healthy connections with our local communities with mutual support and collaboration are very important to our residents' wellbeing and the sustainability of our services.

Create exceptional impact

Exceptional impact goes beyond expectations, is highly tailored, accessible and sustainable. It makes a real difference to people's lives.

Our commitment to diversity and inclusion for everyone

Whiddon is committed to providing equitable access and care across all of our homes and services, to all residents, clients and their families. We ensure that we enable our employees to provide care and support that meets the specific needs of each and every resident and client.

Through our MyLife model of care, our dedicated and qualified employees provide care that is inclusive, holistic, and culturally appropriate, honouring each individual's unique lives and experiences. We care for and work with people from a diverse range of population groups including LGBTI, culturally and linguistically diverse, people living with a disability as well Aboriginal and Torres Strait Islander people.

Our research and years of experience shows us that meaningful day-to-day relationships between our residents, clients and employees are at the heart of good care and are something that is incredibly valued by our residents and clients.

We achieve strong relationships through continuity of staffing, personal connection that is friendly, kind and compassionate, and sharing of fun, humour and playful interaction where appropriate. We also put the wishes and choices of our residents, clients and families first so they become true partners in their care journey.

We train all of our staff in Relationship Based Care, to enable them to develop and enhance personal connections, and to help residents and clients to feel connected to the people and places they love, and participate in the things that matter most to them.

We encourage our employees to truly get to know the people they care for, their stories, interests and the people in their lives, so we can help them maintain and build important social connections.

Our commitment to residents

- Whiddon sets specific performance expectations for all employees through regular communication of our purpose and values, strategic direction, and our MyLife model of care
- We have a strong clinical leadership team
- We plan and support our teams to be able to meet resident care needs. Our team members have clearly defined roles, responsibilities and accountabilities
- We have safe systems with an emphasis on preventing and managing clinical risks
- We promote timely and accurate measurement, reporting and evaluation of performance
- We have a commitment to continuous improvement
- We focus on our residents' experience whilst in our care. We communicate clearly to our residents and their families/representatives, and listen to their concerns.

Our commitment to Clinical Governance

Clinical Governance is, at its core, about accountability and the delivery of quality care. A robust Clinical Governance framework is essential to ensure excellence in care and the safety of our residents.

At Whiddon, Clinical Governance is defined as the system through which our managers,

clinicians, and team members share responsibility and accountability for the quality of care we provide. It reflects our passion for continuous improvement, our commitment to minimising risk, and our dedication to fostering an environment of excellence in the care of older people.





Complaints and Suggestions

Whiddon is committed to providing high quality care and services. We'd love to hear from you about your experience with us and what we are doing well, or if you have any concerns. We take all feedback seriously and understand the importance of resolving matters promptly. We value the opportunity to improve our services and strive to provide a welcoming environment which allows for open communication to address and resolve issues.

You are welcome to provide compliments, complaints and suggestions by email, phone or completing the Have Your Say document provided.

If you have not received this document, please speak with one of our team members to request it.

We thank you for taking the time to let us know what you think.

If you have a compliment, complaint or suggestion, we will respond to it in a timely and sensitive manner. Your privacy will be respected and your comments will remain confidential.

You can help us to address any concerns by providing as much information as possible. Where appropriate, we will investigate your complaint to understand what happened and why, and identify ways to prevent it from happening again. We will keep you informed about the progress of your complaint every step of the way.

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Our history and our purpose are deeply connected - rooted in service, community, and the belief that ageing should be a rich and meaningful journey.

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Pathways to lodge complaints

If you don't feel comfortable raising a complaint directly with us, or are not satisfied after raising your concern with us, assistance is available.

Whiddon

Executive Administration
81 Belmont Road, Glenfield,
NSW 2167 - **T 02 9827 6683**

Aged Care Rights Service

A free and confidential service promoting the rights of aged care recipients.
T 02 9281 3600

Aged Care Quality and Safety Commission

A free and confidential service for anyone to raise a complaint about Australian Government subsidised aged care.
T 1800 951 822

NDIS Quality and Safeguards Commission

A free and confidential service for anyone to raise a complaint about disability service providers.
T 1800 035 544

Complaints relating to government-subsidised aged care services can be made to the Aged Care Quality and Safety Commission (ACQSC).

Open Disclosure

We do acknowledge that from time to time, despite our very best efforts, events or errors may occur either directly or indirectly with one of our aged care residents. Should any such error or event occur, we appreciate and understand that it could be confusing and upsetting, so we are committed to working through the situation with you.

At Whiddon, we believe under such circumstances, the resident and their family deserve 'open disclosure' - an

explanation of what went wrong, why it went wrong and how it went wrong is an important aspect of open disclosure.

We are committed to sharing open, honest and timely information with you, if we are authorised to do so, and will ensure that you have the opportunity for personal and private discussions with us. We will also strive to give you the support you need during this time.

Aged Care Quality Standards

As an approved aged care provider, Whiddon is committed to meeting the Strengthened Aged Care Quality Standards set by the Australian Government.

These updated Standards ensure that older people receive care and services that are safe, high quality, and uphold their rights, dignity, and identity.

The new Standards are built on a rights-based, person-centred approach. They clearly outline what older people can expect from their care — including being treated with respect, having choice and control, and being actively involved in decisions that affect their lives.

There are now seven strengthened Standards, each focusing on a vital part of aged care — including person-centred care, the care environment, clinical care, food and nutrition, and how providers support and respect the diverse needs of older people.

At Whiddon, we are committed to delivering care that supports your health, safety, wellbeing, and quality of life, while always respecting your rights and individual needs.



Source: Aged Care Quality and Safety Commission website agedcarequality.gov.au

- 1 I understand the people I care for and support them in making choices.
- 2 I feel empowered to do my job well.
- 3 I understand who I am caring for and what is important to them.
- 4 I create a safe and supportive environment for the people.
- 5 I understand the clinical needs of the person I am caring for.
- 6 I make sure the people I care for enjoy tasty and nutritious foods every day.
- 7 We work together to build a connected residential community.



Scan the QR code
to find out more.

The New Statement of Rights

From 1 November 2025, the new Aged Care Act will introduce a Statement of Rights for all older Australians receiving aged care.

At Whiddon, we believe that aged care should be built around you, your choices, your dignity, and your voice. That's why we're proud to introduce the new Statement of Rights, part of the Australian Government's Aged Care Act. These governance systems ensure Whiddon continues to meet and exceed the Strengthened Aged Care Quality Standards.

Why it Matters

The Statement of Rights outlines what you can expect from your aged care experience, whether you are a resident in one of our homes or receiving care and support at home.

At Whiddon, we're focusing on five key topics that bring these rights to life. Together, these themes ensure that every person receiving care feels valued, safe, and connected. The five key topics are:

Independence, Choice & Control

At Whiddon, we believe your life should always feel like it's yours to live. That means having the freedom to make decisions about your care, lifestyle, and everyday routines.

The new Statement of Rights makes it clear that you have the right to independence, choice, and control. Whether it's deciding what meals you enjoy, how you spend your day, or even making bigger decisions about your care, your voice matters most.

Sometimes, living fully means taking personal risks – and that's okay. With the right support, you can pursue the activities, hobbies, and routines that bring you joy and meaning. These

are your decisions to make, and we're here to respect and support them.

Fair Access

Everyone's story is unique. Your culture, history, and experiences shape who you are, and your care should reflect that.

The Statement of Rights protects your right to fair access. This means you are entitled to care that is inclusive, culturally safe, and trauma-informed. It's about recognising your individuality and ensuring your care honours the journey you've taken.

Fair access also means you have the right to palliative and end-of-life care when you need it, and that it is delivered in a way that respects your values, traditions, and choices.

No matter who you are, where you come from, or what you believe, your care should always feel like it belongs to you.

Safety & Quality

Your safety and wellbeing come first and foremost. That's why the Statement of Rights makes your right to safe, respectful, and high-quality care crystal clear.

This means you are protected from abuse, neglect, and discrimination. It also means that every interaction you have with Whiddon, whether it's with a carer, a nurse, or any member of our team, should leave you feeling respected, valued, and secure.

Quality care is more than just meeting needs and national standards. It's about providing services of the highest quality, while also treating you with kindness, empathy, and dignity.

Privacy & Information

The Statement of Rights guarantees your right to privacy and information. This means you get to decide who can access your personal details and how they are used.

You can also see your records, understand the costs of your care, and ask for updates whenever you need them. No surprises and no hidden details. Just clear, transparent information that puts you in control.

Your privacy is a reflection of respect. At Whiddon, respecting you means protecting your information with care.

Community & Identity

Your life is filled with people, traditions, and connections that make you who you are. The Statement of Rights ensures you can carry these with you wherever you receive care.

You have the right to stay connected to your loved ones, your community, and the activities that give you a sense of belonging. Whether that's attending cultural events, celebrating traditions, or simply enjoying regular visits and calls with family, your connections matter.

Your identity, culture, spirituality, language, and values will always be respected and supported. Because care isn't just about health and safety. It's also about making sure you can continue to live as yourself, surrounded by the people and traditions that give your life meaning.



Scan the QR code for more information

Code of Conduct

When delivering aged care services, individuals must:

- a) Respect people's rights to freedom of expression, self-determination, and lawful decisionmaking.
- b) Treat people with dignity and respect, valuing their individual diversity.
- c) Respect and protect people's privacy.
- d) Provide care, support, and services safely, competently, and with skill.
- e) Act with honesty, integrity, and transparency.
- f) Promptly raise and respond to concerns impacting care quality and safety.
- g) Ensure care is free from:
 - i. Violence, discrimination, exploitation, neglect, abuse
 - ii. Sexual misconduct
 - iii. Take all reasonable steps to prevent and respond to the above harms.



Visitor Code of Conduct

At Whiddon, we recognise that there are many health and wellbeing benefits of having family, friends and members of our community visit our homes and residents. We value our visitors and welcome them into our homes and communities.

Whiddon is dedicated to providing the highest quality of care and services to our residents. It is our responsibility to ensure our environment is a safe place for residents, employees and fellow visitors, and one that promotes wellbeing, independence and meaningful relationships. Please assist us in achieving this by treating our team members with respect as they carry out their duties.

Visitors are responsible for their actions at all times. Inappropriate or violent behavior and disruptive and discriminatory language will not be tolerated.

Whiddon is committed to a safe and respectful environment for all. Both employees and visitors are expected to uphold our shared standards of behaviour. In line with Whiddon's zero-tolerance policy, any form of violence, abuse, or threatening conduct will not be accepted under any circumstances.

Visitors are expected to treat all team members, residents and fellow visitors with respect and consideration.

Visitors will be asked to leave for any of the following reasons:

- Your behaviour creates a risk or threat to residents, families or team members
- You are not respectful or considerate of others
- You appear to be under the influence of drugs or alcohol
- You have an illness that could compromise the wellbeing of residents and team members

- You refuse to follow isolation precautions
- You fail to supervise children in your care
- You take photos of other residents, employees and the home without consent from the manager
- You engage in abusive, violent, aggressive, bullying or threatening behaviour.

Please be aware that visitors who do not comply with this Code of Conduct may be asked to leave the home.

We appreciate your support in helping us make our home and environment one that is positive, welcoming and safe for everyone.

MyLife & Relationship Based Care



What is Relationship Based Care?

Relationship Based Care (RBC) is the way that our team members deliver care across all of Whiddon's services - Residential care, Community Care and NDIS services. This method of care supports Whiddon's MyLife model of care, which identifies 7 health and wellbeing outcomes, that ensure the clinical, emotional, social and wellbeing needs of our clients are being met.

We understand the important role that healthy relationships play in meeting the wishes and choices of our clients and their families, so that they become true partners in their care journey. Working as a team, we provide individualised care to each person and help them maintain and build important social connections, as well as continuing to participate in interests and activities that are important to them.

Research and more than 75 years of feedback from our clients tell us that meaningful day-to-day relationships with Whiddon Team Members results in a better quality of life and more meaningful activity for clients. Relationship based care empowers our teams to form professional and trusting relationships to meet best practice standards of care, as defined by the Aged Care Quality and Safety Commission. This leads to our team members enjoying high levels of job satisfaction and engagement with their work colleagues.

How do we deliver RBC?

We bring RBC into practice by incorporating 3 key elements:

Continuity of staffing

Using a consistent roster when scheduling team members (where possible), to ensure they are able to really get to know each client.

Personal connection

Supporting clients to maintain their community connections and purposefully building professional and trusting relationships with them. We develop an All About Me sheet with our clients so we can understand what is important to them, and we can support them to do the things they enjoy regularly. For residential care, we assign team members to be an RBC Buddy to a resident to help them adjust to their new home.

Meaningful engagement

Working with researchers from the University of NSW, we understand how important it is for people to be engaged with hobbies and activities that have purpose and meaning for them. Whiddon recognises the positive impact on emotional and physical wellbeing this has for our clients. Our focus on wellbeing and lifestyle means we find ways to support people to continue with these activities and encourage them to explore new activities too, allowing us to bring meaningful moments of fun and laughter into their lives.

“
My Best Week
was incredible
and something
that I will always
remember.

Keith, 91



Our approach to care

Staffing in our care homes

As you may have heard, staffing levels in aged care are not mandated by the government. The government's position is to allow aged care providers to manage care needs based on their own environment and the care profile of their residents.

At Whiddon we work with a master roster for care employees and Registered Nurses to meet the needs of residents in our care. This approach enables Whiddon to be flexible when care needs change. While there are no legislated ratios in our industry, Whiddon's homes generally perform above published benchmarked data.

Supporting this, Whiddon's award-winning model of care, MyLife, is a relationship based model that places incredible importance on the value of a strong relationships between residents and the employees who care for them. MyLife uses a buddy model and each of our residents has a dedicated MyLife carer – this ensures continuity of care, personal connection and strong relationships.

We do not have set or structured time limits for how long a resident spends on daily activities like having breakfast or personal care. A core component of our relationship based model of care is approaching care in an individualised and tailored way, care that is based entirely around the needs of each person.

Relationship based care has a dedicated rostering component, with a dedicated MyLife carer being part of this approach. Employees and residents are buddied and our rosters are arranged, wherever possible, to ensure this continuity, and the building of relationships and friendships. We know that when our care employees know their resident really well, they are better placed to understand their needs, pick up on cues and even become aware of mood and health changes before they occur, because of their in-depth knowledge and understanding of this person.

We do of course experience increased workloads and appreciate that there are times when our teams may be at their busiest due to the nature of daily activities. We also experience turnover of our employees which at times can place pressure on rosters.

We are always looking at our levels of support staffing to ensure the needs of our residents are met. This includes monitoring our care minutes to make sure we are aligned with requirements and providing the right level of care. We recognise that this may involve bringing on additional staff, reviewing how teams are working, and assessing our skill mix to understand where adjustments are needed. We are also continually looking for and applying different approaches to manage these challenges in our regional and remote locations.



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Our approach to care is guided by compassion, quality, and compliance.

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Video surveillance in aged care homes

From time to time, people request the installation of video surveillance. We recognise that this is a person's right and we will do all we can to support this request. To enable us to assist you, we ask that you consider the rights and privacy of others living and working in the home.

Our approach is transparent and we have a process whereby you are able to gain consent to install surveillance cameras in a resident's private room, if this is important to you.

For further information about our processes and policy on surveillance contact the manager of your service.

Food and dining in our homes

Food is an incredibly important area for older people – it is something that can bring great comfort and enjoyment, improve health and wellbeing through appropriate nutrition, along with opportunities to celebrate and socialise. As an organisation we have won a number of awards for our approach to food and dining and our work in this area. However, like many providers, food is an area of focus for us and we continue to grow in this area.

Over the past 12 months, we have rolled out flexible meal times to ensure that our residents are able to eat when and where they feel most comfortable, be this with friends in the dining room, or in their room if they're not feeling well. Many of our homes are currently trialling a-la-carte and individual meals, and all of our homes have rotating menus with multiple choices available at each meal, along with opportunities to provide regular feedback through formal and informal approaches.

Our approach to medication and clinical care

It is important that Whiddon acknowledges and respects the individual decision making capacity of our residents.

Medication is only administered to residents by a member of the care team and monitored by our clinical team when it has been prescribed by a resident's medical practitioner which based on a diagnosis and symptoms. This treatment will always be discussed with the resident and/or their decision maker.

Where a resident does not have capacity to make decisions about medication, our approach, wherever possible, is to hold a case conference with the nominated decision maker, along with the resident's GP and Registered Nurse to discuss and decide together on treatment and medication plans.

In regard to continence aids, our approach is that there is no limit on how many, or the types that are used, for residents at a Whiddon home. Our approach is to ensure that the right product is used for each resident's individual need, that the resident is comfortable and their care needs are met. Modern continence products have colour strips to guide care staff on when to change them and education is provided on their use.

Wherever possible, we always involve the family in the care planning process as this helps us to understand their perspectives and share the right information. It also helps the family members to understand and participate in the care process and provides an opportunity for them to ask any questions and clarify any issues or concerns they may have.

Restrictive Practices

Whiddon discourages the use of any type of restrictive practice and actively works to minimise their use. Restrictive practices are only considered when all other strategies have been attempted and there is a genuine risk of harm to the resident or others.

Restrictive practices are actions, devices, or interventions that limit a person's rights, movement, or freedom of choice. In aged care, these practices must always be the least restrictive option and used for the shortest possible time. From 1 November 2025, restrictive practices will be regulated under the Aged Care Act 2024 and associated Restrictive Practices Rules 2025

Types of Restrictive Practices

Chemical Restraint

Use of medication to influence behaviour when it is not prescribed for a diagnosed medical condition.

Physical Restraint

Use of physical force, actions, or equipment to limit movement (e.g., holding a person, lap belts).

Mechanical Restraint

Use of devices to restrict movement (e.g., splints, mittens, chairs with locked trays), unless required for therapeutic or safety purposes.

Environmental Restraint

Limiting access to parts of the environment (e.g., locked doors, cupboards, fridges).

Bed Rails

The use of bed rails has been an ongoing challenge in aged care. Many believe that a bed rail will prevent injury from a fall; however, evidence-based research, regulatory guidance, and industry experience have led Whiddon to remove bed rails and provide alternative safety options. In recognition of resident choice, an exception exists: if a resident requests a single bed rail to assist them in moving safely in bed, Whiddon will explore this option in consultation with the resident and allied health partners, while considering alternative solutions and completing a thorough risk assessment

Guiding Principles

Restrictive practices must be a last resort, used only after alternative strategies have been attempted.

Any use must be:

- Lawful – in line with legislation, policy, and authorisation requirements.
- Proportionate – the least restrictive option available.
- Time-limited – for the shortest possible period.
- Monitored and reviewed regularly.

Consent and Authorisation

Must not be used without appropriate informed consent and authorisation (resident, substitute decision-maker, or as per state/territory law).

A documented Behaviour Support Plan (BSP) must outline the reason, duration, and strategies to reduce or eliminate the restrictive practice.

Emergency use (to prevent immediate risk of harm) must be documented, reported, and reviewed promptly.

Alternatives to Restrictive Practices

Staff are encouraged to use strategies such as:

- De-escalation and calming techniques.
- Environmental adjustments (e.g., quieter spaces, meaningful activities).
- Relationship-based care and reassurance.
- Pain management, comfort measures, and health reviews.
- Increased engagement and supervision.

Supporting our people to deliver exceptional care

Our recruitment, induction and ongoing training programs are robust and support our organisation to deliver the exceptional care that we are well-known for. We place a strong importance in finding and retaining the right people and we know that our people are at the heart of our organisation and our most important and valuable asset.

Our employees are required to have qualifications for the roles they are employed to perform, to undertake an induction program to introduce them to our organisation, mandatory training across a range of areas. Additionally, under existing legislation, all aged care employees are required to hold a current criminal record check. For our clinical team, this training includes competencies around medication management, infection control and manual handling.

We invest in our people and support their growth through our Scholarship Program, Leadership Program, Clinical Leaders Program and ongoing internal and external education.

Our mandatory training is done both in person and through our custom built e-learning platform, where reports ensure that our managers can track completion of training.



“
Welcome to your new home. We’re so pleased that you’re now part of the family and we’re looking forward to getting to know you.
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General information

As you settle into your new home, we hope the following information helps you to get to know more about your new home. We’re here to help you settle in and if you have any questions about any information in this handbook, please let one of our team members know.

Accommodation

The type of accommodation allocated to you is dependent upon a range of factors such as the availability of beds at the time of admission, your condition and your compatibility with other residents.

Whilst it is preferable for you to live in the same accommodation for your period of stay with us, it may be necessary to move you if we cannot meet your care needs. You and your family, along with your GP or other people involved in your care, would work together to ensure your care needs are being met.

Alternative therapies

If you would like to access additional or alternative therapies, please speak to one of our team members.

Coat Hangers

To help maintain a safe environment for all residents and team members, padded or plastic coat hangers are required, metal hangers are not allowed due to potential safety risks.

Dental care

All dental procedures and consultations are accessed independently by a resident and their family/representative. If you require assistance to arrange an appointment, find a local dentist and travel to your appointment, please let one of our team members

know and we will assist you. Please note that treatment costs incurred are the resident’s responsibility.

A number of our homes can arrange for a mobile dental service if they are available in the area. Please discuss your dental needs with the clinical team in your home.

Electrical

Residents who bring in their own electrical appliance must have it checked and tagged by a qualified electrician prior to bringing in the equipment. If the item is not tagged, it cannot be used until an electrician has checked and tagged it. We are able to arrange for most items to be checked and tagged for a nominal fee, please see reception for more information.

Residents must not use double adaptors or double back plugs, only RCD Protected or ELCB power boards may be used. Power boards are required to be checked and tagged for safety and fire prevention reasons.

Please note that the following items are not permitted: electric blankets, electric knee rugs, electric foot warmers, electric snuggle blankets, strip or bar (radiant) heaters and blow heaters.

Fees

We recommend you use an independent specialist aged care financial advisor.

Fees for Residential Aged Care services are legislated for by the

Commonwealth Government and can vary based on individual circumstances and the choice of preferred accommodation.

Daily Care Fees are applicable for all residents residing in Residential Aged Care Services. Accommodation Payments or Contributions and Means Tested Care Fees may also be applicable. All the fees and the varying options of payments will be explained to you on the MyAgedCare website prior to admission or you can talk to the Director Care Services. You will have 28 days from the date of admission to finalise your choice of Accommodation Payment. Please refer to your Client Agreement for all the applicable fee information and definitions.

All fees are billed in line with the Aged Care Act 1997, and are billed monthly in advance. Payments are due by the 14th of each month. You will be asked to pay for your first month on your first day of admission.

Upon departure, any fees paid for in advance or any refundable accommodation deposits will be refunded in accordance with the terms in the Client Agreement.

We do ask that your fees are arranged to be paid by direct debit where possible. All direct debits will be processed on the 14th of each month. Alternatively, payments can be made at reception.

Fire safety

All the buildings in our home are installed with a fire alarm system and are connected, via a private provider, to the NSW Fire Brigade. Signage is posted throughout the home on what to do in the event of fire or activation of the fire alarm. Please make yourself familiar with these procedures and ensure that your visitors are also made aware. Employees are trained and receive regular education on what to do in the event of fire.

Please ask your visitors to sign our entry book when visiting and leaving so we are aware that they are in the building.

The premises are inspected by a Fire Officer on a regular basis. Please see reception for more information.

Gifts and professional boundaries

Professional boundaries are essential to ensure the safety and wellbeing of both those we care for and our

employees/volunteers. Professional boundaries are the rules and limits to the relationship between our team members and a person in their care (including their nominated family, carer, friends) which allow for a professional connection to form without the lines becoming blurred. Boundaries are the lines that separate the professional from non-professional relationships and are there to protect all parties.

Individuals employed, contracted or volunteering with Whiddon are required to treat residents and clients with respect, provide relationship-based care (RBC) and support that meets their needs without judgement or bias. Professional Boundaries exist to ensure that potential conflicts, risks and complexities, especially for those who provide direct care to Whiddon's residents and clients.

Examples of Boundaries: (noting the below list is not exhaustive)

- Not discussing a clients/residents private health information with others;
- Keeping work contact numbers separate from personal contact numbers;
- Not performing additional favours for clients/residents or their family members outside of the scope of their role.
- Not discussing personal problems with clients/residents or their family members.

Whiddon employees cannot accept money or significant monetary gifts from residents, clients, families, friends or representatives. Small token gifts such as chocolates are acceptable. While we are very appreciative of the gesture, accepting money or expensive gifts is not within the professional boundaries of our employees. An alternative option is to donate to our Whiddon Foundation, where the funds are directed into research and services aimed at excelling the level of care we provide for you.

Health and hygiene

Hand washing is the key to preventing the spread of germs, so it is important that both you and your visitors wash your hands regularly with either warm water and soap or the hand gel that is provided throughout our home.

Hands should be washed before eating, on entering and leaving the home, after going to the bathroom, blowing your nose, or coughing.

We can also reduce the spread of germs by covering our mouth and nose when we cough or sneeze, and throwing the tissue in the bin afterward. If a tissue isn't available, cough or sneeze into the crook of your elbow rather than your hands.

Please let a team member know if you have been in close contact with someone who is or has been ill. If you are unwell and have signs or symptoms of a cough, cold, runny nose, fever, diarrhoea, nausea or vomiting please let a team member know. If a family member or visitor is unwell, please ask them to delay their visit to keep you and the other residents safe.

Please do not store perishable food in your room. We recommend that, where practical, you have the influenza vaccination each year. This is available onsite or through your GP.

Infection Prevention and Control

As we age, our immune systems are more easily compromised, making infections more likely. Living closely with others can also increase the risk of germs spreading. All staff are trained in infection control to prevent or slow the spread of illness.

Hand Hygiene

Handwashing is one of the best ways to protect yourself. Please wash your hands regularly, especially before meals, after the bathroom, and after coughing or sneezing. Alcohol-based hand rub is available throughout our service.

Vaccinations

Vaccinations, such as influenza and COVID-19, provide important protection. We encourage residents, staff, and visitors to stay up to date, and we can assist with access to vaccination programs.

Outbreaks

If an outbreak (e.g., flu or gastro) is suspected or confirmed, staff may ask you to remain in your room to reduce the spread. Families/representatives will be notified, staff will use protective equipment, and visits may be restricted if required for public health.

We appreciate your understanding and cooperation to help keep everyone safe.

Laundry

To assist the laundry teams to identify your clothes, please ensure that all personal clothing items are clearly marked with a printed name tag that will withstand washing, and ensure that clothes are wash and wear.

Leave

You are free to come and go as you wish and where it is safe for you to do so. We do ask that you advise our staff when you leave and return to the home to assist us with our fire safety.

Medicare permits all persons in residential aged care to take up to 52 days of leave in each year without loss of subsidy.

Insurance

Insurance for personal goods is at the discretion of the resident. Our home does not carry insurance covering personal items such as hearing aids or dentures. For more information, please contact your Residential Services Manager.

Leisure and Lifestyle Programs

We offer an extensive lifestyle and leisure program, including arts, crafts and music, social outings, high teas, men's groups, pet therapy, exercise programs and more.

We believe in positive ageing and creative expression. Our approach uses humour, song, dance, storytelling, arts and crafts to build confidence and capability and provide opportunities for social connection and to pursue passions and interests.

Please see the notice board for the latest activity calendar, or request a copy from the Leisure team.

Medical care

You have the right to choose your own visiting General Practitioner (GP) and, where practical, you may wish to continue seeing your current GP. Alternatively, we have a list of GPs who currently visit our home and our team can assist you to access these services if you wish.

If you choose to continue with your current GP, please note that they must be willing to visit you at the residential service and, where required, be available 24 hours a day.

As with all services, you have the right to refuse treatment that you do not wish to receive.

You have the right to look at your medical records under the supervision of a medical professional, as per the conditions noted in our Privacy Policy. All Whiddon employees are made aware that the storage, privacy and security of all documentation and medical records is important. Confidentiality relating to these issues is strictly monitored and all documents are kept in secure locations.

Medical specialists

Medical specialists of your choice may be consulted by referral from your visiting GP. You and/or your representative are responsible for your travel and care to and from any external appointments. If you require assistance with travel, please talk to reception.

Medicare cards

Once you are settled into your new home, we recommend that you or your responsible person notify Medicare of your change of address.

Motorised wheelchairs/ scooters

Motorised scooters and wheelchairs pose a risk to other residents, staff and visitors to the home. Whiddon asks that any resident who would like to bring a motorised wheelchair or scooter into the home with them discusses this with the Director Care Services prior to admission.

A risk assessment by an Allied Health professional and/or a GP may be required. Motorised scooters may also need to be registered, insured and licensed.

Money and property management

You have the right and responsibility to manage any money and personal possessions that are brought into the residential service. We understand that you may wish to bring your own small items and soft furnishings with you to make this feel more like your home. Please talk to one of our administration team members for more information on what items may be suitable.

We are unable to store personal items of value on your behalf and encourage you to store valuable items securely in your room and to avoid bringing large amounts of money into the home.

Whiddon does not accept responsibility for the loss or theft of personal items or money and we encourage you to store valuables safely.

At Whiddon, we believe that every resident should be supported to make their own choices for as long as possible. Where a resident needs help, we encourage the involvement of a supported decision-maker—this may be a family member, friend, or another trusted person chosen by the resident to assist them in understanding their options and making decisions.

If a resident no longer has someone appropriate to act in this role and is not able to manage their affairs independently, our staff will seek assistance from the Guardianship Board (or, where appropriate, the NSW Civil and Administrative Tribunal – NCAT).

This ensures that a guardian can be appointed to act in the best interests of the resident, while still respecting their rights and preferences.

Privacy Policy

Whiddon is bound by the Privacy Act 1988, and all following amendments.

Detailed Information on Privacy Policy is provided to all residents and their representatives and is available at any time from reception or at www.whiddon.com.au.

When you become a resident of Whiddon you will be asked to complete a consent form that allows us to collect, use and/or disclose your information to relevant parties. The personal and sensitive information that we collect is kept confidential and used only to develop a plan for your care and wellbeing needs. This information is only shared between the care team and other professionals or parties relevant to your care needs.

The information is stored in a clinical record which is stored in a locked cupboard and archived to a secure room. The information may also be stored electronically in our secure software system.

Regular services

For information about our on-site and visiting health services, please speak to one of our team members.

Residents committee

Our home has a residents committee that meets regularly, the dates and times of the meetings are displayed on the notice board. You and your family are encouraged to attend the meetings. All feedback and suggestions are appreciated.

A copy of the minutes of meetings is displayed on the residents' notice board.

Right of occupancy

We will discuss your care needs with you and your representative at the time that you enter the home and talk with you about what we are able to provide now and in the future. If your care needs change and we are not able to meet these, we will work with you to ensure that your care needs are met in the most appropriate location, be this another Whiddon home or a nearby alternative.

In the event that a home is no longer able to meet your care needs, it is important to remember that Whiddon provides a wide range of services and it is very likely that another Whiddon service may be able to meet your needs. However, despite our best intentions this is not always possible. This will be discussed with you and your representative should the need arise and a move would be coordinated with you and the new home.

Any suggested or required changes to your occupancy and location will be discussed with you, your representative or family and your GP, prior to any changes being made.

Risks and resident choice

Residents and their families have the right to make decisions about health care, living circumstances and daily activities and lifestyle. This does not end when a person enters residential aged care and these choices and decisions are called your dignity of risk.

Risks that residents or their families wish to take should be fully discussed and the consequences considered by the whole health team. In planning for risk management, consideration of staff and other residents' safety is included.

If a resident or their legal guardian wishes to continue to take a risk, this will be documented and a risk taking form may be required to be signed by the resident and or their legal guardian.

The most common risks encountered are;

- Use of bedrails because they give the resident a sense of safety whilst in bed.
- Use of, or declining to use, a mobility aid when the resident's capacity for use is variable.
- A high potential for falls when the resident continues to mobilise independently.
- Continuation of eating and drinking certain foods or types of foods although a health practitioner's assessment recommends otherwise.

To discuss Whiddon's approach to risk or your right to make decisions as a resident, please speak to the Director Care Services.

These discussions are guided by Whiddon's Decision-Making Support Policy, which ensures residents' rights and choices are supported appropriately.

Security

Security is an important issue for the home and we ask that you remain vigilant and contact a staff member if anyone is behaving in a suspicious manner. The doors of the home are secured each evening at a designated time and visitors arriving after that time are required to ring the doorbell to enter the home.

Services and provided items

Whiddon provides all linen items, toiletries and equipment to assist with a resident's mobility, other than those used for the sole use of the person and along with a number of other items as per the Aged Care Act. For more information about the items that you are provided with under the Aged Care Act please speak to the Director Care Services.



Smoking

Smoking is not permitted inside the buildings and residents are required to smoke in designated outdoor areas where cigarette butts can be appropriately and safely disposed. You may also need to use a protective vest for your safety. If you would like information or assistance with quitting smoking, please speak to one of our team members or phone the Quitline toll free on 137 848.

Staying Connected

Volunteer groups and local school children love visiting us to sing or play music for you, or to spend time getting to know you.

We support you to stay connected with family and friends, and we welcome them at any time. We enjoy helping you celebrate birthdays and family events with afternoon teas, barbecues or special dinners.

Visiting hours

Family and friends are an important part of our community, and we always enjoy having them visit. Our visiting hours are flexible, and your visitors are welcome to join you for special celebrations, events, outings, meals, or afternoon tea.

To keep everyone safe, there may be times when visiting is limited, such as during a clinical incident or if you or your visitors are unwell. We thank you for your understanding in these situations.

Whistleblower policy

Whiddon has a Whistle Blower Policy in place and promotes integrity and accountability. The policy provides a safe, confidential way to report wrongdoing without fear of retaliation. Reports made in good faith are investigated fairly and confidentially, and Whiddon will protect anyone who speaks up.

Work, health and safety

Whiddon holds the safety of our residents, employees, visitors and volunteers in high regard and we operate a thorough Work Health and Safety program. All Whiddon employees work under the guidelines of this program at all times and receive regular training and guidance.

We understand that there may be residents who are unable to mobilise without assistance due to a medical condition and special lifting devices are used by our care staff to ensure that our staff are not under physical strain. The use of lifting devices and other assistive devices help us minimise the risk of injury for both residents and employees.

We ask that residents assist our work place safety program to reduce injury to residents and employees by maintaining private rooms which are clutter free and don't include metal coat hangers within the cupboards.

Notes





Connect with us

T 1300 738 388

hello@whiddon.com.au

whiddon.com.au

 Find us on Facebook @TheWhiddonGroup

Whiddon