

An Activity of the Greek Orthodox Archdiocese of Australia



# CONSUMER HANDBOOK





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# MESSAGE FROM THE CEO

**Thank you for choosing to make St Basil's Homes your new home or the home of someone you love.**

St Basil's Homes NSW/ACT has been helping senior Australians live a dignified life since 1954, and now provides care to over 750 people across our residential facilities, our day centres and in people's own homes.

With almost 620 suitably qualified staff employed at St Basil's we ensure that our consumers receive an excellent standard of care to live well as one family under our roof.

Our organisation has a high regard for meeting the spiritual, social and physical needs of our residents and consumers. We strive to provide you or your loved one with independence, enjoyment, healthy socialisation and a life of dignity on a daily basis.

The extensive offerings through our residential care program involve therapy using art, music and gardening; wellness activities such as massages and physiotherapy; socialising on outings, at BBQs and coffee club groups, as well as spiritual practices such as attending church services and receiving pastoral visits.

The wellbeing of our consumers and their families are at the heart of all of the choices made by our organisation.

As a registered charity, all income earned by St Basil's stays at St Basil's and is used to provide programs, services and accommodation to older people in our communities.

St Basil's cares for senior Australians using quality accredited best-practices in health and safety, a qualified and compassionate workforce, and an environment with culturally traditional values.

I sincerely hope that you enjoy your time with us.

**Spiro Stavis**  
**Chief Executive Officer**  
**St. Basil's Homes NSW/ACT**



# YOU, ST. BASIL'S AND THIS HANDBOOK

Welcome to St. Basil's Homes NSW/ACT, where we take pride in creating a happy, valued and caring atmosphere for our consumers, staff and visitors.

Your care is now in the hands of a professional team, committed to the delivery of the highest standard of services and care. We strive to achieve high standards and are innovative in consumer care delivery. We are responsive to individual needs, incorporating the principles of continuous improvement to ensure practices are current, safe and effective, and meet State and Commonwealth Legislative and Regulatory requirements.

This handbook is your introduction to our organisation. You will find out relevant information, requirements and expectations that St. Basil's has of its consumers.

Please be aware that this handbook is merely an introduction to the information with which you will need to become familiar in your facility. If you have any queries regarding anything in this handbook or at your facility, please speak with the staff.

# OUR VISION

A future where ageing Australians are uniquely cared for, valued, included and supported.

# OUR PURPOSE

To care for ageing Australians, particularly Greek Australians, in need, helping them to live a life of spirituality, meaning, and joy.

# OUR MISSION

To deliver quality services that support the individual needs of ageing Australians, particularly Greek Australians.

# OUR VALUES

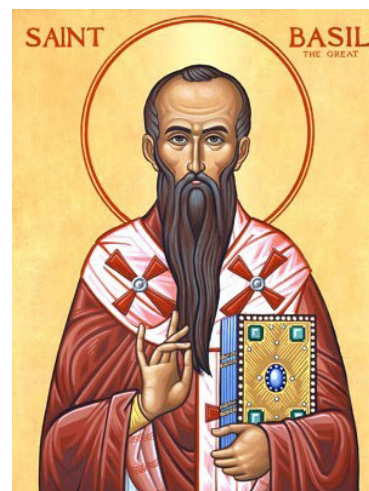
Dedicated, Integrity, Respectful, Responsible, Contribution.



# A HISTORY OF ST. BASIL'S HOMES NSW/ACT

St. Basil's Homes NSW/ACT is a non-profit, non-denominational registered charity in New South Wales and the Australian Capital Territory. We operate under the auspices of the Greek Orthodox Church of Australia, although we are a separate body with an independent Board of Directors. We provide care for the elderly and persons with a disability, including a significant number of Australians of Greek origin.

Our name pays homage to St. Basil, Bishop of Caesarea who cared for the elderly and impoverished of Asia Minor in the 3rd Century, where he had built a facility, known as Vasileias. It offered succour to strangers in need, the sick and the poor. It is the essence of St. Basil's lifetime achievement – the establishment of Vasileias and his charity work – that inspires the Board of Directors and staff of St. Basil's Homes.



## MAJOR HISTORIC EVENTS:

- ✿ Originally founded as the Aged, Sick and Infirm Appeal by Sister Mary Dorothea Flynn in 1954, a Roman Catholic nun.
- ✿ Our first official locations began in residential houses in 1957.
- ✿ On 14 May 1969, Sister Dorothea handed her administration of the charity over to the Greek Orthodox Church of Australia. This included a convalescent hospital facility at Wentworth Falls of 89 patients, self-care units for the elderly at Dulwich Hill and Enmore in Sydney, and a property at Robertson which would be a Nursing Home for 173 patients.
- ✿ On the 13 April 1972 the Chief Secretary's Department, under suggestion by the Board of Directors officially changed the name of the Charity to St. Basil's Homes
- ✿ Sir Nicholas Lourantos, a great benefactor to the Greek Church, announced at the charity's board meeting on 18 November 1973 that he would donate \$250,000. This great donation provided the necessary capital to finalise the purchase of the Lakemba and Annandale properties.
- ✿ The foundation stone for Lourantos Village (our 1st Hostel and named after Sir Nicholas Lourantos), took place on 23 August 1975, and in early 1976 consumers began to occupy the premises with its grand opening on 29 May 1976.
- ✿ Soon after the 1st year celebrations of Lourantos Village, Sir Nicholas donated a further \$250,000 to the charity which enabled the Board to settle on further purchases of property surrounding Lourantos Village.
- ✿ In 1987 the Department of Health issued a licence to St. Basil's Homes to build a Greek - Australian Nursing Home in Lakemba, which was officially opened on 3 December 1989.



- ✿ Sister Dorothea passed away in the Wentworth Falls Nursing Home in September 1988.
- ✿ Opening of Miranda, 2004
- ✿ Acquisition of Kogarah
- ✿ Acquisition of Canberra
- ✿ Opening of Randwick

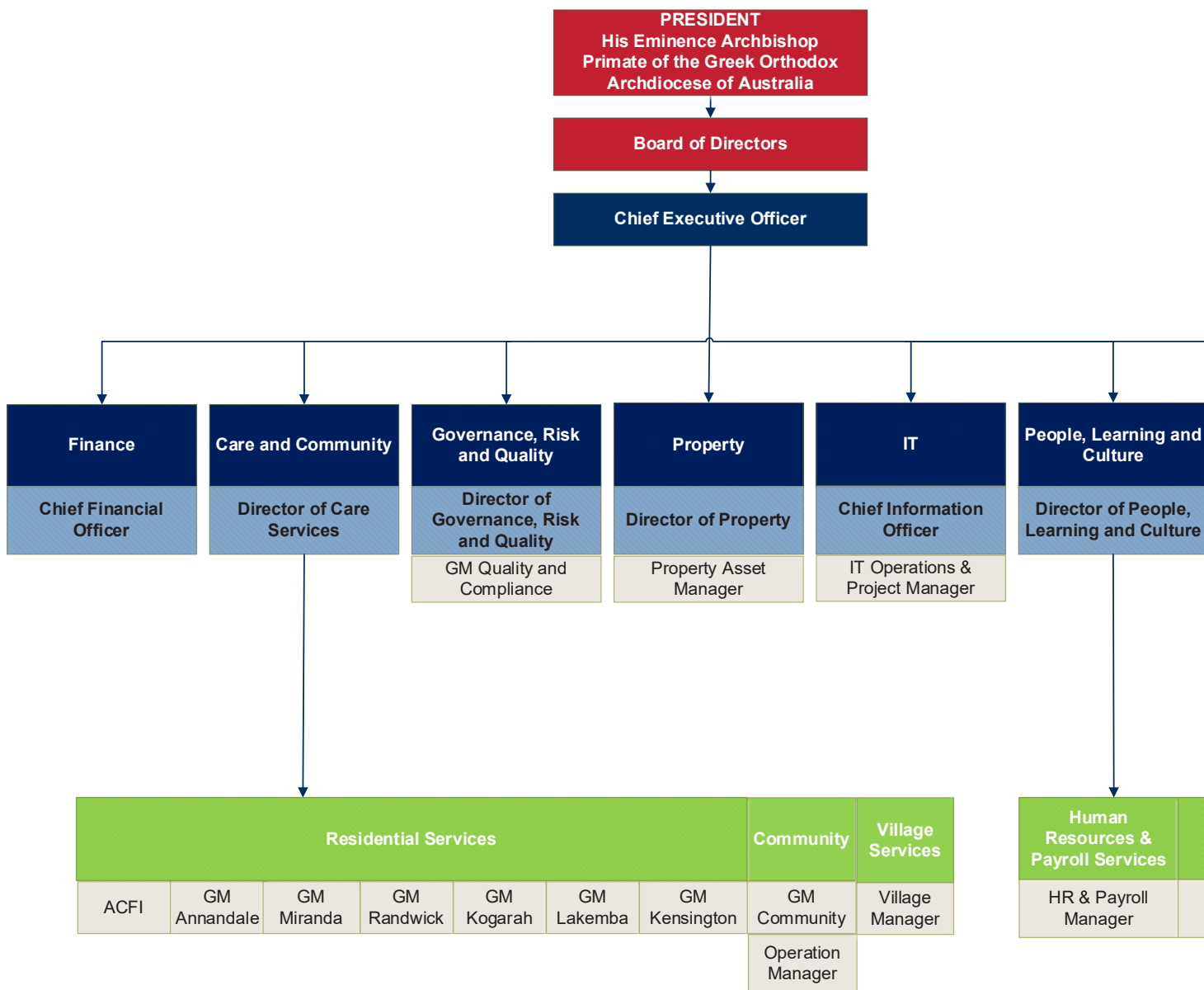
**TODAY ST. BASIL'S HOMES NSW/ACT OPERATES FROM SEVERAL LOCATIONS IN NSW AND ACT:**

- ✿ a Greek ageing in place facility and senior day center in Lakemba, NSW
- ✿ an ageing in place facility in Annandale NSW, which includes a specialist adult mental health service
- ✿ an ageing in place facility, senior day center and Independent Living Units in Randwick, NSW
- ✿ an ageing in place facility in Kogarah, NSW
- ✿ an ageing in place facility in Kensington, NSW
- ✿ in-home care services across NSW and ACT
- ✿ an ageing in place facility, senior day center and Independent Living Units in Miranda, NSW

We are currently developing new facilities in Kingston, ACT and Bexley, NSW



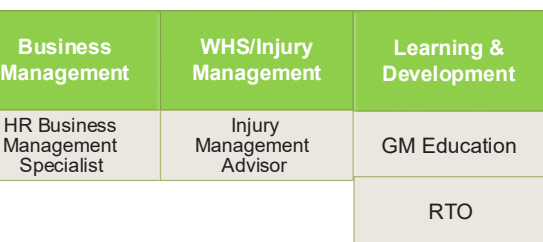
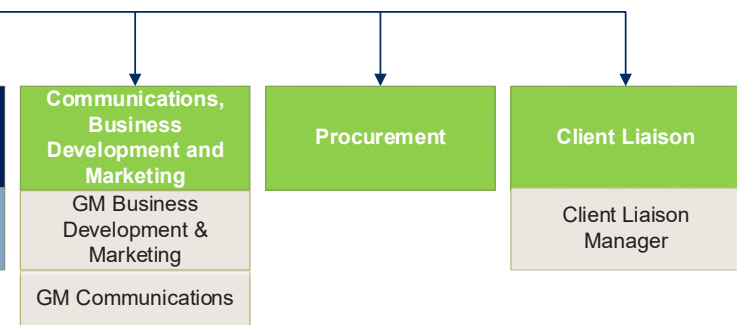
# ST. BASIL'S HOMES NSW/ACT ORGANISATIONAL CHART



# KEY PERSONNEL

Below is a list of key positions/personnel which you may come across during your dealings with St. Basil's NSW/ACT:

**Legend:**



- President
- Board of Directors
- Chief Executive Officer
- Chief Financial Officer
- Director of Care Services
- Director of Governance, Risk and Quality
- General Manager Quality and Compliance
- Director of Property
- Property Asset Manager
- Chief Information Officer
- IT Operations & Project Manager
- Director of People, Learning and Culture
- General Manager Business Development & Marketing
- General Manager Communications
- Client Liaison Manager
- ACFI
- General Manager Annandale
- General Manager Miranda
- General Manager Randwick
- General Manager Kogarah
- General Manager Lakemba
- General Manager Kensington
- General Manager Community Services
- Operation Manager Community Services
- Village Manager
- HR & Payroll Manager
- HR Business Management Specialist
- Injury Management Advisor
- General Manager Education
- RTO





# HIS EMINENCE ARCHBISHOP MAKARIOS

His Eminence Archbishop Makarios of Australia is also the President of St. Basil's Homes NSW/ACT. He is a graduate of the Higher Ecclesiastical School of Athens and of the Theological School of the University of Athens. He completed post-graduate studies at the Universities of Boston, (Master of Sacred Theology), Harvard, (Master of Arts), and Monash, (Master of Bioethics), and a PhD at the Medical School of the University of Crete. His thesis was "Cloning: Social, Ethical and Theological Components".

He became a monk and Deacon in 1993, a Presbyter in 1997 and an Archimandrite in 1998 and Bishop in 2015. He is President of the Synodal Committee for Bioethics of the Ecumenical Patriarchate.

He is a member of many scientific and ecclesiastical organizations and has published articles, studies and books.

On 9th May 2019, he was elected Archbishop of the Holy Archdiocese of Australia.





# BOARD OF DIRECTORS

The Board of Directors is led by the President, His Eminence Archbishop Makarios, of the Greek Orthodox Archdiocese of Australia. All nominations for members seeking election to the Board of Directors must be approved by the Archbishop.

## **ACCORDING TO ST. BASIL'S HOMES NSW/ACT CONSTITUTION, THE BOARD OF DIRECTORS:**

- are elected by the members of St. Basil's Homes NSW/ACT at the annual general meeting.
- is responsible for the day to day management of the organisation, the responsibility for which has been delegated to the Chief Executive Officer
- have appointed a Chief Executive Officer to act as the conduit between the Board and staff of St. Basil's Homes NSW/ACT
- undertake a role of governance rather than management, which is the responsibility of the Office of the Chief Executive Officer by delegation from the Board. Governance focuses on St. Basil's Homes wider issues of organisational purpose, beliefs and philosophy including the setting and monitoring of strategic plans, and the establishment and monitoring of Board level policies.
- work in close partnership with the Chief Executive Officer to ensure that objectives and goals are achieved, supporting and resourcing the Chief Executive Officer to carry out the responsibilities of that position.
- In order for the Board to carry out its governance role it must be familiar with St. Basil's Homes mission statement, philosophy, beliefs, policies, plans and priorities.

## **EXECUTIVE TEAM**

- The Executive Team is made up of Executives and Managers who are responsible for one or more Departments in St. Basil's Homes NSW/ACT.
- The Executive is led by the Chief Executive Officer and supported by the Chief Financial Officer, Director of Care, Director of Governance, Risk and Quality, Director of Property, Chief Information Officer and Director of People, Learning and Culture.
- Each Executive and General Manager is responsible for the day-to-day running, strategic planning and development of their departments.





# DEPARTMENTS OF ST. BASIL'S HOMES NSW/ACT

The operation of a modern aged care organisation relies upon seamless interaction between many specialist service providers. During your time with St. Basil's Homes NSW/ACT, you may benefit from the services provided by some or all of the following business teams:

## **Community Services**

responsible for providing care for the elderly in their own homes and in on-site day centres.

## **Information Services**

responsible for all matters relating to data, information, technology and projects.

## **People, Learning and Culture**

responsible for all matters relating to staff recruitment, payroll, worker's compensation and industrial relations.

## **Property**

managing the delivery of all construction, maintenance and technical support services for buildings and equipment across the entire organisation.

## **Governance, Risk and Quality**

This team continually audits the Quality framework ensuring compliance across all St. Basils sites.

## **Business Development & Marketing**

is responsible for contributing to the overall growth of the organisation while focusing on identifying new partnerships and opportunities across NSW&ACT.

## **Education**

responsible for the co-ordination, management and deliverance of education throughout the organisation.

## **Finance**

responsible for recording and management of the financial performance of the organisation.

## **Client Liaison**

## **Support Services**

responsible for the management and delivering of the catering services to all consumers. They are also responsible for managing the cleaning and laundry contract services



# CHARTER OF AGED CARE RIGHTS

## User Rights Amendment (Charter of Aged Care Rights) Principle 2019.

### **I have the right to:**

- 1.** safe and high – quality care and services
- 2.** be treated with dignity and respect
- 3.** have my identity, culture and diversity valued and supported
- 4.** live without abuse and neglect
- 5.** be informed about my care and services in a way I understand
- 6.** access all information about myself, including information about my rights, care and services
- 7.** have control over and make choices about my care, personal and social life, including where the choices involve personal risk
- 8.** have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- 9.** my independence
- 10.** be listened to and understood
- 11.** have a person of my choice, including an aged care advocate, support me or speak on my behalf
- 12.** complain free from reprisal and to have my complaints dealt with fairly and promptly
- 13.** personal privacy and to have my personal information protected
- 14.** exercise my rights without it adversely affecting the way I am treated

# WAITING LIST AND ADMISSION PROCESS

For admission to one of our residential facilities an application must be made to the facility whereby you will be added to the waiting list. Each facility's waiting list times vary depending on the demand of the facility. To be added to the waiting lists please ensure you complete and return the following documents:

- A current My Aged Care assessment which would have been completed by an Aged Care Assessment Team member (please refer to the "Aged Care Assessments and Accessing Services")

## **Your admission into the facility will be dependent on:**

- The provision of the above document in advance,
- The facility being able to provide the necessary care for your needs,
- The availability of a bed, and
- The completion of a pre-admission interview and assessment

## **On admission you will be required to bring the following:**

- Medicare Card and Pension Card (if applicable)
- Pharmaceutical Card and Safety Net Number (if applicable)
- Private Health Care Card (if applicable)
- Current medications and prescriptions
- Assistive devices – e.g. walking stick/frame, wheelchair etc.
- Personal items (clearly labelled)
- Copy of enduring Power of Attorney (if applicable)
- Copy of an Enduring Guardian (if applicable)

You will be asked to complete and sign appropriate documents including a Consumer Agreement and Charter of Aged Care Rights document. Permanent consumers also require a current Centrelink Assets Assessment prior to admission which will determine the fees and deposits payable.

# FEES

## Aged Care Assessment

The first stage is to find out if a consumer is eligible for Government subsidised aged care support. This involves an assessment process by a Government assessment team to help understand the consumer's needs and what specific services a consumer requires. This assessment can be organised through MyAgedCare on 1800 200 422 or online at [myagedcare.gov.au/self-service](http://myagedcare.gov.au/self-service).

When entering aged care, a consumer may be asked to pay one or more of the following fees:

- A basic daily fee – covers living costs such as meals, cleaning, power and laundry. For some consumers this is the only fee they are required to pay. The basic daily fee is 85% of the single person rate of the basic aged pension. The Government sets the price on 20 March and 20 September each year, changing in line with movements to the age pension.
- A means-tested care fee - this is an additional contribution towards the cost of your personal and clinical care that some consumers may be required to pay. The Government will work out if you are required to pay this fee based on an assessment of your income and assets. There are annual and lifetime caps on means-tested care fees.
- An accommodation payment – this is for your accommodation in the home. Some consumers will have their accommodation costs met in full or part by the Government, while others will need to pay the accommodation price. This is determined by an income and assets assessment. Centrelink will advise the consumer of their individual position.
- Additional Services – this is a fee for services that go beyond the minimum care and service requirements. St. Basil's has chosen to operate its facilities at a higher level of services than the minimum requirements.

Fees are charged to consumers fortnightly in advance and payable by direct debit arrangements. Enquiries about accounts can be made by contacting Head Office direct during standard working hours Monday to Friday 9am to 5pm.

## Key Contacts

Where possible an Enduring Power of Attorney should be assigned prior to admission to ensure that financial matters can be managed for the consumer should the need arise.

It is advised that all consumers have an appointed guardian and that this guardian be registered with the Guardianship Tribunal of NSW. The consumer's guardian will make some choices regarding the consumer's clinical care and should provide the Facility Manager with alternative contacts should they not be available. The first contact person of the admission records is the person who will be contacted for any personal, financial, or medical need of the consumer. It is the responsibility of the first contact to further communicate information with other contacts of the consumer.

## ADDITIONAL SERVICES

St. Basil's has chosen to operate our facilities at a higher level of service than the minimum that is funded through government subsidies and the basic daily care fee. This allows us to meet a wider variety of requests for each person and is achieved by charging a small fee for the provision of a suite of offerings.

Our consumers come to us for what we offer so that they may continue to live life with all the activity and community contact they have always enjoyed. The suite of additional services at each St. Basil's facility is different, reflecting the different needs of the consumers who live there.

Depending on the facility, examples of some of the services that are paid for by the additional fee include:

- the provision of a smart TV in your room;
- Greek TV channels;
- Wi-Fi access for consumers and family;
- extended breakfast at a time you prefer
- dedicated Customer Service Officers as advocates for the consumer experience and communication with family and staff;
- on-site physiotherapist with weekly targeted attention to your needs;
- 24/7 snacks and beverages
- bus excursions;
- art and gardening classes;
- church services streamed live from our in-house chapels and Belmore Greek Orthodox church.

For more details on the suite of services available at a particular facility, please contact the General Manager. The suite of services is updated throughout the year and may change from time to time to include seasonal events or changes in activity programs.

If a consumer has a wish for services that are not available in the additional services suite on offer, St. Basil's will work to price these items on request, which can then be purchased separately and billed as individual itemised fees. It should be noted that the request for some additional items may be subject to consumer safety considerations and risk management as well as assessment of the likely impact on other consumers.

Examples of individual itemised fees and charges that may be charged separately include:

- Private travel to the shops to go to a medical appointment or to go clothes shopping with one of our staff members.
- Additional podiatrist, physio or other allied health services above the amount set out in the schedule of services or additional service suite offerings.

# YOUR RIGHTS

## Privacy & Confidentiality

St. Basil's Homes NSW/ACT assumes an obligation under the Privacy Act to keep in confidence all that pertains to your affairs. This obligation is shared by every person employed by us and visiting health professionals. Information about how St. Basil's Homes NSW/ACT obtains and uses your information is outlined in the Consumer Agreement with which you are provided upon admission. All clinical records are electronic with appropriate levels of security. Any paper based documents from external sources are kept locked and in secured areas.

## Risk Taking

St. Basil's Homes NSW/ACT respects the rights of all consumers to take informed risks to maintain what is called the "dignity of risk" if it does not endanger any other person. Where a consumer wishes to pursue activities that expose them to significant risk, consultation will take place to identify and manage risks. Risk management plans will be created where required.

## Civic Responsibilities

Consumers are encouraged to retain their obligations as citizens, but it is the responsibility of the consumer or person responsible to ensure that their name remains on or is removed from the electoral roll. If a consumer is unable to vote, and it is necessary to remove their name from the electoral roll, the electoral office must be notified in writing by a medical officer.

## Witnessing Documents

It is a policy of St. Basil's Homes NSW/ACT that no staff will witness any legal documents pertaining to a consumer with the exception of admission papers.







# OUR FACILITIES - LIFESTYLE & CARE

## 1. Facility Demographics

**St. Basil's Lakemba** – Located between Croydon and Haldon Street, this dual-site facility contains: A Greek specific facility accessible from Croydon Street that accommodates 84 consumers with 19 of those being dementia supported. Room configuration consists of one and two - bedroom rooms with common bathrooms, fully wheelchair accessible and all wards air-conditioned; and a Greek specific facility accessible from Haldon Street accommodates 80 consumers. Room configuration consists of single rooms with common bathrooms. The dining and lounge rooms all face onto privately manicured courtyards. There is internal access to the Chapel located at the entrance.

**St. Basil's Miranda** – Located in the suburb of Miranda. Caring for 101 consumers including a secured dementia support unit. We also have 40 Independent Living Units located with the facility. The majority of rooms are single configuration with their own ensuite. We also have 2 double rooms suitable for a husband and wife. Each floor has common areas for dining, lounges and social gatherings, including beautifully landscaped outdoor courtyard areas. A cafe is available opposite our large function room used for activities and events. We have a chapel for all consumers and relatives use.

**St. Basil's Annandale** – We care for 73 consumers in this facility with a secured dementia ward specialising in adult mental health care. All rooms are single configuration with 65 sharing bathrooms and 8 with ensuites. There is a common dining area, lounge area and activities room, including well maintained outdoor areas.

**St. Basil's Randwick** – Catering for 114 aged care consumers, including 18 dementia specific places, plus 79 Independent Living Units. Shared facilities on the site include a café, chapel, consumer dining, function rooms and children's playground.

**St. Basil's Kogarah** – This facility cares for 50 consumers. Close to Kogarah and the St. George health precinct this facility boasts leafy surroundings and a smaller, more intimate feel.

**St. Basil's Kensington** – Is our newest addition catering for 55 high care consumers. Rooms are single or shared and a lovely courtyard is available for our consumers to gather around with their family and friends.

## 2. Accessing our Facilities

**St. Basil's Lakemba** – For visitors there is a large car park, accessible from Haldon St as well as unmetered street parking. Attention must be paid when parking on the street to ensure all driveways are kept cleared. Our facility is also easily accessible via public transport with Lakemba train station only a 10 minute walk away and buses readily accessible from the corner of Canterbury Rd & Croydon Street, Lakemba

**St. Basil's Miranda** – For visitors there are car spaces at the entrance to the building accessible at all hours as well as parking on Wandella Rd or public car park across the road. Attention must be paid when parking on the street to ensure all driveways are kept cleared. The facility is also easily accessible via public transport with Miranda train station on Kiora Rd only 20 minutes walk away and buses readily accessible from The Kingsway or Wandella Rd.

**St. Basil's Kensington** – For visitors there is ample on street parking. There are buses readily available for transport to a railway station.

**St. Basil's Annandale** – For visitors there are limited car spaces on site and ample street parking. Attention must be paid when parking on the street to ensure all driveways are kept clear. The facility is also easily accessible via light rail at the end of Annandale Street and buses readily accessible from the corner of Booth or The Crescent and Johnston Street Annandale.

**St. Basil's Randwick** – For visitors there are limited car spaces on site and a Parking station next door to the main entrance. The facility is also easily accessible via buses to Perouse Road or St Pauls Street.

**St. Basil's Kogarah** - For visitors there is ample parking on Garden Street at most times of the day and night. Regular buses run on the Princess Highway or to the nearby Kogarah station.

## 3. Security

In the interest of consumer and staff safety, and in accordance with the Work Health and Safety Act, all staff are trained in the protection and safe evacuation of consumers/visitors from the facility in the event of an emergency. All visitors are required to follow instructions given by staff in the event of an emergency. The facilities are locked at night and the intercoms are used to talk with staff regarding access. Dementia specific facilities are secured 24/7.

## 4. Meals

St. Basil's Homes NSW/ACT provides a diverse range of high quality nutritionally balanced menus. Our menus at all of our facilities are designed by qualified chefs and reviewed by dietitians and cooked daily on the premises. Menus are updated regularly to reflect the changing seasons and to incorporate consumer feedback. In our Greek specific facilities, traditional Greek dishes are served regularly. Individual preferences are noted, and attempts are made to ensure consumers' tastes and requirements are met. Meal times are scheduled at each facility and updated to suit consumer preferences. There are food options available outside of scheduled meal times.

## 5. Clothing & Laundering

Consumers are encouraged to wear clothing and footwear appropriate to the environment. It is the responsibility of the consumer or their representative to maintain an adequate supply of clothing. If at any time a consumer needs a change and sufficient supplies are not available, the consumer/representative will be notified. All articles of clothing must be clearly labelled. St. Basil's Homes NSW/ACT provides a labelling service. We ask that some clothing is provided prior to admission to give us time to prepare this. Due to limited storage space, only seasonal clothes can be kept on premises. St. Basil's has a laundering service included as part of the care costs. We endeavour to provide a high standard of service and by regulation all laundry must go through a very hot wash. It is therefore recommended that all clothing is durable and machine washable. Not responsibility is taken for lost or damaged clothing. A consumer laundry is available for personal use in our facilities. Should consumers choose to have their personal laundry attended by their own family, containers will be provided for storage of soiled clothing which must be collected daily to avoid odours and bacterial growth.

## 6. Personal Items

Whilst we encourage consumers to bring personal items to individualise their room, we are required to make sure that staff and consumers are safe within the entire facility. We encourage all consumers to bring small items such as picture frames etc. Any additional furniture must be approved by the Director of Care and be clearly identified.

All electrical appliances that consumers bring with them into the facility are to be checked by our electrician prior to bringing them into the facility.

Structural alteration or room configuration changes are not permitted.

Whilst St. Basil's Homes NSW/ACT takes care, it cannot accept responsibility and does not have insurance to cover for damage or loss of personal possessions or money. It is recommended that consumers do not hold any money or expensive jewellery on site. A small lockable drawer is provided in the bedside locker. A key is available upon request. The cost of a replacement key is charged to the consumer.

Consumers/Visitors have a responsibility to report any hazards to staff so action can be taken to ensure a safe environment. Room checks occur at a schedule designed by each facility for environmental and hazard safety. Upon discharge of a consumer, all personal items will be made available for collection for 7 days after departure. As we have limited storage space available on site, items that are not collected within 7 days are normally donated to a charity or disposed of thoughtfully.

## 7. Hairdressing

A hairdressing salon is available to all consumers on a regular basis. Fees are charged at reasonable rates. This service is paid for by the consumer. Appointments can be made through the administrative assistant or Lifestyle Officer at your facility. Consumers have the right to attend a hairdresser of their choice.

## 8. Mail

Mail is received by the administrative assistant at the facility and distributed to consumers unopened. If a consumer would like their mail opened and read to them they may request this. Consumers and their representatives are to arrange for all non-personal mail to be sent directly to the person responsible for financial matters for the consumer, unless other arrangements have been discussed with the Manager. Consumers wishing to post mail may do this by handing it to the administrative assistant Monday to Friday 9am-4pm.

## 9. Telephone and Internet

**Pay phones for consumer use are provided in the following facilities:**

- *St. Basil's Lakemba* – main entry foyer
- *St. Basil's Miranda* – ground floor next to staff room opposite nurse station
- *St. Basil's Annandale* – 2nd floor lounge area

Consumers have the option to arrange phone access from their rooms. The cost of private calls made by consumers on in-room phones is charged to the consumer. If the consumer moves rooms the phone line relocation costs must also be paid by the consumer. Select facilities provide this as part of the additional services suite.

Mobile telephones may be used by consumers but are to be supplied and paid for personally. St. Basil's takes no responsibility in the loss or damage of these phones.

## 10. Newspapers and Magazines

The delivery of newspapers and magazines from the local newsagency can be arranged by family and billed directly by the newsagency. Library services for some of our facilities are provided through the local library which has a wide range of large print books and audio tapes. Arrangements for borrowing can be made with the local library.

## **11. Television and Radio**

Sound systems that are brought to St. Basil's, must be of suitable size for the consumer's room. Any installation costs of non – standard equipment are to be met by the consumer. To ensure other consumers are not disturbed, sound is to be kept at a minimum volume, or earphones are to be used in shared rooms when requested. Power cords, double adapters and extension cords cannot be brought from outside the facility for electrical certification reasons. Alternative arrangements are to be discussed with staff.

## **12. Smoking and Alcohol**

Smoking is not permitted within the facilities at any time. Approved sheltered external designated smoking areas are available for smokers including some balconies. Alcohol is permitted with the written approval of the consumer's medical practitioner. Minimal amounts are allowed in the rooms of consumers in our facilities.

Where indicated for consumer safety, cigarettes and alcohol may be held by Registered Nurses.

## **13. Recreation and Lifestyle Outings**

At St. Basil's Homes NSW/ACT, we strive to provide our consumers with a holistic quality of life including their physical health, mental and social needs. As part of our additional services suite of offerings, we provide a varied lifestyle program including outings, movie days, culinary sessions, music therapy, concerts, spiritual experiences, exercises and so much more.

While participation is voluntary, we aim with the diverse program to encourage involvement by our consumers. Forthcoming events are publicised on our Notice Boards.

## **14. Religious and Spiritual Activities**

St. Basil's Homes NSW/ACT is the aged care arm of the Greek Orthodox Archdiocese of Australia and this is the main practicing faith within the organisation. On our Greek specific Lakemba site, liturgies, religious feast days and National cultural practices are a key component to consumer lifestyle. Site visits for learning pastoral care are conducted by St. Andrew's Theological College students. Representatives from various denominations visit our other facilities and conduct services when requested.

Consumer's individual religious/spiritual preferences and rituals are respected and welcomed. Most of our sites contain chapel and multi-denominational worship rooms for use by all consumers and are regularly used by services from both Orthodox and non-Orthodox clergy.

## 15. Medical Services

Consumers are entitled to the services of a medical practitioner of their choice and are encouraged to retain their current GP where possible. St. Basil's has a list of available GPs servicing each area from which a consumer or their representative can choose if their preferred GP is not available.

Specialist medical consultations will be arranged if required after the referral from a GP "Consumers are responsible for payment for transport and escorts to such appointments as required. Our community department can arrange for escorted travel outside of our facilities where requested by consumers or their carers.

## 16. Allied Health Services

**16.1 Physiotherapy** – Some physiotherapy services are available to all consumers; other services are available as part of our additional services offering. Regularity of appointments is determined by the care level of the consumer. Any additional/intensive physiotherapy outside the normal schedule may be arranged as required and billed to the consumer.

**16.2 Podiatry** – A qualified podiatrist visits every 6-8 weeks or as required. Podiatry services to consumers for medical requirements are paid for as part of their care costs. Podiatry appointments requested for non-medical purposes are charged to the consumer. When a consumer receives podiatry services that are not funded by the government, St. Basil's will include the cost of these items on the next invoice.

### 16.3 Dentistry/Optomtry/Audiometry/Speech Therapy/Dietitian Services

Consumers have the option to choose local practitioners and public health facilities known by St. Basil's Homes NSW/ACT, or use their own alternative professionals. All charges for this are billed to the consumer.



**16.4 Pharmacy** – an accredited pharmacy is used to service St. Basil's consumers for their pharmaceutical needs. St. Basil's Homes NSW/ACT uses an electronic medication dispensing software which is linked to the pharmacy. A monthly invoice is forwarded by the pharmacy direct to the consumer/ representative, or Accounts Payable for payment. Consumers may of course elect to use an alternative pharmacy for which a form is to be completed and signed. Consumers have the right to engage their own allied health service providers following consultation and appropriate review of certification and insurances by management. These may result in additional fees and charges to be met by the consumer.

## **17. Medications**

Consumers in St. Basil's Homes NSW/ACT facilities have medications and prescribed creams/lotions administered by appropriately trained and qualified care and nursing staff.

Consumers in our facilities who have been assessed as being able to self-administer their medication by a medical practitioner are encouraged to do so. Monitoring of this ability to self-medicate will be reviewed by staff. If the consumer is no longer competent to self-medicate, our qualified staff will provide the treatment.

If a consumer chooses to use alternative medicines e.g. vitamins etc., authority will need to be obtained following consultation with the consumer's medical practitioner. Relatives and visitors are not to give consumers any medications, nor should prescribed medications be withheld or dosages adjusted without written approval by the consumer's GP or St. Basil's qualified medical practitioners.

## **18. Consumer / Relative Meetings**

Consumer and Relative meetings are held regularly, and all are encouraged to attend. It is a forum where ideas, concerns, problems and praise can be expressed. Guest speakers are invited from time to time to present information on various topics. A schedule of meeting dates can be accessed from the administrative assistant at each facility.

Care review discussion will occur every three months or when required. Case conferences with consumers and their families are scheduled annually with our qualified staff to collect feedback and information from plan for better tailored care to the consumer in the coming year.

## **19. Signing in and out**

Each centre has a sign in / out book for consumers and also one for visitors. We ask that visitors and consumers record in these books when they enter and exit the centre for two key reasons.

- It helps us make sure the consumers' movements are known
- In the event of an emergency we are aware of everyone who is present in the centre







# LEAVE

## Social

In each financial year the Commonwealth Department of Health allows fifty two (52) days social leave for consumers to leave an aged care facility without the Commonwealth benefit subsidy being affected. The consumers' financial contribution obligation continues during any of this leave period. It is greatly appreciated when notice of leave is discussed with the Manager or Person in Charge as far in advance as possible and this is documented in the consumer's individual file. Respite consumers can only have day leave – no overnight leave is permitted. If you exceed the 52 days social leave then the consumer will be required to pay an additional Commonwealth Subsidy as well as the daily charge fee.

## Hospital

In the event that a consumer requires hospitalisation, the Commonwealth Department of Health allows that a consumer's bed be retained for an unlimited period. The government subsidy continues, as does the consumer's financial contribution. Consumers' accounts will be issued as usual during these periods of leave. Respite consumers who go to hospital and do not return overnight will be discharged.

## Discharge or Transfer

Early notification of an intent to discharge or transfer a consumer from our facilities is appreciated. Final accounts will be forwarded to the person responsible.

## Respite Care

Consumers are entitled to 63 respite care days per financial year. Fees are fixed as per departmental schedule. A current My Aged Care assessment is required for us to admit a respite consumer. The admission process is the same as permanent care entry.



# VISITORS

St. Basil's Homes NSW/ACT has a visitor's code of conduct to ensure the safety of our consumers, staff and all visitors. We have a zero tolerance towards physical and verbally violent and/or offensive behaviour. Physical violence, verbal abuse, threatening or any other inappropriate behaviour will not be tolerated.

Visiting hours are flexible, however, we do ask that the rights and privacy of other consumers be respected. Consumers are encouraged to go out with relatives and friends.

When a consumer leaves and returns they are required to notify the Registered Nurse/ Person in Charge and sign the in/ out book located at the front desk or Nurses Stations. We ask visitors to understand that they may be asked to vacate a consumer's room while certain care procedures are undertaken.



# SECURITY OF TENURE

Under the Aged Care Act 1997, on admission consumers and/or responsible persons will be advised of the circumstances where a consumer will be asked to seek alternate accommodation.

## ***Such circumstance may include:***

- The closure of St. Basil's Homes NSW/ACT or one of its facilities
- St. Basil's Homes NSW/ACT no longer being able to provide accommodation and/or care suitable to the consumer's needs – Particularly where consumer care needs advance to a level where acute care services are required, or care needs go beyond the capacity of the facility to provide in-room care to the consumer
- The consumer no longer requires the care provided by St. Basil's as assessed by the Aged Care Assessment Team
- Non-payment of fees within 42 days of the due date
- The consumer having intentionally caused serious damage to St. Basil's or serious injury to an employee/other consumer
- The consumer being absent/leave for a continuous period of at least 7 days for a reason other than that permitted by the Aged Care Act

Before any such decisions are made, discussion between the Director of Care, the General Manager of the facility and the affected parties is held, and every endeavour made to resolve any issues.

## ***There may be times when a bed or room change is required:***

- if it is necessary for genuine medical reasons.
- if there are repairs or improvements being made to the aged care home.
- if you agree to a room price that an income and assets assessment shows you are not eligible to pay.
- if the home asks you to move beds or rooms for other reasons and you agree, after you have been consulted without being pressured

# COMPLAINTS AND SUGGESTIONS

It is the policy of St. Basil's to promote the right of individuals to raise complaints, concerns and/ or suggestions. St. Basil's Homes NSW/ACT responds positively to complaints and comments as it endeavours to continually review its performance and improve the service it provides.

A Comments and Complaints Form located in all facilities can be used to record suggestions, hazards, improvements, concerns or complaints. These should be handed to management or placed in the suggestion box once completed. Customers and carers outside of our facility are welcome to send any compliments, complaints and feedback via email: [feedback@stbasils.org.au](mailto:feedback@stbasils.org.au)

If the concern/matter is not resolved with a reasonable outcome, this can then be followed up with:

- Registered Nurse
- St. Basil's customer service staff
- Facility General Manager
- St. Basil's Director of Care
- Aged Care Quality and Safety Commission

For more information about our Complaints Resolution process please ask for a copy of our policy.



# CONTACT DETAILS

## HEAD OFFICE – ACCOUNTS

130 Croydon Street, Lakemba NSW 2195, PO Box 126

email: [admin@stbasils.org.au](mailto:admin@stbasils.org.au)



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