



Resident Handbook

Visitors to Maroba call it
amazing and exceptional.

We just call it home.



Welcome!

We encourage you to regard yourself as part of our extended family, rather than simply a resident.

Maroba is a harmonious community that we're sure you'll enjoy.



Your Handbook

This booklet is designed to help you and your family become more familiar with Maroba's way of doing things, our policies and our procedures.

If you have any questions after reading through it, then please ask us for clarification. Of course, if you have any concerns, our senior staff are always available to talk through anything with you.

For relatives

We've been in the aged care business for quite a while now and we know how beneficial it is for you to visit your loved one as often as possible.

At Maroba we happily support the care of your relative, but we also value their independence and your contribution to their care and social engagement, so your feedback is vital to a successful transition to care. This helps them to adjust to their new environment and enhances their overall level of contentment.

Visiting hours

Visiting hours are flexible, and we welcome visitors. Residents who need help at meal times may particularly benefit from the company and assistance of relatives.

Outside normal office hours, you'll need to use the doorbells at the main entrances to gain entry.

Please note that if visitors become excessively noisy or abusive, staff will ask them to cease this behaviour. Should they fail to alter their behaviour they will be asked to leave the premises.

The team at Maroba are happy to help you settle into your new home, so please ask them if you need any help or have any questions.



Handbook Guide

“It’s always a blessing to learn wisdom from elderly people.”

Lailah Gifty Akita, Pearls of Wisdom

When you arrive	6
What to bring with you	8
Your new home	12
Your services	14
Your care	16
Your health and safety	18
Charter of Client Rights & Responsibilities	20
Security of tenure	22
Your say	24

When you arrive

Just as you would when moving to any new accommodation, you'll need to provide us with information that can help us help you.

Your agreement with us

You will have already signed a pre-admission agreement. You will also be required to sign a Permanent Resident Agreement within twenty-eight (28) days of entering Maroba. This agreement is in an easy-to-understand format that you and an authorised delegate of Maroba will both sign.

For your own peace of mind, we suggest that you discuss the document with your relatives and seek legal advice before you sign this agreement. See your Resident Agreement for more information. This handbook forms part of your agreement.

Your personal details

If any of your personal details change, please advise the Maroba administration team.

Please inform us of any changes to:

- Relative or person responsible
- Contact details of relatives or person responsible
- Friends or others whose names you have given previously
- Funeral director or funeral arrangements
- Change of Power of Attorney and Enduring Guardianship (please provide copies)
- Change to your Advanced Care Plan

It's really important that we keep this information current. Of course, you or your relatives are able to view any of your personal information we keep within our confidential files. All you need to do is submit a request in writing to the Facility Manager.

Electoral roll

You and your relatives are responsible for changing your address on the electoral roll. You'll find an electoral roll change of address form in your admission package.

At election times residents/relatives may arrange for postal voting and candidate information; however, a mobile polling booth attends our site for this purpose.

Family outings

We encourage relatives to take residents for day outings, overnight visits and holidays. If you would like to arrange an outing, please discuss this with the Facility Manager to ensure that the appropriate arrangements have been made in advance.

If you're intending to leave Maroba, it's important that you or your relative signs in and out.



What to bring with you

For your convenience and peace of mind, we've put together a list of everything you may like to bring with you to make your stay as comfortable as possible.

Documents you will need

- Pension Card / Medicare Card / Health Care and/or Department of Veterans Affairs Card (DVA) or similar documentation
- Health Fund Card / Hearing Aid Card, Safety Net Card if applicable
- Copy of Power of Attorney and/or Enduring Guardianship, if applicable

Clothing guide

We recommend the following:

- Undergarments x 10 (of each item)
- Socks or knee-highs x 10 pairs
- Tracksuits (front-opening jackets rather than jumper style) x 10
- Dresses x 10 (no more than 10)
- Shorts/pants x 10 (non-elastic leg bottoms)
- Shirts x 10
- Nighties/nightshirts (interlock cotton is preferable to flannelette) x 10
- Suitable slip-in or Velcro, non-slip shoes and slippers

Speak to our staff if you aren't sure about suitable clothing. We're happy to help.

We do ask that you or your relatives keep your clothing in good condition. Remember, too, that all your clothing should be machine washable. That means all your warm clothing should be of a material that can withstand chemicals and hot dryers.

For special garments, we can arrange a dry cleaning pick-up and delivery service. Residents or relatives are responsible for any mending. If you need back opening garments, Maroba can help you to arrange this.

Labelling your personal items

Maroba will arrange for all of your clothing to be labelled to ensure that your clothing is not lost. This will be done at a nominal fee. We also ask that, before you arrive, you label items such as spectacles, hearing aids, dentures, walking aids and other personal effects.

Personal toiletries

We provide all of your toiletries such as toilet paper, soap, toothbrush and toothpaste, emollient cream, comb, deodorant, shampoo and conditioner and shaving requirements. If you have your favourites you are welcome to supply your own; however, for health reasons, you must not bring talcum powder to Maroba.

Continence aids

We can arrange continence products to meet your assessed care need. If you require further advice please speak to the Registered Nurse.

Medications

Maroba is committed to taking care of our residents' medication needs. To ensure continuity of your medication supplies, we require you to buy your medication through our pharmacy who will take care of delivery. Pharmacy sends Maroba the accounts and we pay this and then bill the resident at the end of the month with their fees. We encourage residents to provide Maroba with the authority to charge your pharmaceutical costs to your monthly account.

We will pack your medication in blister packs in single-dose, seven-day packs and the Maroba team will administer your medication. If you wish to self-medicate, you will be required to undergo a competency assessment by your GP and the Maroba team.

Safety net pharmaceutical card

If you have a Safety Net Pharmaceutical Card, please provide the details to the Facility Manager or Registered Nurse on admission to ensure you receive the pharmacy discount.

Allergy alerts


Allergies can have life-threatening consequences and it is important that you tell us when you arrive if you suffer from any allergies. We also need to know what type of reaction you may have (rash, breathing difficulty, swelling) so our team can keep an eye on you and be alert to any reaction you may be having.

Valuables

Maroba does not take responsibility for large or small sums of money, valuables, jewellery and electrical items that you choose to keep in your room. You have your own locked drawer that you can use, but we recommend that you don't keep large sums of money or jewellery in your room.

We also recommend that if you suffer from short-term memory loss or have symptoms of dementia, you should keep no more than \$20 in your room.

You should take care that you keep valuable items secure, and you are responsible for any insurance you wish to maintain on personal possessions.



“The great thing
about getting older
is that you don’t lose
all the other ages
you’ve been.”

– Madeleine L'Engle



Your new home

At Maroba, we have a few guidelines based on the safety, wellbeing and needs of our residents and visitors.

Pets

We're sorry but you can't bring your pets with you to Maroba. All family pets visiting our residents must be on a leash or controlled and are not allowed in food service areas at any time or eating areas during meal times. We expect that pets visiting Maroba are clean, free of fleas, and vaccinated. You or your visitor is responsible for cleaning up after your pet while they are at Maroba.

Telephones

You may install a telephone. However, before making any decisions, please speak with administration regarding your telephone requirements. Mobile phones are an alternative option and your relatives can arrange this for you.



Furniture and fittings

There may be reasons why you can't bring certain furnishing items to your accommodation so please discuss this with the Facility Manager prior to bringing in additional items. For example, wheeled furniture, where the wheels are not lockable, may be deemed a potential hazard and is not permitted within Maroba.

Maroba provides a hospital-standard bed, mattress, wardrobe, bedside table, chair and over-bed table. We also supply a locked drawer to store your valuables.

Should you leave Maroba, we ask that your personal items, including furniture you have brought with you, be collected within seven days. If your personal property isn't collected in seven days, we will arrange for removal at your expense.

Loose floor coverings

Loose floor coverings are not permitted within Maroba. This is to avoid slips, trips and falls. If you are unsure about an item you intend to bring, please discuss this with the Facility Manager.

Electrical appliances

Under Federal legislation you need to have all electrical equipment examined and declared safe and operational by a licensed electrician. On admission and annually, all of your equipment will be tested and tagged to indicate it has been examined and safe for use. There is a small charge for this service.

Double adapters are not permitted. A power board (which will also be tagged) with automatic cut-out switch must be used as an alternative. In keeping with work, health and safety guidelines unfortunately Maroba does not allow the use of electric blankets.

Alterations and modifications

Please don't make any modifications to your accommodation without talking to staff and getting the written approval. Why is this necessary? Just one example: All curtaining provided is fire retardant to comply with safety standards so unfortunately we can't allow you to bring your own.

Television and WiFi

Maroba provides digital aerial access in each room. All televisions should be 32cm and are to be wall mounted. Maroba will supply wall brackets, and install and tune your television for a small cost.

It is important that television or radio noise is kept to a minimum. If you are hearing impaired, please consider purchasing Bluetooth headphones.

Foxtel and WiFi is also available to our residents at an additional fee. Please speak to the Facility Manager for more information.

Sustainability

Here at Maroba, we're always working toward a more sustainable future.

We regularly look at how we can improve our services to you, whilst reducing our impact on the environment and the cost of resource consumption through best practice.

We know how important it is to do our part for the wider community and like to think that our contribution will help future generations and even inspire them to do their part.

As part of our sustainability program, we have installed energy saving lighting and solar panels and made reductions in water consumption.

Recycling as much as we can is a priority and we're always looking for other initiatives that will help reduce our environmental impact.

We're thrilled to share some of the projects we've completed so far:

- 100kW solar system that meets almost 30% of our daily energy consumption
- Energy saving lighting
- Energy saving water pumps
- Water saving in cleaning and food storage
- Recycling of waste
- A worm farm for recycling food waste

Maroba's sustainability programs have meant that we made not only reduced our environmental footprint but have made monetary savings, which go back into improving the services we provide to you.

If you have suggestions or feedback on sustainability, we'd love to hear from you. Be sure to talk to the team or pass on the details to Reception.

Did you know?



100kW solar system
that meets almost 30%
of our daily energy consumption.



Your services

Our team try to make your life as comfortable as possible so we've put together a list of services that you can access through Maroba.

Meals and refreshments

Maroba provides all meals, including morning and afternoon tea, supper and refreshments, with a range of menu options. We do our best to meet all of our residents' dietary requirements, so please inform staff on admission of your likes, dislikes, allergies, medical conditions and any cultural or religious preferences you may have in relation to meals.

A qualified consultant dietician

The dietician assesses our menus regularly to ensure we provide optimum nutritional value suitable for our residents.

You'll find a copy of the day's menu in each dining room. Staff will visit you daily to go through your menu choices for the day with you. When you arrive, we'll let you know our meal times. If you're going to be absent at a meal time, please let us know and we'll be happy to keep a meal for you. If you're bringing in food from outside Maroba, please discuss this with staff first.

Residents' meetings

We hold monthly meetings with residents so you have the chance to offer your input into the running of Maroba. Family members are welcome to attend.

Care conferencing

The Registered Nurse is available to discuss your care requirements with you or your family to ensure that we are providing appropriate care to meet your needs.

Recreational activities

Maroba arranges daily activities for residents that include outings on the Maroba bus, bingo, crafting, exercise, music therapy, entertainers plus various other programs. Some fees may apply to specific activities. Please see the Activities team for further information and charges.

Pastoral and spiritual care

Our pastoral care worker facilitates non-denominational services, share and care groups, and can provide one-on-one spiritual and counselling support. Maroba can also arrange for external religious or spiritual visitors to support you in your personal faith journey.

Specialised services

We also offer our residents access to speech therapy, occupational therapy, physiotherapy, podiatry, mobile X-ray and specialist consultations as required; however, some services are at an additional fee.

Clothing and laundry service

All personal laundry is done on the premises and clothing should be machine-washable. We ask relatives to help where clothing needs special care. Laundry turnaround time is usually up to three (3) days for personal clothing.



Linen

We supply all bed linen; however, you can provide your own bedspread, throw rug or knee rug, to add a special touch to your room décor.

Cleaning

Maroba provides cleaning services that include the changing of bed linen and towels, cleaning of bathroom floor, sink, toilet and kitchenette (where applicable) , and vacuuming. Please let us know if your room needs extra attention.

Optional services

Maroba can also arrange a number of additional services that you may need including beauty treatments, hairdressing, beauty and chemist items, dental services, dry cleaning pickup and delivery, hearing services, mail services, newspapers and magazines, optical services and sweets and drinks from vending machines.

If you need other services, please speak with the Facility Manager, and we can advise you of the fees for such services.

Appointment transport

We do our best to arrange resident transport to appointments and health services; however, we encourage relatives to help with personal transport needs. Maroba can arrange a staff escort for a fee if you need one.



Your care

At Maroba, your health and wellbeing is our priority.

Medical care

You are entitled to a doctor of your choosing; however, they must be prepared to adhere to our policies and procedures when agreeing to visit.

If you don't have a medical practitioner who attends Maroba, the Facility Manager or Registered Nurse will help you select a local medical practitioner from our list of visiting doctors. We'll organise an appointment for you as soon as possible after your arrival.

Palliative care

Maroba implements the best-practice guidelines of a palliative approach to care for all residents. This means that as your health status gradually declines due to the ageing process and other chronic health conditions, the goal of care will move from a focus on curative measures to improving quality of life by identification of pain, physical, psychological, social, spiritual and cultural needs.

When we make a decision on when to begin palliative care, we take into account not only your diagnosis, but also your needs in consultation with you, your family and any others close to you whom you have nominated to be involved with your care.

Advanced Care Planning

Advanced Care Planning is a service offered by Maroba to ensure you have control in all of your decisions including those concerning the dignity of death and dying. You would make an Advanced Care Plan to let your family and everyone involved in your wellbeing know what type of treatment you do or don't want should you become unable to make your own health care decisions.

By considering your wishes around end of life decisions early you can ensure that you maintain some quality of life and make life easier for your family, who won't have to guess your wishes at this critical time.

Some questions you may want to consider discussing with your family, doctor and others who are close to you are:

- What is important to you when you are dying?
- Are there specific medical treatments you especially want or do not want? (These could include diagnostic testing, artificial feeding, cardiopulmonary resuscitation, organ donation, surgical procedures and hospital admission.)

Maroba supports your right and choice in planning for your future health care needs. If you already have an Advanced Care Plan or wish to enquire further about making one, please discuss this with the Registered Nurse or Facility Manager.

Change in level of care

When our facility can no longer provide accommodation and care suitable for your needs, Maroba will follow the guidelines below:

- We hold a family conference to discuss the changes in your care needs and the options available.
- The Aged Care Assessment team, an attending medical practitioner, geriatrician or hospital will complete an independent assessment to determine the level of care you now require and detail this care on an Aged Care Client Record form.
- We will send you the form or give it to you to let you know of the decision, the reason and give you 14 days' notice of the intent to discharge. At this time, we'll discuss appropriate accommodation choices and your rights about you/your relative leaving the facility.

If we have a vacancy in a suitable facility within Maroba, we'll do our best to accommodate you or your relative, or you may wish to find your own alternative accommodation.

Your notes



Your health and safety

For the safety of our residents and staff, we ask that you help us to keep Maroba a safe place to live and work.

Fire precautions

You, your family and visitors should familiarise yourselves with the location of the nearest fire exits within the Maroba buildings. In the event of fire we ask that you, your family and any visitors remain where you are and await the direction of staff.

Reporting hazards

If you notice any fixtures, equipment, walkways, fittings and so on that need repair or attention, please report them to staff so we can fix the issue.



Closed circuit television monitoring

External building areas and grounds of Maroba are monitored by closed circuit television for security purposes. You'll see signs where these are located.

Conduct

You, your family and visitors are expected to conduct yourselves in a manner that will enhance relationships with other residents, staff and visitors and will protect Maroba property. We trust that, at all times, you'll conduct yourselves in a manner that is not regarded as being:

- Bullying and Harassment of any members or neighbours of the Maroba community
- Of criminal intent
- In conflict with the guiding principles of Maroba

Traffic flow and parking

All road rules apply to roads within Maroba and there is a maximum speed limit of 10 km an hour.

We ask that your family or visitors park only in designated areas or on roads. They should make sure that they leave adequate space for both pedestrian and vehicles. For the safety of all, we ask that drivers comply with the 'No Parking' signs and don't park across Fire Exit pathways.

Gambling, smoking and alcohol

We don't encourage gambling at Maroba and staff aren't obliged to help with gambling activities. If you need help with gambling activities, please make your own arrangements.

For the comfort of other residents, smoking is prohibited within the facility and grounds.

You are able to consume alcohol in moderate amounts within the privacy of your room, at the meal table or at various events offered by Maroba. Visitors may not consume alcohol at Maroba, or visit while intoxicated.

Our safety obligations

Maroba has an obligation under the Work Health and Safety Act to identify and manage all risks and hazards to ensure the safety of our staff, residents, families and visitors within our establishment.

This may require the use of lifters for yourself or your loved one when levels of mobility change. This may also include the use of modified clothing to prevent injury to staff when helping you to dress or undress.

You are obligated to ensure that you follow directions put in place for the safety of others within Maroba.

You also have a responsibility to report anything that is or may be unsafe at Maroba.

Whilst at Maroba we promote a home-like environment with individual choice and independence as much as possible, the safety of others, including staff, will override this on all occasions.

Charter of Client Rights & Responsibilities

The Charter of Client Rights and Responsibilities forms part of the Aged Care Act and is applicable to all residents.

Each resident of a residential care service has the right to:

- Full and effective use of his or her personal, civil, legal and consumer rights.
- Quality care that is appropriate to his or her needs.
- Full information about his or her own state of health and available treatments.
- Be treated with dignity and respect and to live without exploitation, abuse or neglect.
- Live without discrimination or victimisation and without being obliged to feel grateful to those providing his or her care and accommodation.
- Personal privacy.
- Live in a safe, secure and home-like environment and to move freely both within and outside the residential care service without undue restriction.
- Be treated and accepted as an individual and to have his or her individual preferences taken into account and treated with respect.
- Continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination.
- Select and maintain social and personal relationships with any other person without fear, criticism or restriction.
- Freedom of speech.
- Maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk. The resident has the right to accept these risks and not be prevented or restricted from performing those actions or making those choices.
- Maintain control over and to continue making decisions about the personal aspects of his or her daily life, his or her financial affairs and possessions.
- Be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service.
- Have access to services and activities that are available generally in the community.
- Be consulted on and to have input into decisions about the living arrangements of the residential care service.

- Have access to information about his or her rights, care, accommodation and any other information that relates to him or her personally.
- Complain and to take action to resolve disputes and to have access to advocates and other avenues of redress.
- Be free from reprisal or a well-founded fear of reprisal, in any form, for taking action to enforce his or her rights.

Each resident of a residential care service has the responsibility to:

- Respect the rights and needs of other people within the care service and to respect the needs of the residential care service community as a whole.
- Respect the rights of staff and the proprietor to work in an environment that is free from harassment.
- Care for his or her own health and wellbeing, as far as he or she is capable.
- Inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.



Security of tenure

You can be assured that if your health or personal circumstances change, we will do our best to accommodate your needs where possible.

Moves within Maroba

Please be assured that we won't ask you to change accommodation unless:

- You ask us to move you to a different room.
- After consultation with you, and without pressure, you agree to move to alternative accommodation.
- We believe that we need to move you due to medical reasons. This would be on the basis of an ACAT assessment or the recommendations of at least two medical or other health practitioners.
- Your room requires repairs or improvements. Once the repairs are complete, you have the right to return to your room where possible.



Ending your occupancy

You may end your agreement with Maroba and leave the facility by giving us seven days' written notice of your intention to leave.

We understand that departing the service can be an emotional time for everyone concerned. However, we ask that when you depart, your room is cleared of your personal items within seven days of your departure.

Leaving Maroba

You may choose to leave Maroba of your own accord, however we may ask you to leave Maroba under the following circumstances:

- Maroba, or the Maroba facility you occupy, is closing.
- Maroba can no longer provide you with suitable accommodation and care for your long-term care needs (as assessed by an authority).
- You no longer need the care that we can provide.
- You haven't paid any agreed fees to Maroba within 42 days after the day they become payable, for a reason within your control.
- You've intentionally caused serious damage to any part of Maroba, or serious injury to a member of the Maroba staff, volunteer, another resident or visitor.
- You are away from Maroba for a continuous period of at least seven days for a reason other than a reason permitted by the Act.

As your needs increase during your period of residency, Maroba staff will communicate with you and your relatives or representative at case conferences, and follow up with written reports.

There are often situations where Maroba can no longer guarantee your safety. In these circumstances it is in the best interest of both you and our employees that you be transferred to a more suitable facility. Sometimes, it may be that you need a more secure room. If we have one available at Maroba, we may offer this to you. If we can't offer you a suitable room, you or your family may need to seek alternative accommodation.

Did you know?

Our 4 activities co-ordinators
spend 936 hours a year
enriching our residents' lives.



Your say

We're always happy to take your ideas and suggestions on board.

Please talk to our Facilities Manager or a senior staff member or you can email us at feedback@maroba.com.au as we strive to continually improve our services.

Volunteers

Maroba has a number of volunteers who give generously of their time to enhance the lifestyle of residents. Should you have any special areas of interest or would just like to join us, please contact Maroba's Volunteer Co-ordinator via volunteer@maroba.com.au or phone 02 4935 0300.

Residents Group

We hold regular meetings so you and your family and friends can be involved in lifestyle decisions at Maroba. If you or a family member is having a problem with anything, you can discuss this with the appropriate staff member at any time, not just in group meetings.

Suggestions, comments and concerns

As we're committed to providing high-quality service we recognise the importance of customer feedback as a valuable and unique source of information essential for continuous improvement.

To make it easy for you to make suggestions or comments, or raise any concerns, we've placed feedback forms around both The Manor and The Lodge. We can provide you with a stamped addressed envelope if you wish to post these in anonymously. If you'd rather, you can give them to any of our employees or drop them at Reception.

As well, you can go to the Maroba website www.maroba.com.au select the feedback page, complete the form and submit — the feedback will be sent directly to our Chief Executive Officer.

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"The gospel of Jesus Christ
and the spiritual wellbeing of
our people is fundamental to
Maroba's success."

Can we help?

Contact us now to arrange to come and visit
us. Simply call **02 4935 0300** or email us at
enquiries@maroba.com.au

Maroba Caring Communities

Phone: 02 4935 0300

Fax: 02 4935 0355

Address: 58 Edith St, Waratah NSW 2298

Visit our website: **www.maroba.com.au**

