

Resident guide

Understanding your home at Regis.





Australian Government

Department of Health
and Aged Care

We can provide a free interpreter here. Please ask one of our staff.

Arabic

يمكننا توفير مترجم شفوي هنا.
من فضلك اسأل أحد موظفينا.

Chinese

免费提供口译。
向工作人员咨询。

Dari

ما می‌توانیم یک مترجم شفاهی را معرفی کنیم.
برای‌تان در اینجا فراهم کنیم.
لطفاً از یکی از کارکنان ما بپرسید.

Farsi (alt Persian)

ما می‌توانیم یک مترجم شفاهی
رایگان در اینجا فراهم کنیم.
لطفاً از یکی از کارکنان ما بپرسید.

Greek

Μπορούμε να παρέχουμε
δωρεάν διερμηνέα εδώ.

Ρωτήστε ένα άτομο από το προσωπικό μας.

Hazaragi

ما می‌توانیم یک مترجم شفاهی معرفی کنیم در
اینجا فراهم کنیم.
لطفاً از یکی از کارکنان ما بپرسید.

Italian

Possiamo fornire un interprete
gratuitamente qui.

Chiedilo al nostro personale.

Japanese

ここでは無料通訳サービスを提供しています。
職員にお尋ねください。

Karen

ပဟ်းကလီဝဲဒ်ပုၤကတိၤကျိးထံတၢ်တၢ်
ဂၤဖၣ်အံၤသ့ၣ်လီၤ.

ဝဲသ့ၣ်သ့ၣ်ဘျီသ့ၣ်ပုၤတၢ်ဖၣ်တၢ်တၢ်ကတိၤ.

Korean

저희가 통역사를 이곳에 무료로
보내드릴 수 있습니다.
저희 직원에게 통역사를 요청하십시오.

Nepali

हामी यहाँ निःशुल्क दोभाषे उपलब्ध
गराउ ि सक्छौं।
कृपया हाम्रो कर्मचारीलाई सोध्ने होस्।

Pashto

موږ کولی شو دلته یو وړی مترجمان چمتو
کړو.
مهرباني وکړئ زموږ د کارکوونکي وڅخه پوښتنه وکړئ.

Russian

Мы можем предоставить бесплатного
переводчика прямо здесь.

Пожалуйста, обратитесь с этим вопросом к любому из наших
сотрудников.

Serbian

Овде можете да добијете бесплатне
преводиачке услуге.

Разговарајте са чланом особља.

Somali

Waxaanu ku siin karnaa
mutarjum lacag la'aana.

Fadlan weydii qof ka mid ah shaqaalahayaga.

Spanish

Podemos proporcionar un intérprete
gratuito aquí.

Consulte a un miembro de nuestro personal.

Tamil

நாங்கள் இலவச மொழி மையப்பொன்ற சேவை
வழங்குகிறோம்.

தயவு செய்து எங்கள் ஊழிய ஒருவரிடம் கேளுங்கள்.

Thai

เราสามารถจัดล่ามฟรีให้ที่นี่
โปรดถามเจ้าหน้าที่ของเรา

Turkish

Burada ücretsiz tercüman
sağlayabiliriz.

Lütfen çalışanlarımızdan birisinden isteyin.

Vietnamese

Chúng tôi có thể cung cấp thông dịch
viên miễn phí tại đây.

Hãy hỏi nhân viên của chúng tôi.



Interpreting services are available
in over 150 languages.

Acknowledgement of country

Regis acknowledges the Traditional Owners of Country
throughout Australia and recognises the continuing
connection to lands, waters and communities.
We pay our respect to Elders past and present.

Finding your way

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Welcome to your new home

A welcome from our CEO

On behalf of our entire team, it is my great pleasure to welcome you to the Regis community. We are honoured that you have chosen to share this chapter of your life with us. We understand this is an important decision and we are committed to making your experience feel like home.

Our purpose at Regis is clear: to provide personalised and respectful care that embraces the experience of ageing. This commitment is at the heart of our Culture of Care. While your local team is always here for you, they are supported by a national network of clinical specialists, regional catering teams and other industry experts who ensure your home has the right foundations. This structure allows our people to focus on what is truly important: your wellbeing, your choices and your dignity.

We are also passionate about leading the way in aged care. We actively invest in research and embrace new technologies to make life safer and easier. This forward-thinking approach means your care is guided by the latest knowledge and best practice.

We are excited for the future and are so glad to have you with us.

Warm regards,

A handwritten signature in blue ink, appearing to read 'Linda Mellors', followed by a period.

Dr Linda Mellors

Managing Director and Chief Executive Officer

About us

OUR VISION

To lead aged care with hearts and minds.

OUR PURPOSE

Personalised and respectful care that embraces the experience of ageing.

OUR VALUES

Optimism

We are enthusiastic about what we do.

Passion

We make a positive difference every day.

Integrity

We act in a professional and ethical manner at all times.

Respect

We listen, we are polite and treat every person with courtesy.

Our Vision reflects our aspiration to make a meaningful difference today so that we will improve aged care for tomorrow.

By bringing our hearts and minds to everything we do, every interaction and decision our Regis people make is focused on the best outcomes for our residents. Our Vision highlights to our employees that they are part of an organisation that is dedicated to care and making a lasting difference.

Our Purpose ensures that everyone in our care is treated with dignity, receives personalised care tailored to their unique needs and is valued for their life experiences.

We create environments that build a sense of belonging and support those in our care to maintain their independence and achieve the highest quality of life possible.

Diversity and inclusion

Our diversity is our strength. We strive to build an inclusive community that celebrates the unique identity, culture and background of every person, including our residents, their families and our employees. By valuing everyone's diversity, we enrich our community and enhance our ability to provide culturally safe care, respectfully tailored to your life experiences. We want everyone in our Home to feel a true sense of belonging, supported by our zero-tolerance approach to discrimination in any form.

Moving in

Your first moments

Moving into a new home can feel unfamiliar and we are here to make your transition as smooth as possible. Our team will personally welcome you when you arrive.

We will:

- **Show you around your new home**, pointing out the key areas like the dining room, lounges and outdoor spaces. We will explain what you need to know to get settled and comfortable. Signage around the Home will help you navigate and become familiar with your new surroundings.
- **Introduce you to a resident buddy**. This is a fellow resident who can share their experiences, help you navigate the Home and answer everyday questions as you settle in. Please let our team know if you are interested.



Your room

Your room is equipped with a comfortable bed, chair and lockable bedside drawers. We understand that having your own belongings is important, so we encourage you to personalise this space with items that make it feel homely, such as furniture, art or photos. Please speak with a member of our leadership team before making significant changes. For the safety of our team and your visitors, we kindly ask that you keep your room neat and free of obstacles.

Getting assistance

Call bell assistance

Call bell points are in your bedroom, ensuite and in the living areas. These are your direct link to our team, 24 hours a day. Call bell points can be used both in an emergency and to let us know if you need assistance.

You can use the call bell to ask for help with everyday things, such as:

- Assistance with personal care.
- Requesting a meal, snack or drink.
- Help with something in your room, like the television is not working.
- If you want to talk to someone or need help calling a loved one.
- If you are in pain, feeling unwell or would like a general health check.
- Anything else you may need or want.

Ask an employee

Please feel comfortable approaching any employee for assistance at any time. If they cannot help you directly, they will find the right person who can.

The team you may see

Our employees wear different uniforms depending on their role, which helps you identify who can best assist you. To learn more about the common roles in our Home, their specific responsibilities and the uniforms they wear, please see the 'Our teams' section on page 23.

Your care and wellbeing

Your care plan

Planning your care

In your first few days our clinical, lifestyle and leadership teams will meet with you to develop your personal care plan. Our person-centred approach means we work together, with you and any supporters you wish to include, to understand your needs, goals and preferences. This plan then guides all team members on how to best support you.

Our approach to your care is built on several key principles:

- **Supporting your independence:** We will work with you to accommodate your preferences for personal care and encourage you to do as much as you feel comfortable with in your daily life.
- **Providing quality equipment:** To support your safety and independence, we provide high-quality clinical products and equipment you may need, such as mobility aids, wound care or continence products. You are welcome to use a different supplier at your own expense. Please note that residents receiving short-term care, also known as respite, will be responsible for providing their own continence aids.
- **Building trusting relationships:** We follow a Continuity of Carer model, which helps you receive care from familiar employees wherever possible. This allows your team to learn your personal preferences and what matters most to you.

Understanding and respecting you as a person

We focus on understanding you as a whole person. This means we recognise and respect your unique identity, background and life experiences through:

- Creating an environment where your cultural background, beliefs and identity are valued. In practice, this means our team takes the time to learn what is important to you, so you feel safe, respected and understood.
- Recognising that past experiences can affect your wellbeing. Our approach is to be sensitive to your life story, creating an environment based on trust and safety. Our goal is to actively support your wellbeing in a way that is healing and empowering for you.

These approaches are essential to the development of your care plan.

Your right to choose

Your right to make informed decisions about your care is fundamental. We recognise that some choices, from daily routines to clinical care, may involve risk. We support you in these choices through a principle known as 'dignity of risk'. This is an ongoing, collaborative process that involves the following steps:

- **Understanding your preferences:** We start by discussing what matters to you, including your options and preferences, to determine what you would like to do.
- **Exploring options and risks:** If a choice involves potential risk, we will help you understand that risk and how it could be managed, so you can make an informed decision.
- **Creating a plan:** We will work with you to develop a plan that respects your choice while putting strategies in place to keep you and others as safe as possible.
- **Documenting your decision:** Your choices and the plan we create together will be documented in your care plan, allowing our team to best support your wishes.

Care reviews

Your care plan is a living document that we review with you as your needs change. A review can be initiated at any time, particularly after an incident or a change in health. You will also be invited to a formal Care and Wellbeing review with our nursing team at least every three months. You can choose to have a supporter, such as a family member, attend your care reviews.

Your healthcare team

Your Regis team works in partnership with a range of external healthcare professionals to support your wellbeing every day.

General Practitioners

Each Home collaborates with local General Practitioners (GPs) who visit regularly. While we work closely with these GPs to support your care, your relationship with them is independent, and they are not employed by Regis. For medical needs outside of regular hours, these GPs provide an after-hours service our nursing team can contact.

Allied health services

We offer a range of on-site allied health services based on your specific care needs. When a need is identified, we will arrange a referral to a qualified professional from our network of contracted providers. These specialists help you maintain function and improve your quality of life.

Services include:

- **Physiotherapy and Occupational Therapy:** Our physiotherapists and occupational therapists help you maintain or regain function at specific times. This short-term, goal-focused support can include a mobility or safety review after a fall, or participation in small exercise classes to support your physical wellbeing.

- **Speech pathology:** Our speech pathologists assess swallowing difficulties and identifying strategies to help you eat and drink safely.
- **Dietitians:** Our dietitians provide nutritional support, helping to manage weight changes and improve your health through diet recommendations.
- **Podiatry:** Our podiatrists provide expert foot care, assisting with nail trimming, evaluating foot pain and improving your mobility.
- **Dental services:** Our on-site dental specialists provide convenient oral health care, including general check-ups and the fitting and maintenance of dentures.
- **Optical services:** Our on-site optical specialists provide specialised eye care, including vision tests and the fitting of new glasses.

For residents in ongoing care, many of these services are paid for by Regis. However, specialised services like dental, optical and longer-term physiotherapy support are not included in your standard aged care fees. Please speak with the Home's leadership team for more details.

External medical appointments

Please let our team know about any external medical appointments you are arranging. We can help you coordinate these visits and organise the required documents you may need.

Please note that you are responsible for the costs of all external appointments. This includes any transport fees, such as for an ambulance or taxi, and the cost for a support person to accompany you if required.

Medication management

When you arrive, our nursing team will discuss your current medications and how you take them to understand the level of assistance you require. Please provide a detailed list of your current medications, as well as the medications themselves. This includes prescriptions, supplements, eye drops and creams.

Medication management process

Our nursing team oversees your medication, supported by specially trained carers who can assist with your regular, pre-packaged doses. These employees receive specific training and are identifiable by the aprons they wear during a medication round to reduce interruptions. Your medication information is stored securely in our electronic system and all medicines are locked away and managed by our clinical team.

Pharmacy partnership

To provide safe and effective medication management, we partner with a local pharmacy experienced in aged care and strongly recommend using their services. Our partner pharmacy is connected to our electronic medication system, which offers significant benefits in terms of safety and communication.

Using this service provides:

Integrated care: A direct connection between your GP, the pharmacy and our team.

Enhanced safety: A specialised packaging system that reduces the risk of errors.

Convenience: Your medications are delivered directly to the Home, with automatic updates shared between your pharmacist, GP and our nurses.

Ongoing medication reviews

With your consent, your GP and a Clinical Pharmacist will regularly review your medications to ensure they remain safe and effective. A review is typically conducted:

- At the start of your care and at least annually.
- If there is a change in your health or diagnosis.
- When there is a potential to simplify your medications, especially if you are taking many different types.
- When a new medicine is started or an existing one is changed.
- If an adverse event occurs that could be related to your medicines.

Your medications may also be reviewed by an accredited pharmacist, who will share any recommendations with your GP. Your GP will then discuss any recommended changes with you.

Managing your own medication

You have the right to manage some or all of your own medications. If you wish to do so, we follow a clear process to support you.

Our clinical team and your GP will work with you to complete a safety assessment.

- If it is determined that you can safely manage your medication, we will provide you with the support you need to do so independently.
- If it is not deemed safe, we will explain the reasons and discuss other ways we can support your independence.

For the safety of everyone, any medication you manage must be stored in a locked drawer within your room.

Infection prevention and control

To protect the health and wellbeing of our entire community, we have an infection prevention and control program in place. Here is how we can work together to keep everyone safe:

- **Hand hygiene:** The most effective way to prevent the spread of infections is to regularly wash your hands with soap and water or use hand sanitiser.
- **Feeling unwell:** Please notify our care or nursing teams immediately if you are not feeling well or notice any symptoms. This allows us to provide you with the care you need and helps reduce the potential spread of illness.
- **Vaccinations:** We recommend staying up to date with vaccinations, such as the annual flu shot and any recommended COVID-19 boosters. We hold regular vaccination clinics within the Home to make this easier for you.

What happens during an outbreak

If an illness like gastro, influenza or COVID-19 begins to spread, our priority is to manage it quickly to keep everyone safe. Our team will inform you and your primary contact of the situation and advise of any temporary precautions, which may include changes to group activities and visiting arrangements to help stop the spread.

Memory support and dementia

As we age, we all experience changes to our minds and bodies. These changes are unique to each of us, shaped by our genetics, lifestyle and environment. We understand that everyone is different and may not see changes as much as others.

When changes in cognition and memory do occur, Regis is here to support your evolving needs. We work with you to create a person-centred care plan that honours your individuality, respects your choices and enhances your quality of life. Our care teams receive best-practice, research-based training in dementia care to support our residents of all abilities.

Many of our Homes feature dedicated memory support areas, providing a tailored and enabling environment both indoors and outdoors for residents who require additional support. These spaces are thoughtfully designed to be safe, calm and engaging, helping you feel comfortable and at ease.

Future care planning

Advance care planning

Having conversations about your future care preferences ensures your wishes are known and can be followed when you are unable to communicate them yourself. This process is known as Advance Care Planning. It involves discussing your values, beliefs and what is important to you for your future health and personal care.

- **What it involves:** This process allows you to formally document your specific wishes for future medical care, which is often called an Advance Health Directive or a similar name, depending on your state or territory. This directive can provide clear instructions about the types of treatments you would or would not want, such as resuscitation or life-sustaining measures.
- **How we can help:** Our clinical team is here to support you by providing information, helping you understand the necessary forms, and facilitating discussions with your supporters or GP if you wish.

Care through every stage of life

Throughout your care journey, we are here to provide compassionate support that adapts to your needs at every stage. If your care shifts toward end-of-life, we will be here for you and your loved ones. Our focus is on ensuring your comfort and peace while honouring your wishes.

Our nursing team is available to answer your questions, offer guidance and explain the support available. We also work closely with specialised palliative care teams when additional support is needed. We can connect you with emotional and spiritual care and assist in arranging family meetings to discuss your preferences. Your GP is your primary medical support and can help with any questions you or your supporters may have.

Accessing Voluntary Assisted Dying (VAD)

We respect the right of our residents to make informed choices about their end-of-life care. Where requested, and in keeping with legislation, access to Voluntary Assisted Dying is available for any resident. A member of our team can be approached to provide support throughout this process.

Living here

Dining experience

Dining

We believe great food and good company are central to a happy and fulfilling life. A positive dining experience is equally as important for your nutritional health as it is for your emotional wellbeing, social connection, dignity and overall quality of life. That is why we design our dining experience to offer delicious, nutritious meals in a welcoming environment. We encourage you to dine in the dining room of your choice, but we also offer in-room dining for those who prefer it.

Our qualified chefs and catering team prepare a variety of homestyle dishes fresh in our on-site kitchen, using seasonal ingredients. Our dietitians approve all our menus to ensure they are balanced and meet your nutritional needs. You can also invite your family or friends to share a meal with you. We charge a small fee for guest meals, so please speak with our team to arrange this in advance.

Modified meals and dining support

If you require a modified diet, such as texture-modified meals or thickened fluids, our team will work closely with you to understand your individual preferences and needs. This allows us to provide meals that are thoughtfully prepared for your enjoyment and wellbeing. To do this, Regis partners with a team of culinary experts who specialise in creating delicious and high-quality texture-modified meals.

To further support you, we can also provide specialised utensils and crockery to make dining easier and more comfortable. Should you need any physical assistance during mealtimes, our team is always available to help in a way that is respectful and maintains your dignity. Together, we will regularly review your supports to make sure your care plan reflects what matters most to you.

Organising an event

We are happy to help you organise celebrations with friends and family. Many of our Homes have private dining rooms or function areas you can use. If you plan to bring in food for a special occasion or want to book one of these spaces, please discuss it with the leadership team in advance. For safety, any food brought in from outside must be recorded in the 'External Food Register' at reception. Please be aware that you consume this food at your own risk.

Lifestyle and engagement

Within your Home, we deliver meaningful experiences shaped by your individual interests, values and lived experiences. Our approach is to understand your life story and create opportunities that enable you to live with purpose and independence.

We design and deliver programs in partnership with our residents that promote physical, emotional, social, cultural and spiritual wellbeing. We promote a sense of belonging, connection and personal growth through structured activities, national initiatives and strong community partnerships.

We provide a structured program released monthly as well as embedding engagement into everyday care.

We offer a wide variety of activities, including:

- **Inter-Home events:** We run regular events that bring people from different Regis Homes and services together. It is a wonderful way to meet new people and share experiences.
- **Intergenerational programs:** We create joyful and purposeful connections between people of different ages, often in partnership with local schools and community groups.
- **Celebrating diversity:** We honour cultural events and special occasions that are important to our residents and their communities.
- **Emotional and social wellbeing programs:** We recognise that emotional and social wellbeing are integral to everything we provide to actively reduce loneliness and promote social inclusion.

This approach helps you feel part of the community, both within and outside the Home.

We also offer a range of creative programs and meaningful roles where you can share your talents or contribute to the community, on your terms, at your convenience. Your input is important and we encourage you to share your feedback to help us shape activities that you will truly enjoy.

Cleaning and laundry services

Cleaning

Our cleaning team keeps your room and all communal areas clean, tidy and free from hazards. We provide regular service, which includes daily touch-point cleaning as well as a thorough weekly clean of your room. We display the cleaning schedule in your room so you know when to expect these services.

Laundry

To make sure your clothes are returned safely, all personal clothing must be clearly labelled.

You can:

- Label your clothes before you bring them in; or
- Ask our team to label any new items when you bring them in.

We use EnviroSaver Ozone technology when washing your clothes. This is the same system used in many hotels. This process disinfects your clothes thoroughly, killing bacteria and viruses while being environmentally friendly.

Our team will collect your clothes from your room and return them fresh and clean. If you would like your clothes steamed or ironed, just let us know.

Please note:

- Our laundry service is not suitable for delicate fabrics, hand-wash-only items or clothes that require dry cleaning.
- For these items, you can ask a supporter to care for them or we can arrange external dry-cleaning at an additional cost.

Shared spaces and community

Shared spaces

Your Home features a variety of shared indoor and outdoor spaces for you to enjoy. You are welcome to use your Home's comfortable lounges for socialising, quiet corners for relaxation and outdoor spaces for fresh air. Please treat them as an extension of your own home, perfect for relaxing by yourself or spending time with family and friends.

Spiritual and religious connections

We recognise the importance of spiritual and religious wellbeing. Representatives from most major religions visit our Homes regularly and a schedule of these visits is displayed on the lifestyle calendar for your convenience. Participation in any service is entirely your choice. Private visits can also be arranged with the Lifestyle team. Please let our team know if you would like more spiritual or religious activities offered.

Pets

We recognise the important role pets play in your wellbeing and in providing meaningful companionship. You are welcome to receive visits from pets, provided they are healthy, well-behaved and signed in at reception. Your visitors must supervise their pets at all times and are responsible for them during the visit.

Some of our Homes may have regular animal visitors or on-site pets. Our General Manager manages and carefully assesses these pets to ensure the safety and comfort of everyone. All your interactions with animals are optional, as your personal preferences will always be our guide.

To arrange a pet visit or to learn more, please speak with your Lifestyle team or General Manager.

Visitors, family and friends

Your family and friends are welcome to visit you at any time. We do not have set visiting hours, so your visitors are free to come and go whenever they like. We have a Visitors Code of Conduct that all visitors are asked to follow to ensure a safe, respectful and comfortable environment for everyone. Please remember that this is a home for all residents and a workplace for our employees.

It is important that your visitors are aware of the following guidelines to help us maintain a positive atmosphere.

We ask that they:

- Sign in using the QR code at reception upon arrival.
- Treat all residents, our employees and other guests with kindness, courtesy and respect.
- Remain mindful of other residents' privacy during their visit.
- Follow all safety requirements and directives.

Visitors who do not adhere to the Visitors Code of Conduct may be asked to leave. In serious cases, visitors may be reported to the police or have restrictions placed on their future visits.

A full copy of the Visitors Code of Conduct is available at reception.

Wi-Fi, mail and transport

Wi-Fi

Wi-Fi is available throughout the Home, including in your room. As you settle in, one of our employees will assist you in connecting and provide you with a password.

If you need extra help, just ask. We can assist with video calls and even arrange a quiet space for privacy if you would like.

Mail services

Incoming mail is distributed daily around the Home. Our team can help you read or reply to your mail if you need assistance.

Transport

Our administration team can help with public transport timetables and taxi services. Our employees are not allowed to use their own vehicles to transport residents for safety reasons.

Services designed by you

Higher Everyday Living Services

We understand that feeling at home means more than just receiving quality care. We have an optional range of services featuring the comforts and personal touches that our residents say matter most.

These include services like elevated dining experiences, premium beverage choices, pamper and additional one-on-one companion time.

We have grouped popular services into packages at discounted prices. You can also select individual services that best suit your needs.

The packages that may be available in your Home are:

- Regis Club Services
- Regis Reserve Services
- Regis Classic Services

Please speak with a member of our team to learn more about the services offered within your Home or if you need help in selecting a package that is perfect for you.

Your feedback on other services that you would value is also very welcome.

Reviewing your selections

We will review your Higher Everyday Living Services every three months to make sure they still suit your needs and offer meaningful value to you.

Under the review process, your clinical team will review your ability to use the services in your package. Should the review identify you are not able to use a service, we will seek your agreement to adjust your service offer. Outside of the quarterly review schedule, you or your representative can request a review at any time.

Any adjustment to services will be agreed with you and confirmed in writing.

Hair, beauty and grooming

We recognise that personal grooming is a vital part of your routine and helps you feel your best. To support you in maintaining the routines you have enjoyed throughout your life, each Home offers different services such as hairdressing and beauty services, including haircuts and styling.

To find out what services are available and how to book, please speak with a member of the Home's leadership team. They will be happy to explain the options and any associated costs that may apply over and above your Higher Everyday Living package inclusions.

Engaging your own service providers

You are welcome to use your own service providers. Please speak with a member of your Home's leadership team ahead of time, as the provider may need to have a formal agreement with us. We also need to confirm that they meet all required safety and quality standards, including the Aged Care Code of Conduct.

Your time away from the Home

We encourage you to continue enjoying your life outside the Home, whether for a short trip or a longer holiday.

Day outings and short trips

Going out for appointments, enjoying coffee with friends or celebrating a family birthday are important ways to stay connected to your community. We simply ask that you sign out at the reception desk when you leave and sign back in as soon as you return. This vital safety step helps us know who is in the Home, especially in an emergency.

Holidays and overnight leave

You are welcome to take a holiday or stay overnight with family and friends. Before you leave, please notify our team and sign the resident leave book at reception. It is also important to notify our team as early as possible, as equipment, medication and supplies may need to be arranged in advance. Your Residential Agreement outlines any fees that may apply during your leave.

Exceptions for short-term care

If you are staying with us for short-term care, also known as respite, any overnight absence from the Home for any reason will result in discharge from our care. If you wish to return after your absence, our team will help you with a new residential agreement, if appropriate.

Getting involved

Your community

Feeling connected, involved and heard is an important part of life at Regis. We offer many ways for you to participate, share your ideas and help shape the community in your Home.

Resident Volunteer Program

If you would like to contribute your skills or learn something new, our Resident Volunteer Program is a great way to get involved.

You can:

- Take on purposeful roles within the Home.
- Share your talents or explore new interests.

Speak with a lifestyle employee to get started.

Stay informed with our monthly newsletters

Our Home newsletters are an important way to keep you connected to the life of our community and share important updates. Our newsletters are informative, engaging and easily accessible to everyone.

You can expect to find:

- News from around the Home, including photos and stories from recent events and activities.
- Profiles and personal stories of fellow residents and employees.
- Information about our clinical team and how they support your care.
- Summaries of feedback received from residents and families, and the improvements we are making in response.
- Celebrations of the diverse cultures within our Homes.
- Updates from Regis leadership, including our CEO.

Your suggestions for newsletter content are always welcome.

Other ways to share your skills and interests

Your experience and passions are a valuable part of what makes our community vibrant.

Here are some other options:

- Become a resident buddy to welcome new residents.
- Share a lifelong skill or passion by offering to lead an activity or a talk for other residents.
- Help us improve by taking part in surveys and other feedback sessions.

Please speak with the Lifestyle Coordinator or General Manager for more information on these and other opportunities.

Meetings and advisory bodies

We believe in open communication and partnership with our residents and their supporters. That is why we offer several forums where you can share your views, ask questions and help shape life in your Home.

Resident and relative meetings

The General Manager and the leadership team lead these meetings.

They give you the chance to:

- Hear updates on the Home's operations, including safety initiatives and improvement projects.
- Learn about trends in care and services.
- Receive updates on the feedback that has been received and the actions being taken.
- Ask questions and share your feedback directly with the Home's leadership.

Your input helps us continuously improve and ensures transparency in how the Home is managed.

Resident engagement forum

This forum focuses on the social and recreational life of your Home. It is a creative space where your ideas help shape the monthly lifestyle calendar.

We discuss:

- Activities and events that matter most to you.
- New experiences you would like to try.
- Suggestions for celebrations and cultural events.

If you have a passion or hobby you would like to share, this is the perfect place to bring it up.

Food focus forums

These sessions are all about dining.

Share your thoughts on:

- Menus and meal quality.
- Dining experiences and service.
- New ideas for dishes you would like to see.

Your feedback helps us make mealtimes enjoyable for everyone.

Regis Consumer Advisory Body

This group includes residents and family representatives who provide feedback to Regis' Board and senior management. It is an important way to influence the future of aged care at Regis. We welcome members from all backgrounds. If you are interested, an Expression of Interest form is available from your General Manager.



Your rights and responsibilities

Your rights

Aged Care Statement of Rights

As a provider of funded aged care services, Regis operates under the *Aged Care Act 2024*. This Act sets the rules for everything from fees and charges to the quality of care we provide in partnership with you.

A key part of the Act is the Statement of Rights, which is a commitment to every person receiving aged care.

It states your rights to:

- Independence, autonomy, empowerment and freedom of choice.
- Equitable access to care and services.
- Quality and safe funded aged care services.
- Respect for your privacy and information.
- Person-centred communication and the ability to raise issues without reprisal.
- Seek support from advocates and important people and keep your strong social connections.

We are committed to upholding the Statement of Rights in everything we do. This includes confirming all Regis employees have the appropriate qualifications, skills and experience to support you.

The full Statement of Rights is available on the Regis Community web page or a copy can be provided to you on request.

Our guiding principles for your care

We follow the Statement of Principles outlined in the *Aged Care Act 2024*, which guides the way we provide aged care.

The Statement provides for:

- A person-centred aged care system.
- An aged care system that values workers and carers.
- A transparent and sustainable aged care system that represents value for money.
- An aged care system that continues to improve.

Your privacy and personal information

Your privacy is protected by law and under our Privacy Policy. The Privacy Policy outlines the type of personal information we collect and the circumstances under which we use and disclose that information.

Our Privacy Policy is available on our website (regis.com.au) or you can request a copy from reception.

Please let us know if you would like to:

- Access your personal information.
- See our Privacy Policy.
- Ask any questions about privacy.

Access to your information

You have the right to access your information and documents about your care at any time. You can request them from the clinical leadership team or the General Manager of your Home.

In certain circumstances, we may need to verify the identity of your supporters before providing access to your information. This is to confirm your personal information remains private and secure. We may also require you to fill out a Request for Information form.

There may be rare occasions when access to some documents is restricted by law or to protect the rights and privacy of others.

Refundable accommodation deposit disclosure

You have the right to request information about the management of your Refundable Accommodation Deposit at any time. We can provide you with a summary of how deposits have been utilised for permitted purposes, confirmation of our compliance with all relevant financial regulations and a copy of our most recent audited financial statements. This will be provided within seven days of your request.

Your right to support in decision-making

You have the right to make informed decisions about your life and care. We are also committed to a 'supported decision-making' approach. If you need assistance, you can choose someone you trust to support you.

Types of support

You can have more than one person supporting you and there are different ways they can be recognised.

Informal supporters:

You may already have a partner, family member or friend who helps you. They can continue to support you in the same way. You can ask us to work with this person/s to support you, even if they are not formally registered.

Registered Supporters:

A Registered Supporter is a person you formally nominate through My Aged Care.

A Registered Supporter has duties they must follow, including:

- Prioritising your will and preferences.
- Promoting your personal, cultural and social wellbeing.
- Supporting you only as much as you need to make your own decisions.

Registered Supporters can:

- Request, access and receive information.
- Assist you in communicating and making decisions.

Registered Supporters cannot:

- Make decisions for you.

Registered Supporter Lite:

A Supporter Lite can support you in the same ways as a Registered Supporter. However, a Supporter Lite needs your consent each time they request, access or receive information about you. This gives you extra control over your information and who can receive it.

Registered Supporter Guardian:

A Supporter Guardian acts as both a Registered Supporter and your legally authorised Substitute Decision-Maker.

A Supporter Guardian carries all the rights and responsibilities of a Registered Supporter. Their primary duty is to actively help you make your own decisions. They use their additional legal authority as a Substitute Decision-Maker only when you cannot make a decision yourself.

How supporters help you

Your supporters can assist you in many ways, including:

- **Understanding information:** Helping you read and understand important documents, like your Residential Agreement, monthly statements or monthly newsletters.
- **Communicating with us:** Helping you express your views, needs and preferences about your care, services and daily life.
- **Providing feedback:** Assisting you in sharing your feedback, offering suggestions or raising a concern.

Substitute decision-makers

A substitute decision-maker is a person you legally authorise to make decisions for you if you are unable to. This person could be a Guardian or a person holding an Enduring Power of Attorney. You may grant them this authority through a formal legal document under your state or territory's laws.

Please provide us with a copy of these legal documents and register their role on My Aged Care.

If you can no longer make your own decisions and do not have a substitute decision-maker, we will use your previously expressed wishes and values to guide your care. We always refer to your Advance Care Plan if you have one. To protect your rights and best interests, we may also contact an independent advocacy service for support.

Independent advocacy and support

You can use an external advocacy service if you need help expressing your views or raising a concern. The Older Persons Advocacy Network (OPAN) offers free, independent and confidential support.

Our team can help you connect with OPAN at any time.

- **Phone:** 1800 700 600
- **Email:** enquiries@opan.org.au

The Aged Care Code of Conduct

To set the standard for treating all aged care residents with respect and dignity, the Australian Government has an official Aged Care Code of Conduct. This Code applies to all Regis team members and any other workers involved in your care. It outlines the specific standards of behaviour expected from them.

All Regis employees will follow the principles of the Code of Conduct:

- Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Act in a way that treats individuals with dignity and respect, and values their diversity.
- Act with respect for the privacy of individuals.
- Deliver funded aged care services in a safe and competent manner, with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services.
- Deliver funded aged care services free from all forms of violence, discrimination, exploitation, neglect and abuse and sexual misconduct.
- Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct.

Your responsibilities

Respecting our community and each other

We ask that you respect the rights and needs of others in the Home, including other residents, employees and visitors.

This includes:

- Respecting our smoke-free policy.
- Ensuring alcohol consumption does not impact others.
- Dressing appropriately in communal areas.
- Respecting our team's right to a harassment-free workplace.
- Caring for your own health and wellbeing as much as you can.
- Providing us with the information needed to plan your care and claim funding.

Assistance with important documents

Our policy prohibits employees from helping with financial or legal matters, including witnessing personal documents. We can help you find external assistance if required.

Your valuables

If you want to keep items of sentimental value with you, please remember this is a communal living environment and you do so at your own risk. Should you choose to keep valuables with you we recommend that you insure them as our insurance will not cover you for the loss or damage of such items.

Your mobility aids

Please notify us if you use a mobility aid, such as an electric wheelchair or scooter.

It is important we work together so we can:

- Advise whether your aid can be used safely within the Home.
- Ensure the aid is clearly labelled with your name.
- Make sure our employees are educated on its correct care and use.
- Help you keep your device functional and in safe working order.

Some services, such as maintenance or repairs, may incur costs through an external provider. Your Residential Agreement includes a list of funded services, so you know what is covered.

Emergencies and safety

What to do in an emergency

We are committed to ensuring the physical and psychological safety of everyone within our care. Here are the key aspects of our emergency safety measures.

Every Home is equipped with:

- Fire safety equipment.
- Systems to manage emergencies.
- An automatic connection to local fire services.
- Emergency grab folders to be used during an emergency.
- Other equipment that may be required in an emergency.

Maps showing all exits and locations of firefighting equipment are displayed throughout the Home for your safety. We will provide regular updates at Resident and Relatives meetings, covering essential safety matters and emergency procedures. All employees regularly attend fire safety training to ensure they can provide effective assistance in the event of an emergency.

In an emergency situation:

1. **Tell someone** if you discover fire or smoke. Do not attempt to put out a fire, move away and call out for help.
2. **Stay where you are** if it is safe to do so. Move carefully to a nearby loungeroom or open space if needed.
3. **Wait for assistance** and directions from an employee. An employee will keep you updated, call out for help if you are worried.
4. **Remain calm**, help is coming. You will be supported to stay safe and to evacuate if needed.

We appreciate your patience and cooperation during any emergency as we work together for everyone's safety.

Our use of cameras for community safety

We use cameras in some shared areas of our Home to help monitor the safety and security of all residents, visitors and employees. These cameras are only found in public and communal spaces like main entrances, hallways and lounges. There are no cameras in private areas such as your bedroom, bathroom or private consulting rooms.

We use these systems to help keep our community secure, investigate safety incidents and make sure our shared spaces are safe and respectful for everyone.

Audio or visual surveillance must not be used in the Residential Care Home (including in your room) without our prior written permission. Any requests for the use of surveillance will be managed at our discretion, in accordance with our CCTV policy where relevant.

Incidents and open disclosure

We are committed to being open and transparent with you, especially when something goes wrong. While we strive to provide the best care possible, aged care is complex and sometimes incidents occur despite our best efforts.

Our open disclosure process means that if an incident or mistake occurs that affects your care or wellbeing, we will communicate honestly and promptly with you and your supporters (with your consent).

If something goes wrong, we will:

- Inform you as soon as possible.
- Inform your chosen supporter with your consent.
- Explain what happened, how it happened and what it means for you.
- Listen to your concerns and answer your questions.
- Apologise and acknowledge the impact of the incident.
- Outline the steps we are taking to address the issue and prevent it from happening again.
- Include you in the process and keep you informed.
- Be honest, respectful and sensitive in all our communications.
- Support you and your family, providing information and assistance as needed.

In certain circumstances, Regis may be required to report an incident to the Aged Care Quality and Safety Commission under the Serious Incident Response Scheme. Similarly, we may have other reporting obligations, such as to the police.

Open communication is important for your safety and helps us improve our services. Please feel comfortable talking to any of our employees if you have questions or concerns about your experience.

Feedback and complaints

Your feedback plays a vital role in improving our services. Our complaints and feedback system is designed to be fair, transparent and accessible, so that every piece of feedback is addressed promptly and without fear of repercussions.

When you provide feedback or make a complaint our process is to provide:

- **Control over your involvement:** You can choose to work directly with us to resolve your feedback or you can ask us to manage the entire process for you.
- **Clear communication:** We will keep you informed about the progress and outcome, based on the level of involvement you choose.
- **Complete transparency:** Through our Open Disclosure process, we will communicate honestly and promptly with you and, if you wish, your supporters.
- **Respectful treatment:** We will include you, support you and treat you with respect throughout the entire process.
- **Assurance of no impact on your care:** Be assured that providing feedback will not affect the quality of the care and services you receive.

Anonymous Feedback

All feedback can be made anonymously. If you choose this option, we will take appropriate action based on the information you provide. However, please be aware that we will be unable to give you updates or confirm that you are satisfied with the outcome.

How to provide feedback and make a complaint

To provide feedback and make a complaint, you can:

Providing verbal feedback

You can leave feedback with any of our employees.

If you wish to speak with a manager of the Home, you can speak with your General Manager or the Clinical leadership team during business hours.

Through our feedback forms

Written feedback can be provided by completing the feedback forms that are available in every Regis Home. You can include your name or provide feedback anonymously.

Via Regis Advice

If you do not feel comfortable speaking with an employee in your Home, you can call or email Regis Advice:

- **Phone:** 1300 998 100
- **Email:** advice@regis.com.au

Via Shareline

Regis uses Shareline as an independent service for complaints, where a person does not wish to make direct contact with Regis. Please use Shareline if you think there are things we should know but are more comfortable telling someone other than Regis.

Shareline will not share your name or contact details, unless you provide them with consent to do so.

- **Phone:** 1300 987 621
- **Email:** shareline@stoplevel.com.au



Send it to us in writing

You can send a letter to our head office, addressed to:

Executive General Manager of
Strategy and Care Excellence
Level 2, 293 Camberwell Road
Camberwell VIC 3124.

Please include the name of the Home or service the feedback relates to so we can respond appropriately. We will respond as quickly as we can via the methods you have provided to us.

Older Persons Advocacy Network (OPAN)

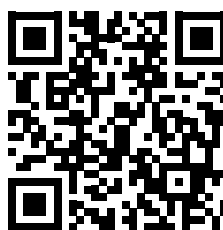
The Older Persons Advocacy Network offers a free advocacy service. They can assist you and your supporters in understanding and exercising your rights and help you have your voice heard on important issues. You can contact them on 1800 700 600. For more information, visit www.opan.org.au.

Contact the Aged Care Complaints Commissioner

You can contact the Aged Care Quality and Safety Commission at 1800 951 822 if you wish to make a general complaint about your experience with Regis, or 1800 844 044 for complaints related to food, nutrition and dining.

Deaf, hearing and vision support

We can arrange video remote interpreters in Auslan, tactile interpreters for deaf and blind people and note-taking services to assist us in communicating with each other. These services will be provided to you free of charge. We also welcome calls through the National Relay Service (NRS). For more information about the NRS, visit their website or contact their Helpdesk on 1800 555 660.



Interpreter support

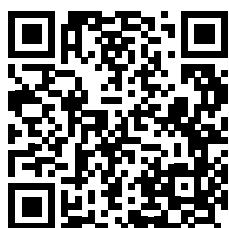
We can arrange a professional interpreter if you or your supporters prefer to provide feedback in a language other than English. You can also submit your written feedback in your preferred language.

Whistleblower protection

The *Aged Care Act 2024* and the *Corporations Act 2001* require us to protect Whistleblowers. If you believe we have not met our care obligations or legal requirements under the *Aged Care Act*, please let us know. Additionally, if you suspect serious misconduct, abuse, neglect or endangerment of a resident, we encourage you to report it. You will be protected from retaliation and your identity will be kept confidential, except in certain legal situations. We aim to ensure a safe and transparent environment where you can raise concerns without fear. You can find our Whistleblower Policy on our website (regis.com.au) or request a copy from your Home's reception team.

To report a whistleblower complaint, contact our independent whistleblower hotline Stopline:

- **Phone:** 1300 30 45 50
- **Email:** regis@stopline.com.au
- **Website:** regis.stoplinereport.com
- **Post:** Regis, c/o Stopline, PO Box 403, Diamond Creek, VIC 3089, Australia



Showing your appreciation

We understand you may want to thank our team for their care and support. To ensure fairness and professionalism, our policy does not allow team members to accept personal gifts or money.

If you would like to show your appreciation, there are several ways to do so:

- **Provide a shared gift:** You are welcome to provide a small and reasonable token that can be shared amongst the team, such as a card or a box of chocolates.
- **Give formal feedback:** A great way to acknowledge an employee is to provide positive feedback about their care through our feedback systems.
- **Nominate for an award:** You can nominate an employee for a Regis Care Award, which is held annually to celebrate outstanding service.

Your gestures of appreciation, whether through a gift, feedback, or an award nomination, make a profound difference to our team.

Moving out of the Home

To help make the process of moving out as smooth as possible, we ask for your help with the following arrangements:

- **Personal belongings:** If you are leaving our ongoing care, please arrange for your personal items to be collected within 48 hours. If you have been staying with us for short-term care, we ask that your room is cleared on the day you leave.
- **Medical belongings:** Our nursing team will coordinate with you to pack and return all your personal medications and medical equipment. Please leave any aids or equipment we supplied during your stay in your room for our team to collect.
- **Transport:** Our administration team can assist with coordinating your transport if required.

Continuing care at your home

If you are transitioning to living at home, Regis may still be able to support you. Our Regis Home Care services are available in many areas across Australia, offering personalised assistance to help you live independently. You are welcome to contact us at any time should your needs change in the future.

Please speak with the General Manager or Admissions team, who can provide more details or a referral.



Our teams

We have a dedicated team working together to provide all the care and services you need, ensuring your Home runs smoothly and safely.

The key roles that you will see around your Home:



General Manager and Assistant Manager:

The General Manager is responsible for all aspects of the Home, including daily operations and culture, as well as the delivery of safe and high-quality care. Supported by an Assistant Manager in larger Homes, they lead the team and manage your feedback to drive continuous improvement. A key part of their role is ensuring the safety of everyone and they are your confidential contact for discussing any compliments, suggestions or concerns, especially those related to a specific employee.

Some questions you could ask them:

- What is on the agenda for the next resident meeting?
- How can I share feedback or a concern about my experience?
- Could you tell me more about the volunteer program?
- What are the current continuous improvement initiatives?
- Could you help me understand my invoice?
- What is your plan for replacing an employee in the event of unplanned leave?



Clinical leadership team:

Our clinical leadership team oversees the overall planning and coordination of your health and medical care. This team consists of a Clinical Care Manager, who in most Homes is supported by a Clinical Care Coordinator. Together, they provide clinical governance and direction to our nurses.

They work to keep your care plan aligned with your changing needs and preferences through the oversight of your medications and regular health reviews. They also coordinate with your GP and Pharmacist, help set up specialist appointments and review clinical trends to continuously improve our services.

Some questions you could ask them:

- Could we talk about my clinical care plan and my current health goals?
- Can you help me arrange an appointment with the podiatrist?
- Can I arrange a meeting with my supporters to discuss my care?
- What are the current incident trends this month?



Nursing team:

Our qualified and experienced nursing team provides and oversees your clinical care. They work closely with you, your supporters and your GP to meet your health needs.

Our nurses are skilled in managing a wide range of complex health requirements. They provide specialised clinical care such as complex wound management, catheter care and the management of chronic health conditions. They also administer specialised medications, including injections, pain relief and any medicines that are not in your pre-packaged sachets. Our nurses also provide palliative and comfort care, where the focus is on ensuring your peace and dignity while honouring your wishes and managing symptoms.

Our nursing team is here to support you as your care needs change.

A Registered Nurse is on-site 24 hours a day, 7 days a week.

Some questions you could ask them:

- Could you explain this new medication to me?
- I am feeling some pain. Could you help me with some relief?
- I am not feeling well today, could you please do a health check?
- I am having trouble swallowing my tablets. Are there other options available?
- Could you help me understand what the doctor said during their last visit?
- Can I discuss my wishes for future care and comfort?



Carers – also called Assistant in Nursing and Personal Care Assistant:

Our carers are at the heart of your daily wellbeing and are often the employees you will see the most.

Beyond assisting with daily personal care like showering, dressing and mobility, they are here to build a strong, trusting relationship with you. They learn your preferences, routines and what makes you comfortable. They are the ones you ask for further assistance. You can discuss anything with them, from a question about an activity to a concern you may have. Our carers are also here to share a story, a laugh and provide companionship.

Some carers have also completed specific training to be certified as medication competent. This means they can assist with your regular, pre-packaged medications.

Some questions you could ask them:

- Could I have some help getting ready for the day?
- I am feeling a bit hungry, could I please have a snack?
- Could I please have an extra blanket for my bed?
- An activity is starting in the lounge room. Can you please help me get there?
- I would like to try to do a bit more for myself today. Can you support me with this?
- I would prefer a shower this afternoon instead of this morning.



Lifestyle team:

Our lifestyle team, led by a Lifestyle Coordinator and supported by Lifestyle Assistants, is dedicated to enriching your daily life. They aim to help you stay connected, engaged and feel part of a community.

The team gets to know you personally to create tailored experiences that reflect your unique interests and passions. They plan and lead a variety of programs, including in-home activities such as exercise and crafts, social outings, special celebrations and intergenerational events with local groups. Your input is vital and the team encourages you to share your ideas to help shape activities you will genuinely enjoy.

Some questions you could ask them:

- What activities are planned for this week?
- How can I sign up for the next social outing?
- Can I share an idea for a new group activity?
- How do you adjust the lifestyle calendar to my cultural needs and interests?



Catering team:

Our Chef Manager, Chefs, Cooks and Food Service Assistants expertly plan, prepare and deliver your daily meals. This includes breakfast, lunch and dinner, as well as freshly made morning and afternoon tea, sandwiches, salads and beverages. All are provided seven days a week, 365 days a year. They also readily accommodate your special dietary needs or meal textures, carefully considering any allergies. They actively seek your feedback to continuously adjust menus to your preferences. This involves managing supply ordering and liaising closely with suppliers for fresh produce. Our practices follow strict food safety plans and comply with food safety standards, ensuring that your food is of high quality and consistently meets the diverse needs of everyone.

Some questions you could ask them:

- What is on the menu for today or the upcoming week?
- How are my dietary needs being met?
- How do you respond to feedback from residents?
- I would really love to see my favourite meal on the menu. Is that possible?



Cleaning and laundry team:

While they often work quietly behind the scenes, our cleaning and laundry team is vital to the daily comfort and safety of our entire Home. Their thorough work keeps your room and all communal areas clean, tidy and free from hazards. They also oversee the large-scale laundry operation, washing, drying, folding and delivering all resident clothing and linen. In all their duties, from delivering the right clothes to the right resident to supplying all the necessary linen for our residents, their work is driven by a deep respect for you and your belongings.

You could ask them:

- How do you wash my clothes?
- What do I do if I have some new clothes that need labelling?
- When is my room due for its weekly detailed cleaning?
- How does the lost property system work and where can I go to check?



Maintenance Officers:

Our Maintenance Officers keep the Home's physical environment safe, clean and functional. They routinely inspect and repair equipment and fittings in shared areas and your room, resolving issues such as trip hazards or broken lights. To keep you safe, they also work with specialist contractors to manage fire safety systems, building compliance and pest control. If you notice anything that needs attention, please let any of our employees know and they will log a maintenance request for you.

You could ask them:

- Can you please fix the broken light in my bathroom?
- Could you please check that my mobility aid is working safely?
- Would it be possible to get some help to safely move a chair in my room?
- How do you know the fire safety system will work if we need it?



Administration team:

The Office Manager and Reception team support the General Manager and are often viewed as their right-hand, focusing on supporting all the other teams that assist you. Using our electronic workforce management system, they coordinate employee rosters, leave and payroll. They also oversee employee compliance and manage employee education. Additionally, they assist with and manage purchasing orders for the Home, ensuring the products needed for daily operations are ordered and delivered on time. The team also provides customer service, answers the phones and directs calls and supports residents' overall admission and discharge processes.

Some questions you could ask them:

- How are the employee rosters planned to ensure a Registered Nurse is always on site?
- What system do you use to ensure all employees have their required training and checks up to date?
- How does the Home ensure enough supplies, like linen, for our needs?



Admissions Coordinator:

Our Admissions Coordinator supports you and your family as you consider your options for entry into aged care. They are your primary contact for initial inquiries, providing comprehensive tours of the Home and offering detailed information about our services and available options. They guide you through the entire admissions process, assisting with all necessary paperwork and liaising with our clinical, finance and other teams for a smooth and welcoming transition into your new home.

Some questions you could ask them:

- What is the process for moving into the Home?
- What Higher Everyday Living Services can I opt into?
- Could you explain the different service and fee options?
- What paperwork do I need to complete before entry?

Club Service Manager:

In Homes where our Club Services are offered, a dedicated Club Service Manager acts as your personal concierge.

Similar to a hotel concierge, this employee coordinates your Club Services, such as booking hair and beauty appointments, assists with everyday queries and delivers an extra level of personalised customer service.

Some questions you could ask them:

- Can you help me book my next hair appointment?
- Can you help me make the most of my services?
- I appreciate the Resident Companion who sees me. Can I provide feedback to recognise them?

What our name badges mean

Donna



0 to 4 years of caring

Cara



Bronze – 10 to 19 years of caring

Emma



Gold – 30+ years of caring

Laura



Omar



Susan



Yuki



Green – 5 to 9 years of caring

Neil



Silver – 20 to 29 years of caring

Glen



Rina



Stars

The use of four stars on an employee name badge represents being a winner or runner up in the Regis Care Awards.



Important contacts

Regis contacts

Regis Advice

- **Phone:** 1300 998 100
- **Email:** advice@regis.com.au

Regis Head Office

- **Phone:** 03 8573 0444
- **Website:** www.regis.com.au

Government and advocacy services

My Aged Care

- **Phone:** 1800 200 422
- **Website:** www.myagedcare.gov.au

Department of Health

- **Phone:** 1800 020 103
- **Website:** www.health.gov.au

Aged Care Quality and Safety Commission

- **Phone:** 1800 951 822
- **Email:** info@agedcarequality.gov.au
- **Website:** www.agedcarequality.gov.au

Older Persons Advocacy Network (OPAN)

- **Phone:** 1800 700 600
- **Open hours:** 8am-8pm Monday to Friday.
- **Website:** www.opan.org.au

NDIS Quality and Safeguards Commission

- **Phone:** 1800 035 544
- **Open hours:** 9:00am to 4:30pm in the NT
9:00am to 5:00pm in the ACT, NSW, QLD, SA, TAS, VIC and WA
- **Website:** www.ndiscommission.gov.au

Health and wellbeing organisations

Arthritis Australia

provides information and support for people with arthritis and other musculoskeletal conditions.

- **Website:** www.arthritisaustralia.com.au
- **Info Line:** 1800 011 041

Cancer Council Australia

provides information, emotional support and practical assistance for people affected by cancer, their families and carers.

- **Website:** www.cancer.org.au
- **Support Line:** 13 11 20

Continence Foundation of Australia

Provides information, support and resources for bladder and bowel health.

- **Website:** www.continence.org.au
- **National Continence Helpline:** 1800 33 00 66

Dementia Australia

Provides support and advocacy for people living with dementia.

- **Website:** www.dementia.org.au
- **National Dementia Helpline:** 1800 100 500

Diabetes Australia

Offers support and advocacy for people affected by all types of diabetes.

- **Website:** www.diabetesaustralia.com.au
- **NDSS Helpline:** 1800 637 700

Hearing Australia

Provides subsidised hearing services to eligible people under the Australian Government Hearing Services Program.

- **Website:** www.hearing.com.au
- **Phone:** 134 432

Lung Foundation Australia

Supports anyone with a lung disease, from research and advocacy to support services.

- **Website:** www.lungfoundation.com.au
- **Information and Support Centre:** 1800 654 301

Parkinson's Australia

The national advocacy body for people living with Parkinson's disease.

- **Website:** www.parkinsons.org.au
- **Info Line:** 1800 644 189

Regis Community page

Visit the Regis Community page to access policies, information guides, helpful videos and other useful resources.

- **Website:** www.regis.com.au/regis-community



Stroke Foundation

Provides information and support for stroke survivors and their families.

- **Website:** www.strokefoundation.org.au
- **StrokeLine:** 1800 787 653

Vision Australia

Supports people who are blind or have low vision to live the life they choose.

- **Website:** www.visionaustralia.org
- **Phone:** 1300 84 74 66

Voluntary Assisted Dying:

For the most up-to-date information and specific local resources, search online for "Voluntary Assisted Dying" and access your government-supported site for each state or territory.

A final welcome

We hope this resident guide has been helpful as you settle in.

Please remember that every member of our team is here to support you. We are here to help if you have a question about your daily routine, want to know more about an activity or just need someone to chat with. Our goal is for you to feel comfortable, safe and respected.

Welcome to our community.



