

*Your Care, Your Way*  
**GUIDE TO THE  
NEW AGED CARE ACT 2025**





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# Introduction

There's been a lot of talk about aged care reform recently. In fact, ever since the Royal Commission into Aged Care Quality and Safety ended in March 2021, successive Governments have been planning to adopt all the Commission's recommendations.

1st November 2025 marks the start of the Aged Care Act 2024 (the Act) which introduces fundamental improvements to the way funded aged care services are delivered across Australia.

Whether you are currently receiving our care and services or you are new to us, this booklet is designed to assist you in understanding those improvements. We also hope that it will demonstrate our compliance with the Act, and more importantly, give you assurance that we are passionate about your care.

There is a lot of information in this booklet to absorb. This booklet is yours to keep and read or dip into and refer to at your leisure. We will continue to update this booklet and advise you when the contents change over time.

As always, we are here to help you understand this information so if you feel you would like to discuss further, please just ask any of our staff, Managers at our residential homes, the Home Care Services Manager, or any member of our Admissions team.

Warm regards,  
Wendy Rocks  
Managing Director





# Statement of Aged Care Rights

The Statement of Aged Care Rights is the foundation of the new Aged Care Act, which is different from the previous Act. This means that your rights have now been enshrined in law. You will receive a copy of the Statement of Aged Care Rights along with this booklet. The Statement of Aged Care Rights will also form part of Agreements for new residents and participants from 1 November 2025.

The Statement of Aged Care Rights:

- explains your rights when accessing funded aged care services
- promotes quality and safe care for people accessing, or seeking to access, funded aged care services.

It is also a reference for our staff so they can ensure they promote your rights when delivering care.

Here is a short summary:

## **INDEPENDENCE, AUTONOMY, EMPOWERMENT AND FREEDOM OF CHOICE**

You have the right to make your own decisions about your care, your belongings, and how you live. You should be supported to make these decisions and have them respected.

## **FAIR ACCESS**

You have the right to a fair and culturally respectful assessment of your care needs. This includes recognition of your background, personal experiences, and cognitive conditions like dementia.

## **SAFETY AND QUALITY**

You have the right to safe, high-quality care that is free from violence, abuse, or neglect. Your identity, culture, and spirituality should be valued and supported by trained staff.

## **RESPECT FOR PRIVACY AND INFORMATION**

Your privacy must be respected and you have the right to access information about the services you receive.

## **COMMUNICATION THAT MEETS YOUR NEEDS**

You have the right to receive information in a way you understand, speak your preferred language, and raise concerns without fear.

## **SUPPORT TO RAISE ISSUES QUICKLY AND FAIRLY**

Where there are issues about your care and services, you have the right to support from us and to complain without fear. You also have the right to receive a quick and fair response to complaints.

## **SUPPORT AND CONNECTION**

You have the right to stay connected with family, friends, pets, and your community. You can also get help from an advocate or support person to understand your rights or make a complaint.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

# The requirement to provide you with information

This is a significant requirement in the Act which is specific about the types of information we must provide you with and support you to understand.

Much of this requirement is not new, however we believe in ensuring you are as informed as possible. If there is any other information you would like to receive, please let us know.

Here is a summary of the information you will be provided. Much of this information is included in more detail in this handbook, or, in a separate policy document.

Please ask any member of our team for help to understand.

## **YOUR RIGHTS**

You must be given a Statement of Rights that explains what you're entitled to. Staff must help you understand these rights. For those admitted on or after 1 November 2025 this will be a schedule in your agreement.

## **INVOICES**

Any bills you receive must be clear and easy to understand. If you find an invoice is confusing or not displayed in a way that is helpful for you, please let us know and we will do our best to improve.

## **GENERAL INFORMATION**

You must be given the following – all of which are included in this booklet:

- A document explaining how to make a complaint or give feedback.

- Information about how your personal details are protected.
- A copy of the Aged Care Code of Conduct.

Help to understand all of the above.

## **ACCESS TO YOUR RECORDS**

You can ask to see the information that Lutheran Aged Care Albury holds about you.

Your Supporter (like a family member who is registered with MyAgedCare or legal guardian) or an Independent Aged Care Advocate can also access your records if you agree. Powers of Attorney and Enduring Guardians can also access your records as granted by the relevant State authorities.

## **INCIDENT MANAGEMENT**

You must be given information about how we handle incidents (like accidents or problems). This must be easy to read and understand.

## **COMPLAINTS AND FEEDBACK**

You must be given a document that explains:

- How to make a complaint or give feedback.
- What happens after you do.
- That you won't be treated unfairly for speaking up.

This document must be available in other languages or formats if needed. Please let us know if you need any information

translated at any time, or if you need support to understand this important process.

### **WHISTLEBLOWER POLICY**

You must be given a copy of Lutheran Aged Care Albury's whistleblower policy. It must be easy to understand and available in other formats if needed. Please let us know if you need this information translated at any time.

### **MONTHLY REMINDERS**

Every month, we must remind you that:

- You are welcome to give feedback or make complaints.
- You can report concerns (whistleblowing).

We will include these reminders in monthly statements and other periodic newsletters.

### **CONSUMER ADVISORY BODY**

You and your supporter or legal guardian must be offered a chance to join or help set up a group that gives feedback on care quality, at least once a year.

Keep an eye out for this communication which is a terrific opportunity to participate in ongoing improvements to our care and services.

### **LEAVING THE CARE HOME**

You must be told when and why you might be asked to leave the care home, and we must help you to understand this. Don't be alarmed – this is extremely rare

and your security of tenure is also part of the Act.

### **REFUNDABLE DEPOSITS**

If you've paid a deposit:

- You must be given clear information about how your money is used.
- You can ask for this information at any time and we must provide it to you within 7 days.

You'll also receive a yearly statement about your deposit.

### **FINANCIAL REPORTS**

You can ask for a copy of Lutheran Aged Care Albury's latest financial report at any time.

Copies of our annual report are usually produced in November each year and will be available for you to review.

# Your Privacy and Personal Information

The new Aged Care Act 2024 introduces some new requirements in addition to our existing obligations to protect your privacy and personal information.

In this section we include our Privacy Statement as a summary of how we collect and use your private information. Our full Privacy Policy is available upon request.

## PRIVACY STATEMENT

### COLLECTION OF INFORMATION

We collect personal information about individuals directly from the individual or their legal representative. We will only collect information for a purpose that relates directly to our functions and activities as a registered provider of aged care. We understand that you may not want to provide information to us. The information we request of you is relevant to providing you with the care and services you need. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the care and services you need.

### USE AND DISCLOSURE

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an aged care provider or otherwise permitted at

law. The types of entities we commonly disclose to are:

- Third party service providers
- Government entities
- Healthcare providers.

### ACCESS AND CORRECTION OF INFORMATION

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

### OVERSEAS RECIPIENTS

We will not disclose your information to overseas recipients. If we do, we will take all steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

### MAKING A COMPLAINT

If you wish to make a complaint about the way we have managed your personal information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:



### Use our portal

Scan the code below to submit your feedback



### Talk to us in person

Speak to the any of our staff or the manager in your area



### Talk to us by phone

Call us on 02 60604000 and ask to speak with the manager on site



### Use a feedback form

Complete a form and drop it in the feedback box at any of our locations



### Send us a letter

Addressed to:  
The Facility Manager;  
or  
The Home Care Services Manager

at 10 Somerset Drive  
Albury NSW 2640



### Send us an email

Addressed to:  
The Facility Manager;  
or  
The Home Care Services Manager

at [info@lacialbury.com](mailto:info@lacialbury.com)

# Records Retention

This section explains how we must create and keep important records to meet legal and quality standards. These records help ensure safe, respectful, and high-quality care. We will retain relevant information relating to your care and the services we provide.

## WHY RECORDS ARE IMPORTANT

Records help:

- Track your vaccinations, care plans, and feedback
- Ensure staff are properly trained and screened
- Monitor the quality of care we give you
- Keep your financial and legal information accurate.

## WHAT KIND OF RECORDS ARE KEPT

Examples include:

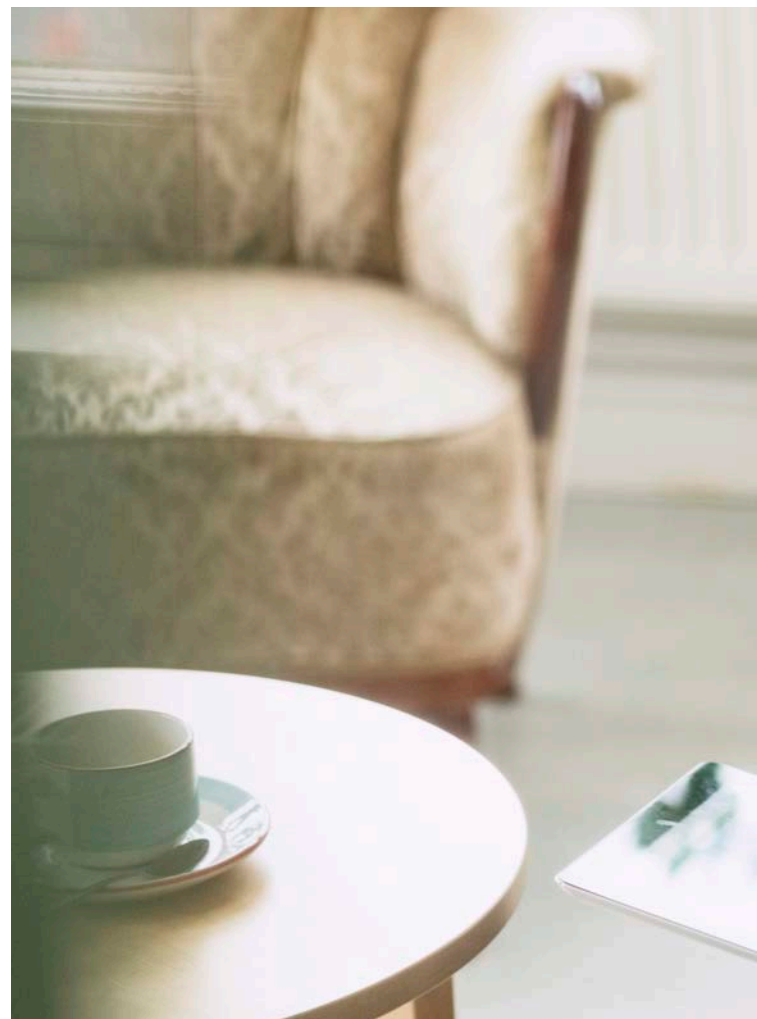
- Vaccination records (flu and COVID-19)
- Care plans and medical notes
- Complaints and feedback and how they were resolved
- Financial reports and service agreements
- Staff qualifications and police checks
- Incident reports (e.g., falls or injuries)
- Meeting notes from advisory groups.

## HOW LONG RECORDS ARE KEPT

We must retain records for at least 7 years from the time they are made or received.

## YOUR PRIVACY

All records are kept securely and in line with privacy laws. Only authorised people can access them.





# Fees & Charges

## – Residential Care

In this section, we provide a summary of fees and charges which **may apply in your circumstances**.

### **RESIDENTS (BEFORE 1 NOVEMBER 2025)**

If you were an existing resident in one of our Residential Homes prior to 1 November 2025, you will be no worse off and will not pay more than you would have under the previous Aged Care Act.

Your existing arrangements with us will continue unchanged.

If you wish to discuss this in more detail, please contact our Admissions Team.

### **RESIDENTS (ON OR AFTER 1 NOVEMBER 2025)**

If you are a new resident of one of our Residential Homes and were admitted on 1 November 2025 or after, your fees and charges will be determined by the new Aged Care Act 2024 and related Rules regarding fee structures and payment methods.

Each individual is different and therefore, different agreements will be reached with you during the pre-admission stage based on your specific circumstances. A copy of our ***Fees and Charges Policy*** will be provided to you along with your Agreement.

In summary, the following fees and charges **may** apply:

- Short-term care (respite) – you may be charged:
  - A Resident Respite Fee (usually 85% of the basic age pension per day).
  - A booking fee if you reserve a place in advance.
- Ongoing (permanent) care - you may need to pay:
  - Resident Contribution - Basic Daily Fee (for daily living costs, 85% of the full single age pension).
  - Accommodation Payment or Contribution (for your room, depending on your means) as advised by Services Australia.
  - Hotelling Contribution as advised by Services Australia.
  - Non-clinical Care Contribution as advised by Services Australia.
  - Extra or Additional Service Fees (for extra services, if you choose them).

### **HOW YOU PAY FOR ACCOMMODATION:**

You can choose to pay as:

- a lump sum Refundable Accommodation Deposit (RAD)
- daily payment, or
- a combination of both.

There are rules to make sure you are left with enough money after paying a

deposit and this will be discussed with you during the pre-admission stage. If you leave or pass away, any refundable deposit (minus any agreed deductions) will be returned to your estate, or transferred as per your instructions.

Also,

- All fees and charges must follow the Aged Care Act and government rules.
- You will never be charged more than the maximum allowed by law.
- If you are overcharged, you will receive a refund.
- If you have financial hardship, you may be eligible for a Fee Reduction Supplement. For financial hardship you need to apply through Services Australia.

In relation to fees and charges, you have the right to:

- Be told about all fees and charges before you agree to them.
- Be informed of any changes to fees.
- Ask questions and get clear answers about what you are paying for.
- Receive refunds for any overpayments or unused services.
- Appeal or complain if you think you have been charged incorrectly.

We are here to help you understand fees and charges. Please speak with our Admissions team at any time if you would like to understand more.

# Fees & Charges

## – Support at Home

Under the Support at Home program, Lutheran Aged Care Albury delivers services based on your assessed needs. The government provides funding, and you may be required to contribute to the cost of some services depending on your financial situation.

### SERVICE RATES AND INCLUSIONS

At Lutheran Aged Care Albury, our service rates are designed to be fair, transparent, and inclusive. Each rate includes:

- Labour costs
- Package management
- Administration
- Travel
- Care management
- A reasonable margin

These costs are bundled into a single unit price for each service. From 1 July 2026, all prices will be subject to government-set price caps.

### CARE MANAGEMENT

- Care management is funded at 10% of the government subsidy.
- This covers support from your Care Partner, who helps coordinate services and ensures they meet your needs.
- You do not pay a contribution for care management—it is fully funded by the government.

### PARTICIPANT CONTRIBUTIONS

You may be asked to contribute to the cost of some services. Contributions are based on your income and assets and are only charged for services you receive.

### PARTICIPANT CONTRIBUTIONS (TABLE)

Consumer Type	Clinical Care (e.g. nursing)	Independence Support (e.g. personal care)	Everyday Living (e.g. cleaning)
Full Pensioner	0%	5%	17.5%
Part Pensioner / Seniors Health Card	0%	5–50%	17.5–80%
Self-Funded Retiree	0%	50%	80%

**Important:** Lutheran Aged Care Albury does not set your contribution percentages. These are determined by Services Australia using the Age Pension means test and are provided directly to us.



**NOTE:**

- Clinical care is free for all participants.
- Contribution rates vary depending on your financial situation and the type of service.

A no worse off principle will apply to contributions arrangements for people who, on 12 September 2024, were either receiving a package, on the National Priority System, or assessed as eligible for a package. These participants will be no worse off because of the reforms: they make the same contributions, or lower, than they would have had under Home Care arrangements.

# **RAD / RAC Refunds Policy**

## **– Residential Care**

This section explains how and when your refundable accommodation deposit (RAD) or refundable accommodation contribution (RAC) will be refunded when you leave a residential aged care home, either because you move out or pass away.

You may have agreed to pay a RAD / RAC when entering one of our Residential Homes. If so, this will be included in your agreement. If you need assistance at any time to understand your RAD / RAC arrangements, please contact our Admissions team.

Here is a short summary of our Refundable Accommodation Deposit / Refundable Accommodation Contribution Policy. Please let us know if you have any questions or if you would like to see the full policy.

### **WHAT IS A RAD?**

- A RAD is a lump sum you may have paid when entering a residential aged care home.
- It helps cover the cost of your accommodation.
- The RAD is refundable, minus any agreed deductions.
- It can be paid at any time from the date of entry either in full or payments.

### **WHAT IS A RAC?**

- A RAC is a lump sum equivalent of the daily accommodation contribution (DAC) you may have been advised to pay by Services Australia - this may vary whilst in residential care.
- It helps cover the cost of your accommodation.
- The RAC is refundable, minus any agreed deductions.
- It can be paid at any time from the date of entry either in full or payments.

### **WHEN WILL YOUR RAD / RAC BE REFUNDED?**

Your RAD / RAC will be refunded when:

- Services Australia advises a reduced DAC and the equivalent RAC is less than has been paid.
- You leave the aged care home permanently.
- You pass away.

### **WHO GETS THE REFUND?**

- If your DAC equivalent is less than the RAC paid as advised by Services Australia, or you move out, the refund goes to you.
- If you pass away, the refund goes to your estate within 14 days of the grant of probate.

## HOW LONG DOES THE REFUND TAKE?

The refund must be made within 14 days of:

- Being provided a death certificate and grant of probate (legal proof of who is managing your estate).
- Being shown other acceptable evidence if probate is not required.
- You notifying the provider of your move (if applicable).

## WHAT IS DEDUCTED FROM THE RAD/RAC?

Your refund may be reduced by:

- Daily care fees (if you chose to have them deducted from your RAD / RAC).
- Retention amounts (if allowed under law applicable to the RAD).
- Any other agreed deductions.
- Interest may be added depending on when the refund is made.

## WHAT IF THERE'S NO WILL OR PROBATE?

We will usually wait for official documents before refunding. In some cases, we may refund earlier if:

- The amount is small.
- The executor provides certified documents and signs a legal declaration i.e. Deed of Release and Indemnity.
- The provider is confident the refund is

going to the right person.

## CAN YOU ASK FOR YOUR RAD BACK WHILE STILL LIVING IN CARE?

Yes, you can, however the decision to refund will vary from individual to individual and must be considered carefully. In the event of such a request, we must consider:

- Whether you can still afford your care.
- Whether you're being pressured (e.g. financial abuse).
- Whether you understand the financial impact of the request.

Lastly, and importantly, our role is to ensure that your money is protected and that we follow your wishes.

If you or your family have questions, you can speak to our Admissions team for assistance.

# Decision Making & Supporters

This section explains how decisions are made about your care, who can help you make decisions, and what happens if you're unable to make decisions yourself.

You have the right to make your own decisions:

- Everyone is presumed to have the ability (called "capacity") to make their own decisions.
- Staff must always speak to you first and support you to make your own choices.
- If you need help, you can have a Supporter or a Substitute Decision Maker.

## WHAT IS A SUPPORTER?

- A Supporter is someone you choose to help you understand information and make decisions.
- They are registered on MyAgedCare.
- They can:
  - Help you get information.
  - Help you communicate your choices.
  - Help you do things (but not make decisions for you).
- A Supporter must act honestly and in your best interests.
- If they misuse their role, it is considered an offence.

## WHAT IS A SUBSTITUTE DECISION MAKER?

- If you are unable to make a decision, a Substitute Decision Maker can make decisions for you.
- They must be legally appointed (e.g. through a power of attorney, guardianship, or a tribunal).
- They must follow your wishes, values, and goals as much as possible.
- There are different types of Substitute Decision Makers depending on the decision (health, financial, lifestyle, or restrictive practices).

## HOW DO WE KNOW IF SOMEONE HAS DECISION-MAKING CAPACITY?

You have capacity if you can:

- Understand the decision.
- Make the decision freely.
- Communicate your decision in any way.
- Important:
  - Capacity can change over time.
  - You can make your own decisions even if others disagree.
  - Age, illness, or disability does not mean you lack capacity.

## HEALTH AND MEDICAL DECISIONS

- You must give informed consent before receiving new treatments or services.
- If you can't give consent, a legally appointed person must do it for you.
- In emergencies, treatment may be given without consent, but only temporarily.

## FINANCIAL DECISIONS

- If you can't manage your finances, a legally appointed person (like an attorney or administrator) can do it for you.
- This must follow state laws and be in your best interests.

## RESTRICTIVE PRACTICES

These are actions that limit your movement or behaviour, such as:

- Physical restraint.
- Medication used to control behaviour.
- Locked doors or seclusion.
- Important:
  - o These practices may only be used when absolutely necessary and as a last resort.
  - o Consent must be given by a legally appointed person.
  - o If used in an emergency, your substitute decision maker must be told as soon as possible.

## WHAT OUR AGED CARE STAFF CAN AND CANNOT DO

- Our staff can:
  - o Support you to make decisions.
  - o Help you understand your options.
- Staff cannot:
  - o Make decisions for you (except very minor ones).
  - o Sign documents for you.
  - o Act as your Supporter or Substitute Decision Maker.

## IF YOU'RE UNSURE WHO CAN MAKE A DECISION FOR YOU

- Staff will check your situation and refer to the correct laws.
- If needed, they will contact a manager or legal advisor.
- You have the right to make your own decisions.
- Help is available if you need it.
- Legal protections are in place to make sure decisions are made respectfully and safely.

# Providing Feedback

In this section we provide information about two important types of feedback – everyday feedback such as a compliment or a complaint and the type of complaint which will afford you certain protections under law. This second type of complaint is called ‘whistleblowing’.

## COMPLAINTS AND FEEDBACK

This section describes how you can give feedback or make a complaint about your care and what will occur if you do.

You have the right to speak up:

- You can give feedback or make a complaint at any time, about anything to do with your care or services.
- You can do this yourself, or someone can do it for you (like a family member or supporter).
- You can also give feedback or make a complaint anonymously if you wish.

## How to give feedback or make a complaint

- Speak to any staff member in person.
- Use the feedback forms and boxes at the care home.
- Call the main office (02) 6060 4000.

- Send an email to [info@lacalbury.com](mailto:info@lacalbury.com).
- Write a letter to the Facility Manager or Home Care Services Manager.
- Use the online portal by scanning the code provided below.

## What happens after you make a complaint or give feedback?

- Your complaint or feedback will be acknowledged within two business days (if you provide your contact details).
- Staff will listen to your concerns and involve you in finding a solution.
- You will be kept informed about what is being done and the outcome.
- If you are not happy with the result, you can take your complaint further (see below).

## You will not be punished for speaking up

- We welcome feedback and we use this information to help us improve!
- You will not be treated any differently or lose services because you made a complaint or gave feedback.
- Staff are trained to handle complaints fairly and respectfully. If at any time



**Online Portal Link**  
(Scan code for access)

you feel this is not the case, please speak with the Manager at your site, or the Managing Director.

### **Help is available**

- You can ask for an advocate (someone independent to help you).
- Interpreters and translation services are available if you need them.
- If you have hearing or speech difficulties, you can use the National Relay Service.

### **You can also contact the Aged Care Quality and Safety Commission**

If you are not satisfied with how your complaint was handled, you can contact the Commission:

- Online: [www.agedcarequality.gov.au/making-complaint/lodge-complaint](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)
- Phone: 1800 951 822 (free call)
- Mail: GPO Box 9819, Your capital city

### **What happens with complaints and feedback?**

- All complaints and feedback are recorded and reviewed.
- The information is used to improve the quality of care and services.
- Regular updates are given to residents, participants, families, our managers and board of directors, and our staff about improvements made .

### **Your privacy is respected**

- Your information will be kept

confidential unless the law requires otherwise.

## **WHISTLEBLOWING**

This section explains how you (or anyone involved with the aged care service) can safely report serious concerns, and what protections you have if you do.

### **What is a whistleblower?**

A whistleblower is someone who reports serious wrongdoing, such as:

- Breaking the law or rules.
- Unsafe or unethical behaviour.
- Danger to people's health or safety.
- Serious misuse of money or resources.

### **Who can make a report?**

- Any staff member, volunteer, resident, family member, or supporter.
- Anyone who becomes aware of something wrong happening in the aged care service.

### **How can you make a report?**

- You can report your concerns to:
  - A manager, board member, or the Human Resources Manager.
  - The Aged Care Quality and Safety Commission.
  - The Department of Health.
  - The police.
  - An independent aged care advocate.
- You can make your report in person, in writing, or anonymously.

### **What happens after you make a report?**

- Your report will be taken seriously and investigated.
- Your identity will be kept confidential (private), unless you agree otherwise or the law requires it.
- You will be kept informed about what is happening, if possible.

### **What protections do you have?**

- You cannot be punished, threatened, or treated badly for making a report, “victimisation” is not allowed.
- You are protected from being sued or losing your place in care just for making a report.
- If you want to remain anonymous, the service will do its best to protect your identity.

### **What if you see or experience victimisation?**

- If you or someone else is treated badly for making a report, you should tell the Human Resources Manager (Whistleblower Reporting Manager) straight away.
- Anyone who victimises a whistleblower may face disciplinary action or legal penalties.

### **What if you don't want to use the usual complaints process?**

- If you don't feel comfortable using the normal complaints or feedback system, you can use the whistleblower process instead.
- You can also choose to have your report handled as a regular complaint if you prefer.

### **How is your information kept safe?**

- All reports and investigations are kept secure and only shared with people who need to know.
- Your information will not be shared with others unless required by law or you give permission.

### **IN SUMMARY**

- Reporting wrongdoing helps keep everyone safe and ensures our care and services are appropriate and fair.
- You are encouraged to speak up if you see something wrong.
- You will be protected and supported if you do.
- Your privacy and safety are important.



# Consumer Advisory Body

Our consumer advisory body provides us with valuable feedback about the quality of care and services we deliver. To date, many successful improvements to the way we do things have been implemented as a result of this essential body.

The consumer advisory body is for individuals receiving funded aged care services – i.e. residents in a residential care home or participants receiving Support at Home services. Our staff (including managers) and advocates cannot join as consumer advisory body members.

However, a manager or staff member, or an advocate may attend a meeting to address a specific topic and / or discuss your rights.

Membership is completely voluntary. Once a year, we will write to you to provide an opportunity to join our consumer advisory body, review existing arrangements, or form an additional advisory body if you wish.

By joining, you can share your concerns, feedback and ideas which we will consider when making decisions to improve our care and services.



# Taking Leave

## – Residential Care

This section explains your rights and what happens if you need to be away from your residential home for any reason.

### TYPES OF LEAVE YOU CAN TAKE

- **Emergency Leave:**

If there's an emergency (like a natural disaster), you can be away from the home and it will count as approved leave.

- **Hospital Leave:**

If you need to go to hospital for treatment, your place in the care home is kept for you.

- **Hospital Transition Leave:**

If you are moving between hospital and the care home, special leave applies.

- **Extended Hospital Leave:**

If you are in hospital for 30 days or more, this is called extended hospital leave.

- **Social Leave:**

You can be away from the care home for personal reasons (like visiting family or going on holiday) for up to 52 days per financial year.

### HOW LEAVE WORKS

- The day you leave counts as a leave day, no matter what time you leave.
- The day you return does not count as a leave day.

- Short absences that don't include an overnight stay are not counted as leave.

### WHAT IF YOU GO OVER YOUR LEAVE?

- If you use more than 52 days of social leave in a year, you may need to pay a Bed Reservation Fee to keep your room.
- If you are away for 7 days or more for reasons not covered by the leave types above, your service agreement may be ended (you may lose your place).
- We will notify you before your social leave allocation has been reached.

### BED RESERVATION FEE

- If you have used all your social leave days and want to keep your room while away, you may be charged a daily fee to reserve your bed.

### WHAT HAPPENS TO YOUR FEES WHILE ON LEAVE?

- In line with the Aged Care Act, your usual daily contributions will apply for days you are on approved leave.

### HOW TO REQUEST LEAVE

- Let the home manager know if you want to take social leave.
- The Admissions Team will tell you how many days of social leave you have left.
- If you are close to using all your leave, The Admissions Team will discuss your options with you.

## **RECORDING LEAVE**

- All leave is recorded in your care record.
- The Admissions Team keep track of your leave days and any fees that may apply.

## **IN SUMMARY:**

- You have the right to take leave for hospital, emergencies, or personal reasons.
- There are limits on social leave (52 days per year).
- Fees continue whilst you are on leave.
- The Admissions Team are there to help you understand and manage your leave.



# Visitors

This section contains information about your rights to have visitors and what is expected of visitors when they come to the residential home or when care is being provided in your own home.

## Your Right to Visitors

- You have the right to stay connected with family, friends, and other important people in your life.
- Visitors are encouraged and welcome at the care home and when you receive care at home.
- You can also have visits from advocates, volunteers, and legal advisors if you wish.

## Who Can Visit?

- Family, friends, and supporters.
- Independent aged care advocates and volunteer visitors.
- Legal advisors or anyone you choose to support you.

## How Visits Work

- You can have visitors at any time you choose, including outside of Reception hours.
- Visits can be in person, by video call, or other ways if you prefer.
- If you are unable to ask for a visit (for example, due to illness), advocates and volunteers can still visit to provide support.

## VISITOR RESPONSIBILITIES

### Visitors must:

- Treat everyone (residents, staff, and other visitors) with respect.
- Follow safety instructions and use any safety equipment provided.
- Not bring in dangerous or prohibited items (like weapons or illegal drugs).
- Not threaten, harass, or intimidate anyone.
- Report any accidents or safety concerns to staff.
- Follow instructions during emergencies (like fire drills).

### When Can Entry Be Refused?

- The care home can refuse entry or ask a visitor to leave if they:
  - Are violent, under the influence of alcohol or drugs, and/or behaving badly.
  - Refuse to follow safety or infection control rules.
  - Bring in prohibited items.
  - Do not follow reasonable instructions from staff.

### Privacy and Safety

- CCTV cameras may be used in common areas for safety.
- Visitors are responsible for their own belongings and vehicles while on site.

## Visits in Your Own Home

- When care is provided in your home, visitors should also treat staff and you with respect and follow safety instructions.

## Support for Visits

- The care home will help arrange visits, including video calls if needed.
- Codes of conduct for visitors are displayed and provided to help everyone understand what's expected.

## In summary:

- You are encouraged to have visitors and stay connected.
- Visitors must act respectfully and safely.
- The care home will support your right to visits while keeping everyone safe.



# Incident Management

In this section we provide you with a summary of what happens if something goes wrong in your care (an accident or incident), how this will be managed and how you will be protected.

## WHAT IS AN “INCIDENT”?

An incident is anything that happens (or is suspected to have happened) that causes harm or could have caused harm to you or someone else.

Examples include:

- Accidents or injuries
- Mistreatment or abuse
- Unexpected death
- Stealing or financial abuse
- Neglect
- Unexplained absence (someone missing)
- Use of force or restrictive practices

## WHAT IS A “REPORTABLE INCIDENT”?

Some incidents are so serious they must be reported to the Aged Care Quality and Safety Commission. These include:

- Unreasonable use of force (e.g. hitting, pushing)
- Unlawful or inappropriate sexual contact
- Psychological or emotional abuse (e.g. bullying, threats)

- Unexpected death
- Stealing or financial coercion
- Neglect
- Unexplained absence

## WHAT HAPPENS IF AN INCIDENT OCCURS?

- **Immediate action:** Staff will make sure everyone is safe and provide any needed care or support.
- **Reporting:** Staff must report serious incidents quickly—some within 24 hours.
- **Investigation:** The incident will be investigated to find out what happened and how to prevent it in the future.
- **Support:** You and your family/ supporters will be kept informed and involved as appropriate.
- **No punishment:** You will not be treated badly for reporting an incident or concern.

## HOW ARE INCIDENTS RECORDED AND REVIEWED?

- All incidents are recorded in a secure system.
- Records are kept for at least 7 years.
- We review incidents regularly to look for patterns and improve care.

## **WHO IS RESPONSIBLE?**

- All staff are trained to recognise, report, and respond to incidents.
- Managers oversee investigations and make sure the right steps are taken.
- The policy is reviewed every year and updated as needed.

## **WHAT IF YOU NEED HELP OR WANT TO KNOW MORE?**

- You can ask for a copy of this policy in a format you understand.
- You can ask for help from an advocate, family member, or supporter.
- If you have concerns, you can contact the Aged Care Quality and Safety Commission.

## **IN SUMMARY:**

- Your safety and wellbeing are our top priority.
- All incidents are taken seriously and managed properly.
- You are protected and supported if something goes wrong.

# Security of Tenure

## RESIDENTIAL CARE

This section explains your rights to stay in your residential home unless there is a very good reason for you to leave. We will not ask you to leave unless certain rules are followed and you are given proper notice.

### When Can You Be Asked to Leave?

You can only be asked to leave if:

- The residential home is closing.
- The residential home can no longer meet your care needs (this must be assessed by health professionals).
- You no longer need residential care (as assessed by an approved assessor).
- You have not paid your agreed fees for more than 42 days (and it's within your control).
- You have seriously damaged property or caused serious injury to staff or other residents.
- You are away from the home for more than 7 days (not including approved leave like hospital or social leave).

Before you are asked to leave:

- We must find you suitable alternative accommodation.
- Your needs must be properly assessed.
- You must be given at least 14 days'

written notice, with reasons and information about your rights and how to get help.

### Moving Rooms Within the Residential Home

You can only be moved to another room if:

- You request or agree to the move.
- It's needed for medical reasons (with proper assessment).
- Repairs or emergencies require it.
- There are safety concerns (e.g. repeated violence).
- If the move is not voluntary, we must give you written notice and your fees will not increase.

### Your Rights and Support

- You have the right to be involved in decisions about your care and accommodation.
- You can access complaints and advocacy services if you disagree with a decision.
- The care home must help you with the move and refund any fees or deposits as required.

### Continuity of Care

- If you move to another provider, your records will be transferred to ensure

your care continues smoothly.

- A plan will be made to help you move and settle in.

### **In summary:**

- You cannot be asked to leave or moved from your room without a good reason, proper assessment, and notice.
- Your rights and wellbeing are protected by law.
- Help is available if you need support or want to challenge a decision.

## **SUPPORT AT HOME**

### **Your Right to Ongoing Services**

- You have the right to continue receiving home care services unless there is a valid reason for them to stop.
- We cannot stop your services without following the proper process and giving you notice.

### **When Can Home Care Services Be Stopped?**

Your home care services can only be stopped if:

- Your needs change and you no longer need the services, or your needs can be better met by another type of care (as assessed by a professional).

- We cannot safely care for you at home with the resources available.
- You have not paid your agreed fees (and it's within your control), and you haven't made other arrangements.
- You have seriously harmed staff or others, or made it unsafe for staff to provide care.
- You choose to move to an area where the provider does not offer services, or you tell the provider in writing that you no longer want their services.

### **What Happens If Services Are Stopped?**

- You must be given at least 14 days' written notice explaining the decision, the reasons, and your rights (including how to make a complaint or get help from an advocate).
- If your behaviour changes and we agree to continue services, you will get a second written notice confirming your services will not stop.
- If you have any unspent funds (money not yet used for your care), you will be told what happens to those funds.

### **Transferring to a New Provider**

- If you start services with a new provider within 60 days, your account information will be shared with the

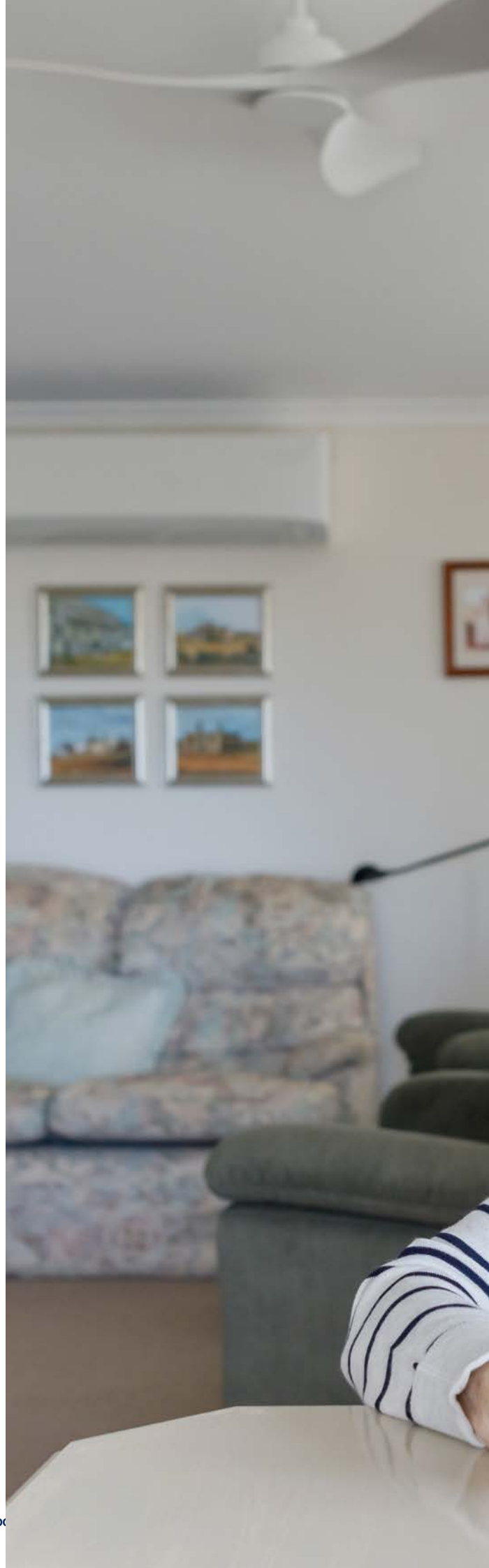
new provider to help your care continue smoothly.

### **Your Rights and Support**

- You have the right to be involved in decisions about your care.
- You can access complaints and advocacy services if you disagree with a decision.
- The provider must help you understand your rights and the process.

### **In summary:**

- Your home care services cannot be stopped without a good reason, proper assessment, and notice.
- Your rights and wellbeing are protected by law.
- Help is available if you need support or want to challenge a decision.







# Information about your Services

You must be given all the details about what care and services you will get, who will provide them, how your needs will be checked, and how you can ask for changes or help. This information must be clear, honest, and easy to understand.

## **WHAT SERVICES YOU WILL RECEIVE**

What is included:

The types of care and support you will get (e.g. help with meals, cleaning, personal care, nursing, social activities).

Any extra or optional services you can choose (and what they cost).

Any services or supports that are not covered, so you know what to expect.

## **WHO WILL PROVIDE YOUR CARE**

The names or roles of the people or organisations who will be helping you.

How to contact them if you have questions or concerns.

## **HOW YOUR NEEDS WILL BE ASSESSED**

How your care needs will be checked when you start and reviewed over time.

How you can ask for your care plan to be updated if your needs change.

## **YOUR CARE PLAN**

You must be involved in developing your care plan.

The plan should be explained to you in a way you understand.

You can have a family member, friend, or advocate help you with this.

## **HOW TO ACCESS CULTURALLY SAFE AND INCLUSIVE CARE**

If you have specific cultural, spiritual, or language needs, you should be told how these will be respected and supported.

# How LAC complies with the new Act

Lutheran Aged Care Albury takes its compliance obligations very seriously which is why we have prepared this booklet for you. As a registered provider of aged care services, our obligations are numerous but here are a few of the most important:

## **QUALITY AND SAFETY ADVISORY BOARD**

### **What Is the Quality and Safety Advisory Board?**

It's a group of staff, residents and participants who help us make sure your care is safe, respectful, and high quality.

### **What They Do**

- Give advice to our Board of Directors about how to improve care.
- Make sure your rights and wellbeing are protected.
- Listen to feedback from residents and families.
- Support better training and standards for staff.
- Monitor incidents and related concerns.

### **Why It Matters to You**

This board helps make sure that your care and services are always improving — so you can feel confident in the care you receive.

## **AGED CARE CODE OF CONDUCT - WHAT IT MEANS FOR YOU**

As a registered aged care provider our staff must:

- Treat you with respect and dignity.
- Listen to your choices and support your decisions.
- Keep your personal information private.
- Give you safe and skilled care.
- Be honest and clear in communication.
- Act fairly and without discrimination.
- Speak up about any risks or problems.
- Always put your wellbeing first.

## **BANNING ORDERS - WHAT IT MEANS FOR YOU**

A banning order is a rule that stops someone from working in aged care they have had a record of wrong doing or poor care delivery.

### **Why It Matters to You**

It helps protect you by making sure:

Only safe and trustworthy people work in aged care.

- Anyone who has broken the rules, harmed someone, or is not suitable can be banned.
- The ban can be temporary or permanent.

## Who Can Be Banned?

- Aged care workers.
- Managers or responsible persons.
- Even people who have never worked in aged care but try to get involved.

## How You're Protected

The government keeps a Register of Banning Orders so providers can check and make sure no banned person is working with you.

## WORKER SCREENING

### What Is Worker Screening?

Worker screening is a safety check to make sure that only safe and trustworthy people work in aged care.

### What It Means for You

As a registered provider of aged care services, Lutheran Aged Care Albury must:

- Check that all staff have a clear police record or an NDIS clearance.
- Make sure staff have not committed serious crimes.
- Keep records to show staff are qualified and safe.
- Supervise new staff until their checks are complete.

### Why It's Important

This helps protect you from harm and ensures that everyone caring for you is safe, honest, and properly trained.

## RESPONSIBLE PERSONS

### Who Are Responsible Persons?

Responsible Persons are the leaders and managers of aged care services — like directors, executives, and senior staff — who make important decisions about how care is delivered.

### What They Must Do

Under the law, they must:

- Make sure your care is safe, respectful, and high quality.
- Listen to feedback and fix problems quickly.
- Train staff properly and check they are suitable to work in aged care.
- Follow rules about privacy, safety, and complaints.
- Be accountable if something goes wrong.

### Why It Matters to You

This helps ensure that the people in charge are doing the right thing, so you receive the best possible care and support.

# Questions or Queries

If you have any questions regarding the information in this booklet, please just ask. We also welcome your feedback about this booklet to any of our managers or a member of the Admissions Team.

We will publish frequently asked questions and answers on our website over time. We will also continue to develop this booklet if information changes or new information needs to be included.



