



# **PINAROO INJUNE** **RETIREMENT VILLAGE** **Resident Handbook**



***Putting You First***

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# Pinaroo Injune

## Retirement Village

*Pinaroo Injune Retirement Village will be acknowledged for promoting well-being and enhancing excellence in Care by fostering individual lifestyle choices.*

Pinaroo Injune Retirement Village exists to provide the freedom to live what life has to offer. We offer security and independence within a great village community, and with general day to day maintenance taken care of, everyone has more time to enjoy what life has to offer.

### **Objectives:**

- To provide as homelike environment as possible
- To enable resident to maintain their freedom and independence
- To afford the highest degree of dignity possible and privacy to every resident
- To provide home cooked nutritional menu
- To provide clean comfortable rooms
- To enable the resident to exercise freedom of choice
- To provide an innovative, varied program of activities to enrich the lives of the resident
- To provide a safe, well maintained environment for residents

### **Philosophy:**

- We believe that Pinaroo Injune Retirement Village should be home where resident, staff and relatives can relate to each other as members of a caring community.
- We believe that residents should be shown dignity and respect.
- We believe that staff have a responsibility to create a harmonious working environment by exercising consideration, loyalty and tolerance towards each other and contributing cheerfully to a strong team.
- We believe that the environment at Pinaroo Injune Retirement Village should be visually stimulating, homelike, comfortable and peaceful and should show freedom of lifestyle for residents.
- We believe that Christian values should be upheld whilst giving each person the right to his/her religious beliefs.

## Village Background

Injune is a small rural town in south-west Queensland, Australia. A town built on the pioneering efforts of cattlemen, farmers, sheep graziers, saw millers, coal miners and now most recently, oil and gas explorations.

The community of Injune is passionate about ensuring there are facilities and services that support all its people – including retirees.

Mr Des Warrian, local third-generation identity and founding volunteer of the Mount Hutton Retirement Village Writes:

*“In the late 1960’s, three old pioneers of the Injune district came to me with tears in their eyes begging me to do something for them because their families could no longer care for them, and they were being sent to the Masonic Home in Sandgate. I never forgot this. These people did not want to leave! I started looking into the possibility of building a hostel in the late 1970’s and early 1980’s and then at a public meeting of the Injune community in 1987, there was a unanimous decision to go ahead with the proposal. (In the 20+ years since Mount Hutton Village was established, there have been between 70 and 80 residents of the Injune district who have made Mount Hutton their home in this 10-bed hostel)”*.

In 1991 the Mt Hutton Retirement Village arose from the huge effort and financial contributions of the people and businesses of Injune and district. A facility in the community where aged and retired members could live in homely comfort while being provided with the day-to-day support they needed in accommodation, meals, laundry, physical and wellbeing assistance and most importantly, social services. The facility was built on land obtained from the Injune Hospital Board and was erected by local builders funded by community donations and personal contributions from around the Injune and Roma District.

The first residents moved into the Mt Hutton Retirement Village on 01<sup>st</sup> September 1991 and the official opening by Senator Bryant Burns occurred on the 10<sup>th</sup> of November 1992. The Village was staffed and administered by volunteers for many years until the facility became financially established.

In 1996, 2 extra rooms were added to the Village, extending it to a 12-bed facility with every room having its own ensuite and generously appointed bathroom and communal dining, lounge and social facilities.

To support the financial endurance of the Village, an annual Village Fair was held, (again by local volunteers) and was very well supported by the community for many years.

In January 2000, the Committee of Mount Hutton Retirement Village agreed to take up and offer made by Churches of Christ, to assume operational ownership of the Village. At the time of handover, the Village had full occupancy, a small wait list, very well-maintained facilities including a community bus, security fencing and a very healthy bank balance.

Churches of Christ Aged Care, in the 12-year period of their operations, have invested in refurbishing the building including installation of fire systems. In the years up to 2009/2010, the Mt Hutton Retirement Village operated with a reasonable annual profit.

In May 2012, the Churches of Christ announced publicly that they were terminating their services at the Mount Hutton Retirement Village effective 17<sup>th</sup> August 2012.

The families of residents of the village joined members of the wider Injune community in a 150 strong attendance at a public meeting with Churches of Christ Aged Care representatives, Queensland Health representatives, and local councilors to hear why Churches of Christ were withdrawing their services, what they proposed would happen to the residents and the intentions regarding the facility.

They cited following the reasons, however generally agreed refutes by the community (in brackets) were also raised at the meeting:

- Declining Occupancy (CoC has been refused entry applications)
- Changing requirements for care provision (these do not apply to the Mt Hutton Situation)
- Difficulty attracting staff (Management staff)
- Structural concerns and costs related to the building (later investigated and found to be minor)
- Community aged care needs are being met through other means (this is not correct for all; some in the town area perhaps but not those on outlying properties)
- At this meeting, the community agreed it must do all it can to prevent the closure of the Village and ensure it remains operations for years to come. A steering committee was elected with Des Warrian as the President. Thus the Injune Retirement Village Incorporated began..... AGAIN!
- With the aging population, Injune's Mt Hutton Retirement Village should have an increase in the beds, not be facing demolition, close down or "Hand Over" to some other purpose than that which was the fundamental aim of the community – to provide for our retirees in their own community. Perhaps the Injune Hospital's newly approved Multi-Purpose Health Services facility will cover any increased demand, but the Mount Hutton Retirement Village must remain and continue.

"A community without it's elders is barely a community"

Written by the late Des Warrian.

In October 2018, Pinaroo Roma Inc. took on a 3-year lease of the Injune Retirement Village with the aim of attracting more residents to the Village. It was agreed that the village would remain a retirement village under the Residential Services Act and not an Aged Care Facility.

It is well known that older people do need support with activities of daily living and at times need clinical care by a registered nurse or a GP. Pinaroo met with Queensland Health and a Memorandum of Understanding was drawn up that Queensland Health carers and nurses would assist in supporting the residents of the village with their clinical needs. Care staff now visit during the week to assist the residents and a Registered Nurse pops in at least weekly.

A television and media advertising campaign was run through Imparja television, highlighting the village as a safe and homely retirement village for people over 55. The purpose was to remind people locally of the service provided but also to attract people back to area, who had previously moved away.

Residents have their own rooms and are encouraged to live independently but there is a staff member around to provide meals, clean the facility and do the laundry.

A new committee was formed with local members of the community stepping in to support Pinaroo Roma and assist with general services and equipment if needed. Since the new committee was formed, the village has become a social hub again, hosting many activity days, morning teas and bringing back that warm community feeling of attracting locals to pop in and socialize with the locals.

The lease has now been extended to October 2023 and Pinaroo Roma work closely with the committee and the local community to attract new people to the village and continue to maintain the services that are in place.

The village was recently fully accredited for a further 3 years and the Queensland Health MOU continues to be renewed to support the residents.

## **Privacy**

It is the policy of Pinaroo Injune Retirement Village to protect and promote the privacy and dignity of each individual resident.

# **Privacy Policy**

## **Policy**

We value your privacy and as an organization, we are bound by the National Privacy Principles under the Privacy Act Amendment (Enhancing Privacy Protection) 2012.

**Our Approach:** We abide by the Privacy Principles as follows:

### **1. The kind of personal information which we hold is:**

- Individual's names and addresses and other contact details
- Contact details for an individual's health care professional and their relatives, guardians and attorneys
- Health information and other necessary personal information required to provide services to clients

### **2. How Information is collected**

- Where possible, we collect personal information directly from individuals
- However, in some circumstances, we may collect personal information from organizations that refer individuals to us. (for example from health service providers, or from relatives/representatives, guardians and attorneys of the individual)
- We collect information from other sources only where it is necessary for us to have the information to provide health services to the individual

### **3. The main purpose for which we collect information**

- Assessment and care planning to enable us to provide services to our clients
- We also use the information to internal business purposes, such as quality assurance and market research
- We may also use the information to provide feedback about our services and activities (for example, newsletters). You may inform us if you do not wish to receive this type of information
- Where we take photographs, we will seek consent for use in any publications.

**4. Sharing Information.** We will disclose personal information outside the Service in the following circumstances:

- To other health service providers as part of the provision of health services
- To relatives, guardians or attorneys, unless you request us not to disclose information to them
- To contractors or agents who we engage who as part of our provision of services to you, and/or to organizations that provide services to us, such as legal advisers
- To government agencies that provide funding to us
- To other care service providers that provide related services to our clients, unless you request us not to disclose information to them

**5. Access to personal information**

- You have a right to view information held about you and to correct or update the information if you can establish that it is correct
- Verbal and/or written request for access to information will be considered. In general, we will respond to your request for access within 14 days
- We may require you to provide proof of identity before we release to you. We may provide access under supervision in some circumstances
- Relatives, guardians or attorneys may, in some circumstances request access to information about an individual for whom they are responsible. We may require proof of their authority to make this kind of request
- 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

**6. How to make a complaint.** If you wish to raise a concern about the way in which your information has been handled, please contact the CEO/Facility Manager

**Regulatory Compliance**

The Aged Care Act 1997 – Australian Privacy Act Amendment 2012 (Enhancing Privacy Protection) copy of our privacy policy.

**Contact Details**

It is important that we keep up to date records on all residents to ensure that invoices and mail is sent to the correct person. If the nominated person is not the resident, we need to maintain the resident's wishes and privacy and ensure we have the correct contact details for all resident correspondence. We will from time to time send out a Resident Update Details Letter and we ask that you assist us to ensure resident privacy by completing and returning the letter.



## **Our commitment to Quality**

Our quality systems incorporate all the activities we perform to meet Residents' needs. It consists of policy and procedure manuals, internal audits and assessments, reviews and the 'Comments, Complaints and Compliments' form. We value feedback from everyone who use and experience our services and we see this as an opportunity to improve.



### **Expressing your concerns**

Residents, their families, and friends are encouraged to participate in our improvement program by completing the feedback form which is kept in the reception area and once completed please hand to a staff member on site, or email to [admin@pinaroo.com.au](mailto:admin@pinaroo.com.au).

We wish to assist in every way should you have matters of concern regarding the care and treatment provided by Pinaroo Injune Retirement Village. We prefer to deal with these matters quickly and efficiently. The suggested means of resolving such matters are as follows:

- Approach the most senior staff member on duty at the time
- Approach the Facility Manager or Human Resources Manager of Pinaroo Roma Inc. if your problem has not been resolved by speaking with the staff concerned, contact the Department of Communities and Housing, listed below.

We aim to achieve a mutually agreeable solution to all complaints received through our internal process and we would be most disappointed if issues cannot be resolved at the facility. However, we respect the rights of residents, relatives and /or legal guardian to take the necessary steps to guard their rights.

If you feel your complaint has not been resolved internally to your satisfaction, you may choose to lodge your complaint with the Department of Communities and Housing.

The contact details are:

Department of Communities and Housing  
137 468

<https://www.chde.qld.gov.au/contact/complaints-compliments>

## **Common Areas**

Pinaroo Injune Retirement Village has a large lounge area with comfortable furniture, television, and air conditioning/heating. There is also a kitchenette which allows for each resident to make their own tea/coffee if they wish. The staff at the Village will also make this for residents if required. The facility also includes other sitting areas, inside and outside for the enjoyment of residents and visitors.

## **Resident Rooms**

### **Room Type:**

Single Ensuite Rooms, described in the following pages.

### **Facility Amenities (accessible to all residents):**

- Landscaped gardens & courtyards
- Meals service for visitors (at cost)
- Great location, not far from town shopping and amenities
- Activities and games

## **Room Information**

### **Room Amenities: (single room with private ensuite)**

- Modern and spacious
- Approx. 15-16 square meters
- One resident per room. Option to accommodate husband and wife in one room if required, however, two rooms would need to be available.

### **Inclusions for Permanent Residents:**

- Single bed ensemble or Double Bed
- Bedside table
- Private ensuite
- Wardrobes
- Carpets, bed linens and curtains
- Toiletries such as toothpaste, tissues, shaving cream, etc.

Residents to provide own television and top/black box, bar fridge and any other furniture they wish to include in their room. Residents can provide all of their own furniture if they wish.

## **Accommodation Pricing**

**Applicable to *all* rooms**

Please discuss accommodation pricing with the Human Resources Manager or Facility Manager at Pinaroo Roma Inc. Pricing is based on the current pension and rental allowance rates.

Invoices are billed fortnightly in advance and payment can be made via direct deposit or cheque.



### **Pre-Admission**

When you enquire about placement at Pinaroo you will be provided with a Resident Handbook. This can be emailed or handed to you at the time.

If you arrange for an appointment to speak with someone from Pinaroo Roma Inc. you should bring the following information:

- Enduring Power of Attorney (if applicable)
- Medicare and Pension Cards
- Advance Health Directive (if applicable)
- Any questions that you may have.



### **Admission**

Your admission to Pinaroo Injune Retirement Village is arranged, after you have completed an admission enquiry record and provided the above information. There will be additional documents to be completed and these will also be discussed with you.

### **Care -Medical and health services**

At admission discussions will cover issues such as:

- Currently Nursing staff from the Injune Hospital visit the village to assist resident with showers and personal care on a Monday, Wednesday and Friday. Please discuss your care needs with the Injune Hospital for further information on this arrangement.
- The Pinaroo Injune Retirement Village has no direct care provided by our staff.
- Ability to have vital call alert. This is to be set up by Family members or Resident.
- Home Care Package access. To be accessed by Family members or Resident.
- You will be responsible for administering and looking after your own medications. The staff at Pinaroo Injune Retirement Village are not able to do this.

## **Security of accommodation**



A Residential Officer will be onsite daily from 7.00am to 1.00pm and 4.30pm to 8.30pm (For meal preparation and serving, laundry and cleaning).

The Village is unmanned from 1.00-4.30pm daily.

Staff have the option to sleep over at the village of an evening, but this is not mandatory. Therefore, the village may also be unmanned overnight on occasions.

## **Activities**

The staff and committee organise a program of varied activities in consultation with residents such as sing along, cards and bingo. Residents are encouraged to maintain hobbies and interests, and individual preferences are catered for where possible. We strongly promote your independence and you are welcome to continue your interests outside of Pinaroo Injune Retirement Village and may leave the facility whenever you choose.

We just ask that you notify a staff member when leaving and sign the register at the front entrance so we are aware you are not in your room.

## **Menu and meals**



At Pinaroo Injune Retirement Village, we understand food is an important aspect of our resident's life, therefore we aim to always provide quality food and service and to cater for all personal, cultural and special dietary needs as required. All meals are provided by Pinaroo Injune Retirement Village and you will be asked about your likes/dislikes and allergies upon entry. Surveys are also conducted throughout the year to obtain resident feedback.

Breakfast:	7am – 8am
Morning Tea:	10:30am
Lunch:	12:30pm
Afternoon Tea:	3:30pm
Dinner:	6pm – 6.30pm



## **Food safety**

The Queensland Government has strict legislation relating to food safety and we are required to meet the legislation in accordance with the Food Act 2006.

If you wish to ask any questions regarding food safety, please speak with one of the staff members.

## **Outside appointments**

If a resident is required to attend an outside appointment the resident or their relatives and/or the legal guardians are responsible for arranging the transport.

## **Volunteers**

The Pinaroo Injune Retirement Village welcomes any relatives or friends that would like to volunteer to spend some of their time with the residents.

Due to the strict government resident protection regulations, volunteers are required to have a police criminal record check conducted.

Pinaroo Injune Retirement Village has a volunteer orientation program and anyone interested in becoming a volunteer can contact our staff or Pinaroo Roma Inc. on 07 4622 1061.

## **Fire safety and other emergencies**

Pinaroo Injune Retirement Village is committed to providing a safe environment for all residents, staff and visitors. The latest fire safety equipment is provided and we meet the Australian Standards for fire safety and equipment. All equipment is tested and regularly maintained by a certified and qualified service provider.

Evacuation plans are in every unit and assembly areas are clearly marked throughout the facility. Staff are trained on the procedures to follow in the event of a fire or any emergency and residents and visitors are advised to follow their instructions.

If a resident through their own actions causes the fire alarm to be activated, resulting in the Queensland Fire and Rescue Services attending the site, the cost of the call out fee may be on charged to the resident.

## **Smoke Detectors**

The facility is fitted with a fully automated early warning fire protection system which is directly connected to the Queensland Fire Brigade Control Centre. All alarms (including false alarms) are attended to by Queensland Emergency Services (QES).

It is with this in mind; false alarms must be kept to a minimum. Callouts to the Facility for more than two false alarms in any 60-day period is charged to the Facility at a significant amount of approximately \$1373.95 per attendance.

As these detectors are highly sensitive, the following items are just some of the causes for setting off false alarms: -

- ❖ Steam and water for the shower/bathroom.
- ❖ Aerosol spray/Hairspray.
- ❖ Insects, spider webs.
- ❖ Candles.
- ❖ Dust from bar heaters.
- ❖ Burning of toast.

Therefore, we request your assistance in helping us to keep the number of false callouts to a minimum.

## **Fire Alarm Procedures**

### **RESIDENTS' EMERGENCY FIRE EVACUATION PROCEDURE**

**DO NOT RUN  
DO NOT PANIC**

***If you hear the fire alarm you should:***

- a) Stand by the open door of your room and await directions. If you feel you are in danger proceed as quickly as possible to the nearest exit light in a direction away from the fire. If the power is cut the exit lights will remain activated and will clearly show you the way to the nearest exit.
- b) Residents must await instructions from the Fire Warden via the internal alarm system.
- c) Evacuation plans are displayed throughout the facility

**FIRE BRIGADE AND EMERGENCY SERVICE MEMBERS WILL ASSUME FULL CHARGE ON ARRIVAL AT PINAROO INJUNE.**

From time to time, we will be conducting evacuation drills. You will be informed when these will occur, and we ask for your co-operation with staff during these drills.

## **Telephones**



If you wish to install a private telephone, please contact Telstra direct on 132200. The cost of installation and usage is at your own expense.

## **Nurse Call**

There is a nurse call buttons located in each room, when pressed the residential care officer on duty will be notified via pager and will attend to your needs as soon as possible.

## **Television and radio**



Television sets are provided in the lounge areas for community viewing. Residents wishing to have personal television sets in their rooms must provide them and have them tuned in themselves. All electrical appliances must be tested and tagged by an electrician. The installation, maintenance and removal of TV sets and radios owned by resident's remains the responsibility of residents.

## **Visiting hours**

Visiting hours are flexible. Visitors are always welcome, and we only ask that they take into consideration the privacy and care requirements of other residents.

Visitors are requested to sign in and out of the visitors register at the front entrance so that staffs are aware of who is in the facility in the event of a fire or emergency situation. Visitors are also required to sign in using the QLD Check In app provided at reception.

### **Changes of Personal Details**

We encourage you to advise the Village staff of any changes made to your personal details after entering your new home, eg next-of-kin, doctor, power of attorney, etc. All details are held in the strictest confidence.

### **Insurance**

While staff will always take the utmost care with your belongings the Pinaroo Injune Retirement Village insurance does not cover damage to the contents of your room.

Therefore, we encourage you to consider personal insurance to cover any damage or loss to your personal effects which may occur.

### **Maintenance**

If you are experiencing any urgent or emergency maintenance problems, please contact a staff member as soon as possible.

### **Power Failures**

We suggest you keep a torch in an easily accessible position within your room in case of a power failure. Candles, gas or kerosene lights are not permitted for use.

### **Rubbish Disposal**

Please ensure all rubbish is deposited in the bins supplied in your rooms. If you break glass, please contact staff, so that it can be removed for you.

### **Marking of Walls**

You are requested not to mark or affix anything to the walls in your room. Any items to be attached to any walls will be attended to by our Maintenance Employee.

### **Staff**

Please feel free to talk to staff about any problems you may be experiencing. We are here to help you or, if necessary, to put you in touch with someone who can.

### **For any other concerns, you may contact:**

- The staff at Pinaroo Injune Retirement Village – 07 4626 1470
- Management at Pinaroo Roma Inc – 07 4622 1061

## Open Disclosure

### What is the *Australian Open Disclosure Framework*?

The *Australian Open Disclosure Framework* (the Framework) was released in 2013 by the Australian Commission on Safety and Quality in Health Care. The Framework is an updated and revised version of the national *Open Disclosure Standard*, which was released in 2003.

The Framework was developed with input from consumers, clinicians, indemnity insurers, health departments and health service organisations from across the country.

### What is open disclosure?

Open disclosure describes the way clinicians communicate with patients who have experienced harm during health care. Open disclosure is intended to:

- assist patients that have experienced harm
- guide clinicians,<sup>1</sup> the clinical workforce<sup>2</sup> and health service organisations in supporting patients that have experienced harm
- ensure that health service organisations learn from adverse events.

The main elements of open disclosure are:

- an apology or expression of regret, which should include the words 'I am sorry' or 'we are sorry'
- a factual explanation of what happened
- an opportunity for the patient, their family and carer(s) to relate their experience of the adverse event
- a discussion of the potential consequences of the adverse event
- an explanation of the steps being taken to manage the adverse event and prevent recurrence.

Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.

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<sup>1</sup> Clinician is defined as "a healthcare provider, trained as a health professional. Clinicians include registered and non-registered practitioners, or a team of health professionals providing health care who spend most of their time providing direct clinical care".

<sup>2</sup> Clinical workforce is defined as "the nursing, medical and allied health staff who provide patient care and students who provide patient care under supervision. This may also include laboratory scientists".



Pinaroo is committed to the implementation of open disclosure procedures and management using meetings and documentation.

## **COMPLAINTS PROCESS**

**Purpose:** To ensure that the residents live in a happy environment by encouraging them to share their concerns and queries and to facilitate the prompt dealing with these concerns and queries.

**Policy:** Residents and relatives are encouraged to openly discuss any suggestions, queries, problems or concerns with the Facility Manager or other senior staff.

Problems may also be discussed at the residents' meetings. These will be documented and promptly given attention.

There are no reprisals for voicing concerns or discussing complaints. It is important to management and staff that concerns, and queries are dealt with promptly, to ensure that residents continue to live in a happy environment.

If necessary, the Chairman or Secretary of the Management Committee may be contacted by the resident and/or their representative.

If the problem is complex, the resident or his/her representative may be asked to put the matter in writing. The Facility Manager will then attend to the matter at the earliest opportunity and respond in writing to your concern.

Residents and their representatives may also use the suggestion box situated in at reception for confidential suggestions, complaints, queries and praise.

**Procedure:** If the matter cannot be resolved at Facility level the person lodging the complaint is at liberty to contact

- Department of Communities & Housing on 137 468
- <https://www.chde.qld.gov.au/contact/complaints-compliments>

## HOUSE RULES

1. Be polite, courteous, friendly and cooperative
2. Do not enter other resident's room unless invited in
3. Any complaints or problems, please contact the Residential Officers or Management at Pinaroo Roma Inc. or complete our compliments / complaints form
4. Should you become aware of any maintenance which needs to be completed, please contact the Residential Officers or Management at Pinaroo Roma Inc.
5. No cooking in room or using a toaster in the room as this will set off the fire alarms
6. All meals will be served in the Dining Room
7. No smoking within the Retirement Village as per current smoking regulations
8. Kitchenette available to all residents
9. No entry into the main kitchen by residents
10. Small washing machine in laundry is available for resident use as needed
11. Small clothes dryer is available for resident use as needed
12. Do not use the large industrial washer or dryer
13. Main entry door closes at 8.30pm
14. Noise to be kept at a reasonable level
15. Regular cleaning of room and bathroom with linen change and laundry is provided by Pinaroo Injune Retirement Village
16. Notification to be provided to residents prior to any maintenance being done in individual rooms.
17. No candles allowed in rooms. These are a fire risk.
18. When there is a blackout, only use torch or battery lantern or go to the lounge, dining room for light.

19. Residents to notify Residential Officer if there is an extra for lunch or dinner by 10am if possible. A small fee of \$10 per meal will be charged.

