

Wintringham

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Your new home at Angus Martin House SRS



Address: 382-384 Nepean Hwy, Frankston VIC 3199
Bunurong Country
Telephone: 03 9726 0333

July 2023

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Welcome to Angus Martin House

I would like to take this opportunity to warmly welcome you to Angus Martin House.

Angus Martin House is home to 41 older people who require assistance with daily living and personal care.

This booklet has been designed to assist you with moving into your new home. It contains information about:

- Accommodation at Angus Martin House
- Care and support services provided
- Leisure and recreation options
- Local services
- Financial and legal considerations

If you have any further queries, please do not hesitate to ask me or another staff member. We will be very happy to assist you.

We hope that you enjoy living at Wintringham Angus Martin House.

Yours sincerely,

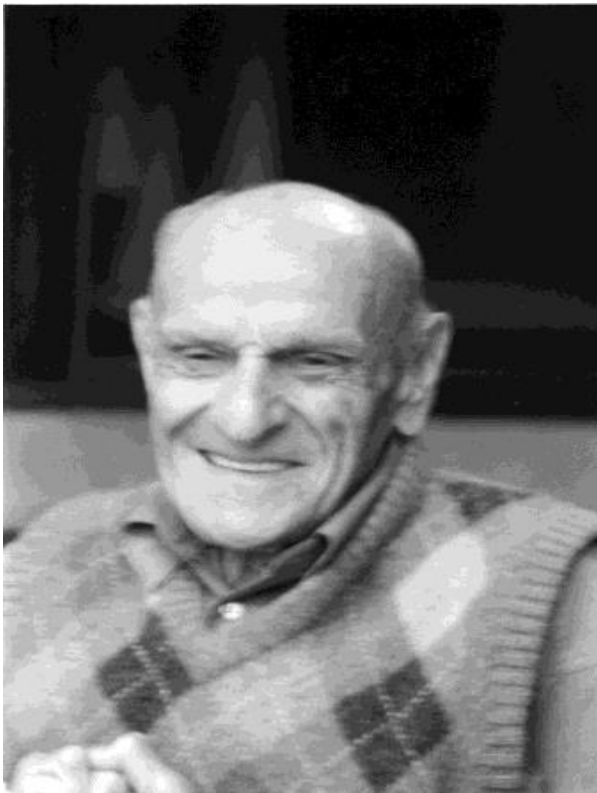
Residential Site Manager
Julie Allen

Who was Angus Martin?

Angus Martin was a war veteran and a brave man. He was injured in the Egyptian desert in World War 2 but volunteered to return for another stint. He had left mates there and said “You can't leave 'em alone.”

His injuries were such that, later in life when Bryan Lipmann (Wintringham’s founder and CEO) first got to know him at Gordon House (a night shelter for homeless people), he was crippled by pain and could only walk using two sticks.

Angus became one of the first Wintringham residents, making his home at McLean Lodge in Flemington. He ended his days surrounded by people who loved and esteemed him.



*Angus Martin Supported Residential Service opened in 2017 and was made possible through the generous donation of the **Peter and Lyndy White Foundation.***

Our Values

OPTIONS

We will encourage and support the independence of older people; promote service user participation in decision making; and work in close co-operation with other agencies



DIGNITY

We are committed to excellence through continuous quality improvements; and endorse the empowerment of all service users and staff



RIGHTS

The health and safety of all service users, staff, volunteers and visitors is actively promoted; and service users and staff are entitled to have their grievances investigated and resolved.

Inclusion Statement

Wintringham is committed to providing safe and inclusive environments and services. We celebrate differences in ability, age, culture, gender, gender identity, race, religion, sexuality, spirituality and beliefs.

Everyone has a right to feel welcome, respected and valued in a workplace free of discrimination and harassment.

The safety of all older people is paramount; we have zero tolerance for family violence specifically elder abuse.

We proudly acknowledge Australia's First Peoples as the Traditional Owners and Custodians of Country. We pay respect to Aboriginal Elders past, present and emerging.

Diversity and Inclusion makes our community and Wintringham stronger, and contributes to helping us end homelessness for older people.



Getting Settled

Communal life can take time to get used to, and you will probably miss the home you have left. Sadness and feelings of loss are normal, and it may take some time to feel yourself again.

When you first come to Wintringham, we will support you to settle in, and talk with you about what is important to you.

We will work with you to get an understanding of your priorities and what you enjoy doing. All of our care and support services are flexible. They are tailored to suit your needs and preferences. You will be consulted about the care and support you receive, and services will be provided by our multi-skilled staff. You are in control.

You will be able to maintain control of your daily life. Changes to your care and support will always be discussed with you first. We encourage all residents to be as independent as possible.

You can be assured that your personal activities will be regarded as private. Staff are instructed not to go into your room without knocking.

Please feel free to talk to our staff and other residents and let us know if there is anything we can do for you.

The Residence

We will focus on how best to deliver care and services to you in your home.
Your lifestyle choices will be respected.

<p style="text-align: center;">Room</p> <p>You have your own private room and most have a shower and toilet. Your room is furnished with:</p> <ul style="list-style-type: none">• Bed and wardrobe• Bedding, mattress, pillows, sheets and towel• Power points / sockets• Access to Wi-Fi• Lockable drawer• Wall mounted TV• Bedside table and lamp	<p style="text-align: center;">Services</p> <p>A range of services are available including:</p> <ul style="list-style-type: none">• All meals and refreshments• Laundry facilities• Assistance with personal hygiene and daily living activities• On site staff 24 hours a day• Access to some health services• Leisure and social opportunities• Assistance with financial and legal matters
<p style="text-align: center;">Recreation Officer</p> <p>Recreation Officers are there to help you participate within activities you enjoy.</p> <p>They will help create a program for you that helps maintain your independence as well as encourage you to participate within your community.</p>	<p style="text-align: center;">Personal Care Worker</p> <p>Personal Care Workers will help you with daily personal activities.</p> <p>They will also be there to provide you with your medication, and assist with your personalised care plan.</p>

Access and Security

You have your own fob to the front door and key to your room so you are free to come and go as you please however, please notify our staff of your expected return time.



For the security of your personal belongings, we encourage you to lock your door at all times. A duplicate key is kept by the Site Manager in case yours should get lost. Please notify the Site Manager immediately should you lose your keys. A fee will be charged for replacements.

Staff will only enter your room with your permission.

A lockable drawer is provided in your room so that you can keep your valuables and medication secure. We recommend you keep a list of any valuables and belongings that you bring to your new home.



Call Buttons

There are call buttons located in your room, the bathroom and communal living areas that will help you to call the staff in an emergency.

Cleaning

All residents are encouraged to maintain their independence and to maintain own private room, please ask staff if you require cleaning materials. Staff will assist residents with cleaning their room, where required. Fresh linen is provided if required.



Residents are responsible for the disposal of rubbish from their rooms and from public areas used by them. Rubbish must be placed inside bins not on top of the lids or lying on ground around bin.

Alcohol

You can enjoy a drink in your room provided that it is taken in moderation, and on the condition that it does not interfere with the peace and quiet of the home environment.

Please note: that alcohol is not to be consumed in any other area in or around the home.



If you have difficulties in managing your consumption alcohol, we will support you to ensure that it does not impinge on the rights of others.

Illegal drug use / possession or abuse of prescription drugs will not be tolerated and may result in police involvement.

Smoking

We try to ensure that we don't place too many restrictions around your lifestyle. We respect the rights of residents to smoke cigarettes.

Please dispose of your cigarette butts in the ashtrays provided.

Please refrain from smoking indoors or around the dining area.

If you have difficulties with managing your cigarettes, we can offer support to assist you with your chosen lifestyle choices.



Telephones and Wi-Fi



You are encouraged to have a mobile phone for personal calls. You can also give out AMH's number and receive calls.

Wi-Fi is free and available to all residents at AMH.

Personalising Your Room

We encourage you to bring some belongings with you to make your room feel like home.



These could be things such as photos, mementos, or a radio. We don't have the space to store larger items (like furniture), so alternate storage arrangements will need to be made if you have any larger items you would like to keep.

Electric kettles and blankets are not permitted.

Maintenance

You may be asked to vacate your room for a short time when thorough cleaning or maintenance works take place. If anything needs to be fixed or replaced please let us know.



We ask that you turn your lights and electrical appliances off when you leave your room to keep energy use down.

Personal and Healthcare

Our aim is to help you remain as independent as possible. However, there may be times when you require assistance with your personal needs. We can assist you to obtain the support you require.

Our staff are trained in personal care but are not all qualified nurses.



Meals and Refreshments

Please let us know if you have a favourite meal, special dietary requirements, or would like certain foods for health or cultural reasons. Menus are planned on a weekly basis, displayed in the dining area.



All meals are prepared off premises by Wintringham and served by staff who have been trained in food safety. Meals can be requested to have in your room or in the dining area. Tea and Coffee are available at all times.

The menu of the day is displayed in the Dining Room.

Meals are served in the Dining Room at the following times:

- 7am-9am – Buffet breakfast
- 12.30-1.30pm – Lunch
- 5.30-6.30pm – Dinner



Refreshments are served in the Dining Room at the following times:

- 10.00am – Morning tea
- 3.00pm – Afternoon Tea
- 8.00pm – Supper

If you are going out and would like a meal kept for you on your return, please let the staff know in advance.

Linen and Laundry

A laundry fitted with washing machines and dryers is available for residents to do their personal washing. Clothes lines and an iron and ironing board are also available for use.



The laundry is open from 10am – 8pm.

A booking sheet is available at reception desk to ensure that a machine will be available for use when you require it.

Please speak to the Site Manager if you require assistance with your personal washing.

Activities

Our Recreation staff can help you to pursue activities you are interested in, as well as develop new interests.

Examples of activities you may enjoy include:

- Art
- Music
- Craft
- Lunch and coffee outings
- Bingo
- Billiards

It is important that you keep up your interests, activities, and social networks just the same way as you always have.



We like to celebrate special occasions such as Australia Day, Christmas, Easter, Footy Grand Final, Anzac Day, Cultural days, Birthdays and other special events.

Recreation staff post a weekly schedule on bulletin boards.

External Support

You are welcome to utilise your HCP or NDIS package if you have one. Support Workers often attend Angus Martin, to assist residents to clean their room or take them out.

If you do not have a package or a provider, staff at Angus Martin can discuss this with you and assist you to apply for either a Home Care Package (HCP) or a National Disability Insurance Scheme (NDIS) Package, depending on your eligibility.

Allied Health Services

Access to other allied health services such as the dentist, podiatrist, physiotherapist, optometrist, audiologist, speech therapist, radiologist and psychologist will be arranged when required. These services will attract a charge.

All extra charges will be discussed with you prior to making an appointment. Residents may be eligible for allied health services through the Enhanced Primary Care (EPC) Program however a referral to this program is to be made by your GP.

Medical Support

Our staff are in attendance for 24 hours a day, and the call button can be used for emergency assistance.

Doctors and Referrals

We can introduce you to a doctor or you can access your own doctor. We also have visiting GPs to Angus Martin House.



We do ask for your written consent so that we can exchange information about your health condition with the doctor, and other parties as required. It is important to let staff know if you are feeling unwell so that medical treatment can be arranged. We won't discuss any of your health conditions with anyone without your written consent.

If you are feeling unwell, it is important that you let staff know. Staff can also organise medical treatment or complementary therapies. This may include naturopathy or acupuncture. These services may attract a charge.

If you require specialist medical attention, a referral will be made by your doctor. We can assist you with arranging an appointment as well as organising a friend or family member to accompany you, if required.

Ambulance

Please ensure you have ambulance cover. You may be entitled as a pensioner or through your health insurance. Without this cover, you could end up with a bill from Ambulance Victoria.



Refusal of Care

It is your right to refuse care or medical treatment. The implications of your choice will be discussed with you.



Absences for Medical Reasons

At times of severe illness you may need to be hospitalised. Your room will be held indefinitely if you are assessed as being able to continue to live at Wintringham. During periods of hospital leave, rental charges will still apply.

Medication and Pharmacy Services

The responsibility of managing medications will be discussed with you. Most of your medications are dispensed into a Webster packed by a pharmacist.

Pharmacy services and supplies are provided by:



**LOCAL PHARMACY -
Sable Pharmacy Deliver
Medications**



PH: 9350 2310

You may purchase your prescription and non-prescription items from the pharmacy of your choice.

Guardianship and Administration

At times when adults with a disability require assistance to make personal and lifestyle decisions, the appointment of a guardian is necessary. The Victorian Civil and Administrative Tribunal (VCAT) is responsible for the appointment of guardians. In addition, VCAT can also appoint an administrator to make legal and financial decisions and is usually the State Trustee.

Our staff will assist residents to communicate with their guardian and/or administrator on a regular basis.

Voting

You have a right to vote, and it is compulsory, if your name is placed on the electoral roll for Local, State and Federal elections. The over 70's clause does not apply in State and Federal elections.

If you require assistance with this, please let your Site Manager know.

Moving Rooms

You will not be asked to move from your room, except in the following circumstances:

- You agree to move following discussions with the Site Manager
- The move is based on genuine medical grounds as assessed by the health care practitioners
- The move is necessary to carry out repairs or improvements

Things To Do

You are free to observe your personal religious customs and practices, and there are a number of religious denominations represented around the area.



The Wintringham newsletter is issued every month and contains many articles of interest. Contributions are always welcome, so if you have some information or a joke to share with other residents, please pass it onto the recreation staff.

Visitors

Your family and friends are always welcome. Children must be supervised at all times, for our residents' privacy and the children's safety and well-being.

Your visitors can stay and share a meal with you. Just let our staff know. A nominal fee is charged for visitor meals.

Please keep us informed about any changes of address or telephone number of your family or friends.

We may need to contact them in an emergency.

Transport

The Frankston Railway is located approx. 500 meters. The bus stop is close which is serviced by Route 779 and 780.

For further information about trams, trains and buses in the metropolitan area contact the Metro Transport Information Centre.
Telephone: **1800 800 007**

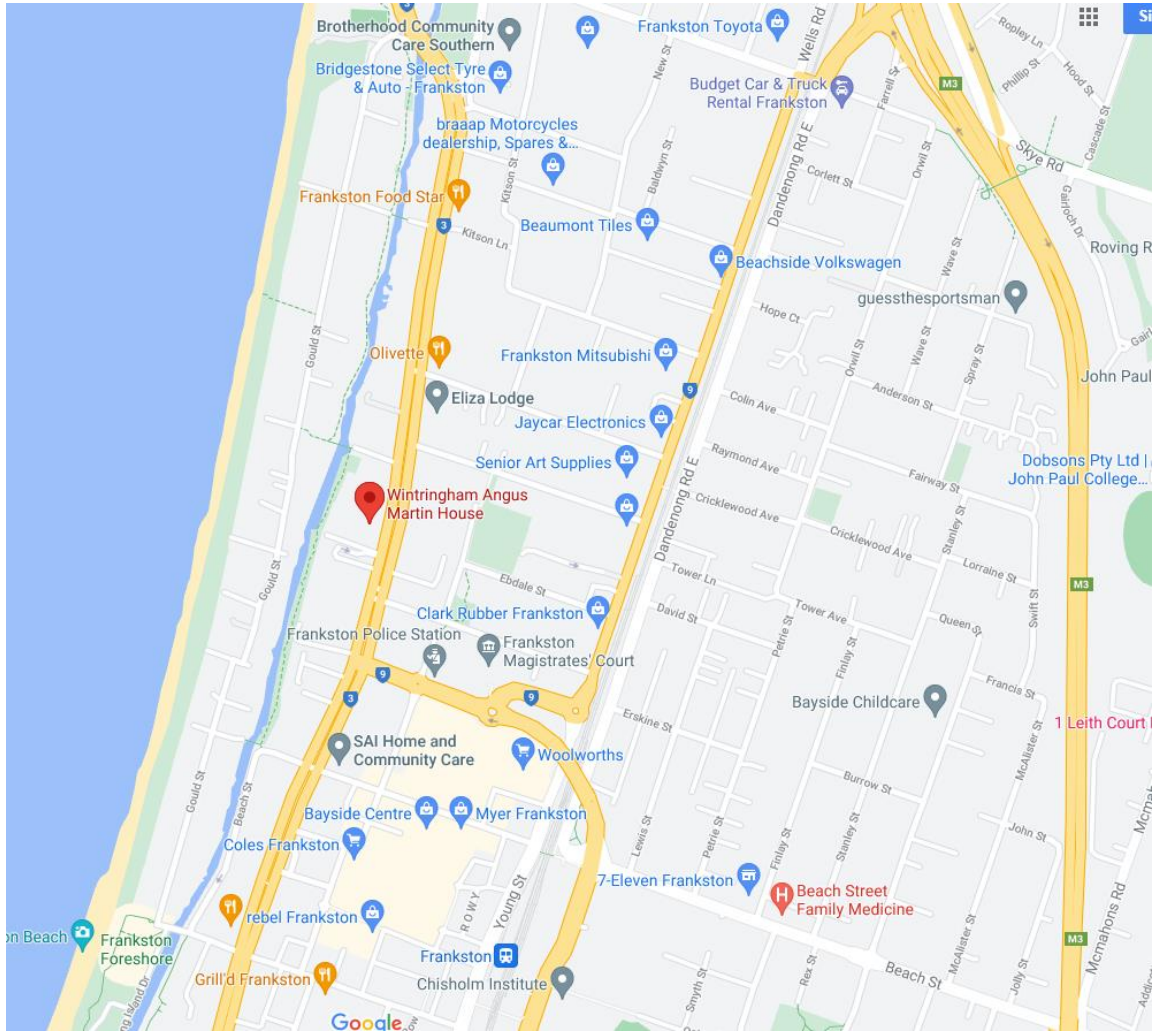
Taxis are available on **13 22 27 or 9786 3322**. Ask staff if you need assistance.

Shopping and Services

On the following page, you can see a map of the local area and some the accessible services and facilities available. Recreation staff can be contacted for more information, requests and activities.

Groceries	Groceries are ordered fortnightly, contact REC staff regarding adding to this order.
Shopping Centres	Bayside Shopping Centre (350m)
Coffee Shop	Ask our Recreation staff. There are many close by.
Community Centre	Community Centre Senior Citizens (3.5km)
Library	Frankston Library (1.2km)
Post Office	Postal Services are done through reception. Please ask staff regarding any postal you may need.
Tab	The Grand Hotel Frankston (1km)

Local Map



Having a Say

The residents meet regularly to discuss day to day activities. It is a forum where feedback and issues of concern can be raised.

A notice will be placed on the resident notice board to advise you when meetings are scheduled. Bring along your ideas and get involved!

Bryan Lipmann (Wintringham's CEO/Founder) is a regular visitor to Wintringham and is always happy to meet and talk with you.

Residential and Services Agreement (RSA)

You will have entered into a formal agreement with Wintringham. The Residential and Services Agreement is a legal agreement and includes information about:

- the services available
- accommodation fees and charges
- your rights and responsibilities
- security of tenure
- conditions of occupancy
- termination provisions



It is in accordance with the *Supported Residential Services (Private Proprietors) Act 2010 (the Act)* and *Supported Residential Services (Private Proprietors) Regulations 2012*. A copy of the agreement will be given to you to keep after it has been signed.

Fees

Wintringham provides accommodation and services for people who are disadvantaged. Prior to being offered a room, your financial status will be confirmed via an Assets and Income test through Centrelink or other proof of income and assets. Only people with total assets of less than \$52,500 will be offered accommodation at AMH.

All residents are charged 85% of their income which as a minimum must be equivalent to the full aged/ disability pension. Rental assistance will also be directed towards your accommodation costs, 24 hour staffing, nutritious meals, personal care and recreation staff. You are required to pay 2 weeks rent in advance. Your first payment is to be paid on admission. In the event of any changes in fees, you will be provided with 28 days notice of that change.

Rent can be paid via the Centrepay system. The Site Manager can assist you to set this up. This means that your fees are paid directly from your pension via Centrelink and that your payments will be up to date to avoid arrears. When there is a change to the rental fee, you will be advised in writing in advance.

Financial Hardship and Support

Residents are encouraged to remain independent in management of their finances, but if required, staff can assist with the management of small budget allowances as directed by you, State Trustees or families. Government regulations stipulate the maximum amount of money that the SRS can manage must not be greater than one month's accommodation fee.

Please speak to your Site Manager.

Person Nominated

When you come to live at AMH, staff will ask you if you would like to nominate a person to receive information about your accommodation and support.

If you have identified a Person Nominated, AMH is required to provide them with information regarding support provided and significant changes in your health status. AMH is also required to consult with your Person Nominated regarding any proposed changes to your accommodation or terms of your resident agreement.

The Person Nominated is not a substitute decision maker and cannot make decisions on your behalf, unless that person is also your guardian or administrator. You may choose a family member, friend, guardian, or any other person to be your Person Nominated.



Security of Tenure

Your tenancy at Wintringham is secure and is offered on a long-term basis. The Supported Residential Services (SRS) Act 2010 outlines the grounds for termination of your tenancy as follows:

Reason for termination of agreement	Notice
Resident endangers the safety of other residents or staff	Immediate
Resident causes serious damage to property	Immediate
Resident causes serious disruption. This also applies if a resident causes serious interruption to the quiet and peaceful enjoyment of others residing at Angus Martin House	Immediate
Resident using the facility for an illegal purpose.	2 Days
Resident is in need of more care/support than the facility can provide. In consultation with you, your doctor, and your representative, you will be assisted to find more suitable accommodation	14 Days
Resident fees are more than 14 days in arrears	14 Days
Wintringham cease to operate Angus Martin House	28 Days
No specified reason	90 Days

The Site Manager will discuss any behaviours of concern with you and work with you to try to resolve the issues that have led to these behaviours. In the event that you are asked to vacate AMH, a written notice will be given to you stating the date you are to leave AMH and the grounds on which the notice has been given to you.

If you receive a Notice to Vacate, you have the right to apply to the Victorian Civil and Administrative Tribunal (VCAT) if you disagree with the notice.

Legal Considerations

Social Leave

You are welcome to take leave at any time and go away on holidays with friends and family. During periods of social leave, usual rental charges apply.

When you are planning a holiday, please give us a contact telephone number and a forwarding address so we can send on any mail that may come for you



Leaving Wintringham

If you want to leave Wintringham, you need to speak with the Site Manager and give adequate notice. A payment in lieu may be accepted instead of notice to vacate.

You will only be asked to leave Wintringham in the following circumstances:

- The home is unable to provide the type of accommodation or care suitable for your long-term care needs
- You no longer require the care provided at Wintringham
- A breach of your residential agreement has occurred
- The home closes.

End of Life Supports

Wills

We can help you access a solicitor or a community legal service so that you can create a Will. If you already have a Will, we request that you inform the Site Manager of its location. It is Wintringham's policy that no staff are to witness or be executor to a resident's Will.

Funeral Planning

We would like to respect your wishes should the unexpected suddenly occur, so when you move in, we will ask you if you have any pre-planned funeral arrangements.

Advance Care Planning

All residents at Wintringham are offered Advanced Care Planning.

Advanced Care Planning allows you to have a say about your future medical treatment, if you become very sick or had an accident, and were unable to talk for yourself. It records your values and wishes.

Advanced Care Planning makes sure your family, doctors, nurses and care providers understand your wishes.



Keeping Safe

Fire Safety

Your room is equipped with smoke detectors, heat detectors and sprinklers. The detectors are linked to a fire panel which will send a call automatically to the fire brigade in the event of a fire.



A copy of the Fire Orders and a map showing the assembly is on display throughout Wintringham. Please familiarise yourself with the exits from your room and the buildings.

You can expect fire drills to take place from time to time.

Please remember to not overload your power boards. Double adaptors are not permitted as they can be dangerous.



In the unlikely event of an emergency, please follow the directions of staff.

Committed to Quality

Your safety and wellbeing is our number one priority. The government recognises this as well, and has put in place legislation to keep both you and our staff safe. Sometimes, we may not be able to do something that you want to do because of this legislation. If you don't understand why a rule is in place, ask our staff to explain it.

Our sites are regularly audited by the Aged Care Quality and Safety Commission.



Our commitment to quality is underpinned by the belief that all older people should have equitable access to quality services, irrespective of their financial circumstances or lifestyle preferences.

We are also committed to ensuring we have open discussions and disclose to you any events or incidents that occur that may affect you.

All our support and corporate services are managed from our Head Office
136 Mt Alexander Road Flemington VIC 3013

Protecting Your Privacy

Wintringham is committed to protecting the privacy of your personal information. More detailed information about how we collect, use, disclose and manage your health and personal information can be found in Wintringham's Privacy Policy, which is available on our website.

Our Privacy Policy is also included in your information pack, or you can request a copy from the Site Manager.

If you have any questions or complaints in relation to privacy, or how we manage your personal information, you can contact Wintringham's Privacy Officer on:

03 9376 1122



privacy@wintringham.org.au



Feedback & Complaints

We welcome any feedback, comments and suggestions from all residents.

If you have any ideas that you think would benefit Wintringham, we encourage you to fill out a Feedback and Improvement form.

If you have concerns with the support and services you are receiving from Wintringham, we encourage you to discuss your concern firstly with the Site Manager. You may choose to put your complaint in writing. The complaint form will go directly to the Senior Manager Residential Care.

You can also email or post your feedback or complaints through to:

PO Box 193

Flemington VIC 3031

OR

feedback@Wintringham.org.au

You will get a response from us within 7 days.



Copies of our Feedback and Improvement forms or Complaint forms can be found in your information folder, on display at the site, or you can ask our friendly staff.

Advocacy

The rights of residents to have a representative or use an advocate to protect their interests and improve their well-being is actively promoted by Wintringham. Below is a list of useful contacts, should you wish to exercise this right.

Older Persons Advocacy Network	1800 700 600
Seniors Rights Victoria (Elder Abuse)	1300 368 821
Orange Door (Elder Abuse)	1800 271 045
Homelessness Advocacy Service (HAS)	1800 066 256
Justice Connect (Homeless Law)	1800 606 313
Leadership Plus (Disability)	03 9489 2999
Tenants Victoria	1800 068 860
Consumer Affairs Victoria	1300 558 181
Community Visitors Program	1300 309 337

Part of the Office of the Public Advocate, community visitors are trained volunteers, who visit the SRS regularly. They can talk to you about any problems and work with staff and management to resolve them.

If you are deaf or have a hearing or speech impairment, contact the: National Relay Service **1800 555 667** and ask for **1800 951 822**

If you need an interpreter contact the Translating and Interpreting Service **131 450** and ask for **1800 951 822**



External Complaints

Wintringham encourages residents to provide any feedback or complaints directly to us through our Feedback and Improvement form, or directly to our Site Manager.

If you feel your complaint has not been addressed, you may be able to make a complaint through the relevant governing body. Below is a list of useful contacts, should you wish to exercise this right.

SRS - Human Services Regulator	<u>regulation.south@dfh.vic.gov.au</u>
Health Complaints Commissioner	1300 582 113
NDIS Quality and Safeguards Commission	1800 035 544
Office of the Public Advocate (Disability)	1300 309 337
Human Rights Commission	1300 656 419
Office of Australian Information Commissioner (Privacy)	1300 363 992



Donations / Gifts

Gifts to Staff

Staff do not expect to receive gifts from you for the care that they provide. If you would like to express your thanks to the staff, a small gift may be accepted at celebrations such as Christmas, and gifts will be shared amongst staff. Under no circumstances can staff accept monetary gifts or personal belongings from you.



Bequests to Wintringham

If you would like to make a contribution to Wintringham's work with older people, please let the Site Manager know so that we can find out what you have in mind for the use of your gift.

Your Rights & Responsibilities

You have the right to:

- full and effective use of your personal, civil, legal and consumer rights.
- quality support appropriate to your needs.
- be treated with dignity and respect, and to live without exploitation, abuse or neglect.
- live without discrimination or victimisation and without being obliged to feel grateful to those providing your care and accommodation.
- personal privacy including having access to a phone that can be used privately and receiving your mail unopened.
- live in a safe, secure and home-like environment, and to move freely both within and outside the facility without undue restriction.
- be treated and accepted as an individual, and to have your preferences taken into account and treated with respect.
- continue your cultural and religious practices and to keep the language of your choice without discrimination.
- select and maintain social and personal relationships with anyone else without fear, criticism and restriction.
- freedom of speech.
- maintain your independence, including a recognition of personal responsibility for your actions and choices, even though some actions may involve an element of risk that you have the right to accept, and that should then not be used to prevent or restrict your actions.
- maintain control over, and to continue making decisions about, the personal aspects of your daily life, financial affairs and possessions.

Your Rights & Responsibilities

- be involved in the activities, associations and friendships of your choice, both within and outside the facility.
- have access to services and activities available generally in the community.
- be consulted on, and to choose to have input into, decisions about the living arrangements of the facility.
- have access to information about your rights, care, accommodation and any other information that relates to you personally.
- complain and to take action to resolve disputes.
- have access to advocates and other avenues of redress.
- be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce your rights.

You have a responsibility to:

- respect the rights and needs of other people within the facility, and to respect the needs of the SRS community as a whole
- respect the rights of staff and management to work in an environment free from harassment
- care for your own health and well-being, as far as you are capable
- if you manage your own medication, store it safely to avoid risk to others
- keep your space clean and tidy and respect shared areas
- inform your medical practitioner, as far as you are able, about your relevant medical history and your current state of health.

Wintringham Organisational Chart

