Central Highlands
Rural Health

Residential Aged Care Handbook

Updated: February 2026

BEST CARE.
Personal Safe Connected Right

Residential Aged Care at Central Highlands Rural Health

Trentham Health

Central Highlands Rural Health is a Victorian State Government-owned not-for-profit organisation that manages Trentham Nursing Home and Hostel which is situated in the rural township of Trentham.

A home of 35 beds, with single rooms with ensuites and one couple room for permanent and respite care. There are 24-hour nursing and medical cover and access to many specialist services.

There are no restrictions on visiting hours and car parking is free.

Trentham Health has the Rainbow Tick accreditation.

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Our commitment to you

Our core purpose and values

Our purpose

"To deliver best care for every person, every time".

Our strategic plan provides several goals to complete over a set period. We will achieve our core purpose by achieving these goals and upholding the organisation's values.

Our values

Act with RESPECT

We are respectful through our behaviours, attitudes and words to one another. We listen, support and care for those we work with and care for.

Be RESPONSIVE, KIND and CARING

Caring for people is at the centre of everything we do.

Act with INTEGRITY and be ACCOUNTABLE

We always do what we say we are going to do, and we hold our colleagues to account.

Commit to LEARNING and REFLECTION

We embrace a culture that fosters learning and improvement and strive for that in ourselves.

Acknowledgement

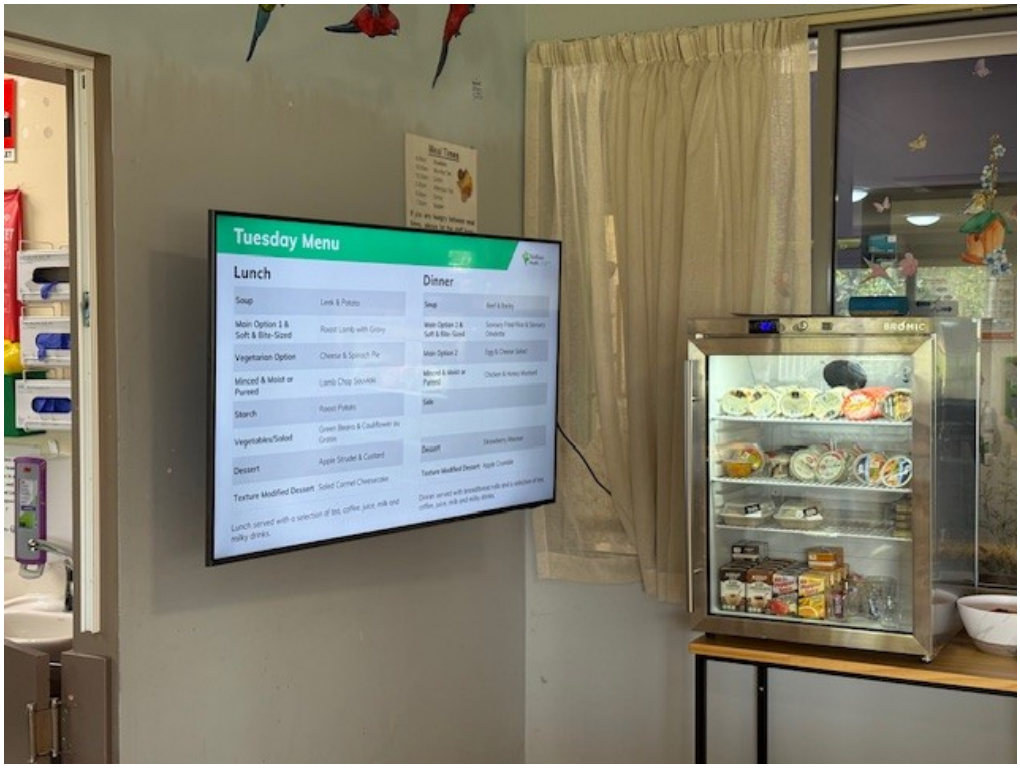
Central Highlands Rural Health respectfully acknowledges the Dja Dja Wurrung people as the Traditional Owners and the original inhabitants of our region and of the land on which our residential aged care facilities are built. Dja Dja Wurrung country incorporates a large portion of land in the Central region of Victoria between the Avoca and Loddon Rivers.

Our diversity commitment

We provide services that are not hindered by a person's country of birth, language, culture, race, gender, disability, sexuality or religion. All our aged care facilities are accredited against Rainbow Tick Standards.

We are committed to:

- Providing services that respond to and consider all forms of diversity and vulnerability
- Identifying and eliminating discrimination to ensure people seek and receive the right services at the right time and setting
- Meeting the needs of all people by minimising factors that contribute to inequitable outcomes
- Providing and improving services for those in our communities who are vulnerable, and/or from culturally and linguistically diverse backgrounds
- Encouraging and supporting client, carer and community participation, collaboration and consultation to inform service design and improvement
- Transparency and accountability at all levels to the needs of diverse and vulnerable people, and for equity of access to our services



Statement of Rights

The Aged Care Statement of Rights is for all older people who are accessing aged care services. It is designed by the Australian Government to make sure that you are at the centre of your aged care.

It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

Independence, choice and control

- You have the right to make your own decisions and have control over:
- what funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings

You have the right to get support to make these decisions if you need to.
You also have the right to choose how you live, even if there is some personal risk. For example, choices about your social life and close relationships.

Fair access

You have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and any trauma
- cognitive conditions, such as dementia

You also have the right to get the kind of care you need when you need it. This includes palliative care and end-of-life care.

Statement of Rights

Safety and quality

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect

You have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws

If you feel unsafe when accessing aged care, you can get free support from lawyers, social workers and other specialists. You can visit the Attorney-General's website for more information on protection against elder abuse.

Respect for your privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances
- allow you to choose when your personal information can be given to someone else, such as an advocate or a lawyer

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

Communication that meets your needs

You have the right to:

- get information in a way you understand
- give feedback

You have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them. You also have the right to meet with your provider and your supporters in a way that suits you. That might mean meeting at a time of day that works best for you.

Statement of Rights

Support to raise issues quickly and fairly

When there are issues with your funded aged care services, you have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints

Support and connection with people and community

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

You have the right to communicate with your advocate or support person at any time you like. Providers should respect the role of the people who are important to you. For example, family, friends and carers.

You have the right to stay connected with:

- the people who are important to you
- your community, including taking part in leisure or cultural activities
- your pets

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

How to make sure your rights are upheld

Your provider must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the Aged Care Quality and Safety Commission website for more information.
If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600. OPAN has free, independent and confidential advocates to help you.

This is a shortened version of the rights. If you would like to see the full version of the Aged Care Statement of Rights, please ask your nurse.

Code of conduct

The Code of Conduct for Aged Care was introduced in December 2022 and describes how providers and staff delivering your care must behave and treat you. It includes the eight elements below:

- Respect your rights to express yourself and make your own decisions about how you want to live
- Treat you with dignity and respect and value your diversity
- Respect your privacy
- Provide high quality care in a safe and competent manner
- Act with integrity, honesty and transparency
- Take action promptly about matters that may impact on the safety and quality of your care
- Provide safe care free from all forms of violence and abuse
- Prevent and respond to all forms of violence and abuse

If you have a concern or complaint relating to your care, please let us know.

You can talk directly to the facility Director of Nursing or Nurse Unit Manager, or you can contact CHRH Complaint Manager on 5321 6567 (please refer to Feedback section of this Handbook).

Alternatively, you could also contact the Older Person Advocacy Network (OPAN) on 1800 700 600, or the Aged Care Quality and Safety Commission on 1800 951 822.

Aged care quality standards and accreditation

All Commonwealth-funded residential aged care facilities are required to be accredited against the Aged Care Quality Standards (ACQS) by the Australian Aged Care Quality and Safety Commission (The Commission).

A team of assessors from the Commission assess our services against the ACQS and are not required to provide notice of their intention to visit a facility. We will, however, notify residents and nominated first contact of any unannounced visits, providing an opportunity for consumers to speak with assessors if desired.

There are seven ACQS standards:

- Standard 1: The individual
- Standard 2: The organisation
- Standard 3: The care and services
- Standard 4: The environment
- Standard 5: Clinical care
- Standard 6: Food and nutrition
- Standard 7: The residential community

Best Care

When healthcare organisations use the terms 'Quality' or 'Clinical Governance', they are referring to the systems and checks in place to monitor and evaluate how we look after you. This includes systems and processes such as organisational structure, policies and committees. But these bureaucratic necessities may seem far removed from your everyday experience.

At CHRH, we want residents to understand what type of care you can expect and for our staff to be clear about how you want to be cared for. CHRH has implemented a 'Best Care Framework' which takes us beyond a bureaucratic 'tick the box' approach to quality.

Privacy and confidentiality

Personal Information

We collect personal information directly from individuals with their knowledge and consent. The personal information we collect is relevant and necessary to provide health care and support services.

It is essential to keep this information up to date. Please inform us of any changes to personal details, such as changes to contact people and phone numbers or changes to pension and Medicare numbers.

Participation in photography or filming for promotional purposes is strictly voluntary, and individual consent will be sought for any use of photos or videos in which you appear.

Confidentiality

We treat all personal information as confidential and private. All personal information is securely stored in either paper or electronic format.

Use and disclosure

We will only use your information or provide your information to other parties for purposes relevant to managing your health and care. We will not use or disclose your information for other purposes without your consent.

Caring for you

When you move in

What matters to you

We want to provide you with the best care that supports and meets your requirements and preferences. To do this, our staff will assess all aspects of your care needs during the first few weeks of your admission.

During this time, we will talk with you about your needs and ask where you require additional assistance from staff. This discussion with you and your representative helps us prepare a care plan to manage your health and well-being in line with what matters most to you.

Central Highlands Rural Health is committed to providing evidence-based best practices in the care of the older person using the 4Ms framework as a set (4Ms being care related to Medication, Mind, Mobility and 'What Matters').

We have integrated these practices within our care processes, thereby improving outcomes for older people in alignment with what really matters. What this means for you is that we focus on making your day to day experiences based on things that are important to you and your loved ones.

Planning and reviewing your care

Assessments – focus on 4Ms

In the first 14 days after you move in you will have a comprehensive care assessment of your needs. We will work with you to complete comprehensive needs and preferences to ensure we are providing person-centered care encompassing what matters to you.

Resident of the Day / Resident (and representative) meetings

Every two months, we will consult with you and/or your representative to discuss your ongoing care needs and any changes you wish to make to ensure we continue to provide the best care for you.

Medical care

Your doctor and specialists

You are entitled to medical care provided by the doctor of your choice. However, if your doctor is not available, another doctor will be able to review you.

Your doctor may refer you to a medical specialist for consultation or a test from time to time. It is necessary for a family member or friend to accompany you to outside appointments. We will liaise with you about the time for the appointment and when someone is available to accompany you.

We can organise non-emergency transport when necessary. There is strict rules to be eligible. There may be a cost associated with non-emergency transport, which we would discuss with you prior. If you are involved in a medical emergency, we will phone for an ambulance and may decide to transport you to the nearest hospital.

Clinical care

Registered Nurses & Enrolled Nurses and PCA's

All our staff are appropriately skilled and trained, and there is always a Registered Nurse on duty.

Physiotherapy

All residents will be seen by our physiotherapist as part of the admission process. The physiotherapist will complete an assessment and ask you questions about your movement and mobility. If a treatment plan is needed, they will develop this in consultation with you. A referral can be made for the physiotherapist to see you at any time it is needed.

Dietetics & Speech Pathology

A dietician is available to assess weight loss, nutritional status, and initiate dietary supplements to assist weight gain and promote wound healing. A speech pathologist is available to assess swallowing ability and any difficulties with speech.

Podiatry

A registered podiatrist will visit the home every 8-10 weeks to assess and treat your toenails and feet. This service is accessed by referral from your treating doctor to the provider of podiatry care.

Medications

We have local pharmacists who will make sure your medication is correctly dispensed in accordance with our safety policies and governing laws. Please speak with the Registered Nurse if you would prefer your own pharmacist to supply your medication and the process for this. Medications are not covered by your fees, and you are required to pay your own pharmacy account.

Please give all the medications you bring with you to the Registered Nurse on admission so we can check you have all your required medications and can ensure they are properly stored.

If you wish to administer your own medications, we will complete an assessment with you to ensure you can safely manage all aspects of this and determine if there are areas you may need help with e.g. opening bottles or packaging.

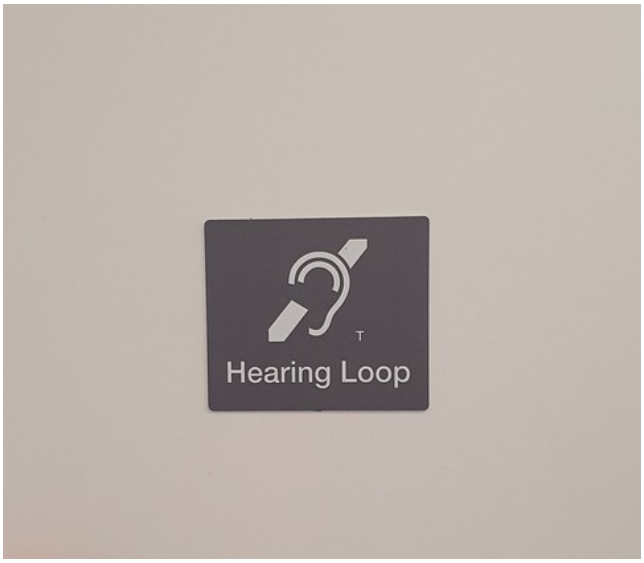
Hearing

Hearing loss becomes more prevalent with age. It begins affecting high frequency sounds first which means a person may be able to detect some sound but unable to understand everyday noises or speech. Hearing impairment can make a person frustrated, withdrawn and irritated, and may also impact on balance and mobility.

Causes of hearing loss include nerve deterioration, disease, environmental situations, medications and blockage of the outer ear with cerumen (ear wax).

If you are experiencing hearing loss,
please let us know. The sooner hearing loss is tested for and detected, the sooner a referral can be made with an appropriate health professional.
This may start with arranging a review by your GP and/or arranging a hearing assessment and possibly hearing aid fittings by Hearing Australia. Hearing Australia can be contacted by phoning 134 432.

www.hearing.com.au



If you are feeling unwell

Escalation of care

It is important to let nursing staff know if you are feeling unwell or if you or your family are concerned about a deterioration in your health. To escalate concerns, please speak with the Registered Nurse on duty so they can assess the situation and take action. If you remain concerned about your wellbeing, you can escalate to the Nurse Unit Manager and/or Director of Nursing.

Dignity of risk

"Dignity of risk is about the right of consumers to make their own decisions about their care and services, as well as their right to take risk."

(Aged Care Quality Standard 1 — The Individual, 2025)

- 1.2 Dignity, Respect and Privacy
- 1.3 Choice, Independence and Quality of Life

Residents have the right to take part in activities that may involve risk. We will discuss the possible risks with you and/or your representative and your GP as it is important that everyone is aware of any potential harm that may result. We may ask you to sign a Consumer Dignity of Risk Agreement and Consent once you understand the risks involved and still choose to take part in the activity

Thinking ahead

End of Life Choices

All our staff are appropriately skilled and trained, and there is always a Registered Nurse on duty able to provide palliative and end-of-life care to ensure your comfort.

Thinking about death can be very difficult. We believe that now is a good time to discuss and review your end-of-life choices with you, your family, your representative or support person. We will respect your choices and decisions which will be documented on your End-of-Life Choices form.

Advance Care Directives/Plan

Your end-of-life choices can be recorded as Advance Care Directive, which consists of a written and signed statement that details your requests.
This directive is a legally binding document for how you would like your end-of-life care to be provided when you are no longer able to communicate your wishes. Medical practitioners will respect your wishes and follow your written directive.

Funeral arrangements

We request that you confirm any funeral arrangements and details you may have in place before you reach the end stage of your life. This information will ensure that your instructions are followed through and that the correct Funeral Director is notified.

Living at Trentham Health

Meals and snacks

Meal times and service

Regular meals are served at 8am, 12pm, and 5pm either in the dining room or in your room, if preferred.'

Meal choices

You will be offered a minimum of two choices for each meal. Dietary requirements and preferences are catered for.

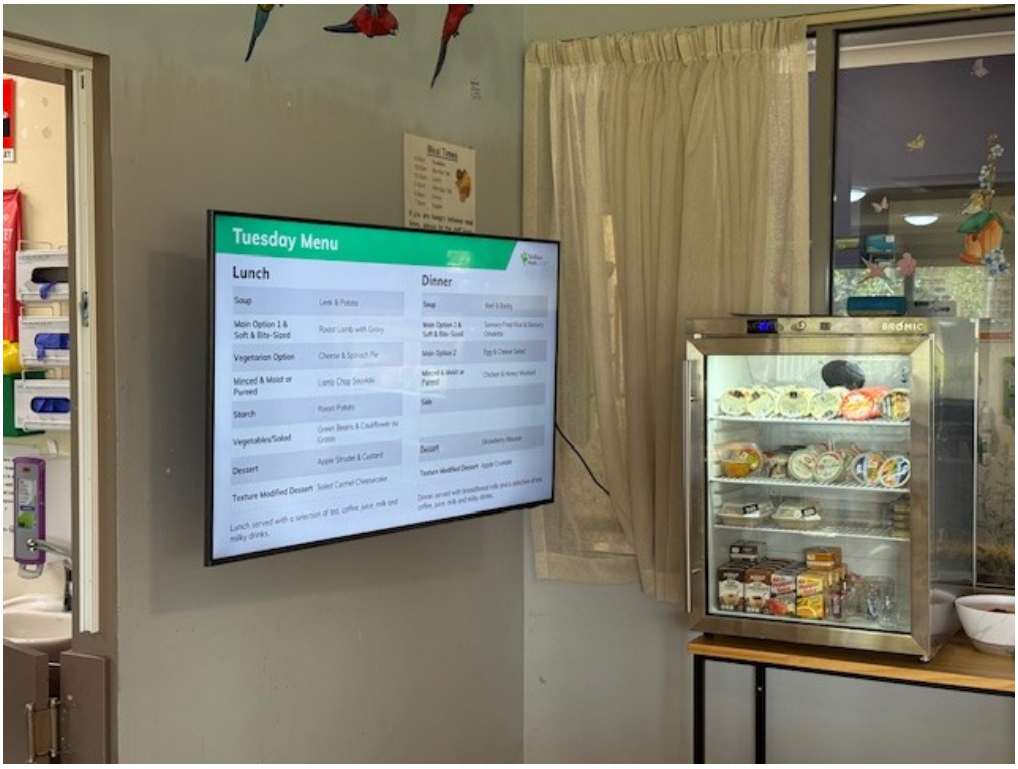
Daily menus are displayed in the dining areas. Family/friends are welcome to order meals (at a cost) and dine with you. Speak to staff to arrange ordering.

Snacks

Morning and afternoon tea and supper are served. You are welcome to request a snack at any time. Snack fridges are located in resident areas and provide a variety of items to choose from. Residents are able to access these snack fridges at any time.

Bringing food into the facility

We ask that the food is clearly labelled and dated and only eaten by you. Food brought into the home by your friends and relatives must be recorded on the food register at the front entrance.



Clothing

Laundry services

Clothing is laundered in commercial washing machines at high temperatures to comply with infection control requirements, and while we take the utmost care, we cannot accept responsibility for any damage caused.

We recommend that delicate or sentimental items be laundered by family members. If you prefer your clothes to be washed by a relative, please let us know.

You (or your family) are responsible for garments that require dry cleaning.

Residents who make use of the resident laundry for personal washing are asked to use the washing powders that are provided.

Labelling clothes

We provide a labelling service for clothing, and this can be organised on admission to you at a small cost. If you wish to label your own clothes this is welcome. Laundry marker pens are not acceptable as they invariably wash away. Please notify staff of any new clothing brought in so it can be labelled prior to being put away to help avoid loss of clothing.

Repairs

Please note that we do not offer a mending or repair service.

Maintenance

We have full-time maintenance officers to repair and maintain our facilities. A request for maintenance can be made by speaking to a member of staff. You are responsible for the maintenance and repair of your own property but maintenance staff will attend to any issues associated with your room.

Communication

Translation and Interpreter Services

We can arrange access to Translation and Interpreter Services if required Translationz is CHRH's partner for interpreting services and can be accessed for the following situations:

- A person is able to communicate in English but in a limited capacity or are not comfortable;
- A person exhibits no understanding or effective use of English;
- A person is under stress which may hinder their ability to communicate adequately in English;
- During a formal interview;
- When communicating important information affecting the person (e.g. info about their health including prescribed drugs or hospital admission);
- When providing a person with information about entitlements, rights & responsibilities, consent & privacy, Freedom of Information, test results, diagnosis, treatment & referral options, power of attorney & guardianship matters etc.

You can contact Translationz independent of CHRH on 03 9034 5299

www.translator.com.au

Phones and Mail

Phones

A cordless phone is available for your use at any time upon request.
You can have a landline phone in your room. All costs associated with connection, calls and service fees will be your responsibility.

Mail

Any mail addressed to you will be delivered to the facility's reception and distributed to you. We can post any outgoing mail for you.

Technology

WiFI

Free WiFi is available throughout the facility. Please speak to a staff member who will be able to assist you with accessing this service.

Streaming Services

We can accommodate streaming services, e.g. Netflix, Foxtel, Stan.

Please talk to our staff.

Legal and financial

Admission requirements

When you move in, please provide the following:

- Pension Card
- Medicare Card
- Veterans Affairs Card (if applicable)
- List of your current medications
- Private Health Insurance details (if a member)

Resident Agreement

You will be given a Resident Accommodation Agreement which is a legal document that provides details on matters such as services, fees and rights and responsibilities. It is a legal agreement between you and Central Highlands Rural Health. The Resident Agreement, once signed, ensures you have security of tenure.

Residential Aged Care fees

As outlined in the Resident Agreement, Services Australia determines the fees for residential aged care.

General information is available on the My Aged Care website (www.myagedcare. gov.au) and specific information regarding your fees will be provided to you or your nominated representative by our Aged Care Finance team with updates as required.

Itemised accounts detailing fees and personal services will be sent to you or your nominated representative monthly and billed in arrears. All accounts can be paid at any of our campus receptions by cash or EFTPOS. Transfer via internet banking is also an option.

Power of Attorney / Medical Decision Maker

Please provide us with a copy of your Powers of Attorney and Medical Treatment Decision Makers. The Office of the Public Advocate provides information and advice about choosing and appointing these legal documents.

Witnessing documents

Our staff are not permitted to witness legal documents. Please make your own arrangements.

Voting

A mobile voting service may be available during election time. You can use this service if available, or you may vote at one of the local polling booths or by postal vote. Staff will help you to organise this. Alternatively, if you wish to be removed from the electoral roll, you or your representative must complete an application to the Electoral Commission.

Lifestyle choices

Lifestyle program

Our Leisure and Lifestyle staff will visit you once you have moved in and discuss with you (and your family/friends where appropriate) your past and present interests and hobbies, any community engagement you would like to continue or pursue and generally how you like to spend your time.

We will aim to assist you to continue participating in your interests and hobbies wherever possible.

Lifestyle staff provide a program that includes in house group and individual activities, outings and visiting entertainers that all residents are welcome to attend as they choose.

Lifestyle staff will also meet with you regularly to discuss your preferences and choices and assist you to make any changes you might wish to make.

Some outings may incur a small cost.

A printed monthly calendar of planned outings, entertainment, activities is available to all residents.

We respect your right to choose not to participate in any program. We welcome any suggestions you or your family/friends may have for the lifestyle staff.

Hairdresser

A hairdresser visits the facility regularly and an appointment can be made for any resident who would like to use this service. Payment is required on the day of service. If you choose to have your hair set, you must supply your own hair rollers for infection control reasons. You are welcome to make arrangements for your own hairdresser to visit the facility, and we only ask that you let staff know so we are aware of who is visiting the facility, and can assist you to be ready for your appointment if necessary.

Pastoral care

Church and pastoral services can be provided at your request. We welcome ministers and pastoral carers from all denominations.

Pets

We recognise the benefits to our residents of having a pet visit. You must gain approval from the Director of Nursing or Nurse Unit Manager before bringing a pet into the Home. Dogs must be kept on a leash at all times.

Lifestyle choices

Leave

Hospital Leave

You are entitled to unlimited days of leave to receive hospital treatment.

Social Leave

You are entitled to 52 days of social leave in each financial year (July 1 to June 30). The Commonwealth subsidy and resident contribution are paid as usual during this time.

Additional Leave

If you wish to take more than 52 days of social leave, you must discuss this with the Aged Care Finance team. During the additional leave time, you become liable for the total resident fee plus the amount we would typically receive as a subsidy.

Signing in and out

We ask that you complete the Resident Leave Register when you leave and return. This ensures that in the event of an emergency we can account for everyone present in the facility.

Valuables

We advise you to refrain from bringing large sums of money, valuables or expensive jewelry into the home.

To give residents safe access to cash, we can hold funds for residents in a trust account that can be accessed during business hours. For less valuable items, we can provide residents with a locked drawer. We will not accept responsibility for lost or stolen items.

It is important to make sure that personal items, such as eyewear, dentures and hearing aids are clearly labelled with your name.

We cannot take responsibility for lost items.

Visitors

There is a Sign In & Out register for visitors. We ask that your visitors sign in and out when entering and exiting the facility. In the event of an emergency, we are aware of everyone present in the facility.

Safety

Infection Control

Infections can spread in any environment. Residents may be more vulnerable to infection for a number of reasons, including being older, having been in hospital and having chronic diseases. Communal living in residential care increases contact between people and also the risk of infection.

Infection control in an aged care setting is a collaborative approach that involves planning, techniques and procedures that minimise the risk of illness spreading from one person to another.

Effective infection control and prevention can:

- Decrease the development of infections in the first place
- Control the spread of illness and infections, and
- Reduce the use of antibacterial medications, therefore minimising antibacterial resistance

Hand hygiene is the most effective means of preventing transmission of infections. Residents are encouraged to perform hand hygiene before eating and after toileting.

Visitors are asked to always practice good hand hygiene, and to wash hands or use the hand rub before and after assisting with meals or, if visiting more than one resident, between visits. Hand basins and hand rub are located throughout the facility.

If a resident is suspected or confirmed to have an infection that spreads through contact, droplets or the air, standard precautions must continue alongside transmission-based precautions. These include:

- isolating the resident where possible
- ensuring staff, residents and visitors use appropriate PPE
- using equipment dedicated to that resident
- allocating a single room if available
- increasing cleaning and disinfecting of the resident's environment
- ensuring safe transfer of residents within and between facilities

Residents are strongly encouraged to have annual vaccinations to protect you against Influenza and Covid-19. These are provided free of charge.

Safety

Infection Control (continued)

Visitors are important for ongoing health and wellbeing of residents. Visiting should be conducted in a manner that minimises the risk of introducing and spreading infections into the RACF.

- Please do not enter if you have a fever, shortness of breath, cough, nasal congestion, runny nose, sore throat, nausea, vomiting and/or diarrhea or if you have been in contact with anyone with these symptoms.
- There are screening processes in place at each entry point.
- All visitors should wear a face covering while visiting a RACF.

Everyone plays are part to ensure Infection Control requirements are maintained in residential aged care.

Be informed; Be empowered and be prepared.

Safety

Environmental safety

Access
Some areas are only accessible to staff for your safety.

Alcohol
We allow moderate consumption of alcohol, provided it does not adversely affect you or others. You must supply your alcohol and ensure it is kept in a secure location. Staff can assist you with this if needed. You may be asked to complete a Dignity of Risk Agreement and Consent.

Electrical goods
We provide televisions in common areas. If you wish to have a television in your room, you need to discuss this with the Nurse Unit Manager or Registered Nurse in charge to ensure the television is appropriate and if it can be mounted to the wall safely.

We will electrically test and tag all electrical items, such as televisions, DVD players, laptops and radios shortly after your arrival to ensure they are safe. We tag and test electrical items every year.

To ensure you do not disturb other residents, your radios and televisions may need to be used with earphones or headphones. We do not accept any responsibility for loss or damage to your electrical equipment.

Fire and other Emergency Procedures
All staff are trained in fire safety, equipment use and evacuation procedures. We hold fire drills regularly. In the event of a fire or other emergency, please follow the directions of the Fire Wardens and any emergency services support. Emergency exit plans are available at all key locations. Please ensure you familiarise yourself with the fire safety program and the location of exits.

Furniture
We provide furniture to support your comfort and independence. You're welcome to bring your own items, but please discuss this first with the Director of Nursing or Nurse Unit Manager to ensure they are suitable and safe for the space.

Recognising staff
Our staff wear name badges with photo identification, so you can easily recognise who is assisting you.

Smoking
All areas are smoke-free zones. If you smoke, you must discuss options with the Nurse Unit Manager for a safe and suitable location. You will also need to complete a Dignity of Risk Agreement and Consent.

Residents and representatives meetings

We invite you and anyone you choose to attend regular meetings at the facility. These meetings allow you to take an active role in the planning and improvement of care and services. Arrangements provide general updates on activities and services and also ask for your feedback on care and services, including clinical care, menus and activities. Meetings are advertised on the monthly activity planner and displayed on notice boards.

Keeping in touch

Contact and Supporters

It is important that we have details of who you would want us to contact on your behalf.

We will ask you to give us the name and contact details of your main contacts and will also discuss with you what information you want to share and with whom.

Everyone has the right to make decisions about their life, including the support and services they receive from aged care.

Under the new Aged Care Act people can opt to nominate a **REGISTERED SUPPORTER.**

A registered supporter's role is to support the older person to make their own decisions and help them communicate their decisions. This could be a family member, friend, or carer.

A supporter is registered on the My Aged Care Portal.

A resident may also request that we share certain information with their registered supporter. This can only be done if the supporter is registered.

Being a registered supporter does not provide a person with decision-making authority for the resident, only the Appointed Decision Maker can make decisions on behalf of a resident in line with their active, legal authority (e.g. enduring power of attorney, guardian or similar legal authority).

It is the responsibility of the resident or supporter/family to inform us if there is a registered supporter and if these details change as well as any changes to other contact person details.

Feedback (including complaints)

Feedback helps us to respond and do better. We always welcome input from you and any of your, carers or family members. Your feedback is extremely valuable and assists us in continuing to improve your care. Your feedback helps us understand your perspective and supports our efforts to provide positive experiences every time.

Compliments about your care are welcomed, and staff are informed. Please refer to our website www.chrh.org.au

You can also provide feedback anonymously online via CareOpinion at www.careopinion.org.au.

Care Opinion is an independent site where anyone can share their stories about their experience of care. The site gives service users, their families and carers the opportunity to publish their personal experiences, good or bad, of the care system.

Complaints

Please tell us if you have any concerns or would like to make a complaint so we can quickly resolve any issues. There are several ways to provide feedback to us:

- Discuss the matter with the staff member in charge
- Complete a 'Your feedback count form and drop it into one of the Feedback boxes, hand it to a staff member, or send it to us via post.
- Send us an email at feedback@chrh.org.au
- Phone the Central Highlands Rural Health Complaints Officer on (03) 5321 6567.

If you have made a complaint and are unsatisfied with our response, you can access advocacy services to assist you. These include:

- Older Person Advocacy Network (OPAN) and Elder Rights Advocacy, on 1800 700 600
- Health Complaints Commissioner (VIC)

1300 582 113

- Aged Care Quality and Safety Commission

1800 951 822

- National Disability Insurance Scheme (NDIS) Quality & Safeguards Commission 1800 035 544
- Victorian Ombudsman 1800 806 314

Commonwealth Ombudsman
1300 362 072

Whistleblower Disclosure

A Whistleblower Disclosure is a report you make if you think there has been a serious breach of the Aged Care Act or the Standards, e.g. fraud, theft or abuse.

Under the new Aged Care Act, "whistleblowers" (the person making the disclosure) are protected so you can make a report without fear that you or your loved one will be punished or treated unfairly. Reports can be made by residents, participants, family/friends and CHRH staff.

More information about how to make a disclosure is on our website at www.chrh.org.au (go to "About us" and "Publications").

You can make a disclosure to a senior staff member, the CHRH Complaints Officer on (03) 5321 6567 or contact Older Person Advocacy Network (OPAN) and Elder Rights Advocacy, on 1800 700 600 for assistance.

Contact us

Central Highlands Rural Health
PO Box 465, Daylesford 3560

Trentham Aged Care
22 Victoria St, Trentham 3458
(03) 5421 7230