

# JOHN CURTIN AGED CARE INC.

**CUSHING AVENUE, CRESWICK, VIC., 3363**

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*Information for Residents  
and Prospective Residents*



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## JOHN CURTIN AGED CARE INC.

John Curtin Aged Care Inc. is a not-for-profit organisation that aims to provide care opportunities for the people of Creswick and surrounding communities. It focuses on equality of access and high quality, relevant service delivery.

John Curtin Aged Care is an “Ageing in Place” facility providing long term and respite care for aged people who are frail or suffering from dementia and need some help to manage with daily living. It provides both low and high care.

The facility aims to provide a welcoming, home-like environment to residents, families, friends and visitors. The care of our residents is designed to improve their quality of life and to ensure they can live with dignity and privacy in a secure setting.

The John Curtin Aged Care Independent Living Units facilitate independent, neighbourhood living with support services. People with a high level of independence are offered the opportunity to maintain individuality in accommodation whilst participating in a supportive community lifestyle.

All residents are encouraged to participate, according to personal choice in a wide range of social or recreational activities within the facility or the community.

### MISSION

We provide accessible, welcoming and responsive residential care for ageing people in Creswick and district.

### VISION

Listen and respond to the diverse needs of Creswick and district’s ageing community members, while being an employer of choice for current and future staff.

### VALUES

We have one very important value at JCAC and that is to be **resident-focused** in all of our planning and activities.

### OBJECTIVES

- John Curtin maintains robust financial capacity to ensure its ability to employ adequate numbers of qualified and supported staff to provide appropriate levels of care
- John Curtin ensures that its buildings, facilities, gardens and equipment are maintained to a high standard
- John Curtin facilitates and encourages the ongoing involvement of families and friends in the lives of their family members
- John Curtin is a vibrant community partner, participating in meaningful ways, for the greater good of Creswick and District
- John Curtin provides a homelike residential environment where people are supported to live as comfortably and independently as they are able

## **PHILOSOPHY OF CARE**

- Equality of access
- High quality relevant service delivery
- Ageing in place, adjusting our care to resident needs
- Commitment to quality – constantly seeking ways to deliver better services
- Respecting and promoting diversity, embracing people of differing cultures, religions and lifestyles
- A learning organisation, where staff are encouraged and supported to continually develop their skills and abilities
- Supporting and enhancing social relationships and personal interests through individualized and group activities
- Maintenance of skills and ability through appropriate diet, hydration, exercise and care

## **COMMITMENT TO QUALITY**

John Curtin Aged Care Board, Management and Staff commit to carrying out their roles professionally in a caring manner that ensures high levels of resident care and satisfaction. We will respond to comments and complaints by seeking to be flexible and innovative in finding solutions that maintain high levels of satisfaction. We will dedicate finance and time to ensuring that we have opportunities to hear, reflect and plan for quality.

## **WELCOME TO YOUR NEW HOME**

Now that you have made your decision to come into a residential community to live, please think of it as your new home. We hope you will enjoy living here and take advantage of what we have to offer.

All John Curtin staff will be pleased to help you in any way to settle in and establish yourself in your new home.

## **ACCREDITATION**

From October 1997 the Federal Government has introduced legislation called the Aged Care Act 1997, which advocates 'Ageing in Place'.

This legislation also sets down a number of Standards that all aged care facilities must meet. To ensure their compliance, the Aged Care Standards and Accreditation Agency conduct regular inspections of all facilities. The outcome of these inspections is accreditation for residential homes. If accreditation is not achieved, the Government withdraws its funding. We work within these Standards and practice continuous improvement activities to provide residents and staff with a quality environment.

## **GUIDELINES AND INFORMATION**

### **YOUR ROOM**

Your room is your own personal space. Please decorate and furnish it to your personal taste. Precious memories are often contained in photos, pictures and ornaments, so bring them with you if you wish. Bring your favorite easy chair, TV, radio etc.

You may have a private phone in your room. This will be at your own expense.

All rooms have ensuites and there is some provision for couples by way of adjoining rooms.

There is heating throughout the facility, so hot water bottles and individual radiators are not necessary and for fire risk reasons they are not permitted. Electric blankets are permitted, however they must be of an approved type as specified by the facility management and must be tagged and tested.

Most of the common areas of the building are airconditioned, the majority of individual rooms are not. If you wish to purchase a mobile or fixed cooler, we will support your choice and help you install it.

You may wish to have a refrigerator, and there is sufficient room for a small bar fridge. It must be installed in your room, not in the bathroom. With the limitation of space, you may like to have a unit or cupboard built to suit the fridge and to have something else above it, i.e. shelves for TV.

Please discuss any of the above matters at the time of application or when making arrangements to enter the facility.

## **CARE OF YOUR ROOM**

Your room is your home, you are welcome to do whatever “housework” you can for yourself, such as dusting and making your bed. We understand that you may need help with some things, and we are here to provide that help when necessary. However, we do encourage you to manage as much as you can independently.

## **TENURE**

We will always try to provide the appropriate level of supportive care and accommodation for your needs within our facility. We have personal care staff who can assist with showering, dressing or any personal needs that you are unable to do for yourself. There is a registered nurse Division One on duty seven days per week and on call overnight. We try to have a registered nurse Division Two on each shift as well. These people are here to provide specialist nursing support to you, ensuring that you receive your medication and have your general health and wellbeing needs monitored.

If you wish to permanently leave the facility of your own accord we ask you to give four weeks’ notice. If John Curtin determines that we cannot provide the level of support you require, we will assist you to find alternative accommodation where you will be provided that care.

## **VISITORS**

There are no fixed visiting hours. Please invite your family and friends to visit, just as you always have.

You may invite them to share a meal with you. Just notify the catering staff so that it can be arranged. A small charge applies. You may wish to use the function room and formal courtyard for family gatherings, e.g. your birthday, and you may purchase catering from our kitchen or have your family bring from elsewhere. Alcohol is permitted at these functions.

The front door is locked at night. Visitors wishing to visit during the evening may do so by ringing the doorbell. The dementia area (E or Peacock Unit) has a keypad locked door. If you are accommodated in this area, your family will be provided with an entry code so they can visit you whenever they wish.

## **NEXT OF KIN**

Next of kin are very important people. We like to see lots of visiting and involvement from family. Family ties are precious. In fact, we regard the family as an integral part of the supportive and caring process and would like them to become an active part of John Curtin. Whilst we will assist you to make and attend appointments, the Home is not responsible for transportation of residents to appointments. We ask next of kin to provide this.

## **MEALS**

All meals are cooked on the premises and are served in the dining rooms. We aim to provide a well balanced diet and the menu is discussed at residents' meetings, and the menu committee. We are able to cope with most likes and dislikes, or special diets that may be required. You will be asked for this information when you arrive. You are encouraged to come to meals, unless you are ill, in which case your meal will be brought by tray to your room.

If you are going out for a meal please let the catering staff know.

## **HOSPITAL OR SOCIAL LEAVE**

It may be necessary for a person to be admitted to a hospital for treatment not available here. If this occurs, your bed is kept until your return. You can be away from the home for 52 days social leave before the Commonwealth does not provide its portion of your fees. You are able to take unlimited hospital leave. You will be required to pay fees whilst you are on leave to maintain your bed status.

It is also important to leave the forwarding address of where you will be staying.

## **PALLIATIVE CARE**

On admission we ask residents and their relatives to consider what their future wishes will be if the resident's health declines. Our team, including Registered Nurses, Carers and Complimentary Therapist in conjunction with visiting services, GPs, Hospice, and Regional Palliative Care Service will endeavor to support all residents to stay at home at John Curtin if palliative care is required. If a resident wishes, or care needs become too high, we will work

closely with the preferred hospital to ensure a smooth transition and appropriate care for the resident. The CEO is happy to discuss any concerns residents or their relatives may have in regards to this issue.

In early 2010, a palliative care suite was being set up. This provides a range of specialized equipment as well as a place where family members can rest and refresh themselves.

## **COMMUNITY LOUNGES / DINING ROOM / TEA ROOMS / FUNCTION ROOM**

You are welcome to use the lounge rooms and the various tearooms at any time. Linger over a cup of tea, and have a chat to get to know the other residents. Remember that they are your neighbours and you do share a lot in common living in a residential community.

You are welcome to make a cuppa for yourself any time during the day or night. Ingredients are provided in the tea making areas.

## **CONTACTS**

We require the name, address and contact telephone number for both home and business of your next of kin or representative. If there is any change in your condition, staff must be able to contact them immediately. It would be advantageous to give a second contact person and number as well. Relatives or advocates should notify our office when there is a change in address or telephone number.

When relatives or representatives go on holidays, we request that a forwarding address and contact number be provided.

## **NURSE CALLS**

All rooms are fitted with nurse call buzzers. People with high needs may be provided with a call pendant.

There is 24 hour supervision if you need to use the buzzer system.

## **MEDICAL PRACTITIONERS**

You are welcome to keep you own general practitioner, but we recommend that you transfer to the Creswick Medical Centre. The Creswick Medical Centre provides an in-house clinic at John Curtin twice weekly and on-call and emergency services 24 hours per day. If you are happy to transfer we will



request that you authorize your doctor to release medical information to clinical staff at John Curtin and your history to the Creswick Medical Centre.

## **MEDICATIONS**

If you have medication that has been prescribed by your doctor, it is a requirement that you take it to the Creswick Pharmacy, prior to entry, to be packaged into a medication dispenser. This is to ensure your medication is dispensed to you safely and correctly.

The ongoing weekly cost for this service is met by John Curtin, unless you are having a respite admission.

## **PERSONAL CARE**

Various assessments of your care needs and abilities are undertaken during your stay so that the personal care staff can provide you with care that is relevant to your needs. Care Plans are developed and you, or your family, as you wish, will be consulted about what is written on Care Plans. This helps all staff to know your up to date care needs or wishes. Please let us know when you want changes to your care, or your preferences change.

## **SPECIALIST APPOINTMENTS**

Occasions may arise when you need to visit a specialist, such as an Optometrist or Cardiologist. Where possible, we ask relatives or friends to accompany you to the appointment. If this is not possible alternate arrangements can be made for the specialist's visit.

## **CHURCH SERVICES**

John Curtin ensures that regular in house services are held for most denominations.

## **WHAT CAN I DO?**

It is your home, so just as you would expect, you can:

Do some housework, potter in the garden, pop down the street for some shopping, visit a friend, make a friend, go to the library, play cards or scrabble or any other games you enjoy.

If possible keep up the interests you had before you came here. So keep up your activities with your church, bowling club, elderly citizens, bingo, or whatever you enjoy.

Meanwhile John Curtin has many activities, staff and volunteers arrange and facilitate these. A weekly schedule is provided and personal preferences are sought. We have craftwork, outings, bowls, picnics and games days, happy hours and musical afternoons. We encourage family or friends to participate in activities or take residents out as often as wished. Activities are discussed at the monthly residents' meetings.

## **RESIDENTS' MEETING**

Every month, a residents' meeting is held where all are welcome to provide feedback to us, discuss issues of concern or just talk about any changes you may want to make to your home.

A member of the John Curtin Board of Management is rostered to attend each meeting and this provides a direct contact between the residents and the Board. Minutes are produced and made available in folders in the various resident lounge room areas.

The Residents' meetings are generally held on the last Thursday of each month at 10 am in the Function Room. All residents, their families or advocates are welcome to attend.

## **VALUABLES**

Staff take extreme care with all residents' possessions, however, we cannot accept responsibility for residents' valuables.

It is suggested that no more than \$20 for petty cash purposes be carried by the resident. A petty cash service is available through the administration office, any money drawn will be charged on to you in the next month's account.

**Please ensure that all dentures, glasses, walking frames etc. are marked before entering the facility.**

## **NEWSPAPERS, RADIOS AND TELEVISION**

Newspapers are delivered every day. Staff can arrange for you to receive them; the newsagency will charge the individual. Television, DVD and video are available in the lounge rooms for everyone's use. Residents may bring their own television or radio, which need to have an electrical safety test and tag applied.

## **HAIRDRESSER**

A hairdresser and barber visit every week. If you wish to use these services, staff will arrange this. It is your responsibility to pay for the service, either directly or through the petty cash service.

## **LAUNDRY AND PERSONAL CLOTHING**

We provide and launder all sheets, pillowslips, towels and face washers. Bedspreads, pillows, doonas or blankets are not provided so please bring your own.

Personal laundry facilities are provided to residents who require this or residents can do their own if they wish. While every care is taken, John Curtin cannot accept responsibility for items lost or damaged. It is recommended that woollens, and any other shrinkable items, be washed by residents or at home if possible.

All residents clothing is to be named before coming in. If cloth labels are not available in time, it would be appreciated if a laundry marker could be used in the interim to avoid misplaced clothing. If you prefer, we can label your clothing for you. Labels cost \$75 for 100.

## **FIRE**

Make sure you know all the exits to your building and where the fire alarms are. Regular fire drills are held and everyone is expected to participate. Residents should wait in their rooms or the lounge area to be advised as to whether evacuation is necessary. The smoke detectors and sprinkler system will enable most emergencies to be dealt with quickly to prevent the need for evacuation. Staff will provide assistance where required.

## **SMOKING AND ALCOHOL**

We have a smoke free environment and smoking is not permitted inside any buildings. Residents who wish to smoke should have a discussion with the CEO who will find a safe and comfortable area for them well outside the building.

Residents who wish to drink alcohol may do so. Residents must respect the comfort of others and any drunkenness may impede on the ongoing ability to consume alcohol here. There are occasions when alcohol is served in general areas, e.g. happy hours or Christmas lunch. If you or your family have a strong aversion to alcohol please inform the CEO.

## **PETS**

Residents are not permitted to keep pets. However, from time to time, we have pets that belong to all the residents. This is currently under review.

## **ADMISSION**

Before agreeing to come into John Curtin you will need to go through an assessment process. This is done by:

- i. You or your General Practitioner sending a referral to the Aged Care Assessment Team. The Aged Care Assessment Team then organise a time to visit you to make sure you need the care and type of services we offer.
- ii. Make an appointment with the CEO to discuss your care needs and the process for moving in. When you are offered a room, the Finance Manager or CEO will make an appointment to discuss an accommodation bond. If you do not have sufficient funds, a bond is not payable. The daily fees, which are paid one month in advance, are set by the Government. These fees are adjusted with each pension increase and represent 85% of the aged pension.
- iii. Once this assessment process has taken place then admission into your new home can take place.

## PRIVACY / COLLECTION OF PERSONAL INFORMATION

### Privacy Statement for Residents

As an aged care service, John Curtin must collect a range of personal information according to the Aged Care Act 1997. This is used to ensure that we provide you with the appropriate level of care and service. This information includes date of birth, next of kin, assessments, care plans and other documents which form your medical record, and some financial information. The National Privacy Principles and the Victorian Health Privacy Principles provide guidance to safeguard this information.

The main purposes for which our organisation holds this information is to process applications for residency, to assess the level of medical care appropriate to clients' needs and to make claims for funding from Medicare. We also seek information regarding your satisfaction as a resident. Information is also used to monitor and assess the effectiveness and appropriateness of care through a range of quality assurance and quality improvement activities.

We are committed to ensuring the privacy of your personal information and the implementation of systems for responsible handling of personal information. Systems are in place to ensure residents' personal information and other confidential information related to the management of the organisation is safeguarded against loss, unauthorised access, modification or disclosure.

As an aged care service we are required by law to communicate some personal information to government agencies to enable the organisation to receive the correct level of funding for the care required and the appropriate running of the service. These agencies are also bound by the National Privacy Principles and the Victorian Health Privacy Principles.

Information is only shared with other health professionals such as Physiotherapist, Pharmacist, Podiatrist, Doctor, on a need to know basis. In return we expect such information to be provided to us from them in order to provide the best care possible.

A Privacy Officer has been appointed to assist you with your right to access your personal information or to complain about a situation where you believe your personal information has been inappropriately handled and any questions you may have related to privacy of personal information. Please contact the Privacy Officer on Ph: (03) 5345 9999. The Privacy Officer will inform you of any documentation requirements associated with your concern or request and promptly deal with such matters.

Name of the Organisation: John Curtin Aged Care Inc.  
 Address: Cushing Avenue, Creswick, Vic. 3363  
 Postal Address: PO Box 173, Creswick, Vic. 3363  
 Phone: (03) 5345 9999  
 Email: [j.sewell@jcac.org.au](mailto:j.sewell@jcac.org.au)  
 Fax: (03) 5345 8083

## **ABOUT THE ACCOMMODATION BOND**

The accommodation bond is technically a loan that you make to the facility to secure your place. There are strict rules around the way we must manage your bond, including when we must refund it. We are allowed to take interest (retentions) from the bond for a period of 5 years, and we can also use the interest received from our investing of your money. The amount left after the retention period is over remains “in your account” as a lump sum and is returned to you or your estate when you leave the home. The bond is means tested. An asset assessment indicates the amount of bond we may charge. If you do not have sufficient assets to pay an accommodation bond, you can still enter care as a “supported” resident.

The accommodation bond can be paid in a lump sum or by periodic payments, or part lump sum and periodic payments.

All the details are set out in an agreement document between John Curtin and the resident and we strongly recommend that you read this document carefully before signing.

**Residents who have a “LOW” ACAS approval are required to pay and accommodation bond based on their assets.**

## **ACCOMMODATION CHARGE**

Residents who have a “HIGH” ACAS approval do not pay an accommodation bond. Instead, there is a further daily amount known as the accommodation charge. This is set by the Department and is dependent on your assets.

## **FEES**

The daily fee, which covers all costs associated with accommodation including meals, laundry, and cleaning, is set by the government. This is increased in line with CPI every six months, but the difference is quite small. This amount is 85% of the single aged pension.

For payment of fees, it is required that you arrange for a direct debit authority. Your first payment will be calculated according to your entry date up to the end of that month and paid on invoice by cheque. All subsequent fees will be paid by direct debit.

## **INCOME TESTED FEE**

Some people are required to pay a further amount known as the income tested fee. This is a daily fee and is assessed by Centrelink based upon your income. They will advise you of this amount. It can take up to two months for this information to be made available. When you receive that information, you will be required to pay any amounts which have built up since your entry.

## **HOW JOHN CURTIN IS FINANCED**

There are four main sources of income:

- 1) Residents fortnightly fees (85% of pension rate).
- 2) Medicare monthly subsidies towards accommodation and personal care carried out by our staff.
- 3) Non-refundable ingoings and interest from accommodation bonds (in trust for residents).
- 4) Public donations and bequests.

## **HOW JOHN CURTIN IS ADMINISTERED**

John Curtin is run by a voluntary Board of Management, each member being elected to each serve a 3 year term. The Board of Management meets monthly to review financial and strategic issues. The Board appoints a senior staff member (CEO) as its delegated authority to run the day to day business of the facility. There is an annual meeting held in October / November each year; all residents and their families are invited to attend.

Prospective residents are welcome to a copy of the last published annual report, which contains full details of all financial matters.

## **COMMENTS / SUGGESTIONS / COMPLAINTS**

It is important that everyone knows that we have a complaints process, because from time to time, issues arise that you feel you need to have addressed. We like to think of it as a process through which we can gather suggestions, or complaints, that help us to do things better. Therefore, we refer to it as a continuous improvement process.

Residents, staff and family members are encouraged to have input into the activities and actions of the facility. There are many different ways in which this can occur. Family members are encouraged to attend any meeting or committee that has residents involved. This can be an opportunity to provide input, encouragement or suggestions on how we can do things better. Some examples are: the Residents' Meeting held on the last Thursday of the month at 10:00am and the Care Plan review.

Residents and family may talk with any staff member about an issue of importance to them. Often the best suggestions for change have come from you, as you know exactly what you need. If you feel that your issue has not been heard or acted upon, you may feel the need to talk to the Clinical Manager or the CEO. A Corrective Action Request (CAR) form can be filled out if you wish. Individual copies are available in the pamphlet holder, or staff can complete one for you. These should be posted in the locked mail box in the foyer, which is emptied daily. The CAR form is an excellent process because it puts your ideas into a concrete form.

We use the CAR forms for many things, if you have something that needs attending to, feel free to fill out a CAR form. The CAR forms are reviewed monthly and followed up if actions are incomplete. This ensures that your idea or issue is not overlooked. If you wish to receive feedback regards your concern, we ask you to complete a CAR form and put your name on it.

You are welcome to put in a CAR form that doesn't identify you if you would like to maintain your privacy but still have your idea heard. All CAR forms are treated with the same level of importance regardless of whether we know who has written it or not. The most important aspect of 'having your say', is that you feel comfortable doing so without fear that you might somehow be disadvantaged because you have spoken out. If you feel this is happening to you please feel free to speak to our CEO and we will follow up your concern. *Most importantly, don't think of it as a complaint but as an opportunity for improvement.*

If it is felt that complaints have not been addressed satisfactorily, the Commonwealth Department of Health and Ageing can be contacted at:

Residential Care Rights  
Suite 4B, 4<sup>th</sup> Floor  
343 Little Collins Street  
MELBOURNE 3000  
Phone: (03) 9602 3066

Aged Care Complaints Investigation Scheme  
Department of Health and Ageing  
GPO Box 9848  
MELBOURNE 3001  
Phone: (03) 9665 8888 or toll free 1800 550 552



## **EACH RESIDENT OF JOHN CURTIN HAS RIGHTS AND RESPONSIBILITIES**

The Charter of Residents' Rights and Responsibilities is referred to in your Resident Agreement. The Charter is displayed on the dining room wall.

Each resident of a residential care service has the **right:**

- to full and effective use of his or her personal, civil, legal and consumer rights
- to quality care appropriate to his or her needs
- to full information about his or her own state of health and about available treatments
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation.

## **OCCUPATIONAL HEALTH AND SAFETY**

Residents and their families have rights within the aged care facility, but they also have a responsibility to ensure that their actions do not put staff at risk. All people within the facility (staff, residents and visitors alike) are required to participate in any Occupational Health and Safety programmes. These programmes are an initiative of the OH&S Committee and are designed to enhance the safety of those within this home.

Any person who becomes aware of potential hazards is asked to report these immediately to a staff member.

*Ref: The Guide: Implementing Occupational Health and Safety in Residential Aged Care.*

## CHECKLIST – WHAT TO BRING / DO

Now the decision has been made to move into John Curtin you will need to bring:

- Personal clothing, underwear, nightwear and footwear all clearly named
- Blankets, pillows, doona / bedspread / quilt as preferred. John Curtin will supply the bed, all bed linen and towels
- A comfy chair / recliner
- Television, DVD, video, music as preferred (small). These will need to be tested and tagged on arrival. Bracket to wall mount television.
- Bedside table, bed light, clock, small chest of drawers
- Bar fridge if desired, must be tested and tagged on arrival
- Personal objects, photos, artwork, ornaments, books that you wish to have
- Personal aids, bedstick, shower chair or similar that you currently use

You may wish to:

- Have the telephone connected. You need to call Telstra with your room number and they will connect you
- Order the newspaper to be delivered. Call Creswick Newsagency and set up your delivery. You will need to discuss with them where your account is to be sent (to you, family etc).
- Put some cash into the resident trust account so you can access it when you need.

### Also required:

All residents will have an evacuation bag prepared on their behalf, for use in the event of emergency re-location. This will include 2 changes of clothes, 2 sets of underwear, 2 sets of night clothes, footwear. We are asking that you provide extra clothes for these bags as many residents do not have sufficient items to have 2 whole outfits out of circulation. Please also supply a small bag of toiletries, particularly toothbrush and paste. We will provide the bags and anything else that needs to be put in the bags (continence aids, wound dressings etc). Bags will be labelled and have a photograph of the person attached to them.

This bag will be stored in your room for quick access if flood or fire occurs.

## Useful Numbers

John Curtin Aged Care	5345 9999
Creswick Medical Centre	5345 8090
Creswick Pharmacy	5345 2004
Creswick Newsagency	5345 2557
Telstra new account	1800 331 286
Shifting existing account	132200
Aged Care Assessment Service	5320 3740
Commonwealth Carer Respite Centre	5333 7104
Department of Veterans Affairs	1300 550 450
Professional Clothing Labeller (Marie)	0439 700 219