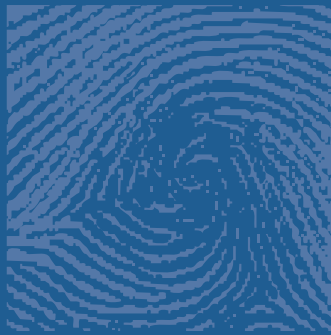


SRS resident's handbook

A guide for residents of Supported Residential Services (SRS)



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Supported Residential Services (SRS)

October 2003

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This guide, including without limitation any attachments, does not constitute and is not to be construed or relied upon as the provision of legal advice. Persons using this guide are advised by the Department of Human Services to seek appropriate legal and professional advice.

This guide is current at October 2003.

Foreword

Living in residential care will be different from the way that you have lived before. Not only is it a new environment but you are living with many new people all under one roof. Each facility has different routines and environments. The following information is provided as a guide to assist your move to living in a residential care facility.

This booklet is designed for residents of Supported Residential Services (SRSs).

It provides information about:

- the types of services you can expect to be provided by an SRS
- the regulations that guide the operations of an SRS
- your rights and responsibilities as a resident
- where you can go if you have a concern or complaint about an SRS
- information about other services that you may require.

This booklet is not intended to cover every aspect of the SRS sector. It will provide enough information to enable you to understand what you can expect when living in an SRS.

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What is a Supported Residential Service (SRS)?

SRSs are privately owned and operated businesses that receive no direct government funding, although a range of government-funded services are available to individual residents of an SRS.

SRSs are defined as premises where accommodation and special or personal care is provided.

Special or personal care includes:

- assistance with one or more of bathing, showering, personal hygiene, toileting, dressing, undressing, meals
- physical assistance for people with mobility problems
- assistance for people who are mobile but require some form of supervision or assistance, such as assistance with taking medication
- provision of substantial emotional support.

These are the types of services that most, but not all, SRSs provide. The types of services that you will be provided with should be outlined in your residential statement (see page 11).

Who are SRSs for?

Generally, SRSs are facilities that cater for people who are usually mobile but require assistance or supervision with daily tasks and personal care. SRSs generally provide hostel-type, or low-level care.

An SRS may provide accommodation for:

- older people who, due to increasing frailty, are no longer able to live independently
- people who, due to physical, psychiatric, intellectual, acquired brain injury or other disability, may require care and support in activities of daily living
- people with particular needs, for example dementia or acquired brain injury.

What can I expect of an SRS?

A good SRS:

- provides for the person's needs
- respects the person's individuality
- promotes the person's independence
- provides a supportive environment for the person and their family and friends
- invites input from the resident, their family and, where appropriate, their friends, regarding the care and services they receive
- uses current care practices to support residents.

Regulation of the SRS sector

Health Services Act

All SRSs must be registered by the Department of Human Services and comply with the requirements of the Health Services Act 1988 ('the Act') and the Health Services (Supported Residential Services) Regulations 2001 ('the regulations').

The Act and regulations include standards relating to the provision of services to residents and a range of factors relating to the design, maintenance and cleanliness of the building.

The department has a number of authorised officers who are appointed under the Act to visit the SRS facilities on a regular basis to ensure that SRSs are operating according to the Act. The authorised officers are generally based in Department of Human Services regional offices (see page 21 for contact details).

Other Acts and regulations

There is a range of other regulations that relate to the operation of an SRS.

These include:

- *Building Code of Australia 1996* relating to the design of the building and factors such as fire safety equipment.
- *Food Act 1984* relating to the proper storage and preparation of food on the premises.

The Building Regulations and the Food Act are the responsibility of your local council.

Commonwealth aged care accreditation is not applicable to an SRS.

The *Residential Tenancies Act 1997* is not applicable to an SRS.

Management and staffing

The 'proprietor' is the person or company that owns the SRS business. It is the proprietor who is registered by the Department of Human Services to operate the SRS.

The proprietor may also be the manager of the SRS, but this is not always the case.

SRSs are required to employ a **personal care coordinator** (PCC) who is responsible for coordinating the personal care for all residents.

The PCC must have at least a Certificate III in Community Services (Aged Care).

In some SRSs, the PCC may also be the proprietor of the facility.

There must be at least one staff member for every 30 residents and additional staff to provide adequate levels of care for residents.

All SRSs must have a staff member on site overnight. This is generally a 'sleepover', meaning the staff member sleeps on the premises but may be woken to assist residents if required.

How much should I pay?

SRSs do not receive any government subsidies. Fees are charged but are not legislated by government and vary significantly.

SRSs charge a range of fees, some of which are based exclusively on the rate of pension or benefit only, while some charge fees above the pension.

The range of fees can be anywhere from \$220 per week (approximately 85 per cent of the pension) up to \$1,000 per week.

You should make sure you understand the fees and charges that you pay and how you will be informed of any changes to the fees.

The residential statement (see page 11) should include the fees that will be

charged, any other costs or charges and how you will be informed of any changes to fees and charges.

The SRS must ensure that all expenses and fees charged to you are individually itemised in a receipt and explained to you (or your administrator, if one has been appointed).

If this is not the case, it is important to discuss this with the manager or proprietor or ask someone—family, friends or support worker—to assist you in discussing these issues with the manager or proprietor.

The residential statement

The manager or proprietor must prepare a document referred to as a residential statement, which details the health services, including any personal care, and other programs or services that are to be provided to you while living at the SRS.

The residential statement is essentially the agreement between you and the SRS about what services will be provided for what fee. The care plan is a more detailed description of your care needs and services provided and is regularly updated.

The residential statement must be prepared in consultation with you and, where appropriate, a relative or guardian, and given to you within 30 days of moving into the SRS.

The information in the residential statement should clearly identify the care that is to be provided, the cost of that care and how you will be informed of any changes in fees and charges.

Negotiating your residential statement

Before you move into the SRS you should confirm with the manager or proprietor the services that will be provided and the conditions of your stay.

The following are some points you should think about having included in your residential statement:

- Details of the services that will be provided to you.
- Details of the nature of the accommodation to be provided.
- The cost, including standard fees and any additional charges or ongoing fees.
- Any optional services that may be organised by the SRS and any associated costs.
- How you will be informed of any changes in fees and charges.
- Length of notice that will be given relating to any changes in fees and charges.
- Arrangements if you need to be away from the SRS for a period of time, for example, either planned or an emergency, such as a hospital admission.
- Reasons and length of notice if the SRS wishes to terminate your residency and require you to move out.
- Policy relating to smoking and alcohol.
- The grounds for eviction from the SRS.

Privacy and respect

You should be treated with dignity and respect by staff and other residents, and are entitled to privacy.

This means:

Safety and security

- You should feel safe and be treated with respect when living in an SRS.

- You must not be harassed or abused, physically or verbally, by staff or other residents.
- You must have your own clothing and toiletries such as soap, comb, toothbrush and razor. These can't be shared.
- No-one can borrow or use your personal belongings without your permission.

Choice

- You have the right to choose what you do and when you come and go. You should inform staff when you'll be back and take into account the house rules.
- You can be visited by health and other services of your choice.
- You should have control over your personal affairs (unless you have a guardian or administrator).
- You should be involved in discussions about your care.

Privacy

- Your personal information should be treated confidentially.
- You should have privacy to bathe, dress and go to the toilet even when being assisted.
- You should have access to a phone that can be used privately and receive your mail unopened.
- If you are sharing a room and the design or furniture layout of the room does not allow for privacy, a screen should be provided.

Work

- The SRS must not employ you to work in the service or ask you to do any unpaid work. It's OK if you choose to help with chores.

Resident responsibilities

Staff have responsibilities and so do residents.

In order to live with others it is important that you:

- respect other people's rights and privacy
- don't take other people's things
- don't hurt or threaten other people
- keep your space clean and tidy
- respect shared areas
- be prepared to discuss issues of concern to the staff and other residents
- let staff know if you are going out, and when you expect to return
- let someone know if you are in trouble or if you are not feeling well.

The SRS is required by legislation to collect certain information when someone first moves in.

Resident records

This information includes your name, date of birth, gender, languages spoken, contact details of next of kin, contact details of medical practitioner, pension number and type of pension.

At the time of moving into an SRS, the PCC or manager also develops a care plan.

The care plan identifies your health, welfare and personal care needs and the services that will be provided to assist in meeting those needs.

The care plan is a more detailed plan about your care needs than the residential statement. The care plan should be regularly updated as care needs may change over time.

The care plan should be developed in consultation with you and, where appropriate, your relative or guardian.

The SRS must also take reasonable steps to ensure your health care providers, such as your doctor or case manager, are consulted.

All information about you must be treated confidentially. That means the SRS must store records in a place where they can't be read by others, and should not speak to anyone about you without your permission, except in an emergency.

Health and medical care

As a resident of an SRS you may need to access a range of community services, such as general practitioner (GP), podiatry, social work, mental health, disability services and social support.

The PCC or manager at your SRS should be aware of how to access these services and either arrange the service, assist you to do so or organise for someone to give you assistance. A list of useful contacts is on page 21.

You have the right to see your own doctor and other service providers, as you would if you were living independently in the community.

The only exception is where you are receiving that service from the SRS. So, for example, you will not generally be eligible for local government (HACC funded) home care, meals and personal care services as these are generally part of the service provided by the SRS.

Finances

The principles of the Act require that wherever possible, as a resident of an SRS, you manage your own financial affairs.

Appointment of an administrator

If you are unable to manage your own financial affairs and you do not have an enduring power of attorney or a legal administrator, an application should be made to the Victorian Civil and Administrative Tribunal – Guardianship List for an administrator to be appointed (see contact details on page 21).

The administrator may be a friend or relative, an administrative or financial management firm or the State Trustees.

Proprietor management of resident's finances

Proprietors should only manage a resident's finances where no alternative exists.

Section 108H of the *Health Services Act 1988* sets out the duties of proprietors in relation to managing resident's finances.

The proprietor must:

- maintain accurate and up-to-date records that individually itemise all money and other assets managed by the proprietor, all expenditure, and any disposal of money or other assets on your behalf
- provide a statement at least once every six months setting out any income received and expenditure incurred on your behalf and the current status of any assets or liabilities incurred on your behalf
- provide a receipt for all moneys received by the proprietor on your behalf
- provide an itemised receipt for all expenses and fees charged to you
- notify you or your representative of any additional costs likely to be incurred in the near future

- seek your permission and signature (or your authorised representative's) if money is to be spent on items other than those reasonably defined as day-to-day items such as toiletries and haircuts (for example, permission should be sought before buying items such as clothing or shoes)
- permit you, or your administrator if one has been appointed, to have access to your financial records held by the proprietor.

Concerns or complaints

You should be informed about the processes for making a complaint before you move into the SRS. There are a number of options for making a complaint:

Discuss your concern or complaint with the SRS proprietor or manager.

- All SRS facilities are required to have a complaints process in place and all complaints have to be recorded along with the response to the complaint.
- Where possible complaints or concerns should be raised with the proprietor or manager in the first instance.

Contact the Department of Human Services authorised officer.

- Authorised officers visit SRSs on a regular basis and are responsible for monitoring SRS compliance with the relevant Act and regulations.
- If you have a concern or complaint about the services you are receiving at an SRS or the way in which the SRS where you are living is being operated, you can contact an authorised officer at the Department of Human Services regional office (see page 21 for list of contact phone numbers).

- The authorised officer will listen to your complaint and then investigate and provide feedback to you about the outcome of their investigations.
- The authorised officer is able to discuss with you what is reasonable and not reasonable to expect of an SRS according to the Act and Regulations.

Contact a Community Visitor

- The Community Visitors Program (CVP) is part of the Office of the Public Advocate, which is an independent statutory body.
- Community Visitors are trained volunteer community representatives who visit SRSs on a regular basis to enquire about the adequacy of care and standards of the facility.
- Any concerns they have will then be raised with the proprietor and/or relevant government department.
- If you have a concern or complaint about the SRS where you are living, you may contact the CVP directly (see page 21 for contact details) or ask the manager or proprietor of the SRS to contact them for you. SRSs are required to contact the CVP at your request.

Contact the Health Services Commissioner

The Health Services Commissioner may be contacted if there is a complaint about a health service provider, for example, hospital, nurse, doctor (see page 21 for contact details).



Moving on

You may wish to leave an SRS for a variety of reasons.

In some circumstances your care needs may change and be too high for the SRS to be able to provide sufficient care. However, there may be other reasons why you choose to move on.

You should let the manager of the SRS know when you intend to leave. The information relating to the period of notice should be included in *Information for prospective residents* and your residential statement. There is no mandatory period of notice that relates to SRSs.

If the SRS is managing your financial affairs you will need to ensure that all moneys that you are owed are returned to you.

If your Centrelink payment is being debited directly to the SRS, you should advise Centrelink as soon as possible about your intention to move (see page 21 for contact details).

Should you have any concerns regarding this process, seek advice from family or a friend, your social worker or other worker. If you are not seeing a worker, page 21 lists some services that may be able to assist, including community health services or the Community Connection Program (CCP) for pension-level SRSs.

Useful contacts

Department of Human Services

Authorised officers are responsible for monitoring SRS compliance with the relevant Act and regulations.

Barwon South Western Region

Cnr Fenwick & Little Malop Streets
Geelong 3220
(03) 5226 4540

Eastern Metropolitan

883 Whitehorse Road
Box Hill 3128
(03) 9843 6000

Gippsland Region

43 Grey Street
Traralgon 3844
(03) 5177 2500

Northern Metropolitan

145 Smith Street
Fitzroy 3065
(03) 9412 5333

Grampians Region

Cnr Mair & Doveton Streets
Ballarat 3550
(03) 5333 6669

Southern Metropolitan

122 Thomas Street
Dandenong 3175
(03) 9213 2111

Hume Region

74 Ovens Street
Wangaratta 3677
(03) 5722 0555

Western Metropolitan

71 Moreland Street
Footscray 3011
(03) 9275 7000

Loddon Mallee Region

37 Rowan Street
Bendigo 3552
(03) 5434 5555

The Department of Human Services SRS and Accommodation Support Unit can provide general information relating to SRSs – call (03) 9616 7780.

Other useful contacts

These contact details are current in September 2003. If incorrect, check the telephone directory or contact your local council or community health service to seek assistance in locating services.

Aged Care Assessment Services (ACAS) www.health.gov.au/acc/
Aged and Community Care Information Line (free call) on **1800 500 853**
or a Commonwealth Carerlink Centre (free call) on **1800 052 222**

ARBIAS

ARBIAS provides services for people with alcohol related brain injury in southern, northern and eastern metropolitan areas.

89 George Street, Fitzroy 3065. (03) **9417 7071**

Association of Supportive Care Homes

The association for SRS proprietors.

PO Box 27, Fairfield 3078. (03) **9625 0646**.

Centrelink www.centrelink.gov.au

For an appointment: **13 1021**

Disability, sickness and carer payments: **13 2717**

Aged pension and other payments for older adults: **13 2300**

Community Connections Program (CCP)

Provides support and assists people who are homeless, at risk of homelessness or living in low-cost accommodation, including pension-level SRSs, to access appropriate services.

See next page for contacts in your area.

Community Connections Program (CCP) contacts

Merri Outreach Support Service, Darebin, Whittlesea, Banyule, Nillumbik, Moreland	9383 4988
Society of St Vincent de Paul, Aged and Community Services, Moreland, Hume	9304 9914
Inner South Community Health Service, Port Phillip, Stonnington and Glen Eira	9534 8166
City of Kingston, Kingston, Bayside	9581 4819
LINX, Eastern Region Mental Health Assoc, Greater Dandenong, Casey, Cardinia	9794 8366
MI Health Community Connections Program, Peninsula Community Health Service, Frankston, Mornington Peninsula	5975 8266
Older Persons Outreach Program (OPOP), Wintringham, (older adults only), Port Phillip, Stonnington, Glen Eira	9578 9699
ABODE, Western Region Health Centre, Maribyrnong, Hobsons Bay, Wyndham, Brimbank.	9687 4499
Doutta Galla Community Health Service, Melbourne, Moonee Valley	9328 5711
Salvation Army Eastcare, Eastern Region	9890 7144
Quantum Support Services, Gippsland	5152 5098
CoNECT Support, Rural City of Wangaratta, Hume Region	5721 0777
Loddon-Mallee Housing Services, Loddon-Mallee	5032 3606
St Laurence Community Services (Geelong), Barwon	5282 8933
Brophy Family Services (Warrnambool), South West	5561 8888
Centacare (Ballarat), Grampians	5337 8917

Community health services

Community health services provide services such as social work and counselling, podiatry, community nursing, physiotherapy and occupational therapy.

Find your nearest community health centre:

On the net at www.health.vic.gov.au and go to 'Health Services – Directories and Locations' and then go to 'The Primary Care Partnerships Statewide Health Services Directory' or go to 'Primary Health Knowledge Base' and click on 'CH Centres'

or

look in the yellow pages of your telephone directory under 'community health'.

Community Visitors Program (Office of the Public Advocate)

Level 5, 436 Lonsdale Street, Melbourne 3000

Phone: (03) 9603 9500 or 1800 136 829 (country areas only)

www.communityvisitors.vic.gov.au

Council on the Ageing (COTA)

COTA is a not-for-profit older persons' consumer organisation

Seniors Information Service

Phone: 1300 13 50 90

Email: askcota@cotavic.org.au

Dental Health Services Hotline

Information on your closest public dental clinic

Phone: 1300 360 054

Disability Intake and Response Service

Information about community supports and services for people with a disability, their carers and families.

Phone: 1800 783 783

www.disability.vic.gov.au/dsonline/dssite.nsf?open

Guardianship List at Victorian Civil and Administrative Appeals Tribunal (VCAT)

55 King Street Melbourne 3000

Phone: (03) 9628 9111 or 1800 123 155

Headway

Consumer organisation for people with an acquired brain injury.

212 King Street, Melbourne 3000

Phone: (03) 9642 2411

www.headwayvictoria.org.au

Health Services Commissioner

570 Bourke Street, Melbourne 3000

Phone: (03) 9601 5222

or 1800 136 066 (country areas only)

Housing for the Aged Action Group – HAAG

Offers free, confidential advice to older people who are renting.

Phone: (03) 9654 7389

www.older tenants.org.au

Mental health services

There are two types of mental health services. Clinical services provide acute hospital services, clinical case management, mobile support and treatment team, crisis assessment and specialist mental health services for older adults.

Psychiatric Disability Support Services (PDSS) provide outreach support, day programs, peer support, respite and residential rehabilitation programs.

A locality guide for mental health services is on www.health.vic.gov.au/mentalhealth/services/index.

For further information:

Phone Mental Health Branch: (03) 9616 8592

Phone Vicserv for PDSS: (03) 9482 7111.

Neighbourhood houses

Neighbourhood houses provide a range of recreational, social support and adult learning programs.

Contact Association of Neighbourhood Houses and Learning Centres for locations.

Phone: (03) 9654 1104

www.anhlc.asn.au

State Trustees

168 Exhibition Street, Melbourne

Phone: (03) 9667 6444 or 1300 138 672 (outside metro areas)

Veterans' Affairs

Pensions, benefits and health services for veterans and widows/widowers.

Metropolitan 133 254

Country callers 1800 555 254

www.dva.gov.au

Vicserv

Vicserv is the peak body for Psychiatric Disability Support Services (PDSS) that can assist in locating a service.

Phone: (03) 9482 7111.

Victorian Advocacy League for Individuals with a Disability (VALID)

VALID is a disability advocacy organisation for people with an intellectual disability.

235 Napier Street, Fitzroy 3065

Phone: (03) 9416 4003

www.valid.org.au

Victorian Mental Illness Awareness Council (VMIAC)

A consumer/advocacy group for people with mental health problems.

Phone: (03) 9387 8317

www.home.vicnet.net.au/~vmiac/home

Useful publications

A guide to services for senior Victorians (2002)

Published by the Victorian Department of Human Services.

This guide includes information about services such as aged care assessment services, pensioner concession cards, leisure activities and health information.

Copies can be obtained by calling the Seniors Centre on (03) 9616 8241 or visiting www.health.vic.gov.au/agedcare/publications

A guide for families and carers to the 'how, when, what and where' of residential care (2002)

Published by the Victorian Department of Human Services.

Copies can be obtained by calling the Seniors Centre on (03) 9616 8241 or visiting www.health.vic.gov.au/agedcare/publications/index

Considering a Supported Residential Service? A guide for carers, family members and anyone considering moving into a Supported Residential Service

Published by SRS and Accommodation Support Unit, Victorian Department of Human Services. Phone: (03) 9616 7780.

Meeting the need – A guide to providing quality care in Supported Residential Services.

Published by SRS and Accommodation Support Unit, Victorian Department of Human Services.

All SRS proprietors should have a copy of this document or contact SRS and Accommodation Support Unit. Phone: (03) 9616 7780 (available from December 2003).

