



**BEECHWORTH  
HEALTH SERVICE**



# Residential Aged Care

**HANDBOOK**

# Welcome to Residential Aged Care at Beechworth Health Service

This booklet has been developed by the Beechworth Health Service (BHS) to provide you with useful information for living in residential aged care.

Whilst we know there is no place like home, rest assured that we will do our utmost to assist you to be as independent as possible and maintain your sense of comfort and wellbeing by ensuring that you feel safe, secure and well cared for as a resident with us.

Our residential care services are complemented by our Acute hospital and a broad range of primary health services including physiotherapy, podiatry, dietetics and occupational therapy which are available to you.

Our lifestyle activities team will assist you in continuing to undertake leisure activities which are important to you.

We take a person-centred approach, that is, to involve you and your family in planning your care. We want you to remain independent in a way that matters to you.

**Please talk to any member of your care team if you have any questions.**



## Do you need an Interpreter?

Please let any member of our care team know that you will need an interpreter and what language you speak.

Our care team can assist you to visit the Victorian Multicultural Commission website and print out an interpreter card in your language. This card can then be used with for all services you access.

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# About us

## Beechworth Health Service vision

We exist in a healthy and vibrant community where individuals have the capacity and potential to manage their own health and improve their physical, mental and social wellbeing.

We are fully integrated with our community and together we plan for and respond to changing health needs through the provision of high quality and efficient health services.

**Beechworth Health Service acknowledges the Traditional Owners and Custodians of the land on which we work and live and pays respects to their Elders past and present. We acknowledge their significant cultural heritage, their fundamental spiritual connection to Country and value their unique contribution to our diverse community. We are proud to embrace the spirit of reconciliation and learn from the local Aboriginal and Torres Strait Islander communities about how to best work with them to advance their health, social and economic outcomes.**

## Our values

**At Beechworth Health Service we share the following values:**

### **Respect for Everybody**

We create an inclusive environment that promotes dignity, fairness, and equality. We recognise and celebrate difference and the contributions of all individuals. Our workplace and practices are safe and welcoming.

### **Commitment to Excellence**

We are committed to setting the highest standards of quality in all aspects of our service. We prioritise innovation and learning to ensure that our care and services are continuously improving.

### **Integrity in Practice**

We take seriously our responsibility as a trusted community partner and health care provider. We make decisions carefully in partnership with our patients, workforce, and the community.

### **Trust in Each Other**

With trust, we work together to achieve shared goals. Trust creates the environment that enables us to communicate honestly, listen with an open mind, partner effectively and improve performance.

# Residential care

## The Acacias & Stringybark Lodge

Our facility comprises of 2 residential care units known as The Acacias and Stringybark Lodge:

- The Acacias for residents who require high level nursing care
- Stringybark Lodge for residents who are more independent

These are joined by a common area known colloquially as 'Community Street'.

The Acacias and Stringybark Lodge are designed to provide a comfortable living environment for residents and have outdoor access to the beautiful gardens for you to enjoy, regardless of the season.

There are large communal areas for gatherings and also discrete private areas for those wishing some quiet time or to meet with family or friends.

Both units are built around pleasant garden surroundings with seating and barbecue facilities for family members to use and these areas also provide an opportunity for our residents to grow plants and flowers for themselves.

## Respite care

Respite care (or short-term care) is available for people with high or low care needs who have been approved for respite care by Aged Care Assessment Services (ACAS).



# For your comfort

## Furnishings & personal belongings

We encourage you to make your living area as personal and home-like as possible. You are welcome to bring some of your personal belongings with you, including small items of furniture, photographs and mementos to help you feel at home.

Whilst the rooms are spacious, they may be smaller than those in your previous home. Staff members will be able to assist you to determine which of your pieces of furniture will fit safely into your room.

Just as you have every right to expect that our facility will be safe for you or your family members, we also need to ensure that it is a safe environment for our staff and volunteers.

### **When choosing what you will bring with you, please consider the following:**

- Keeping your surroundings uncluttered and safe - a cluttered room is a falls risk to you and others.
- Will it congest the room, cause someone to trip or prevent essential clinical equipment from being used?
- Is it safe to use and in good working order?
- Can it be cleaned or laundered easily?

## Electrical appliances

- All electrical appliances must be safety tested on admission and annually thereafter which we will manage for you.
- Please let staff know if you have anything which will need to be safety tested.
- Entertainment appliance, such a television, is provided by the health service with smart features should a resident wish to access their personal streaming service.
- The facility has heating and cooling so personal heaters and coolers are not needed.

## Safety & security

- We aim to provide a safe and secure environment for all residents, visitors, staff and volunteers.
- While great care is taken of all personal valuables, you are responsible for personal valuables if you bring them to BHS.
- We have facilities for you to lock your valuables in your room and a safe for your short term use only.
- To ensure safety of all our residents, our units have key pad doors however, you are able to move freely around the unit and outdoor areas.
- If you are planning to leave the unit, please advise staff and they will provide you with the codes of our secured doors.
- Beechworth is a safe and quiet town. For extra security, we have closed circuit television twenty-four hours a day in our corridors and exits. We have comprehensive emergency procedures in place that we regularly practice.



# Quality & safety

The care we provide is safe and of high quality.

## Accreditation

Our residential aged care facility undergoes an evaluation conducted by an independent assessor on behalf of the Australian government.

Stringybark Lodge and The Acacias are fully accredited against the Aged Care Quality Standards and NDIS practice standards and are fully accredited.

The aim of accreditation is to ensure we continue to demonstrate a high level of safety, quality and experience of care.

As of November 2025: The Aged Care Quality Standards are made up of seven individual standards:

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

NDIS practice standards includes:

- 1 Rights and responsibility
- 2 Governance and operational management
- 3 The provision of supports
- 4 The support provision environment
- 5 Supplementary modules



## Consumer representatives

If you have an interest or would like to get more involved in how the residential aged care facility operates, you can become a consumer representative. You can join:

- Our Community Connection Health Committee, (Consumer Advisory body) or
- One of our operational committees

If this interests you, ask to speak with our Community Engagement Officer and /or our Quality and Risk Manager.

## Advocacy

Anyone who is receiving or seeking to receive government-funded aged care services, including family and representatives, are entitled to access advocacy services.

An advocate is an impartial person who can help you understand and support your rights in the aged care system. This includes:

- Making sure you have a say in decisions that affect you
- Providing options to have your aged care needs met
- Helping you resolve complaints and concerns.

At BHS we have trained advocates who are independent volunteers from the local community who visit regularly. Feel free to speak with them.

We can also provide you with information about how to access the Older Persons Advocacy Service.

### Community Engagement Officer



#### Phone

03 5728 0200



#### Email

[info@beechworthhealth.org.au](mailto:info@beechworthhealth.org.au)

## ‘What Matters to You?’

At BHS, we are committed to understanding ‘What Matters to You?’ This means we place you at the centre of your care and is inclusive of your diverse characteristics and life experiences.

By knowing what matters to you, we can truly understand what is important to you and focus on your preferences for care and the living experience you have at BHS.

### At BHS, our team will:

- Ask what matters to you in a way you can express your needs and wishes
- Listen, understand and document in a way we can share your needs and wishes
- Plan, care, work together and act according to what matters to you

# Your care

Nothing about you  
without you



## Your Care team

Your care team is ALL of the people involved in your care while you are living at BHS.

### Your care team includes:

- Visiting medical practitioners
- Nurses and Health Care Workers
- Primary health staff - Physiotherapists, Occupational Therapists, Dieticians, Podiatrist, Speech Pathologists
- Activity Officers
- Essential Services staff
- Administration staff
- Volunteers

We provide qualified staff twenty-four hours a day, seven days per week to assess and provide the care you need to maintain your independence and comfort.

We will work closely with you, your family and other health professionals to involve you in decisions about your health and general wellbeing in accordance with your wishes.

Your care team have access to ongoing training and undertake mandatory training to ensure that we maintain the highest standards of care possible.

### The care we provide is:

- Best practice
- Tailored to your needs
- Aimed at improving your health and wellbeing
- In accordance with your wishes

## Care & services planning

Your care team will work with you to plan for care and services that reflect your preferences and focus on your needs and goals.

### **This planning is ongoing and includes:**

- Your needs, goals and preferences.
- The support people you want involved in communications and decision-making.
- Advance care planning.

**It is your choice to be involved as much or little in the assessment and planning process.**

## Family escalation (Reach)

If at any time you, a family member or friend are concerned about your health condition or a change in your health, you can always request a clinical review.

**To do this, please tell any member of your care team about your concerns and say that you would like a clinical review. You can alert staff by:**

- Pressing your call bell.
- Asking any staff member nearby to get nursing staff to attend.

### **If your concerns are not addressed, please ask to speak to:**

The Nurse in Charge who will review and assess your concerns within 30 minutes.

If you still have concerns regarding your clinical care contact: [03 5728 0308](tel:0357280308) (Executive on call or after hours Associate Director of Nursing) who will respond and coordinate a response .

## Medication

You are the person who is most familiar with your medications. You are encouraged to be involved in planning and making decisions about your medication management.

You can help us by telling us about all the medicines you use. This includes:

- Prescription medication
- Over the counter medicines
- Herbal and natural medicines such as vitamins including tablets, lotions, patches and drops

Our facility is supported by a contracted Pharmacy. Of course, if you would like to discuss alternative arrangements please feel free to do so. Please be aware, residents are responsible for the cost of their medications.

**At BHS there are systems in place to ensure you receive the:**

- The Right medication
- The Right dose
- The Right administration method
- At the Right time

## Medical care

Our facility is well supported by medical practitioners from the Beechworth Surgery who attend on a regular basis. However, residents may elect to be cared for by a doctor of their choice.

This is a decision to be made between resident, their family and doctor. Please be aware aged care residents are responsible for their own medical costs, however, in most instances the fees are covered by Medicare.

## Primary or allied health

In determining care needs, residents receive an initial assessment and periodic reviews by our Primary Health Team. This may lead to referrals to other allied health professionals if it is thought beneficial to your health.

We employ a range of appropriately qualified allied health staff in disciplines such as: physiotherapy, dietetics, occupational therapy, podiatry and speech pathology. In addition, we have a range of visiting specialists who use our facility. These include audiometry, optometry and dental services.

You are also welcome to continue services with your preferred allied health practitioners, arrangements can be made to see a practitioner of your choice if you wish.

Depending on the type of service provided and the level of care required, please be aware a fee may apply.



# Dining & food

Meals are cooked fresh daily in the Beechworth Health Service kitchen.

## Meals

We provide home like meals that are both nutritious and appetizing.

We have a four-week rotating menu and copies are available in each unit. You can be a part of planning your menu.

Of course, special dietary and cultural and religious needs are catered for and you are welcome to discuss your preferences with us. We bake birthday cakes to enjoy and celebrate your special day.

Our Activities Officers plan for special celebrations, themed meals and barbeque luncheons. Catering staff consult our residents on the menu and choices available.

Family, friend and carers are welcome to join you for a meal at a nominal cost. Please enquire with our friendly care team on how to order a meal.

## Meal times

Generally, meal times are:

<b>Breakfast</b>	<b>8:00am</b>
<b>Morning Tea</b>	<b>10:30am</b>
<b>Lunch</b>	<b>12.00 noon</b>
<b>Afternoon tea</b>	<b>3.00pm</b>
<b>Dinner</b>	<b>5:00pm</b>
<b>Supper</b>	<b>7:30pm</b>

If you would like to discuss flexible arrangements of meal times, please talk to any member of your care team.

People receiving aged care, their family members, carers and advocacy services can call the Food, Nutrition and Dining Hotline with enquiries, questions, concerns and complaints about food, nutrition and dining issues relating to aged care.

The hotline is available on [1800 844 044](tel:1800844044) Monday to Friday, 9.00 am to 5.00 pm

## Special functions

Our onsite Essential Dining Experience team can cater for special functions. These can include wedding anniversaries and milestone birthdays.

Please speak to your care team to assist you in ordering at least one week in advance.

## Kiosk

The BHS Ladies' Auxiliary Kiosk is staffed by volunteers and stocks a range of snack food, drinks and toiletries.

Opening hours are 9.30am to 12.00 noon, Monday, Wednesday and Friday and is located in the Community Street, just near the Acacias entrance.

The proceeds from the BHS Ladies Auxiliary support BHS residents, activities or provide resources. This is subject to change from time to time.

## Bringing in food

We encourage you to bring food from home as we know what home cooking means to people.

An aged care facility is a vulnerable environment and so we ask you to consider our obligations under the Food Safety Act. Some residents may have medical conditions that do not allow them to consume the same food as you or your family member.

In the interests of your safety and good health, we need to ensure that any foods brought in are stored appropriately.

Please refer to our brochure 'Can I Bring Food for Patients & Residents' for more detailed information.

## Alcohol

Those people who enjoy an alcoholic beverage are welcome to continue to do so. You are free to join us at one of our Happy Hours.

We request that you are mindful of other residents and do not drink excessively.



# Lifestyle & activities

In assisting you to maintain your independence we encourage you to continue to pursue your interests and hobbies.

We employ qualified activities staff to work with you and your family to implement a range of leisure pursuits that you find to be meaningful and enjoyable. We work closely with various community groups to assist you to remain connected with your friends, family and community following admission.

Our activities are displayed on both a weekly and monthly calendar.

## Church services

Regular ecumenical services are conducted and can be arranged within each unit. Every endeavour will be made to facilitate individual spiritual needs.

## Reading material

A selection of books and magazines are available. Borrowing books from the Beechworth Library can be arranged. Please ask assistance from the Activities Officer for your unit.

## Newspapers & magazines

The Beechworth News Agency will deliver newspapers and magazines. Residents are responsible for the cost of these. Please call them on [03 5728 1114](tel:0357281114) to arrange.

## Pets

We have a friendly pet visiting program where volunteers and their pets visit regularly.

# Staying connected

## Visiting

There are no set visiting hours, however, we encourage visitors to plan visits in advance so that residents are ready for the visit. We encourage all people entering any aged care facility to have an annual influenza vaccine and keep up-to-date with current visiting guidelines. Visiting guidelines are available on the BHS website.

## Phone

Residents can have their own mobile phone or can arrange to have a private landline installed by an approved telecommunications provider. Residents will be invoiced directly by the provider.

## Email

**The aged care facility can be contacted via email:**



### Stringybark Lodge

[stringybark@beechworthhealth.org.au](mailto:stringybark@beechworthhealth.org.au)



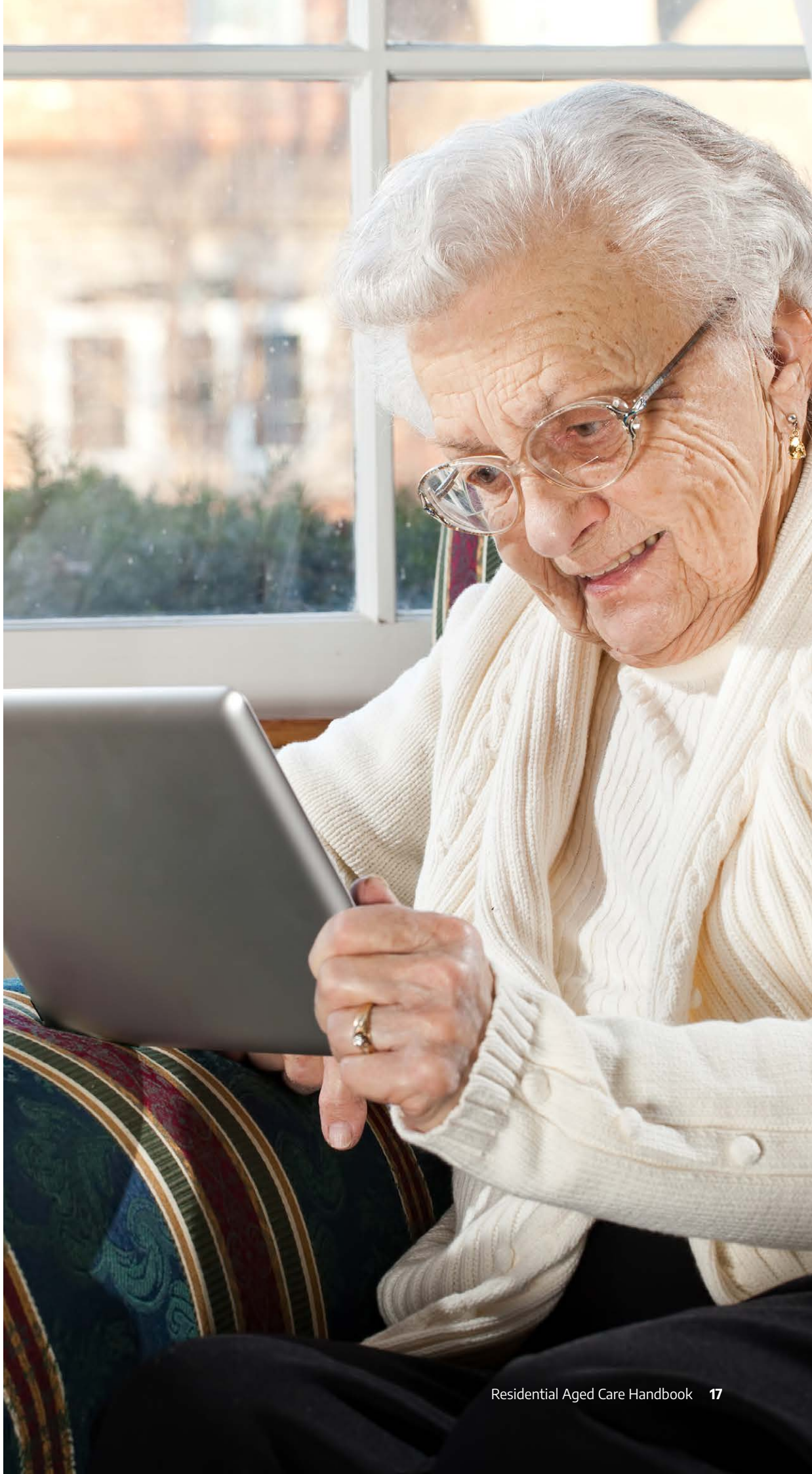
### The Acacias

[acacias@beechworthhealth.org.au](mailto:acacias@beechworthhealth.org.au)

## Online visiting and social media

Maintaining connection with family and friends is important. To support this when physical visitation is not possible, The Acacias and Stringybark Lodge have Skype accounts and iPads for you to access. The Activity Officers can assist you to contact loved ones using online platforms with these devices or your own.





# Facilities

## Laundry

We provide a free personal laundry service for labelled clothing that is machine washable and able to be tumble dried. Clothing that requires special laundering such as dry cleaning or woollens can be taken home by family members or we can arrange for it to be sent to an external contractor at own cost. Similarly, arrangements can be made for repairs and minor alterations at your own cost.

Each of our units also has its own washing machine. Residents are free to launder their own clothes if they desire.

## Hairdresser

We have a unisex hairdressing salon in The Community Street. Our staff will happily make an appointment for you at own cost. Alternatively, we can also make appointments for you to visit your own hairdresser if you wish. Residents are responsible for the cost of their hairdressing appointments.

## Mail

Any incoming personal mail will be delivered to you on weekdays. Outward mail is posted each day at 11.00am. Please pass on your mail to your care team.

## WiFi

Free WiFi is available. To obtain the WiFi details, please speak to a care team member.

## Transport

BHS has a fleet of vehicles to support resident outings and engagement in our activities. On occasion, volunteer drivers can assist to access medical appointments if required. This is subject to availability and a cost may be incurred for this service.

## Parking

Onsite parking is freely available with a car park located at the main Sydney Road entry. An additional car park is located at the rear of facility with the entrance located between the neighbouring motel and Beechworth Secondary College.

## Smoking

BHS is a non-smoking facility. This means that smoking is not permitted on our grounds or in our buildings, except in special circumstances. You are encouraged to speak to us about your personal preferences.

If you do smoke and wish to cease, speak to us about the Quit program.

# Your rights

Consumers receiving Australian Government funded aged care services have the right to be safely cared for , treated well and given high quality care and services.

At BHS we adhere to following Codes of Conduct:

## 1. Statement of Rights

These rights apply to all people receiving Australian Government funded residential care, home care or other aged care services in the community.

## 2. Code of Conduct for Aged care

The code provides a set of standards of behavior for: aged care providers, their governing persons, aged care staff.

## 3. NDIS Code of conduct

The Code applies to all care staff who deliver supports and services to NDIS participants in aged care.

**These codes are displayed throughout both units and accessible for reading or ask our care staff for a copy.**

# Fees



As a new resident you will enter into a contractual agreement with us. This is called a Residential Care Agreement and outlines the terms and conditions of residential care, fees and charges and accommodation payments, that are applicable to your circumstances.

If you are also a NDIS participant, we will provide you with additional information related to your rights and our responsibilities as a NDIS participant in residential aged care.

Services Australia inform the fees you will pay towards your care. This is worked out by completing an asset determination which you will find in your application pack.

# Emergency preparedness

## Emergency planning

BHS has trained staff and plans in place to respond in the event of an emergency. To prepare for emergencies, mock drills and equipment testing are conducted regularly by our staff.

You may hear alarms from time to time when we conduct these drills. Staff will direct and advise you in the event of an emergency.

## Emergency communications

**In the event of an emergency we will keep residents and their loved ones informed by:**

### Discussion

Talking with our residents

### BHS News

[beechworthhealthservice.com.au/bhs/news](http://beechworthhealthservice.com.au/bhs/news)

### Facebook

[facebook.com/BeechworthHealthService](https://facebook.com/BeechworthHealthService)

### Phone

Phone calls to emergency contacts

### Email

Emails to your nominated contact are often sent to inform and maintain open communication during an event or emergency.

### Information Hotline

Option number 8 on the BHS message greeting when you call our main number [03 5728 0200](tel:0357280200). The Information Hotline is only enabled in outbreak or emergency scenarios where an information hotline for families and loved ones to contact BHS is deemed useful and assistive.

## Emergency Colour Codes

BHS uses the following colours to communicate different emergency situations.

-  **Code Red**  
Fire
-  **Code Orange**  
Evacuation
-  **Code Yellow**  
Infrastructure & Internal Emergency
-  **Code Blue**  
Medical Emergency
-  **Code Purple**  
Bomb Threat
-  **Code Brown**  
External Emergency
-  **Code Grey**  
Unarmed Aggression
-  **Code Black**  
Personal Threat
-  **Code Search**  
Lost/Wandered Client

# Feedback

Your feedback helps us to continually improve the service we provide.

We will send your feedback to our quality and risk team, so your story can make a real difference. Please tell us about what we are doing well and what we can improve.

## Ways to provide feedback

### Talk

- Talk to your care team. This is the best way to have a minor issue or need addressed and resolved immediately.
- Talk to the Nurse Unit Manager at the time or make an appointment for a more convenient time.
- Talk to the Director of Clinical Services by phone, email or by appointment.

### Feedback Forms

Forms are available in foyer areas.

### Survey

Participate in the annual 'Resident Satisfaction' survey.



### Phone

03 5728 0200

## Do you have any concerns about your care or privacy?

It is always best to try to resolve any concerns you may have with us first. If your concerns are not resolved to your satisfaction, you can contact an external agency:

### Aged Care Quality and Safety Commission

Free Call: 1800 951 822 • GPO Box 9819, in your capital city

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

### Victorian Health Complaints Commissioner

1300 582 113 • Level 26, 570 Bourke Street, Melbourne Victoria 3000

[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

### Federal Information & Privacy Commissioner

1300 363 992 • GPO Box 5218, Sydney NSW 2001

[www.oaic.gov.au](http://www.oaic.gov.au)

### NDIS Commission

1800 035 544 • [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

[www.ndiscommission.gov.au/contact-us](http://www.ndiscommission.gov.au/contact-us)

# Contacts

## General enquires



### Phone

03 5728 0200



### Email

info@beechworthhealth.org.au



### Address

52 Sydney Road Beechworth VIC 3747  
PO Box 20 Beechworth VIC 3747



### Facebook

www.facebook.com/BeechworthHealthService

[www.beechworthhealthservice.com.au](http://www.beechworthhealthservice.com.au)

## Stringybark Lodge



### Phone

03 5728 0325



### Email

stringybark@beechworthhealth.org.au

## The Acacias



### Phone

03 5728 0335



### Email

acacias@beechworthhealth.org.au



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