



Parklands Residential Aged Care Facility

Resident Information Handbook

September 2022

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**Welcome to
Parklands**

About Us

Parklands Residential Aged Care Facility (PRACF) is a State Government Residential Aged Care Facility, accredited with the Australian Aged Care Quality and Safety Commission, accommodating 70 residents (included in these 70 beds are some short stay community respite beds) located in Kirwan.

Parklands offers a model of care which provides individualised support for the person experiencing limitations in the ability to self-manage in their home environment. These limitations may be associated with any aspect of day to day life. The PRACF care delivery is based on maintaining optimal independence and preferences of personal choice.

Our Local Community

Parklands is located behind the Kirwan Health Campus adjacent to Dan Gleeson Park. Free parking is available for residents and visitors. Public transport is available at the front of the campus on Thuringowa Drive.

Parklands is conveniently located close to the Willows Shopping Centre and Parkside Shopping Centre. A variety of food and meal outlets are located close by, and it is a short walk through the Dan Gleeson Park to a nearby coffee shop and the local branch of City Libraries.

The Kirwan Tavern is located next door to Parklands, where meals, bottle shop and pokies are available.

Cannon Park Precinct offers a variety of entertainment, restaurants, and coffee shops as well as a movie theatre.

Riverway Lagoons, Art Centre and Pioneer Park is a few minutes' drive from Parklands and provides a variety of water-based and waterfront activities, with a restaurant, parklands, and Pinnacles Gallery. Itara–Jacana Apartments are located next to Riverway for short-term accommodation.

Our philosophy

We believe our residents have the right to live with dignity and respect in an environment compatible with their physical, cognitive, social, spiritual, and emotional needs.

We believe each person is an individual and that we have a duty of care to ensure and support optimal quality of life. We also recognise our duty to support and guide the dying resident towards a dignified and peaceful death.

We accept that within our role, as carers of our residents, we have a responsibility to respect the importance of their families and to support and assist them.

We aim to provide individualised, personal care for our residents and relatives, in a relaxed and friendly home-like environment.

Our mission

Our mission is to promote and enhance the quality of life of residents entrusted into our care. We make our residents the focus of everything we do. This is achieved in an environment which fosters a sense of belonging, respect, and dignity. We strive to provide a high standard of care that has a core focus of continuous quality improvement.

Our values

A commitment to quality outcomes through the evaluation of all services (ICARE).

Integrity – Being honest, just, reasonable, and ethical

Compassion – Being non-judgmental, showing empathy and humility

Accountability – Being responsible for our own actions and behaviours

Respect – Valuing and honouring diversity

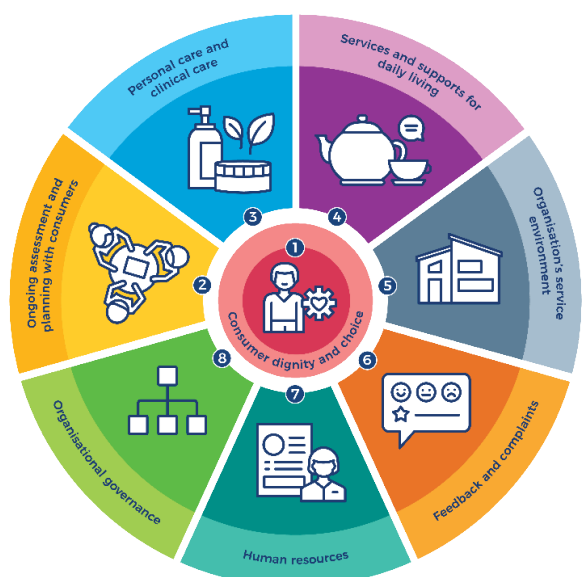
Engagement – Collaborating with residents and their loved ones

Quality and Safety

Standards

Parklands is currently accredited under the Aged Care Quality and Safety Standards. The Aged Care Quality and Safety Commission monitor our practice regularly via audit visits.

Parklands, as a facility under the Townsville Hospital and Health Service, are also regulated by the NDIS Quality and Safeguards Commission, as registered NDIS providers. The NDIS Quality and Safeguards Commission, in line with the Aged Care Quality and Safety Commission, monitor our practice to ensure the provision of safe and quality services for NDIS Participants.



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services.
2. be treated with dignity and respect.
3. have my identity, culture and diversity valued and supported.
4. live without abuse and neglect.
5. be informed about my care and services in a way I understand.
6. access all information about myself, including information about my rights, care, and services.
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs, and possessions.
9. my independence.
10. be listened to and understood.
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf.
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly.
13. personal privacy and to have my personal information protected.
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on 1800 700 600 or visit **opan.com.au**, for support to raise your concerns, or
- contact the Aged Care Quality and Safety Commission on 1800 951 822 or visit **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

For further information about the Charter of Aged Care Rights please visit:
www.agedcarequality.gov.au/consumers/consumer-rights

Resident Services and Supports

ACCOMMODATION

The type of accommodation is dependent on your level of care needs. Parklands provides specialised care, including, high care, respite care, high care dementia and psychogeriatric.



Room type

All accommodation at the facility has been developed to meet, as reasonably as is possible, the individual needs of residents.

Parklands offers single room accommodation. The 15.2m² rooms are grouped into four rooms with a shared ensuite arrangement.

Each room has a built-in wardrobe, including lockable drawer space for items of sentimental and/or financial value.

Each room is fitted with an emergency call system to ensure residents can call for assistance where needed.

There are a variety of common areas for entertainment, television, dining and relaxing, within each unit.

You will be assigned a bed that suits your care needs based on the vacancies at the time of your entry.

It may be necessary during your tenure to relocate to another room. This may be due to changes in your care needs. Any changes will be discussed with you and/or your family and/or the

person/s you have nominated to act

on your behalf, in the first instance. Where possible every effort will be made to limit any changes once you are settled.



Linen

Sheets, pillows, doonas and blankets are all provided. If you prefer to use your own personal linen, you and/or your family/nominated representative will need to provide these items, ensuring they are clearly labelled.



Furnishings

We encourage you to make your personal space as home-like as possible. You are welcome to bring in special items such as family mementos, pictures, painting etc.

Before personal items are brought into the facility, we ask that you and/or your family/nominated representative talk to the nurse unit manager (NUM) in charge of your unit. This will help us to ensure there are no potential risks to the health and safety of both you, other residents, visitors, and staff.

Personal Items need to be clearly labelled before being brought into the facility. We would also encourage you to take photos of the items and give them to staff in your unit to ensure we have accurate record of your items. As the resident, you will be responsible for all personal items in your room and ensuring that your room remains tidy.

You and/or your family/nominated representative are responsible for removing all personal items/effects when you no longer reside at the facility.



Security

While every possible care is taken with your personal items, the facility does not accept responsibility for any damages.

As the resident, you will be responsible for ensuring that your personal and valuable items are safe and secure.

General times for meal service are:

Breakfast: after 7.30am

Lunch: approximately 12:00 noon

Dinner: approximately 5:00pm

Morning, afternoon tea, and supper is served and consists of a hot or cold drink with a choice of plain biscuits or cake.

Tea and coffee making facilities are available for visitors in all units. Please speak with staff if you would like to access this service.



Clothing and laundry services

Most residents are fully dressed each day. It is the responsibility of family members to ensure the resident has enough appropriate clothing during their time at Parklands. A list of suggested clothing is available upon request. All clothing must be labelled. If you would like the laundry staff to stitch labels onto clothing, please talk to the administration staff to arrange this. Clothing labels are purchased at the residents' expense.

All personal laundry is done on-site each day. Industrial machines are used for washing and drying clothes. All clothing should be suitable for laundering on-site. Simple repairs can be done at the facility; however, replacement of clothing is the responsibility of family members.

We will take every possible care with personal items of clothing, but the facility does not accept responsibility for damage to clothing (dry-cleaning or special laundering is not provided).

LIFESTYLE



Menu and diet

We offer varied and nutritious menus, approved by a qualified dietitian. Residents are encouraged to note their likes or dislikes on admission and as part of their care planning.

This will assist the kitchen staff with meal preparation. Some residents may be reviewed by the dietitian and/or speech pathologist if they are experiencing eating or swallowing difficulties.

Most meals are freshly prepared and cooked at the facility to a four-week menu plan. Fresh fruit and juices are provided daily.

Meals are served in the dining room areas or in your room. Dietary requirements are taken into consideration.



Toiletries

Basic toiletries are supplied by Parklands, including soap, toothpaste, toothbrushes, disposable razors, shampoo, and conditioner, shaving cream and emollient cream. If you would like to use your own products, you may choose to do so at your own expense.

Electric razors (supplied at your expense) are tagged and tested before use for safety.



Clergy and church services

All religious denomination clergy and lay assistances may visit the facility. Individual contact by a clergy can be arranged on request by the resident or family through either nursing staff or the recreational officers. Ecumenical church services are included in the monthly activity calendar.



Hairdressing

There is a hairdressing salon at Parklands and is open most Tuesdays and some Thursdays. This service is at the resident's expense. Please contact the recreational officer for further information.



Library

The on-site library offers large print books, and audiobooks can be arranged if required. The recreation officers will be able to assist with further information if required.



Mail

Incoming mail is delivered daily. Please ask either the nursing staff or recreational officers if you need help posting mail.



Pension, companion, Medicare, and taxi cards

Administration or nursing staff will hold these cards in a secure place if needed. Please remember to provide current cards.



Newspapers/magazines

Delivery of papers and magazines can be arranged at the resident's expense. Please speak to the administration staff if you need help arranging this.



You and your nominated representative will be consulted and involved in ongoing planning around your individual care needs.



Care plan reviews and case conferences

All residents have their own care plan. The care plan is developed with the resident over the first four to six weeks from arrival and is reviewed every three months or if there is a change in care needs.

Case conferencing will occur upon admission to Parklands to develop your care. All residents play a role in their care plans along with family and staff. Further consultation will occur annually (at a minimum), or if your care needs change.

The case conference meeting will include members of the healthcare team, the resident and/or their representative.

Case conferences can be arranged at your or your family's request.



Nursing staff

There is a dedicated team of nursing staff on site 24 hours a day. Registered nurses, enrolled nurses, and assistants in nursing work with residents to ensure we meet all personal care needs.



Your general practitioner (GP)

It is a requirement that a general practitioner (GP) of your choice is arranged before admission.

Queensland Health require doctors

to be credentialed to visit our facility. Please speak with staff to check if your chosen GP is listed as credentialed for the Health Service. If they aren't, our friendly staff can help with arranging the credentialing process for your GP.



Choice of dentist

A dentist visits Parklands on a fortnightly basis. There are also two private dental practices in town. If you wish to access dental services outside of the facility, the registered nurse in charge of your unit, will be happy to help you with this process.



Medication and pharmacy

Parklands has a preferred pharmacist; however, you are welcome to choose your own. If using your own chemist, you must ensure that the medication provided is suitably packaged to enable us to administer your medicines safely. Please talk to your nurse about what information is needed.

Medications and other drugs brought into the facility must be handed to the registered nurse on duty. Ongoing medications are arranged by the facility for the residents with most medications being packaged into blister packs.

A monthly pharmacy account is supplied to the resident or person responsible for payment of accounts. If you wish to self-medicate, please talk to both your general practitioner and the nurse unit manager so we can ensure practices are in place to keep you safe.



Emergency medical/hospital care

Should you require acute medical care, you may be transferred to Townsville University Hospital. It is important that the nursing staff are aware of your preferences regarding this matter.

While in hospital your status will change to “leave from Parklands”, however you will still be required to cover the costs of your accommodation fees at Parklands to ensure your tenure remains secure.



Allied health services

We provide allied health support for maintenance therapy and short-term intensive therapy when an individual is receiving high level care. We do not provide intensive long-term rehabilitation which is sometimes required following serious illness or injury.

Parklands RACF has many allied health services which visit the facility on a regular basis, and these services are included in your care. Should you require additional services or wish to see another allied health professional this will be at your expense.

Services provided include:

- Physiotherapist
- Podiatrist
- Dietitian
- Dentist
- Speech Pathologist
- Occupational Therapist

Referral to these services is arranged with the nursing staff in the unit.



Specialised services

Where specialised health services or complimentary therapies are not available at Parklands, support will be provided to help arrange transport to and from appointments with your relative, nominated representative or volunteer (if available) who will accompany you to appointments.

Alternate options for accessing specialist health services, may include the Queensland Ambulance Transport Service should your medical condition/s warrant this, noting that accessing complementary therapies will be at your own expense.



LEISURE, WELLNESS AND ENGAGEMENT

Social interaction and engagement with others, within and outside of our facility is vital to your physical and emotional wellbeing. Your healthcare team, in consultation with yourself and your family/nominated representative, will develop an individual lifestyle program for you.

Dependent on your preference/choice, activities can be arranged for you daily.



Activities and Lifestyle Support Programs

We recognise leisure and wellness activities are important in everyone's life. At Parklands we have two recreational officers employed on a full-time basis to arrange and coordinate a variety of leisure and wellness activities and entertainment.

The recreational officers provide individual and group activities which are detailed in a monthly activities calendar. The calendar is published in the monthly newsletter, displayed in the common areas in both units and families are provided with a copy of the calendar each month via mail and/or email.

Family and friends are welcome to participate in the activities if they wish.

You will have the choice of which activities you would like to attend during the month. You may choose to attend all or none of the activities, the choice is yours.

You will be encouraged to continue with your own hobbies if they can be reasonably accommodated in the facility. Please speak to any of the activities staff or the diversional

therapist so that we can support you in continuing with your hobbies or engaging in new ones.



Group Outings

Families and friends are encouraged to take their relative/friend out of the facility following consultation with the registered nurse on shift. Residents going out need to sign the leave register when they leave and on return.

The recreational officers organise a monthly activities calendar and residents can be involved in activities of their choosing. Some of the activities are outside of the facility and may require the resident to have adequate mobility or use of a wheelchair.

Some activities may have restricted numbers of attendees. Please speak to the recreational officers if you would like to attend one of the outings. We welcome any suggestions regarding new activities which may be considered for future enjoyment.



Resident and relative meeting

A monthly meeting is coordinated by the recreational officers to provide a forum for residents to have input into the services and care provided. The topics and issues discussed vary from month to month.

Residents and family/nominated representative are strongly encouraged to attend these meetings, as a further avenue of ensuring you are involved in decisions around the facility functions, and how we may improve the services and care provided.

OUR FACILITY



Visiting hours

There are no set visiting hours at Parklands. Friends and family are welcome to visit residents at any reasonable hour, and arrangements can be made for pets to visit. Visitors are required to sign in and out when they come to Parklands.

While we strongly encourage visitors to the facility, residents are to be mindful that visiting hours are subject to change in accordance with the Chief Health Officer directives.

While on site, visitors are to ensure that they behave in a reasonable manner. The facility retains the right to notify Queensland Police Service regarding disturbing behaviour of visitors if necessary.



Car parking

Car parking is available on site for family and visitors, including designated disabled car parking bays.

If the carpark is full, there is alternative parking out the front of the Kirwan Health Campus or in an unsurfaced area at the side of Parklands.

Visitors are responsible for the security of their vehicle while on site.



Volunteers

Parklands has an active volunteer network. All volunteers have an aged care criminal history police check and undertake orientation to their role and the facility. The volunteer program is coordinated by the recreational officers and often the volunteers support the residents with involvement in the activities program each month.



Valuables

Residents are asked not to keep large amounts of money or valuables in their possession. Arrangements may be made for the facility to keep valuables in a secure place for you, however this will need to be discussed with staff. The facility does not accept responsibility for damage, loss, or theft of valuables.

Any valuables held by relatives or friends for safe keeping that are brought to the facility during visits are also not the responsibility of the facility should they be lost, damaged or stolen.



Compliments, complaints, and other information

If you wish to raise a compliment or a concern, in the first instance speak to the staff member on shift at the time. If you are unhappy with the response you are welcome to contact the Patient Feedback Service on 4433 1074 (Monday - Friday, 8am - 4:30pm) or [THHS- Feedback@health.qld.gov.au](mailto:THHS-Feedback@health.qld.gov.au).

Feedback forms are available at the sign-in desk in the entry foyer and returned to the drop box available. Compliments, queries, and concerns can also be raised at the Residents and Relatives Meeting each month.

You may also raise the matter the matter with the Aged Care Quality and Safety Commission. Contact details can be found via the website www.agedcarequality.gov.au or by telephoning 1800 951 822 or emailing audit.feedback@agedcarequality.gov.au.



**Becoming a
resident**

Pre-admission information

The documents required to be placed on the waiting list are:

- My Support Plan/ACAT
- Enduring Power of Attorney
- Parklands Application for Permanent or Respite Admission
- Centrelink/DVA Asset and Income Assessment.
- Confirmation transferring resident (transferring from another approved provider) if applicable.

Pre-admission documentation can be lodged over the counter, via email or the My Aged Care website, and if you would like a tour of the facility, a mutually convenient time can be arranged by contacting the facility administration office.

Pre-admission interview

You and your love one/s will be invited to attend an interview with Parklands staff to discuss admission requirements and costs involved with becoming a resident at Parklands RACF. This interview will consist of discussing the following:

- Clinical care needs and special equipment.
- Selection of doctor/pharmacy
- Advance Health Directive/End of life care wishes.
- Financial information and payment terms,
- Leisure and lifestyle
- Environment/personal effects and furniture
- Clothing labelling and laundry services.

Pre-admission requirements

Once the information below has been completed and approved, we will be happy to offer you permanent residence or respite care.

1. A completed Parklands RACF application form:
 - Part A is to be completed by yourself or nominated representative Part B is to be completed by your doctor
 - Part C to be completed by yourself or

your nominated representative

2. A completed My Support Plan:

- All prospective consumers seeking admission must be assessed by a representative from the My Aged Care Team
- Contact: 1800 200 422.
 - Monday - Friday, 8:00am - 8:00pm
 - Saturday 10:00am - 2:00pm

3. Contact by yourself and/or nominated representative with Parklands RACF Trust Officer to make an appointment to discuss fees/costings and arrange payment options.

4. Contact by yourself and/or nominated representative with the DON or NUM to make an appointment to establish if your care needs can be met by the facility.

In compliance with the *Aged Care Act 1997*, every consumer will be invited to enter into a legal agreement known as a Consumer Agreement with Parklands RACF and Queensland Health.

Within 28 days from admission all consumers are required to sign a Residential Agreement (Accommodation Agreement). It is recommended the consumer and or carer/nominated representative read the document carefully and seek financial and legal advice prior to signing the documents. The agreement outlines the rights and responsibilities of both the consumer and the facility.

Day of admission

Please bring the following items prior to or at the time of your arrival:

- Pension Health Benefit Card, Medicare card, Companion Card
- Television (maximum 80cm), radio or stereo (optional), all appliances will have an electrical test and tag completed after arrival.
- All medications
- Clothing
- We hold no responsibility for money, valuables, or jewellery.

Financial information

The Commonwealth Government has set uniform financial arrangements for all new residents irrespective of their level of care; however, residents can choose how they pay. The Australian Government subsidises a range of aged care services in Australia. If your personal circumstances allow, it is expected you'll contribute towards the cost of your care if you can afford to do so. You may be wondering how much it will cost if you enter Parklands Residential Aged Care Facility.

Basic daily fee

A basic daily fee is used to contribute towards your day-to-day living costs such as meals, cleaning, laundry, heating, and cooling. Everyone entering an aged care home can be asked to pay this fee.

If you move/transfer from another aged care home after 1 July 2014, you can keep your current fee arrangement, if you have not had a break of more than 28 days, or alternatively you may also opt into the post 1 July 2014 fee arrangements. Please refer to the My Aged Care portal for further information around Accommodation Bonds if you entered care before 1 July 2014.

How is the basic daily fee calculated?

Information on the Age Pension and a full list of current rates is available on the Department of Human Services website or by calling My Aged Care on 1800 400 422.

If you are a veteran, you may be eligible for assistance from the Department of Veterans' Affairs.

How will I know what rate I should pay?

Prior to entering Parklands, you will need to submit an Asset and Income Assessment Application with Centrelink or with assistance through the Department of Veterans' Affairs. You will receive an assessment letter from the Department of Human Services confirming your maximum basic daily fee, means-tested fee and whether you will need to pay a Daily Accommodation Payment or a Daily Accommodation Contribution.

Maximum Refundable Accommodation Deposit (RAD) is \$250,000, this can be paid as a lump sum in full or only partially depending on your financial circumstances. If the RAD is paid partially as a Refundable Accommodation Contribution, then the remaining balance will be calculated as per the Schedule of Residential Fees and Charges (which is on the Department of Human Services website) to determine the Daily Accommodation Contribution payable. If no part of the RAD is paid, then the Maximum Daily Accommodation Payment will be calculated in accordance with the Schedule of Residential Fees and Charges (which is on the Department of Human Services website).

Please note that in the event of paying the RAD or RAC, any interest earned is forgone and paperwork will be signed to reflect this.

Will my basic daily fee increase?

Yes. Your basic daily fee will be indexed on 20 March and 20 September each year in line with increases to the Age Pension. The Department of Human Services will let you know when the increases occur, but you can also find the current rates of the basic daily fee on the Schedule of Residential Fees and Charges, which is on the Department of Human Services website.

What if I go on leave?

Residents are encouraged to take day leave or overnight leave as desired, as well as longer absences. Before you take leave, please inform the person in charge.

Government specified social leave covers you for a period of 52 days absence from the facility. Normal fees apply during social leave. More than 52 days of leave the government subsidy does not apply, and you are obliged to pay the full gross fees without the Commonwealth benefits deducted.

Means-tested fee

This is an additional contribution towards the cost of care that some people may be required to pay. The Department of Human Services will work out if you are required to pay this fee based on an assessment of your income and assets and will advise you of the amount. Please note that if you are a member of a couple, half of your combined income and assets are considered in determining your means-tested care fee, regardless of which partner earns the income or owns the asset.

There are annual and lifetime caps that apply to the means-tested care fee. Once these caps are reached, you cannot be asked to pay any more means-tested care fees. Any income-tested care fees you have paid in a Home-Care Package prior to moving into an aged care home will also contribute to your annual and lifetime caps.

Aged care means-test assessments

Information on aged care means-test assessments, including deemed income and exemptions, is available on the Department of Human Services website. For more information about how residential aged care can affect Centrelink payments, contact the Department of Human Services Centrelink directly on 132 300.

Financial advice

Parklands recommends you consult with a financial adviser about your finances. There are various government services and resources that can help you obtain appropriate financial advice. It's a good idea to do some research to see what options work best for you.

Are there any provisions for financial hardship?

If you believe you will face financial hardship in paying your aged care costs, you may discuss your financial situation with a financial advisor or contact the Department of Human Services to be considered for financial hardship assistance.

Security of tenure

Under the *Aged care Act 1997* all residents in aged care services have security of tenure. This means that you may only be asked to leave the facility if:

- The service is closing.
- The service no longer provides accommodation and care that is suitable for the resident, according to their long-term assessed needs and the service has not agreed to provide the care that the resident presently needs.
- The resident no longer requires the care provided through the service (as assessed by an Aged Care Assessment Team).
- The resident has not paid any agreed fee to the service within 42 days after the due date, for a reason within the resident's control.
- The resident has intentionally caused serious damage to the service or serious injury to the provider, employee, or another resident.
- The resident is away from the service for a continuous period of at least 7 days for a reason other than permitted by the *Aged Care Act 1997* or an emergency.

In the event the resident is asked to leave the service, Parklands agrees to provide all reasonable assistance with locating and transferring the resident to alternative accommodation in accordance with the *Aged Care Act 1997*.

If a resident is required to leave the facility written notice will be provided at least 14 days before the resident is to leave.

A resident may be moved to another room within the service only if:

- The room is at the resident's request.
- The resident agrees to the move after being fully consulted and without pressure.
- The move is necessary on genuine medical grounds.

Important information

Residential agreement

A Residential Care Agreement must be signed by the resident's representative within 28 days of admission. The representative may be asked to sign an interim agreement on admission while awaiting the Asset and Income Assessment to determine applicable fees.

It is recommended residents and/or carers read the document carefully and seek financial and legal advice prior to signing. The Residential Agreement outlines the rights and responsibilities of both the resident and the facility. Please see management for further details.

Resident choice and dignity of risk

Each resident within the facility has the right to make decisions about what they wish to do and not to do. If the risks are explained adequately and the resident or the person responsible/guardian (where the person lacks capacity) makes the decision to take such risk this decision will be respected. Relative/representative will be consulted, and the decision will be documented.

The resident must accept the consequences of their actions. Exceptions to this rule will apply where staff and other residents may be at risk.

Privacy Policy

Documents and records relating to you and your associated care are stored on site in line with legislative requirements. Confidentiality of resident records is paramount, and processes are in place to ensure this is always maintained.

You are free to view your records at any time, and permission to access same is limited to yourself, your family/nominated representative, and those directly involved in the decision making for your care.

The Townsville Hospital and Health Service has a comprehensive Privacy Policy, which covers the use and custody of resident information. A copy of the Privacy Policy will be made available upon request.

Alternatively Information relating to the privacy of your personal information whilst a resident at Parklands can be accessed via the Queensland Health website www.health.qld.gov.au or via the "Respecting your Privacy" brochure that has been included in your admission pack.

Everyone is entitled to their privacy, and therefore you will be required to respect the needs of the other residents, families, visitors, and staff, particularly ensuring you do not enter another resident's room without their invitation or permission.

Support services available

Older Persons Advocacy Service

1800 700 600

Interpreter: 131 450

National Aged Care Advocacy Programme

1300 738 348

Aged Care Quality and Safety Commission

1800 951 822

Seniors Enquiry Line

1300 135 500

My Aged Care

1800 200 422

Department of Veterans Affairs

Townsville: 13 32 54

Regional callers: 1800 555 254

Financial Information Service

132 300

Queensland Government Seniors

13 74 68

Seniors Enquiry Line

1300 135 500

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138 Thuringowa Drive, Kirwan 4817

THHS-Parklands-Admin@health.qld.gov.au

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