



RESIDENT SERVICE DIRECTORY

Version: 11/2025



Our Vision

To promote the dignity, life and spirituality of older people through compassion, integrity and connection to community.

Our Values

Respect

We promote kind and sincere interactions

Compassion

We understand and value emotions and experiences.

Dignity

We recognise and respect individuality.

Honesty

We value integrity and transparency.

Quality

We strive for excellence and continuous improvement.

Professional

We ensure ethical principles influence our workforce and volunteers.



St Joseph's Service Directory

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WELCOME TO ST JOSEPH'S HOUSE

As a resident of St Joseph's House, you are very special!!

Our values state that each person is unique, loved by God, and worthy of respect, dignity and inclusion. St Joseph's House mission is to partner with older people in our community with an aim of improving their lives and wellbeing, enriching the Catholic Church's commitment to Spirituality and Family.

We trust that as you spend each day at St Joseph's House you will be very aware of God's peace and love and our care for you.

When you apply to live at St Joseph's House you receive this Service Directory, which contains detailed information about the care and services we offer to you and covers all areas as you may have questions about when moving into a residential care facility. Easy to read information regarding your rights and responsibilities as a resident is also in this directory.

We endeavour to introduce and familiarise you with local areas of interest at St Joseph's House and after you have read this directory feel free, at any time, to speak to the Clinical Nurse Consultant, or any of the St Joseph's House workers regarding any aspect of the contents of the directory.

You are encouraged to provide any type of feedback at any time. Communication is the key to ensuring an open and transparent partnership, so please take advantage of any opportunity to share with us so we can work together to meet your care and service needs.



Location

Facility Name: St Joseph's House Port Pirie

Address: 22 Norman Street
Port Pirie SA 5540

Phone Number: 08 8632 1450

Fax Number: 08 8633 0790

Contact Numbers

St Joseph's House Contact Numbers:

Role	Name	Phone	Details
Residential Services Manager	Sharon Ley	8632 1450 8:00am – 04:30pm	Responsible for the operations management of Residential services
Clinical Nurse Consultant	Therese Johnson	8632 1450 7.00am –04:30pm	Responsible for the clinical management of the Residential services
Registered Nurse	Varies from shift to shift	8632 1450 Available from 7:00 am – 03:00 pm 7 days per week	Responsible for your day-to-day individualised care needs
Catholic Priest	Father Jimmy Pantin	0434 517 920	Available at any time
Hospitality/Lifestyle Manager Resident Liaison Officer	Marra Pearn	8632 1450 0407 300 497 8:00am – 03:00pm	Responsible for day-to-day operations of hospitality services and Resident lifestyle choices
Administrative Manager	Sandra Lee	8632 1450 9:00am – 05:00 pm	Responsible for Finance inquiries
Infection Prevention and Control Lead/ Administration EN	Karren Bourke	8632 1450 Monday to Wednesday 9.00am – 4.00pm	Responsible for infection prevention and control processes and admission enquiries
Pharmacist	Priceline	8632 1306	
Reception		8632 1450 09:00 am -05:00pm Monday to Friday	Initial point of call for general enquiries



ACCOMMODATION

OUTSIDE LEGAL OPINION

You (Older person/Supported Decision Maker) are encouraged to seek outside, independent legal opinion prior to entering into any agreements with the home (St Joseph's House).

FEES AND CHARGES

Fees and charges are outlined in our Key Features Statement. This is provided upon admission, as requested and is available on our website (spiritofcare.org.au). Information sheets on our fees policy for respite or permanency are provided during agreement discussions, as required and upon request.

ADMISSION

The home is open to all who require care and have been assessed by the Department of Health, Disability and Ageing as requiring short-term or permanent care in a residential aged care facility.

Short-term (Respite) admission is not an offer of permanency. Consideration for permanency may be made during the course of respite admission, subject to your assessed needs, and our ability to provide care and services that meet those needs.

RESIDENTIAL SERVICE AGREEMENTS

A **residential service agreement** is required for all residents (for permanent and short term care). This is a legal agreement between you and St Joseph's House. It set out the care and services that St Joseph's House will provide and how much it will cost.

ACCOMMODATION

The rooms are single with ensuite bathrooms, with the capacity for a shared room if required (please see the Key Features Statement), basic items of room furniture are provided by us – bed, bedding, bed linen, towels, chair, wardrobes, drawers (including lockable draw) and overway table.

Requests to bring in larger items of furniture can be made, but sometimes there may be practical reasons why the request may be refused.

You may bring in your own radio and television, but the use of these must be regulated so as not to impact other people in the home. A television aerial socket is provided, you will need to provide your own aerial cord, please see a member of the Admin Team for more information if needed.

You may install a small refrigerator in your room; otherwise, there are refrigerators in each communal kitchen available for use. We have food safety processes that must be adhered to, please see our workers for more information.

All rooms are equipped with air conditioners and there is ample space in each room for the free movement of care equipment.

You may install a personal telephone at your own expense, taking into consideration the length of your stay with us, i.e. it is not practical for short term care.

You may not affix furnishings, pictures, etc., to walls or the home's furniture without the prior approval of management.



PAYING OF ACCOUNTS

St. Joseph's House are pleased to be able to offer Direct Debit facilities for individuals to pay their monthly accounts.

This is where authority is given to St. Joseph's House to directly draw amounts owed from the nominated bank account on the 28th day of each month or the last business day prior to, if this happens to fall on a weekend.

Please speak with Administration staff for a form to commence or change any direct debit payments.

FINANCIAL INFORMATION

The most recent audited financial statements are available on request and are made publicly available on our website (spiritofcare.org.au).

If you have paid a refundable deposit, you will be given a copy of the homes most recent prudential compliance statement in accordance with the *Aged Care Act 2024*.

PRIVACY

St Joseph's House respects the privacy of individuals, particularly in regard to your own room. However, we reserve the right to carry out, or to supervise, the adequate cleaning of rooms and to see that standards of hygiene and safety are not compromised.

An information sheet on the Privacy Policy is provided as part of the admissions process and is available on our website (spiritofcare.org.au). This outlines how we manage information that we collect about you and how we protect your privacy.

STATEMENT OF RIGHTS

The Statement of Rights are legislated in the *Aged Care Act 2024* and outline the rights that older people have when accessing aged care services. The rights help to ensure that older people and their needs are at the centre of the new aged care system:

Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
 - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
 - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
 - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

- (2) An individual has a right to equitable access to:



- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
- (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

- (3) An individual has a right to:
 - (a) be treated with dignity and respect; and
 - (b) safe, fair, equitable and non-discriminatory treatment; and
 - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
 - (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
 - (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
 - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Respect for privacy and information

- (5) An individual has a right to have the individual's:
 - (a) personal privacy respected; and
 - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
 - (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - (b) express opinions about the funded aged care services the individual accesses and be heard.



- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
 - (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
 - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
 - (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
 - (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

AGED CARE QUALITY STANDARDS

The Aged Care Quality Standards are a set of requirements for what quality and safe aged care looks like.

The Quality Standards make sure that the care older people receive:

- is safe and high quality
- meets their needs and preferences
- upholds their rights.

There are 7 strengthened Quality Standards:

- Standard 1: The individual
- Standard 2: The organisation



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

FEEDBACK

We encourage feedback, comments and suggestions at St Joseph's House and use all of these to help us to improve the service that we offer.

There are feedback forms located outside each lift and next to the notice boards in each area. These can be used for any type of feedback, be it a concern, comment, complaint or compliment. You may also wish to bring any issues to the resident meetings.

If you have a concern relating to any aspect of the care and services provided, we encourage you to speak immediately to the Registered Nurse in charge. If you are not satisfied with the outcome in the first instance, then the Clinical Nurse Consultant or Residential Services Manager will be happy to assist you. Any complaint received is handled in the strictest confidence.

Should you have concerns that you feel have not been managed effectively by the facility you can contact the Aged Care Quality and Safety Commission on 1800 951 822 or the Aged Rights Advocacy Service on 1800 700 600. Information for both services can be found in the front foyer.

CONTINUOUS IMPROVEMENT

We pride ourselves on working with you to improve our services. We welcome your feedback on any aspects of our service and invite you to follow our feedback process, these processes ensure we are always looking for ways to improve the care and services we provide you. You are encouraged to participate in our surveys, which are conducted regularly.



EVERYDAY LIVING

SAFETY – GENERAL

Just to bring a few safety issues to your attention:

- No cleaning products / chemicals are to be brought into the facility by residents or their families.
- Please do not bring a lot of money or valuables into the home. A lockable drawer has been provided should you need it.
- We encourage you to make your room 'home' by bringing in any memorabilia or items you treasure. Please keep in mind however that clutter can be hazardous and that too much clutter can cause accidents for both you and the staff attending you.
- Use of 'piggyback' double adaptors / plugs pose a high risk of fire or electrocution and are not permitted.
- To ensure your safety in the case of an emergency no furniture or goods should be stored behind doors.
- Please do not hang pictures in your room – the maintenance staff will do this for you.
- A small refrigerator can be purchased for use in your room – this must be maintained by residents or families.
- For safety reasons the use of talcum powder (other than for a medical application as determined by your doctor or the registered nurse) is discouraged.
- Electrical items are to be tested and tagged in line with the home's WHS processes prior to use.

YOUR VALUABLES

Can you please ensure all sensory devices, (e.g. glasses, hearing aids) are labelled prior to entry and when any new items are purchased. St Joseph's House is not responsible for labelling personal items.

To ensure the security of and access to your money and property we adopt the following rules:

- While we understand that you may want to show your appreciation to St Joseph's House, staff are not permitted to accept any gifts or loans. Please do not offer any.
- Staff are not permitted to undertake any tasks that involve money unless this forms part of your care plan.
- Unless related to service delivery (e.g. lolly trolley), we ask that you store your money and other valuables securely
- Do not provide you bank PIN to staff
- Please report to the CNC or RSM any instances where staff request or take any money or items of value.

Donations to St Joseph's House are welcome and are used in the provision of services. Donations can be made through Reception during business hours.



TELEPHONES

St Joseph's House does not provide telephones in private rooms. We recommend contacting a telephone provider (such as Telstra) to arrange for the installation of a phone line should you wish to communicate with your loved one via telephone.

The cost and maintenance of telephones are your responsibility, and new services can be arranged in the same way as you would commence with any new telephone service or change of address.

Landlines are recommended over mobile phones, which can easily become misplaced or not reliably charged.

LAUNDRY SERVICES

Your personal items can be laundered on site. To ensure we meet our infection control requirements all items are laundered in very hot water. Therefore, all woollens, silks and items for cold wash only will need to be laundered at home. Dry-cleaning items will also need to be taken and laundered by your family. Personal items are dried and folded to reduce creasing but are not ironed. All personal items must be labelled, and a labelling service is provided.

St Joseph's house sends its sheets, pillowcases, towels and other flat items that we provide to you to an external contractor. This is a commercial laundry which runs 5 days per week.

Should you have any problems with any laundry related issues our Hospitality Manager will be happy to assist you.

MAINTENANCE

If you note any issues requiring routine maintenance, please tell the staff. They will alert the maintenance contractor for repair of the item/s in office hours. Maintenance do not repair personal items bought from home – these will need to be serviced by the store the equipment was purchased from.

FOOD PROVIDED BY FAMILIES AND FRIENDS

While food is one of the great joys of life, it can also cause significant problems particularly for your health and wellbeing, if not handled, stored or managed appropriately.

In order for St Joseph's House to provide an environment where you can enjoy the food of your choice in the safest way, we have the following requirements regarding food brought in by you or your visitors:

- Food preparation by visitors must not occur on site. Food must be cooked at another location (ie family members home) and brought on site pre-prepared.
- Food provided must be brought on site in appropriate containers to be stored and, if required appropriate container to be re-heated in (ie microwave-safe).
- Food brought into St Joseph's House must be labelled with the following information:
 - the name of the food item (e.g. banana cake)
 - the date it was prepared (may be an earlier date than the date brought in)
 - the name of the person it was brought in for
- Food Safety Labels are available from reception if needed.



- If the food brought in requires refrigeration it must be placed in your refrigerator or one of the refrigerators available in the areas kitchenette as soon as possible. Ensure the food is labelled as per the above
- In the interests of safety, food is not to be offered to any other residents without checking with nursing staff first. This is to ensure issues such as food allergies and texture modifications are safely managed.

MEALS – FAMILIES AND FRIENDS

Families and friends are most welcome to join you for meals at any time and can bring in their own meals to share the dining experience with you. Please note that large groups may need to be in a private communal area and will need to have prior approval from management to reduce the impact on other residents.

MEALS AND DINING HOURS

All meals are served in the Dining room and prepared by the onsite by the catering team. Tray service is available; please let staff know prior to mealtimes if this is your preference on the day.

Meals consist of a continental breakfast, a main course for lunch and dinner and morning tea, afternoon tea and supper.

There is a set rotating menu that provides several meal options based on nutritional needs and dietician recommendations. Please let us know if you have any dietary requirements or would like an alternative meal to the menu options, we are more than happy to accommodate your preferences.

Snacks are available at any times, please let the staff know anytime you would like something to eat.

Drinks such as tea, coffee, juice and water are available at all times, and you will be asked your preference when these are served each mealtime.

TRANSPORT/TAXI

Should you wish to book a taxi, our staff at reception will be happy to assist you.

Transport to medical specialists and other appointments will need to be organised by you or your family. Should you require assistance, please contact the Registered Nurse.

VISITING HOURS AND ACCESS

Relatives and friends are encouraged to visit frequently. We strongly encourage visitors to come onsite during the visiting hours as this reduces the impact on the other occupants of the home. There may be some case-by-case restrictions on visiting due to medical or social reasons, these will be discussed in full with all concerned before any restriction is applied.

A number of areas are available for visitors to meet in private. Please feel free to discuss this with the Registered Nurse on duty.

Relatives and friends are encouraged to take you out on social visits, please advise the nurse on duty before leaving the home.

Entry and exit to St Joseph's House is via the front door only, during visiting hours the doors are monitored by a staff member. Outside of visiting hours the doors can be opened from the inside at



any time using the keycode: 139# and once outside the buzzer can be used to notify the nurse that you would like to come in.

We do ask that any visitor to St Joseph's house sign in using the Visitor Kiosk located in the foyer, this forms part of our emergency and outbreak management procedures and ensures the safety of everyone onsite.

CLEANING

St Joseph's House engages on site cleaners as part of the workforce. The cleaning team regularly clean all bedrooms and communal areas.

Your room will be cleaned to a set schedule, however if you have any cleaning concerns please let one of our workers know.

FIRE SAFETY

In the event that the FIRE ALARM sounds, please stay where you are. If you are able and you are in your room:

- Stay in your room
- Close your door but leave it unlocked
- Close any windows

Then:

- Await further instructions from staff
- Listen to staff or fire brigade for directions
- Press your buzzer if you are concerned; and
- Remain calm



NON-CLINICAL CARE

HAIRDRESSER

St Joseph's House has an onsite hairdressing salon. This is used by visiting hairdressers to provide hairdressing services at your request. You may also request a hairdresser of your choice to provide services to you in your room. All hairdressing costs are paid for by you.

Hairdressing appointments must be made by contacting the hairdresser directly, contact details of the visiting hairdressers, as well as costs, are located on the notice board in the front foyer.

We encourage you to continue to use your hairdresser of choice externally if you would prefer.

CHAPLAINCY

St Joseph's House provides the services of a Catholic Priest within the facility. The Priest is available for all denominations for both older people who reside with us and our workers.

Friends and family members visiting are most welcome to attend any of St Joseph's house devotions and services should they wish to.

All Chapel Services are interdenominational and the services are advertised on the notice board.

ELECTIONS

The Electoral Office visits St Joseph's House to provide voting facilities. If you needs to vote by postal vote a change of address form needs to be obtained from the Post Office.

If you are no longer able to vote for yourself, you can be taken off the electoral roll, please see Administration Staff for forms or contact the electoral office.

Electoral Enquiries telephone number is 13 23 26.

ACTIVITIES / LIFESTYLE

A number of activities are available throughout the week for you to take part in should you wish to do so. The activities program is developed through input from residents with consideration to promoting health and wellbeing.

We celebrate special events such as Melbourne Cup Day, Mother's Day, Father's Day, Easter, Christmas Day, Australia Day and any other celebration days identified by residents that they would like to celebrate.

You are welcome to take part in all of these events, and suggestions for new activities are very welcome.

A monthly lifestyle (activity) calendar is published and all activities, including outings, are included on the calendar.

It should be noted that to participate in some activities a risk assessment may need to be undertaken by the clinical team. Where this to occur this will be discussed with you on a one on one basis based specific to the activity you wish to undertake.



CLINICAL CARE

CARE PLAN

During your entry process and in the first few weeks of admission we will be discussing with you your individual care requirements. We will do this through a means of formal and informal discussions and assessments. From these assessments we will develop in consultation with you your plan of care. This plan of care is also known as a Care Plan or a Care Management Plan.

From time to time we will review (again in consultation with you) your Care Plan as your care needs and treatments may change.

A review can be done in many ways such as a formal care conference, a phone call, an informal meeting with the Registered Nurse or information we have received from your doctor or other health care professional.

You can request a formal care conference or call the Clinical Nurse Consultant or Registered Nurse at any time.

CALL BELLS/EMERGENCY BUZZERS

All rooms are provided with a call bell system. Your en-suite bathroom also has a panel to press for assistance should you need it. You will be shown soon after your arrival how to use the system to call for assistance.

Other call bell panels / emergency buzzers are located at various points around the service.

CHEMIST

Priceline Pharmacy Port Pirie is contracted to provide pharmaceutical services to St Joseph's House.

Contact the pharmacy directly should you have any queries on 8632 1306.

RESTRAINT FREE ENVIRONMENT

St Joseph's House practices a restraint free approach.

A restraint free approach means no words, devices or actions will interfere with a person's ability to make a decision or restrict their free movement. You are provided with restraint free options to ensure your safety and we practice a restraint free approach wherever possible.

St Joseph's House does not use or supply bed rails, these are a form of restraint and can cause serious injury or death.

The decision to use restraint is not taken lightly and is only used as a measure of last resort. A comprehensive assessment is completed after exhausting all reasonable alternatives. Restraint will only ever be considered:

- when a person may harm themselves or others
- if there is an experience/cause loss of dignity or severe embarrassment to self/others.

St Joseph's House does not support any restraint action or device that does not have consent.

CONSENT

Consent and privacy are closely aligned; we ensure that consent has been gained by ensuring consent is valid:



- Legal: the person giving consent has the legal capacity to consent
- Voluntary: the consent is made by you without undue influence from others
- Informed: the consent is made after receiving sufficient information about the care or treatment to enable an informed decision
- Given with capacity: the person giving consent must understand the information presented to them to decide
- Current: consent must be reviewed if, after consent is obtained, the older person's circumstances (including treatment options and risks) have changed, or the scope of consent becomes otherwise inadequate
- The scope of consent is clear: the care or treatment provided must fall within the consent that has been given with consideration to a specific procedure, treatment or other care with a timeframe as appropriate.

ALLIED HEALTH SERVICES

The regular services that are available include, physiotherapy, exercise physiology, speech pathology and podiatry. These services are as per an assessment by the nursing staff and provided onsite. Private appointments are to be organised and paid by you.

Your GP will provide onsite visits as requested by the nursing staff, these are not a booked or regular as what occurs when you visit a local clinic. You are encouraged to visit your GP at their clinic if your health permits.

AMBULANCE

It is advisable to maintain subscription to SA Ambulance or membership of a fund which covers ambulance services.

PERSONAL APPLIANCES AND EFFECTS

You are required to permanently label all personal equipment, aids and prostheses, e.g. walking frames, wheelchairs, hearing aids, spectacles and dentures, which you bring with you into the home.

USE OF MOBILITY AIDS

If you wish to use an electric mobility aid, you must be assessed by the Occupational Therapist or Physiotherapist. If you are assessed as being capable of using an electric mobility aid you must comply with the recommendations by the assessor and comply with the home's WHS requirements in relation to the electric mobility aid.



NAVIGATION MAP



Ground Floor

Walkways



