



Resident Handbook

Caring for You, Wherever you Call Home

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Welcome to Boandik

A Message from Boandik's Chief Executive Officer

Welcome to Boandik, we are delighted to have you join our community. Choosing to move into residential care is a significant life transition and we understand that it can bring both anticipation and uncertainty. Our goal is to make this transition as smooth and reassuring as possible for you and your loved ones.

At Boandik, we believe that every person deserves to live with dignity, purpose and connection. Guided by the Aged Care Act 2024 and the Aged Care Quality Standards (2025), we are committed to providing care that is safe, inclusive and responsive to your individual needs, preferences and goals.

Our dedicated team of Registered Nurses, Personal Care Assistants, hospitality, catering, lifestyle, maintenance and administration staff work together to create a home where you feel respected, valued and supported. From your first day, we will take the time to get to know you, your story, your routines and the things that make life meaningful to you.

We encourage open communication and genuine partnership. You, your family and your supporters are always welcome to speak with your Residential Manager or Clinical Nurse about any questions, feedback or ideas for improvement.

Our focus is on collaboration, listening, learning and continually enhancing the care and service experience for every resident.



This handbook is designed to help you settle in, understand our services and know what to expect. It also outlines your rights and responsibilities, consistent with guidance from the Aged Care Quality and Safety Commission, Department of Health and Ageing and the Older Persons Advocacy Network (OPAN).

Thank you for trusting us with your care and wellbeing. We are so honoured to walk alongside you in this next chapter of life and we look forward to getting to know you and your family as part of the Boandik community.

Warm regards,

Dr Pamela Alde
Chief Executive Officer

Our Story



The vision for Boandik was first formed in 1949, when the Old-Aged, Invalid and Widow's Pension Association approached the Mount Gambier City Council to discuss the need for local aged care services. By 1952, public meetings and funding, championed by Councillor AF Sutton, laid the foundations for what would become Boandik.

In 1956, the Mount Gambier Old Folks Home opened its doors, initially accommodating six men & six women. Three years later, in 1959, the home was renamed "Boandik Lodge" in honour of the Boandik people who lived in the region at the time of European settlement.

Seventy years on, Boandik has grown into a well-respected, community-owned organisation dedicated to supporting older people through a full continuum of care.

Today, Boandik provides retirement living, community and home care services, residential and respite accommodation; a breadth of service unmatched among other aged-care providers in the Limestone Coast region.

Within the township of Mount Gambier, Boandik operates three residential aged-care homes; Kessal, St Mary's and Crouch Street collectively caring for around 214 older people. Plans to expand Boandik Kessal are well underway, with an additional eleven beds.

Boandik's Community Care Program supports approximately 140 Support at Home participants and around 600 Community Home Support Program (CHSP) participants, enabling older people to remain independent in their own homes for longer.

At our Kessal site, there are 36 Independent Living Units, offering a mix of affordable rental and licence-to-occupy accommodation options, all of which are currently occupied and in high demand.

Boandik is also a significant regional employer, with more than 450 staff working across 16 Limestone Coast communities. The organisation remains community-owned and governed by a skilled Board of Directors, maintaining its long-standing commitment to quality, compassion and care for older Australians.

Service and Care Options

We provide a full range of residential aged-care services, designed to meet changing needs and support you to live as you choose. Our offerings include:

Permanent Residential Care

Settle into one of our residential homes where you can live in a comfortable, safe, homelike environment. Boandik's residential services are based across three homes in Mount Gambier, servicing older people in the South East. Our purpose-built homes are surrounded by gardens and aim to provide a place you're proud to call home.

High-Level Clinical Nursing Support

Our residential services include strong clinical leadership, with a nurse-led model of care that ensures Registered Nurses oversee clinical outcomes and care planning. We ensure clinical equipment, monitoring systems and staff training meet contemporary best-practice standards.

Short-Term Respite Stays

Boandik offers short stays to help you and/or your carer rest and recharge. This option is ideal if you are considering moving into care and want to experience a stay first, or if you're already living elsewhere and need temporary support. Respite residents have the same rights and access to services as permanent residents.

Memory Support and Dementia Care

We recognise that living with dementia or memory changes requires specialised support. Boandik provides dementia-specific services and supports in residential settings, tailored to safety, engagement and connection. Our staff are trained and supported to understand memory loss, promote wellbeing and work safely with you and your family.

Allied Health Services

To support your health, wellness and independence, Boandik provides access to allied health services (eg.: physiotherapy, occupational therapy, dietetics, speech therapy and podiatry) when required. In a residential setting, these services become part of your support plan so we can address mobility, falls prevention, strength and safety.

Palliative Care

We believe that palliative care is about more than the final days of life. It is a compassionate philosophy of care that can provide comfort and support many months before it is needed. We embrace a positive, open and honest attitude toward death and dying, ensuring that every resident is treated with the utmost respect and tenderness.

“

Thank you for the respect and dignity you give to our Dad.

We are so grateful for the incredible support you give our family, always making sure his home is filled with care, fun and plenty of humour.

”

Daughter,
Boandik Kessal
Resident

Our Team

At Boandik, you are supported by a dedicated and experienced team who work collaboratively to give you the best possible care, in line with your goals and preferences.

Residential Manager

Oversees daily operations and ensures that all care and services are delivered safely and effectively. Residential Manager's provide leadership to staff, support residents and families and promote a culture of respect, transparency and continuous improvement. The Residential Manager is your key contact about your care, wellbeing and living arrangements. Our Residential Managers work closely with clinical, lifestyle and hospitality teams to make sure your needs are met and your rights are upheld.

Clinical Nurse / Registered Nurse

Lead clinical support, coordinating your health care, medicines, monitoring, care plan reviews and liaising with doctors and allied health.

Personal Care Staff

Assist you with daily living tasks such as bathing, dressing, mobility, personal hygiene and other supports while promoting your independence wherever possible.

Lifestyle Coordinators

Organise activities, social connection, wellbeing programs, outings and events that reflect your interests, culture and goals.

Hotel Services Staff

Includes catering, cleaning, laundry & hospitality staff who ensure your home environment is comfortable, enjoyable, clean and supportive.

Maintenance Staff

Take care of your physical environment, the building, gardens, equipment, grounds and maintenance issues so that everything works safely and smoothly.

Administrative and Reception Staff

Handle communication, your queries, documentation, billing, visitor support and liaising with families and representatives. Together, the team uses a unified approach:

- We share your support and care plan across disciplines so everyone understands your needs, goals and preferences.
- We hold regular team meetings and reviews to ensure every aspect of your care and living experience is coordinated and responsive.
- We partner with you, your family and your supporter, valuing your insights and feedback. You know yourself best.
- We are committed to continuous improvement: learning from audits, feedback, clinical reviews and innovating in our care of people.
- Boandik has a long history in the region as a not-for-profit community organisation. Many of our staff and volunteers have long service, strong local knowledge and commitment to the region.

You will always be treated as more than a care recipient; we see you as a whole person with a rich and vibrant history, preferences and relationships. Our team strives to ensure you feel safe, valued and connected every day.



Your Rights and Responsibilities

Everyone receiving aged care in Australia has rights that are protected by law. The Aged Care Act 2024, the Aged Care Quality Standards and the Statement of Rights ensure that you are treated with dignity, respect and fairness.

At Boandik, we are committed to working with you to support your independence, wellbeing and quality of life.

Statement of Rights

You have a right to feel safe, respected and in control of your care and daily life. These rights ensure you can make choices, be listened to and live with dignity in a caring environment.

You have the right to:

- Safe, high-quality care that meets your needs, supports your health and promotes your wellbeing.
- Respect, privacy and dignity in all aspects of your life, your individuality is valued.
- Make your own choices about your care, lifestyle and daily routines.
- Be informed and involved in decisions that affect you, even if there is some personal risk.
- Have your culture, identity, language and beliefs respected.
- Live free from abuse, neglect, violence or discrimination.
- Stay connected with your family, friends, culture and community.
- Speak up or make a complaint without fear and have it handled fairly, confidentially and quickly.
- Access advocacy or support.

Your Responsibilities

Quality care works best when we work together. You play an important role in helping us understand your needs and in creating a caring, respectful community for everyone.

We ask that you:

- Share information about your health, preferences and changes in your needs.
- Take part in care planning and reviews.
- Treat staff, residents and visitors with respect and kindness.

- Follow reasonable rules that help keep everyone safe, comfortable and healthy.
- Provide feedback to help us improve our care and services.
- Please tell us if you have a nominated supporter or advocate who helps you make decisions, so we can involve them appropriately.

Privacy, Dignity and Cultural Safety

Your privacy and dignity are central to how we provide care. We protect your personal information in line with the Privacy Act 1988 (Cth) and use it only for purposes directly related to your care and wellbeing.

We will:

- Keep your personal and health information secure and confidential.
- Respect your personal space, choices and identity at all times.
- Deliver care in a culturally safe and inclusive way, recognising, valuing and supporting your background, beliefs, language and community connections.
- Provide interpreters or culturally appropriate support when needed.

Working Together

We believe that good care is built on partnership, open communication and trust. By working together, we can ensure your care reflects what matters most to you and create a safe, inclusive and supportive home where everyone is treated with dignity, compassion and respect.

Settling In: What to Expect

The Entry Process

Before you move into residential care, you will need to be approved for a place via My Aged Care. Once the place is offered, we will meet with you (and your family or supporter) to discuss:

- The services we will provide,
- The costs and fee structure (including your accommodation, care and daily living services),
- The Residential Care Service Agreement you'll sign,
- How your needs and preferences will be assessed and taken into account.

We aim to make sure you understand everything clearly and you have the opportunity to ask questions. Your move into the home will be planned in a way that makes it as smooth and comfortable as possible.

Care Plan Development and Review

Shortly after you arrive we will work with you and anyone you choose to involve (family, friends, supporter) to create a personalised support plan. This care plan is based on your health, social, emotional, cultural, spiritual and lifestyle needs and goals. It includes what care and support we will provide, how we will support your independence and details about daily life here.

We will review your care plan regularly (and whenever your situation changes) to ensure it continues to meet your needs, preferences and goals. This aligns with the Aged Care Quality Standards which emphasise person-centred care, choice, wellbeing and involvement. We encourage you to be actively involved in all parts of your care planning and review.

Your Details

When you move in, you and / or your nominated supporter will be asked to complete an entry form with personal details.

It is important to keep this information up to date so we can provide safe and effective care. Please notify staff of any changes to:

- Contact details for next of kin or other supporters/advocates
- Pension, Medicare or health fund details
- Ambulance subscription
- Electoral roll information

Information about your Power of Attorney, Advance Care Directives, Substitute Decision-Maker, Executor of your Will, or a nominated supporter is also requested on entry.

Accurate details help us maintain your care, safety and communication with your family, supporters and/or legally appointed decision maker to ensure that your wants, needs and preferences remain at the centre of care and service provision.

Your First Weeks

In the first few weeks you can expect that:

- You will be introduced to our team (care staff, nursing, allied health, lifestyle staff) and become familiar with how things work at the home.
- We will take the time to show you the routines, services, activities and communal spaces so you feel comfortable and welcome.
- Our team will check your room and environment to ensure it is safe, comfortable and personalised to you. We will also discuss your preferences for daily routines, meals, leisure and visitors.
- We will continue to monitor how you are settling in; how you feel, how your health is and how you are adjusting to the environment and make any needed adjustments to your care plan or the way we support you.
- We encourage you and your family or supporter to tell us how you're going and if there's anything we can improve or modify.

Care and Services

At Boandik, your care is centred on your needs, preferences and goals. Our services aim to support independence, wellbeing and quality of life.

Personal Care / Daily Living Support

We assist with bathing, dressing, toileting, mobility and other daily care tasks while encouraging independence wherever it's possible. On entry and in partnership with you and/or your nominated supporter, we will complete a comprehensive assessment of your preferences and needs. An individualised plan will then be developed with you. Staff review your needs regularly to ensure the support you receive is right for you.

Clinical Care and Nursing Services

Registered Nurses coordinate your care, medications and health monitoring. Allied health professionals, such as Physiotherapists, Occupational Therapists and Speech Therapists are available as needed. Your care plan is developed with you and reviewed regularly to ensure safe, effective and personalised care, reflecting your goals and any changes in health and preferences.

Memory and Dementia Support

For residents with memory support needs, we provide personalised, safe and meaningful support. Staff trained in dementia care techniques focus on routines, cognitive support, safety and maintaining independence where possible.

Therapies and activities are tailored to your interests, choices and abilities and aim to support social connection, independence and emotional wellbeing. These may include reminiscence, Montessori-based activities, pet or doll therapy and the use of technology, either individually or in groups, to encourage engagement, stimulate memory and promote a sense of identity and enjoyment.

Medical Services

You have the right to choose your own doctor. Boandik is also supported by visiting doctors from most of the local clinics. If you prefer to remain a patient of a doctor who does not visit Boandik, we ask that you work together with Clinical staff to arrange appointments at their clinic.

For any appointments outside Boandik, including medical, allied health or specialist visits, please inform the Registered Nurse before leaving. Your medication chart and doctors' orders sheet will be provided to ensure continuity of care. Return these documents to staff after your visit and notify staff of any changes to medications or treatments.



A big 'thank you' to all our friends at Boandik. I really don't know what to say except I will never forget the thoughtfulness, love and care you showed our whole family and especially to my darling husband, just wonderful and much appreciated.



Family, Kessal Resident

Medications

Boandik has agreements with community pharmacies for the supply and delivery of pre-packaged (Webster-pak) medications. Medications are administered according to your doctor's directions. Generic equivalents may be dispensed unless otherwise specified, please notify the Residential Manager or Clinical Nurse if you do not wish to have generic options.

If you are able to manage your own medications, a Registered Nurse will work with you to ensure your safety. Medications must be stored securely in the medication safe or locked drawer in your room and not left where other residents could access them.

Palliative Care

Boandik supports you to live fully and to participate in life in your own way, including during palliative care. Our approach focuses on meeting your physical, emotional, spiritual and cultural needs while maintaining dignity and comfort. Care decisions are made with you, your doctor and anyone else you wish to involve. We encourage you to discuss your wishes regarding medical treatment and end-of-life care with your family, which helps ensure your preferences are known and respected in the event of serious illness. Staff are available to provide guidance and answer any questions.

Voluntary Assisted Dying (VAD)

We believe in honouring the choices our residents make about their end-of-life journey. Under the Voluntary Assisted Dying Act 2021 (SA), individuals with a terminal illness can now access voluntary assisted dying (VAD) in addition to high-quality palliative care.

While we fully respect your right to choose this path, these services are legally required to be managed by independent, specially trained medical teams. As such, Boandik does not provide VAD care directly.

This means that while we support your autonomy, our team cannot initiate the VAD process or handle the administration and disposal of VAD substances. We will maintain your privacy, dignity and right to choose, while providing you with our usual care and support if you choose to access VAD support.

Anticipatory Directions

Residents are encouraged to have relevant legal and health directives in place:

- Power of Attorney, to make financial decisions if you are unable.
- Advance Care Directive, to outline preferences for medical treatment, place of care and end of life wishes.

If these documents are not in place, decisions may need to involve the Office of the Public Advocate or Guardianship Board. On entry, we request this information so your property and affairs can be managed appropriately if you are unable to do so.

When you Leave Us

In the event of your passing, your family is responsible for making the necessary funeral arrangements and collecting your personal belongings. Staff will assist with immediate arrangements.

Due to demand for rooms, we ask that your personal items be collected within 48 hours.



Food, Nutrition and Dining

We recognise that good food supports health, dignity and quality of life. Our dining services are guided by the National Aged Care, Quality and Food Safety Standards to ensure all meals are nutritious, culturally appropriate and prepared with care.

Your feedback is always welcome, whether about menu choices, mealtime routines or dining experiences, so we can continue to make every meal something to look forward to.

Meals, Menus and Special Diets

Menus are planned with residents and dietitians to be nutritious, varied and culturally appropriate. Special diets (e.g. diabetic, gluten-free, vegetarian or texture-modified) are available, please tell staff about any allergies or preferences so we can plan safely. Your dietary needs are discussed on entry and reviewed regularly to support your health and quality of life.

Choice and Cultural Needs

You have choice and flexibility in when, where and how you dine. Meals are usually shared in the dining room, but you may prefer to eat in your room for privacy or rest. We respect your cultural and religious food practices and include your preferences in your care plan.

Dining Experience

Meals are prepared and served onsite following Food Safe practices. Our dining areas are warm, welcoming and designed to provide a relaxed and social dining experience.

Typical mealtimes are:

Breakfast:	From 7.30am
Morning Tea:	Mid-morning
Lunch:	From 12.00pm (Main meal)
Afternoon Tea:	Mid-afternoon
Dinner:	From 5pm
Supper:	From 7pm

Coffee, tea and hot chocolate are available from the café bar or unit kitchen and fresh fruit and water are always accessible. If you plan to be away for a meal, please let staff know in advance to assist with catering arrangements.

Hydration and Snacks

Staying hydrated is part of good health. Water, tea, juice and other drinks are available throughout the day, with morning and afternoon tea served daily. Extra snacks can be provided at any time and our café areas offer an opportunity to share refreshments with family, friends and fellow residents.

Family and Social Dining

Family and friends are welcome to join you for meals (bookings required; a small guest fee applies). Private areas can be arranged for birthdays and/or special occasions, please speak with staff in advance.

Food Brought into the Home

Boandik is committed to maintaining a home-like environment while ensuring the health and safety of all residents. We welcome family and friends to bring food specifically for you, provided it is stored safely and not shared with other residents, helping to protect everyone from food borne illness.

For special occasions such as birthdays, anniversaries or other celebrations, our Hotel Services team can assist with catering. A modest fee applies, ensuring the food is safe, enjoyable and meets all necessary standards so you can celebrate with family and friends without worry.

Environment and Living

Your Room and Shared Spaces

Your room is designed to be comfortable, safe and private; we want it to feel like home. You are encouraged to personalise your space with favourite items such as photos, ornaments, soft furnishings, books, radio, television, and an armchair. You may also bring in practical items like blankets, bedside tables, lamps or dressers. Any large furniture or equipment must be discussed with the Residential Manager to ensure it is safe and suitable for your room.

Boandik provides secure, lockable storage for valuables, giving you peace of mind about your belongings. You will be provided with two keys: one for your room and one for a lockable drawer. Spare keys are kept by the Clinical Nurse. If a key is lost, you will be charged for its replacement. During hospital stays or holidays, you may request that your room be securely locked. Staff may access it only for cleaning or essential purposes.

Shared spaces at Boandik include lounges, dining areas, gardens and activity rooms, where you can socialise, join in with activities or enjoy quiet time. These areas are maintained to ensure comfort, accessibility and safety for all residents.

Security of Tenure

Our aim is that you remain in the room you move into for the duration of your stay. However, there may be circumstances where relocating to another area/room is necessary to ensure your safety, wellbeing or the wellbeing of others. Possible reasons for a move may include:

- A change in your health needs that requires a different care environment.
- Rebuilding, renovation or maintenance of your current area.

Any decision to relocate you will follow a careful assessment and consultation with:

- You, the resident
- Your family, chosen supporter or advocate
- Your Doctor
- The Residential Manager
- Allied Health professionals as required.

Where alternative accommodation is needed, we will support you throughout the transition, ensuring you are kept informed and involved. If you are unhappy with your room at any time, please speak with the Residential Manager.



Infection Control and Hygiene

Your safety and wellbeing are our top priority. We follow national infection prevention and control guidelines, hand hygiene protocols and outbreak procedures to protect residents, staff and visitors.

Cleaning and Environmental Hygiene

Your room and all shared spaces, including dining areas, lounges and bathrooms, are cleaned regularly to minimise infection risks. Residents and families are asked not to bring personal cleaning products into the home.

Hand Hygiene and Personal Care

All staff wash or sanitise their hands regularly, including before and after assisting residents, preparing meals, or handling equipment. Residents and visitors are encouraged to practice good hand hygiene using hand sanitisers or washing facilities provided throughout the home.

Infection Prevention Measures

Boandik takes the prevention and management of infections seriously. In the event of any outbreak or increased risk of illness, we follow the advice and guidance of the Department of Health and other relevant authorities. Measures may include changes to visiting arrangements, group activities, or cleaning practices, always with the aim of keeping residents, staff and visitors safe. Any actions taken will be communicated clearly to residents and their nominated supporters.

Vaccination and Health Monitoring

Residents are encouraged to keep vaccinations such as influenza and covid-19 etc up to date. Staff monitor residents for signs of infection and will work with your doctor and allied health professionals to manage any illness promptly.

Your Role in Infection Control

Residents can help maintain a safe environment by:

- Washing hands regularly and using hand sanitiser.
- Covering your mouth and nose when coughing or sneezing.
- Reporting any signs of illness or symptoms promptly to staff.
- Following guidance during outbreaks or infection control procedures.

By working together, residents, families and staff can maintain a clean, safe and healthy environment, while respecting your dignity, independence and right to safe care.

Maintenance and Grounds

We aim to provide a safe, clean and comfortable environment, this includes your room, shared spaces and grounds. You are encouraged to report any maintenance issues promptly so they can be addressed quickly and safely. Repairs and upkeep are carried out regularly to ensure your environment remains comfortable and hazard-free.

Staff are available to assist with arranging repairs or maintenance of equipment and furniture. Grounds and shared spaces are maintained to be safe and accessible.

Housekeeping and Cleaning

Your room is thoroughly cleaned on a regular basis, with bathrooms spot cleaned daily and general room cleaning weekly. Carpets and windows are cleaned regularly and as needed. Our Hotel Services team follows strict hygiene and infection prevention procedures to keep everyone safe.

Residents are encouraged to assist with small tasks they are able to, such as dusting or tidying personal items, to help maintain a pleasant living space. Staff generally do not manage personal drawers or wardrobes. Residents or their families are asked to care for personal belongings.

Laundry Services

Personal laundry is managed by our staff using processes that thoroughly clean and sanitise all items, including the use of high water temperatures to ensure hygiene and infection control. Clothes are folded with care to minimise creasing and we recommend garments are machine-washable. If you or your family prefer to take care of your own laundry, please speak with staff to discuss suitable arrangements. A dry-cleaning and ironing service is also available at a reasonable cost and will appear on your fortnightly statement.

Labelling of Residents Clothing

Boandik has a system for labelling to ensure that clothing and any items requiring laundering (e.g. blankets and quilts) can be readily identified and returned to their correct owner. Purchase of clothing labels can be arranged through reception, in packs of 50 or 100 and are applied to clothing by Hotel Services staff who then retain the spare labels for future use.

New residents are welcome to deliver clothing prior to entry to allow labelling to take place as early as possible. If items are not labelled, it is advisable for family to take clothing home for laundering to avoid loss of garments.

If new clothing is purchased at any time, it is important to remember to deliver it to reception or the laundry to arrange labelling. Un-named items may make their way into the lost property box.

Mending

It is your responsibility to manage on-going repairs and alterations to garments, staff may be able to assist in the arrangement of minor repairs, this may incur a cost.



Personal Safety and Security

Your safety is our top priority. Staff are available 24 hours a day and you can call for help using the nurse call system in your bedroom, bathroom or communal areas. Neck pendants are also available.

If calling for help for another resident, you may wish to remain with them until help arrives. However, for the safety and wellbeing of all concerned it is preferred that residents do not attempt to lift or provide medical attention to another resident.

Manual Handling and Lifting

Boandik follows a 'no lift' policy to protect both residents and staff and to maintain your dignity and wellbeing. If you require assistance with lifting or transferring, a Physiotherapist, Occupational Therapist, or trained staff member will assess your needs and ensure the appropriate equipment or techniques are used to keep you safe. You will be involved in all decisions surrounding your care.

Risk Taking – Dignity of Risk

We respect your right to make informed choices, including decisions that may involve some risk.

Staff will work in partnership with you to assess your personal circumstances to ensure that you understand the potential consequences of risks you decide to take. Staff will also work with you to develop strategies to minimise the potential harm a risk may present. You must not take actions that could endanger the health or safety of others, including residents, staff, volunteers, or visitors.

When a decision involves a specific risk, you will be asked to complete a dignity of risk assessment, which will be reviewed regularly to ensure your safety and wellbeing.

Falls Prevention and Mobility

Your safety is important to us and we know from experience that the risk of falling is higher in a new and unfamiliar environment. We want to know if you have had any falls or if you have dizzy turns or lose your balance.

Simple steps can help prevent falls:

- Wear well-fitting, low-heeled, non-slip shoes
- Keep your room clear and well-lit
- Use walking aids, glasses, or other supports as needed
- Call staff for assistance if unsteady

Exercise programs are available to strengthen bones, improve balance and support wellbeing. Staff can advise how to access these groups.

Restrictive Practices

Boandik is committed to a restraint-free approach. We aim to minimise the use of restrictive practices and uphold your freedom of movement.

The decision to use a restraint, either chemical or physical, will only be made after alternative strategies have been implemented and trialled.

Any decision regarding the use of restrictive practices will be made in partnership with yourself and/or your nominated supporter.



Building and Environmental Safety

Building Access

The home is secured after 5pm. Visitors can gain access via the doorbell system; staff may not be able to immediately answer doorbells if they are assisting residents. It may be useful to telephone ahead to alert staff if you are returning to the home, or if a family member is arriving between 6pm and 8am.

Fire Safety and Emergency Procedures

Boandik has a comprehensive fire detection system that includes sprinklers, detectors, alarm systems, fire and smoke doors which create compartments to contain fire and smoke.

Alarms are tested regularly and all staff receive compulsory fire and emergency training. If an emergency occurs, remain calm and follow staff instructions. If a fire occurs in your room, leave and close the door behind you and notify staff immediately. Do not return unless authorised by staff or fire authorities.

Electrical Safety and Prohibited Items

All personal electrical items must be tested and tagged by a licensed electrician, at your cost, before use. Testing will be undertaken by a Boandik contractor and charged to the resident on your monthly statement.

Certain items are discouraged for safety reasons, including:

- Electric blankets, bar heaters, hot water bottles, personal fans without mesh covers
- Loose floor mats, glass-top tables or glass fronted cabinets.
- Card tables or TV tables.
- Wheat bags and talcum powder.

For more information, see the Residential Manager or Clinical Nurse.

Hazards and Environmental Safety

Safety is everyone's responsibility. Look after your own health and safety as best you can and do not create hazards for others. If you become aware of any hazardous situation it should be reported. Staff will assist you in reporting hazards.

Whilst it is important to personalise your room as much as practicable you are asked to ensure that bedrooms are not so cluttered as to present an unacceptable hazard to you or the staff who assist you.

Traffic

Traffic in the grounds and parking areas present a constant threat to safety. Please tell all your visitors that we require vehicles to be driven in the grounds at a speed no faster than walking pace (5 kms/hr). Pedestrians always have right of way in the grounds; but please exercise care.

The safety of our residents is of paramount importance at Boandik. We encourage all visitors on electric scooters or gophers to leave them in a suitable parking area outside the building.

Chemical Safety

For the safety of all residents and staff, Boandik provides and uses approved detergents and cleaning products.

You and your family are asked not to bring or use any other cleaning or gardening products. If a specific product is needed, please ask a staff member for an approved item.

Health, Wellbeing and Lifestyle

We recognise that living well extends beyond physical health; our programs are designed to help you stay active, engaged and connected, while supporting your choices, independence and dignity.

Lifestyle and Wellbeing Programs

We offer a wide variety of activities to suit your interests, abilities and goals including creative arts, games, music, gardening and social gatherings. We also support individual interests, whether you enjoy sewing, cooking or other hobbies. A weekly schedule is published in 'The Grapevine' newsletter and displayed on noticeboards.

Community Connections and Outings

Staying connected with family, friends and the community is important; we encourage you to continue your usual social and community activities. We offer regular outings and events to support connection and enjoyment. Staff and volunteers can assist with arrangements and family members are always welcome to join. If you plan an outing, please let staff know so we can support your safety and adjust meals as needed.

Spiritual, Social and Cultural Support

Boandik supports residents' spiritual, cultural and social needs. Chaplaincy and Pastoral Care are available, with residents encouraged to maintain connections with their own faith or cultural communities. Cultural and religious celebrations are recognised and inclusive of all traditions.



Volunteers and Family Involvement

Volunteers play an important role in supporting our programs and activities. Families and friends are also warmly encouraged to participate in events, outings and lifestyle activities, or to share special skills and experiences with residents.

Allied Health and Therapy Services

Boandik supports access to Allied Health services, including physiotherapy, podiatry, occupational therapy, dietetics and speech pathology etc. Services can be arranged through our staff or your preferred provider, with your doctor or nursing team guiding what is needed. Many professionals visit regularly and transport can be arranged for external appointments. Some services may incur a fee, while others are covered by government programs or concessions. Therapists help promote your independence, mobility, safety and wellbeing.

Health, Promotion and Preventative Care

Boandik actively supports health and wellness initiatives such as regular exercise, healthy eating, fall prevention, vaccination programs and ongoing monitoring of chronic health conditions. Our staff work collaboratively with residents, families and health professionals to promote wellbeing and early intervention.

Community Wellbeing Centre

The Community Wellbeing Centre features a hydrotherapy pool with ramp access, over 50's gymnasium, treatment room, outdoor therapy rehabilitation area and an activity space with kitchen and disability access.

Residents are welcome to use the facility with the assistance of a family member or supporter. A physiotherapy assessment is required before use of the Gymnasium. For session bookings and costs, please visit: www.bookings.boandik.org.au

Feedback and Complaints

Your Right to be Heard

At Boandik, your voice matters. We value your feedback and see it as an essential part of delivering safe, high-quality and person-centred care. You are encouraged to provide feedback, raise a concern or make a complaint without fear of reprisal or disadvantage as stated in our Whistleblower Policy. Your rights are protected under the Aged Care Act 2024, the Statement of Rights and the Aged Care Quality Standards, which require all registered providers to listen, respond and learn from your experience.

Giving Feedback or Raising Concerns

You can provide feedback or raise concerns in any way that feels comfortable for you, this might include:

- Speaking directly to any staff member, Clinical Nurse or Residential Manager
- Filling out a 'What Do We Need to Know' feedback form
- Attending resident or family meetings
- Emailing livewell@boandik.org.au or calling (08) 8725 7377
- Asking a family member, friend or a trusted supporter to speak on your behalf

Feedback may be positive, constructive, or about something that hasn't gone well, all feedback is valuable and helps us improve the quality of care for every resident.

How we Manage Complaints

Boandik is committed to responding to all complaints respectfully, fairly and promptly. You can make a complaint anonymously or choose to be contacted about the outcome. All complaints are treated confidentially and we will keep you informed throughout the process. Our four-step complaints process includes:

1. Initial Action

Most concerns can be resolved by talking with the staff member or team leader who knows your situation best. They will listen carefully and work with you to understand what happened and discuss possible solutions.

You can ask a support person or advocate to be with you during any discussion.

2. Investigation

If your concern cannot be resolved at the first step, you can ask for it to be referred to the Residential Manager or another senior staff member. They will review the matter, speak with those involved and provide you with an explanation and proposed resolution.

3. Internal Review

If your complaint has not been resolved at step 2, you can request an internal review by a member of Boandik's Executive Team. Please contact the: Executive Assistant on (08) 8725 7377 or email us on livewell@boandik.org.au

The review will be impartial and aim to reach a fair resolution and a written response will be provided outlining the findings and any actions taken.

4. External Review

If you are not satisfied and wish to appeal a decision made, action taken or not taken, you have the right to contact an independent agency for further support or investigation.

External agencies include:

Older Persons Advocacy Network (OPAN)

Ph: 1800 700 600

www.opan.org.au

Aged Rights Advocacy Service (ARAS)

Ph: (08) 8232 5377 or 1800 700 600

www.sa.agedrights.asn.au

Aged Care Quality and Safety Commission

Complaints Commissioner

Ph: 1800 951 822

www.agedcarequality.gov.au

Boandik is committed to openness and accountability. We will fully cooperate with any external review or investigation by authorised bodies and provide all relevant information to support a fair and transparent outcome.

Feedback and Complaints Cont.

Advocate or Nominated Supporter

You are entitled to use an advocate or nominated supporter to help you make decisions, express your views or raise concerns. This person can be a trusted family member, friend, or an independent advocacy organisation.

An advocate/supporter can:

- Help you understand your rights and options.
- Support you to speak for yourself or speak on your behalf.
- Accompany you to meetings or discussions.
- Help you prepare written feedback or complaints.

You can choose, change or stop using an advocate/supporter at any time. Boandik will not share your personal information with anyone unless you have given consent.

Continuous Improvement

Your feedback helps us learn and grow. Every idea, compliment or concern contributes to improving the services and environment for all residents. Suggestions can be given verbally to any staff member, in writing via the 'What Do We Need to Know' form and placed confidentially in the suggestion box located in the library area. All feedback is reviewed, discussed and addressed confidentially to guide ongoing continuous improvement.

Other Ways to Be Involved

Resident Meetings

Resident meetings are held monthly at each home to share information, discuss care and services and provide management updates. They are an opportunity for you to have a voice, raise ideas and help shape life at Boandik.

Meetings are attended by a member of the Senior Leadership Team, the Residential Manager, Housekeeping staff and Lifestyle Coordinator who share updates and answer questions. You are warmly encouraged to come along. Meeting dates and times are advertised in *The Grapevine* newsletter.

You are welcome to bring a family member or supporter and copies of the meeting minutes are available from Reception.

Consumer Advisory and Quality of Care Group Meetings

Boandik holds a Consumer Advisory and separate Quality of Care Group meeting every six (6) months. Please see Reception staff for the dates and more details.

Our Commitment

We are committed to a culture of openness, honesty and respect. If something is not right, we want to know about it and we will work with you to make it right. Your feedback strengthens our service and ensures Boandik continues to be a place where Residents live well, with dignity and confidence.



Governance, Safety and Accountability

Our Governance Framework

Boandik is governed by a Board of Directors and a Senior Leadership team responsible for ensuring the delivery of safe, high-quality care in line with legislative and regulatory requirements. Our governance framework provides oversight of all aspects of service delivery, including clinical care, lifestyle programs, workplace safety, risk management and continuous improvement. This ensures that Residents' rights, wellbeing and dignity are at the centre of everything we do.

Risk and Incident Management

Boandik maintains a structured approach to identifying, assessing and managing risks to residents, staff and visitors. All incidents, near misses and adverse events are reported and managed according to our Incident Management Policy. This includes compliance with the Serious Incident Response Scheme (SIRS) under the Aged Care Act 2024. Residents and families are informed of incidents as appropriate and corrective actions are implemented to prevent recurrence. This ensures a safe environment and promotes confidence in our care. You are also able to partner with us in the development of solutions/interventions to prevent recurrence.

Regulatory Reporting, Audits and Quality Assurance

Boandik is committed to transparency and accountability. We undergo regular internal and external audits, quality reviews and accreditation processes to meet the requirements of the Aged Care Quality and Safety Commission and other regulatory bodies.

Reports on compliance, performance and outcomes are used to maintain and improve care, lifestyle services and operational practices. These processes provide assurance to you, your family and regulators that Boandik is delivering services that are safe, effective and person-centred.

Confidentiality and Privacy

Your personal and health information is treated with the highest level of confidentiality. Boandik collects and uses your information solely for purposes related to your care, wellbeing and rights. Staff are trained to manage your information responsibly and are not permitted to discuss your details with anyone who is not authorised to receive information.

Information is only shared with people you have authorised, such as a family member, advocate, registered supporter, Medical Officer or Aged Care Quality Safety Commission Officer and only with your consent. You have the right to access your records and request corrections if needed. All personal and health records are securely stored for a minimum of 7 years after you leave Boandik, after which time they are safely and securely destroyed in accordance with privacy legislation.

Boandik strictly follows all relevant legislation, regulations and quality standards to ensure your information is collected, stored, used and disclosed respectfully and responsibly. This safeguards your privacy while supporting safe, high-quality care.



Fees, Payments and Financial Information

Understanding Fees and Charges

Boandik homes charge residential aged care fees in accordance with the Australian Government requirements. All aged care residents pay a basic fee. The fees charged for permanent residential aged care will depend on the outcome of an income and asset assessment prior to becoming a permanent resident. Services Australia can help you understand the fees and charges. You may decide to use an independent financial planner to assist with financial decision making.

There may be additional fees depending on your income and asset assessment. These include:

- basic daily fee
- hotelling contribution
- non-clinical care contribution
- accommodation costs
- higher everyday living fee
- means tested care fee (July 2014 transitional residents)

Included Services

Your fees cover a range of services to support your care, comfort and wellbeing.

This includes accommodation, nursing and personal care, meals, assistance with daily living, lifestyle activities and access to allied health services. Laundry and basic household services are also provided. These services are included as part of your standard care package and aim to support your health, safety and quality of life.



Money and Valuables

You are encouraged to access your money through your usual methods. Many residents keep a small amount of cash secured in the locked drawer in their room.

If you are unable to arrange for the purchase of personal items such as clothing, toiletries, or snacks, staff will notify your family or supporter so these items can be provided. If any special arrangements are needed, please discuss them with the Residential Manager, Clinical Nurse or Registered Nurse.

Boandik is not responsible for loss or damage to personal items or cash. We recommend personal property insurance for valuables and advise against keeping large amounts of money on site.

Gifts and Financial Arrangements

Staff do not expect or accept gifts or rewards for the care they provide, a simple thank you is always appreciated. Staff are not responsible for your personal finances, Will, or estate matters; this includes witnessing any legal documents including your Will, acting as your Power of Attorney or as Executor or Beneficiary of your estate.

Financial Support

If you have questions or concerns about your fees, means-tested contributions, or other financial matters, we encourage you to seek independent advice. This could be from a trusted family member, supporter or a professional with experience in aged care finances. Seeking advice can help you understand your options, ensure your contributions are correct and provide guidance on managing your finances safely while living at Boandik.

Useful Information

Air Conditioning – Heating and Cooling

Communal areas are air-conditioned, with temperatures set to ensure comfort for everyone using the space. Individual reverse-cycle air conditioners are provided in all resident rooms so you can enjoy a comfortable environment year-round. Staff will explain how to safely operate the heating/cooling system when you move in.

Alcohol

You are welcome to have alcohol in your room. We ask that all residents use alcohol responsibly and with discretion. Any alcohol purchase is your own responsibility.

Ambulance Subscription

It is strongly recommended that you maintain an annual ambulance subscription to help avoid unnecessary out-of-pocket expenses. Ambulance services may be needed for transport that is not covered by private health insurance.

SA Ambulance also offers interstate coverage, which may be useful given our proximity to the Victorian border. If the Registered Nurse determines that an ambulance is the safest or most appropriate form of transport for your treatment, one will be called. Please ensure you notify SA Ambulance of your change of address before your entry to keep your subscription current.

Church Services

Boandik is supported by local churches and a variety of services are held on-site. Dates and times are published in 'The Grapevine' newsletter. Staff are available to help you attend services at any Boandik home. If you wish to attend church services in the wider community, please notify the Residential Manager or Lifestyle Coordinator so appropriate support and transport can be arranged.

Dentist/Optician

Staff can assist you in making appointments with Dentists or Opticians as needed. You have the right to choose your preferred provider for these services.

Dentures

If you wear dentures, it is recommended that they be clearly named to ensure they can be easily identified if misplaced. Dentures can be labelled through several local dental providers at a small cost.

Elections (Federal and State)

If you are enrolled to vote, you are required to participate in Federal and State elections. Mobile polling booths often visit Boandik homes before election day and you may use these facilities. You will be notified in advance about available voting options. Alternatively, you may submit a postal vote or attend a polling booth on election day. Arrangements for voting are your personal responsibility. Please ensure your electoral roll address is updated before moving into Boandik.

Equipment and Furniture

Boandik provides a range of equipment to support your independence, including electric beds, seating and some mobility aids. You may bring your own mobility aids if required. Before moving any equipment into the home, consult the Residential Manager to ensure it meets safety and manual handling requirements. Advice from an Occupational Therapist or Physiotherapist may be sought for specialised equipment to ensure it is suitable for ongoing use.

Food Items in Rooms

You are welcome to keep personal food items in your room, such as biscuits, lollies, or fruit. Please store food in appropriate containers and discard items before they spoil or reach their use-by date to maintain hygiene and safety.

Useful Information Cont.

Fridges

You are welcome to have your own fridge in your room, however you are responsible for the food stored in it and for keeping the fridge clean and hygienic.

Fundraising Activities

From time to time, residents and staff may organise fundraising activities. Proceeds are used to purchase resources that benefit all residents. There is no obligation to purchase.

Gardens

All outdoor areas are available for your enjoyment. If you would like to maintain a personal garden or participate in gardening activities, please speak with the lifestyle staff who can help organise this.

Glasses/Aids

If you use glasses, hearing aids, or mobility aids, please ensure they are clearly named by your representative to prevent loss or misplacement.

Hairdresser

A hairdresser visits Boandik weekly and appointments can be made through care staff or reception. You are also welcome to continue seeing your usual hairdresser in the community. Other hairdressers may use the salon outside scheduled times for a small hire fee.

Holidays

If you plan to take a holiday, please notify the care staff in advance. This allows us to make appropriate arrangements for your medications and any other special needs while you are away. Residents are able to use 52 days of social leave every financial year for overnight stays, family holidays or events away from the home. The resident will still pay their agreed Residential Aged Care Fees during their absence.

Kiosk

A kiosk is located near the main entry and stocks items such as greeting cards, toiletries, chocolates and lollies. It operates during office hours. If you are unable to visit the kiosk, staff can assist by placing orders on your behalf. Residents are welcome to suggest items they would like to see stocked.

Library

The Boandik library operates on an honour system and borrowings are not recorded. The City Mobile Library visits once a month, with times advertised in The Grapevine.

Large print books are available and staff can assist you to access both the Boandik and mobile library collections.

Linen

Bed linen and towels are provided and changed weekly, or as needed. You may bring your own quilt or bedspread if you prefer; please ensure all personal items are clearly named. Labelling can be arranged with staff to help keep your belongings identifiable.

Mail

Incoming mail is sorted at the front office and delivered to residents by staff. If you prefer, mail can be held for family collection, please notify the Clinical Nurse, Registered Nurse or Reception staff. Outgoing mail can be left with the Receptionist, who posts it daily. Stamps are available from reception.

Maintenance Service

All requests for hanging pictures, installing fixtures, or repairs should be directed to the Clinical Nurse or Registered Nurse, who will coordinate with maintenance staff. Residents and families should not install hooks, screws, or other fittings themselves. Boandik is not responsible for the maintenance of personal items, but staff are happy to assist with maintenance or repairs to Boandik property in your room.

Useful Information Cont.

Mental Health Services for Older People

Residents who require individual mental health support can access specialised services, including telemedicine consultations with mental health professionals in Adelaide. Referrals are arranged by your doctor in consultation with you, your supporter and the Residential Manager.

Newsletters

'The Grapevine' Weekly newsletter is delivered to residents each Friday, providing information on upcoming activities, special events, church and library times and a summary of recent happenings. Residents are encouraged to contribute items such as news, poetry, jokes or other content. Families are also sent a copy via email or can access it on our website www.boandik.org.au

Newspapers/Magazines

Residents may arrange for delivery of newspapers and magazines through their local newsagency. This is a private arrangement at resident cost.

Pastoral Care

Residents are welcome to speak with a spiritual leader of their choice. The Residential Manager, Clinical Nurse or Registered Nurse can help arrange visits.

Pets

Therapy animals and approved assistance animals are permitted to reside with or accompany residents as required to support their health and wellbeing. Residents may keep a small, caged bird or fish in appropriately maintained enclosures, provided the resident accepts full responsibility for the care and wellbeing of these animals. Larger pets, including dogs and cats, are not permitted, except as described above. Visiting animals require prior approval from the Residential Manager and must be well-behaved, controlled, vaccinated and kept in a carrier or on a leash at all times.

All animals must be managed to ensure the safety, hygiene and comfort of all residents, staff and visitors.

Social Media

Boandik shares news, events and resident stories on social media to help families and friends stay connected. Photos are only published with your consent. You can see updates from our residential homes by following Boandik on our Facebook, Instagram and LinkedIn pages.

Smoking and Vaping

Boandik is a smoke-free and vape-free environment. Residents may only smoke or vape in designated outdoor areas, which are clearly signed.

Staff and visitors are NOT permitted to smoke or vape anywhere on Boandik property. These rules are in place to protect the health, safety and comfort of all residents, staff and visitors, and to comply with fire safety and public health requirements.

Storage

Each resident has a built-in wardrobe, drawers and a vanity cupboard in their ensuite bathroom, providing personal lockable space. If you require additional storage, please arrange this with your family or supporter, as the home cannot store excess items.

Taxi Vouchers

Residents may apply for subsidised taxi transport, including wheelchair-accessible vehicles, through the clinical nurse, who will assist with the application via your doctor.

Telephone and Internet Access

Private telephones can be installed in your room. At Boandik St Mary's, this can be arranged through reception; at Boandik Kessal and Crouch Street, arrangements are made directly with Telstra, with all costs borne by the resident. Residents may also access Boandik's Wi-Fi.

Useful Information Cont.

Televisions/Stereos

You are welcome to have a television, DVD player, stereo, or radio in your room. Residents with hearing impairments who require higher volumes are encouraged to use earphones to avoid disturbing others. All rooms are connected to the master antenna for access to a range of channels and pay television can be arranged if desired. Communal television rooms are also available for residents to use.

Vaccinations

Residents are encouraged to have regular influenza and covid-19 vaccinations to help prevent the spread of viral illnesses within Boandik. While visitor vaccinations are not mandatory, they are strongly encouraged to help protect the health of all residents and staff. Residents and visitors are also encouraged to stay up to date with other recommended vaccines and staff are available to provide information or guidance as needed.

Visitors

Your visitors are our guests and we are committed to helping you maintain your personal, social and family connections. Visitors are welcome at any time that is reasonable, taking into account your preferences, the comfort and privacy of other residents and the smooth running of the home. There are no set 'visiting hours' and your family and friends are encouraged to treat Boandik as they would your home, including helping themselves to tea, coffee and/or refreshments when appropriate.

All visitors are asked to follow Boandik's policies and procedures regarding safety, infection prevention and control and respect for others. These requirements help maintain a safe and harmonious environment for everyone and are available at the home's entry and on request. For security, all external doors are locked after office hours and entry can be gained by ringing the doorbell.

Children are very welcome but must be supervised by their parent or guardian at all times. Overnight stays by visitors (such as a partner or family member) may be approved in special circumstances, provided this is safe, practical and does not impact the rights or comfort of other residents. Please discuss any requests with the Residential Manager or Clinical Nurse.

Residents are also welcome to visit friends in other areas of Boandik. Occasionally, temporary restrictions on visiting may be required due to health or safety reasons; these will be clearly communicated via notices, signage and electronic communications.

Volunteers

Volunteers play an important role in supporting lifestyle and recreational activities at Boandik. They assist with programs such as bingo, shopping trips, reading, letter writing, board games, crafts and cooking. Specially trained volunteers also provide support for palliative care and dementia services. Volunteers can be identified by their name badges. If you would like a volunteer to assist with specific activities or needs, please speak with the Lifestyle staff. If you have a family member that would like to volunteer their time, please enquire with your home's Receptionist.

Work Experience Students

Boandik recognises the value of providing work experience placements for secondary school and tertiary students. These programs help students understand the aged care environment while ensuring that residents' rights, privacy and comfort are respected. Participation in work experience programs will only occur with your consent or, where appropriate, with the agreement of the residents as a group.

OUR PURPOSE

TO PROVIDE HIGH-QUALITY, RIGHTS BASED, PERSON-LED CARE IN A SAFE, RESPECTFUL AND NURTURING ENVIRONMENT.

OUR VALUES



EMPATHY	KIND CONSIDERATE PATIENT
RESPECT	DIGNITY VALUE TRUST
DIVERSITY	INCLUSIVE CHOICE PERSON CENTRED
INTEGRITY	TRUTH HONESTY ETHICAL
INNOVATION	EXCELLENCE RESILIENCE CREATIVE

OUR CARE AND SERVICES



Continue to provide **exemplary** care and services to all Boandik clients

Exceed compliance requirements across Boandik care and service domains

Lead dementia care models of service delivery in the region

OUR WORKFORCE



Attract and retain a **skilled**, knowledgeable and **capable** workforce

Further **develop** governing body and senior leadership capability

Cultivate a vibrant and inclusive workplace culture

SUSTAINABLE FUTURE



Achieve financial surpluses across all areas

Invest in **innovative** and **flexible** service delivery models to meet community needs

Enhance focus in **contemporary** marketing strategies to **grow** our brand

Our Commitment to Quality

At Boandik, your safety, wellbeing and choices are our highest priority. The Aged Care Act 2024 and Aged Care Quality Standards provide a framework that guides everything we do, from daily care to long-term planning.

These laws and standards:

Put you at the Centre of Care

You have the right to make decisions about your care, daily routines, activities and personal goals.

Ensure Safe and High-Quality Services

We must provide care that meets national standards, manages risks and is based on best practice.

Protect Your Rights

Including dignity, privacy, cultural safety and the right to voice concerns or complaints.

We apply these requirements in practical ways:

Care Planning

Every resident has an individualised care plan, regularly reviewed with you, your family and/or supporter.

Staff Training and Accountability

All staff are trained in the Aged Care Quality Standards, Aged Care Code of Conduct, resident rights, infection control and safe care practices.

Monitoring and Improvement

We regularly review care delivery, safety practices, incidents and resident feedback to continually improve our care and services.

Partnership and Transparency

We encourage you, your family and supporters to be active partners in your care, ask questions and participate in decisions about services and policies.

These laws and standards are not just paperwork; they are lived in our everyday work. They ensure that every choice, every visit, every meal, every activity and every health intervention respects you as a person. Our goal is that you feel safe, respected and empowered every day while living at Boandik.

For more information about the Aged Care Act 2024 or the Aged Care Quality Standards, you can visit the Aged Care Quality and Safety Commission's website at: www.agedcarequality.gov.au or speak with your Residential Manager.



Contact Details

RESIDENTIAL HOMES

Boandik Kessal

101 Lake Terrace East
Mount Gambier SA 5290

Ph: 08 8725 7377

receptionlaketce@boandik.org.au

Office Hours: 8.30am-5.30pm

Boandik St Mary's

71 Boandik Terrace
Mount Gambier SA 5290

Ph: 08 8724 1200

receptionstmarys@boandik.org.au

Office Hours: 9.00am-5.00pm

Boandik Crouch Street

26 Crouch Street South
Mount Gambier SA 5290

Ph: 08 8725 4911

receptioncrouch@boandik.org.au

Office Hours: 9.00am-5.00pm

Accounts and fees can be
paid at any location.

CORPORATE OFFICE

101 Lake Terrace East
Mount Gambier SA 5290

Ph: 08 8725 7377

livewell@boandik.org.au

boandik.org.au

