

# Our Mission

The TriCare Commitment;

- ▶ To deliver the highest standards of professional care and service to our residents and customers.
- ▶ TriCare is a quality focused organisation, committed to ethical standards and aims to exceed the expectations of its customers.

## Code of Conduct

Our Residential Aged Care residences are the homes of our residents. We are committed to promoting the safety of our residents, their visitors and our dedicated staff through the implementation of this Code of Conduct.

All those who enter our Residential Aged Care residences must comply, and ensure that children or other people who accompany them also comply, with this Code of Conduct.

Due to the need to ensure safe environments, in the event of a serious breach by you of this Code of Conduct, we may ask you to leave, seek the assistance of the Police to remove you and restrict your future access to our residences.



### AGED CARE RESIDENCES

#### BRISBANE

Annerley	(07) 3435 2700
Chermside West	(07) 3359 1529
Jindalee	(07) 3723 3500
Mt Gravatt	(07) 3349 9122
Sunnybank Hills	(07) 3276 9000
Upper Mt Gravatt	(07) 3343 9254

#### GOLD COAST

Clear Island Waters	(07) 5579 9644
Labrador	(07) 5537 1066
Mermaid Beach	(07) 5554 7300
Pimpama	(07) 5549 5800
Runaway Bay	(07) 5503 2500

#### SUNSHINE COAST

Kawana Waters	(07) 5436 9000
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#### REGIONAL

Bundaberg	(07) 4151 2611
Pt Vernon	(07) 4303 2700
Toowoomba	(07) 4631 8700

#### HEAD OFFICE

250 Newnham Road, Mt Gravatt  
PO Box 439 Mt Gravatt, Qld 4122

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## Aged Care

### Visitor's Code of Conduct



tricare.com.au



We encourage family and friends to visit loved ones in our residences and be involved with their care and social activities where appropriate.



However there are some considerations, including:

- ▶ respect the rights and needs of all people within our residences
- ▶ respect the diverse cultural and ethnic backgrounds, customs and beliefs of all people within our residences
- ▶ be adequately clothed
- ▶ always directly supervise children or other dependents brought with them to our residences and ensure that they abide by our Code of Conduct
- ▶ not create excessive noise likely to interfere with the peaceful enjoyment of residents or other visitors
- ▶ not use language or behave in a manner likely to cause offence, intimidation or embarrassment to others
- ▶ not smoke or consume excessive amounts of alcohol within our residences
- ▶ not enter our residences under the influence of alcohol or illicit substances
- ▶ not bring any domestic or other animals onto the grounds of our residences without prior consent of management.

## Respecting our Residents

All visitors to our residences must:

- ▶ respect the rights and needs of all residents
- ▶ wherever possible visit during the day or early evening
- ▶ not remain in our residences overnight without prior consent of management.

## Supporting our care staff

All visitors to our residences must:

- ▶ sign-in on arrival and sign-out on departure
- ▶ if taking a resident out for the day, sign-out the resident on departure and sign-in the resident on return
- ▶ communicate with staff in a courteous and respectful manner
- ▶ respect the rights of our staff to work in an environment free from harassment, violence and intimidation
- ▶ not obstruct staff from providing care to our residents.

## Caring for our physical residences

All visitors to our residences must:

- ▶ not deliberately and knowingly damage any property within our residences or put our property at risk of damage
- ▶ not use matches, chemicals or other material or devices that may result in fire alarm being triggered or the fire service being called.

## Specific arrangement for our residents living with dementia and special needs

Some of our residents require a calm environment from early evening to minimise anxiety and heightened activity which may cause some levels of distress.

If you do visit our residences outside the usual business hours, we ask that you keep the noise levels to a minimum. This will assist us in maintaining a safe and secure environment and respects our residents home.

Please also be mindful of the extra workload required of our care staff at this time and allow some additional time for them to respond to any requests that you may ask of them.

## Our legal requirement to enforce this Code of Conduct

The charter of Care Recipients' Rights and Responsibilities – Residential Care as published by the Department of Health, requires us to promote the rights of our residents to ensure that they;

- ▶ are treated with dignity and respect
- ▶ live without discrimination and victimisation
- ▶ live in a safe, secure and homelike environment

The Accreditation Standards of the *Quality of Care Principles 2014* also requires us to ensure that:

- ▶ individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered
- ▶ residents live in a safe and comfortable environment that ensure the quality of life and welfare of residents, staff and visitors.

*Workplace health and safety laws require us to protect our staff and other people within our residences against harm to their health, safety and welfare through the elimination or minimisation of risks arising in relation to our residences.*