

ROSHANA  
PARKLANDS  
AGED CARE



74 EMERALD PARK,  
WAY, URANGAN  
QLD 4655

# RESIDENT HANDBOOK

*Your life, your way,  
Every minute, every day*



# CEO'S MESSAGE



As CEO of Roshana Care Group, I am honored to reaffirm our commitment to providing exceptional care. For 20 years, our values of compassion, respect, and integrity have driven us.

We believe in creating warm, comfortable environments where everyone feels a sense of purpose and belonging. With facilities across Australia, we strive to meet the growing demand for quality care services.

We are privileged to serve our residents and look forward to enriching lives through compassionate care.



CEO  
DR. ROSH JALAGGE

# CO-CEO'S MESSAGE



Welcome to Roshana Care Group. As Co-CEO, I am proud of our commitment to exceptional care.

Our vision is to create an inclusive society with the highest standards of care. We focus on quality, diversity, empowerment, and innovation.

Through strategic partnerships and community engagement, we aim to grow and enhance our capabilities, ensuring everyone we serve thrives with dignity and purpose.

I am excited about our next phase and look forward to sharing this journey with you.



CO-CEO  
MRS. PRIYANKA GAMAGE

# Who we are

## **OUR MISSION:**

A place to live and feel completely supported

At the heart of Roshana Care Group is our unwavering mission to deliver exceptional healthcare services that empower our residents and clients to lead healthier, more fulfilling lives. Guided by our core values, we strive to create a healthcare ecosystem that is accessible, inclusive, and responsive to the diverse needs of the communities we serve.

## **OUR VISION:**

The highest standard of care

Roshana Care Group is committed to providing the highest standard of care to our clients. This vision comes to life through the considered and empathetic approach that we take in our work. As members of Roshana Care Group, your care is planned and delivered to the highest standard every time. We strive to understand your unique needs and preferences, and tailor our services accordingly.



## **OUR VALUES:**

The foundation of  
Roshana

COMPASSION

RESPECT

COMMUNICATION

TEAMWORK

INTEGRITY

## Our Story

# A Journey of Compassion and Excellence

Roshana Care Group's story begins with two individuals deeply committed to the values of love, kindness, compassion, gratitude, and equanimity. Dr. Rosh Jalagge and his wife, Mrs. Priyanka Gamage, the visionary founders, were driven by a profound desire to positively impact the lives of others. They dreamed of creating a support system that provides high-quality care for those in need.

Over 20 years ago, the founders embarked on their journey, starting with mental health services. They recognised the immense need for compassionate and comprehensive care for individuals facing mental health challenges.

With unwavering dedication and a deep understanding of the complexities involved, they built a foundation of excellence, earning the trust and respect of the communities they served. Today, our aged care and retirement living services are available in Queensland, Victoria, and New South Wales.

As the years passed, Roshana Care Group's vision continued to evolve and expand. Driven by a relentless pursuit of excellence, the organization diversified its services to include aged care, retirement living, home care, and NDIS. This multifaceted approach has allowed Roshana to touch the lives of an ever-growing number of individuals, each with unique needs and circumstances.

Today, Roshana Care Group stands as a testament to the power of vision, compassion, and commitment. From its humble beginnings, the organization has blossomed into a respected and trusted national provider of exceptional care, offering a comprehensive range of services that cater to the diverse needs of the communities it serves.



# Our Locations and Services



Caring for you is more than our duty,  
it is our heartfelt mission.







## Roshana Parklands Aged Care

**Roshana Parklands Aged Care** offers a tranquil and supportive environment, featuring 72 spacious, fully furnished rooms. Residents can enjoy a variety of amenities, including a café, library, and hairdressing salon, designed to provide relaxation and a little pampering.

### Services and features

#### **Services:**

- Residential Aged Care
- Palliative Care
- Non-dedicated Respite

#### **Features:**

- Cafe and library
- Hairdressing Salon
- Lounge rooms and community seating areas
- Garden courtyards



## Visitors

Visitors are always welcome at our facility, where we encourage friends and relatives to be actively involved in all aspects of residents' lifestyle and care.

Our reception area operates during business hours, Monday through Friday, excluding public holidays. Outside of these hours, visits can still be facilitated by our regular staff.

For the safety of our residents, entry doors are secured with a code that may change each evening, after which access is granted by staff only. We ask that all visitors sign in and out in the visitor's book and consult our team before allowing access to anyone else.

Please note that our visitation policies may be updated based on health advice, which we will communicate accordingly.



## **Infection Prevention and Control**

We provide sanitising hand gel at reception and strongly encourage its use upon signing in, as part of our infection prevention measures. To protect our community from the spread of infectious diseases like colds, flu, and gastroenteritis, we kindly request that visitors refrain from entering if they are unwell or have been in contact with someone who is unwell.

## **Social Leave**

Residents are welcome to take day leave with family or friends as desired. Please record the details of the outing in our 'Outings Book' found at Reception, including the expected time of return. In line with Department of Health and Ageing Guidelines, residents may take up to 52 days of overnight social leave annually, with the understanding that the daily care fee remains applicable.

For those requiring medications or preparations for a specific time, we advise notifying nursing staff well in advance.

## **Visitor Parking**

Visitor parking is available on-site. Please ensure an ACROD sticker is displayed when using these spaces.



## Our Dedicated Workforce

Understanding staff roles can be daunting at first. To assist, our staff wear different uniforms and name badges indicating their positions.

We select our team per the legislative requirements, ensuring they hold National Police Clearances and are regularly trained in a variety of crucial areas, including emergency procedures and care-specific topics, in accordance with the Code of Conduct for Aged Care.

# Our Dedicated Workforce

## **Facility Manager**

The Facility Manager oversees the daily management, sustaining our high standard of care and service. Should you or your family have any inquiries, the Facility Manager is available during normal working hours. For meetings, please reach out to our reception staff to schedule an appointment.

## **Clinical Nurse Managers**

In collaboration with the Facility Manager, the Clinical Nurse Managers supervise all clinical care for residents. They are accessible during office hours; appointments can be arranged through Reception.

## **Reception, Registered Nurses, and other Staff**

Our Reception is manned during standard business hours by Administration Officers, who assist the Facility Manager and facilitate communication with other staff members. Roshana's Registered Nurses lead professional nursing care and Personal Care Staff provide essential personal and social support under their supervision. Additionally, our Occupational Therapists and Physiotherapists work with experienced Therapy Assistants to tailor care plans for individual needs, while our Chef Manager ensures high-quality, freshly prepared meals. The Facility's cleanliness and maintenance are ensured by dedicated cleaning, laundry, and maintenance staff.

## **Staffing Structure**

Aged care staffing levels at Roshana are designed to prioritise effective care based on both needs and urgency, as our funding from the Commonwealth Department of Health and Ageing is contingent on assessed care needs.

# Care Plans

Our nursing and allied health teams are committed to developing personalised care plans that align with your individual health goals, preferences, and requirements, ensuring you receive the support you need.

## **Safety and risk-taking**

Residents have the right to take part in activities that may involve risk. It is part of our duty of care to do a formal risk assessment of the activity. We will discuss the possible risks with you or your person responsible, and your decision to take part in the activity will be respected.

## **Advance Care Planning**

Advance care planning is the process of talking to you about your values, beliefs and preferences to guide decision making related to your current and future healthcare.

We will discuss your care and treatment preferences and end-of-life decisions with you. If you are (or become) unable to talk about these decisions, we may discuss your wishes with the person you have nominated in conjunction with your General Practitioner.



# Care Plans

## **Funeral arrangements**

In order to meet your wishes, we will need to know any arrangements you have made and how you want to be treated on the event of your death.

## **Enduring Power of Attorney**

We strongly advise that all residents arrange a formal decision maker for your health and/or finances. Establishing this enables your representative to have legal authority to decide what will happen if you are no longer able to make independent and informed decisions for yourself in the future.

## **Nurse Call System**

Each room is equipped with a nurse call button to alert our staff, who will respond promptly. If you have specific needs, please discuss them with your registered nurse to seek appropriate staff support.

## **Family Conferences**

We will invite you and your chosen loved ones to participate in a Family Conference following admission, and annually thereafter, providing an opportunity to discuss care and other matters. These conferences can also be arranged as required through Reception/Registered Staff.

# Care Plans

## **Restrictive Practice Policy and Procedure**

At Roshana Aged Care, we uphold a policy dedicated to minimising restrictive practices. Driven by our commitment to safety and respect for our residents' rights, restrictive practices are only implemented as a last resort, when all best practice alternatives have been explored, implemented, and evaluated. Decisions regarding the use of such measures are made collaboratively, involving you and any appointed representatives to ensure a clinical assessment is discussed with you to assist with informed consent and authorisation obtained. The Clinical Nurse Manager and/or Registered Nurses will collaborate with you and your General Practitioner to craft a personalised care plan, prioritising a person-centred approach to your care to minimise the use of restrictive practices.

## **Resident Meetings**

Resident meetings including consumer advisory body meetings are convened regularly, creating a platform for discussion of updates, general information, and any concerns. Family members are warmly invited to participate. Meeting schedules will be posted on the weekly Lifestyle Program, in the newsletter, and at the reception desk as required. Past meeting minutes are also available upon request. For discussions regarding personal matters, residents and relatives are advised to arrange private meetings with the Facility Manager/Clinical Nurse Manager.

# Care Plans

## **General Practitioner**

Each facility engages with local General Practitioners who provide services to Roshana Care Group homes. We encourage residents to utilise our regular General Practitioners, if possible, who can provide consistent care with regular visits to the site. Residents however have the choice to use their own GP as preferred.

## **Personal Appointments**

We are here to support you in scheduling external appointments, or if needed, we can manage the arrangements on your behalf. If you prefer that your family handles the scheduling, please communicate any upcoming appointments to our staff. This ensures they are recorded in our system, and we can provide any necessary assistance.

## **Transport to External Appointments**

It is the responsibility of your personal representative, family or friends to transport you to routine appointments outside of the facility and we will support you to make these arrangements. Unfortunately, Roshana is unable to offer transportation or accompaniment services for these appointments unless agreed upon in advance, which may incur additional charges.

# Care Plans

## **Ambulance Services**

We highly recommend securing private ambulance insurance in the event you require transfer to hospital, otherwise all Ambulance expenses must be covered by you or your relatives. It is important to note that ambulances will not provide transportation to outpatient appointments if travel by car is feasible for you.

## **Dental Services**

The Commonwealth Dental Service may assist with annual assessments to determine your dental care needs. Should you require dental services, we encourage a family member to coordinate with your regular dentist. For additional information on dental care options, feel free to inquire with our reception staff.

## **Dentures**

Properly fitting dentures are vital for your comfort and nutritional intake. We suggest having your dentures clearly labelled with your name, a task your dental technician can perform, or our nursing staff can assist upon admission. While we take great care to safeguard your dentures, Roshana is not responsible for loss or damage.



# Care Plans

## **Audiology / Hearing Aids**

If you have concerns regarding your hearing, we can arrange a visit from an Audiologist with the Australian Hearing Services. Please consult with our Registered Nurse to discuss the necessary arrangements. Like dentures, while we exercise care with hearing aids, Roshana cannot be held liable for their loss or damage.

## **Podiatry**

Our contracted Podiatrist provides regular, podiatric care for all residents. The Registered Nurse will discuss podiatry services with you upon admission and inform you of the upcoming schedule for podiatric visits

## **Allied Health Services**

Our Allied Health Staff will assess your mobility after your arrival and may help create a tailored exercise program. This regimen is designed to be enjoyable and is delivered by our Therapy Assistants. Programs are reviewed annually or as changes in your mobility are observed. All residents are invited to participate in exercise classes, with staff ready to assist you to and from the sessions

## **Translating/Interpreter Services**

Should you require interpreting services, this can be arranged through the Governments fully funded Telephone Interpreting Service (TIS National)  
<https://www.tisnational.gov.au/>

# Dining Experience

At Roshana, we celebrate the joy of savouring quality food and beverages that enhance the dining experience.

Our Dining program is centred on providing you with a variety of choices, ensuring each meal is a delightful blend of flavour, appeal, and nutrition tailored to your preferences.

Understanding the pivotal role that diet plays in your well-being, we prioritize maintaining a nutritious and balanced diet tailored to your health needs.

Our Dietitian conducts regular assessments of your weight and nutritional status, collaborating closely with both you and our in-house chef to personalise your menu selections.

## **Our dining service includes:**

- Seasonal menus crafted in collaboration with our residents.
- Attention to individual tastes and meal-time preferences.
- A selection of meal options for breakfast, lunch, and dinner.
- Various dining settings to accommodate your need
- Flexible dining times to integrate with your daily routine.
- Fresh, whole foods in season for optimal nutrition.
- Meals prepared from Dietitian-approved recipes.
- Homemade soups, sauces, and gravies.
- Freshly baked goods available daily.
- Dedicated, hospitable staff offering personalized service.
- A variety of snacks accessible at any time.

# Dining Experience

## Modified Menu Choices

For those who face challenges with swallowing, we offer texture-modified diets and suitable fluids to facilitate easier and safer consumption. We are committed to engaging you in all decisions pertaining to your care, which includes accommodating specific dietary requirements.

## Family Meals

Enjoy the opportunity to dine with family and friends where we welcome your guests for a nominal fee per meal, with reservations based on availability and required before 10:00 a.m. on the desired date. To ensure the comfort of all residents we encourage maximum of two visitors during the mealtime.



## **Lifestyle at Roshana**

At Roshana, your autonomy is valued, and you are encouraged to make choices about all aspects of your life. Recognizing the significance of your lifestyle preferences, our staff are eager to assist wherever possible. We offer a wide array of services, including a varied Lifestyle Program, regular newsletters, in-house and external entertainment, happy hours, religious services, bus trips, library access, and BBQ areas.

## **Pharmacy Services**

Each facility has a partnership with a local pharmacy to ensure all medications are provided when required, and any urgent changes can be accommodated safely and in a timely manner. With the intricate nature of managing medications in older age, Roshana implements robust systems to mitigate medicine-related risks, such as utilising a multi-dose/single dose aid packaged medication system.

Ensuring all medications, including over the counter and holistic alternatives, are approved by your General Practitioner is crucial. Our pharmacy provider conducts regular medication reviews and offers access to emergency medications and prompt delivery services.

Should you opt for our contracted pharmacy, they will handle regular billing and can set up direct debit payments for convenience. For account-related inquiries, please contact our preferred pharmacy directly by getting their contact from the Facility Manager. Any medication concerns should be discussed with your General Practitioner or Registered Nurse as appropriate.



## **Cleaning Service**

Your environment is our priority, with diligent cleaning provided Monday through Friday and regular checks over the weekend. Along with scheduled deep cleaning sessions, we ask that personal furniture does not obstruct our maintenance efforts. Please refrain from bringing any cleaning agents into the facility for safety reasons.

## **Laundry Service**

At Roshana, we provide on-site laundry services for all personal clothing, excluding dry cleaning, personal linen, and duvets. Daily linen needs are catered to, ensuring a continuous supply of fresh linens.

Given the commercial nature of our laundry facilities, certain items may not be suitable. Fine woollens and delicate fabrics cannot endure the high temperatures necessitated by our adherence to infection control standards. While we handle items with the utmost care, it is important to recognize that repeated washing in commercial machines may accelerate the wear and tear of clothing. To prevent loss, personal attire must be labelled before use. We advise residents to bring their garments to our facility one or two days before admission for labelling, allowing us to have their wardrobe ready in their room for their arrival. To maintain integrity over time, we utilize iron-on labels since those applied with marking pens tend to fade.

Please be mindful of the laundry turnaround times and ensure an adequate supply of clothing is brought with you , allowing for seasonal variation.

## **Clothing**

For any new clothing, please place items in a plastic bag labelled with the resident's name and Roshana's facility name and deliver to the reception. Our staff will ensure these items are labelled in the laundry before use. Residents are encouraged to dress daily to maintain a routine, with consideration for any special needs.

For guidance on choosing or acquiring specialized clothing, consult with the Registered Nurse or inquire at Reception about vendors that offer such options.

## **Lost or Missing Clothing**

In the event of misplaced clothing, notify the reception staff to seek assistance. Although we take every precaution, Roshana cannot assume liability for any damaged or missing items.

## **Linen Change**

Our staff routinely changes all linen and towels. Should you have specific needs, please discuss them with the Facility Manager.

## **Smoking Policy**

For the health and safety of all, Roshana prohibits smoking/vaping/e-cigarette use inside the facility, on the grounds, or in the parking area. Designated smoking areas are available, and nursing staff can securely store cigarettes and lighters upon discussion with residents and their families. Fire-resistant smoking aprons may be required in certain cases for safety.

## **Personal Fridges in room**

Individual fridges for beverages can be acquired through consultation with the Facility Manager. You must accept responsibility for ensuring the cleanliness and maintenance of the fridge, ensuring any food is safe to consumer and has not passed its expiry date. Please note, for safety reasons, storage of bulk food in these fridges is not permitted, and they must be tested and tagged for electrical safety.

## **Mobility Aids**

Roshana provides essential mobility aids such as walking frames, sticks, and wheelchairs, excluding customized or specialized models. Our allied health staff will assess your requirements.

## **Electric Wheelchairs**

We encourage the use of electric wheelchairs to enhance independence and access to social spaces. Yet, safety considerations are paramount. Prior to using an electric wheelchair within the facility, please confer with the Facility Manager. Regular cleaning and maintenance are your responsibility. Our Occupational Therapist and Physiotherapist will conduct a safety assessment and determine any risk management strategies needed.

## **Toiletries**

Roshana supplies a range of high-quality toiletries free of charge. Residents may purchase preferred brands if desired. Speak to the Registered Nurse for your specific needs.

Our staff routinely changes all linen and towels. Should you have specific needs, please discuss them with the Facility Manager.

## **Continence Aids**

We provide all necessary continence aids, selected from high-quality products to ensure tailored care for each resident. The Registered Nurse will offer assistance and information regarding the best products for individual needs.

## **Public Toilets**

Wheelchair-accessible public restrooms are located throughout the facility. If you need assistance locating them, please ask our staff for directions.

## **Visiting Pets Policy**

We welcome well-behaved, healthy, groomed pets to accompany visitors. Dogs must be always leashed within the facility. Some consumers may have allergies to certain animals or have fears/phobias so it would be appreciated if you are respectful of staff direction relating to pets onsite. Please be advised that the Facility Manager or a designated representative reserves the right to restrict pet visitations when necessary.

## **Room Change Requests**

If you're contemplating a change of room or bed, please discuss your request with the Facility Manager. We will then assess our current capacity to accommodate your needs. Be aware that additional charges may apply, and room changes could also occur if your care requirements evolve. The Facility Manager will work closely with you and your family regarding any necessary transitions.

## **Room Vacation Protocol**

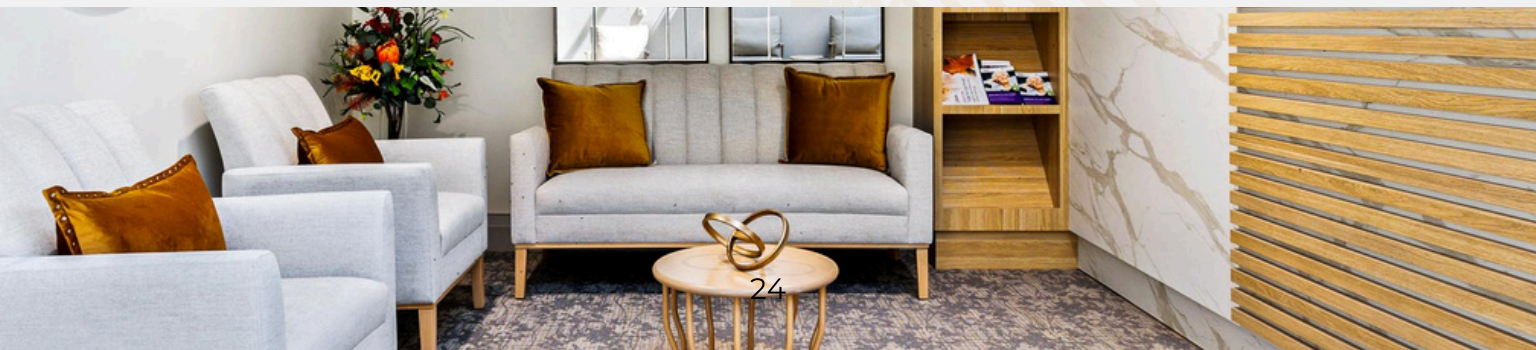
We understand that vacating a room is a sensitive matter. Should there be any difficulties, we encourage you to discuss them with the Facility Manager. Arrangements for packing and temporary storage of items can be made, though we kindly ask for consideration of our limited storage capacity.

## **Telephone Calls, Virtual calls and Communication**

Our staff are available to facilitate telephone calls and where equipment is available, virtual calls from your family and friends, though we encourage calls to be made outside of busy times like morning routines or mealtimes so we can best accommodate the connection. To streamline communication, we advise designating a single family member to be the point of contact for discussions with staff. This approach ensures efficient and consistent communication.

## **Transportation Assistance**

For those unable to utilise public transportation, information on the Taxi User's Subsidy Scheme is available through consultation with our Registered Nurse. This includes assistance with securing taxi vouchers and wheelchair-accessible taxi services.





## **Staff Rights**

Staff at Roshana Aged Care have a fundamental right to a workplace that is safe and healthy, free from violence, racism, threats and aggression. We have a zero-tolerance policy towards any form of aggressive or violent behaviour directed at our staff. Roshana Care Group reserves the right to request any visitor to leave the facility or suspend their visitation rights. This stance is critical in maintaining the dignity of our staff and upholding their entitlement to a secure and pleasant work environment. By showing respect and consideration for our staff, you help create an environment where they can provide the best possible care to all residents

## **Continuous Improvement Efforts**

The Roshana Aged Care Group is committed to ongoing enhancement of operations, seeking feedback from management, staff, care recipients, relatives, visitors, and auditors. This dialogue, alongside reports from accidents and incidents, informs our analytical review of procedures to identify and implement improvements.

Our active Quality Plan outlines objectives and strategies for improvement that undergo regular evaluation. We are devoted to maintaining superior care quality, and a current version of our Quality Plan is available upon request.

# Open Disclosure

## Internal Feedback Processes

Your insights and comments are invaluable to us, and we encourage you and your family to openly communicate your thoughts concerning the care and services we offer. Initially, we invite you to share any feedback or concerns with the Registered Nurse on duty. If the matter remains unresolved to your satisfaction, please do not hesitate to schedule an appointment with the Facility Manager. For your convenience, Feedback and Suggestion forms can be found at reception, where a secure Feedback Box is also provided for your privacy. We are dedicated to addressing and resolving any issues to ensure your complete confidence in our care provision.

At times, we may ask you to participate in surveys or audits, this is one of the ways in which we regularly review feedback. All information is strictly confidential and can be provided anonymously.

## External Feedback Procedure

Should there be any dissatisfaction with the resolution or handling of your complaint, you have the option to escalate the matter.

Please contact the Facility Manager or reach out to the Aged Care Leadership Team at our Roshana Central Office by calling (08) 9279 9888.

Additionally, external channels are at your disposal for aged care complaints and support, as indicated below:

*Aged Care Quality and Safety Commission*  
[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
1800 951 822

*National Aged Care Advocacy*  
[opan.com.au](http://opan.com.au)  
1800 700 600



# Open Disclosure

## Charter of Aged Care Rights

The aged care system in Australia aims to ensure that all older people can receive care and services when they need them. The Government monitors the quality of care and services provided by residential aged care homes in number of ways. Homes have to meet Accreditation Standards and show that they are continuously striving to improve the quality of their care and services.

When you enter an aged care home, the ways in which your rights are protected include:

- your resident agreement
- your home care agreement
- the Charter of Care Recipients' Rights and Responsibilities
- accreditation standards for service providers
- a complaints process.

## The Charter of Care Recipients' Rights states: I have the right to:

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

# Care Recipients Responsibilities

Each Care Recipient in a Residential Aged Care Facility has a responsibility to:

- Respect the rights and needs of other people within the facility, and to respect the needs of the facility community as a whole
- Respect the rights of staff and the proprietor to work in an environment free from harassment
- Care for his or her own health and well-being, as far as he or she is capable
- Inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.





# Contact Information

## Roshana Parklands Aged Care

74 Emerald Park Way, Urangan QLD 4655

### Reception

(07) 4184 1300

[parklands.reception@roshana.com.au](mailto:parklands.reception@roshana.com.au)

## Roshana Head Office

(08) 9279 9888

[admin@roshana.com.au](mailto:admin@roshana.com.au)

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





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