



# scalabrini

Everything you value most



## Resident Handbook

**Scalabrini**



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# Welcome

We take great pleasure in welcoming you to Scalabrini, where we aim to provide the highest level of support and care for you. We will do our utmost to ensure you feel safe and secure here, help you to settle in quickly and make new friends. Please take the time to read this handbook, as it serves as a handy reference during your time with us, and will help you settle in.

Please let us know if you have any questions.

Sincerely  
The Village Manager

# About us

Since formation in 1968, Scalabrini's mission has remained steadfast in providing outstanding care for the elderly and those living with dementia.

As a not-for-profit organisation, Scalabrini has always been able to put residents' needs first. Because we aren't driven by profit maximisation, we have been able to continuously invest back into the business. As a result, we sit above industry norms in many key service areas such as staffing ratios and staff expertise, the quality of our food, lifestyle choices and our properties.

Over the last few years a major cultural shift has gained momentum across our entire organisation, ensuring that residents are front and centre in all we do. In some cases this has meant challenging society's beliefs and attitudes towards people living with dementia and aged care in general.

**Sono io** (This is Me), Scalabrini's approach to person-centred care, is bringing fresh thinking and challenging stereotypes. It gives people choice and control over daily routines and activities, and dignity and respect in all aspects of interaction.

As we continue to set ourselves high standards in the delivery of authentic care that respects the individual for who they are as a person, we are confident you will experience for yourself how a planned approach to person-centred care, developed by experts and delivered by well trained staff works to the betterment of all.

# Our Mission, Vision and Values

## Mission

The provision of excellent care to the frail aged and people living with dementia delivered with a profound sense of justice and a respect for all cultures, and in the Italian tradition of community, mutual help, Christian faith and family.

## Vision

Scalabrini will be recognised as one of the outstanding providers of care to the frail and to those living with dementia and as the outstanding provider to culturally and linguistically diverse communities.

## Values

**Justice:** Residents, staff, families, volunteers and contractors will be treated in a manner that recognises their rights. Our organisation is committed to the fair and equitable access of excellent aged care by the whole community.

**Compassion:** Our service will be characterised by empathy with our residents and their families.

**Respect:** Everyone who touches our organisation: residents, staff, families, friends, volunteers and contractors will be treated with dignity and consideration.

**Excellence:** Our commitment to each other and to our residents is that we will strive to provide the best care possible, the best accommodation, a safe environment and a positive community.



## The Scalabrini Philosophy

Our philosophy is based on the ideals of love and caring in the provision of an environment our residents will be happy to call home.

We strive to provide the highest standards in a most professional manner, with the care and wellbeing of residents being the focus across all levels of our organisation.

We strive to facilitate a culture that values continuous learning and personal development to ensure we maintain the highest standards in staff quality.

We aim to create and maintain cooperation and harmony between all members of staff, residents and their families.

We aim to offer care and support to all residents and their families that is sensitive to their cultural backgrounds, recognising their individual needs.

We believe that all care given should promote independence and dignity of the individual.

Wherever possible we employ bilingual staff, to ensure language is no barrier for residents.

## Quality

### Quality statement

At Scalabrini we ensure that the quality of services and care outcomes reflect our commitment to the vision, mission and values statements of the organisation and the expectations of the community we serve.

### Accreditation

For Scalabrini to receive funding from the government we must be accredited by the Australian Aged Care Quality Agency. The agency sends auditors to measure and review our work and our processes. They judge whether we meet the laws and standards for aged care. They also assess whether we have a quality program in place.

As part of the accreditation review, a number of residents are asked to talk about our services or complete a survey. Please provide honest answers so that we know how well we are achieving our goals and how to improve our services.

### Special staff

Scalabrini recruits special staff - people who can communicate and work effectively with aged care residents. Nurses and support staff meet the psychological, physical and social needs of our residents with empathy, understanding and respect.

To ensure we attract the best staff, Scalabrini offers its employees excellent work conditions, a friendly and supportive team environment, family friendly and flexible hours and opportunities for career development.



# Privacy

## Personal information

We are required to hold personal information about you that is correct, complete and up-to-date. Please notify us as soon as possible of changes to your personal information. You can view your information at any time to check that it is correct.

We securely store your personal information in paper records and on computer. We will do everything we can to protect your personal information from misuse, loss or wrongful access. We will also destroy any personal information about you that we no longer require. Usually this will occur seven years after its last use.

## Confidentiality

We treat all personal information as confidential and private. We will protect your personal information and your privacy. We follow the laws about privacy and confidentiality under the Privacy Act 1988 and the guidelines in the Australian Privacy Principles.

## Collection of sensitive information

We only collect information that we need to manage your care.

## Use and disclosure

We will only use your information, or provide your information to other parties, for purposes relevant to managing your health and care. We will not use or disclose your information for other purposes without your consent.



## Village Admissions

### Pre-admission requirements

We require a current approval for admission to a residential aged care issued by the Aged Care Assessment Team (ACAT) before you can be offered a room.

You will be asked to complete an asset and income assessment provided by The Department of Human Services or the Department of Veterans Affairs.

### Admission requirements

When you move in to our Village please provide the following:

- Pension Card
- Medicare Card
- Veterans Affairs Card (if applicable)
- List of your current medications
- Diabetic Card (if applicable)
- Private Health Insurance details (if a member)
- Pharmacy Safety Net Card
- Direct Debit Form
- Signed Resident Agreement

If you do not receive a social security pension or private health insurance, please tell us how you would like to pay for ambulance and hospital care.

### Accommodation

We provide single rooms (some with ensuites) and shared rooms (some with ensuites).

We review your social, medical, and individual needs by talking to you and your family and by reading your medical and admission papers, so you receive a room that best suits your needs.

When a resident leaves their room, we ask that their family or friends collect their belongings within two days to make the room available for a new resident.

In the event that your nursing and care needs change, it may be necessary to move you to another more suitable room. The move will only take place after talking to you or your representative.

## Recognising staff

Members of staff wear uniforms so they can be easily recognised. There are different uniforms for different Village roles including Registered Nurses, Enrolled Nurses, Care Staff, kitchen staff etc. Name badges are worn to assist you with getting to know our staff.



## Resident care plans and family conferences

By consulting with you or your representative, we prepare a care plan to help manage your health and wellbeing. The plan helps you make choices about the best therapies and lifestyle programs for you. The plan is reviewed as your condition or needs change.

The Village Manager ensures that resident and relative meetings are held regularly. The meetings allow you to comment on the village lifestyle and areas that may need improving. This helps us learn how we can improve our services to you.

### 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

We will discuss your 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.

### 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.

### Power of Attorney

We strongly advise that all residents arrange an Enduring Power of Attorney. It makes it easier for your family or representative to help you if you are no longer able to manage your own affairs.



## Clothing

### Labelling

It is important to make sure all clothing and personal items, such as eyeglasses, dentures and hearing aids are clearly labelled with your name. We cannot take responsibility for the loss of clothing or other items if they are not adequately labelled.

The Village provides a free labelling service for clothing.

### Laundering

We cannot accept responsibility for garments damaged during washing. We recommend you bring clothing that can be laundered in commercial washing machines. To avoid shrinkage of garments, we recommend garments made of synthetic material, for example, polyester/cotton mix or acrylics, instead of pure wool or cotton.

Please don't send pure wool garments or items of sentimental value to the commercial laundry as they cannot be given individual attention they require and may be damaged.

Residents who make use of the Village's resident laundry for personal washing are asked to use the washing powders that are provided by the Village. If you prefer your clothes to be washed by a relative, please inform the person in charge. You (or your family) are responsible for garments that require dry cleaning.

### Repairs

We do not offer a mending or repair service in the Village. You, or your relatives, are required to mend or repair your clothing or personal belongings if they are damaged.

## Safety

### Fire and other emergency procedures

All staff members are trained in fire safety, use of fire equipment and evacuation procedures. We hold fire drills regularly.

In the event of a fire or other emergency, please follow the directions of the Village Manager, Care Manager, Registered Nurse, Fire Wardens and any police or emergency services support. Emergency exit plans are available at all key locations. Please make sure you familiarise yourself with the fire safety program and location of exits.

### Precautions

There are safety signs displayed in the Village to help you to identify and avoid hazards and risks. Please take notice of all safety signs, for instance, wet floor signs, and take note of where the exit signs are located.

Due to the risk of fire and scalding, we do not allow the use of hot water bottles, microwave heat packs or electric blankets.



## Available services

### Physiotherapy

Physiotherapy is available to residents referred by a doctor.

### Medications

If you need any form of medication, we have a preferred pharmacist who will make sure your medication is correctly dispensed in accordance with Village safety policies and governing laws. Please speak with your Care Manager about your options and the process of purchasing your medication. Please note that you are required to pay your own pharmacy account.

Please give all the medications you bring with you to the Registered Nurse on admission. The nurse will ensure they are properly stored.

If you administer your own medications or need to change your medications, please consult with the Registered Nurse. If, for any reason, you do not wish to take your prescribed medication, please discuss the matter with us, so we can inform the doctor.

### Medical specialists

Your visiting doctor may refer you to a medical specialist for consultation from time to time. It is necessary for a family member or friend to accompany you to outside appointments. For this reason we are not able to make outside appointments or organise transport. You or your family must organise the appointment and transport.

If you are involved in a medical emergency we will phone for an ambulance who may decide to transport you to the nearest hospital.

### Medical care

You are entitled to medical care provided by the doctor of your choice. However, if your doctor is not available, you or your representative can select a doctor from our list.

Doctors who are not able to provide 24 hour service are required to arrange a locum service to provide medical care over the period.

Consultations with medical specialists, physiotherapists, podiatrists or other health professionals can be arranged following referral from your doctor.

### Pastoral care

Mass is conducted regularly at our Villages. Our religious sisters are available on site to provide pastoral care and support throughout the week. We also welcome ministers and pastoral carers from all denominations. We will assist any faith that is providing you with pastoral support.

### Hairdresser

Hairdressing services are available for both male and female residents. You or your family are required to pay for these services.

### Toiletries

We provide basic toiletries. You are also able to purchase your own.



## Special equipment (including wheelchairs)

We have wheelchairs and other special equipment to assist all residents. This equipment remains the property of Scalabrini and is provided for the use of all residents.

If you require your own wheelchair or other special equipment you are required to purchase your own. Our physiotherapist will help you to select the correct equipment for your needs. Equipment purchased by residents must be maintained by them. We will notify you, or your family, if repairs are needed.

We encourage you to move independently outside the Village. You might use a motorised aid such as a wheelchair, a walking frame, or mobility scooter. We will assess whether you are physically and mentally able to manage the equipment safely. Scooters are not permitted inside the Village.

## Television, radio and other electricals

We provide televisions in common areas and in your room. If you wish to bring your own television you need to discuss this with the Village Manager to ensure the television is appropriate and if it can be mounted safely.

We will assess all electrical items, such as televisions, DVD players, laptops and radios, shortly after your arrival to make sure they are safe. If we believe electrical items you bring into the Village pose a risk to residents or staff we will test them prior to being used within the Village. We tag and test electrical items every year. Power boards should have circuit breakers.

So you don't disturb other residents, your personal radios and televisions must be used with earphones.

We do not accept any responsibility for loss or damage to your electrical items.

## Furniture

We provide you with furniture to support your care and independence.

## Telephones

In some Villages, public pay phones are available for you and your relatives. Personal phones may be connected in some rooms. Connection needs to be organised by you or your family.

## Mail

Outgoing mail is to be given to the Village's Administration Officer or the Receptionist at the Village office.

## Resident language needs

We aim to provide the best care possible to our residents with different cultural and language needs. Our staff speak English, Italian and several other languages.

## Voting

A mobile voting service may be available during election time. You will be able to use this service if available, or you may choose to vote at one of the local polling booths or by postal vote.



## Volunteers

Scalabrini has enthusiastic and caring volunteers from the community who are available to give their time to you to help with your daily lifestyle activities.

## Maintenance

We have fulltime maintenance officers to repair and maintain our facilities.

A request for maintenance can be made by speaking to a member of staff or by completing a blue form. Forms are available from the care staff or at the front office.

You are responsible for the maintenance and repair of your own property.

## Meals

We have designed a nutritious seasonal menu, carefully planned with a dietician to provide a culturally acceptable and balanced diet. The menu is seasonal to maximise the use of fresh produce, provides meal options and developed in response to food preferences. The menu is displayed in the dining area and/or on our audiovisual system. On the very rare occasion that suppliers are unable to supply particular foods we may have to alter the planned menu.

Please advise us if you have any special dietary needs.

## Snacks

If you wish to keep snacks, such as biscuits or sweets, in your bedside cabinet or wardrobe, please make sure they are stored in an airtight container to keep from going stale, and so that they don't attract insects and other pests.

## External food

It is our duty of care to protect all our residents from risks to their health. A major danger to residents' health is from contaminated or infected food brought into the Village by relatives or friends. Foods that we consider the highest risk are ricotta, chicken, and cold and preserved meats.

To minimise this risk we reserve the right to inspect all food brought into the Village. If we believe that the food does not meet our standards we reserve the right to stop the food being brought into the Village.

Food brought into the Village by your friends and relatives may only be eaten by you and must not be shared with other residents.

## Recreation and Lifestyle Programs

We provide Italian satellite TV (which includes current affairs, news and entertainment programs) as well as videos and television.

Participation in group and individual lifestyle programs (such as parties, card games, bingo, craft sessions and gardening) is encouraged. Regular outings are organised, such as sightseeing trips and picnics.

We are guided by our residents' interests when developing our person-centred programs so we are keen to know your personal interests and preferred pastimes.



## Fees

Following your consultation with Centrelink, The Commonwealth Department of Human Services determines the fees charged to you by the Village.

Your fees are due and are payable one month in advance. Our preferred payment method is by direct debit, within seven days of you receiving the statement. If you are unable to make the payment before the due date please notify the Village's Administration Officer. Residents whose fees are 42 days overdue may be asked to vacate the Village. If you have any questions about fees you should talk to the Village Manager.

## Items not covered by fees

Items not covered by fees include:

- Hairdressing services
- Special toiletries
- Clothing
- Magazines and newspapers subscriptions (in addition to those supplied in the Village)
- Costs associated with outside functions
- Repairs to your own personal belongings and equipment (such as television, wheelchairs, water chairs, hearing aids, prescription eyeglasses, and dentures)
- Pharmacy items

Any extras delivered and not paid for by you at the time of the service, will be charged to you directly by the service provider

## Leave from our Village

### Hospital leave

You are entitled to an unlimited number of days of leave to receive hospital treatment.

### Social leave

You are entitled to 52 days social leave in each financial year (July 1 to June 30). During this time, both the Commonwealth subsidy and residents contribution are paid as normal.

### Additional leave

If you wish to take social leave of more than 52 days, you are required to discuss this with us. During the additional leave time you become liable for the full amount of the resident fee, plus the amount that we would normally receive as a subsidy.



## Visiting

Visitors are always welcome. When they enter and exit the Village they are required to sign in and out for purposes of fire safety/emergency evacuations.

We suggest that your visitors familiarise themselves with the Village routine so that they can plan their visit to spend as much time as possible with you when they are here.

When staff are attending to a resident, please be aware that visitors may be asked to leave a room, or wait before entering a room. Their understanding and co-operation will be appreciated by the residents and the staff.

## Persons responsible

We ask when you come to live with us, that you provide the name, address and phone number of a relative or friend who can be contacted in case of emergency. We also ask you to provide an alternative emergency contact for times when your primary contact person is not available. Please ensure the Registered Nurse and the Administration Officer are notified of any changes of address or phone number to your emergency contact.

We only give your emergency contact (or alternative contact) the information about your situation or emergency. It is their responsibility to contact other relatives and friends. We will not contact other people on your behalf.

## Pets

We recognise the benefits to our residents of having a pet. You must gain approval from the Village Manager before bringing a pet into the Village. Dogs must be kept on a leash at all times.

## Valuables

We advise you not to bring large sums of money, valuables or expensive jewellery into the Village. However, if you cannot avoid bringing large sums to the Village, please deposit the money in our safe until proper arrangements are made. The Administration Officer will assist you and ensure that the deposit is recorded and counter-signed by you or your relatives. For less valuable items, we can provide residents with a locked drawer.

Scalabrini will not accept responsibility for money or valuables brought to the Village by residents.



## Giving gifts to staff and volunteers

We do not allow staff or volunteers to accept gifts from residents. Please do not put staff into difficult situations by offering or giving gifts.

## Smoking

Smoking is only permitted in designated smoking areas. Please speak with a member of staff if you are a smoker.

## Alcohol

We allow moderate consumption of alcohol, provided it does not adversely affect you or others.

## Lifestyle program

Wellbeing and care staff conduct a varied lifestyle program for residents. The program includes picnics, bus trips, craft, bingo, exercise, discussion groups, movies, sing-a-longs and visits by entertainers. We encourage you to participate in as many activities as you wish. We respect your right to choose not to participate in any program. The monthly activity program is displayed in the Village.

## Witnessing legal documents

Our staff are not permitted to witness any legal documents unless the staff person is a Justice of the Peace. We regret the inconvenience this may cause. You should make specific arrangements to have your legal documents witnessed.

## Suggestions for improvement – 'blue forms'

Scalabrini seeks comments, compliments and suggestions from residents so we can continuously improve our care and services. We provide 'blue forms' for residents, relatives, family, staff and visitors to submit comments to us.

'Blue forms' are available in the Village. Completed forms can be placed in the box located at reception or given to any staff member. All comments and suggestions will be addressed, and feedback provided as soon as possible.



## Complaints

All complaints will be taken seriously. There are several ways to deal with issues and complaints.

### Discuss the matter with the staff member in charge

Residents, their family members or their representatives are encouraged to discuss any problem or complaint with the staff member in charge at the time. Simple matters will be dealt with straight away and politely so that everyone is happy with the solution.

### Complete a 'blue form'

The resident can complete a 'blue form' if the matter remains unresolved. The 'blue form' can be placed in the locked suggestion box or handed to a staff member.

### When to contact the Care Manager or Village Manager

More serious matters should be referred to the Care Manager or Village Manager. A 'blue form' is used. We will investigate the issue and a meeting will be arranged to address your concerns.

### When to contact the Chief Executive Officer

Matters that are not resolved by the Care Manager or Village Manager should be referred to the Chief Executive Officer whose contact details are available from the Administration Officer.

### Complaining to external bodies

While we aim to resolve any matter within Scalabrini, if you have any enquiries or complaints that have not been satisfactorily resolved using the above processes we advise you may wish to take the issue to one of the official services listed below.

#### **Aged Care Complaints Commissioner**

Ph: 1800 550 552

<https://www.agedcarecomplaints.gov.au/>

#### **Seniors Rights Service**

Ph: 1800 424 079

<http://seniorsrightsservice.org.au>



# Charter of Residents' Rights and Responsibilities

The Charter of Residents' Rights and Responsibilities Residential Care is prepared by the Commonwealth Department of Health for residents in residential care.

## Preamble

Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into residential aged care regardless of his or her physical or mental frailty or ability to exercise fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, residential care proprietors and staff, carers and the community will help people who live in residential care facilities to continue as integral, respected and valued member of society.

Australian society has a strong commitment to social justice principles. Those principles recognise the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society which is free of prejudice and is caring, just and humane.

This charter affirms those social justice principles.

The personal, civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into residential aged care.

The Charter also recognises that residents of residential care have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognises that residents have specific rights and responsibilities, which balance the needs of the individual against the residential care facility community as a whole.

## Resident rights

- To full and effective use of your personal, civil, legal and consumer rights
- To quality care which is appropriate to your needs
- To full information about your own state of health and available treatments
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect
- To live without discrimination or victimisation - you are not obliged to feel grateful to those providing his or her care and accommodation
- To personal privacy
- To live in a safe, secure and homelike environment and to move freely both within and outside the residential care service without undue restriction
- To be treated and accepted as an individual—your individual preferences are to be taken into account and treated with respect
- To continue your cultural and religious practices and retain the language of your choice, without discrimination
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction
- To freedom of speech



- To maintain your personal independence, including recognition of personal responsibility for your own actions and choices, some actions may involve an element of risk which you have the right to accept, and which should be used to prevent or restrict those actions
- To be involved in activities, associations and friendships of your choice, both within and outside the Village
- To have access to services and activities that are available generally within the community
- To be consulted on, and choose to have input into, decisions about the living arrangement of the Village
- To have access to information about your rights, care, accommodation, and any other information which relates to you personally
- To complain and take action to resolve disputes
- To have access to advocates and other avenues of redress—reprisal in any form shall not be made against any resident who takes action to enforce your rights

## Resident responsibilities

- To respect the rights of other people within the Village, and to respect the needs of the Village community as a whole
- To respect the right of staff and the proprietor to work in an environment which is free from harassment
- To care for your own health and well-being, as far you are capable
- To inform your doctor, as far as you are able to, about your relevant medical history and your current state of health
- You must follow all reasonable Scalabrini health and safety policies, procedures and instructions as they pertain to you

## Resident safety and security

- Scalabrini endorses and proactively supports reporting any alleged incidents of elder abuse and referrals will be made to regulatory and police departments for investigations
- Any suspected incidents need to be immediately reported to in the nurse in charge or other senior personnel
- Scalabrini's senior management support a zero tolerance stance towards elder abuse
- Some activities may involve an element of risk which the resident has the right to accept

## Contacts

We are pleased you have chosen to stay with us here at Scalabrini. We hope your stay will be pleasant and you feel at home with us.

If you require further information please contact us:

T (02) 8876 6800

F (02) 8876 6860

Email: [admin@scalabrini.com.au](mailto:admin@scalabrini.com.au)





scalabrini

Everything you value most

[scalabrini.com.au](http://scalabrini.com.au)