



## New Resident Procedures

### Prior to Moving In

Prior to moving into their PI unit, the resident will be asked to:

- nominate (if they wish to do so) a person to receive information about their accommodation and personal support,
- provide the name and contact details of their guardian or administrator or the person the resident has nominated,
- sign and return the Resident Services Agreement (RSA), and
- agree a moving-in date with the Operations Coordinator.

PI also recommends that the resident practises skills that will be valuable as a new resident, such as:

- going on the bus routes that they will be using when they become a PI resident,
- becoming familiar with the local shopping area closest to the PI residence,
- practising daily living skills such as food preparation, cleaning and washing clothes.

### Nominating a Guardian/Key Contact Person

When a resident moves into PI, they are asked to nominate a person to receive information about their accommodation and personal support. The role of the resident's person nominated is to support the resident in the transition into PI and afterwards.

The person nominated is not a substitute decision maker for the resident and cannot make a decision on behalf of the resident unless that person is also the resident's guardian. They support the resident to make decisions and have a right to access information about the resident's accommodation and personal support at PI.

A resident may nominate a parent, other family member, carer, guardian or any other person. It is PI's responsibility to keep a record of the name and contact details of the person nominated and ensure that person is kept up-to-date with information around the resident's accommodation and support.

Members of the PI Board and their close associates must not accept an appointment as a resident's nominated person or guardian. The only exception to this is if you or your close associate is the resident's nearest living relative.

The resident's key contact person will be consulted by PI when:

- preparing an RSA,
- making changes to an RSA,
- preparing the resident's ongoing support plan,
- making changes to the resident's ongoing support plan.

PI will notify the key contact person if there is:

- a significant sign of deterioration in the health status of the resident,
- any injury to the resident,
- any risk-taking behaviour by the resident that threatens the safety of the resident, or other residents, visitors and staff,
- any proposal to relocate the resident to another unit within PI, and



- any intention to terminate the residency of the resident.

PI will provide written information to the key contact person, as follows:

- a copy of the resident's interim support plan,
- a copy of the ongoing support plan for the resident,
- changes to the resident's RSA if written notification is required,
- any notice for the resident to vacate their unit, and
- a copy of the written receipt for a security deposit, a fee paid in advance, an establishment fee, or reservation fee paid by, or on behalf of, the resident.

### **Moving Day**

The resident will be given a time for collection of their keys on the day they are moving in. The Operations Coordinator will discuss with the resident the importance of locking doors when they leave, deciding who enters the unit and when, and the circumstances under which the LIRC might be required to access the resident's unit.

The Operations Coordinator will have completed an inspection of the unit prior to the resident moving in. The resident will be asked to check this for accuracy, sign it and then return it to the LIRC or Operations Coordinator.

### **First Day/Night**

On a resident's first day/night of staying at the PI residence they will be shown around (including all common areas) and introduced to all other residents. At the resident's first dinner they will be given information on how the weekly menu is developed, resident contribution tasks around mealtimes and use of the House 1 common kitchen by residents. Additionally, residents will be shown where to access provisions for all other meals that are not provided by the LIRC.

### **First Week**

During the resident's first week, fire and emergency procedures will be discussed with the resident, including the location of hydrants, assembly points, and exits. The resident will be reminded to evacuate immediately if an alarm sounds and leave everything behind.

PI will also inform the resident about the local area, such as where the nearest bus stop and shops are, and other locations of interest.

The LIRC and the Operations Coordinator will frequently check in to see how the resident is doing.

### **First Two Weeks**

Two weeks after the resident moves into PI, the Operations Coordinator will have a meeting with the LIRC to discuss the settling in process. Following this, the Operations Coordinator and LIRC will meet with the resident and get in touch with their key contact person to review how things are going and determine what additional support PI can provide to help the resident adjust to independent living. During this meeting, the resident can raise any concerns or difficulties they may be experiencing, and PI will work with the resident to create a plan to support and assist them.