

RESIDENT SERVICE CHARTER



About Us

At Fair Haven, our foundation is the Word of God which guides our calling to lovingly care for our aged brothers and sisters in Christ. We recognise the blessing of sharing life's later years in a community of fellow believers, where residents are supported and cared for with compassion by those who share the Christian faith.

The Fair Haven Retirement Village Association was established in 1982 and stage one of the home was opened in 1985, together with four independent living units. Various extensions to the home and additional units have been acquired and built since.

The Fair Haven Home currently comprises of multiple accommodation rooms, shared living and community spaces, and facilities for high-dependent, palliative and respite care.

As a fully accredited aged care home we are committed to providing holistic, high-quality care that meets each resident's physical, emotional, social and spiritual needs. We believe that we belong to Jesus Christ, and this shapes our approach to compassionate care. Each resident is treated with dignity and respect, as we share the mercy and love of God with those whom He has entrusted into our care. While we attend to daily care and wellbeing, we also hold firmly to the hope of life eternal, which brings comfort and purpose to our community.

Eligibility and Application for Residents

Fair Haven provides residential aged care to members of the Free Reformed Churches of Australia. The care, management, environment and daily activities of Fair Haven are based on the Bible, upholding Godly values and protecting resident wellbeing. We recognise the paramount importance of the Christian culture and spiritual support within the Home.

Those persons (or their representative) wishing to apply for care at Fair Haven are to contact My Aged Care for screening and assessment or speak to the General Manager who is able to assist in providing appropriate contacts and/or explaining the application procedures.

Our Services

At Fair Haven, we provide access to the following services, tailored to your individual needs and preferences:

- Personal care
- Clinical care
- Food, drink, nutrition and dining
- Lifestyle, community and social activities
- Spiritual and pastoral care
- Allied health services



Our Commitment to Residents

It is a privilege to know and serve you at Fair Haven. We are committed to walking alongside you in practical and honourable ways, reflecting the love and mercy of our God and Saviour.

- We recognise each resident as a person created in the image of God, with inherent dignity, worth and value. We respect your culture, background, language and beliefs.
- We are dedicated to delivering safe, high-quality, person-centred care in line with the Aged Care Quality Standards, that supports your holistic wellbeing.
- We seek to foster a caring home environment and community marked by kindness, humility, and mutual respect where residents, families and staff partner together.
- We will work with you to understand your needs and preferences, ensuring you receive the support that is right for you. We will support you to exercise choice, to make relevant decisions, and to have a say.
- We are committed to continuous improvement and open communication with you.

Through all that we do, we strive to act with integrity and to reflect Christ in providing thoughtful, compassionate and faithful care.

What to Expect from Us

When you are in contact with our organisation, we will:

- Treat you fairly, without discrimination and with respect at all times.
- Provide you with sufficient information about our service, fees, and terms of use.
- Inform you of your rights and responsibilities.
- Provide a safe and healthy environment within our service facilities.
- Provide opportunities for meaningful living, social interaction, cultural activities and maintaining your autonomy and voice.
- Respect your privacy and confidentiality, including that of your information.
- Tell you how to provide us with feedback on our service, and ensure your complaints are dealt with fairly and promptly.

How You can Help Us

You can help us provide a quality service if you and/or your support person:

- Provide us with complete and accurate information about yourself.
- Be involved and participate in the daily activities.
- Cooperate with and respect staff and volunteers.
- Tell us if things change or you cannot keep a commitment.
- Act respectfully and safely towards other people using the service.
- Provide us with feedback about our service and how we can work better.

