



**Outlook
Christian
Living**

Outlook Gardens Aged Care Home Resident Handbook

Outlook Christian Living

Aged Care | Retirement Living | Home Care

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Welcome to Outlook Gardens Aged Care Home

Welcome

We warmly welcome you as a resident of Outlook Gardens Aged Care Home, which forms part of the Outlook Christian Living community. We trust the information in this booklet will help you familiarise yourself with the beliefs and values of Outlook Christian Living as well as supporting you in understanding the services and supports offered in your new home. Our Aim, Philosophy, Mission and Values guide the way we behave and the reasons we provide the services we do. These are contained in Appendix A for your information.

Background

Outlook Christian Living is a not-for-profit Association that has been operating a residential aged care home since 1992. We offer a home-like atmosphere where resident's wishes and beliefs are respected. As a Christian organisation we are dedicated to providing holistic care for our residents. Care is available to all persons from all walks of life regardless of ethnic origin or religious beliefs.

Care is always provided in keeping with the requirements of the current Department of Health and Ageing Accreditation Standards and the Australian Aged Care Act 1997. We are regularly assessed to ensure our ongoing compliance. As an organisation we are committed to a program of continuous improvement to ensure we progressively get better at what we do and work in partnership with residents and families to care for residents in the best way we can.

This handbook has been prepared to help residents settle into living at Outlook Gardens Aged Care Home and provides information for the most commonly asked questions. If you have any further questions, please do not hesitate to ask our friendly staff who will be able to assist you.

Helpful Information

Care Plans

To help ensure you are cared for in the best way possible, individual Care Plans are prepared for each resident. Planning your care begins even before you move into Outlook Gardens Aged Care Home, when we start to consider which room would best suit you. Once you arrive, we consult with you (or your advocate) and a tailored plan is developed to meet your specific daily needs. This plan informs staff about meeting all your care needs, and will be reviewed regularly. We also like to include family members, your doctor, and other professionals (such as the physiotherapist) in the care planning process and reviews.

Cash

For security, residents are encouraged to keep any significant amounts of money at reception or with a trusted family member or friend rather than in your room. Reception operates a secure petty cash system to record all deposits and withdrawals.

Chemicals

Chemical safety is important to us. You may want to keep your preferred brands of toiletries for personal use in your room. If you wish to bring in any other products, please discuss this first with the Care Coordinator as we have a preferred supplier of other chemicals where we already understand the safety and storage requirements.

Cleaning of Rooms

All rooms are fully cleaned and bed linen changed each week. Rooms are also checked on a daily basis to empty rubbish bins, replenish toilet paper and address anything requiring immediate cleaning. You are encouraged to participate in maintaining your personal area as much as you choose to. Your ability to help in this way may change over time. Please let us know if there is anything we need to do to help.

Doctors

GPs attend Outlook Gardens Aged Care Home several days a week and we also have access to a specialist geriatrician. You are welcome to choose one of our GPs or to arrange for your own medical practitioner. If you choose your own GP, you will need to ensure they are willing, and able, to visit Outlook Gardens Aged Care Home.

Donations

Donations to Outlook Christian Living are always appreciated. As a not-for-profit organisation, any donations we receive are invested in providing services, equipment and resources to further enhance the quality of life for our residents.

Electrical Appliances

All electrical appliances brought in from outside of the home (e.g. TVs, kettles etc.) will need to be 'tested and tagged', which is an initial electrical check to ensure that the appliance is safe. These checks are followed up on a bi-annual basis. We will arrange this for you, and the cost of this service is passed on to the resident (electrical checks are charged on a per-item basis).

Emergency, Fire and Safety

Staff will provide any emergency assistance if required. A copy of the Fire Safety Plan is on the back of each resident's door and Emergency Evacuation Safety Plans are posted in public areas throughout the home. There is also a fire detection system in place which activates in the case of fire or alert, and automatically connects to the Fire Brigade. In addition, the building is fitted with a sprinkler system.

Family Conferences

If you or your family have any concerns, please speak with a Senior Registered Nurse, the Clinical Care Manager or Residential Services Director. We want to make sure we are caring for you in the best way possible and we believe this is best done as a partnership between each resident and their carers.

Financial, Legal and Medical Matters

It is important to have arrangements in place with people you trust should you need additional support in making decisions. Even if you do not currently need support, it is important to plan ahead for the future.

Outlook Gardens Aged Care Home invoices are issued on a fortnightly basis, with fees payable in advance.

Feedback, Concerns and/or Suggestions

All residents and family members are encouraged to communicate with management with any concerns or suggestions to improve the home/care.

There are alternative approaches you can use depending on the nature of the feedback, concern and suggestion. Internal process for discussion and resolution of concerns include:

- Providing feedback directly to staff;
- Complete a Communication Form;
- Speak to a Senior Registered Nurse or the Clinical Care Manager; and
- Meet with the Residential Services Director (RSD).

Communication forms are available from reception and outside the main dining area (a copy is also provided in Appendix D at the end of this handbook). Once completed, the form can be handed in at reception or, for more sensitive issues, confidential messages can be sent directly to the Residential Services Director. If you wish to remain anonymous, we will still follow the issue through but we will not be able to provide you with any feedback.

For more serious concerns raised with the RSD, the resident and/or their nominated representative (and witness if desired), will discuss issues raised and the RSD will make a written report – with a copy being made available to you. The RSD will inform you what action, if any, will be taken and the expected timeframe. If you are not satisfied with the outcome, you can refer your concern in writing to the Chief Executive Officer (CEO).

We endeavour to resolve matters immediately, if this is not possible there is an external process available (relevant brochures are available at reception):

- Contact the National Aged Care Advocacy line on 1800 700 600 or (03) 9602 3066. They will listen to your concerns, provide you with information and speak on your behalf if requested.
- Contact the Aged Care Complaints Commissioner on 1800 550 552 (this service is free).

If required, interpreters are available through the Translating and Interpreting Service. Call 131 450 or 1800 550 552.

Food – bringing food items into the home

All meals, drinks and snacks are prepared in our onsite kitchen by our chef and staff, and our residents choose from a wide variety of seasonal menu options. All food and drinks are prepared individually according to each resident's individual dietary and modified texture needs.

Family and friends are very welcome to bring extra food items for loved ones, including meals, snacks or special treats. For safety, please ensure that all items are kept at a safe temperature during transport, and enter them in the Resident Food Register at reception upon arrival.

Due to each person's specific needs, we also ask that you speak with a Registered Nurse before offering food or drinks to other residents. They will assist you to ensure that any shared items align with the resident's individual dietary requirements and medical needs.

Function Rooms

Families are encouraged to use one of our lounge areas for functions for special occasions, e.g. birthdays, anniversaries or other family gatherings. This may be booked through reception, noting the following guidelines:

- Please provide all crockery, cutlery, or glassware required for your function.
- Please keep children under direct supervision during your function remembering that we are an aged care home.
- Please leave the room in its original state – clean and tidy with all furniture replaced and rubbish removed to the rubbish skips outside.

Gifts to Staff Members

While we recognise residents and their families sometimes express appreciation for special care through giving a gift to a staff member, we kindly ask that any gifts be kept to a moderate value of no more than \$25. Irrespective of value, all gifts received by staff are recorded in our gift register to ensure we maintain the utmost transparency.

Governance

The organisation is overseen by a Board of Directors who are elected from Members of our Association. The Board is pro-active in ensuring that the organisation is well managed and that all residents receive care and services of the highest quality.

Hairdresser

We are pleased to offer onsite hairdressing services in our salon twice per week. Costs are published on noticeboards in the home. Appointments can be arranged through reception.

Insurance

We recommend that any items of significant value are left with family or friends as resident possessions are not able to be covered under Outlook Christian Living's insurance policies.

Internal Services

As well as providing nursing and personal care, we offer assistance in the following areas. Some of these will be incorporated as part of your individual care plans and others are available at an additional cost (marked with *):

- | | | |
|--------------------------|-----------------|-----------------|
| • Mobility/Physiotherapy | • Podiatry* | • Hairdressing* |
| • Newspaper delivery* | • Dietician | • Hearing aids* |
| • Chemist/Medication* | • Mail delivery | • Medical |

Internet

Wireless internet connection is available for a subscription fee of \$10 per fortnight. Please ask at reception to connect.

Kiosk

A small kiosk is operated by our Lifestyle team where you can purchase basic toiletry items, snacks, greeting cards, and small craft items made by residents. There is also a soft drink/snack vending machine in the sitting area near room 35/36 that can be used by residents or visitors.

Laundry

Items suitable for machine washing are collected daily to be washed and dried onsite. These items should be placed in the washing basket provided in your room, and will be returned to your room after laundering. Clothing that requires special cleaning (e.g. delicate, dryclean, handwash) is the responsibility of the resident and/or family.

If you wish to wash any of your own clothes at any time, a resident laundry with a washing machine is available in the Lavender wing. As everyone has their own preference for detergent/soap, please provide your own, ensuring it is suitable for a front loader washing machine.

While we do not provide a daily ironing service, articles for special occasions can be ironed to help make sure you are looking your best (please provide at least 24 hours' notice). If you would like to iron some of your own items yourself, an iron/ironing board is set up for use on Tuesday mornings in the Magnolia activities area. This can also be borrowed at other times, please speak with our Lifestyle team to arrange.

Labelling of Clothes

All items of clothing and linen that are to be washed in our onsite laundry must be labelled with your name to help ensure your items are returned to you. Unfortunately we are unable to take responsibility for lost or misplaced items that have not been labelled.

You may choose from several methods of naming clothing and linen;

- Family to label items pre-entry into care.
- A permanent marker can be provided to resident/family to name items.
- Using the labelling system provided by the home (please enquire at reception for costs). Any new items should be left in a named plastic bag at reception to be labelled prior to wearing.

Leave

Hospital Leave

If you are absent from the home in a hospital or another healthcare facility, there is no limit to the amount of time you can be away. Under the aged care rules, accommodation charges continue to be payable during hospital leave.

Social Leave

You are permitted to take a total of 52 days overnight social/holiday leave from the home each financial year. Under the aged care rules, accommodation charges continue to be payable during social leave.

Leisure and Lifestyle

Every effort is made to enable you to continue to enjoy the sorts of activities or hobbies you pursued prior to entry into the home. In addition, a wide range of recreational activities and entertainment are offered each week, including some outings. Activity programs are distributed to residents at the start of each week and placed on noticeboards. You are invited and assisted to participate in as many activities as you would like. Copies of the activity program are also available for families.

Library Services

The City of Dandenong Library Service visits the home approximately every six weeks. The program offers the opportunity to borrow magazines, DVDs and large print books. If you would like to access the library service, please speak to the Lifestyle Coordinator.

We also have small libraries in several of our lounge areas, and some comfortable reading areas scattered around the home.

Lost and Found

If you have lost any property (most commonly clothing), please speak to reception to see if your lost property has been found.

Mail

Reception staff deliver mail to our residents on weekdays (Monday – Friday) following the mail delivery. Your mail will be held for you at reception if you are away from the home (please advise reception if you would prefer it to be forwarded to a family member). Outgoing mail may be left at reception for posting and postage stamps are also available for purchase.

Maintenance

If you have any maintenance work needing to be undertaken, please speak to our reception staff who will arrange for our maintenance team to follow up your request.

Meals and Refreshments

Residents are provided with a menu from which you can choose your preferred meals. Meals are prepared individually by our chef according to your special dietary requirements, as well as morning tea, afternoon and supper. Meals are served in our dining rooms unless you have requested tray service delivered to your room.

You may have up to two guests join you in your room for a meal. Please provide three days' notice to reception, and note that a nominal fee is payable for your guests' meals.

Mealtimes are as follows:

Breakfast	8-9 am
Lunch	12.30 pm
Dinner	5 pm

Morning Tea	10 am
Afternoon Tea	3 pm
Supper	7.45 pm

Medications

We encourage our residents to consider having medications supplied by O'Brien's Pharmacy in Springvale. O'Brien's Pharmacy are connected to our electronic medication system and deliver medications to the home daily. Accounts are paid directly to the pharmacy by Direct Debit, and the relevant form was provided to you in your New Resident Pack. Please speak to the nurse in charge of your area if you wish to continue to use another pharmacy to supply your medications.

If you choose to retain your current pharmacy, medications must be packed in the 'Webster 7 system', which supports easy and safe delivery of medications to residents. You (or a family member) will need to ensure that medications are delivered to the home on a regular basis, and make suitable arrangements for payment. The pharmacy should also be able to deliver any new medications, such as antibiotics, to the home as required. Your drug chart must also be uploaded to O'Brien's Pharmacy's database, as this correlates with our electronic medication system (MedSig).

If you choose to use O'Brien's, medications will be packed appropriately and delivered free of charge to the home seven days a week. This also includes any extra medications as required.

Newspapers

If you would like to receive newspaper delivery please subscribe directly with your preferred newspaper, and advise reception so they can ensure your delivery is directed to you upon arrival.

Noticeboards

Noticeboards are located throughout the home and are used to advertise matters of interest, including advance notice of entertainment and events. Please check the noticeboards on a regular basis.

Nurse Call Buttons

Each room is equipped with 'Nurse call buttons' (next to the bed and in the toilet) which is linked to a paging system carried by staff.

Wireless remote pendants can also be linked to our Nurse Call system, and may be preferable for those with limited mobility (who cannot easily reach the standard Nurse Call bell buttons provided in rooms). There are two options available, either a pendant worn around the neck or a wrist band unit. If you or your family are interested in purchasing a unit, please discuss this with the nurse in charge of your area.

Outlook Newsletter

The Outlook Christian Living newsletter is published on a quarterly basis, and is full of news and photos from our community. Each resident receives a printed copy, and families receive a copy by email. This is a vital part of community life and a way of keeping in touch with what is happening.

Pastoral Care

Pastoral Care workers are available for support, and you are encouraged to meet with them as you need. Our Pastoral Care workers also offer prayer, group discussions, Bible study and worship times on a regular basis as well as assisting with liaising with families and church groups when appropriate.

Palliative Care

If there is a time during your stay when you require palliative care, we will work closely with you to incorporate religious, cultural beliefs and individual preferences into your care wherever possible. We also assist family and residents to access Palliative Care services if/when they are required.

Podiatrist

A fully qualified podiatrist visits the home regularly. A fee is charged for the podiatry service. For more information and/or bookings please speak to the nurse in charge of your area.

Physiotherapy

A physiotherapy assessment is included as part of your initial assessment when you enter Outlook Gardens Aged Care Home. Following this assessment, ongoing physiotherapy services are provided as needed. You will also be assessed by the physiotherapist if your care needs change during your stay.

Privacy

Outlook Christian Living is committed to respecting the privacy of your personal and medical information. This information is handled in accordance with state and federal government privacy legislation.

Resident's Meetings

You are strongly encouraged to attend our regular resident's meetings. These meetings are chaired by residents and provide an important forum for communication between residents and management, including raising any issues and staying in touch with the latest developments. Management are also available to meet with you individually at other times if you prefer.

Resident's Responsibilities

When you live in an aged care home you are part of a bigger community of staff, visitors and other residents. As well as your many rights, it is important to also respect the rights and needs of other residents, as well as staff who have the right to work in an environment free from harassment. A copy of the 'Charter of Aged Care Rights' and 'Zero Tolerance against Violence' policies are included at the end of this handbook in Appendix B and C.

Rooms

Your name will be displayed on your door. Your room is furnished with an adjustable bed, built-in wardrobe and a set of drawers with a lockable drawer. If you wish, keys for your room and chest of drawers are available for your exclusive use.

Many residents prefer to bring their own bed linen, pillows, towels, and blankets but these can also be provided by the home. You are encouraged to bring some personal items such as a favourite armchair, ornaments, and photos to help make your room feel like home. For rooms with a balcony or patio feel free to bring your own plants or furniture, keeping in mind that this is an area you will need to maintain.

Safety and Security

Your safety and security is important to us. For security, we have keypads at entry/exit points to the home. Family members will be provided with exit codes so that they can move about the home freely.

For your safety, there are areas in the home that are restricted to staff such as the plant room, storage rooms, laundry area and staff rooms. We ask visitors to sign in and out of the home for safety/emergency situations. There may also be extra requirements from time to time.

Security of Tenure

Outlook Gardens Aged Care Home has a variety of rooms that support residents with differing care needs. Over time your needs may change which may mean your current room is no longer the most suitable room for you. While you will always be guaranteed a room at the home, there may be times when we may need to consult with you or your representative to discuss a potential change in your room.

Smoking Policy

It is Outlook Christian Living's policy that smoking is not permitted in:

- any public areas
- any rooms or toilets within the home
- any vehicle used by Outlook Gardens Aged Care Home for resident transport

Staff

Our staff are employed for their skills and expertise across a range of services. We offer extensive staff support, ongoing training and supervision to ensure that all staff maintain high professional standards. Our staff also hold relevant screening/police checks, and undergo annual performance reviews.

Senior Staff

- Chief Executive Officer (CEO)

The Chief Executive Officer oversees the general and financial management of all four sites of Outlook Christian Living.

- Financial Controller (FC)

The Financial Controller oversees our accounts and finance team, ensuring the prudent and responsible use of our financial resources.

- Residential Services Director (RSD)

The Residential Services Director is responsible for management of our aged care home and staff as well as overseeing all medical and nursing care needs of residents. The RSD is an experienced Registered Nurse who may be contacted to discuss any ongoing concerns of residents or families, after initial discussions with the Care Co-ordinator.

Students

Outlook Gardens Aged Care works with several Registered Training Organisations, providing onsite clinical placement opportunities for students studying personal care or enrolled nursing. This provides students with a great opportunity to gain on-the-job experience under the supervision of experienced staff.

If you would prefer not to have a student in attendance for any reason, please notify care staff.

Telephones

Each room has capacity for a telephone handset with a unique telephone number. This is available for a subscription fee (\$10 per fortnight), including your calls. If you would like to arrange a telephone for your room, please enquire at reception.

Televisions

A standard 32 inch television will be provided in your room for you. If you would prefer to bring your own television, please speak with our Admissions and Aged Care Operations Manager to ensure it is suitable for mounting on the existing wall bracket. There are also televisions in the Lavender, Banksia, Grevillea and Orchid lounge areas.

We have a closed-circuit television system that links directly with the Dandenong Christian Reformed Church. All televisions can receive this free transmission via channel 101 to watch church services, choir nights and other special events at the time they are occurring.

Foxtel or other television subscription services may be arranged directly between you and your provider.

Transport Assistance

Should you need to attend appointments to external services such as doctors, dentists etc., you/your family should make your own arrangements for transport. If family members are unable to assist, please see the staff member in charge of your area.

Violence and Aggression

Outlook Christian Living has a 'Zero tolerance against violence policy', which is provided to every resident upon admission. A copy of this policy is included in Appendix C at the end of this handbook.

Visiting

Relatives and friends may visit residents between 9am – 8pm except during mealtimes (unless this has been pre-arranged). All visitors are requested to register their name in the visitor's book located at reception, and comply with any entry requirements that are in place at the time (e.g. COVID19 screening).

From time to time there may be a need for these hours and arrangements to vary, and we will advise you and your family of any updates via email. Please be mindful of overcrowding in rooms (resident rooms can comfortably accommodate 2-3 visitors at a time), and let us know ahead of time if you would like to book a lounge area for larger groups of visitors. For evening visits, please keep noise to a minimum to avoid disrupting other residents.

Except where approved by the RSD, no resident may have another person residing in their room overnight.

Volunteers

Volunteers are welcomed and encouraged at Outlook Gardens Aged Care Home. This is an excellent way for our residents to interact and share valuable time with the wider community. If you are interested in volunteering, please let reception know so that you can be put in contact with the most appropriate person. Volunteering is great way in which you can use your gifts and time to add to the richness of the experience of our aged care residents.

Aim & Mission, Philosophy and Values

Aim & Mission

We display God's love by caring for the physical, emotional, spiritual, and social needs of our elderly, whilst providing a loving and caring Christian atmosphere where residents' rights and dignity are respected, and where residents are supported in living life to the full.

Philosophy

We believe that the Bible is the Word of God and therefore has life directions for us all; and that each person is a unique individual with their spiritual, physical, emotional, and social needs.

Values

We place a high value on:

- Treating all residents with love, compassion, and dignity.
- Operating as an effective and cohesive team.
- Delivering a consistently high standard of care.
- Supporting residents living as independently and safely as possible.
- Building relationships based on trust, integrity, and friendliness.



CHARTER OF AGED CARE RIGHTS

Charter of Aged Care Rights effective from 1 July 2019

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 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.

APPENDIX C

Outlook Christian Living has a “ZERO TOLERANCE AGAINST VIOLENCE” Policy

Treatment and Care

I/We understand that:

- My care is as important as the other residents at Outlook Gardens Aged Care Home. Staff will provide professional services to address everyone's needs where possible.
- All staff should be treated with respect and acknowledged for the crucial roles they play providing treatment and best care for all residents in the home.
- Providing the best possible care to every resident is Outlook Christian Living's main aim and by working together will achieve this.

Behaviour

I/We agree that whilst receiving treatment and care at Outlook Gardens Aged Care Home:

- My/Our behaviour will not cause stress or injury to staff, visitors or other residents.
- I/We will refrain from behaviour, such as: threats, obscene or abusive language, disruptive actions, verbal or physical aggression, racial taunts, the use of recording devices, and any other actions that staff consider inappropriate or offensive.
- I/We will not cause damage to any home property as a result of actions I/we may take.

Care Questions/Complaints

I/We understand that:

- Complex care questions should be directed to Registered Nurses, the Clinical Care Manager or the Residential Services Director.
- Outlook Christian Living has concern/suggestion system in place – concern/suggestion forms are available at reception and the residents' noticeboard (next to main dining room).

Breach of Residents / Family Agreement

I/We understand that if I/we breach any of the behaviour conditions listed in this agreement, police or other relevant authorities may be alerted, and medical/psychiatric review conducted to determine the suitability of Outlook Christian Living services to my/our needs.



This form is available from Reception
Communication Form

*Please submit this form to Outlook Christian Living Reception or "Suggestions" box at kiosk
 Where applicable, this communication will be handled in a confidential manner*

- ☐ Compliment
 ☐ Continuous Improvement Request
☐ Concern
 ☐ Maintenance Request
☐ Suggestion
 ☐ OH&S

Name*	Date
<i>*May be submitted anonymously</i>	
<i>If you would like to receive a response, please provide details for your preferred mode of communication</i> Phone/Email	

Details
What would you like to achieve?

<i>Office use only, enter dates for the following</i>	
Manad Entry _____	Actioned _____
Responded to author _____	Referred _____