

Doutta Galla Queens Park

Independent Living Units



Welcome to Doutta Galla.

Opposite the peaceful waters of Queens Park Lake, our 16 modern and affordable independent living units are created for people who seek a lifestyle full of opportunity and free of concern.

At Doutta Galla we're with you every step of the way.

doutta**galla**
we're with you

Doutta Galla is a well managed aged care provider employing an experienced, enthusiastic team of nurses and carers. We deliver consistent, high quality care and offer a broad range of accommodation options designed with resident comfort and individual needs in mind.

Recognised for our diverse lifestyle activities, we listen to residents and families, providing welcome support, advice and opportunities to get the most out of life.

At Doutta Galla we're with you every step of the way.

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I Welcome to Queens Park

Queens Park unit residents enjoy independence with the comfort of knowing experienced nurses and carers are right next door at the Doutta Galla residential aged care facility.

Opposite the peaceful waters of Queens Park Lake, our 16 modern and affordable units are created for people who seek a lifestyle full of opportunity and free of concern. Architecturally designed, they are comfortable, easy to maintain and capture warm natural light.

Residents enjoy a sense of companionship and security with the advantage of reduced home maintenance and nearby respite services. Access to a full program of monthly activities is also on offer, including bus trips, social nights and freshly prepared meals.

Community life is on the doorstep. From Queens Park it's just a short stroll to the cafes, shops and medical centres of charming Puckle Street. Public transport is also close; residents are never too far from friends.

Queens Park is part of the Doutta Galla Aged Services group an organisation with a proud history of delivering high quality care in Melbourne's west.

We're keen to respond to you individual needs. We're with you every step of the way.



Facility location

Delivering the highest quality of care and living.

Doutta Galla is a modern aged care provider delivering comprehensive services to the elderly and their families. Established in 1991, we have enjoyed strong growth as a result of the exceptional quality of service we provide and the strong community networks we maintain.

Our experienced carers understand the pressures on families; we consider each unique situation and offer guidance on the best possible outcome. Welcoming feedback and input, we adopt a consultative and supportive approach when managing the transition from home to one of our independent living units (ILUs).

We manage both metropolitan and regional units, co-located with residential care facilities that offer permanent, short and longer term respite, dementia and palliative care services. Every Doutta Galla centre is fully accredited and staffed by qualified, experienced nurses and carers who are proud of the welcoming service they provide. Our residents enjoy privacy and independence with the assurance that support is available.

Experienced and caring staff

Our people seek ways to enhance the lives of residents by considering aspects such as personal comfort, the living environment and social activities when planning services. We keep all the people in our care, and their families, fully informed of care options and the range of opportunities to create a preferred lifestyle.

Doutta Galla is an independent, not-for-profit, non-denominational organisation, welcoming people from all religious, socioeconomic and ethnic backgrounds. We pride ourselves on the support we provide the elderly and their families. From day one, we listen to your needs and we provide an environment in which you can achieve them.

Doutta Galla has experienced and caring staff to offer advice and lend a hand. That's our philosophy and you're welcome to enjoy it!

Caring for seniors from all walks of life.

Doutta Galla's core philosophy is that everyone in our community should have access to the quality of care and quality of life that best meets the needs of the individual.

We take a programmed approach to maintenance and we develop new facilities in order to assist/accommodate more people.

Our independent position and community values ensure that senior Victorians – regardless of socioeconomic background, nationality or faith – have access to a quality living experience. Our focus on multicultural care and our respect for religious traditions, caters directly to the diverse communities we serve.

Operating as a not-for-profit group enables us to invest all earnings in our facilities, services and people: serving the community (rather than shareholders) is our priority. We are able to offer competitive employment packages thereby attracting and retaining a highly skilled, experienced and compassionate workforce.

Doutta Galla cares for seniors from all walks of life. That's our philosophy and you're welcome to enjoy it!

3 Living at Queens Park

3.1 Facility

Queens Park offers a community living environment to residents and a lifestyle that promotes independence whilst also providing security, companionship and privacy. At Queen's Park you have the comfort of knowing support and short term respite care is available within the co-located residential aged care facility.

Every reasonable effort is made to facilitate care and accommodate the individual within the Queens Park community. The co-location of the residential service provides access for Independent Living Units residents to the dining room, hair and beauty salon, and social activities such as:

- Bingo
- Daily afternoon tea
- Monthly get-togethers
- Movies on TV



4 Community lifestyle

Queens Park comprises 16 independent living units and a 45 bed aged care facility. Unit residents enjoy privacy and community life with the advantage of reduced home maintenance and nearby respite services.

Queens Park living units offer versatility, freedom and self-sufficiency with the opportunity to get involved in a range of social events. Lifestyle programs cover a wide variety of social, cultural and fitness activities making it easy to find friends with similar interests. Management and carers provide residents with general assistance, arranging access to leisure activities or personal services.

Residents are encouraged to entertain visitors at home or in the communal facilities at reasonable times of the day, ensuring that the peaceful enjoyment of all residents is maintained.

At Queens Park everything is within easy reach.

Situated opposite the tranquil waters of Queens Park Lake, units offer a peaceful and natural environment close to family and friends in the Moonee Ponds area.

Queens Park is just a short walk from the bakeries, cafes and medical centres of charming Puckle Street. The local swimming pool also has an annual program of low impact fitness activities for seniors. Staff members have a depth of experience within the aged care industry and speak a range of languages which may include Italian, Spanish, Ukrainian, Polish and Arabic, ensuring the multicultural diversity of the Moonee Ponds area is well catered for.

Queens Park was built to meet a demand in inner Melbourne for people seeking a lifestyle free of maintenance but full of opportunities to enjoy life.

5 Services

At Queens Park, matching high quality care with the best possible lifestyle is our priority. We offer a range of accommodation and care options, fulfilling the individual needs of all our residents.

Queens Park is managed by qualified nurses and experienced aged care professionals who are passionate about the services they provide. Residents in both our independent living units and residential care facility enjoy the highest quality of care on-site. Queens Park Aged Care Facility is fully accredited by the Aged Care Standards and Accreditation Agency.

We offer a range of care levels, accommodating diverse needs. We are also conscious of the cultural backgrounds of residents, employing multilingual staff and encouraging the celebration of cultural events.

Queens Park is recognised for its diverse range of lifestyle programs which incorporate social, cultural, fitness and wellbeing activities. Our people maintain strong connections with local communities and the facility is located close to community centres and recreational facilities for relaxation and exercise.

Queens Park offers quality of care and living.



6 Culturally Sensitive Care

The most culturally diverse state in Australia, Victoria is one of the world's great multicultural regions. Our cultural diversity is increasing each year: by 2011 it is forecast that about 30 percent of older Victorians will be from culturally and linguistically diverse backgrounds.

At Queens Park we recognise that quality of life is directly related to ease of living, social interaction and the enjoyment of culturally-specific dining and customs. We consider the cultural, linguistic and religious backgrounds of residents, and we tailor our services to ensure a comfortable, friendly environment.

We employ qualified people who speak the languages of our residents, we maintain strong links to ethnic community groups and we offer culturally specific information and entertainment (including TV and internet). Our lifestyle programs encompass cultural and spiritual celebrations, and our dining menus cater for the diverse tastes of our residents.

We shape our services so that residents can express themselves in the manner to which they are accustomed.



7 Lifestyle Programs

Surrounded by gardens in which to relax, Queens Park also runs a diverse lifestyle program coordinated by professional carers.

Our people enjoy celebrating cultural, religious and sporting events and tailor activities around the requests of residents. Annual programs of outings and activities are designed to improve mobility, offer social interaction and enhance quality of life.

Recreational outings include activities such as:

- Swimming and aqua aerobics
- Country tours
- Market shopping

Social events inside the facility include:

- Traditional and cultural festivals (e.g. Christmas, St Patrick's Day)
- Sporting celebrations (e.g. Melbourne Cup)

Special activities include:

- Physiotherapy
- Aromatherapy
- Podiatry
- Hairdressing



8 Residential Aged Care

At Queens Park aged care facility we create a supportive, friendly living environment in which to deliver the highest quality of care. We listen to the needs of our residents and shape our services to enhance life experiences.

Our qualified, experienced people deliver health services at industry best practice standards. We encourage the active involvement of family, friends and local community groups and our diverse lifestyle programs offer a wide range of social, fitness and cultural activities.

Our bright, clean facility offers privacy as well as the opportunity to socialise in comfortable meeting spaces. All bedrooms are generous in size with modern fittings, air-conditioning and ensuite bathrooms. They are designed with quality of life in mind.

Queens Park nurses and carers understand the pressures on families; they consider each unique situation and offer guidance on the best possible outcome. From day one, we listen to your needs and we provide an environment in which you can achieve them.

At Queens Park there is always someone to lend a hand.

9 Living at Queens Park

9.1 Functions and social activities

The Facility Manager and Administration Officer are available 9am to 4pm, Monday to Friday. The Administration Office is located in the residential aged care facility. The Facility Manager's office is located in the main foyer area.

9.2 Functions and social activities

Queens Park can cater for small functions held in the 2nd floor sitting room. If catering is required, a period of no less than 72 hours written notice is required using a Catering Request Form, available from the Administration Officer.

9.3 Queens Park Lifestyle Program

The Activities Coordinator is available to assist you to arrange get-togethers, activity programs and group outings within the inner west community and to assist you to continue your community interests and activities. You are welcome to participate in other activities within the aged care facility, in most instances at no cost. There may be costs associated with some activities such as arts and craft to cover materials.



9.4 Queens Park meals

A meal is available to you once per week at no charge and served in the residential aged care facility dining room. If you would like additional meals during the week they can be purchased when served in the dining room at a pre-determined rate per meal.

- Lunch is served from 12 mid day to 1 o'clock in the dining room and includes soup, main meal and dessert; or
- Dinner is served from 5pm to 6pm which includes a soup, light meal and dessert.
- Daily bookings are to be placed by 10 am in the dining room diary located in the main foyer.
- Regular booking (e.g. every Monday lunch), to be placed with the Administration Officer.

9.5 Queens Park Residents Committee

A Residents Committee representing the residents at Queens Park meet regularly with the Facility Manager and at least once a year with the Chief Executive Officer (CEO).

We value the input of all residents and encourage you to have a say in matters regarding the Independent Living Units.

9.6 Church services

A number of inter-denominational church services are held at the facility. Dates and times for these services are displayed on the lifestyle noticeboard and all are welcome.

I0 Regular Publications

Doutta Galla Newsletter, *The Companion*

Published quarterly, *The Companion* covers resident stories, important industry news and updates on the Doutta Galla group. Residents' contributions are encouraged!

All editions of *The Companion* are published to the company website in the News section as well as being distributed to facilities in hard copy.

The Companion is distributed via email to family and friends. To sign-up, go to the Doutta Galla website.

Queens Park Newsletter

The Queens Park Newsletter is published quarterly by the Activities Coordinator. Residents' contributions are encouraged!

Website

Keep up to date with what is happening around the group. Visit www.douttagalla.org.au.

II Frequently Asked Questions

II.1 Steps To Acquire a Unit

What is the procedure for acquiring a unit?

The first step is to provide your name, address and telephone number to the Queens Park Coordinator who will add your details to the Queens Park's waiting list. We will then arrange to meet with you to discuss the availability of units at Queens Park. If a unit is not immediately available, we will contact you when one becomes available. People are generally contacted in the order that their names are added to the waiting List. If you decide you wish to proceed to acquire an available unit, we will ask you to reserve the unit.

If I reserve a unit, am I then obliged to acquire it?

No. When you reserve a unit you pay a \$500.00 non-refundable deposit. This is the only amount you are committed to pay. You will be provided with various documents relating to the Village, including a "Lease and Management Agreement". The unit is then reserved for 30 days. You are not obliged to complete the Agreement or acquire the unit simply because you reserve a unit. However, after 30 days, the unit you have reserved may be leased to another person if you have not agreed to acquire it. If you proceed to lease the unit, the \$500.00 reservation deposit will count towards the Lease Premium payable by you.

When must I sign the Agreements?

The *Retirement Villages Act 1986 (Vic)* (RV Act) requires that you be provided with the Lease and Management Agreement and other documents at least 21 days before you sign the Lease and Management Agreement. You will be provided with the Lease and Management Agreement and other documents when you reserve the unit but we are unable to accept the return of a signed Lease and Management Agreement from you until the 21 day period has passed. As the unit is reserved for you for 30 days, you will need to return the signed Lease and Management Agreement after the 21 day period has passed but before the 30 day reservation period is up.

What is the Lease Premium and how is it paid?

The Lease Premium is a lump sum payment made when you move into your unit.

It is paid as follows:

- (a) \$500.00 as a Reservation Deposit;
- (b) a deposit equal to 10% of the Lease Premium (less the \$500.00 Reservation Deposit) upon signing the Lease and Management Agreement; and
- (c) the balance of the Lease Premium on or before the Commencement Date (the date agreed for you to move into the unit) under the Lease and Management Agreement.

Does the deposit have to be paid in cash?

The \$500.00 Reservation Deposit must be paid in cash or by cheque. However, in respect of the balance of the deposit, we will accept approved bank guarantees or deposit bonds in place of cash.

What happens if I don't pay the Lease Premium on the due date?

The Lease Premium is due on or before the Commencement Date (the date agreed for you to move into the unit). If you do not pay the Lease Premium by the due date, you will still be given a further 90 days to make that payment, although an interest charge will apply to the overdue amount.

Can I move into the unit before I have paid the whole Lease Premium?

No.

Are the deposit monies secure?

When deposits are paid in cash, we are required to pay those monies to our lawyers to be held on trust. We are unable to deal with those monies until the Commencement Date. This is provided for in the Lease and Management Agreement and is a requirement under the Retirement Villages Act.

Is stamp duty payable when I lease a unit?

No. As you acquire your unit via a lease, you are not required to pay stamp duty unlike the purchase of a freehold title. This is the great benefit of acquiring the unit under a 99 year lease. As an example of the saving, if you purchased the freehold title in your unit for \$250,000.00, stamp duty of around \$10,660.00 would be payable.

Do I need to see a lawyer before signing the Lease and Management Agreement?

You are not required to see a lawyer but we suggest that you do to ensure that you are fully informed about your rights and obligations under the Lease and Management Agreement.

11.2 Rules of Queens Park

Are there rules that I must comply with?

To ensure that all residents enjoy life at Queens Park, there are rules and regulations that each resident is expected to comply with. These are detailed in the Lease and Management Agreement.

Who is responsible for looking after lawns and gardens?

We will arrange for lawn mowing and garden maintenance of the common areas in Queens Park. The costs of these services are included in the Maintenance Charge.

Am I allowed to keep a pet at my unit?

Generally, residents will be allowed to have pets. However, to ensure that all residents enjoy their lifestyle at Queens Park, we reserve the right to refuse to allow the keeping of any pet that is or would be a disturbance or a danger to other residents. As a general rule, all pets must be capable of being confined to the unit at which they reside.

If my spouse ceases to reside in the unit do I have to leave?

No. If you lease a unit as a couple, and your spouse ceases to reside in the unit, the lease arrangement continues without any change.

Can I have visitors?

Of course you can! Your unit is your home and visitors to Queens Park are encouraged.

Is there a Residents Committee?

Yes, there is a Residents Committee representing the residents at Queens Park.

11.3 Ongoing Costs

What other periodic amounts must I pay?

A Maintenance Charge is payable monthly and is used to meet the various maintenance costs associated with operating Queens Park.

The Maintenance Charge will increase annually but increases are limited by the provisions of the Retirement Villages Act. The Maintenance Charge for 2009 is \$160.00 per month.

Special levies may also be payable if the Maintenance Charges paid by residents do not adequately cover the maintenance costs incurred in operating Queens Park but these, too, can only be charged in accordance with the Retirement Villages Act.

In addition to the above amounts, you will be responsible for your own utilities, insurance, furnishings and internal maintenance as well as your other personal expenses.

Who pays the rates?

You are required to pay municipal, water and other rates; land tax and other taxes.

What about insurances?

We are responsible for insuring your unit and the other buildings within Queens Park against structural damage. However, you are required to maintain public liability and contents insurance to cover injury to people visiting or attending your unit and loss or damage of the contents of your unit.

Is there an emergency call system?

Yes. All units have access to emergency call system. This system can be connected to a call centre that can arrange for the dispatch of the most appropriate assistance.

Who is responsible for maintenance?

We are responsible for the structural maintenance of your unit. You are responsible for other maintenance and repairs including to any internal parts of the unit that are not structural in nature.

11.4 Leaving the Units

Can I be asked to leave Queens Park?

Under the Lease and Management Agreement you are granted a 99 year lease of your unit. You can only be asked to leave Queens Park if you are in breach of your Lease and Management Agreement (and have not remedied the breach after we have asked you to do so) or if your state of health is such that you require care of a kind that is not available at Queens Park.

Queens Park is subject to the provisions of the RV Act which imposes limitations on the ability of any retirement village operator to ask a resident to leave the village.

What if I want to leave Queens Park?

You can leave Queens Park at any time by giving us notice. However, you may still have obligations under the Lease and Management Agreement until a new resident leases your unit.

What is the Deferred Management Fee?

A Deferred Management Fee is payable when you leave the Village. It is calculated as follows:

- (a) if your Lease and Management Agreement ends within 3 years and 4 months after the Commencement Date, 10% of the greater of the Lease Premium paid by you and the Lease Premium paid by the new resident; or
- (b) if your Lease and Management Agreement ends 3 years and 4 months or more after the Commencement Date, 3% of the greater of the Lease

Premium paid by you and the Lease Premium paid by the new resident for each year (or part thereof) that you have lived in the unit.

The Deferred Management Fee cannot be more than 36%. As an example:

If you pay a Lease Premium of \$250,000.00, live in the unit for 5 years and the unit is then relet for \$275,000.00, the Deferred Management Fee would be \$41,250.00 (5 years x 3% = 15% x \$275,000.00 = \$41,250.00). That amount would be retained by us and the balance would be paid to you after deduction of the costs and expenses of reletting the unit and any other amounts you owe to us.

What amount is payable to me (or my estate) if I leave Queens Park?

If you leave Queens Park, we will relet your unit to another person.

The Lease Premium paid by the new resident will be paid to you after deduction of the following amounts:

- i. the costs and expenses of reletting the unit;
- ii. the “Deferred Management Fee”; and
- iii. any other amounts that you owe to us.

As the majority of the Lease Premium paid by the new resident is received by you, you receive the benefit increases in the value of the unit over time.

Are the monies that are payable to me secure?

The entitlement to the repayment of the balance of the Lease Premium is secured by a charge over the land upon which Queens Park is located which is registered on the title to that property. This is a requirement of the RV Act.

Can I bequeath my unit to a family member or friend?

No. If you pass away (or, if you lease the unit with a spouse, both of you pass away) the lease of the unit will come to an end and cannot be left to another person under your will. However, the amount that is refundable upon you leaving Queens Park will become payable to your estate and will be available for distribution in accordance with your will.

12 Next Steps

12.1 Making the transition

The transition to aged care can be a steep learning curve for families.

Our people are here to help. We have welcoming, experienced nurses and carers ready to answer your questions. They will listen to your concerns, guide you through the process, offer advice and tailor services to the specific needs of your family.

We will be in consistent contact, providing regular updates on the person in our care as well as the range of special events and lifestyle programs we have on offer.

12.2 Contact us

If you would like further information or wish to organise a meeting with one of our experienced staff members please contact us by telephone, mail or email and we will respond promptly.

Address

13 The Strand
Moonee Ponds
Victoria 3039

Telephone

Residential Aged Care Facility enquiries: (03) 9372 8888
Independent Living Unit enquiries: 0409 849 652

Email

Residential Aged Care Facility enquiries: manager.qp@dgas.org.au
Independent Living Unit enquiries: queensparkunits@dgas.org.au

Website

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douttagalla

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