



Care - Comfort - Security

Residential Aged Care Information and Room Pricing



The Haven has been providing aged care services to older persons in Wagga Wagga and surrounding areas since 1954. The Haven is independent, local and not for profit. Our Home Care Programs are accredited by the Australian Aged Care Quality Agency. Services are delivered and supported by a team of qualified staff.

THE HAVEN

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1. ABOUT OUR RESIDENTIAL AGED CARE

The Haven has been providing aged care services to older persons in Wagga Wagga and surrounding areas since 1954. The Haven is independent, local and not for profit. Our residential aged care service is accredited by the Australian Aged Care Quality Agency and is supported by a team of dedicated and qualified staff.

Residential aged care is for older people who for a variety of reasons can no longer live at home. Those reasons can include illness, disability, bereavement, an emergency, the changing needs of their carer, family or friends, or because it is no longer possible to manage at home without help.

Our residential aged care provides a range of services supporting and caring for persons with 'low level' and 'high level' care needs. The Haven currently has 148 approved residential aged care places providing accommodation within two facilities co-located on the one site.

Nan Roberts Community can accommodate 88 residents and aims to provide care for those persons with 'low level' care needs. Located within Nan Roberts Community is Fred Loudon Lodge, a 21 bed dementia specific unit.

The Wendy Hucker Community accommodates 60 residents with 'high level' care needs, including Acacia Lodge, which is a 10 bed dementia specific unit.

Permanent care and short term respite care is available in both sections.

The services provided, access and eligibility requirements and rights and responsibilities for our residential aged care are detailed below.

2. ELIGIBILITY FOR RESIDENTIAL AGE CARE

You may be eligible for Australian Government subsidised care in an aged care home if you are an older person who can no longer live independently at home or a younger person with a disability, dementia or other special care needs that are not met through other specialist services.

To find out if you are eligible for residential aged care you will need to be assessed by the Aged Care Assessment Team (ACAT).

To arrange an assessment or for more information about ACAT assessments, go to My Aged Care at www.myagedcare.gov.au or call 1800 200 422. There is no cost for an assessment.

What happens at an ACAT assessment?

A member of your local ACAT, usually a nurse, social worker or other health professional, will work out if you are eligible for care in an aged care home and what services you need. You also need this assessment for planned or emergency residential respite care.

After the assessment, the ACAT will write to you to let you know the outcome of your assessment. The letter will outline the services you can receive, as well as the reasons why. You will also receive other information on your assessment.

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If you are not eligible to go into an aged care home, an ACAT may be able to suggest other options so you can receive the care you need. For example, you may be eligible to receive some help at home.

If you are not happy with your assessment outcome, the letter will also explain how to ask for a review of the ACAT decision.

You should keep a copy of the approval letter. This will make it easier for service providers to confirm that you are eligible to receive government-subsidised aged care services. Find out more about an ACAT assessment.

3. HOW CAN I APPLY FOR ADMISSION TO THE HAVEN?

To apply for residential aged care with The Haven you must first contact My Aged Care (MAC), which is run by the Australian Government and determines eligibility for aged care services.

1. Call MAC on 1800 200 422 or visit www.myagedcare.gov.au to arrange an ACAT assessment.
2. Once your assessment is conducted you will be advised if you are eligible for residential aged care and will receive an approval letter from MAC with a referral number.
3. Contact us with your referral number and we can access your assessment information and place you on our waiting list. If we are not able to assist you, we will let you know of other available services and arrange a referral if required.
4. Complete an income and asset assessment through the Department of Human Service if you have not already done so. See “Fees and Charges” below for more information.

If you are offered a place and decline the offer your name will be removed from the waiting list and you will need to submit another application.

Offers for a place will be determined by the assessed need of the persons on the waiting list.

If you are offered a place and decline the offer your name will be removed from the waiting list and you will need to submit another application.

If you accept our offer you will be required to enter into a ‘Client Agreement’. More information on agreements is provided later in this document.

4. RANGE AND TYPE OF SERVICES

Care recipients in an aged care facility are entitled to a range of services. These include hotel services such as cleaning, maintenance, bedding, administration; care and clinical services such as assistance with daily living, personal care and hygiene, assistance in accessing health practitioners and treatment procedures.

The care and services that are provided to you will depend on your assessed needs.

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Following your admission we will conduct a ranged of assessments in order to determine the appropriate care and services for you. In consultation with you or your representative we will develop a care plan and we will reassess your needs and review this plan at regular intervals or when your care needs may change.

The full range of services we are obligated to provide you under the Aged Care Act are detailed at [Annex A – Schedule of Care and Services](#). Please note that additional fees may apply to some items depending on whether you are classified as requiring high or low care.

5. FEES AND CHARGES

The Australian Government pays for the bulk of aged care in Australia. However as with all aged care services you may be asked to contribute towards the cost of your care if you can afford to do so. You will never be denied the care you need because you cannot afford it.

5.1.1. Types of Fees

- **Basic daily fee** set at 85% of the single person basic age pension. All people who receive residential care can be asked to pay this fee.
- **Means tested care fee** - an extra contribution towards the cost of care that you may need to pay, on top of the basic fee, depending on your income and assets.
- **Accommodation payment** - a payment for accommodation in an aged care home, depending on income and assets. Some people will have their accommodation costs paid in full, or in part, by the Australian Government. Others will need to pay the accommodation price they negotiate with their aged care home.
- **Additional services** - Fees for extra or additional optional services are an extra payment a person can be asked to pay if a higher standard of accommodation is chosen or they get additional services. These are optional fees at The Haven if they apply.

Whether you pay a means tested care fee and/or an accommodation payment or contribution is determined by the Department of Human Services or the Department of Veterans Affairs (DVA) through a means test prior to or on your admission to aged care. We recommend that you complete an income and assets assessment prior to entry in to aged care if possible.

The income and asset assessment form is available from the Department of Human Services.

Website: <https://www.humanservices.gov.au/sites/default/files/2017/12/sa457-1711en.pdf>

Phone: 1800 227 475

If you do not complete an income and assets assessment you will be liable for the basic care fee plus the maximum means tested care fee and maximum accommodation payment.

5.1.2. Annual and lifetime caps on means tested care fees

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There are annual and lifetime caps that apply to people who enter residential aged care or home care after 1 July 2014.

The Department of Human Services will write to you and your service provider once you have reached the annual or lifetime cap.

5.1.3. Accommodation Payments

Your income and asset assessment will determine if you have sufficient funds to pay an accommodation payment or contribution. The amount you can be asked to pay will be one of the following:

- No accommodation costs: if your income and assets are below a certain amount, the Australian Government will pay your accommodation costs; or
- An accommodation contribution: if you are required to pay part of the cost of your accommodation, the Australian Government will pay the rest; or
- An accommodation payment: if you are required to pay for the full cost of your accommodation.

The Department of Human Services will advise which applies to you based on an assessment of your income and assets.

You cannot be asked to pay both an accommodation payment and an accommodation contribution at the same time.

5.1.4. Accommodation Payment Options

You may choose to pay your accommodation payment or contribution as a refundable deposit, or a daily payment, or a combination of a deposit and daily payment. You may choose which option best suits your circumstances and you will have 28 days from admission to make your choice. If you do not make a choice then the default will be a daily payment.

5.1.5. Room Pricing and Key Features

Prices for The Haven's rooms are published at [Annex B – Room Pricing and Key Features Statement](#). Examples of payment options are detailed for each type of room along with the key features.

Please note that you are only required to pay the full price for a room if your income and asset assessment determines you are responsible for your accommodation payment.

5.1.6. Fee estimator for aged care home costs

The Department of Social Services has a 'Residential Care Fee Estimator' on the MyAgedCare Website. Visit <http://www.myagedcare.gov.au/fee-estimator/residential-care>

5.1.7. Can my fees change after I enter care?

Yes. There are several reasons why your fees may change.

The basic daily care fee is indexed by the government twice per year in March and September.

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If you pay a means tested care fee then this may change subject to changes in your financial position. We will be advised by DHS of changes that we are allowed to apply.

If you are paying an accommodation contribution the amount you pay may vary if your means tested amount changes or the accommodation supplement payable to The Haven by the Government changes.

If you are paying an accommodation payment (you are not supported by the government for your accommodation costs) then your accommodation cost may vary if you voluntarily request to move to a room that has a higher price. If we ask you to move to another room and you agree we will not charge you a higher price and we will reduce your payment if the room is a lower price.

5.1.8. Financial hardship

The Australian Government recognises that not everyone can afford to pay aged care fees and charges. If you can't afford to pay then there are hardship provisions to ensure that you can still receive the care you need.

Financial hardship assistance helps you when you have difficulty paying fees and charges for home care packages or an aged care home. Your fees and charges may be reduced or waived according to your individual circumstances. In these circumstances, the Australian Government will pay some or all of your fees and charges on your behalf.

Your eligibility for a reduction in fees due to financial hardship is determined by the Australian Government. Visit the myagedcare website <http://www.myagedcare.gov.au> to find out more about eligibility and applying for financial hardship or come and see us for assistance on how to apply.

5.1.9. Paying your fees

We will provide you with a fortnightly statement detailing all fees. Ongoing fees are payable fortnightly in advance. You can make payment at our office, by post or via a direct debit. Credit card and eftpos payment is not available.

6. RESIDENT RIGHTS AND RESPONSIBILITIES

6.1.1. Agreements

The purpose of the Agreement is to ensure that you are made aware of your rights and responsibilities and how to exercise your rights. There are two components to The Haven's Residential Aged Care Agreements. They are the 'resident agreement' which specifies the services and fees and rights for the care you will be provided and the 'accommodation agreement' which specifies the fees payable and your rights and obligations for the accommodation we provide.

The resident agreement component details:

- the residential care service in which we will provide care to you;
- the care and services that we have the capacity to provide while you are being provided with care through our residential care service;
- the policies and practices that we will follow in setting the fees that you will be liable

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- how to pay to us for the provision of the care and services;
- if you do not enter care on a permanent basis - the period for which the care and services will be provided, and (if applicable) any respite care booking fee;
- the circumstances in which you may be asked to depart from our residential care service;
- the assistance that we will provide to you to obtain alternative accommodation if you are asked to depart from our residential care service;
- the complaints resolution mechanism that we will use to address complaints made by or on behalf you;
- your responsibilities and rights as a resident in the our residential care service;

The accommodation agreement component details:

- your accommodation fees and arrangements for payment;
- how your accommodation payment or contribution is determined;
- options you may elect for payment of your accommodation fee;
- how refunds are to be made;
- your right to deductions from refundable deposits and contributions.

When you are offered a place at The Haven and before you are admitted we will provide you with an agreement and discuss explain the terms and conditions with you.

Once you sign an agreement you will not be obligated to a specified term of care. There are no penalties should you wish to terminate your services at any time apart from paying any fees owed up until the date service cease. All that is required is written notice in accordance with the terms of the agreement.

6.1.2. Rights and Responsibilities

As a resident of an aged care home your rights and responsibilities are determined by the Aged Care and the User Rights Principles. Your rights and responsibilities are:

Each resident of a residential care service has the right:

- to full and effective use of his or her personal, civil, legal and consumer rights to quality care appropriate to his or her needs
- to full information about his or her own state of health and about available treatments
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- to live without discrimination or victimisation, and without being 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, and to have his or her individual preferences taken into account and treated with respect
- to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination

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- to select and maintain social and personal relationships with anyone else without fear, criticism or restriction
- to freedom of speech
- to maintain his or her personal independence
- to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices
- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service
- to have access to services and activities available generally in the community
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service
- to have access to information about his or her rights, care, Accommodation and any other information that relates to the resident personally
- to complain and to take action to resolve disputes
- to have access to advocates and other avenues of redress
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights

Each resident of a residential care service has the responsibility:

- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- to respect the rights of staff and the proprietor to work in an environment free from harassment
- to care for his or her own health and well-being, as far as he or she is capable
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

6.1.3. Access by Advocates

You have the right to appoint an Advocate to act on your behalf.

Advocacy services may be required to assist in the management of your care, establishing or reviewing your agreement, negotiating fees and in presenting any complaints.

We will accept your choice of advocate and we encourage you to use the services of an advocate to communicate with The Haven regarding your needs and in the event of a dispute.

If you do not have any one who can represent you The Seniors Rights Service will be able to assist you and they can be contacted on 1800 424 079.

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If you or your representative, has asked for a person acting for an authorised body to assist you, we will allow the person to have access to our service.

6.1.4. Comments and Complaints

You are welcome to make any comments, concerns or complaints known to management or staff at any time.

Our comment and complaint process will be detailed in your agreement. We encourage you to make complaints known as soon as they arise and we aim to resolve problems early.

We would like to be given the opportunity to respond to a complaint in the first instance but if you are not comfortable with this it is your right to refer your complaint to the Aged Care Complaints Commissioner or any other relevant government body which deals with complaints.

Aged Care Complaints Commissioner

Phone 1800 550 552; or
complete the online complaints form at www.agedcarecomplaints.gov.au or
write to: The Aged Care Complaints Commissioner
GPO Box 9848
SYDNEY NSW 2001

A complaint can be made orally or in writing.

6.1.5. Privacy and Access to Information

The Haven observes the National Privacy Principles in the Privacy Act 1988 and has a comprehensive Client Privacy Policy. All reasonable steps will be taken to protect the confidentiality of your information as far as legally possible and within the bounds of the Australian Privacy Principles in the Privacy Act. We will provide you with a copy of our Client Privacy Policy on request. Details of how we use your personal and health information are also contained in your agreement.

We understand the need to maintain the privacy and dignity of our residents and our staff sign confidentiality declarations.

You or your representative are entitled to access any information held in relation to you.

The Haven will ensure appropriate measures are in place to secure and protect personal information.

6.1.6. Security of Tenure

You have very substantial rights in respect of both your security of tenure and any movement or transfer within The Haven or to another facility. These rights are specified under the *Aged Care Act and the User Rights Principles* and will be detailed in your Resident Agreement upon admission.

The Haven cannot transfer you to another room unless:

- the move is at your request;

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- you agree to the move after being fully consulted and without being subjected to any pressure;
- the move is necessary on genuine medical grounds as assessed by:
 - an aged care assessment team; or
 - at least 2 medical or other health practitioners, on chosen by you
- the place occupied by you becomes approved as an extra service place and you elect not to pay the extra service fee;
- the move is necessary to carry out repairs or improvements to the premises and your room. You will have the right to return to your room or part of the room, if it continues to exist as a room, or part of a room when the repairs or improvements are finished.

We can only ask you to leave our residential aged care service if:

- our service is closing;
- we no longer provide accommodation and care suitable for you having regard to your long-term needs and we had not agreed to provide care of the kind that you presently need. This will be assessed independently by an aged care assessment team or at least 2 medical or other health practitioners (one chosen by you);
- you no longer need the care provided through our service, as assessed by an aged care assessment team;
- you have not paid any agreed fee to us within 42 days after the day when it is payable, for a reason within your control;
- you have intentionally caused serious damage to our service or serious injury to our staff or to another care recipient;
- you are away from the our facility for a continuous period of at least 7 days for a reason other than a reason permitted by the Aged Care Act or an emergency.

We must find suitable accommodation that meets your long term care needs before you can be required to leave our service.

7. ACCREDITATION AND QUALITY STANDARDS

The Haven is approved as an aged care provider by The Commonwealth Government and maintains industry accreditation through the Australian Aged Care Quality Agency. Through the accreditation process The Haven is subject to quality reviews and on site visits and must demonstrate it meets specified standards to ensure that residents receive care of the highest quality.

8. WHERE CAN I GET MORE INFORMATION?

Phone 02 6925 5500 or e-mail reception@haven.net.au

Visit our website www.haven.net.au

For further information on fees and agreements please address your inquiry to the Administration Manager.

For information on accessing services, the type of services and assistance with special needs please contact our administration staff on 02 6925 5500.

ANNEX A – SCHEDULE OF CARE AND SERVICES

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Hotel services—for all care recipients who need them

The following table specifies the hotel services that must be provided for all care recipients who need them.

Care or service	Content
Administration	General operation of the residential care service, including documentation relating to care recipients.
Maintenance of buildings and grounds	Adequately maintained buildings and grounds.
Accommodation	Utilities such as electricity and water.
Furnishings	Bedside lockers, chairs with arms, containers for personal laundry, dining, lounge and recreational furnishings, draw-screens (for shared rooms), wardrobe space and towel rails. Excludes furnishings a care recipient chooses to provide.
Bedding	Beds and mattresses, bed linen, blankets, and absorbent or waterproof sheeting.
Cleaning services, goods and facilities	Cleanliness and tidiness of the entire residential care service. Excludes a care recipient's personal area if the care recipient chooses and is able to maintain this himself or herself.
Waste disposal	Safe disposal of organic and inorganic waste material.
General laundry	Heavy laundry facilities and services, and personal laundry services, including laundering of clothing that can be machine washed. Excludes cleaning of clothing requiring dry cleaning or another special cleaning process, and personal laundry if a care recipient chooses and is able to do this himself or herself.
Toiletry goods	Bath towels, face washers, soap, toilet paper, tissues, toothpaste, toothbrushes, denture cleaning preparations, mouthwashes, moisturiser, shampoo, conditioner, shaving cream, disposable razors and deodorant.
Meals and refreshments	(a) Meals of adequate variety, quality and quantity for each care recipient, served each day at times generally acceptable to both care recipients and management, and generally consisting of 3 meals per day plus morning tea, afternoon tea and supper; (b) Special dietary requirements, having regard to either medical need or religious or cultural observance; (c) Food, including fruit of adequate variety, quality and quantity, and non-alcoholic beverages, including fruit juice.
Care recipient social activities	Programs to encourage care recipients to take part in social activities that promote and protect their dignity, and to take part in community life outside the residential care service.
Emergency assistance	At least one responsible person is continuously on call and in reasonable proximity to render emergency assistance.

ANNEX A – SCHEDULE OF CARE AND SERVICES

Care and services—for all care recipients who need them

The following table specifies the care and services that must be provided for all care recipients who need them.

Care or service	Content
Daily living activities assistance	<p>Personal assistance, including individual attention, individual supervision, and physical assistance, with the following:</p> <ul style="list-style-type: none"> (a) bathing, showering, personal hygiene and grooming; (b) maintaining continence or managing incontinence, and using aids and appliances designed to assist continence management; (c) eating and eating aids, and using eating utensils and eating aids (including actual feeding if necessary); (d) dressing, undressing, and using dressing aids; (e) moving, walking, wheelchair use, and using devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids; (f) communication, including to address difficulties arising from impaired hearing, sight or speech, or lack of common language (including fitting sensory communication aids), and checking hearing aid batteries and cleaning spectacles. <p>Excludes hairdressing.</p>
Meals and refreshments	Special diet not normally provided.
Emotional support	Emotional support to, and supervision of, care recipients.
Treatments and procedures	<p>Treatments and procedures that are carried out according to the instructions of a health professional or a person responsible for assessing a care recipient's personal care needs, including supervision and physical assistance with taking medications, and ordering and reordering medications, subject to requirements of State or Territory law.</p> <p>Includes bandages, dressings, swabs and saline.</p>
Recreational therapy	Recreational activities suited to care recipients, participation in the activities, and communal recreational equipment.
Rehabilitation support	Individual therapy programs designed by health professionals that are aimed at maintaining or restoring a care recipient's ability to perform daily tasks for himself or herself, or assisting care recipients to obtain access to such programs.
Assistance in obtaining health practitioner services	Arrangements for aural, community health, dental, medical, psychiatric and other health practitioners to visit care recipients, whether the arrangements are made by care recipients, relatives or other persons representing the interests of care recipients, or are made direct with a health practitioner.
Assistance in obtaining access to specialised therapy services	Making arrangements for speech therapists, podiatrists, occupational or physiotherapy practitioners to visit care recipients, whether the arrangements are made by care recipients, relatives or other persons representing the interests of care recipients.

ANNEX A – SCHEDULE OF CARE AND SERVICES

Care or service	Content
Support for care recipients with cognitive impairment	Individual attention and support to care recipients with cognitive impairment (for example, dementia and behavioural disorders), including individual therapy activities and specific programs designed and carried out to prevent or manage a particular condition or behaviour and to enhance the quality of life and care for such care recipients and ongoing support (including specific encouragement) to motivate or enable such care recipients to take part in general activities of the residential care service.

Care and services—for all care recipients who need them - fees may apply

The following table specifies the care and services that must be provided for all care recipients who need them.

Note: A care recipient who is classified as “High Care” by their Aged Care Funding Instrument (ACFI) or is classified as requiring High Level Respite Care will not be charged an additional fee for the provision of care or services specified in the following table. Fees may be charged to residents not classified as “High Care”.

Care or service	Content
Furnishings	Over-bed tables.
Bedding materials	Bed rails, incontinence sheets, ripple mattresses, sheepskins, tri-pillows, and water and air mattresses appropriate to each care recipient’s condition.
Goods to assist care recipients to move themselves	Crutches, quadruped walkers, walking frames, walking sticks, and wheelchairs. Excludes motorised wheelchairs and custom made aids.
Goods to assist staff to move care recipients	Mechanical devices for lifting care recipients, stretchers, and trolleys.
Goods to assist with toileting and incontinence management	Absorbent aids, commode chairs, disposable bed pans and urinal covers, disposable pads, over-toilet chairs, shower chairs and urodomes, catheter and urinary drainage appliances, and disposable enemas.
Nursing services	Initial and ongoing assessment, planning, management and evaluation of care for care recipients, carried out by a nurse practitioner, registered nurse or enrolled nurse, acting within the scope of practice. Nursing services carried out by a nurse practitioner, registered nurse or enrolled nurse, or other professional appropriate to the service (for example, medical practitioner, stoma therapist, speech pathologist, physiotherapist or qualified practitioner from a palliative care team), acting within the scope of practice. Services may include, but are not limited to, the following: (a) establishment and supervision of a complex pain management or palliative care program, including monitoring and managing any side effects; (b) insertion, care and maintenance of tubes, including intravenous and naso-gastric tubes;

ANNEX A – SCHEDULE OF CARE AND SERVICES

Care or service	Content
	<ul style="list-style-type: none"> (c) establishing and reviewing a catheter care program, including the insertion, removal and replacement of catheters; (d) establishing and reviewing a stoma care program; (e) complex wound management; (f) insertion of suppositories; (g) risk management procedures relating to acute or chronic infectious conditions; (h) special feeding for care recipients with dysphagia (difficulty with swallowing); (i) suctioning of airways; (j) tracheostomy care; (k) enema administration; (l) oxygen therapy requiring ongoing supervision because of a care recipient's variable need; (m) dialysis treatment.
Therapy services, such as, recreational, speech therapy, podiatry, occupational, and physiotherapy services	<ul style="list-style-type: none"> (a) Maintenance therapy delivered by health professionals, or care staff as directed by health professionals, designed to maintain care recipients' levels of independence in activities of daily living; (b) More intensive therapy delivered by health professionals, or care staff as directed by health professionals, on a temporary basis that is designed to allow care recipients to reach a level of independence at which maintenance therapy will meet their needs. <p>Excludes intensive, long-term rehabilitation services required following, for example, serious illness or injury, surgery or trauma.</p>

**ROOM PRICING AND KEY
FEATURES STATEMENT
THE HAVEN RESIDENTIAL AGED
CARE
156 Bourke St
Wagga Wagga NSW 2650**

Effective 1 July 2018

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

INTRODUCTION

The purpose of this document is to provide prospective clients of The Haven's Residential Aged Care with information about the standard of accommodation for rooms and the common areas within the facility.

The document outlines:

- the key accommodation features of a room including the quality, size and condition of the room; bathroom information (e.g. shared or private), the number of people that can be accommodated in the room; and
- the key accommodation features of common rooms accessible to each room including the quality, size and condition of the room; and
- The accommodation price for each room in the facility including options for payment of the accommodation price.

It should be noted that the accommodation price does not preclude a person who is financially disadvantaged from accessing a place at The Haven. If a person is financially disadvantaged they will only be charged an accommodation payment according to the income and asset test rules under the provision of the Aged Care Act.

Your income and asset assessment will determine if you have sufficient funds to pay an accommodation payment or contribution. The amount you can be asked to pay will be one of the following:

- No accommodation costs: if your income and assets are below a certain amount, the Australian Government will pay your accommodation costs; or
- An accommodation contribution: if you are required to pay part of the cost of your accommodation, the Australian Government will pay the rest; or
- An accommodation payment: if you are required to pay for the full cost of your accommodation.

The prices in this document are effective from **1 July 2018** and do not apply to a person admitted prior to 1/7/2014. Prices are subject to change quarterly on 1 January, 1 April, 1 July and 1 October. Please contact us for the latest document to confirm prices.

SERVICE LOCATION

The Haven Residential Aged Care is located at 156 Bourke St, Wagga Wagga, NSW 2650. The service is located in a quiet suburban area, set on a very large block and surrounded by landscaped garden areas and lawns. This provides a very open setting and beautiful amenity for the clients and their visitors.

Co-located on the site are independent living units for retirees.

The Service is in close proximity to:

- local shopping village/centres
- post office
- cafes
- chemists
- clubs
- motel/hotels
- schools
- childcare centres
- bowls club

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

- medical centres
- hospitals

Access to transport:

- bus stop within 300 metres
- major road access
- Taxi services

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

NAN ROBERTS COMMUNITY ROOM PRICING AND FEATURES

Nan Roberts Community Hostel is an 88 bed facility generally catering for 'low care' residents. Included in the 88 beds is a 21 bed dementia specific unit, Fred Loudon Lodge.

The facility is surrounded by beautiful open areas of lawn and garden and internal courtyards. The facility is linked to the 'high care' facility, Wendy Hucker Community, by a secure walkway.

Nan Roberts Community Hostel (NRC) Standard Room

Room Type: Nan Roberts Community (NRC) Standard Room	
Room Name	NRC Standard
Room Type	Single room with ensuite
Maximum Occupancy	1
Number of Rooms	7
Room Numbers	N15, N17, N18, N20, N21, N36, N38.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$280,000
Maximum Daily Accommodation Payment (DAP)	\$45.72 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$280,00 = \$140,000 DAP% = 50% x \$280,000 x 0.0596/365 = \$22.86
Key features statement	
Description of quality, condition and amenity of	The room is carpeted with painted walls and maintained in good condition. Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards.

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

<p>the room</p>	<p>Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and/or a holland blind.</p> <p>Appropriate storage space is provided including a wardrobe and drawers. At least one lockable drawer is provided to secure valuables.</p> <p>Room furniture includes a high/low bed, linen and bedspreads, and appropriate furniture such as an armchair and TV/video cabinet.</p> <p>Other features include heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>Each of these rooms is to be upgraded upon vacation of the existing occupant. This will include painting, picture rails, new armchair, carpet replacement, replacement of window furnishings and a new TV/video cabinet.</p>
<p>Size of the room</p>	<p>14m² (minimum) to 15m²</p>
<p>Description of quality, condition, size and amenity of common areas to which a person living in this room would have access</p>	<p>Residents in these rooms have access to several common areas, all in good condition. The rooms feature heating and cooling, quality floor coverings (appropriate to the use of the area), fabric curtains and or blinds, and appropriate furnishing such as armchairs, lounges, dining chairs and tables.</p> <p>Entry Lounge - a sitting area of 18m² with views to the main central courtyard and external gardens.</p> <p>East Wing Activities/Lounge - an activities/games area of 42m² featuring a pool table and games table. Large windows provide views to an internal courtyard and external gardens.</p> <p>East Wing Dining - a large dining room of 72m². The room has views to external gardens.</p> <p>East Wing Lobby - a lobby/sitting area adjacent to the East Wing Dining area featuring a memorabilia display and views to external gardens.</p> <p>Sun Lounge - a small sitting area of 30m² in good condition featuring a small book library. This is designated as a quiet reading area.</p> <p>Main Activities/Recreation Room - recreation and activities room of 166m² available to all residents featuring a craft area, DVD/video, games, and library. Organised activities and entertainment are conducted by staff for residents in this area.</p> <p>West Wing Lounge – a lounge area 27m² featuring a large screen TV. A large sliding door provides views to external gardens and access to a small sitting area.</p> <p>West Wing Dining - a dining area of 46m² with views to an internal courtyard.</p> <p>Central Dining/Lounge – a dining and lounge area of 203m² featuring a large screen TV. Large windows and glass doors provide views and access to the central courtyard and landscaped gardens.</p> <p>Southern Lounge - a lounge area of 51m², situated between rooms 61 to 63 and 64 to 67. The room has views to landscaped gardens.</p>
<p>Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access</p>	<p>All rooms include:</p> <ul style="list-style-type: none"> • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system. • fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas.

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<p>Specific design features of the facility include:</p> <ul style="list-style-type: none"> • A walking path around the facility providing access to beautiful open areas of lawn and garden and internal courtyards. The facility is linked to the 'high care' facility, Wendy Hucker Community, by a secure walkway. • Design features such as: raised garden beds; aviary; fish pond; flag pole and water features; • Access to facilities such as a hair salon; a function room available for residents and families use e.g. birthday celebration; consultation room for visiting specialists; physiotherapy room; activities/diversional therapy rooms.. • Disability access to all areas available for resident use. • Fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning system.
<p>Description of additional care or services offered at no additional cost</p>	<p>Access to free to air television reception is included in the accommodation cost for this room. The client is responsible for providing their own TV, which must be a flat screen TV limited to a size of 70 centimetres.</p>
<p>Additional costs associated with the room and a description of the services offered for those costs.</p>	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven's PABX system. There is no obligation for the resident to use this service.</p> <p>Hairdressing services are available. Please contact us for prices.</p>

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

Nan Roberts Community Hostel (NRC) Premium Room	
Room Type: Nan Roberts Community (NRC) Premium Room	
Room Name	NRC Premium
Room Type	Single room with ensuite
Maximum Occupancy	1
Number of Rooms	18
Room Numbers	N01, N06, N08, N09, N14, N16, N19, N22, N23, N41, N43, N44, N45, N46, N47, N56, N57, N58.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$320,000
Maximum Daily Accommodation Payment (DAP)	\$52.25 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$320,00 = \$160,000 DAP% = 50% x \$320,000 x 0.0596/365 = \$26.13
Key features statement	
Description of quality, condition and amenity of the room	The room is carpeted with painted walls and maintained in good condition. Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards. Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and/or a holland blind. Appropriate storage space is provided including a wardrobe and drawers. At least one lockable drawer is provided to secure valuables. Room furniture includes a high/low bed, linen and bedspreads, and appropriate furniture such as an armchair and TV/video cabinet.

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<p>Other features include heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>The room is to be upgraded upon vacation of the existing occupant. This will include painting, picture rails, new armchair, carpet replacement, replacement of window furnishings and a new TV/video cabinet.</p>
Size of the room	16m ² (minimum) to 25m ²
Description of quality, condition, size and amenity of common areas to which a person living in this room would have access	<p>Residents in these rooms have access to several common areas, all in good condition. The rooms feature heating and cooling, quality floor coverings (appropriate to the use of the area), fabric curtains and or blinds, and appropriate furnishing such as armchairs, lounges, dining chairs and tables.</p> <p>Entry Lounge - a sitting area of 18m² with views to the main central courtyard and external gardens.</p> <p>East Wing Activities/Lounge - an activities/games area of 42m² featuring a pool table and games table. Large windows provide views to an internal courtyard and external gardens.</p> <p>East Wing Dining - a large dining room of 72m². The room has views to external gardens.</p> <p>East Wing Lobby - a lobby/sitting area adjacent to the East Wing Dining area featuring a memorabilia display and views to external gardens.</p> <p>Sun Lounge - a small sitting area of 30m² in good condition featuring a small book library. This is designated as a quiet reading area.</p> <p>Main Activities/Recreation Room - recreation and activities room of 166m² available to all residents featuring a craft area, DVD/video, games, and library. Organised activities and entertainment are conducted by staff for residents in this area.</p> <p>West Wing Lounge – a lounge area 27m² featuring a large screen TV. A large sliding door provides views to external gardens and access to a small sitting area.</p> <p>West Wing Dining - a dining area of 46m² with views to an internal courtyard.</p> <p>Central Dining/Lounge – a dining and lounge area of 203m² featuring a large screen TV. Large windows and glass doors provide views and access to the central courtyard and landscaped gardens.</p> <p>Southern Lounge - a lounge area of 51m², situated between rooms 61 to 63 and 64 to 67. The room has views to landscaped gardens.</p>
Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access	<p>All rooms include:</p> <ul style="list-style-type: none"> • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system. • fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas. <p>Specific design features of the facility include:</p> <ul style="list-style-type: none"> • a walking path around the facility providing access to beautiful open areas of lawn and garden and internal courtyards. The facility is linked to the 'high care' facility, Wendy Hucker Community, by a secure walkway. • Design features such as: raised garden beds; aviary; fish pond; flag pole and water features;

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<ul style="list-style-type: none"> • Access to facilities such as a hair salon; a function room available for residents and families use e.g. birthday celebration; consultation room for visiting specialists; physiotherapy room; activities/diversional therapy rooms.. • Disability access to all areas available for resident use. • Fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning system.
<p>Description of additional care or services offered at no additional cost</p>	<p>Access to free to air television reception and Pay TV access is included in the accommodation cost for this room. Access is only available to The Haven’s central distribution Pay TV satellite dish. The client is responsible for all receiving/decoding equipment and ongoing rental through AUSTAR or FOXTEL for access to programs. The client is responsible for providing their own TV which must be a flat screen TV limited to a size of 70 centimetres.</p>
<p>Additional costs associated with the room and a description of the services offered for those costs.</p>	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven’s PABX system. There is no obligation for the resident to use this service. Hairdressing services are available. Please contact us for prices.</p>

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

Nan Roberts Community Hostel (NRC) Deluxe Room

Room Type: Nan Roberts Community (NRC) Deluxe Room	
Room Name	NRC Deluxe
Room Type	Single room with ensuite
Maximum Occupancy	1
Number of Rooms	42
Room Numbers	N02, N03, N04, N05, N07, N10, N11, N12, N13, N24, N25, N26, N27, N28, N29, N30, N31, N32, N33, N34, N35, N37, N39, N40, N42, N48, N49, N50, N51, N52, N53, N54, N55, N59, N60, N61, N62, N63, N64, N65, N66, N67.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$360,000
Maximum Daily Accommodation Payment (DAP)	\$58.78 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$360,00 = \$180,000 DAP% = 50% x \$360,000 x 0.0596/365 = \$29.39
Key features statement	
Description of quality, condition and amenity of the room	The room is carpeted with painted walls and maintained in excellent condition. Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards. Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and/or a holland blind. Appropriate storage space is provided including a wardrobe and drawers. At least one lockable drawer is provided to secure valuables.

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<p>Room furniture includes a high/low bed, linen and bedspreads, and appropriate furniture such as an armchair and TV/video cabinet.</p> <p>Other features include heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>These rooms have been recently refurbished including, increased floor space, painting, picture rails, new armchair, carpet replacement, replacement of window furnishings and a new TV/video cabinet.</p>
Size of the room	17m ² (minimum) to 32m ²
Description of quality, condition, size and amenity of common areas to which a person living in this room would have access	<p>Residents in these rooms have access to several common areas, all in good condition. The rooms feature heating and cooling, quality floor coverings (appropriate to the use of the area), fabric curtains and or blinds, and appropriate furnishing such as armchairs, lounges, dining chairs and tables.</p> <p>Entry Lounge - a sitting area of 18m² with views to the main central courtyard and external gardens.</p> <p>East Wing Activities/Lounge - an activities/games area of 42m² featuring a pool table and games table. Large windows provide views to an internal courtyard and external gardens.</p> <p>East Wing Dining - a large dining room of 72m². The room has views to external gardens.</p> <p>East Wing Lobby - a lobby/sitting area adjacent to the East Wing Dining area featuring a memorabilia display and views to external gardens.</p> <p>Sun Lounge - a small sitting area of 30m² in good condition featuring a small book library. This is designated as a quiet reading area.</p> <p>Main Activities/Recreation Room - recreation and activities room of 166m² available to all residents featuring a craft area, DVD/video, games, and library. Organised activities and entertainment are conducted by staff for residents in this area.</p> <p>West Wing Lounge – a lounge area 27m² featuring a large screen TV. A large sliding door provides views to external gardens and access to a small sitting area.</p> <p>West Wing Dining - a dining area of 46m² with views to an internal courtyard.</p> <p>Central Dining/Lounge – a dining and lounge area of 203m² featuring a large screen TV. Large windows and glass doors provide views and access to the central courtyard and landscaped gardens.</p> <p>Southern Lounge - a lounge area of 51m², situated between rooms 61 to 63 and 64 to 67. The room has views to landscaped gardens.</p>
Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access	<p>All rooms include:</p> <ul style="list-style-type: none"> • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system. • fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas. <p>Specific design features of the facility include:</p> <ul style="list-style-type: none"> • a walking path around the facility providing access to beautiful open areas of lawn and garden and internal courtyards. The

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<p>facility is linked to the 'high care' facility, Wendy Hucker Community, by a secure walkway.</p> <ul style="list-style-type: none"> • Design features such as: raised garden beds; aviary; fish pond; flag pole and water features; • Access to facilities such as a hair salon; a function room available for residents and families use e.g. birthday celebration; consultation room for visiting specialists; physiotherapy room; activities/diversional therapy rooms.. • Disability access to all areas available for resident use. • Fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning system.
<p>Description of additional care or services offered at no additional cost</p>	<p>Access to free to air television reception and Pay TV access is included in the accommodation cost for this room. Access is only available to The Haven's central distribution Pay TV satellite dish. The client is responsible for all receiving/decoding equipment and ongoing rental through AUSTAR or FOXTEL for access to programs.</p> <p>Rooms 10, 11,12,13, 26 and 27 have a television included. All other rooms require the client to provide their own flat screen TV limited to a size of 70 centimetres.</p>
<p>Additional costs associated with the room and a description of the services offered for those costs.</p>	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven's PABX system. There is no obligation for the resident to use this service.</p> <p>Hairdressing services are available. Please contact us for prices.</p>

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

Nan Roberts Community Hostel (NRC) - Dementia Specific Room

Room Type: Nan Roberts Community (NRC) Dementia Specific Room	
Room Name	Fred Loudon Lodge Room
Room Type	Single room with ensuite
Maximum Occupancy	1
Number of Rooms	21
Room Numbers	F01 to F21.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$280,000
Maximum Daily Accommodation Payment (DAP)	\$45.72 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$280,00 = \$140,000 DAP% = 50% x \$280,000 x 0.0596/365 = \$22.86
Key features statement	
Description of quality, condition and amenity of the room	The room is carpeted with painted walls and maintained in good condition. Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards. Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and/or a holland blind. Appropriate storage space is provided including a wardrobe and drawers. At least one lockable drawer is provided to secure valuables.

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	<p>Room furniture includes a high/low bed, linen and bedspreads, and appropriate furniture such as an armchair.</p> <p>Other features include ceiling fans, heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>Each of these rooms is to be upgraded upon vacation of the existing occupant. This will include painting, picture rails, new armchair, carpet replacement, replacement of window furnishings and a new TV/video cabinet.</p>
Size of the room	13m ² (minimum) to 15m ²
Description of quality, condition, size and amenity of common areas to which a person living in this room would have access	<p>Residents in these rooms have access to a dining and lounge area of 153m² featuring heating/cooling, vinyl floors in the dining area and carpet in the lounge area, fabric curtains, quality blinds, armchairs, occasional tables, dining tables and chairs in good condition. Entertainment options include a large screen TV, piano, and sound system.</p> <p>Large windows and glass doors provide views and access to a beautifully landscaped garden with a walking path on the northwest side of the building. There is also access to a paved courtyard with garden beds on the northeast side of the building.</p>
Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access	<p>All rooms include:</p> <ul style="list-style-type: none"> • Fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system. • Fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas. • A profile-based alarm system that is non-intrusive and provides residents with a degree of independence. Each room can be programmed to different settings based on the requirements of the resident (profile), Using sensors and lights to guide the resident/patient around the room, while monitoring the in-room activity, the system automatically detects when the resident is out of profile, generating an alarm only when there is a problem. This eliminates many false alarms, which is often the biggest complaint in caring for Dementia patients. <p>Specific design features of the facility include:</p> <ul style="list-style-type: none"> • Disability access to all areas available for resident use. • Fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system.
Description of additional care or services offered at no additional cost	<p>Access to free to air television reception is included in the accommodation cost for this room.</p> <p>The client is responsible for providing their own TV, which must be a flat screen TV limited to a size of 70 centimetres.</p>
Additional costs associated with the room and a description of the services offered for those costs.	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven's PABX system. There is no obligation for the resident to use this service.</p> <p>Hairdressing services are available. Please contact us for prices.</p>

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

WENDY HUCKER COMMUNITY ROOM PRICING AND FEATURES

The Wendy Hucker Community is a 60 bed facility catering for ‘high care’ residents. There are 8 x two bed rooms, 16 single rooms with ensuites, and 18 single rooms with a shared ensuite. The facility has a 10 bed dementia specific unit, Acacia Lodge, which has single rooms with ensuites.

The facility is surrounded by beautiful open areas of lawn and garden and landscaped internal courtyards. The facility is linked to the ‘low care’ facility, Nan Roberts Community Hostel, by a secure walkway. The facility has been completely refurbished and is in near new condition.

Wendy Hucker Community – Standard Twin Share Room

Room Type: Wendy Hucker Community Twin Share Room	
Room Name	WHNH Twin Share
Room Type	Shared room with ensuite
Maximum Occupancy	2
Number of Rooms	8
Room Numbers	W01, W02, W03, W04, W05, W06, W07, W09.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$240,000
Maximum Daily Accommodation Payment (DAP)	\$39.19 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$240,00 = \$120,000 DAP% = 50% x \$240,000 x 0.0596/365 = \$19.59
Key features statement	

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

<p>Description of quality, condition and amenity of the room</p>	<p>The room is in excellent condition with quality vinyl flooring and freshly painted walls.</p> <p>Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards. Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and a holland blind.</p> <p>Appropriate storage space including a wardrobe and drawers is provided. At least one lockable drawer is provided to secure valuables.</p> <p>Room furniture includes a high/low bed, linen and bedspreads, privacy screens, and appropriate furniture such as an armchair, bedside locker and television.</p> <p>Other features include heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>These rooms have been recently refurbished as part of a major upgrade of the facility from 2011-13.</p>
<p>Size of the room</p>	<p>32m² (minimum) to 34m²</p>
<p>Description of quality, condition, size and amenity of common areas to which a person living in this room would have access</p>	<p>Residents have access to several common areas. Each area has air conditioning and is beautifully appointed featuring quality floor coverings (appropriate to the use of the area), fabric curtains and or blinds, appropriate furnishing such as armchairs, electric arm chairs, wall art, dining chairs and tables. Lounge dining areas feature a large screen television.</p> <ul style="list-style-type: none"> • Circle Lounge/Dining – is 93m² with views to internal and external gardens and a central courtyard. • The Bay Lounge – a quiet sitting area of 154m² with views and access to a central courtyard featuring a small rotunda, outdoor setting and potted plants. • Entry Lounge – This is a small lounge area of 25m² for residents and their visitors. • Pavilion – a small lounge area of 24m² with views to landscaped gardens in courtyards on either side. • Activities/Recreation Room – an area of 93m² designated for organised activities and entertainment conducted by staff for residents. The room features DVD/video, games, and library with access to a landscaped courtyard with garden beds, outdoor settings and shade umbrella. • East Lounge – This is a small lounge area for residents and visitors. The room is 23m² with a large window providing views and access to a courtyard and gardens with outdoor seating. • West Lounge/Dining - lounge/dining and entertainment area of 154m² with views to a courtyard and gardens with outdoor seating. <p>This room has moveable wall partitioning so that it can be converted from a lounge/dining area to a large entertainment room with access to an adjacent courtyard.</p> <ul style="list-style-type: none"> • South Lounge - is a small lounge area for residents and visitors. The room is 24m² and has views and access to external gardens. • South Lounge/Dining – an area of 54m² with large windows providing views to landscaped courtyard and gardens with outdoor seating.
<p>Description of any specific accommodation or design features of the</p>	<ul style="list-style-type: none"> • All rooms include: • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

<p>room, and of the facility, to which a person in this room would have access</p>	<p>emergency warning and alarm system.</p> <ul style="list-style-type: none"> • fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas. <p>Specific accommodation and design features of the facility include:</p> <ul style="list-style-type: none"> • a palliative care room with capacity for family members to stay over. • a walking path around the facility providing access to beautiful open areas of lawn and garden and internal courtyards. • design features such as landscaped gardens and courtyards, water features and flag pole; • access to facilities such as a hair salon; quiet lounge areas for residents and visitors; consultation room for visiting specialists; physiotherapy room; activities/diversional therapy rooms; large function room for celebrations and church services. • disability access to all areas available for resident use. • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system.
<p>Description of additional care or services offered at no additional cost</p>	<p>Access to free to air television reception and an over bed flat screen television is included in the accommodation cost for this room.</p>
<p>Additional costs associated with the room and a description of the services offered for those costs.</p>	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven's PABX system. There is no obligation for the resident to use this service.</p> <p>Hairdressing services are available. Please contact us for prices.</p>

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

Wendy Hucker Community Premium Room	
Room Type: Wendy Hucker Community Premium Room	
Room Name	WHNH Premium
Room Type	Single room shared bathroom
Maximum Occupancy	1
Number of Rooms	18
Room Numbers	W12, W13, W14, W15, W16, W17, W18, W19, W43, W44, W46, W47, W48, W49, W50, W51, W52, W53.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$320,000
Maximum Daily Accommodation Payment (DAP)	\$52.25 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$320,000 = \$160,000 DAP% = 50% x \$320,000 x 0.0596/365 = \$26.13
Key features statement	
Description of quality, condition and amenity of the room	The room is in excellent condition with quality vinyl flooring and freshly painted walls. Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards. Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and a holland blind. Appropriate storage space including a wardrobe and drawers is provided. At least one lockable drawer is provided to secure valuables. Room furniture includes a high/low bed, linen and bedspreads, privacy screens, and appropriate furniture such as an armchair

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<p>and bedside locker.</p> <p>Other features include heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>These rooms have been recently refurbished as part of a major upgrade of the facility from 2011-13.</p>
Size of the room	16m ² (minimum) to 19m ²
Description of quality, condition, size and amenity of common areas to which a person living in this room would have access	<p>Residents have access to several common areas. Each area has air conditioning and is beautifully appointed featuring quality floor coverings (appropriate to the use of the area), fabric curtains and or blinds, appropriate furnishing such as armchairs, electric arm chairs, wall art, dining chairs and tables. Lounge dining areas feature a large screen television.</p> <ul style="list-style-type: none"> • Circle Lounge/Dining – is 93m² with views to internal and external gardens and a central courtyard. • The Bay Lounge – a quiet sitting area of 154m² with views and access to a central courtyard featuring a small rotunda, outdoor setting and potted plants. • Entry Lounge – This is a small lounge area of 25m² for residents and their visitors. • Pavilion – a small lounge area of 24m² with views to landscaped gardens in courtyards on either side. • Activities/Recreation Room – an area of 93m² designated for organised activities and entertainment conducted by staff for residents. The room features DVD/video, games, and library with access to a landscaped courtyard with garden beds, outdoor settings and shade umbrella. • East Lounge – This is a small lounge area for residents and visitors. The room is 23m² with a large window providing views and access to a courtyard and gardens with outdoor seating. • West Lounge/Dining - lounge/dining and entertainment area of 154m² with views to a courtyard and gardens with outdoor seating. <p>This room has moveable wall partitioning so that it can be converted from a lounge/dining area to a large entertainment room with access to an adjacent courtyard.</p> <ul style="list-style-type: none"> • South Lounge - is a small lounge area for residents and visitors. The room is 24m² and has views and access to external gardens. • South Lounge/Dining – an area of 54m² with large windows providing views to landscaped courtyard and gardens with outdoor seating.
Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access	<ul style="list-style-type: none"> • All rooms include: • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system. • fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas. <p>Specific accommodation and design features of the facility include:</p> <ul style="list-style-type: none"> • a palliative care room with capacity for family members to stay over. • a walking path around the facility providing access to beautiful open areas of lawn and garden and internal courtyards. • design features such as landscaped gardens and courtyards, water features and flag pole;

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<ul style="list-style-type: none"> • access to facilities such as a hair salon; quiet lounge areas for residents and visitors; consultation room for visiting specialists; physiotherapy room; activities/diversional therapy rooms; large function room for celebrations and church services. • disability access to all areas available for resident use. • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system.
<p>Description of additional care or services offered at no additional cost</p>	<p>Access to free to air television reception and Pay TV access is included in the accommodation cost for this room. Access is only available to The Haven's central distribution Pay TV satellite dish. The client is responsible for all receiving/decoding equipment and ongoing rental through AUSTAR or FOXTEL for access to programs. The client is responsible for providing their own TV, which must be a flat screen TV limited to a size of 70 centimetres.</p>
<p>Additional costs associated with the room and a description of the services offered for those costs.</p>	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven's PABX system. There is no obligation for the resident to use this service.</p> <p>Hairdressing services are available. Please contact us for prices.</p>

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

Wendy Hucker Community Deluxe Room

Room Type: Wendy Hucker Community Deluxe	
Room Name	WHNH Deluxe
Room Type	Single room with private ensuite
Maximum Occupancy	1
Number of Rooms	16
Room Numbers	W10, W11, W20, W31, W32, W33, W34, W35, W36, W37, W38, W39, W40, W41, W42, W45.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$370,000
Maximum Daily Accommodation Payment (DAP)	\$60.42 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$370,00 = \$185,000 DAP% = 50% x \$370,000 x 0.0596/365 = \$30.21
Key features statement	
Description of quality, condition and amenity of the room	The room is in excellent condition with quality vinyl flooring and freshly painted walls. Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards. Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and a holland blind. Appropriate storage space including a wardrobe and drawers is provided. At least one lockable drawer is provided to secure valuables. Room furniture includes a high/low bed, linen and bedspreads, privacy screens, and appropriate furniture such as an armchair

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<p>and bedside locker.</p> <p>Other features include heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>These rooms have been recently refurbished as part of a major upgrade of the facility from 2011-13.</p>
<p>Size of the room</p>	<p>18m² (minimum) 21m²</p>
<p>Description of quality, condition, size and amenity of common areas to which a person living in this room would have access</p>	<p>Residents have access to several common areas. Each area has air conditioning and is beautifully appointed featuring quality floor coverings (appropriate to the use of the area), fabric curtains and or blinds, appropriate furnishing such as armchairs, electric arm chairs, wall art, dining chairs and tables. Lounge dining areas feature a large screen television.</p> <ul style="list-style-type: none"> • Circle Lounge/Dining – is 93m² with views to internal and external gardens and a central courtyard. • The Bay Lounge – a quiet sitting area of 154m² with views and access to a central courtyard featuring a small rotunda, outdoor setting and potted plants. • Entry Lounge – This is a small lounge area of 25m² for residents and their visitors. • Pavilion – a small lounge area of 24m² with views to landscaped gardens in courtyards on either side. • Activities/Recreation Room – an area of 93m² designated for organised activities and entertainment conducted by staff for residents. The room features DVD/video, games, and library with access to a landscaped courtyard with garden beds, outdoor settings and shade umbrella. • East Lounge – This is a small lounge area for residents and visitors. The room is 23m² with a large window providing views and access to a courtyard and gardens with outdoor seating. • West Lounge/Dining - lounge/dining and entertainment area of 154m² with views to a courtyard and gardens with outdoor seating. <p>This room has moveable wall partitioning so that it can be converted from a lounge/dining area to a large entertainment room with access to an adjacent courtyard.</p> <ul style="list-style-type: none"> • South Lounge - is a small lounge area for residents and visitors. The room is 24m² and has views and access to external gardens. • South Lounge/Dining – an area of 54m² with large windows providing views to landscaped courtyard and gardens with outdoor seating.
<p>Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access</p>	<ul style="list-style-type: none"> • All rooms include: • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system. • fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas. <p>Specific accommodation and design features of the facility include:</p> <ul style="list-style-type: none"> • a palliative care room with capacity for family members to stay over. • a walking path around the facility providing access to beautiful open areas of lawn and garden and internal courtyards. • design features such as landscaped gardens and courtyards, water features and flag pole;

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<ul style="list-style-type: none"> • access to facilities such as a hair salon; quiet lounge areas for residents and visitors; consultation room for visiting specialists; physiotherapy room; activities/diversional therapy rooms; large function room for celebrations and church services. • disability access to all areas available for resident use. • fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system.
<p>Description of additional care or services offered at no additional cost</p>	<p>Access to free to air television reception and Pay TV access is included in the accommodation cost for this room. Access is only available to The Haven's central distribution Pay TV satellite dish. The client is responsible for all receiving/decoding equipment and ongoing rental through AUSTAR or FOXTEL for access to programs. The client is responsible for providing their own TV, which must be a flat screen TV limited to a size of 70 centimetres.</p>
<p>Additional costs associated with the room and a description of the services offered for those costs.</p>	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven's PABX system. There is no obligation for the resident to use this service.</p> <p>Hairdressing services are available. Please contact us for prices.</p>

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

Wendy Hucker Community Dementia Specific Room

Room Type: Wendy Hucker Community Dementia Specific Room	
Room Name	Acacia Lodge
Room Type	Single room with private ensuite
Maximum Occupancy	1
Number of Rooms	10
Room Numbers	W21, W22, W23, W24, W25, W26, W27, W28, W29, W30.
Price	
Maximum Refundable Accommodation Deposit (RAD)	\$360,000
Maximum Daily Accommodation Payment (DAP)	\$58.78 = RAD x MPIR (5.96%) ÷ 365 days MPIR = Maximum Permissible Interest Rate
Explanation of payment options	The accommodation payment or accommodation contribution may be paid as: <ul style="list-style-type: none"> • daily payments; or • a refundable deposit; or • a combination of refundable deposit and daily payment.
Examples of how the accommodation price can be paid as a combination of a refundable deposit and daily payment	50% deposit and 50% daily payment. Maximum Permissible Interest Rate to calculate daily payment = 5.96% RAD = 50% x \$360,00 = \$180,000 DAP% = 50% x \$360,000 x 0.0596/365 = \$29.39
Key features statement	
Description of quality, condition and amenity of the room	The room is in excellent condition with quality vinyl flooring and freshly painted walls. Large windows, fitted with fly screens, provide abundant natural lighting and views to landscaped gardens or courtyards. Windows on the external perimeter of the building are fitted with security screens. Quality window furnishings include fabric curtains and holland blind. Appropriate storage space including a wardrobe and drawers is provided. At least one lockable drawer is provided to secure valuables. Room furniture includes a high/low bed, linen and bedspreads, privacy screens, and appropriate furniture such as an armchair and bedside locker.

ANNEX B – ROOM PRICING AND KEY FEATURES STATEMENT

	<p>Other features include heating and cooling, nurse call points and bathroom exhaust fans.</p> <p>These rooms have been recently refurbished as part of a major upgrade of the facility from 2011-13.</p>
Size of the room	17m ²
Description of quality, condition, size and amenity of common areas to which a person living in this room would have access	<p>A person living in one of these rooms has access to the following common areas;</p> <ul style="list-style-type: none"> • Acacia Lounge/Dining – This is a beautifully appointed, air conditioned, lounge/dining area of 102m² designated for the residents of Acacia Lodge. Features include: vinyl floors, clover leaf dining tables, wall art, armchairs, and a television. The room has large windows with quality window furnishings providing views to a private garden area with a rotunda and outdoor settings. • Activities/Recreation Room – This is a room of 93m² available to all residents of the facility. The room is air conditioned and features quality curtains and blinds, vinyl floors, large tables, DVD/video, games, and library. Organised activities and entertainment are conducted by staff for residents in this area. There is access from the activities room to a landscaped courtyard with garden beds, outdoor settings and a shade umbrella.
Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access	<p>All rooms include:</p> <ul style="list-style-type: none"> • Fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system. • Fixtures and fittings that comply with disability standards such as: grab rails; toilet dropdown grab rails; a modern nurse call system in the bedroom, ensuite and common areas. • A profile-based alarm system that is non-intrusive and provides residents with a degree of independence. Each room can be programmed to different settings based on the requirements of the resident (profile), Using sensors and lights to guide the resident/patient around the room, while monitoring the in-room activity, the system automatically detects when the resident is out of profile, generating an alarm only when there is a problem. This eliminates many false alarms, which is often the biggest complaint in caring for Dementia patients. <p>Specific design features of the facility include:</p> <ul style="list-style-type: none"> • Disability access to all areas available for resident use. • Fire protection systems that comply with Australian Standards including a residential fire sprinkler system and automatic emergency warning and alarm system.
Description of additional care or services offered at no additional cost	<p>Access to free to air television reception is included in the accommodation cost for this room.</p> <p>The client is responsible for providing their own TV, which must be a flat screen TV limited to a size of 70 centimetres.</p>
Additional costs associated with the room and a description of the services offered for those costs.	<p>Telephone access is available to these rooms. Please contact us for prices. Please note that this is an optional service provided at the request of the resident through The Haven's PABX system. There is no obligation for the resident to use this service.</p> <p>Hairdressing services are available. Please contact us for prices.</p>