



ANAM CARA HOLDINGS PTY LTD

SERVICE SCHEDULE

RESIDENT FEES & CHARGES

REGISTERED BUSINESS OFFICE – 142 MYERS STREET GEELONG 3220

Reviewed November 2018

CHESTERFIELD SUPPORTED RESIDENTIAL SERVICE

As at 1st November 2018

Chesterfield Supported Accommodation Service is located at 345 Shannon Avenue. Newtown.

Chesterfield has 28 rooms and is registered to accommodate 30 residents.

The Proprietor of Chesterfield is Anam Cara Holdings Pty Ltd trading as Chesterfield Supported Accommodation Service.

Contact details are

Mail: PO Box 681, Geelong, Vic. 3220 | Telephone: 03 5222 5831 (Business Hours)

Email: chesterfield@achg.org.au

Chesterfield is regulated and registered by the Department of Health & Human Services (Victoria) (DHHS)

Services provided by Chesterfield Supported Accommodation Service are consistent with the principles and requirements of the Supported residential Services (Private Proprietors) Act 2010

Service Fees & Charges

A monthly invoice is provided to you in the first week of each month with payment due by direct debit on the 15th of each month.

Payment of accommodation is two (2) weeks in advance and payable by direct debit from your bank account. In exceptional circumstances cash or cheque may be accepted at the discretion of the Business Manager – Tim Watson.

For all other service items such as Hairdressing, Podiatry, Telephone, Newspaper delivery and dry cleaning - all costs associated with these services will be sent directly to you or designated family member by arrangement with the service provider.

An amount equivalent to fourteen days fees is payable on admission to the facility.

The service fee is reviewed annually in November and you will be given written advice of any increase in fees and Fourteen (14) days' notice of any change in fee.

Fourteen (14) days written notice of your intention to vacate is required.

If we find that Chesterfield is no longer able to provide the level of support that you need, you and your Carer/Guardian and Person Nominated will be provided with fourteen (14) days written notice to locate alternative accommodation.

Chesterfield will assist you in this matter.

If the service is being closed, you and your Carer/Guardian and Person Nominated will be provided with a minimum of twenty eight (28) days' notice to leave the premises, to enable you to make other arrangements as required.

Chesterfield will assist you in this matter.

If you are hospitalised for a short period of time while resident at Chesterfield, your room will be retained, as long as you continue to pay your rent. Should this situation continue for longer than twenty eight (28) days, the ongoing management of the situation will be discussed on a case by case basis with the you, and your Carer/Guardian and Person Nominated.

☐ Permanent Residents - Renovated

A weekly accommodation fee and weekly service fee is payable

Chesterfield rooms are completely detailed prior to a new resident admission; this may include re-paint of the room and carpet replacement / cleaning as required, refurbishment and steam cleaning of Ensuite bathroom amenities and window furnishings.

It is our intention that Chesterfield will be maintained an exceptional level of comfort and aesthetic and we will be upgrading the facility over the next couple of years.

Each room is fitted with individual heating & cooling (reverse cycle air conditioner); wall mounted television; bedroom furniture including a bed, bedside table and tallboy; Telephone connection point and antenna connection point.

Residents can elect to provide their own bedroom furniture and are encouraged to bring items of furniture that make the room homely; liaising with the management team to ensure rooms remain uncluttered and safe.

Electrical equipment bought into Chesterfield must be electrically tested & tagged.

A resident may nominate a person to receive information relating to the residents accommodation and personal support received at Chesterfield Supported Accommodation Service.

Fees for Accommodation

\$4166.66 per month x the first 12 months

Applicable for the first 12 months from the Agreed Occupancy Date (being \$50,000.00);

And Weekly Service Fee – paid by direct debit on a monthly basis

No of Rooms	Accommodation description	Amount per week
2	Premium Double (accommodates 2 people - with private Ensuite)	\$935.95
9	Premium Single (accommodates 1 person - with private Ensuite)	\$875.16
14	Standard (accommodates 1 person - with private Ensuite)	\$717.15
3	Pensioner Level (accommodates 1 person - with shared bathroom)	\$504.44

Applicable from the Agreed Occupancy Date, for the stay duration (Adjusted annually on 1st November each year 5%, plus any authorised adjustment under clause 4.2),

Both payable monthly in advance, by direct debit, from the Agreed Occupancy Date. Upon discharge, the pro rata balance of the last monthly payment made in advance of discharge date will be refunded, if applicable.

Respite Resident

No of Rooms	Accommodation description	Per Day Rate
	Premium Single (accommodates 1 person - with private Ensuite)	\$120.00 per day
	Standard (accommodates 1 person - with private Ensuite)	\$120.00 per day

Rooms Rates will be increased annually in November by 5%

Residents will be advised in writing 14 days in advance to any planned change in fees & charges.

FEE FOR SERVICE ITEMS

Use of Chesterfield's Telephone

Permanent Residents can elect to have the telephone connected in their room – directly liaising with their preferred telecommunications supplier.

Incoming Call	Free
Local Outgoing Call – limited to 3 minutes	50 cents per call
STD or Mobile Phone call – limited to 3 minutes	\$2.00 per call

Meals

Residents' meals form part of the weekly service fee.

Guest Meals – should you have a visitor or family member and like for them to stay for a meal with you

Lunch (Main Meal & Dessert)

Adult	\$10.00 per head
Children under 15	\$5.00 per head

Evening Meal (Soup & Light Dinner / Sandwich)

Adult	\$5.00 per head
Children under 15	\$2.50 per head

Hairdressing

Direct payment to hairdresser at appointment

Doctor

Direct arrangement with doctor and resident

Pharmacy

Direct arrangement with pharmacy and resident

Newspaper

A Geelong Advertiser newspaper is provided for communal use by Chesterfield

Direct arrangement with newsagency for purchase of own papers and any additional brands / magazines

Mail – Postage out

Stamps can be purchased from the Personal Support Coordinator at cost.

NURSING CARE – FEE FOR SERVICE

Residents are expected to remain independent as a resident of a SRS however in the event of a period of illness; residents do have access to on site nursing review during business hours Monday – Friday however this sits outside the schedule of provided services for SRS residents.

Residents may also access the Community nursing service through Barwon Health or RDNS or if DVA Funded through DVA Nursing.

Blood Sugar Monitoring – Residents to supply glucometer and equipment.

Wound Management

Basic first aid is provided by our qualified PCA staff in the event of a scrape or injury.

Where ongoing wound management is required resident may elect to attend their GP surgery, or community nursing service.

Dressings & Nursing Supplies	Full cost to resident
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Blood Pressure Monitoring

Resident Blood Pressure is taken on admission and at regular intervals by qualified PCA staff – this is to ensure we have a base of evidence of what usual Blood Pressure of residents is.

Other Nursing services can be negotiated

Urinalysis

Temperature Monitoring

Oxygen Therapy