



ALLAMBIE HEIGHTS
Village Ltd.



Resident Information



Welcome to...

*...the best kept secret on the
Northern Beaches.*



WELCOME

Thank you for your interest

We welcome you to Allambie Heights Village Ltd. and thank you for your interest.

We have been providing quality care and accommodation on Sydney's Northern Beaches since 1966. We have grown as a Company since then in size and in the offerings that we have available for our residents and we have a diverse range of accommodation and care services.

A newspaper carried a full page review of our accommodation following a building extension and were so impressed that they created the headline, 'The Best Kept Secret on the Northern Beaches'.

This is a wonderful accolade and you can't buy that level of assessment, judgement or publicity. While many people have been finding us since then as reflected in our high occupancy levels, we are never complacent and we are always looking at ways that we can improve our standards, services and options for our current and future residents.

Thank you for choosing Allambie Heights Village Ltd. and its various services.

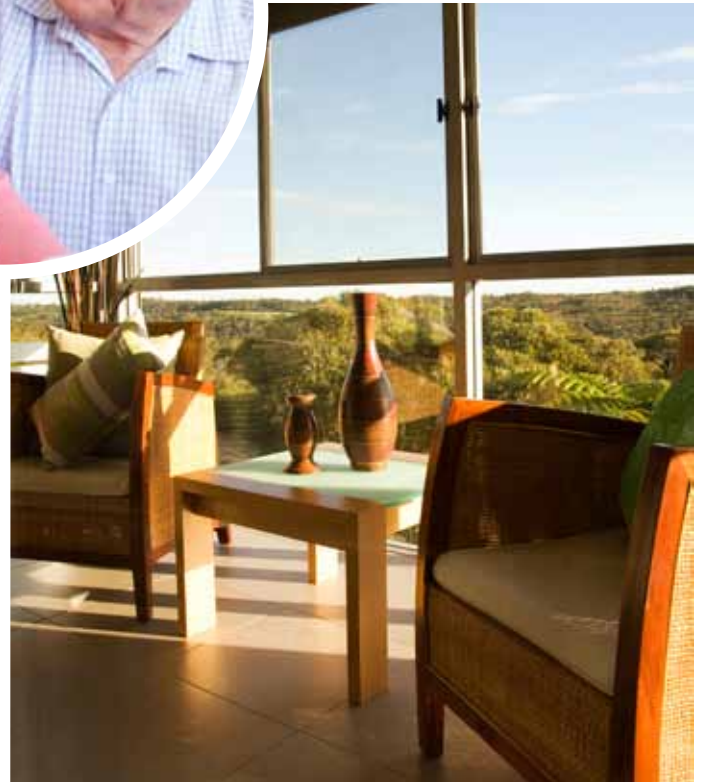
We hope that you will enjoy all that we have to offer you!



INTRODUCING OUR SERVICES

Allambie Heights Village, Retirement Village

Providing 55 independent living apartments for persons over 55 years, our quality apartments are set in beautiful landscaped gardens with views of the City skyline and Manly Dam Reserve. We have a range of apartment choices consisting of studio, one and two bedrooms on ground or first floor and prices which are significantly discounted compared with the open market offering affordable options to many people.



“ *Quality apartments with panoramic views to the City skyline.* ”



William Charlton Village, Retirement Village

Providing 55 independent living apartments for persons over 55 years, our apartments are decorated and presented internally to high standards and surrounded by landscaped gardens with views of the Pacific Ocean, the City Skyline and the beautiful Manly Dam Reserve. Our accommodation consists of ground or first floor studio and one bedroom apartments.

Our knowledgeable, friendly and helpful staff are available to assist you with any enquiries you may have regarding our retirement villages and can provide you with specific information about independent living accommodation options.



“ *Affordable living in a great location.* ”

Allambie Heights Village Residential Aged Care Facility

We commenced operating our residential aged care facility in 1996 and have extended our services since then, renovating and building to high standards and to respond to consistent demand.

We have developed a strong reputation locally and afar for our quality care and quality accommodation. With 42 spacious resident rooms, all with individual en-suite bathrooms, a balcony or patio, we focus on creating homely environments always which is reflected in our furnishings and the homely atmosphere that residents and visitors love.



“ We strive to create a homely environment for our residents. ”



OUR COMPANY

Allambie Heights Village Ltd. is a Company limited by guarantee, registered with the Australian Charities and Not-for-Profits Commission (ACNC) as well as with the Australian Securities and Investments Commission (ASIC).

As a not for profit registered Company, the Australian Taxation Office has provided endorsements for Allambie Heights Village Ltd. to have income tax exemption, goods and services tax exemption and fringe benefits tax exemption.

While a not for profit Company, we work diligently and professionally to achieve profits so that we can pay our staff and contractors and to meet all of our financial obligations. Our profits allow us to grow cash reserves to invest in our current services and to build and develop future services.

We protect resident funds that they pay to us and we operate in a highly regulated industry with significant transparency and accountability about which we are most proud and responsible.

Our Company operates in accordance with the Constitution of Allambie Heights Village Ltd. and consists of a number of Members who are supportive of our values and objectives and who come from a variety of backgrounds thereby offering a range of knowledge, expertise and skills. The Members have a limited liability and elect a Board of Directors at an Annual General Meeting.

The Board of Directors operate in a voluntary capacity and are responsible for the governance and strategic direction of the Company.

The Chief Executive Officer is responsible for operational matters and reports to the Board at their monthly Board meetings.

The Chief Executive Officer has a team of skilled management and staff who along with our valued contractors and volunteers provide operational services, quality care and quality accommodation to our residents.

OUR VALUABLE OFFERINGS OUR POINTS OF DIFFERENCE

We have many valuable offerings at Allambie Heights Village Residential Aged Care Facility that sets us apart from our competitors near and far. We work hard to maintain these points of difference.

- Our beautiful location on Sydney's Northern Beaches
- Our boutique size allowing for individual attention to residents
- Quality, ethical management
- Longevity of our Company, management and staff
- The largest resident rooms among Australia's resident aged care facilities
- Our food is fresh and cooked daily by our chefs
- Our reputation for quality care and quality accommodation
- Understandable contract and fees
- Our Accommodation Payment is fair and reasonable compared with Northern Beaches' median house prices and sales
- Well maintained and clean rooms
- We have our own onsite laundry
- 18 recreational activities weekly and growing, 15 concerts annually
- We value our staff and pay them above award rates.

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*We love what we do, accommodating
and caring for our residents.*

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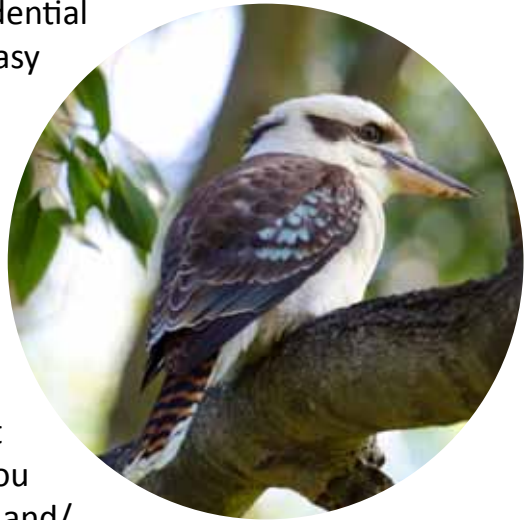
APPLICATION FOR RESPITE OR PERMANENT CARE

Residential Aged Care Facility

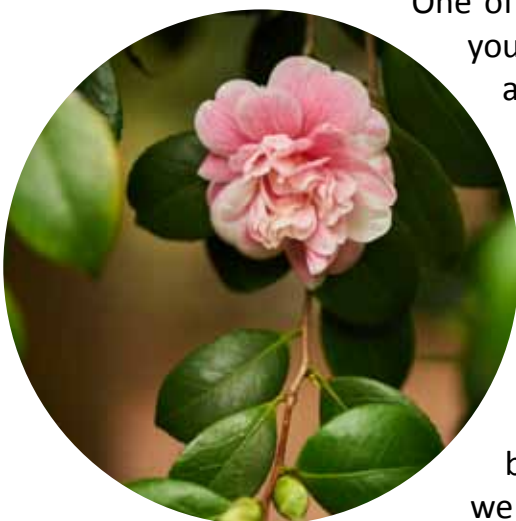
Applying for respite care or permanent care in our residential aged care facility is an easy process. We will make it easy for you.

You will first need to be assessed by the Aged Care Assessment Team (ACAT) whom you can contact directly yourself or have a relative, friend or your general practitioner refer you to them for assessment.

An ACAT staff will then contact you and visit you at home or in hospital to assess the level of care that you require. This may be a home care package, respite care and/or permanent care in a residential aged care facility. ACAT will provide an Aged Care Client Record (ACCR) which summarises your care needs and which can be shared with a Care Provider such as Allambie Heights Village Residential Aged Care Facility.



One of our friendly staff will assist you with your questions when you contact us and will be happy to meet you and show you around our services. We will also discuss the schedule of fees that are payable.



We will ask you to complete our Application Form and return it to us so that we can plan with you when a place is available and when you will require it.

If becoming a permanent resident, we will discuss the Resident Agreement/legal contract that is entered into between the Care Provider (us) and the Resident (you) and we do this in a way that is easy to understand.

“ *We will make the transition easy for you and your family.* ”

OUR SERVICES

We provide respite, permanent, dementia and ageing in place services. For our permanent residents, we provide sensitive and dignified palliative care which we plan with the resident, their loved ones and with our allied health professional colleagues.

JOINING OUR COMMUNITY AND FEELING AT HOME

Once you have decided to join our community for respite care or as a permanent resident, we will arrange with you or a family member a date and time for your arrival.

Our aim and purpose is to make you feel at home and staff will assist you with getting to know your room and where everything is located. There are such a lot of interesting and exciting things happening every day at Allambie Heights Village Residential Aged Care Facility and we will discuss with you your own interests and the activities that make you happy. It's always great to try something new and we can assure you that our management and staff are committed to assisting you always.



OUR FOOD IS MAGNIFICENT



We are confident you will enjoy the tasty, delicious meals cooked fresh each day by our Chefs. Our catering team, who present residents with choice of meals, are always happy to get to know what you like to eat. We encourage you to invite friends and family to join you for a meal whenever you like. A resident who was really happy with her meal and the dining rooms said, "It was like being in a posh restaurant. All three courses were just out of this world, wonderful presentation and simply delicious".

Our catering team receives great feedback but if there is anything that you do not like, we want to know.



TESTING AND TAGGING OF ALL RESIDENT ELECTRICAL ITEMS

We provide an immensely safe home for our residents and visitors and working environment for our staff in buildings containing a range of fire safety equipment and sprinklers checked regularly by our staff and fire maintenance contractors.

All electrical items brought to a resident's room must be presented to management of the residential aged care facility to be tested and tagged for which a charge to the resident applies. Please refer to the Information Notice, 'Testing & Tagging of Resident Electrical Items'.

Smoking is prohibited in all of our rooms and buildings at all times.

Should a resident or their visitor set off fire equipment resulting in a response by Fire Brigades NSW, the associated costs will be charged to the resident.



VISITORS

We want you as a resident to feel fully at home and to feel free to have visitors throughout the day. This is to be sensitive to other residents who may wish to sleep by evening time and not be disturbed by visitors entering and leaving the residential aged care facility.



LAUNDRY

Our housekeeping team provides an efficient laundry service. We ask residents and their families to refer to the Information Notice, 'Our in-house laundry practice, advice for residents and families'.

OUR MANAGEMENT AND STAFF

As a resident, you are joining Allambie Heights Village Ltd. and our residential aged care facility where staff have a real love for providing care, recreation, food, housekeeping and maintenance services to you in a homely, hospitable and fun environment.

Our staff enjoy working as part of our Company and we value them. Many have worked for over ten years representing great loyalty, skill and knowledge. Our staff are all well trained and bring a high level of professionalism, sensitivity, respect and dignity to their work with our residents and to the whole team.



PROTECTION AND SAFETY

Protecting our residents and staff and keeping them safe is paramount. Entry doors and gates are open between Reception hours, 9.00am-5.00pm, Monday-Friday and then securely locked. Entry after Reception hours can be gained by ringing the bell outside Reception which will be answered by a staff member.

We ask residents and their visitors to ensure that the resident signs in/out when leaving the residential aged care facility and to communicate this to a staff member before leaving and upon return.

Residents are provided with a key to their room upon arrival. Replacement keys are provided at a charge to the resident.

We discourage residents from keeping large sums of money in their rooms and they are recommended to obtain insurance for any valuable items.



PRIVACY AND CONFIDENTIALITY

Resident privacy and confidentiality is protected by our Company and all staff are compliant with this policy.



AT OUR DOORSTEP

Manly Dam Reserve

Cafés

Restaurants

Beaches

Warringah Mall Shopping Centre

Allambie Village Shopping Centre

Hospitals, Medical & Health Facilities

‘ *Allambie* ’

the aboriginal word meaning

‘ *Peaceful place* ’





Allambie Heights Village Ltd.
Retirement Villages and Residential Aged Care Facility

Head Office : 3 Martin Luther Place, Allambie Heights NSW 2100
T : 02 9975 5800 F : 02 9451 2017 E : general@alhvillage.com.au

www.alhvillage.com.au