

Aged Care Facilities which offer Extra Service - ACT

Extra Service status in residential aged care involves the provision of additional hotel type services and a higher standard of accommodation, food and services than the average provided by aged care homes which do not have Extra Service status. Residents are required to pay an additional fee for these services and may pay a bond.

A “*Yes” in the “Benchmark List” column indicates that you are able to access the (Benchmark) list detailing the extra accommodation, services and food provided under Extra Service by the aged care service. Commencing from the 2003 Extra Service Approvals Round, these Benchmark lists have been made available to prospective residents. When you see a “*Yes” in the Benchmark List column, simply click on the name of the aged care home to view what that Service provides.

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Australian Capital Territory

Benchmark List	Aged Care Facility	Whole or Distinct Part	Approved Provider	Places
	Brindabella Gardens Nursing Home 38 Theodore Street Curtin ACT 2605	Distinct Part	Anglicare Canberra and Goulburn	12 High Care
*Yes	Calvary Retirement Community Canberra 2 Jaeger Circuit Bruce ACT 2617	District Part	Calvary Retirement Community Canberra Limited	18 High Care
*Yes	Goodwin Ainslie (Goodwin House) 35 Bonney Street Ainslie ACT 2602	Distinct Part	Goodwin Aged Care Services Ltd	44 High Care
*Yes	Goodwin Monash (Ralph Cartwright Centre) 27 Cockcroft Avenue Monash ACT 2904	Distinct Part	Goodwin Aged Care Services Ltd	30 High Care
*Yes	Kangara Waters 2 Joy Cummings Place Belconnen ACT 2617	Distinct Part	Illawarra Retirement Trust	18 High Care
*Yes	Upper Jindalee Nursing Home 277 Goyder Street Narrabundah ACT 2604	Distinct Part	Johnson Village Services Pty Ltd	23 High Care 26 Low Care

Aged Care Facilities which offer Extra Service – Australian Capital Territory

Benchmark list detailing the extra accommodation, services and food provided under Extra Service by the aged care service

Calvary Retirement Community Canberra

1. Accommodation – principles

A range of accommodation and furnishing choices is available to residents in well maintained buildings and grounds that meet, or are being refurbished to meet, requirements of the 2008 certification standards for new buildings as a minimum. Choices of recreational and communal spaces are available to support varying interactions in an atmosphere that is comfortably social and homelike. Furniture, furnishings and fittings are of a superior standard and indicate that professional attention has been given to the nature of the fittings, the use of a consistent style or styles and the creation of appropriate colour schemes.

1.1 Accommodation – building standards

- The applicant accepts as a condition of approval that the building will meet or exceed 2008 certification standards for new buildings within 2 years of the date of Extra Service approval

1.2 Accommodation – features

- Individual single rooms have an average floor area of 16m² or more (excluding ensuite)
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
- Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
- Internal lounge / dining / sitting rooms at a minimum ratio of 1 per 10 residents
- At least one private function/dining room for residents and visitors, separate from main dining area(s)
- Natural light and vistas to a majority of residents' rooms
- Courtyards, balconies or verandahs accessible to a majority of residents
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids

1.3 Accommodation - furniture and fittings

- Colour coordinated décor and quality fittings. Includes quality furniture, maintained to a high standard, comparable to furniture found in people's homes, e.g. mantelpieces/fireplaces, pianos, display
- cupboards, occasional tables, hall tables etc.
- Superior quality floor coverings (e.g. carpet, cushion back vinyl) in common areas and residents' rooms
- Tea and coffee making facilities provided in residents' rooms, when requested and appropriate
- TV connection capability provided in all residents' rooms

- Phone connection capability provided in all residents' rooms
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets)
- Electric adjustable bed provided for any resident who requests it

2. Food – principles

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

2.1 Food

- Choice of at least 2 hot dishes, excluding porridge, at each breakfast
- Choice of at least 2 main courses plus entrée/soup and/or a choice of desserts at lunch **and** dinner
- Choice of quality wine, beer, soft drinks at main meals
- Pre-dinner drinks / cocktail time / happy hour at least once a week
- BBQs / special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.
- Enhanced dining experience for residents, e.g., enjoyable aromas, ability to view food before it is served (in dining room); fine china, linen and cutlery; meal presentation; choice of seating.
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident
- Availability for each resident of their preferred hot meal presented at least twice per week (subject to dietary restrictions)
- Meals available for guests on request
- A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)
- Selection of snacks and non-alcoholic beverages available 24 hours / day (additional to water, tea/coffee, juices, fruit, biscuits)

3. Services - principles

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident's health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle.

3.1 Services - lifestyle and interests

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- One or more large screen TV with video / DVD in a lounge area with no cable/satellite TV
- Provision of colour TV, with remote control capability, to each resident's room
- Substantial DVD / video library, with regular updating of stock and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books.
- A local or national daily newspaper provided for each resident on request, with residents able to select from a choice of at least 2 papers. A selection of current issues of weekly and monthly magazines available in lounge areas.
- Separate external buildings available for residents' leisure activities, e.g. workshop, garden shed, gazebo
- * Activities offered to residents as additional choices that are available to them as individuals. These are to be over and above activities that are either:
 - routine in-house group or individual activities provided as part of Specified Care and Services; or
 - activities provided to meet the resident's assessed care needs.
- Card Group
- * Outings offered to residents as additional choices that are available to them as individuals. These are to be over and above outings that are either:
 - routine in-house group or individual outings provided as part of Specified Care and Services; or
 - outings that are provided to meet the resident's assessed care needs.
- Residents may be asked to pay for the cost of admission to events or venues.
- Cinema
- Provision of dedicated bus fitted appropriately for the transport of residents

3.2 Services - enhanced personal services

- * Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- Resident to pay for cost of the service.
- Aromatherapy – at cost to resident
- Facial – at cost to resident
- Manicures – at cost to resident
- Hairdressing salon
- * Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.

- Resident to pay for cost of the service.
- Relaxation Music Program
- External mobile in-house shopping quarterly (clothing and gifts)
- * Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services
- * Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features

- Dry clean pick up and delivery – dry cleaning at cost to resident – hairdressing at cost to resident
- Mini refrigerator available for residents room on request

Ginninderra Gardens Nursing Home

1. Accommodation – principles

A range of accommodation and furnishing choices is available to residents in well maintained buildings and grounds that meet, or are being refurbished to meet, requirements of the 2008 certification standards for new buildings as a minimum. Choices of recreational and communal spaces are available to support varying interactions in an atmosphere that is comfortably social and homelike. Furniture, furnishings and fittings are of a superior standard and indicate that professional attention has been given to the nature of the fittings, the use of a consistent style or styles and the creation of appropriate colour schemes.

1.1 Accommodation – building standards

It is mandatory to meet a least one of these requirements

- The building (or Extra Service part) meets or exceeds 2008 certification standards for new buildings

1.2 Accommodation – features

- Individual single rooms have an average floor area of 12m² or more (excluding ensuite)
- Availability, subject to agreement of resident or family, of 'smart room' systems in residents' rooms to assist people living with dementia, e.g. movement, light and heating sensors
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
- Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
- Internal lounge / dining / sitting rooms at a minimum ratio of 1 per 15 residents
- Natural light and vistas to a majority of residents' rooms
- Courtyards, balconies or verandahs accessible to a majority of residents
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids
- Professionally landscaped, secure gardens designed for people living with dementia

1.3 Accommodation - furniture and fittings

- Colour coordinated decor and quality fittings. Includes quality furniture, maintained to a high standard, comparable to furniture found in people's homes, e.g. mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc
- Superior quality floor coverings (e.g. carpet, cushion back vinyl) in common areas and residents' rooms
- Tea and coffee making facilities provided in residents' rooms, when requested and appropriate
- TV connection capability provided in all residents' rooms
- Phone connection capability provided in all residents' rooms
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets)
- Objects and layout designed to offer sensory cues and / or to control stimuli for people living with dementia
- Accommodation – innovations and special features
- Beautifully newly built on-site chapel able to be partitioned for private services or functions
- Aromatherapy dispensers located in all corridors to release specially chosen scents to stimulate the senses and promote a soothing, calm environment
- Professionally landscaped outdoor areas and courtyards that provide a variety of activity spaces for residents

2. Food – principles

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

2.1 Food

- Choice of at least 2 main courses plus entrée/soup and/or a choice of desserts at lunch **and** dinner
- Pre-dinner drinks / cocktail time / happy hour at least once a week
- BBQs / special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale
- Enhanced dining experience for residents, e.g., enjoyable aromas, ability to view food before it is served (in dining room); fine china, linen and cutlery; meal presentation; choice of seating
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- Meals available for guests on request
- A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)

- Selection of snacks and non-alcoholic beverages available 24 hours / day (additional to water, tea/coffee, juices, fruit, biscuits)

2.2 Food - innovations and special features

- Bread maker and cappuccino/espresso machine in activities area for freshly made morning tea at monthly “Café Club” get together
- Monthly social clubs (eg. Men’s Group) choose their own menu and prepare/ assist with food preparation where appropriate
- Kitchenette with tea / coffee making facilities, microwave etc available to residents and visitors at all times

3. Services - principles

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident’s health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle.

3.1 Services - lifestyle and interests

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- One or more large screen TV with video / DVD in a lounge area with no cable/satellite TV
- Provision of colour TV, with remote control capability, to each resident's room
- Substantial DVD / video library, with regular updating of stock and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books
- A local or national daily newspaper provided for each resident on request, with residents able to select from a choice of at least 2 papers. A selection of current issues of weekly and monthly magazines available in lounge areas
- Private gardening areas / garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
- Separate external buildings available for residents’ leisure activities, e.g. workshop, garden shed, gazebo
- Activities offered to residents as additional choices that are available to them as individuals. These are to be over and above activities that are either:
 - routine in-house group or individual activities provided as part of Specified Care and Services; or
 - activities provided to meet the resident's assessed care needs
- Outings offered to residents as additional choices that are available to them as individuals. These are to be over and above outings that are either
 - routine in-house group or individual outings provided as part of Specified Care and Services; or

- outings that are provided to meet the resident's assessed care needs
- Residents may be asked to pay for the cost of admission to events or venues
- Ladies only, monthly “Retail Therapy” outings: Assisted shopping excursion followed by lunch or afternoon tea at local cafe
- Mystery Tour: Monthly 2 hour scenic bus tour followed by an “ice cream stop” for residents identified as having no family or friends to visit them
- Provision of dedicated bus fitted appropriately for the transport of residents

3.2 Services - enhanced personal services

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- Complementary fortnightly hand massage and manicure
- Fortnightly facial from visiting beauty therapist (at resident cost)
- Pastoral Care Team: Two chaplains available 4 days/week for one-on-one pastoral care
- Dedicated hairdressing salon
- * Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs
- Resident to pay for cost of the service.
- Complementary individual aromatherapy weekly
- Weekly availability of full body massage by qualified masseuse at residents cost
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services
- Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features

- Intergenerational program:” Scallywags Playgroup” monthly visits by visiting playgroup (birth – 4 years), activities and morning tea with the residents to establish intergenerational ties and links with the community; to alleviate social isolation and loneliness. Local high school children also visit monthly for choir, band or play performances
- Men’s luncheon Group: Monthly luncheon for men only to help establish peer groups for the male residents. Gentlemen choose their own menu, cook their BBQ lunch and enjoy beer, wine, salad and desserts
- Café Club: Monthly morning café experience for all residents. Freshly made bread and refreshment from our cappuccino/espresso machine are served in a relaxed environment where residents are encouraged to discuss current topics of interest and provide input as to activities for up-coming events, menu suggestions etc
- National Geographic Club: Fortnightly screening of a National Geographic documentary (on a topic chosen by the residents at Café Club) followed by lively discussion and refreshments
- Current Affairs Discussion Group: Daily group that gathers to read the local and national newspaper to be followed by discussion on current topics of interest

Goodwin Ainslie (Goodwin House)

1. Accommodation – principles

A range of accommodation and furnishing choices is available to residents in well maintained buildings and grounds that meet, or are being refurbished to meet, requirements of the 2008 certification standards for new buildings as a minimum. Choices of recreational and communal spaces are available to support varying interactions in an atmosphere that is comfortably social and homelike. Furniture, furnishings and fittings are of a superior standard and indicate that professional attention has been given to the nature of the fittings, the use of a consistent style or styles and the creation of appropriate colour schemes.

1.1 Accommodation – building standards

- The applicant accepts as a condition of approval that the building will meet or exceed 2008 certification standards for new buildings within 2 years of the date of the Extra Service approval

1.2 Accommodation – features

- Individual single rooms have an average floor area of 16m² or more (excluding ensuite)
- Availability, subject to agreement of resident or family, of 'smart room' systems in residents' rooms to assist people living with dementia, e.g. movement, light and heating sensors
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
- Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
- Internal lounge / dining / sitting rooms at a minimum ratio of 1 per 10 residents
- Natural light and vistas to a majority of residents' rooms
- Courtyards, balconies or verandahs accessible to a majority of residents
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids
- Professionally landscaped, secure gardens designed for people living with dementia

1.3 Accommodation - furniture and fittings

- Designer-selected, superior décor and fittings. Examples of fittings are: wall panelling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes, e.g. mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc.
- Superior quality floor coverings (e.g. carpet, cushion back vinyl) in common areas and residents' rooms
- TV connection capability provided in all residents' rooms
- Phone connection capability provided in all residents' rooms
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets)
- Electric adjustable bed provided for any resident who requests it

1.4 Accommodation – innovations and special features

- Central atrium with fish tank feature
- Theatrette
- Internet Corner

2. Food – principles

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

2.1 Food

- One hot dish, excluding porridge, at each breakfast
- Choice of at least 2 main courses plus entrée/soup and/or a choice of desserts at lunch and dinner
- Pre-dinner drinks / cocktail time / happy hour at least once a week
- BBQs / special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.
- Enhanced dining experience for residents, e.g., enjoyable aromas, ability to view food before it is served (in dining room); fine china, linen and cutlery; meal presentation; choice of seating.
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident
- Meals available for guests on request
- Selection of snacks and non-alcoholic beverages available 24 hours / day (additional to water, tea/coffee, juices, fruit, biscuits)

2.2 Food - innovations and special features

- Cooking club
- Monthly morning tea outings to Hellenic Club

3. Services - principles

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident's health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle.

3.1 Services - lifestyle and interests

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- One or more large screen TV with video / DVD in a lounge area with no cable/satellite TV

- Substantial DVD / video library, with regular updating of stock and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books.
- Private gardening areas / garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
- Separate external buildings available for residents' leisure activities, e.g. workshop, garden shed, gazebo
- Activities offered to residents as additional choices that are available to them as individuals. These are to be over and above activities that are either:
 - routine in-house group or individual activities provided as part of Specified Care and Services; or
 - activities provided to meet the resident's assessed care needs.
- One point is available for each distinctly different activity provided the activity is available to the resident reasonably frequently.
- Painting Classes: Fortnightly painting classes for residents who wish to undertake artistic pursuits
- Computer Lessons: availability to attend computer lessons to learn basic word processing, email, and computer games
- Outings offered to residents as additional choices that are available to them as individuals. These are to be over and above outings that are either:
 - routine in-house group or individual outings provided as part of Specified Care and Services; or
 - outings that are provided to meet the resident's assessed care needs.
- One point is available for each distinctly different outing provided the outing is available to the resident reasonably frequently.
Residents may be asked to pay for the cost of admission to events or venues.
- Separate men's & Ladies Days Out (small group outings)
- Scenic bus rides for higher frailty residents and for those with high level dementia
- Provision of dedicated bus fitted appropriately for the transport of residents

3.2 Services - enhanced personal services

Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. These are to be over and above services that are either:

- routine services provided as part of Specified Care and Services; or
- services that are provided to meet the resident's assessed care needs.
- One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently.
Resident to pay for cost of the service.
- Mary Kay Facials – every three months (complimentary service)
- Pamper Day for the Ladies and the Gents: Dedicated day of pampering that is conducted three times per year. Pampering includes – facials, manicures, foot spas, back rubs etc with celebratory afternoon tea to conclude

- Dedicated hairdressing salon
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently.
Resident to pay for cost of the service.
- Massage by qualified masseuse arranged for residents on request (at cost and subject to assessed suitability)

3.3 Services - innovations, culture of service and special features

- Shop front Activity Office and Kiosk: The Activities Office is set up as shop front so residents are able to arrange additional activities of their choosing (subject to suitability)
- Seniors' Sports Carnival: Sporting event held once per year with 10 participating residential aged care facilities. Residents receive training in modified sports events from University of Canberra students
- Lake Burley Griffin Cruises: Once – twice per year, residents are taken on a scenic day cruise on Lake Burley Griffin
- Inter-facility Carpet Bowls Competition: Every year from January to November, residents participate with residents from other residential facilities throughout Canberra in a carpet bowls competition. Participating facilities take it in turn to host the event itself that is followed by morning or afternoon tea

Goodwin Monash (Ralph Cartwright Centre)

1. Accommodation – principles

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1.1 Accommodation – building standards

- The building (or Extra Service part) meets or exceeds 2008 certification standards for new buildings

1.2 Accommodation – features

- Individual single rooms have an average floor area of 16m² or more (excluding ensuite)
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
- Internal lounge / dining / sitting rooms at a minimum ratio of 1 per 10 residents

- At least one private function/dining room for residents and visitors, separate from main dining area(s)
- Natural light and vistas to a majority of residents' rooms
- Courtyards, balconies or verandahs accessible to a majority of residents
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids
- Professionally landscaped, secure gardens designed for people living with dementia

1.3 Accommodation - furniture and fittings

- Designer-selected, superior décor and fittings. Examples of fittings are: wall panelling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes, e.g. mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc.
- Superior quality floor coverings (e.g. carpet, cushion back vinyl) in common areas and residents' rooms
- Tea and coffee making facilities provided in residents' rooms, when requested and appropriate
- TV connection capability provided in all residents' rooms
- Phone connection capability provided in all residents' rooms
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets)
- Electric adjustable bed provided for any resident who requests it

1.4 Accommodation – innovations and special features

- Arjo Spa Bath
- Aviary
- Billiards Room

2. Food – principles

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

2.1 Food

- One hot dish, excluding porridge, at each breakfast
- Choice of at least 2 main courses plus entree/soup and/or a choice of desserts at lunch **and** dinner
- Pre-dinner drinks / cocktail time / happy hour at least once a week
- BBQs / special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.

- Enhanced dining experience for residents, e.g., enjoyable aromas, ability to view food before it is served (in dining room); fine china, linen and cutlery; meal presentation; choice of seating.
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident
- Meals available for guests on request (at cost)
- Selection of snacks and non-alcoholic beverages available 24 hours / day (additional to water, tea/coffee, juices, fruit, biscuits)

2.2 Food - innovations and special features

- 'Pot of Gold' Coffee Shop Mornings
- Saturday Morning Special Breakfasts
- Cooking Club

3. Services - principles

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident's health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle.

3.1 Services - lifestyle and interests

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- One or more large screen TV with video / DVD in a lounge area with no cable/satellite TV
- Substantial DVD / video library, with regular updating of stock and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books.
- Private gardening areas / garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
- Separate external buildings available for residents' leisure activities, e.g. workshop, garden shed, gazebo
- * Activities offered to residents as additional choices that are available to them as individuals. These are to be over and above activities that are either:
 - routine in-house group or individual activities provided as part of Specified Care and Services; or
 - activities provided to meet the resident's assessed care needs.
- Art Group
- Men's Club
- * Outings offered to residents as additional choices that are available to them as individuals. These are to be over and above outings that are either:
 - routine in-house group or individual outings provided as part of Specified Care and Services; or

- outings that are provided to meet the resident's assessed care needs.
- (Residents may be asked to pay for the cost of admission to events or venues.)
- Morning Tea Outings
- Individual Outings based on resident's interests
- Provision of dedicated bus fitted appropriately for the transport of residents

3.2 Services - enhanced personal services

- * Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently.
Resident to pay for cost of the service.
- Availability of monthly manicures by qualified nail technician (at resident cost)
- Availability of monthly facial (at resident cost)
- Dedicated hairdressing salon
- * Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently.
Resident to pay for cost of the service.
- Tactile Stimulation Therapy
- Snoezelen Therapy
- Availability of massage by qualified masseuse (at resident cost)
- * Provision of escort to outside appointments, as requested by resident or family (at resident cost)

3.3 Services - innovations, culture of service and special features

- Internet Cafe
- 'Monash Magpies' sporting team
- Inter-facility activities and events
- Visiting Pet Program

Kangara Waters

1. Accommodation – principles

A range of accommodation and furnishing choices is available to residents in well maintained buildings and grounds that meet, or are being refurbished to meet, requirements of the 2008 certification standards for new buildings as a minimum. Choices of recreational and communal spaces

are available to support varying interactions in an atmosphere that is comfortably social and homelike. Furniture, furnishings and fittings are of a superior standard and indicate that professional attention has been given to the nature of the fittings, the use of a consistent style or styles and the creation of appropriate colour schemes.

1.1 Accommodation – building standards

- The applicant accepts as a condition of approval that the building will meet or exceed 2008 certification standards for new buildings within 2 years of the date of Extra Service approval

1.2 Accommodation – features

- Individual single rooms have an average floor area of 16m² or more (excluding ensuite)
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
- Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
- Internal lounge / dining / sitting rooms at a minimum ratio of 1 per 10 residents
- At least one private function/dining room for residents and visitors, separate from main dining area(s)
- Natural light and vistas to a majority of residents' rooms
- Courtyards, balconies or verandahs accessible to a majority of residents
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids

1.3 Accommodation - furniture and fittings

- Designer-selected, superior décor and fittings. Examples of fittings are: wall panelling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes, e.g. mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc.
- Superior quality floor coverings (e.g. carpet, cushion back vinyl) in common areas and residents' rooms
- TV connection capability provided in all residents' rooms
- Phone connection capability provided in all residents' rooms
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets)
- Electric adjustable bed provided for any resident who requests it

1.4 Accommodation – innovations and special features

- Internet access

2. Food – principles

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

2.1 Food

- One hot dish, excluding porridge, at each breakfast
- Choice of at least 2 main courses plus entrée/soup and/or a choice of desserts at lunch **and** dinner
- Pre-dinner drinks / cocktail time / happy hour at least once a week
- BBQs / special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale
- Enhanced dining experience for residents, e.g., enjoyable aromas, ability to view food before it is served (in dining room); fine china, linen and cutlery; meal presentation; choice of seating.
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident
- Meals available for guests on request (at small cost)
- Selection of snacks and non-alcoholic beverages available 24 hours / day (additional to water, tea/coffee, juices, fruit, biscuits)

2.2 Food - innovations and special features

- On-site café with outdoor café terrace
- Picnic outings to local areas of interest
- Take away coffee service for residents

3. Services - principles

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident's health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle.

3.1 Services - lifestyle and interests

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- One or more large screen TV with video / DVD in a lounge area, with cable/satellite TV. Sound system and choice of CDs and cassettes in at least one lounge area (including talking books and music), plus headphones for the use of residents
- Provision of colour TV, with remote control capability, to each resident's room
- Substantial DVD / video library, with regular updating of stock and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books.
- Private gardening areas / garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
- Separate external buildings available for residents' leisure activities, e.g. workshop, garden shed, gazebo
- * Activities offered to residents as additional choices that are available to them as individuals. These are to be over and above activities that are either:

- routine in-house group or individual activities provided as part of Specified Care and Services; or
- activities provided to meet the resident's assessed care needs.
- Computer/internet sessions with staff/volunteer facilitator
- Tai Chi
- * Outings offered to residents as additional choices that are available to them as individuals. These are to be over and above outings that are either:
 - routine in-house group or individual outings provided as part of Specified Care and Services; or
 - outings that are provided to meet the resident's assessed care needs.
- (Residents may be asked to pay for the cost of admission to events or venues.)
- One-on-one outings arranged with volunteers eg sporting events
- Provision of dedicated bus fitted appropriately for the transport of residents

3.2 Services - enhanced personal services

- * Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently.
Resident to pay for cost of the service.
- Pamper sessions for the ladies: manicure, massage etc
- Waxing services
- Dedicated hairdressing salon
- * Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently.
Resident to pay for cost of the service.
- Massages by qualified masseuse arranged upon request (at resident cost)
- Aqua sensory stimulation sessions in dedicated spa room
- * Provision of escort to outside appointments, as requested by resident or family (at resident cost)

3.3 Services – innovations, culture of service and special features

- Outdoor swimming pool
- Men's group
- Walking group

Upper Jindalee Nursing Home

1. Accommodation – principles

A range of accommodation and furnishing choices is available to residents in well maintained buildings and grounds that meet, or are being refurbished to meet, requirements of the 2008 certification standards for new buildings as a minimum. Choices of recreational and communal spaces are available to support varying interactions in an atmosphere that is comfortably social and homelike. Furniture, furnishings and fittings are of a superior standard and indicate that professional attention has been given to the nature of the fittings, the use of a consistent style or styles and the creation of appropriate colour schemes.

1.1 Accommodation – building standards

- The applicant accepts as a condition of approval that the building will meet or exceed 2008 certification standards for new buildings within 2 years of the date of Extra Service approval

1.2 Accommodation – features

- Individual single rooms have an average floor area of 16m² or more (excluding ensuite)
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
- Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
- Internal lounge / dining / sitting rooms at a minimum ratio of 1 per 10 residents
- At least one private function/dining room for residents and visitors, separate from main dining area(s)
- Natural light and vistas to a majority of residents' rooms
- Courtyards, balconies or verandahs accessible to a majority of residents
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids
- Professionally landscaped, secure gardens designed for people living with dementia

1.3 Accommodation - furniture and fittings

- Designer-selected, superior décor and fittings. Examples of fittings are: wall panelling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes, e.g. mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc.
- Superior quality floor coverings (e.g. carpet, cushion back vinyl) in common areas and residents' rooms
- TV connection capability provided in all residents' rooms
- Phone connection capability provided in all residents' rooms
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets)
- Electric adjustable bed provided for any resident who requests it
- Objects and layout designed to offer sensory cues and / or to control stimuli for people living with dementia

1.4 Accommodation – innovations and special features

- Additional sitting/quiet room

2. Food – principles

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

2.1 Food

- One hot dish, excluding porridge, at each breakfast
- Choice of at least 2 main courses plus entrée/soup and/or a choice of desserts at lunch **and** dinner
- Pre-dinner drinks / cocktail time / happy hour at least once a week
- BBQs / special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.
- Enhanced dining experience for residents, e.g., enjoyable aromas, ability to view food before it is served (in dining room); fine china, linen and cutlery; meal presentation; choice of seating.
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- Meals available for guests on request
- A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)
- Selection of snacks and non-alcoholic beverages available 24 hours / day (additional to water, tea/coffee, juices, fruit, biscuits)

3. Services - principles

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident's health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle.

3.1 Services - lifestyle and interests

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- One or more large screen TV with video / DVD in a lounge area, with cable/satellite TV. Sound system and choice of CDs and cassettes in at least one lounge area (including talking books and music), plus headphones for the use of residents

- Provision of colour TV, with remote control capability, to each resident's room
- Substantial DVD / video library, with regular updating of stock and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books.
- A local or national daily newspaper provided for each resident on request, with residents able to select from a choice of at least 2 papers. A selection of current issues of weekly and monthly magazines available in lounge areas.
- Private gardening areas / garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
- * Outings offered to residents as additional choices that are available to them as individuals. These are to be over and above outings that are either:
 - routine in-house group or individual outings provided as part of Specified Care and Services; or
 - outings that are provided to meet the resident's assessed care needs.
- Residents may be asked to pay for the cost of admission to events or venues.
- Special outings to the ice-creamery

3.2 Services - enhanced personal services

- Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- Resident to pay for cost of the service.
- Availability of facials on request
- Manicures available on request
- Dedicated hairdressing salon
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
 - routine services provided as part of Specified Care and Services; or
 - services that are provided to meet the resident's assessed care needs.
- Resident to pay for cost of the service.
- Professional masseuse available on request
- Professional arts and crafts teaching on request
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services.