Aged Care Facilities which offer Extra Service - VIC

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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Aged Care Facilities which offer Extra Service - Victoria

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

Arcare Brighton

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 building (or Extra Service part) meets or exceeds 2008 certification standards for new buildings i.e.
- There must be an average of no more than 1.5 residents per resident room. No individual room may accommodate more than two residents.
- There must be an average of no more than 3 residents per toilet, including those off common areas, and no more than 4 residents per shower or bath in a service or distinct part, with appropriate provision for resident and carer mobility. Bathroom sizes should ensure that care recipients and their carers can use them safely

1.2 Accommodation – features
- Individual single rooms have an average floor area of 14m² 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 15 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
- 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
• TV connection capability provided in all residents’ rooms
• Phone connection capability provided in 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
• Bedrooms opening to external courtyard
• Shaded barbeque area
• Water features in external area

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
• Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
• 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)

2.2 Food - innovations and special features
• Kitchen able to prepare meals from residents own recipe each month
Residents able to prepare own snacks, out-of-hour meals from kitchenette (microwave available)
Packaged picnic-style lunch available on request

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.
- 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
- * 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.
- Men’s club with assistance to organise chosen activities
- * 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.
- Retail therapy expedition
- Option for weekly external movies and/or theatrical plays
- 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.
* 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

- Resident to pay for cost of the service.
- Beauty therapist to visit
- Organising manicurist/pedicurist availability fortnightly
- 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

- Resident to pay for cost of the service.
- Massage therapy for relaxation
- Individual aromatherapy in residents room
- Tai Chi Classes
- * Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

### 3.3 Services - innovations, culture of service and special features

- Facility and organisation adopts the Eden Alternative culture
- Staff to be trained in person Centred Care and Cultural Change
- Facility is available to community playgroups for intergenerational interactions (facility will supply morning tea to attract playgroups)
- Valet pick up and delivery of Dry Cleaning.

### Arcare Hampstead

#### 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 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)
- 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
- 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
- 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
- Fully fitted out Multi-Sensory room (auditory, visual, tactile, sensory) available for residents with stress and behaviour management needs
- Fish tank with multi variety and coloured fish provides relaxation and interest

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
- 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
• 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
• Coffee Shop and Coffee Club
• Cooking Club
• Restaurant Experience

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
• Wii Software Package installed permanently on large screen TV to assist in mobility and encourage socialisation and interaction. Education, training and multiple handsets are available.
• Artist in Residence program
• Small group outings – theatre and cinema
• Small, special interest group outings – art galleries
• Provision of dedicated bus fitted appropriately for the transport of residents

3.2 Services - enhanced personal services
• Beautician and Skin Therapist, weekly as requested
• Men’s Barber, weekly as requested
• Manicure and Pedicure, twice weekly as requested
• Dedicated hairdressing salon
• Tai Chi
• Massage
• Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
• General Service Manager appointed to manage Extra Service provision residents and ensure value of service is maintained
• Gymnasium with equipment for mobility and flexibility program
• Dry cleaning and valet Pickup and Delivery Service
• Dementia Specific environment

Arcare Overton Lea

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 building 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)
• 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 room spaces provided on the basis of at least 3m² per resident
• 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
- 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
- Individual Ensuites for all Extra Service Residents
- 5 dedicated parking spaces for Extra Service Visitors – parking permit issued

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 entree/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)
2.2 Food – innovations and special features
- Printed menus on each table
- Waiter service

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
- 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.
- High Tea
- Music Therapy
- 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.
- Theatre
- Hydrotherapy
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.

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.
- Dress maker or tailor for clothing alterations and clothing retailer to visit facility each season.
- This includes shoe fittings and purchase
- Beauty therapy including waxing treatments
- 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.
- Masseur
- Spa
- 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

- Extra Service Coordinator
- Dedicated beauty therapy room
- Dry Cleaning valet service
- Gymnasium with equipment for mobility and flexibility program
- Telephone Answer Service in each room.

Ardmillan Place

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 building (or Extra Service part) 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
- 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 verandas accessible to a majority of residents
- 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)
- 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
- Our residence enables people to age as they would at home. Not only can they age in place, but their partners can reside with them in either the same suite or in a residence in our retirement village, which is located on the same site. On site retail, commercial gym and health care facilities will permit residents to lead a more normative and independent life
- Specially designed activity areas on each floor including an activity kitchen, hair dressing salon, physical therapy room and entertainment room.
- Raised garden beds / potted gardens on balconies & water wall in courtyard
- Communications hubs including internal and external areas throughout the facility with seating and coffee tables. A public café operated by an external licensee is situated on site, to enable residents to meet with family and friends in a normal community setting.

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 entree/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
- 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
- Main meal will be served at a normative time – 6pm at night
- Printed Menus on tables
- Dial up and delivery service available from café and externally

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

• 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.

• Film night and supper
• Games night with beer/wine and savouries

• 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.
• Trips to the country
• 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.

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:

  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.
• Hairdresser / Barber – available on site as required
• Facials / Manicures – available on site as required
• Gymnasium services – available on site as required
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
- Resident to pay for cost of the service.
- Masseur – twice weekly on site by appointment
- Aroma therapist – twice weekly on site by appointment
- Tai Chi or other exercise program as requested by the resident/s to be provided on site by appointment
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
- Dedicated physiotherapy and other therapy services (podiatry etc.) room
- Gymnasium facilities available
- Dry cleaning pick up and delivery service
- Kiosk/Restaurant available on site for residents and families
- Foreign language newspapers / magazines.

Belvedere Aged Care

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 at 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 14m² 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
• 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
• 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
• There are three separate courtyards featuring three distinct themes including an ‘English Garden’, a ‘Mediterranean garden’ and ‘Tropical Garden’ with an attractive fountain for the residents’ enjoyment. A shaded barbecue area and raised garden beds are also available for residents.
• Of the 38 rooms, 6 are single rooms with private ensuites, and 24 are single rooms with shared ensuites. There are also eight double rooms with shared bathrooms suitable for couples.

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
• Choice of at least 3 main courses plus entree/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.
• Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
• 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)

2.2 Food – innovations and special features
• Room service will be provided for care recipients
• Printed menus will be provided
• Waiter service

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
Separate external buildings available for residents’ leisure activities, eg. 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

Happy Hour drinks and savouries

Regular performances by a diverse range of entertainers catering for residents’ cultural and personal preferences

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

Residents may be asked to pay for the cost of admission to events or venues. One point is available for each distinctly different outing provided the outing is available to the resident reasonably frequently. Provide details here.

Outings to the theatre, orchestral concerts or the movies

Restaurant and shopping outings

### 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.

- 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
- Hairdressing services
- Manicure, Pedicure
- Facials, waxing
- 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.
- Reiki
• Aromatherapy
• Massage and music therapy
• 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

Provide details of innovations, culture of service and special features here.

• Dedicated hairdressing salon/therapy room
• Shopping service for residents
• Multi lingual staff and provision of foreign language newspapers
• Consultation with families regarding extra services/Extra service coordinator
• Extra service coordinator.

Brunswick House Aged Care

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 14m² 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

- 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
- 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

- In-house hairdressing salon
- Custom-made lounge chair in 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

- Choice of at least 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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)

2.2 Food - innovations and special features
• Special occasion family dinners with waitress service (could incur additional cost for menu ingredients)
• Choice from two menus with three main course choices each

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 telephone handset 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.
• (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
• Individual painting/artwork lessons fortnightly
• Hydrotherapy weekly or more frequently as required
• * 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.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
  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.
- Individual monthly outing of choice – concert, movie, shopping, dining
- 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.

- * 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.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
  Resident to pay for cost of the service.
- Bi-monthly visits by beautician and manicurist
- Aromatherapy – weekly
- Weekly hairdressing
- 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.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
  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.
- Monthly body massage
- * 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**

- Wine tasting bi-monthly
- Music appreciation bi-monthly.
Bupa Berwick

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 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)
- 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
- 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
- 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
- Special garden features including, several water features, gazebo, waterfall at entrance, workshed and garage for secure disabled scooter parking
- Theatrette and availability of overnight accommodation for friends/ families on site
- Courtyards with childrens play area, bowls/ bocce / croquet area and raised Gardens

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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)

2.2 Food - innovations and special features
- Personalised printed menus provided on dining tables or resident's personal choice of eating their meal
- 24hr availability for Room Service
- Hospitality and Customer Service Training to Staff
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 telephone handset 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.
- University of the third age meetings / education and computer and internet education. (World travel sessions on the Internet). Provision of maximum intellectual stimulation within residents’ individual capacity
- * 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.
- Water aerobics, swimming lessons and hydrotherapy at new Westfield aquatic centre and local shopping tours to Fountaingate shopping centre
• Fishing trips and golf days with lessons provided for those wishing to extend their knowledge
• 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.

• * 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
• Resident to pay for cost of the service.
• Manicure and Pedicure
• Beautician / Facials / Waxing / Eyebrow and Eyelash Tinting
• Skin therapist / mudpacks / skin exfoliation treatments / paraffin treatments
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
• Resident to pay for cost of the service.
• Meditation and Yoga (Lates & Pilates) Tai Chi
• Reflexology, Oxybustion, Kinesiology, flower essence
• Massage and Aromatherapy (Chinese & Swedish)
• * Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features

• Dry Cleaning / Valet pickup & delivery service (not cost of Dry Cleaning)
• Foreign Language DVDs / Videos in a variety of Languages, games room with pool table and air hockey

Bupa Bonbeach

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 building (or Extra Service part) meets or exceed 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 room spaces provided on the basis of at least 3m² per resident
- Natural light and vistas to a majority of residents’ rooms
- Courtyards, balconies or verandas 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
- TV connection capability provided in all residents’ rooms
- Phone connection capability provided in 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
- Fountain, patio
- Individual ensuites available to majority of residents’ rooms

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
- 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
- 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
- Margaret Fulton Dishes on Menu

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 telephone handset 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:
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.
- Manicure services
- Aromatherapy Massage available
- Pet therapy
- 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.
- Massage Therapy available
- Waxing, hair removal and facials
- 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

- Development of the Staff Induction Video
- Regular consultations with residents & their families about the quality of Extra Services & adaptation of changes or enhanced choice
- Provision of foreign language newspapers on request.

Bupa Coburg

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 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 14m² 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 15 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
• 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
• Individual ensuites available to all residents
• Air conditioning Access to all bedrooms
• Garden has water feature and secure contact with external community

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
- Choice of quality wine, beer, soft drinks at main meals
- 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
- 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
- Extra dining area available for private dining experience for resident and family
- Kitchenettes include tea and coffee making facilities (including light snacks) to maintain residents independence & access of food at their time of choosing. This also allows a more homely atmosphere so that residents can invite relatives or friends for morning or afternoon tea at their leisure. Just like in your own home.
- Resident's feedback sought and acted upon on a regular basis. Monthly Food audits conducted and a monthly Cooking Club with the residents and cook that encourages menu assessment, recipe discussion and tasting of new products.

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
- 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.

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.

- * 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.
- Hand manicures (Monthly basis) *Nail polish at additional cost
- Hair cut or set (Monthly basis)
- Provider organises access to hairdresser or hand manicurist on the basis of resident's request (resident pays for the cost of these sessions if more frequently than monthly)
- 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.
- Aromatherapist providing bath, foot spas, massage & burning of oils (No charge for cost of the service on a Fortnightly basis)
- Provider organises access to Aromatherapist on the basis of residents request (Resident pays for the cost of Aromatherapy session if more frequently than fortnightly)
- * Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features

- Dedicated Equipped Physiotherapy Room
- Provision of foreign language newspapers as requested by family or resident
- Large Talking Book Library accessible at all times.

Bupa Croydon

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 14m² 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 15 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
• Electric adjustable bed provided for any resident who requests it

1.4 Accommodation – innovations and special features
• Special garden features – fountain and water feature
• Theatrette (sometimes used as a chapel)

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
• 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
• 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
• Margaret Fulton dishes on Menu

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
• 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

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
- Cocktail hour at least three times a week
- Exercise programme run with residents each morning
- *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.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
- Residents may be asked to pay for the cost of admission to events or venues.
- 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.

- *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.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
- Resident to pay for cost of the service.
- Beauty Therapist available once a week
- Waxing, facial & hair removal once a week
- Manicure once a week
- 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.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
- Resident to pay for cost of the service.
- Massage therapy available to all residents (available at cost)
• Acupuncture (available at 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
• Valet laundry Service – machine and hand washing. Dry cleaning and special garment care including clothing maintenance as required.
• Customer Service Training presented to all staff
• Regular consultations with residents and their families about the quality of Extra Services and adaption of changes or enhanced choice
• Provision of foreign language newspapers on request.

Bupa Greensborough

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)
• 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
• 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
- 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

- Special garden features including, several secure water features, gazebo, waterfall at entrance (secured), work shed and garage for secure disabled scooter parking
- Theatrette, Chapel and availability of overnight accommodation for friends/families on site
- Courtyards with children’s play area, bowls / bocce / croquet area. Raised Gardens for resident gardening designed to meet varying skills and for residents with dementia.

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main courses plus entree/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)

2.2 Food - innovations and special features
Examples could include additional services or choices for residents, e.g. dial-up and delivery catering, waiters, printed menus on dining tables.

• Individual meetings with Chef to discuss food preferences, styling and frequency.
• Resident weight changes and nutrition requirements monitored by qualified dietician.
  Personalised printed menus on dining tables.
• Personal dining Assistant equivalent to waiter service and above required staffing levels for prescribed care services. Hospitality trained waiting staff.
• Piped music through to dining room. All designed to create a restaurant ambience.
• Use of local produce (as available) including local wineries.

3. Service - 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 telephone handset 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident’s assessed care needs.
• University of the third age meetings / education and computer and Internet education. (World travel sessions on the Internet). Provision of maximum intellectual stimulation within residents’ individual capacity.
• Adopt a grandparent program with the local primary school to foster emotionally supportive relationships and enhancing self-esteem.
• * 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.
• Water aerobics, swimming lessons and hydrotherapy at aquatic centre and local shopping tours to major shopping centre
• Fishing trips, and golf days with lesson provided for those wishing to extend their knowledge and skill.
• 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.

• * 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident’s assessed care needs.
• Resident to pay for cost of the service.
  • Manicure and Pedicure
  • Beautician / Facial Waxing / Eyebrow & Eyelash Tinting
  • Skin therapist / mudpacks / skin exfoliation treatments / paraffin treatments
  • 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident’s assessed care needs.
(Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
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.
- Meditation and Yoga (Lates & Pilates), Tai Chi
- Reflexology, Oxybustion, Kinesiology, flower essence
- Massage and Aromatherapy (Chinese & Swedish)
- * Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
- Extra Services Coordinator for additional training in provision of Extra Services
- Dry cleaning / Valet pick up and delivery service (not cost of Dry Cleaning).
- Internal Access to dance area to express cultural identity or customs e.g. Italian tarantella
- Regular consultation with residents and their families about the quality of Extra Services and adoption of changes or enhanced Choice
- Foreign Language DVD’s / Video’s in variety of Languages, games room with pool table and air hockey.

Cabrini Residential Care – Ashwood

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 scheme

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
- 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
• 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
• 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
• All rooms are single with private ensuite

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 3 main courses plus entree/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
• 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

2.2 Food - innovations and special features
• Hospitality trained staff to deliver meal service on a restaurant style basis

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
• Separate external buildings available for residents’ leisure activities, e.g. workshop, garden shed, gazebo

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 needs

• Resident to pay for cost of the service.
• Manicure (weekly) at resident cost
• Beautician – facials, waxing, eyebrows (weekly) 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.

- Resident to pay for cost of the service.
- Masseur weekly by appointment at resident cost
- Aroma therapist weekly by appointment at resident cost
- Reflexology (foot and hand) weekly by appointment at resident 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

- Dry cleaning – valet pick up and delivery service (excludes cost of dry cleaning)
- Kiosk available on site for residents and families.

Camberwell Gardens

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)
- 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
- 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
- A wheelchair accessible garden with BBQ and shade for resident/visitor use
- Dedicated Room: A dedicated room is provided for the privacy of residents receiving maggage

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- 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
- 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
- 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
- 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
- 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.
- Creative writing/letter writing support – weekly activity to stimulate cognitive function and the imagination
- Scrapbooking and collage – weekly activity used to facilitate expression, reminisce and aid cognitive maintenance
- 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.
- Ladies: Complimentary fortnightly manicure
- Gentleman: Complimentary fortnightly 'traditional barber shop grooming service'
- Ladies: Complimentary monthly shampoo and set in dedicated resident salon
- Gentlemen: Complimentary monthly gentleman's cut or trim in dedicated resident salon
- Facial service available to residents (resident to pay cost of the service) following organisation of qualified beautician to supply service to residents at least once a week
- Dedicated hairdressing salon
- * Provision of escort to outside appointments, as requested by resident or family
- Complimentary weekly hand massage
- Aromatherapy Service available to residents
• Massage service available to residents as organised by service to attend weekly, with a qualified provider
• Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
• An Extra Services co-ordinator who is additionally trained to inform all of extra services provided
• Dry cleaning pick up and delivery service to residents’ rooms (weekly) resident to pay for cost of dry cleaning
• Book and movie club- a club where residents choose a book or movie of the month then discuss it over lunch.

Clayton Community Aged Care

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 – 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
• 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

1.2 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)
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

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)
- 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)

2.2 Food - innovations and special features
- Champagne lunches on Melbourne Cup and Oaks Day – posters of horses, sweeps, hats
- Celebration for AFL Grand Final Day – meat pies, sausage rolls, beer, streamers and posters
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
- 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
- Activities offered to residents as additional choices that are available to them as individuals.
- Outings to Clayton RSL or football for those that wish to go with paid carers.
- Trip to local Caulfield races with picnic basket lunch.
- Outings offered to residents as additional choices that are available to them as individuals.
- Residents may be asked to pay for the cost of admission to events or venues.
- Weekly external bingo venue
- Weekly external movie day
- 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. Resident to pay for cost of the service.
  - Facials
  - Manicures
  - Massage and waxing services
  - Dedicated hairdressing salon
  - Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
  - Aromatherapy
  - Pedicures
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
- Veterans Affairs Group
- Scrap Booking Group
- High Dinner Cabaret – held bi monthly, entertainment, dinner and wine.
Corpus Christi Aged Care Facility

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 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
- 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
- Nil.

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 entree/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
- 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.
- 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
- Nil.

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.

• * 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.

• Book Discussion Group in Library

• Computer Games 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.

• Scenic Tours and Picnic Outings in dedicated bus

• 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.

• * 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.

• Beauty Therapist – Facial and manicure

• Hydrotherapy exercises

• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.

• Personal massage
- Reflexology
- * Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features

- Nil

Cumberland View Hostel

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
- 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

- 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 nook in lounge area
• Water features in outdoor area
• All single rooms with ensuite

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 Class
• Alfresco Dining in courtyard in warmer months
• Afternoon tea outings

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 & Craft Group
• Walking 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.)
• Farm Days
• Regular bus outing to local areas of interest

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 facial by qualified beautician
• Availability of manicure by qualified nail technician
• Individual aromatherapy sessions
• 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: A qualified masseuse is available on a monthly basis for full or partial body massage
  (as assessed as appropriate)
• Availability of monthly acupuncture by qualified practitioner – as assessed as suitable
• Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features
• Visiting Pet Program
• Movie Matineees
• Tai Chi
• Armchair Travel
• Men's Group
Domain Gracedale

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 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)
- 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 verandas 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
- 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
• Large aquarium (5’x3’) forms central focus of sitting area. Tank is professionally maintained with tropical fish.
• Wide shaded verandas provide shelter, which can be used all year round. Furnished with designer furniture.
• Residents are able to choose plants, e.g. hanging plants for outside their rooms. These are supplied by facility and fully maintained by professional gardener.

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
• Choice of at least 3 main courses plus entree/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)

2.2 Food - innovations and special features
• Home baked cakes or biscuits made on site daily.
• Wide variety of beverages including plunger coffee, range of herbal and fruit teas, variety of Twining’s teas and quality drinking chocolate available to residents.
• Outdoor dining available – French provincial courtyards provide comfortable outdoor dining for residents. Meals served outside at resident request.

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 telephone handset 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
- * 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.
- Music appreciation group operates once per week (run by qualified music therapist). This group has formed a choir.
- Art classes operate once a week (include watercolour painting)
- * 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.
- Shopping trips available to residents on a regular basis. At least monthly, more frequently if requested.
- Residents able to access concerts, shows, or other outings of choice on a regular basis (at least monthly). This includes evening and weekend events. Resident is required to pay for cost of entry, admission to events or venues.
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.

- * 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.
- Access to professional manicures/pedicures on site.
- Access to professional facials on site.
- Professional waxing available on site.
- 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 massage services available and arranged on site at request of resident.
- Reike available – qualified therapist at minimal cost to resident.
- 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

- Japanese garden developed in conjunction with residents. Ideal area for relaxing.
- ‘Comfort’ a mattress available for those residents receiving palliative care. This mattress is above and beyond pressure relieve systems required. The mattress can be individually programmed taking into account resident’s health status including weight. It provides significant benefits and additional comfort for residents at the end stage of life.
- Music Therapist employed three days per week. One to one time spent with residents. Tape recorders/CD players available for them through a loan system.
- Baby Grand Piano in formal dining room (manual and electronic with range of discs).

**Doutta Galla Avondale**

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 15 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
- Single ensuite to every 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
- Choice of at least 2 hot dishes, excluding porridge, at each breakfast
- Choice of at least 3 main courses plus entree/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
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.
- 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
- National Theme day’s menus that support the recognised day e.g. St Patrick’s Day, St Nicolas Day (Dutch), ANZAC Day
- Restaurant Theme-monthly e.g Polish, Lebanese, Italian, Irish
- Plunger coffee and full range of herbal/aromatic teas

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
- 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.
- Tai Chai
- Meditation

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.
- Lawn Bowls/water aerobics/hydrotherapy
- Shopping trips/outings
- 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.
- Beautician-waxing, eyebrow and eyelash tinting
- Aromatic facial, exfoliation treatments, paraffin treatments
- Manicures
- 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.
- Foot spa and foot massage - complimentary
- Head and neck aromatherapy massage
- Reflexology and aromatherapy
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
- Wine and cheese tasting, tastings with international and regional theme - monthly
- Visits/access to culturally specific centres for afternoon teas and special celebrations
- Individual resident lifestyle programmes developed to meet individual cultural needs
- Theme movie days (in variety of languages) from extensive library as well as those accessed from external resources
- Provision of dedicated email/internet facilitator to assist resident to access the internal and international community.

Doutta Galla Footscray

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 14m² or more (excluding ensuite)
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- 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
- 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
- Single ensuite to every 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
- Choice of at least 2 hot dishes, excluding porridge, at each breakfast
- Choice of at least 3 main courses plus entree/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
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.
- 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
- National Theme day’s menus that support the recognised day e.g. St Patrick’s Day, St Nicolas Day (Dutch), ANZAC Day
- Restaurant Theme-monthly e.g Polish, Lebanese, Italian, Irish
- Plunger coffee and full range of herbal/aromatic teas

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.
- 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.
- Tai Chai
- Meditation
- 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.
- Lawn Bowls/water aerobics/hydrotherapy
- Shopping trips/outings
- 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:

- Resident to pay for cost of the service.
- Beautician-waxing, eyebrow and eyelash tinting
- Aromatic facial, exfoliation treatments, paraffin treatments
- Manicures
- 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
• Resident to pay for cost of the service.
• Foot spa and foot massage - complimentary
• Head and neck aromatherapy massage
• Reflexology and aromatherapy
• Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
• Wine and cheese tasting, tastings with international and regional theme – monthly
• Visits/access to culturally specific centres for afternoon teas and special celebrations
• Individual resident lifestyle programmes developed to meet individual cultural needs
• Theme movie days (in variety of languages) from extensive library as well as those accessed from external resources
• Provision of dedicated email/internet facilitator to assist resident to access the internal and international community

Eastwood Community Aged Care

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 – 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
• 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

1.2 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
- 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

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
- Choice of quality wine, beer, soft drinks at main meals
- 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)
- 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)

2.2 Food - innovations and special features
• Champagne luncheon on Melbourne Cup day and Oaks day
• AFL Grand Final day celebration

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
• 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.
• Outings to football with paid carer
• Trip to local races with picnic basket
• Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
• Weekly external Bingo venue
• Weekly external movie day
• 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. Resident to pay for cost of the service.
• Facials
• Manicures
• Waxing services
• Dedicated hairdressing salon
• Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
• Aromatherapy
• Pedicures
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features
- Veterans Affairs group
- Scrap booking group
- High dinner cabaret

Elanora

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 building (or Extra Service part) meets or exceed 2008 certification standards for new buildings

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
- 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
• 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
• 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
• Home Theatre- Wall mounted 5 foot Plasma with surround sound system. Comfortable lounge chairs, and baby Grand Piano. Overlooks bay.
• Fitness complex with gym and hydrotherapy pool
• DVD player provided for all resident rooms.

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
• 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 (in the Mahogany Club Lounge Bar)
• 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)

2.2 Food - innovations and special features
• Home baked cakes or biscuits made daily on site
• Wide variety of beverages including plunger coffee, range of herbal and fruit teas, variety of quality teas and quality drinking chocolate available to residents
• Outdoor dining available – French provincial outdoor areas providing comfortable outdoor dining for residents. Meals server outdoors on request.
• Café style coffee machine

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
• * 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.
• (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
• Music appreciation group to operate weekly (by qualified music therapist) (to be evaluated. If residents as group prefer an alternative this will be provided)
• Theatre sessions with current movies to operate at least 3 times per week. Art Classes to operate on a fortnightly basis.
• * 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:
o routine in-house group or individual outings provided as part of Specified Care and Services; or
o outings that are provided to meet the resident's assessed care needs.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
  Residents may be asked to pay for the cost of admission to events or venues.
- Mystery day trips
- Concerts/shows/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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
  Resident to pay for cost of the service.
- Access to professional manicures on site
- Professional waxing on site
- Professional facials and tinting on site
- 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
  Resident to pay for cost of the service.
- Professional massage service available on site
- Hydrotherapy sessions provided on site
- Reike available – Qualified Therapist at minimal cost to resident
- * 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
- Evening Function Supper Dance
- Fitness/therapy complex with hydrotherapy room, gym and outdoor sun deck
- Dry cleaning valet service
- Provision of an IT centre.
Embracia in Lynbrook

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 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)
- 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
- 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

- 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
- TV connection capability provided in all residents’ rooms
- Phone connection capability provided in 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

- Sleepover room for families from a distance.
- Direct access to onsite Café from extra service household of the Home.
- Bedrooms have 1.5 door (width) access into the bedroom and many bedrooms have courtyard doors with direct access out to the landscaped garden.

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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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)

2.2 Food - innovations and special features

- Residents able to prepare own snacks in community kitchenette (microwave available)
- Packaged picnic-style lunch available on request
- Cooking classes available to interested residents with direct access to an activity kitchen

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.
- 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.
- 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.
- In house movies available on request in the large screen digital home theatre.
- A massage is available weekly as well as access to music activities.
- 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.)
- Local shopping expedition available weekly for residents who wish to attend.
- Option for weekly external movies and/or theatrical plays.
- 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.
- Organising manicurist available fortnightly.
- Beauty therapist to visit weekly at the request from residents.
- 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.
- Individual aromatherapy in residents room.
- Reiki for alternative relaxation.
• 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
• Valet pickup and delivery of Dry Cleaning

Embracia on Ashley

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 building (or Extra Service part) meets or exceeds 2008 certification standards for new buildings i.e.
• There must be an average of no more than 1.5 residents per resident room. No individual room may accommodate more than two residents.
• There must be an average of no more than 3 residents per toilet, including those off common areas, and no more than 4 residents per shower or bath in a service or distinct part, with appropriate provision for resident and carer mobility. Bathroom sizes should ensure that care recipients and their carers can use them safely

1.2 Accommodation – features
• Individual single rooms have an average floor area of 14m² 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 15 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
• 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
• TV connection capability provided in all residents’ rooms
• Phone connection capability provided in 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
• Bedrooms opening to external courtyard
• Shaded barbeque area
• Water features in external area

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
• Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
• 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)

2.2 Food - innovations and special features
• Kitchen able to prepare meals from residents own recipe each month
• Residents able to prepare own snacks, out-of-hour meals from kitchenette (microwave available)
• Packaged picnic-style lunch available on request

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.
• 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
• * 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.
• Men's club with assistance to organise chosen activities
• * 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.
• Retail therapy expedition
• Option for weekly external movies and/or theatrical plays
• 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.

- * Additional personal grooming and beauty services (e.g. facials, manucures) 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.
- Beauty therapist to visit
- Organising manicurist/pedicurist availability fortnightly
- 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.
- Massage therapy for relaxation
- Individual aromatherapy in residents room
- Tai Chi Classes
- * Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

3.3 Services - innovations, culture of service and special features

- Facility and organisation adopts the Eden Alternative culture
- Staff to be trained in person Centred Care and Cultural Change
- Facility is available to community playgroups for intergenerational interactions (facility will supply morning tea to attract playgroups)
- Valet pick up and delivery of Dry Cleaning.

Emmy Monash Home for the Aged

1. Accommodation – principles

A range of accommodation and furnishing choices is available to residents in well maintained buildings and grounds that meet, or 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 at 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 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
• 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
• 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
• Atrium Tropical Garden Feature
• In House Cinema
• Hoist Ceiling Tracks

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- 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
- 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

- Kosher European Meals using fresh produce
- Special Holiday Menus for residents, extended family and friends
- Every Friday and Saturday Shul service followed by Kiddish for residents, extended family and friends

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 telephone handset 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

• 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.

• Bridge group, individual chess games and tournaments, rummy groups

• Channukah Parties

• 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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

• ‘Plaza Club’ Cocktail Parties, Lectures

• Shopping trips every fortnight

• 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.

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

  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs

• Resident to pay for cost of the service

• Weekly individual beauty therapy

• Weekly individual hand massage and aromatherapy

• Hairdresser twice weekly
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs
• Resident to pay for cost of the service
• Sensory enrichment sessions weekly
• Tai Chi weekly
• Manicure weekly
• 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
• Special Activities program developed for residents with Dementia
• Special Activities program developed for residents with sensory and physical impairment
• Weekly two hour cooking session designed for resident participation
• Discussion groups (current affairs, religious issues), weekly
• Pet visiting program (fortnightly).

Glenelg Community Aged Care

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 – features
• Individual single rooms have an average floor area of 14m² 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
• 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

1.2 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
- 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

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
- Choice of quality wine, beer, soft drinks at main meals
- 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)
- 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)

2.2 Food - innovations and special features
• Champagne luncheon in Melbourne Cup day and Oaks day
• AFL Grand Final celebration

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

• 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.

• Outings to football with paid carer

• Trip to local races with picnic basket lunch

• Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.

• Weekly external Bingo venue

• Weekly external movie day

• 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. Resident to pay for cost of the service.
  o Facials
  o Manicures
  o Waxing services

• Dedicated hairdressing salon
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
  - Aromatherapy
  - Pedicures
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

### 3.3 Services - innovations, culture of service and special features
- Veterans Affairs group
- Scrap booking group
- High dinner cabaret

## Greenwood Manor

### 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 building 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
- 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
- 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

- Individual ensuites available in all apartments
- Built in dance floor, built in indoor bowls floor, comfy everburning fires
- Separate large vegetable garden for those residents interest in extra gardening

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 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
- 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)
2.2 Food - innovations and special features

- Printed menu on dining table where daily selection is chosen by the resident.
- All meals are waitressed.
- There are 4 and 5 choices per day at main and evening meals.

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.
- Weekly painting classes for residents led by artist
- Fortnightly concerts by outside entertainers
- Weekly care group
- Monthly cooking classes
- 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.
• Monthly cinema visits
• Fortnightly shopping trips

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. 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:

  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.
• Beauty Therapy
• Manicures 2x per week (inclusive)
• Hairdressing 2x per week
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.
• Monthly massages (inclusive)
• 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

• Greenwood Manor is part of Greenwood Village Mews. The retirement village section runs a separate series of activities and outings 3 – 4 times per week. Manor residents are able to avail themselves of these if they choose. Below is the type of activities run by the Village but with participation of the Manor’s residents (all in addition to the Manor’s activities and run at different times)
  • Evening bingo (once per week)
  • Evening bowls (once per week)
  • Crazy Whist (once per fortnight)
  • Village and Manor outings.

Heritage Manor Aged Care

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 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)
- 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
- 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
- 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
- Spa centre
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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 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.
- 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 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 telephone handset 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
• 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.
• Music therapy; and
• Language specific newspapers
• 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.)
• Specific personal choice outings
• 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.
• Manicurist is available upon request; and
• Beauty therapist is available upon 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.
• Massage services available by a qualified masseur accredited to the facility.
• Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features
• Social Culture such as Tai Chi, outings, exercise program, computer centre, concerts, walking groups;
• News and views group;
• Family day; and
• Concierge style services

Hilltop Aged Care 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 building (or Extra Service part) 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 12m² or more (excluding ensuite)
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- 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
- 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
- Special library with internet access built in new building

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 3 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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)

2.2 Food – innovations and special features
- Each day has a specific cultural dish catering for the ethnic group which has been approved by a Dietician.

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
- 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.
- Music Therapy
- Café and cinema built into new facility
- 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.
- Provide transport for resident outings

### 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.

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.
- 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.
- Aromatherapy oils and massage
- Diversional Therapist is trained in Therapeutic Touch
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

### 3.3 Services - innovations, culture of service and special features

- New building will provide a special chapel/sacred space area for all residents.

**Homewood Residential Aged Care**
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 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 14m² 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
- 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
- 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
- An ‘Eden sensory / tactile garden’ for people living with dementia
- Massage therapy room
- Hydrotherapy treatment available for resident use (following assessment by physiotherapist)

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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
- 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
- Homewood Food and Wine Society – with website notification for family and friends notifying them of location of chosen venue for the monthly restaurant outing. Residents, families and friends pay for their
• meals.
• A gastronomic delight candlelight dinner experience – invitation to families to join their family member for a gourmet candlelight dinner once/month. Families and friends pay for their meal.
• Printed menus will be on dining tables and dedicated wait staff at all meals will serve food in front of the 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
• 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.
• Provision of a dedicated email / internet facilitator to assist residents to access the internet and world wide web community
• Creative writing / letter writing support – weekly activity to stimulate cognitive function and the imagination
• 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.
• Provision of a service where staff identify local, state and national theatre events, present list to residents and organise ticket purchases and outings to events as chosen, accompanying residents
• Weekly Resident Travel Club event / location chosen by residents which includes a supplied gourmet hamper lunch and VIP guide service at the location eg. Healesville Sanctuary.
• Resident to pay for entry and any additional services required.
• 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.
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.
• Ladies : Complimentary weekly manicure or facial
• Gentleman : Complimentary weekly 'traditional barber shop grooming service'
• Ladies and Gentlemen : Additional 15hrs per 60 residents Physiotherapy per week provided directly from a personal trainer using dedicated gym equipment (resistance pullies etc)
• Ladies : Complimentary monthly shampoo and set in dedicated resident salon
• Gentlemen : Complimentary monthly gentleman's cut or trim in dedicated resident salon
• 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 ‘non-complimentary’ services – that is, the additional request of services indicated below, over and above the weekly complimentary option.
• Complimentary weekly reflexology service provided
• Complimentary weekly individually planned aromatherapy service
• Complimentary weekly massage service
• 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
• An Extra Services coordinator / valet who is additionally trained to inform all of extra services provided
• An Extra Services coordinator / valet who coordinates the various clubs and Extra Services activities, ensures satisfaction by conducting surveys to ensure continuous improvement
• Dry Cleaning pick up & delivery to room by staff – twice weekly staff support
• Book Club – a club where residents choose a book of the month then discuss it over lunch, includes provision of an extensive library of titles, large print and Vision Australia books
• Movie – Video watching days / nights utilising the extensive library of movies available within the home

Hope Aged Care

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 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)
• 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
• 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

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

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- 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
-Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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 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.
- * 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.
- Painting Class
- Bridge 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.)
- Visits to concerts, community functions and other entertainments billed in local venues.
- Attend local Senior Citizens, Legacy, cultural association groups to retain links with community and interest groups.
- 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.
• Hairdressing – hair set, hair cut, tint etc as and when required.
• Manicure available as and when required.
• Facial available as and when required.
• 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:
  o routine services provided as part of Specified Care and Services; or
  o 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 available on a regular basis to those residents as and when required.
• Aromatherapy available on a regular basis as and when required.
• Acupuncture available on a regular basis to residents, as and when required.
• 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.

Langford Grange

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 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)
• 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
• Heating and cooling systems for residents’ rooms that are individually controllable by the resident or staff
- Internal lounge / dining / sitting room spaces provided on the basis of at least 3m² per resident
- 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
- 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
- Raised garden beds
- Alfresco dining available in the outdoor cafe

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- 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).

2.2 Food - innovations and special features
- Personalised printed menus on dining tables.
- Personal Dining Assistant similar in approach to a waiter service and above required staffing level.
- A tea trolley service offering desert selections will provide residents with ‘High Tea’ each day.

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 telephone handset 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.
- * 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:
o routine in-house group or individual activities provided as part of Specified Care and Services; or
o activities provided to meet the resident's assessed care needs.

- Fortnightly program of cinema, art and cultural program (ie exhibitions)
- Provision of dedicated bus fitted appropriately for the transport of residents
- Adopt a Grandparent Program
- Internet Access and Training
- * 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.
- Outing to historical and regional points of interest

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.

- * 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
- Resident to pay for cost of the service.
- Beautician services (Additional cost would be applied dependent on type of service, ie manicures with Bio-Gel/Acrylics)
- Dedicated hairdressing salon
- Hand washing of delicate fabrics
- Arrangement of fresh flowers in resident rooms
- * Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
- Resident to pay for cost of the service.
- Reiki and healing massage services
- Movement therapy including Tai Chi; music therapy; additional physiotherapy services
- Natural / alternate therapies
- * 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

- Concierge services
- Dry cleaning and valet service
- On site café that will have access to external courtyards suitably furnished for outdoor dining.

Marina Residential Aged Care Service

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 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 14m² 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
- 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
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

- Private relaxation reading sunroom and multitude of sitting/activity/lounge areas for private or communal use
- Individual ensuites available to all rooms
- An ‘Eden Sensory/tactile garden’ for people living with dementia

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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
- 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
Marina Food and Wine Society – with website notification for family and friends notifying them of location of chosen venue for the monthly restaurant outing

A delightful candlelight dinner experience – invitation to families to join their family member for a gourmet candlelight dinner once/month. Family and friends pay for their meal.

Printed menus will be on dining tables and dedicated wait staff at all meals will serve food in front of the 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
- 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.
- Provision of a dedicated email / internet facilitator to assist residents to access the internet and world wide web community
- Creative writing / letter writing support – weekly activity to stimulate cognitive function and the imagination
- 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.
- Provision of a service where staff identify local, State and national theatre events, present list to residents and organise ticket purchases and outings to events as chosen, accompanying residents. Resident to pay for entry and any additional services required.
- Resident Travel Club - location chosen by residents which includes a supplied gourmet hamper lunch and VIP guide service at the location eg. Healesville Sanctuary. Resident to pay for entry and any additional services as required.
- 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.

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 'non-complimentary' services— that is, the additional request of services indicated below, over and above the monthly complimentary option.
- Ladies: Complimentary fortnightly manicure or facial
- Gentlemen: Complimentary fortnightly ‘traditional barber shop grooming service’
- Ladies and gentlemen: additional 15hrs Physiotherapy per 60 residents per week provided directly from a personal trainer/physio aide using dedicated gym equipment (resistance pullies etc)
- Ladies: Complimentary monthly shampoo and set in resident salon
- Gentlemen: Complimentary monthly gentleman’s cut or trim in resident salon
- 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 'non-complimentary' service – that is, the additional request of services indicated below, over and above the weekly complimentary option.
- Complimentary weekly reflexology service provided
- Complimentary weekly massage service
- Complimentary weekly individually planned aromatherapy service
- 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
• Purpose built indoor heated hydrotherapy, chemically controlled, fully automated swimming pool with dehumidification features.
• An Extra Services coordinator / valet who is additionally trained to inform all of extra services provided
• An Extra Services coordinator / valet who coordinates the various clubs and Extra Service activities, ensures satisfaction by conducting surveys to ensure continuous improvement.

Mark and Dina Munzer Community Residence

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 at least one of these requirements
• 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 14m² 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
• 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 (eg: 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

• 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

• Individual/personalised/themed resident clusters including private courtyards assisting residents in cognitive mapping, providing an increased sense of identification and personal space.

• Generous multipurpose activities areas co-located with day centre facilities. Combined with the provision of operable wall these spaces have the flexibility to allow:

• Major festival/celebrations (including synagogue) for residents, their family representatives and local Jewish community

• Day therapy services/activities can be integrated with resident, sessions as desired resulting in increased socialisation and interpersonal interaction for residents

• Careful detailing will provide a ‘big screen cinema’ for residents on specific days

• Library/computer room provides a quite environment for solitary activity, contemplation, reading and ‘surfing the net’ etc.

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)

• 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

Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)

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)

2.2 Food - innovations and special features

- Food Theme days for residents who have lived overseas which is true for most of Jewish Care’s resident population and other events such as Melbourne Cup, AFL Final etc.

- Jewish festivals and spiritual days are celebrated in Jewish culture and centre on food, a broad range of delicacies will be available

- All food provided adheres to Kashrut requirements and menu reflects traditional Jewish cuisine

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.

*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.

Artistic Expression through participation in sculpture, painting, pottery, music, poetry, creative writing and craft provided twice weekly or as required by the resident.

Participation in programs offered by the University of the 3rd Age (in line with program requirements).

* 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.

Regular attendance at outings eg Ballet/Opera/symphony Concerts/Museum/Art Galleries/Theatre/Gambling venues – resident choice regarding areas of interest.

Melbourne Garden Tours/Open Garden Scheme – includes visits to a range of venues.

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.

* 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.
- Beauty package – payment for facials only, other services complimentary and as frequently as requested by resident.
- Physical Wellbeing package – complimentary services includes yoga, physiotherapy etc.
- Massage Package – complementary services eg foot, hand, scalp etc (See Sample of Package in Appendices)
- 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.
- Sculpture – residents working with clay (tactile medium) with an artist as a form of creative expression
- *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
- Availability of salaried Rabbinical Staff for service and special needs of residents
- Culturally focused activities eg Torah readings, discussion groups
- Kashrut supervision relating to Jewish requirements
- Kosher Menu in line with cultural and spiritual requirements
- Extra Services Valet (similar role to concierge in a hotel) facilitates and assists residents to access the complete range of services or outings. Coordinates travel etc if required. This position ensures the highest level of customer service and facilitates choice in all aspects of Extra Service.

Mecwacare Malvern Centre

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
- 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
• 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
• Accommodation options include three room suites with kitchenette.

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
• Choice of quality wine, beer, soft drinks at main meals
• Pre-dinner drinks / cocktail time / happy hour at least once a week
• 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
• 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
• Bar open daily, with a range of alcoholic and non-alcoholic refreshments available
• Café with quality beverages including coffee machine, fresh juices and snacks open daily.

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 telephone handset 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.
- 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.
- Relaxation with music program
- Beauty Therapy
- 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.)
- Melbourne Theatre Company membership
- Membership – Docklands Stadium
- 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.
- Manicures
- Waxing/beauty/facials
- 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
• Aromatherapy
• Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features
• Concierge
• Resident gift shop and service
• Steam pressing service and dry cleaning

Melbourne Hebrew Memorial 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 – 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

1.2 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)
• 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.

Food
• Choice of at least 3 main courses plus entree/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
• 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.
• Activities offered to residents as additional choices that are available to them as individuals.
• Music therapy program
• Book readings
• 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. Resident to pay for cost of the service.
• Manicures
• Spa bath with aromatherapy
• Dedicated hairdressing salon
• Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
• Massage

Mercy Place Parkville

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 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)
• 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
• 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
• 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
• Top floor club room
• Access to a kiosk and café

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
• Choice of quality wine, beer, soft drinks at main meals
• Pre-dinner drinks / cocktail time / happy hour at least once a week
• BBGs / 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).
- 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).

2.2 Food - innovations and special features
- Normal coffee making facilities will be available on this floor, specialised coffee and teas will be available in the kiosk located on the ground floor.

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.
- There will be available the choice of daily newspapers that can be delivered at a cost to the resident.
- Magazines will also be available at cost to the resident. We will organise the daily delivery to resident rooms.
- 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.

* 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.
Our lifestyle team will coordinate and provide many varied activities and will include group reading sessions but not individual sessions.

- * 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.)
  - Extra service residents will be offered the opportunity to be escorted to their preferred cultural event (e.g., theatre, sporting event etc.) this will be an individual outing or with family (where a staff member acts as the escort and assist the resident with ADL’s).
  - Extra service residents will also be able to go on shopping trips with a staff escort to select clothing, gifts, and or personal items from the individuals nominated stores.

Policies and procedures have been developed to ensure the health and safety of the resident and staff member from a financial and occupational safety perspective.

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.
  - Manicure will be available within the room or within the hairdressers salon which also has a podiatry chair.
  - Facial and hair removal and or barber shop 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.
  - Massage therapy (part and full available)
  - Aroma therapy
• * 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
• Activities will be developed that are culturally sensitive i.e. specific to that culture. Eg. Italians Boche.

Noble Manor Residential Aged Care

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)
• 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
• 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
• 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
• Day Spa

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
• 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 (at a cost to be paid by the guest)
• A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)

2.2 Food - innovations and special features
• ‘Restaurant Dining’ – printed menus on dining tables, full table service to all residents at dining table for all meals.
• ‘Candlelight dining Experience’ – Invitation to families to joint Residents for a gourmet candlelight dining experience. (Cost to families to cover food and any extra labour).
Frequency of candlelight dinner to be decided by residents themselves at Resident Committee Meetings. It is anticipated that this special experience would occur at least once every 6 weeks.

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.
- Indoor gardening club
- 'Pet Therapy' – regular visit by pet organisations – no additional cost to residents.
- 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.
- Movie club – Visit to movie cinemas in the area. Residents will pay for their own tickets. The facility will provide transport.
- 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:
o routine services provided as part of Specified Care and Services; or
o services that are provided to meet the resident's assessed care needs.

- Resident to pay for cost of the service.
- Hairdresser – resident pays for hairdressing services
- Beautician – resident pays for beautician services
- Manicurist, no cost to resident
- 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:
    o routine services provided as part of Specified Care and Services; or
    o services that are provided to meet the resident's assessed care needs.
  - Resident to pay for cost of the service.
- Massage – resident pays for massage services
- Hydrotherapy – resident pays for hydrotherapy services
- Aromatherapy – resident pays for aromatherapy services
- Provision of escort to outside appointments, as requested by resident or family – resident pays for the cost of escort (hourly rate) and transport. The facility will arrange the escort.

3.3 Services - innovations, culture of service and special features

- Dry Cleaning pick-up and delivery – resident pays for cost of dry cleaning – no charge for pick up and delivery
- Provision of foreign language newspapers and/or magazines as requested by resident of family – resident pays for the newspaper or magazine – no charge for taking orders and delivering directly to the resident.

Oak Towers Hostel

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 at least one of these requirements

- 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 14m² 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
- 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
- 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

- Individual ensuites (not including shared bathrooms) are available to all residents
- Themed roof-top gardens
- On site ‘motel style’ accommodation including available for visitors

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
- 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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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)

2.2 Food - innovations and special features
- Room service will be provided for care recipients
- Printed menus will be provided
- Waiter service

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
• 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs
• Happy Hour’ drinks and savouries
• Regular performances by a diverse range of entertainers catering for residents cultural and personal preferences
• 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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
• ‘Outings to the theatre, orchestral concerts or movies
• Restaurant and shopping outings
• 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.

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:

  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs

• Resident to pay for cost of the service.
• Hair dressing service
• Manicure, Pedicure
• Facial, waxing
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident’s assessed care needs
• Resident to pay for cost of the service
• Spa
• Aromatherapy
• Massage and music therapy
• 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
• Dedicated hairdressing salon/therapy room
• Shopping service for residents
• Multilingual staff and provision of foreign language newspapers if requested
• Consultation with families regarding extra services/extra service coordinator
• Extra service coordinator.

Regis Amaro

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 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 14m² 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, eg 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 room spaces provided on the basis of at least 3m² per resident
• 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
- 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
- Flagpole and remembrance area.
- A room fully set up for therapies and entertaining.
- Garden water feature in landscaped grounds.

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
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.
- 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
- Celebrations of birthdays, monthly and bi monthly themed events, eg Anzac Day, Mother’s Day.
- High Tea – monthly afternoon teas with 3 point sandwiches, Devonshire Tea and scones.
- The Big Cooked Breakfast in addition to current continental choices.

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.
- Activities offered to residents as additional choices that are available to them as individuals.
- Men's Group: Men only club every month to enjoy male peer group get together that may include snacks, male-oriented activities, including trips to the pub or lunch, watching old western movies, and guest speakers.
- Armchair Travel: Residents are shown a professional movie on a designated country and then do an activity and eat food related to that culture.
- Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
- Small group outings to special places of interest, including local theatre or musical acts at the community centre, shopping centres, parks etc.

3.2 Services - enhanced personal services

- Additional personal grooming and beauty services (eg facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Facials: Qualified beautician to treat the ladies to facials (at resident cost).
- Manicures by qualified nail technician (at resident cost).
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Individual Therapy Sessions: One on one therapy involving foot massages etc.
- Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitable assessment).
- Waxing: Ladies waxing provided in-house by local beautician (at resident cost).

3.3 Services - innovations, culture of service and special features

- Computer with internet access for residents.
- An Interest Club which can include (depending on resident interest), a walking club, card club or news and views current affairs group.
- Beauty Day (makeover by staff).
- Personal Shopping Services: Available as requested by resident or family (at resident cost) to purchase goods on behalf of the resident for their needs.
- Tai Chi classes.

Regis Bayside Gardens
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 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).
- 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.
- 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.
- 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).
- 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
- Family Retreat.
- Day Resort 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.
- 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.
- Meals available for guests on request (at a small additional 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

- Comprehensive Recipe Library.
- The Club Services Cafe.
- High Teas.

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.
• Activities offered to residents as additional choices that are available to them as individuals.
• Armchair Travel.
• Men's Group.
• Outings offered to residents as additional choices that are available to them as individuals.
  Residents may be asked to pay for the cost of admission to events or venues.
• The Luncheon.
• Local Theatre Outings.

3.2 Services - enhanced personal services
• Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the
  resident for personal enjoyment. Resident to pay for cost of the service.
• Facials.
• Manicures.
• Waxing.
• Dedicated hairdressing salon
• Additional elective tactile or massage services chosen by the resident for personal enjoyment.
  Resident to pay for cost of the service.
• Massage: monthly availability of a full body massage by contracted, qualified masseuse (at
  resident cost and subject to suitability assessment).
• Aromatherapy - assessed and evaluated by a qualified aromatherapist.
• Individual therapy sessions to stimulate all the senses and induce relaxation.

3.3 Services - innovations, culture of service and special features
• e-Zone.
• Tapestry of Life.
• Monthly themed calendar tool.

Regis Heathcliff Manor

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 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)
• Availability, subject to agreement of resident or family, of ‘smart room’ systems in residents’ rooms to assist people living with dementia, eg movement, light and heating sensors
• Provision of toilets and showers over and above the ratios for 2008 certification requirements
• 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

1.3 Accommodation - furniture and fittings
• 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
• On-site convenience store.
• Lounges open to large terraces, in turn leading to landscaped areas.
• Garden water feature in landscaped grounds.

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 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.
• 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
• Celebrations of birthdays, monthly and bi monthly themed events, eg Anzac Day, Mother’s day.
• High Tea: Monthly afternoon teas with 3 point sandwiches, Devonshire Tea and scones.
• The Big Cooked Breakfast in addition to current continental choices.

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.
- Activities offered to residents as additional choices that are available to them as individuals.
- Men’s Group: Men only club every month to enjoy a male peer group get together that may include beer and snacks, male-oriented activities, including trips to the pub for lunch, watching old western movies, and guest speakers.
- Armchair Travel: Residents are shown a professional movie on a designated country and then do an activity and eat food related to that culture.
- Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
- Small group outings to special places of interest, including local theatre or musical acts at the community centre, shopping centres, parks etc.

3.2 Services - enhanced personal services
- Additional personal grooming and beauty services (eg facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Facials: Qualified beautician to treat the ladies to facials (at resident cost).
- Manicures by qualified nail technician (at resident cost).
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Individual Therapy Sessions: One on one therapy involving foot massages etc.
- Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitability assessment).
- Waxing: Ladies waxing provided in-house by local beautician (at resident cost).

3.3 Services - innovations, culture of service and special features
- Computer with internet access for residents.
- An Interest Club which can include (depending on resident interest) a walking club, card club, book club or news and views current affairs group.
- Beauty Day (makeover by staff).
• Personal Shopping Services: Available as requested by resident or family (at resident cost) to purchase goods on behalf of the resident for their needs.
• Tai Chi classes.

Regis Inala Lodge

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 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 14m² 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
• 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
• On-site convenience store.
• Garden water feature in landscaped grounds.
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 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.
- 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
- Celebrations of birthdays, monthly and bi monthly themed events, eg Anzac Day, Mother’s day.
- High Tea: Monthly afternoon teas with 3 point sandwiches, Devonshire Tea and scones.
- The Big Cooked Breakfast in addition to current continental choices.

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.
- Activities offered to residents as additional choices that are available to them as individuals.
- Men's Group: Men only club every month to enjoy a male peer group get together that may include beer and snacks, male-oriented activities, including trips to the pub for lunch, watching old western movies, and guest speakers.
Armchair Travel: Residents are shown a professional movie on a designated country and then do an activity and eat food related to that culture.

Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.

Small group outings to special places of interest, including local theatre or musical acts at the community centre, shopping centres, parks etc.

Provision of dedicated bus fitted appropriately for the transport of residents

3.2 Services - enhanced personal services

- Additional personal grooming and beauty services (eg facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Facials: Qualified beautician to treat the ladies to facials (at resident cost).
- Manicures by qualified nail technician (at resident cost).
- Dedicated hairdressing salon
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Individual Therapy Sessions: One on one therapy involving foot massages etc.
- Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitable assessment).
- Waxing: Ladies waxing provided in-house by local beautician (at resident cost).

3.3 Services - innovations, culture of service and special features

- An Interest Club which can include (depending on resident interest) a walking club, card club or news and views current affairs group.
- Beauty Day (makeover by staff).
- Personal Shopping Services: Available as requested by resident or family (at resident cost) to purchase goods on behalf of the resident for their needs.

Regis Karingal Manor

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
- Heating and cooling systems for residents’ rooms that are individually controllable by the resident or staff
- Internal lounge /dining / sitting room spaces provided at a minimum ratio of 1 per 15 residents
- At least one private function/dining room for residents and visitors, separate from the 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 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 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
- Garden water feature
- Feature external decks with special openable roofs over
- Aviary

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
- 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 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
• Women's Club Devonshire Afternoon Teas: Lady residents are served a traditional Devonshire afternoon tea in a separate room
• Garden Parties: Special morning or afternoon teas or lunches are catered in the gardens
• Tea/coffee making facilities are available in the sitting rooms for resident and visitor use at any time

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.
• 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 – pergola area
• 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.
• Arm Chair Travel: Activity in which residents view professional travel videos on a chosen country; participate in quizzes; enjoy snacks relevant to the country of the day
• Men's Group: Men only club every month to enjoy a male peer group get together that may include beer and snacks, male-oriented activities, including trips to the pub for lunch, watching old western movies, and guest speakers.

• 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.

• Small group outings to special places of interest, including musicals at the nearby community theatre, shopping centres, parks

• Movie afternoons – transfer by bus or maxi-taxi to the local movies

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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.

• Facials: qualified beautician to treat the ladies to facials (at resident cost)

• Manicures by qualified nail technician (at resident cost)

• Waxing Service: the ladies can be pampered with a facial or body wax treatment (at resident cost and subject to skin integrity)

• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.

• Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitability assessment)

• Sensory stimulation sessions: One-on-one sessions involving a range of activities to stimulate all the senses and induce relaxation

• Hand massages: The staff or volunteers provide complementary hand and arm massages to pamper, soothe and relax

• 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

• Tai Chi Classes – volunteers and staff run these exercise and meditation classes
• Personal Shopping Services: in addition to scheduled shopping excursions, once per month, residents are assisted to compile shopping lists for personal items that one of our activities officers shops for on their behalf.
• A computer is set up with Internet access for resident enjoyment and keeping in touch with relatives and friends.
• Beauty Day - A monthly day where lady residents can choose to be pampered and have a full facial makeover by staff or volunteers.
• News & Views Group: Once a week residents meet over a specially catered morning tea to discuss the week’s current affairs and topical issues.

Regis Lake Park

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 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).
• 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.
• 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
• 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).

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

- Family Retreat.
- Cinema Room.
- Day Spa 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.
- 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.
- Meals available for guests on request (at a small additional 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

- Comprehensive Recipe Library.
- The Club Services Cafe.
- High Teas.
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.
- Activities offered to residents as additional choices that are available to them as individuals.
- Armchair Travel.
- Men’s Group.
- Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
- The Luncheon.
- Local Theatre Outings.

3.2 Services - enhanced personal services
- Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Facials.
- Manicures.
- Waxing.
- Dedicated hairdressing salon.
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitability assessment).
- Individual therapy sessions to stimulate all the senses and induce relaxation.
- Aromatherapy - assessed and evaluated by a qualified aromatherapist.

3.3 Services - innovations, culture of service and special features
- e-Zone.
- Tapestry of Life.
- Monthly themed calendar tool.
Regis McKinlay 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 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)
- 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 room spaces provided at a minimum ratio of 1 per 15 residents
- At least one private function/dining room for residents and visitors, separate from the main dining area(s)
- Natural light and vistas to a majority of residents’ rooms
- Courtyards, balconies or verandahs accessible to a majority of residents

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)
- 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
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
- Choice of quality wine, beer, soft drinks at main meals
- 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
- 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
- Tea / coffee making facilities available for use by resident and visitors
- High Tea afternoons

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.
- 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:
• Hydrotherapy
• Men's Group.
• Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
• Small group outings to special places of interest
• Movie afternoons - transfer by bus or maxi-taxi to local movies

3.2 Services - enhanced personal services

* Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.

• 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.
• Facials: Qualified beautician to treat the ladies to facials (at resident cost)
• Manicures by qualified nail technician (at resident cost)
• “Old Fashioned Barber Service” in the hairdressing salon with hot towels and pomade (at resident cost)
• 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.
• Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost).
• Sensory stimulation sessions - one-on-one sessions involving a range of activities to stimulate all the senses and induce relaxation.
• Waxing – ladies waxing provided in-house by local beautician.

3.3 Services - innovations, culture of service and special features

• Internet area (computer, chair, desk internet connection)
• A dynamic Activities Club which could include, depending on resident preferences, a Football Club, a Craft Club, etc.
• Beauty Day (makeover by staff)
• Baby grand piano.

Regis Shenley Manor

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 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 14m² 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.
- 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 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).
- 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
- Cinema Room.
- Day Spa Room with Bespoke massage table designed for the elderly.

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.
- 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.
- Meals available for guests on request (at a small additional 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
- High Teas.
- The Club Services Cafe.
- Comprehensive Recipe Library.

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.
- Activities offered to residents as additional choices that are available to them as individuals.
- Armchair Travel.
- Men’s Group.
Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.

- The Luncheon.
- Local Theatre Outings.

### 3.2 Services - enhanced personal services

- Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
  - Facials.
  - Manicures.
  - Waxing.
  - Dedicated hairdressing salon.
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
  - Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitability assessment).
  - Individual therapy sessions to stimulate all the senses and induce relaxation.
  - Aromatherapy - assessed and evaluated by a qualified aromatherapist.

### 3.3 Services - innovations, culture of service and special features

- Tapestry of Life.
- Monthly themed calendar tool.
- e-Zone.

### Regis The Grange

#### 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 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 14m² 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, eg 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
• 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
• 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
• On-site convenience store.
• Garden water feature in landscaped grounds.

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 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.
• 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
• Celebrations of birthdays, monthly and bi monthly events, eg Anzac Day, Mother’s day.
• High Tea: Monthly afternoon teas with 3 point sandwiches, Devonshire Tea and scones.
• The Big Cooked Breakfast in addition to current continental choices.

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.
• Activities offered to residents as additional choices that are available to them as individuals.
• Men’s Group: Men only club every month to enjoy a male peer group get together that may include beer and snacks, male-oriented activities, including trips to the pub for lunch, watching old western movies, and guest speakers.
• Armchair Travel: Residents are shown a professional movie on a designated country and then do an activity and eat food related to that culture.
• Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
• Small group outings to special places of interest, including local theatre or musical acts at the community centre, shopping centres, parks etc.

3.2 Services - enhanced personal services
• Additional personal grooming and beauty services (eg facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
• Facials: Qualified beautician to treat the ladies to facials (at resident cost).
• Manicures by qualified nail technician (at resident cost).
• Dedicated hairdressing salon
• Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
• Individual Therapy Sessions: One on one therapy involving foot massages etc.
• Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitable assessment).
• Waxing: Ladies waxing provided in-house by local beautician (at resident cost).

3.3 Services - innovations, culture of service and special features
• Computer with internet access for residents.
• An Interest Club which can include (depending on resident interest) a walking club, card club, book club or news and views current affairs group.
• Beauty Day (makeover by staff).
• Personal Shopping Services: Available as requested by resident or family (at resident cost) to purchase goods on behalf of the resident for their needs.
• Tai Chi classes.

Regis Waverley Gardens

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 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)
• Availability, subject to agreement of resident or family, of ‘smart room’ systems in residents’ rooms to assist people living with dementia, eg movement, light and heating sensors
• Provision of toilets and showers over and above the ratios for 2008 certification requirements
• 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

1.3 Accommodation - furniture and fittings
• 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
• On-site convenience store.
• Garden water feature in landscaped grounds.
• Large inner landscaped courtyard.

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 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.
- 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
- Celebrations of birthdays, monthly and bi monthly themed events, eg Anzac Day, Mother’s day.
- High Tea: Monthly afternoon teas with 3 point sandwiches, Devonshire Tea and scones.
- The Big Cooked Breakfast in addition to current continental choices.

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.
- Activities offered to residents as additional choices that are available to them as individuals.
- Men's Group: Men only club every month to enjoy a male peer group get together that may include beer and snacks, male oriented activities, including trips to the pub for lunch, watching old western movies, and guest speakers.
- Armchair Travel: Residents are shown a professional movie on a designated country and then do an activity and eat food related to that culture.
• Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
• Small group outings to special places of interest, including local theatre or musical acts at the community centre, shopping centres, parks, etc.
• 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. Resident to pay for cost of the service.
• Facials: Qualified beautician to treat the ladies to facials (at resident cost).
• Manicures by qualified nail technician (at resident cost).
• Dedicated hairdressing salon
• Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
• Individual Therapy Sessions: One on one therapy involving foot massages etc.
• Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitability assessment).
• Waxing: Ladies waxing provided in-house by local beautician (at resident cost).

3.3 Services - innovations, culture of service and special features
• Computer with internet access for residents.
• An Interest Club which can include (depending on resident interest) a walking club, card club, book club or news and views current affairs group.
• Beauty Day (makeover by staff).
• Personal Shopping Services: Available as requested by resident or family (at resident cost) to purchase goods on behalf of the resident for their needs.
• Tai Chi classes.

Regis Weeroona

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 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 14m² 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, eg 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
• 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
• Colour coordinated decor and quality fittings. Includes quality furniture, maintained to a high standard, comparable to furniture found in people's homes, eg mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc.
• Superior quality floor coverings (eg 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
• The Activities Room: A room fully set up for complimentary therapies and entertaining, featuring a Wii Nintendo machine, and piano.

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, eg 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
• High Tea: Monthly afternoon teas with 3 point sandwiches, Devonshire Tea and scones.
• Celebrations of birthdays, monthly and bi monthly themed events, eg Anzac day, Mother’s Day.

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.
• Activities offered to residents as additional choices that are available to them as individuals.
• Men’s Group: Men only club every month to enjoy a male peer group get together that may include beer and snacks, male-oriented activities, including trips to the pub for lunch, watching old western movies, and guest speakers.
• Armchair Travel: Residents are shown a professional movie on a designated country and then do an activity and eat food related to that country.
• Outings offered to residents as additional choices that are available to them as individuals. Residents may be asked to pay for the cost of admission to events or venues.
• Small group outings to special places of interest, including musicals at the nearby community theatre, shopping centres, parks, trips to the bay etc.

3.2 Services - enhanced personal services
• Additional personal grooming and beauty services (eg facials, manicures) chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
• Facials: Qualified beautician to treat the ladies to facials (at resident cost).
- Manicures by qualified nail technician (at resident cost).
- Dedicated hairdressing salon
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. Resident to pay for cost of the service.
- Massage: Monthly availability of full body massage by contracted, qualified masseuse (at resident cost and subject to suitability assessment).
- Individual Therapy Sessions: One on one therapy involving foot massages etc.
- Waxing: Ladies waxing provided in-house by local beautician (at resident cost).

### 3.3 Services - innovations, culture of service and special features
- Tai Chi/Yoga class.
- ‘E-zone’ providing internet access and a range of modern technology to ensure residents are able to communicate with their family and friends.
- A dynamic Interest Club which can include (depending on resident interest) a walking club, card club, book club, or news and views current affairs club etc.
- Beauty Day (makeover by staff).
- Personal Shopping Services: Available as requested by resident or family (at resident cost) to purchase goods on behalf of the resident for their needs.

### Scotchman’s Creek Aged Care Facility

#### 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 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
- 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
- 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
- Multi-media room with special facilities for hearing impaired clientele.

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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
• 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
• 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
• 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
• 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. One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently. Provide details.
• Beautician service (facials, waxing, eyebrows) weekly – at resident cost
• Manicure and Pedicure weekly – 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. Resident to pay for cost of the service. One point is available for each distinctly different service where the provider organises access to the service for the resident reasonably frequently. Provide details.
• Massage service weekly – at resident cost
• Reflexology service weekly – at resident cost
• Aromatherapy weekly – at resident 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

3.4 Services - innovations, culture of service and special features
• Dry Cleaning – valet pickup and delivery service (excludes cost of dry cleaning).

Shoreham House – Aged Care 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 14m² 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
• 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
• 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
- 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

- Bowls/bocce green

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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)
2.2 Food - innovations and special features

Examples could include additional services or choices for residents, e.g. dial-up and delivery catering, waiters, printed menus on dining tables.

- Special Banquets for Husband/Wife, Father/Son, Mother/Daughter etc. eg. Seafood BBQ’s, “High Tea” with roses & chocolates
- Meals served in separate “Rose cottage” with family and friends
- Monthly Family Roasts for resident and their family catered for in private dining Room.
- Alternative Menu & Kids Menu
- Antipasto & Wine offered for visitors Spring / Summer nights
- Dial up Take away Menu’s for delivery to home
- Fresh flower & chocolates upon admission
- Alfresco Dining choices everyday – Courtyard & Oak tree garden areas
- Wine & Cheese nights 5 nights / wk

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
- 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.

- Horticultural Therapy program weekly
- Sundowners program and pampering sessions – daily in the afternoon/evening
- Computer / Internet / e-mail lessons and support -weekly
- * 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.
- Regular outings for lunch at the Dromana RSL
- Bowling at Rosebud and Local Art Exhibitions on the Peninsula.
- 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.

- * 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.

- (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)
  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.
- Pedicure and Waxing by Beautician
- Facials by Beautician
- Full hour massage
- 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.
- Reiki Massage
- Chiropractic
• Acupuncture
• * 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
• The ability to accommodate suitable domestic pets of residents
• Pedicures, make up, extra massage hours at no cost to resident
• Provision of foreign language newspapers / magazine as requested
• Birthday Packages – Gourmet breakfast, spa & champagne / strawberries, 1:1 outing, party & cake, makeup and facial etc
• Residents Annual & Literary Exhibition at the facility (Many locally well known artists, authors at Shoreham ACF).

SomerCare

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 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)
• 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
• 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, eg. 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
• Professionally landscaped outdoor areas designed to reflect seasonal changes and to provide a variety of activity spaces for residents that include a mediative reflective pool, citrus grove, sculpture fountain
• and a paved BBQ and seating area
• State-of-the-art theatrette
• All beautifully appointed bedrooms have private ensuite

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, eg, 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
• A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)
2.2 Food - innovations and special features

- National Days celebrated each month with international menus designed by our in-house chef
- On-site cosmopolitan cocktail bar/café
- Alfresco dining in our beautifully landscaped courtyards

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 realign 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.
- 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.
- * 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.
- “Armchair Travel” viewing of professional videos and family holiday videos in theatrette specific to chosen country. Decoration, menus and activities for the day are themed to the particular country.
- Intergenerational program: Visits from local primary school children to foster intergenerational ties and community links. Monthly 'general' visits with Italian-speaking Year 10 students visiting our Italian residents on a weekly basis.
- 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
Weekly excursions to the local aquatic centre for hydrotherapy in indoor heated pool
Fortnightly scenic excursion around the peninsula

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.

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
- Ladies: manicure and hand massage by qualified beautician - weekly availability at resident cost
- Gents: complementary relaxing foot soak
- Relaxation Session/De-stress hour: scenic relaxation video screened in the theatrette whilst foot soaks and neck massages are given to encourage deep relaxation – twice weekly
- 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.
- Aqua-flow therapy bath sessions in fully equipped bath room – weekly
- Weekly massage by visiting masseuse – at resident cost
- Complimentary weekly individually planned aromatherapy
- Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features

- Book club: twice weekly, residents gather in library to engage in lively discussion on chosen book
- “Kookaburra Kids Club”: local children’s group (Yrs4-6) that visit to perform pantomimes for residents’ enjoyment
- Individual email accounts for each resident and assistance with access to the web
- Dedicated physio/consulting room for clinical and other support services.

Sumner 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 building (or Extra Service part) meets or exceed 2008 certification standards for new buildings

1.2 Accommodation – features
- Individual single rooms have an average floor area of 14m² 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 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)
- Electric adjustable bed provided for any resident who requests it

1.4 Accommodation – innovations and special features
- Hydrotherapy room
- Secure open roof top areas for leisure and entertainment
- Indoor courtyard garden with water feature and birds

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
- 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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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)

2.2 Food - innovations and special features
- Printed menus on dining tables and dedicated waiter staff
- Special Meal once a month for residents, families and friends with the Residents choosing the menu. Families and friends will be expected to pay for their meals.

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.

• * 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.

  (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)

• Internet and Computer Games Club

• Creative writing group – life auto biographies, letters, etc.

• * 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o outings that are provided to meet the resident's assessed care needs.

  (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)

Residents may be asked to pay for the cost of admission to events or venues.

• Attendance at special events accompanied by staff – residents select event eg theatre, art exhibitions, etc – residents to pay for costs of attending events

• Specific picnic outings with gourmet lunch to locations chosen by 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

  (Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)

  Resident to pay for cost of the service.

• Men’s grooming – shave and haircut

• Beauty therapist – facials and manicures

• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
(Services provided to meet assessed care needs are claimable under the Resident Classification Scale.)

Resident to pay for cost of the service.

- Body massages
- Aromatherapy sessions
- Reflexology sessions
- * Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features

- Movie Club – Showing of movies and discussion groups analysing movie
- Literature Group – Book readings and discussion about books
- Hand-washing of delicate fabrics by staff as requested by residents.

Sunlight Residential Aged Care

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 14m² 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
- 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
- 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

- Day Spa

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
- 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. Meals for guests will incur a cost to be paid for by the guest.
- A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)
2.2 Food - innovations and special features

- ‘Restaurant Dining’ – Printed menus on dining tables, full table service to all Residents at dining tables for all meals
- ‘Candlelight Dining Experience’ – Invitation to families to join Residents for a gourmet candlelight dining experience. There will be a cost to families to cover their food and any extra labour.

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
- 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.
- Indoor gardening club
- “Pet Therapy” – regular visit by pet organisations. No additional cost to residents for this service
- 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.
• Movie Club – Visit to movie cinemas in the area. Residents will pay for their own tickets. The facility will provide transport

• 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.

• Beautician – the resident will pay for any beautician service.
• Manicurist – the resident will pay for the cost of the relevant service.
• Hairdresser – the resident will pay for the cost of the particular service.
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.

• Resident to pay for cost of the service.
• Massage therapy
• Hydrotherapy
• Aromatherapy
• Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features

• Dry cleaning pick up and delivery. The resident pays for the cost of the dry cleaning; no charge for pick up and delivery.
• Provision of foreign language newspapers and/or magazines as requested by resident of family. The resident pays for the newspaper or magazine; no charge for taking orders and delivering directly to the resident.

Sutton Park Assisted Aged Care

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 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 14m² 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 100 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
- 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
- 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
- All Extra Service rooms are single with private ensuite
- Water feature in beautifully landscaped courtyard

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
• 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 (at small cost)
• 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
• Cooking Club
• Coffee 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 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
• 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
• 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.
Men’s Group

Monday afternoon Matinees

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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.

Shopping outings twice per month

Individual RSL outings

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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident’s assessed care needs.

Resident to pay for cost of the service.

Complimentary Pamper Sessions

Manicures/Pedicures by qualified nail technician (at resident cost) – available 3 weekly

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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident’s assessed care needs.

Resident to pay for cost of the service.

Massage: Availability of back, shoulder and reflexology foot massage

Aromatherapy

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

Tai Chi

Armchair Travel

Visiting Pet Program

Morning Melodies at the Melton Country Club

One-on-one visits.

The Belmont Residential Aged Care

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 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 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 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
- 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

- An 'Eden sensory / tactile garden' for people living with dementia
- Massage therapy room
- Hydrotherapy bath available for resident use

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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
- 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

- The Belmont Food and Wine Society – with website notification for family and friends notifying them of location of chosen venue for the monthly restaurant outing. Residents, families and friends pay for their meals.
- A gastronomic delight candlelight dinner experience – invitation to families to join their family member for a gourmet candlelight dinner once/month. Family and friends pay for their meal.
- Printed menus will be on dining tables and dedicated waiter staff at all meals will serve food

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
- Separate external buildings available for residents’ leisure activities, e.g. workshop, garden shed, gazebo
- Provision of a dedicated email / internet facilitator to assist residents to access the internet and world wide web community
- Creative writing / letter writing support – weekly activity to stimulate cognitive function and the imagination
- Outings offered to residents as additional choices that are available to them as individuals. These are over and above activities 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.
- Provision of a service where staff identify local, State and national theatre events, present list to residents and organise ticket purchases and outings to events as chosen, accompanying residents. Resident to pay for entry and any additional services required.
- Weekly Resident Travel Club event/location chosen by residents which includes a supplied gourmet hamper lunch and VIP guide service at the location eg. Healesville Sanctuary. Resident to pay for entry and any additional services required.
- Provision of a 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.

Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. These are 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 ‘non-complimentary’ services – that is, the additional request of services indicated below, over and above the monthly complimentary option.
- Ladies: Complimentary weekly manicure or facial
- Gentlemen: Complimentary weekly ‘traditional barber shop grooming service’
- Ladies and Gentlemen: Additional 15 hrs Physiotherapy per 60 residents per week provided directly from a personal trainer/physio aide using dedicated gym equipment (resistance pullies etc.)
- Ladies: Complimentary monthly shampoo and set in dedicated resident salon
- Gentlemen: Complimentary monthly gentleman's cut or trim in dedicated resident salon
- Dedicated hairdressing salon
- Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are 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 ‘non-complimentary’ services – that is, the additional request of services indicated below, over and above the weekly complimentary option.
- Complimentary weekly reflexology service provided as appropriate
- Complimentary weekly individually planned aromatherapy service as appropriate
- Complimentary weekly massage service as appropriate
- * 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

- An Extra Services coordinator / valet who is additionally trained to inform all of extra services provided
- An Extra Services coordinator / valet who coordinates the various clubs and Extra Service activities, ensures satisfaction by conducting surveys to ensure continuous improvement
- Dry Cleaning pick up & delivery to room by staff – twice weekly staff support. Resident to pay for dry cleaning costs.
- Book Club – a club where residents choose a book of the month then discuss it over lunch, includes provision of an extensive library of titles, large print and Vision Australia books
- Movie – Video watching days / nights utilising the extensive library of movies available within the home.
The Grange - Wodonga

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 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
- 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

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
- Garden activity centre – includes catering facilities and toilets. The Garden Centre has been designed to accommodate three separate activities with divider walls which enable conversion
into one large activity area. The three activity rooms look out on to three separate garden areas which provide a variety of outdoor spaces including outdoor bar-b-que area, meditation area with water feature and interactive garden area for residents to participate in gardening activities.

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
- Choice of at least 2 main courses plus entree/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
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- 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
- nil

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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident's assessed care needs.
• Art group – drawing and painting group
• Garden Club meets weekly at Garden Activities Centre and engages residents in a variety of gardening activities tailored according to mobility and interests.
• 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.
• Visits to concerts, community functions and other entertainment billed in local venues.
• Attending local RSL, Legacy, CWA or other similar groups to retain links with interest groups.
• 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.

• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
• Resident to pay for cost of the service.
• Hairdressing – hair set, hair cut, tint etc. as and when required.
• Manicure available as and when required.
• Facial available as and when required.
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident's assessed care needs.
• Resident to pay for cost of the service.
• Massage available on a regular basis to those residents as and when required
• Aromatherapy available on a regular basis to those residents as requested
• Spa Bath available on a fortnightly basis

3.3 Services - innovations, culture of service and special features
• Nil.

Trinity Garden Aged Care

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 building (or Extra Service part) meets or exceed 2008 certification standards for new buildings

1.2 Accommodation – features
• Individual single rooms have an average floor area of 14m² 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 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
• 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
• Fully self-contained, private overnight guest accommodation
• All rooms are single with private ensuite
• Central lounge between the adjoining ES wings features floor to ceiling windows offering infusion of natural light and views to the aviary and landscaped internal courtyard.

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
• 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
• 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
• “Menu Talk”: Each morning every resident, on a one-on-one basis, are consulted on their menu choices for the day (as well as activities planned)

• Cultural Days: Foods and entertainment themed to particular cultures are enjoyed on a regular basis as part of our weekly cultural program

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.

• 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:
  o routine in-house group or individual activities provided as part of Specified Care and Services; or
  o activities provided to meet the resident’s assessed care needs.

• Current Affairs Discussion Group: Weekly group that meets to discuss current affairs, read local and national newspapers and with morning tea

• Internet Facilities with staff facilitators: Computer with internet access located in our large, multipurpose room. Staff assist residents to download email, favourite site access. And the footy tips

• 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:
  o routine in-house group or individual outings provided as part of Specified Care and Services; or
  o 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.
• Individual or small outings organised to tailor to specific interest / hobbies: eg local movie theatre, RSL

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.

• 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:
  o routine services provided as part of Specified Care and Services; or
  o Services that are provided to meet the resident's assessed care needs.
• Resident to pay for cost of the service.
• Beauty Therapy: Twice per week the ladies have the opportunity to have their nails and make up done. This is a complimentary service
• Massage: availability of fortnightly comprehensive body massage by a visiting, qualified masseuse (subject to assessed suitability) at resident cost
• Availability of monthly facials by qualified beautician (subject to skin assessment) at resident cost and as requested
• 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:
  o routine services provided as part of Specified Care and Services; or
  o Services that are provided to meet the resident's assessed care needs.
• Resident to pay for cost of the service.
• Bowen Therapy: Availability once per month for residents to enjoy complimentary Bowen treatment by a qualified volunteer
• Tactile Stimulation Therapy sessions: Weekly one on one sessions involving eg. Water massage with aromatic oils, stress balls – to stimulate the tactile senses and create a relaxed, calming atmosphere
• Sensory Therapy: Therapy sessions involving activities to stimulate all senses
• Provision of escort to outside appointments, as requested by resident or family

3.3 Services - innovations, culture of service and special features

• Cultural Program: Program that features a variety of events and activities that take place every Wednesday as part of our continued celebration of cultural diversity. This program is strongly supported by our culturally and linguistically diverse volunteers and visiting Abbot, Phouc Tang
• Community Links: A special feature of our service is our strong and extensive links with the local community. This includes but is in no way limited to – local schools and colleges, local ethic groups, the fire brigade, local police, church group and entertainers. These links help to foster a close relationship between our residents and the community and also, contributes greatly to our already extensive activities program
• Pets Program: We have several volunteers that bring their pets (mainly dogs) to visit the residents twice per week. We also utilise a Visiting Pets Program organised through the community. This is an activity that greatly enhances resident quality of life.

• Shopping Service: Staff and volunteers take residents on small group or individual shopping trips. One staff member also shops each day of the week for residents who have little to no family support and are unable to venture to the shops. Assistance is given with the preparation of shopping list and the purchase of clothes, foodstuffs, toiletries etc.

Trinity Manor

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 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 14m² 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

• 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)
• 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
• Beautiful water feature in internal courtyard garden.
• Dedicated undercover parking for ESS resident’s visitors with lift access to all floors.
• Multifunction room equipped with a movie projector

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 3 hot dishes, excluding porridge, at each breakfast. eg, eggs, bacon, sausages (each counts as one dish)
• 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.
• Choice of dining venues: in resident’s own room, other room or dining rooms as requested by resident
• 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
• Fresh printed menus on each table on weekly basis
• Theme days based on different cultures, complete with traditional food/beverages.
• Bi–monthly meetings between residents and head chef re. menu input from 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.
- 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.
- Monthly outings to movies, offered to all residents
- Monthly outings to a gallery, theatre productions, retails centres or public gardens
- 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.
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident’s assessed care needs.
• Resident to pay for cost of the service.
• In-room aromatherapy treatment available upon request (no cost to resident)
• Visiting professionals providing regular facials and manicures to residents (resident to pay for the service)
• Seasonal visits by clothing and footwear retailers to provide a convenient (and fun!) in “in-house” shopping experience (residents to pay for any purchases)
• 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:
  o routine services provided as part of Specified Care and Services; or
  o services that are provided to meet the resident’s assessed care needs.
• Resident to pay for cost of the service.
• Relaxing herb* al spa treatments
• Acupuncture and alternative therapies
• Professional visiting masseurs, specialising in (for example) relaxing massage and raiki healing massage
• 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

Examples include:

• Multi-lingual staff + the provision of foreign language newspapers on request
• The provision of a pick up and delivery service for dry cleaning
• The provision of a resident’s internet kiosk
• Dedicated gym on site
• On site café/kiosk for the use of residents and visitors

Victoria by the Park

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

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

1.2 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
- 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

1.3 Accommodation – innovations and special features
- All rooms have generously appointed private ensuite
- The main courtyard is nestled within the facility in the eastern area of the building and overlooks Elsternwick Croquet Club lawn. Fully accessible for residents with mobility aids, the outdoor area also has outdoor seating and tables, umbrellas and a barbeque. This area will provide residents with the opportunity for private alfresco functions, social afternoon drinks and special events such as a visiting speaker, music recital, family reunion day or resident cocktail party. Children may wish to play on the equipment located nearby in Hopetoun Gardens, accessible from the facility. Catering can be provided (at resident cost) for all functions arranged by the resident(s) in conjunction with the Dedicated Activities & Lifestyle Co-ordinator.
• Located on the first floor, the recreational/activities room is available to residents who wish to partake in card games, chess and backgammon. Immaculately furnished with elegant and comfortable seating, the recreational/activities room is a spacious and inviting room for those who wish to relax with a book or try their skills with friends.

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
• 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
• 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

• Input from Jewish food supplier regarding menu preparation and recipes – kitchen is designed for and food meets all Kosher requirements
• Printed menus will be distributed weekly to residents. Printed menus will also be provided to all dining tables.

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.

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.
- 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.
- Book Club – Residents’ chosen book for the month is discussed over morning tea, lunch, or afternoon tea. This service includes the provision of an extensive library of titles, large print and audio books. This will be held in the recreational room/library on level 1 or wherever appropriate.
- Music Activities – the Dedicated Activities and Lifestyle Co-Ordinator will organise classes conducted by a Music Therapist weekly or monthly (depending on demand) (to be paid for by the resident).
- 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.)
- Dedicated Activities and Lifestyle Co-ordinator to identify and inform residents of local, state and national events of the residents’ interest. This service will include the arrangement of ticket purchase, appropriate transport to the chosen event (cost to be paid by resident).
- Residents choice of monthly bus trip to cinema, show and/or shops (non-travel costs to be payed by resident).
- 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.
- Facials and related skin treatments will be available to residents weekly on request
- A make-up service be provided for residents on request
- Weekly relaxation and meditation classes (for approximately half hour) for residents
- 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.
- A variety of different therapy, massage and aromatherapy services will be available to residents weekly on request (at resident cost) to be provided in the Hairdressing & Beauty Salon or in the Therapy or Meeting Rooms (located on first floor).
- Monthly therapeutic workshops available to residents, with an emphasis on tactile stimulation, including craft (quilting, painting, making decorations for up-coming events) and gardening (where residents may create their own section of the raised garden including preparation and cultivation of vegetables and herbs to be used in meals). (Materials and tuition costs to be payed by the resident).
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services

Services - innovations, culture of service and special features
- Residents will have regular access to onsite clothing and shoe repair, cleaning and alteration services. This will occur on request and if necessary there will be a regularly schedule visit from a local tailor/cobbler.
- Dry cleaning service with valet pick up and delivery service (cost of dry cleaning only charged to resident).
- Foreign language DVDs provided in a number of languages including Russian, Polish, Hungarian and German (where requested) to cater for anticipated non-English speaking special needs' groups.
- A quarterly (3 monthly) dinner party will be held for residents. There will be a theme for each occasion which the Dedicated Activities & Lifestyle Co-ordinator will inform residents of in advance. Residents will be encouraged to prepare for the night and will be welcome to participate in the organisation of the event. Where appropriate, a speaker or entertainer will attend to provide entertainment for residents.