

Village Services Fee Structure

2020 – 2021

Village Services Fee Structure 2020 – 2021 (From 1st July 2020)

Ocean Gardens is proud to offer a full range of the highest quality services to all of our residents which are primarily designed to take care of all of your personal needs and requirements. You may design your package of services according to your particular circumstances as they vary from time to time.

These services include:

- Home help (cleaning services)
- Laundry
- Property and garden maintenance
- Transportation
- Administrative
- Restaurant
- Health Care services
- Wellness program
- Emergency call system

While we are independent living, we are able to provide health care services when required on either a 'fee for service' basis or as an Approved Provider under the Aged Care Act 1997. The overriding philosophy in providing health care at Ocean Gardens is to assist all our residents to maintain their quality of life and independence within their home environment for as long as maybe practicable.

Contact details for the above services are:

Care Services	9285 3050	24 hours, 7 days a week
Restaurant bookings	9285 3000	Wednesday, Friday, Sunday
Restaurant Deliveries	9285 3017	Monday, Wednesday, Friday, Sunday
Wellness program	9285 3015	Monday to Thursday
All other services	9285 3000	Monday to Friday, 9am to 4pm

We also offer short stay accommodation in self-contained accommodation units, and if you or your loved one requires support during a short stay, an individual quote can be provided. For further details contact our Business Manager and Village Community Services on 9285 3050.

Other on-site contracted services include:

Hairdressing	9285 3016	Thursday and Friday
Beautician	0419 927 077	Wednesdays (fortnightly)
Podiatry	0408 920 145	Tuesday, Thursday, Friday
Nurse Practitioner	9285 3032	Tuesday and Friday
Physiotherapy and Occupational Therapy	9285 3032	By Appointment

Please avail yourself of the services if required. All revenue generated through the provision of the in-house services are passed back to the Village Operational Budget, which can lead to a positive impact on the monthly Common Service Fee.

Phil Simich
General Manager
Ocean Gardens

All prices quoted in this document are subject to change without notice.

Common Services fees (GST free)		Per month
Villas		
Common Service Fee		\$605
	Total	\$605
Apartments/Premium Apartments		
Common Service Fee		\$605
Monthly Apartment Fee		\$100
	Total	\$705

For information associated with the Common Service Fee, please refer to your Residence Contract. All other services not included within the Common Service Fee, and requested by the resident, will be provided by Ocean Gardens on a 'fee for service' basis.

The Monthly Apartment Fee includes extra items specific to the apartments such as (where applicable), lifts maintenance, cooling and heating and cleaning which are in addition to the Common Service Fee paid by villa residents.

1. Home Help Services (includes GST)

Home help includes domestic cleaning		Per hour
Full price Monday to Friday (8am to 5pm) only		\$43
Regular cleaning services will receive a discount		
Monday to Friday (8am to 4pm) only		
Weekly services		\$35
Fortnightly services		\$39

2. Care Service Fee Structure (includes GST)

All care services		
Includes: personal care, meal preparation, medication prompts, social support, welfare checks, wound dressing, blood glucose monitoring, and transport.		
Monday to Friday (6am to 10pm)	Per hour	\$66
	Minimum charge (15 minutes)	\$16.50
Saturday, Sunday and public holidays (6am to 10pm)	Per hour	\$78
	Minimum charge (15 minutes)	\$19.50
Transport incurs an additional fee of \$1.20 per kilometre		

Specialised nursing services (e.g. injections)		
Monday to Friday - Registered Nurse	Charged in 15min increments	\$80 / hour
Tuesday and Friday - Nurse Practitioner	By appointment, charged in 15min block	\$110/hour

Overnight care services		
Care staff called out during the hours of 10pm and 6am will be charged out in 30-minute increments. Note: The first 30mins for alarm calls will be provided at no charge.		
Monday to Friday (10pm to 6am)	Per hour	\$78
	Minimum charge (30 minutes)	\$39
	Thereafter - charges are per 30-minute block	\$39
Saturday, Sunday and public holidays (10pm to 6am)	Per hour	\$90
	Minimum charge (30 minutes)	\$45
	Thereafter - charges are per 30-minute block	\$45
24 hours' notice is required to cancel Care and House Services otherwise the full charge applies.		
In the event of a fall or emergency medical situation, the first 30 minutes will not be charged to the resident.		

3. Laundry Service (includes GST)

Personal laundry service includes wash, tumble dry & fold of one standard oval laundry basket of personal items	
	Per load
Irregular requests (one off)	\$45
Weekly services	\$36
Fortnightly services	\$38
Doonas / bedspreads / blankets	
Queen (ea.)	\$36
Double (ea.)	\$34
Single (ea.)	\$32
Linen* includes collection of sheets, remaking of the bed with clean sheets & wash, tumble dry, fold and return of clean sheet	\$36
	Per hour
Ironing only (personal)	\$42
Woollens (washed and air dried) - up to 20 items	\$36
Underlay - can be loaded as part of linen	\$36
Note: linen is on a per load basis consisting of:	
<ul style="list-style-type: none"> • 2 sheets • 2 pillows cases • 1 mattress protector (Kylie Mattress Protector) • bath towels • hand towels • tea towels • PJs 	

4. Maintenance (GST free)

Property		
Handyman	Minimum charge (15 minutes)	\$13
	Per hour	\$52
Residents will be charged when they request work to be undertaken. This charge relates to maintenance work to be undertaken on the internal aspects of the villa or apartment, and any other type of maintenance which is not included within the Common Service Fee or which is the resident's responsibility under their lease agreement.		
Gardening		
Gardening staff	Minimum charge (15 minutes)	\$13
	Per hour	\$52
Residents are charged when they request additional plants be planted or additional work to be undertaken which is extra to the standard landscaping services provided by Ocean Gardens. When such requests arise, plants, materials and labour will be charged to the resident requesting the service.		

5. Administrative (includes GST)

Photocopying (per photocopied side)		\$0.35
Facsimile (sending) - local 1 st page		\$2.50
	Per additional pages	\$0.50
	Interstate	\$3
	Per additional pages	\$0.90
Facsimile (receiving) 1 st page		\$2
	Per additional pages	\$0.50
Typing (per hour + all materials)		\$50
Laminating (per copy)		\$3
Replacement letterbox keys		POA

6. Transportation (includes GST)

Shopping Bus Trip (return)	
Ocean Gardens to Floreat Shopping Centre	\$6
External	
Applicable Care Service rates apply for the time the escort service is required plus an additional \$1.20 p/kilometre	

7. Seaview Restaurant

The Seaview Restaurant's operational service times are Wednesdays, Fridays and Sundays from 12.30pm until 1.30pm.

Prices and variations to meals may be introduced during the year. Residents will be informed of any changes. Meal costs are GST free for residents.		
Wednesday lunch		\$22
Friday lunch		\$25
Sunday lunch		\$26
Children	Under 5 years	Free
	Years 5 to 12	\$16
Meal Deliveries		
The kitchen delivery service will operate on Monday, Wednesday, Friday, and Sunday for lunch deliveries. These are meals that are fresh cooked to be eaten on the day. A choice of meals will be offered on each of these days, including a soup starter, main meal and dessert. It is not necessary to have all three on each day - for example you may only want the soup, or you may want both the main meal and a dessert or you may want all three. The meals may be subject to change based on availability of ingredients. Meals can be ordered via the Meal Deliveries Form and will be charged to your account.		
Delivered Meal Costs		
Soup & bread roll		\$10
Main meals (weekdays) (salmon main - \$26)		\$15
Desserts		\$6
Sunday roast		\$26
Delivery charge		No charge
Special functions		
A private dining room and other areas are available for those special occasions to celebrate with family and friends.		
Contact the Chef, Mary-Jane on 9285 3017 to discuss your requirements further.		
Note: Guest prices will be as per above + GST (10%)		

8. Emergency Call System (includes GST)

Replacement Pendant \$200

Note: each resident is given a pendant on arrival at Ocean Gardens. If this pendant is lost, damaged, or stolen the resident will be charged for its replacement.