

Village Services Fee Structure

2021 – 2022

Village Services Fee Structure 2021 – 2022 (From 1st July 2021)

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	Monday to Friday 07:00am-17:00pm
Care Mobile	0418 800 438	Out of Hours Care assistance
Restaurant bookings	9285 3000	Wednesday, Friday, Sunday
Meal 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 Care Services Manager 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
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

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

Common Services fees (GST free)		Per month
Villas		
Common Service Fee		\$624
	Total	\$624
Apartments/Premium Apartments		
Common Service Fee		\$624
Monthly Apartment Fee		\$97
	Total	\$721

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. Private Care Fee Structure (includes GST)

Personal care, social support and in home respite						
	<u>Weekdays</u> <u>7am-6pm</u>	<u>Weeknights</u> <u>6pm-10pm</u>	<u>Saturday</u>	<u>Sunday</u>	<u>Public</u> <u>Holiday</u>	<u>Unscheduled</u> <u>Night Call</u> <u>10pm-7am</u> <u>(not incl</u> <u>medical</u> <u>emergency)</u>
Per Hour	\$60	\$68	\$80	\$95	\$95	\$85
Per 45 Mins	\$46	\$52	\$61	\$83	\$83	\$85
Per 30 Mins	\$37	\$44	\$58	\$78	\$78	\$85
Per 15 Mins	\$22	\$30	\$38	\$46	\$46	\$85

Note: 24 hours' notice is required to cancel scheduled Care and House Services otherwise the full charge applies.

Overnight care services
<ul style="list-style-type: none"> In the event of a fall or emergency medical situation, the first 30 minutes will not be charged to the resident. Care staff called out during the hours of 10pm and 7am will be charged out in 30-minute increments.

Nursing		
	Weekdays 7am to 6pm	For services outside of these hours please contact the Care Services Manager
Per hour	\$90	
Per 30 mins	\$60	

2. Emergency Call System (includes GST)

Replacement Pendant \$200

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

3. Private Cleaning and Domestic Services Fee Structure (includes GST)

Home help includes domestic cleaning	
	Per hour
Full price Monday to Friday (8am to 5pm) only	\$45
Regular cleaning services will receive a discount	
Monday to Friday (8am to 4pm) only	
Weekly services	\$36
Fortnightly services	\$40

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)	\$15
	Per hour	\$60
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 staff		
	Minimum charge (15 minutes)	\$15
	Per hour	\$60
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)

Facsimile (sending) - local 1 st page	\$2.50
Per additional pages	.50c
Laminating (per copy)	\$3
Replacement letterbox keys	POA

6. Transportation (includes GST)

Shopping Bus Trip (return)	
Ocean Gardens to Floreat Shopping Centre Weekly-Monday	\$6
External	
Applicable Care Service rates apply for the time the carer 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 - Main Only		\$16
Wednesday lunch- Main & Dessert		\$22
Friday lunch- Main & Dessert		\$25
Friday lunch - Salmon		\$26
Friday lunch- Salmon & Dessert		\$32
Sunday lunch-Roast of the day plus dessert		\$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 freshly 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 delivered fortnightly to your letterbox and will be charged to your monthly account.

Delivered Meal Costs

Soup & bread roll	\$10
Main meals (weekdays)	\$16
Mains-Salmon	\$26
Desserts	\$6
Sunday lunch-Roast of the day plus dessert	\$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%)