

# **SUPPORT SERVICES STATEMENT**

**Eleebana Shores Retirement Village Development**

**Mount Hutton NSW**

**Proposed by**

**Eleebana Shores Retirement Living Pty. Ltd.**

**INDEX****PAGE**

<b>1.</b>	<b>Introduction</b>	<b>3</b>
<b>2.</b>	<b>Summary of Development</b>	<b>4</b>
<b>3.</b>	<b>The Target Market Group and Market Demand</b>	<b>5</b>
<b>4.</b>	<b>The Site</b>	<b>5</b>
<b>5.</b>	<b>Location and access to facilities</b>	<b>6</b>
5.1	Transport Services	6
5.2	Public Bus Transport	7
5.3	Emergency Services	8
5.4	Shopping Centres and other Services	8
5.5	hospital and Health Services	9
<b>6.</b>	<b>Care and Support Services to be provided to Residents</b>	<b>12</b>
6.1	Outline	12
6.2	The Care and Support Service Programme	13
6.3	Home delivered Meals	14
6.4	Personal Care and Home Nursing	15
6.5	Home Help and Assistance with Housework	15
6.6	Availability of Medical Services	15
6.7	Obligation on the Operator of the proposed development to provide support services	16
<b>7.</b>	<b>Support Services Demands by Residents of the Proposed Development on Community Service</b>	<b>17</b>
<b>8.</b>	<b>Residents access to Leisure Activities</b>	<b>17</b>
<b>9.</b>	<b>Resident Tenure</b>	<b>18</b>
<b>10.</b>	<b>Financial Arrangements</b>	<b>18</b>
10.1	Ingoing Contribution – Interest Free Loan	18
10.2	Departure Fees	18
10.3	Weekly Recurrent Charge	18
<b>11.</b>	<b>Manager</b>	<b>19</b>
<b>12.</b>	<b>Management and Mechanisms for Resident Input</b>	<b>19</b>
<b>13.</b>	<b>Special Design Features for Residents</b>	<b>20</b>
13.1	Emergency Alarm System and Response Mechanism	20 21
13.2	Electronic Communication Systems	21
13.3	Special Design	21
<b>14.</b>	<b>Summary</b>	<b>22</b>

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**ATTACHMENTS**

- Attachment A** Eleebana Shores Retirement Living Proposed organisational Structure  
**Attachment B** Job Description of the Seniors Living Manager  
**Attachment C** Letter and menu from Tender Loving Cuisine re provision of Food Services

## 1. INTRODUCTION

This Support Services Statement has been prepared for Eleebana Shores Retirement Living Pty Ltd (ESRL) in regard to their proposed Retirement Village development on the site of 40 – 48 Burton Road, Mount Hutton designed by EJE Architecture. It is proposed that the development should be constructed in 4 stages.

Inputs to this document are supported by research and enquiries carried out in the district surrounding the proposed site, and through visits to that site.

Stan Manning, Principal of Stan Manning & Associates (SMA), has prepared this Support Services Statement. SMA are specialist consultants in Aged Care and Retirement Living. The firm was established in 1987. Prior to that time Stan Manning, in his capacity as General Manager and then Chief Executive Officer of Wesley Mission (Sydney), had developed over 24 years experience in the planning and management of retirement villages and residential care facilities and services for aged persons. *(Further information regarding SMA is available on the website [www.smassociates.info](http://www.smassociates.info).)*

This report has been prepared and lodged as part of a development application to Lake Macquarie City Council (Council) for the approval of the Eleebana Shores seniors living development.

It is understood that the current zoning of the site allows for construction of seniors housing developments such as the proposed serviced self care housing (Retirement Village)

The proposed development falls under the provisions of the State Environment Planning Policy (Housing for Seniors or People with a Disability) 2004 (the SEPP) as Seniors Housing (clause 10 (c) “a group of self-contained dwellings”).

This report will show that the proposed ESRL development will provide self contained dwellings which will meet the specification set out in the definition of serviced self care housing in the SEPP (clause 13 (3) and the requirements of (clause 26)) in regard to the location of the required services that should be available to residents of the proposed ESRL village. These self contained dwellings will be provided in the form of a villas and apartments.

In addition, this support services statement will show that the operator of the ESRL will be obligated to put the necessary arrangements in place to ensure that the residents of the village will have available to them a range of on-site services such as meals, personal care, home nursing visits and assistance with housework.

The site on which the proposed development is to be established is known as no. 40 and 48 Burton Road. Mount Hutton. The site is described as lots 11 & 12 DP 830292.

**✓ This document will provide written evidence and show:**

- **That the ESRL development fully complies with the definition set out in clause 13 (3) (Serviced Self Care Housing), and**
- **That the residents will have access to needed facilities that will comply with the requirements prescribed in clause 26 of the SEPP**
- **That a range of on-site support services will be available to the residents of ESRL .**

## 2. SUMMARY OF DEVELOPMENT

The proposal is for the construction of 61 single storey villa dwellings and four two storey buildings each containing 10 apartments – a total of 101 serviced self care housing dwellings as well as communal and services areas and parking for qualifying residents in accordance with the provisions of the SEPP (clause 8, 10 and 18).

In regard to the apartments, each floor of each building is serviced by a lift including the single level basement car park areas. The serviced self care dwellings are of varying sizes and design.

The following community facilities will be provided to serve the needs for the residents of the Village:

- A community Centre that will include:- Lounge (incorporating a cinema facility), Dining Room leading out onto an extensive terrace/veranda/deck overlooking the reserve and existing creek at the eastern end of the site, fully equipped kitchen with cool room, freezer, and dry store, bar with adjacent store, salon for visiting hairdresser, podiatrist, massage therapist, physiotherapist etc, library stocked and operated by the residents, IT room, meeting room, crafts room, small gym, nurses room/office, medical consulting room for visiting doctors clinic, amenities, attached indoor lap pool and change rooms, administration area – reception, manager's/admin office and sales office.
- A one bedroom apartment will be provided on the smaller second level of the building for live in/on call staff monitoring the emergency alarm after normal office hours and at weekends when other staff are not on duty.
- There will also be other facilities/amenities provided for the enjoyment of residents and their visitors. These are: a feature "pocket" park on the northern side of the site, substantial planting of trees, shrubs and landscaped areas, and Parking for up to two proposed 15 seater village buses.

The proposed community facility will be constructed and available for use during the second stage of development of the village.

From commencement of operation of the village a "temporary" Community Centre will be provided by renovating and utilising one of the rather substantial existing residences on the site.

As will be noted from the proposed site plan (attachment 1) pedestrian footpaths are provided throughout the development adjacent to the road providing safe level access to each villa and to the entry of each of the apartment buildings on the southern side of the site. These footpaths will be able to be utilised by those residents who need to use motorised "scooters" to assist their mobility. There will be parking areas provided for such residents at the community centre and adequate space on the footpaths for the safe operation of these mobility aids.

It is noted that there is an existing bus stop for the public bus service on Burton Road in front of the proposed site for buses travelling south along Burton Road. There is also another corresponding bus stop similarly located on the other side of Burton Road for buses travelling north. At present, neither bus stop provides a shelter for waiting passengers.

Under this proposal, provision has been made for the bus stop on the eastern side of Burton road to be moved within the site frontage a short distance to the south of its existing location where a new bus shelter would be provided. This would improve the amenity for those from the surrounding community utilising the bus service.

Vehicular entry and egress to the site would be achieved through the use of a “ring” road internally to provide vehicular access off Burton Road on the northern side of the site to each villa, the community centre and the apartments and a separate exit to Burton Road on the southern side of the site.

The provision of such a comprehensive range of spaces and facilities should encourage vital social interaction between residents of the village so that a “community” spirit and networking can be established, grow and be maintained. It is vital that the owners of the village, the management and administration team and other staff do everything possible to initiate, facilitate and encourage the development of this community spirit.

In regard to car parking, provision has been made for at least one garage or car park space per dwelling and a number of the villas provide garage parking for two vehicles. In regard to visitor parking, space is available outside of each villa for at least one visitor’s car to park in front of the garage off the roadway. In regard to the apartments, parking is provided in front of the most western apartment building. It is understood that the parking provided is in excess of the requirements of the SEPP.

The quality of the architectural design is of a standard commensurate with and sensitive to the existing ambience of Mount Hutton and the surrounding area.

The services available to residents will include:

- A full range of personal care and support services consistent with a best practice Seniors Living development will be available and delivered to each resident in their own dwelling (e.g. Meals and cleaning services, and personal care or nursing care) as set out in more detail later in this report. The extent of these services exceeds that required by the SEPP.
- On-site management, a 24-hour emergency and medical alarm/call system, a handyman/gardener and a private bus service to shops and facilities within the Lake Macquarie and Newcastle region and beyond.

### **3. THE TARGET MARKET GROUP and MARKET DEMAND**

The aim of this development is to accommodate the needs of a particular segment of the residential market, namely residents being mainly active persons over the age of 55 years including married couples. It is anticipated that the dominant age bracket will be persons aged between 65-79 years.

### **4. THE SITE**

The site of the proposed development is located reasonably close to major services, shops and Transport. Details of the location of these services are set out later in this report. In addition, the site and the immediate area surrounding the site are reasonably level and should not present any difficulties in regard to access for the residents of the seniors living development.

As shown in this report, with bus stops right outside the front of the village, the site is well serviced by public transport with a 7 day per week regular service to both Newcastle and Belmont and many key destinations in between.

The ingress to the proposed development is via Burton Road and the egress is also via Burton Road using another exit.

✓ **Following an inspection of the site, SMA have assessed the site as being ideal for a Seniors Living Development providing serviced self care housing in self contained dwellings and offering housing care and support services to the identified target group.**

## **5. LOCATION and ACCESS TO FACILITIES** *(clause 26 of the SEPP)*

**This section of the report will demonstrate that the site complies with the requirements set out in clause 26 of the SEPP in regard to location and access to services and facilities. It also shows that residents of the proposed village will have a very substantial range of services and facilities available to them and the ability to access those services by either their own motor vehicle, public bus transport or the village bus service.**

The proposed Eleebana Shores Retirement Village development is located 2.1 kms. from the Lake Macquarie Fair and Mount Hutton Shopping Plaza, 3 kms. from the Warners Bay Village shops and 5.8 kms. from the major shopping centre at Charlestown Square.

In addition to the local services available to residents of the proposed Eleebana Shores development, it should also be noted that this proposal includes the provision of the following facilities on-site:

- A community Centre that will include:- Lounge (incorporating a cinema facility),
- Dining Room leading out onto an extensive terrace/veranda/deck overlooking the reserve and existing creek at the eastern end of the site,
- fully equipped kitchen with cool-room, freezer, and dry store,
- bar with adjacent store,
- salon for visiting hairdresser, podiatrist, massage therapist, physiotherapist etc,
- library stocked and operated by the residents,
- IT room,
- meeting room,
- crafts room,
- small gym,
- nurses room/office, medical consulting room for visiting doctors clinic,
- attached indoor lap pool and change rooms.

### **5.1 Transport Services**

There will be two forms of bus transport available to residents in the form of public bus transport, details of which are set out below and also the provision of a village bus or buses.

In regard to the latter, initially at least one 12 - 15 seater bus will be provided which will make regular trips to and from the three shopping centres detailed below as well as taking residents on trips and excursions. The residents will be encouraged to plan these trips themselves.

Also, the policy will be that if more than 4 residents wish to go to a particular destination then, providing the bus is not being used for its regular timetable, it will be made available to them.

It is also proposed that if the demand is there and this cannot be met by only providing one bus, a second similar vehicle will be purchased for use by village residents.

## **5.2 Public Bus Transport**

There is a seven day hourly bus service (Route 310) stopping at the corner Burton Road and Glad Gunson Drive (Stop No 2290176/177) in front of and opposite the proposed development site. The stop on the eastern side of Burton Road would be approximately 30 m from the entry to the village and 40 m from the stop on the western side of the road.

That bus service can take passengers to most of the abovementioned shopping centres and the associated services at those and many other locations. The only shopping Centre not serviced by this route is Warners Bay Village shops and plaza. However this can be accessed by using two buses route firstly 310 which then gives access to buses on route 320 which go to and come from that location.

### **Bus Route Timetable Details**

New South Wales Transport (NSW Transport) operates as Newcastle Buses and Ferries and provides a bus service (310) past the proposed development site. The route (310) commences in Newcastle at the Newcastle Railway Station Terminus and completes its route on the Pacific Highway near the Belmont Shops at the Alick St Terminus.

This service also operates on a reverse timetable from Belmont to Newcastle. There is also a weekend service.

All Route 310 services have stops in the following suburbs: Newcastle, Cooks Hill, Bar Beach Merewether, The Junction, Adamstown Heights, Highfields, Charlestown, Gateshead, Mount Hutton, Windale, Eleebana, Croudace Bay, Valentine and Belmont. All buses on this route have wheelchair access.

**Newcastle Terminus to Alick Street Terminus, Belmont:** -Monday to Friday this service is a regular hourly service stopping at the corner Burton Road and Glad Gunson Drive (Stop No 2290177) at the Burton Street frontage of the proposed development site. The service commences at 6:00am and concludes 11:00pm. The service stops at the Charlestown Square, Lake Macquarie Fair Shopping Centre, the proposed development site, the Belmont Hospital and Belmont shops.

On Saturdays this service operates hourly commencing at 6:00am with the last service at 11:00pm. On Sunday, operating times are from 7:00am to 9:00pm.

**Alick Street Terminus, Belmont to Newcastle Terminus:** Monday to Friday this service is a regular hourly service stopping at the corner of Burton Road and Glad Gunson Drive (Stop No 2290176) opposite the proposed development site.

The service commences at 5:00 and concludes at 10:00pm. The service also stops at the Belmont shops and the Belmont Hospital, the proposed development site, the Lake Macquarie Fair Shopping Centre and Charlestown square,

On Saturdays this service operates hourly commencing at 5:00am to 10:00pm. On Sunday operating times are from 7:00am to 9:00pm

SMA also undertook a survey of facilities and services in relation to their location and that of the Eleebana Shores development site.

### **5.3 Emergency Services**

Ambulance - Court St, Adamstown - 11 kms or 14 min

Fire Brigade and State Emergency - 633 Pacific Hwy Belmont - 8.2km or 12 mins

### **5.4 Shopping Centres Lake Macquarie Fair and Mount Hutton Shopping Plaza**

**The site is close (2.1kms) to these shopping centres which include shops and services consisting of:**

Bakery – Bonza Bake	Bakers Delight	Cafe Deore Bakery
Darby's Fresh Bake	Michel's Patisserie	Nicci's Ice Cream
Arians Gourmet Food	Gourmet Nook	Akira Sushi
Healthy Life	Red Lee Chicken	Star Wok
Kentucky Fried Chicken	Magic Noodle	Pizza hut
Subway	Joe's Meat Market	

### **Supermarkets/Discount Department Stores**

Big W	Coles	Woolworths	BWS
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### **Services**

Amcal Max Chemist	Chemsave Chemist	Lake Macquarie Dental
Specsavers	Jetts Fitness	Healing Hands
Voodoo Hair	Just Cuts hairdresser	Hot Hair Cool Cuts
Mt Hutton News & Lotteries	Nextra Newsagency	Mt Hutton Post Office
Joe's Meat market	Keyman Engraving	Smokemart & giftbox
Harvey World Travel	CTC – Charter Hall	CBA ATM
Multicard ATM	Newcastle Permanent Building Society	Vision Home Loans
Fresh Nails	Woolworths Petrol Plus	Godfrey's

### **Entertainment**

E B Games	Video Ezy	Sanity
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### **Gifts/Homewares**

Choice Homewares	Mega Discounts	Reject Shop
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### **Fashion**

Miller's Fashion Club	Noni B	Suzanne Grae
Strandbags	All About Kids	Rockmans
Crossroads	Autograph	
Reiss Emporium	Michael Hill Jeweller	



**Warners Bay Village Shopping Centre**

The site is also close (3 kms. or 6 mins.) to this shopping precinct which include shops and services consisting of:

**Food**

Coles Supermarket	Baker's delight	Darby's Fresh Bake
East Coast Meats	Michel's Patisserie	Henny penny
Kevin's kitchen	Coffee Guru	

**Services/Fashion**

Guardian pharmacy	Healthy Therapy Centre	Ian Emsie Optometrist
Rose-Ay Clothing	BBK Hair and Beauty	Warners Bay Newsagency
Network Communications	Commonwealth Bank	
Redi ATM	ANZ Bank	

**Major Shopping Centres**

In regard to major regional shopping centres, Charlestown Square (5.8 kms..or 10 min.) and Stockland Jesmond (13kms or 15 mins) are accessible from the village by car and Village Bus and in the case of Charlestown also by public bus transport (route 310).

**Charlestown Square**

A comprehensive range of over 300 shops and services are offered at Charlestown Square including the following categories of shops and services:

Major Stores	Banks and ATM's	Food
Electrical and Music	Cafes and Restaurants	Home ware
Health Services	Hair and Beauty	Florists
Sportswear	Fashion –Children & adults	Toys and Gifts
Travel	Sporting Equipment	Stationery
Ice Cream & Confectionery	Entertainment	Jewellery
Communications	Services & Miscellaneous	
Shoes, Bags & Accessories	News Agency, Books, Cards	

**Stockland Shopping Centre, Jesmond**

Stockland Shopping Centre, located in Jesmond, is also another major shopping complex with a comprehensive range of shops and services.

**5.5 Hospital and Health Services (see below for service details)****Public Hospitals**

**Belmont District Hospital**, Croudace Bay Road located 6.1 kms. or 8mins. from site of proposed village.

This Hospital is part of the Hunter New England Local Health Service and provides a range inpatient and outpatient health care services to the population of Lake Macquarie.

These services include the following disciplines and specialities: General medicine, General surgery, Day surgery, and Coronary care as listed:

Gynaecology Services	24-hour emergency department	A range of allied health and diagnostic services
Physiotherapy	Social work	Dietetics
Speech pathology	Occupational therapy	Pathology
Radiology	Heart	Drug & Alcohol
Gastroenterology	General Medicine	Orthopaedics, & Respiratory

**John Hunter Hospital**, Lookout Road New Lambton, - Located 11 kms. or 15 mins. from the site of the proposed village

This hospital is also part of the Hunter New England Local Health Service and provides a range inpatient and outpatient health care services to the population of the Hunter Region.

John Hunter is the region's largest hospital with 550 adult beds and another 101 paediatric beds in the John Hunter Children's Hospital. The Royal Newcastle Centre (formerly Royal Newcastle Hospital), opened next to the John Hunter Hospital in April 2006, provides another 144 beds. It is the main teaching hospital of the University of Newcastle. The hospital contains the only trauma centre in New South Wales outside of the Sydney Metropolitan Area, and has the busiest emergency department in the state.

Patients from the Hunter Region and beyond are referred to John Hunter for treatment in a range of specialities, including:

Emergency Medicine	Trauma.	Orthopaedics (elective and trauma),
Intensive Care	Neonatal Intensive Care	Obstetrics and Gynaecology
Cardiology and Cardiac surgery	Endocrinology	Nephrology
Gastroenterology	Radiology	Respiratory Medicine
Oral and Maxillofacial surgery	Neurology	Medical Services
Pathology	Drug & Alcohol	24-hour emergency department
Medical Physiotherapy	Dietetics	Speech pathology
Occupational therapy	Social work	A range of other diagnostic and allied health services

### **Private Hospitals**

**Warners Bay Private Hospital**, Fairfax Road, Warners Bay - located 4.5 kms. or 9 mins. from the site of the proposed village.

Warners Bay Private Hospital offers residents of Newcastle a comprehensive range of specialist medical, surgical, rehabilitation, rehabilitation day programs and mental health services.

Clinical Services -The hospital provides an extensive range of on-site surgical and medical care, Psychiatry and mental health programs. They have 4 operating theatres, a day surgery unit and Consulting Suites. They also offer a 'sleep studies' service in conjunction with Hunter Area Health Service.

Their surgical focus is in the areas of Orthopaedics, Urology, General Surgery, Gynaecology, Facio Maxillary, Paediatric & Cosmetic Surgery, Ear, Nose and Throat, Endoscopy and Lithotripsy. Their day surgery facility provides endoscopy and gastroenterology.

**Lake Macquarie Private Hospital**, 3 Sydney Street, Gateshead – located 4.7 kms. or 8 mins. from the site of the proposed village.

Lake Macquarie Private Hospital is a 149 bed acute Medical and Advanced Surgical Hospital is owned and operated by Ramsay Health Care Limited. The hospital is linked by an overhead walkway to the Lake Macquarie Specialist Centre which provides on-site Radiology and Pathology Services and Specialist Medical consulting suites.

The available Clinical Services include: Cardiology - Diagnostic and Interventional, Cardiothoracic Surgery, Vascular and Endovascular Surgery, General, Colorectal & Bariatric Surgery, Breast Cancer Surgery, Orthopaedic Surgery, Oral & Maxillo-Facial Surgery, Urology, Gynaecology, Gynaecological Surgery, Ear, Nose and Throat Surgery, Medical Oncology, Radiation Oncology, Private Cancer Service and Respiratory and General Medicine.

**Pendlebury Clinic Private Hospital**, 52 Pendlebury Close, Cardiff – located 7.4 kms. or 10 mins. from the site of the proposed village.

Pendlebury Clinic Private Hospital is a fully accredited, 13-bed cardiac focused private hospital. Procedures include: Cardioversion, Cardiac Catheterisation, Coronary Angiography, Angioplasty & Coronary Stents, Permanent Pacemaker and Implantable Defibrillator..

### **Medical Care Services**

The location of the proposed Retirement Village is convenient and within a reasonable distance of two local Medical Centres.

**Warners Bay Medical Centre**, 26 John Street, Warners Bay, - located approximately 3 kms. or 6 mins. from the site of the proposed village. **This is the closest medical centre to the site of the proposed development.**

### **Details of the Surgery include:**

- Opening Hours – Monday – Thursday 8.00am to 8.00 pm Fridays 8.00 am to 6.00 pm
- 9 Medical Practitioners
- They teach medical students from the University of Newcastle

**Specialist Areas:** Cardiovascular Medicine, Respiratory Medicine, Diabetes, Minor Surgery, Geriatrics, Paediatrics, Dermatology, Musculoskeletal, Sports Medicine, Acupuncture, Counselling, Obstetrics, Occupational medicine, Home Visits, Nursing Home Visits, Practice Nurses (4) and Plastering.

**The Windale Medical Centre** is located at 33 Lake Road, Windale, located approximately 4 kms. or 8 mins. from site of proposed village.

### **Details of Surgery include:**

- Opening Hours – Monday – Friday 8.30am to 5.30pm
- Saturday and Sundays – Rosters apply
- 8 Medical Practitioners

**Specialist Areas:** Counselling, Aboriginal Health, Geriatrics, Obstetrics ( Antenatal only), Occupational Medicine, Sports Medicine, Home Visits, Nursing Home Visits, Practice Nurses (4), Minor Surgery and Plastering.

### **Other Medical Services**

The following services are also located within a manageable distance from the site of the proposed village

- After Hours Medical Centre, 149 Pacific Highway, Charlestown – located 6.2 kms. or 12 mins. from the site of the proposed village.
- In Focus Radiology, 5/27 John St, Warners Bay – located 3 kms. or 6 mins. from the site of the proposed village.
- Mayne Lavery Pathology Collection Centre, 26 Johns Street, Warners Bay Located 3.4.kms. or 6 mins. from the site of the proposed village or 500 Pacific Highway, Belmont – located 6.2 kms. or 10 mins. from the proposed village site.

## **6. CARE and SUPPORT SERVICES TO BE PROVIDED TO RESIDENTS**

### **6.1 Outline**

ESRL acknowledges that in Retirement Village Serviced Self Care Housing it is a requirement of the SEPP for onsite support services to be made available for delivery to residents of the Seniors Living development. Under section 42 of the SEPP the required support services are:

- Home delivered meals, and
- Personal care and home nursing, and
- Assistance with housework.

**It undertakes to arrange to make these services and additional services that are not a requirement of the SEPP available to residents of the proposed Village. These are detailed in a later section of this report**

ESRL will therefore offer to prospective residents considerably more than simply a well designed and modern Seniors Living facility with community facilities and substantial infrastructure.

The principles of best practice retirement living have been applied to the physical and operational planning for the ESRL development so as to create a suitable mix of quality specially designed Seniors Living and support services.

In addition, the following established and proven guiding principles backed by more than 20 years experience within the Retirement Living Sector, have been applied to the physical and operational planning for the proposed development.

These are:

- The desirability of persons being able to live for as long as possible and as independently as possible within their own home, whether that be in a normal residential setting or within a Seniors Living setting, and

- The availability and delivery, on a fee for service basis by on-site staff or brokered contractors, of a range of flexible support services (known as Flexi Care) to facilitate “ageing-in-place” in lieu of the original three tier system of care – Self contained dwellings, Low Care Residential Aged Care Facility and finally a High Care Residential Aged Care Facility - which in many respects is dehumanising and robs many of their independence and dignity. These services are planned and provided under the supervision of a Care Manager (a registered nurse) employed specifically for that purpose.

The Flexi Care system of support services has been in place in similar retirement living facilities since the early 1980s and research over time has shown that:

- The programme can start at a low level of activity and then grow as the needs of residents increases;
- Support Services can be provided by staff employed by the operators or owners of the village or outsourced from appropriately skilled specialist organisations
- Support Services can be provided by a mix of both RNs (registered nurse) and properly trained Aged Care Carers (certificate three minimum level)
- It can be operated on a financially viable basis
- Residents have a high regard for the services provided and the fact that they can age-in-place. In a satisfaction survey conducted by SMA at one group of retirement villages where such services have been available for some time, the following finding summarises the success of this programme:

*“Without exception the residents described the services provided as excellent.  
The provision of care could not be faulted by any client.”*

## 6.2. The Care and Support Services Programme

The services to be available to residents of the proposed development through the planned Care and Support Programme are summarised below:

- Meals available to residents in their own home as well as nutrition management
- Home help (laundry, general housework, meal preparation in their own home and shopping)
- Personal hygiene management and personal care
- Nursing services (injections, wound care, bowel and bladder management, medication management etc.)
- Mobility assistance (including transfers)
- Podiatry (provided by private practitioner)
- Doctor's consulting room on site
- Lifestyle and wellness activity program and facilities

These services will be provided on request from a resident by staff or contractors arranged and co-ordinated by the management and care staff of ESRL in return for the payment of a fee for the service provided. They will be in addition to and in no way limited to services provided to qualifying residents under the Community Care programs funded under the Aged Care Act 1997 (CACPs, EACH or EACHD etc) and the Australian Government and the like.

To illustrate that the Care Programme is structured in a proper manner and that services provided are of a high standard and quality, we provide the following documentation with this report:

- Eleebana Shores Retirement Living Organisational Structure Chart (Attachment C).
- Copy of Job Description of the ESRL Village Manager (Attachment D)

It will be noted from the organisational chart, that the care and support services programme will be the direct responsibility of the Manager. He/she will be supported by a Care Manager who will be a qualified registered nurse.

The Care Manager will co-ordinate care and support programmes, organise the day-to-day delivery of care and support services to residents, and review service needs in accordance with the quality management system that will operate within the facility. The Manager will be directly responsible to the proprietor/owner.

### **6.3 Home Delivered Meals**

ESRL, whilst having a self care atmosphere and life-style, will always ensure that there is an alternative source of meals available to all residents requiring this service.

Whilst the facility will have its own kitchen to enable functions and resident group activities to be catered for, it will not operate a regular dining room service. It will however, have meals available for purchase by the residents and these will be able to be delivered to them in their own home.

In this regard ESRL have held discussions with a very well known company who provide high quality frozen meals that are the equivalent to good quality home cooked meals in taste, nutrition and quality.

The company which was established in 1995 is Tender Loving Cuisine (TLC) and they deliver meals on a regular basis within the Sydney and Melbourne city and metropolitan areas, the Central Coast of NSW, Newcastle, the North, mid North and Far North Coast and in South East Queensland.

These meals could be arranged and purchased from the Village, be organised and delivered to residents in their own unit by the care and support staff. Or as an alternative, residents could be asked to select from their substantial menu, the meals will be ordered by Village staff, delivered to a central freezer in the village kitchen and then, when required, delivered to the resident in their unit. Alternatively, if a resident desires to handle the arrangements themselves they will be free to order meals for home delivery direct from TLC.

Included as Attachment C to this report is a copy of a letter received from TLC confirming their availability to provide these meals together with a copy of their menu illustrating the substantial variety of meals they offer.

In addition, within the region there are a number of private catering organisations that offer good quality affordable meals on a delivered meal basis. Arrangement for the purchase and the provision of these meals could be co-ordinated by the village care and support staff.

Therefore residents in ESRL will have a wide range of choice. They can cater for their own needs, use the meal service arranged by management, or they can source the meals through ESRL staff or by themselves through TLC or other local providers.

Soon after commencement of operation of the village, the Residents as a group will be asked to choose the method of meal ordering and provision they prefer from the alternatives set out above.

#### **6.4 Personal Care and Home Nursing**

Arrangements will be made by management to provide personal care, nursing and support services to ESRL residents. As stated previously, the Care Manager will have a role in arranging and co-ordinating the provision of these services. As part of the ESRL principle of residents being encouraged to age-in-place, these services will be provided to residents within their own homes on a fee for service basis.

Management, as part of its continuous quality improvement programme, will also regularly monitor the quality of the care provided including the level of resident satisfaction with the care and support services. This will enable the provider, who will use quality benchmarks, to maintain a consistently high standard of care.

#### **6.5 Home Help and Assistance with Housework.**

Arrangements will be made by the Seniors Living Management to provide home help services to ESRL residents. The Care Manager will have a specific role in arranging and co-ordinating the provision of these services.

Home help services will be provided on a fee for service basis. Residents will be free to either avail themselves of this in-house service, or they may if they wish, arrange their own home help with outside contractors or relatives. Residents will, therefore, be encouraged to live independently for as long as possible but there will always be assistance available if they so choose.

Research indicates that self-care residents value their independence and may not wish to be dependent on in-house arrangements. Facilitating such options will be part of the policy of the management.

Management, as part of its Continuous Quality Improvement programme, will also regularly monitor the quality of the home help services. Quality benchmarks will be used to monitor resident satisfaction and regular resident meetings will be held with management staff to ensure quality service.

#### **6.6 Availability of Medical Services**

During the preparation of this application, local medical practitioners in the immediate area around the ESRL site were identified. Generally these services will be available at the local surgery. A Medical Service located in the proposed Community Facility on the village site will be available for medical practitioner(s) who may wish to operate a clinic for patients who reside at the proposed village.

If they so choose, residents of the proposed development will also have access to other medical services nearby in the local area or at the two public Hospitals listed in an earlier section of this report

## **6.7 Obligation on the Operator/Owner/Developer Group to provide support services**

### **Disclosure Material**

**All Retirement Village developments in New South Wales come under the control of the Retirement Villages Act and Regulations.**

The Act provides for each operator of such a development to adhere to strict guidelines in the disclosure materials given to persons making enquiries regarding any such development.

The provisions are both stringent and demanding and dictate that such materials must be presented in the standard format set out in the regulations. Non-compliance carries heavy penalties and inspectors of the NSW Department of Fair Trading are very active in their inspection regime.

### **Lease Document and Care Services Agreement with all residents**

It is also mandatory that the abovementioned disclosure material properly reflect the final documented arrangement (contracts/lease) between the incoming resident and the Operator.

Part of the standard documentation to be used by the ESRL development will be a 99-year Lease registered on the title of the land upon which the ESRL development is to be constructed.

The registered lease and care agreement executed with each resident will include clauses which will state that ESRL must provide the care and support services listed in the document and that they will be available from the time the first dwelling is ready for occupancy.

**This shows that residents of the proposed development serviced self care housing will have reasonable access to:**

- ✓ Home Delivered Meals**
- ✓ Personal Care and Home Nursing, and**
- ✓ Assistance with housework.**

**(... and indeed a significant number of other care and support services)” from the time the first dwelling is ready for occupancy.**

**These will be provided by ESRL staff and/or through controlled and monitored contractual arrangements with credible specialist private providers**



## **7. SUPPORT SERVICES – ADDITIONAL DEMANDS BY RESIDENTS OF ELEEBANA SHORES ON COMMUNITY SERVICE PROVIDERS**

As there will be a range of private support and care services available to residents of Eleebana Shores and in light of the small number of residents who will come from outside the local area (estimated at 30% of the total number of residents), it is unlikely that the residents of the proposed development will make heavy additional demands on community based service providers. This will be only a small number of persons and therefore the level of additional demand from them will be minimal.

It is estimated that at least 70% of the residents within the village will come from the local area (approximately a 10 km radius around the site). There is no doubt that some of these persons may already be utilising services provided by local community service providers.

To assist residents to access other private professional services they may need from time to time, the operator will prepare a local services directory. Copies of this directory will be made available to each dwelling for the use of the residents. This directory will also be regularly updated.

## **8. RESIDENTS ACCESS TO LEISURE ACTIVITIES**

Whilst Eleebana Shores will provide some in-house leisure activities for residents, the residents will also want to access leisure activities available in the general community. It should be noted that the proposed development is located within a reasonable distance to a number of recreational facilities including:

- Belmont Golf Course, Belmont South – 107 kms. or 20 mins.
- Charlestown Golf Club, Barker Avenue, Hillsborough – 6.6 kms. or 13 mins.
- Belmont Lawn Bowls Club, 1 High St, Belmont – 8 kms. or 16 mins.
- Charlestown Bowling Club, 5 Lincoln St, Charlestown – 5.2 kms. or 10 mins.
- Warners Bay Bowling Club, 7 Charles St, Warners Bay -5.7 kms. or 11 mins.
- Lake Macquarie Yacht Club, Ada St, Belmont -8.3 kms. or 16 mins.
- Numerous Churches
- Various walking trails along the Lake Macquarie foreshore
- Local fishing areas
- Parks and reserves,
- Beaches within a 15 minute drive.
- Valentine heated swimming pool located at 1 St John's Drive, 5 mins.

### **Local Activities**

To assist residents of Eleebana Shores to locate these services, Management will prepare a Community Leisure Activities Directory. This Directory will be given to residents when they enter the facility for their use. This directory will also be regularly updated.

**✓ There will be a wide range of leisure and recreation facilities available to the residents of this development.**

## 9. RESIDENT TENURE

The basis upon which residents will take up occupancy of their unit will be through a long-term lease with the added security of the lease being registered at the Land Title Office on the title to the property.

The Resident Agreement documentation utilised will conform to best practice for Retirement Village Operators. The property tenure arrangements of residents will meet all the requirements of the NSW Retirement Villages Act 1999 No 81 (with particular reference to Part 5 of the Act – “Village Contracts”).

## 10. FINANCIAL ARRANGEMENTS

The following financial arrangements will operate for the proposed ESRL development.

### 10.1 Ingoing Contribution – Interest Free Loan

Ingoing Contributions in the form of an interest free loan will be payable by residents for the right of occupancy of their unit given through the lease that is executed.

The loan amounts will be established in line with local marketplace expectations, the affordability of the prospective residents and in accordance with other comparable Seniors Living developments.

### 10.2 Departure Fee

The lease documentation will provide for a Departure Fee to be charged and calculated at the time when the resident permanently departs the unit. The Departure fee is a fixed formula, relating to the period of time the resident occupies the unit.

### 10.3 Weekly Recurrent Charge

A Weekly Recurrent Charge will be payable by residents on a per unit basis. The Recurrent Charge review formula and process for both increases and variations will be disclosed, managed and documented in line with the requirements of the NSW Retirement Villages Act 1999 No 81. This information will form part of both the Pre- Disclosure Documentation and Resident Agreement, which are offered to all residents prior to entry to ESRL.

Weekly Recurrent Charges will be reviewed by Management and any recommended increases will be presented to residents for their approval as part of the annual budget approval process that is clearly established in the Retirement Villages Act 1999 No.81 and the accompanying regulations.

The Weekly Recurrent Charge will be aligned to the marketplace and within the norm of Seniors Living developments providing similar services.

The following services will be provided to residents of ESRL in return for payment of the Weekly Recurrent Charge:

- ☐ Annual auditing of the accounts of the ESRL
- ☐ Cleaning and maintenance of common areas and facilities including pools and the spa
- ☐ Insurance of all buildings to full replacement value and other required insurances
- ☐

- ❑ Maintenance and care of common area lawns and gardens
- ❑ Waste and garbage disposal
- ❑ Pest control to common areas
- ❑ Management and administration services
- ❑ Public liability insurance
- ❑ Payment of all rates, taxes and charges including charges for gas, water and electricity relating to common areas and facilities
- ❑ Fully monitored 24 hour Emergency call system
- ❑ Staff wages and associated costs including the Manager
- ❑ Maintenance of the ESRL bus service

## 11. MANAGER

The overall management and administration of ESRL will be co-ordinated by a Village Manager, whose role will be to ensure 'best practice' management arrangements, are in place for the sound management of the Seniors Living development and to ensure security and "quiet enjoyment" for all residents and stakeholders. The practice of ESRL will be to appoint an experienced and qualified person to this position.

The Manager will be appointed by the Operator prior to the time when the first residents will move into ESRL. That person will be based in the Administrative Area on the ground floor of Village Community Centre. A detailed job description for this position is included (Attachment B).

A summary of the key duties and responsibilities for this role is:

- ❑ Overall day-to-day management of ESRL
- ❑ Supervision of all maintenance requirements within units, common areas and grounds
- ❑ To ensure that at all times staff employed by ESRL have current advanced first aid certificates and that the Manager also maintains a current certificate in resuscitation
- ❑ Supervision of all other staff and external contractors
- ❑ Oversee the Care Manager who will co-ordinate with residents, staff and external support services providers regarding residents need for any care and/or support services
- ❑ Assisting residents in the co-ordination of social/recreational events within ESRL
- ❑ Communicate and liaise with the Residents' Committee of ESRL
- ❑ Finance function including the collecting of resident recurrent charges
- ❑ Ensure all documentation is maintained as appropriate (e.g. Residents' Handbook)

It will be the responsibility of the Proprietor to ensure that the occupant of this position will have experience in dealing with older persons and also will undergo ongoing industry based training and education. It will also be that person's responsibility to monitor performance.

## 12. MANAGEMENT AND MECHANISMS FOR RESIDENT INPUT

The Operators of ESRL will provide professional supervision and co-ordination of the establishment, commissioning and management of the facility.

Mechanisms and structures will be put in place to facilitate open communication processes between management and the residents. The input of residents on both a day-to-day and longer term planning basis will form part of the communication strategy for ESRL.

The Operators and Seniors Living Management will actively encourage the residents of the village to form a Residents' Committee and ensure that regular meetings of all residents take place.

Such action should ensure that there is an open form of communication on all issues relating to the management, services and lifestyle of residents of the village. This will assist The village to operate at the highest possible standard.

ESRL Management will also support residents in the development of a regular resident newsletter and also conduct, with the support of residents, resident satisfaction surveys from time to time.

A feedback mechanism will be established by ESRL management to formally monitor and respond to comments, complaints or appreciation of the services provided by the village and its staff.

After the completion of the development and as appropriate, ESRL will apply to become an accredited facility under the formal national accreditation process of the Property Council of Australia Retirement Village Division.

This process is quite exacting and requires a facility and organisation to prescribe to and maintain a number of pre-determined standards and criteria to retain accreditation status. In addition, it must also be able to demonstrate that it has in place quality management and improvement systems that will enable it to achieve an acceptable level of continuous quality improvement in all aspects of its operations.

The NSW Retirement Villages Act 1999 No 81 and the Retirement Villages Regulation 2010 require ESRL management to undertake a range of actions which relate to resident input into facility management. These include the development of rules and mandatory mechanisms for residents to approve annual budgets for ESRL. The management will ensure that these requirements and processes are effectively put into practice.

Village management will also encourage regular education programmes for residents relating to topical issues including changes to aged services in the local area, Centrelink advice relating to aged pensions, health and lifestyle issues and on other relevant topics as they occur and as appropriate.

### **13. SPECIAL DESIGN FEATURES FOR RESIDENTS**

#### **13.1 Emergency Alarm System and response mechanism**

So as to improve the security and safety of residents, an emergency communication system will be installed at the construction stage in each dwelling and in common areas throughout the building for the use of residents. A number of proven and well established systems are available on the market and will be considered by the proprietor for installation at ESRL.

**This Emergency Alarm system will provide residents with the mechanism to summon an urgent response to an Emergency situation.**

The specific technology to be used will meet specifications that include:

- ❑ Capacity for residents to activate an emergency call button provided in each bedroom and in the bathroom of their dwelling. In addition, the emergency alarm can be activated by the residents pressing the button on a pendant which they can carry or wear at all times at any point throughout the dwelling.
- ❑ An urgent response
- ❑ Back up procedures in place to ensure that appropriate action is provided to the resident (e.g. Ambulance arrival etc).
- ❑ The cancellation of the call only from within the residents' unit or the common area in which they are located.
- ❑ Electronic recording of each call and the time taken to answer the call for information and audit and quality monitoring purposes

Monitoring of the Emergency Alarm system will be undertaken by staff on duty at the time. The staff will carry either a mobile DECT phone or emergency pager at all times to indicate an emergency call.

If staff is not on duty then the monitoring will be done remotely by one of the specialist back-up services established for this purpose which operate 24 hours a day, 7 days a week.

Management will establish, with the assistance of the supplier of the system and the external monitoring service, a set of protocols: check procedures and recording systems to ensure that when an alarm is received, a response occurs. The cost and the maintenance of this service will be included in the operating costs of the facility. As set out above, monitoring of response times and outcomes will be a key activity of the ongoing Continuous Quality Improvement process.

### **13.2 Electronic Communications Systems**

So as to make it easier for a resident to communicate with management and all staff within the facility, the proprietor is currently undertaking a study of the available electronic communication systems that use "smart technology" (e.g. internet etc) so that it can include such features in each dwelling either for fitting at the time of construction or in the future.

### **13.3 Special Design**

During the initial planning of this development and the housing occupied by residents, special attention has been given to ensure that ESRL delivers a safe environment for its residents.

Particular attention has been given to planning out any possible trip hazards as well as providing for the movement of older persons who may suffer some impaired mobility and may have to use mobility aids such as walking sticks, frames etc. or require safety rails particularly in main bathrooms.

Likewise, the same planning principles have been applied to the design of all of the facilities within the community areas and in the grounds of the village. This same principal and attention to detail will continue as the further detailed plans are developed through to final construction drawings.

## 14. SUMMARY

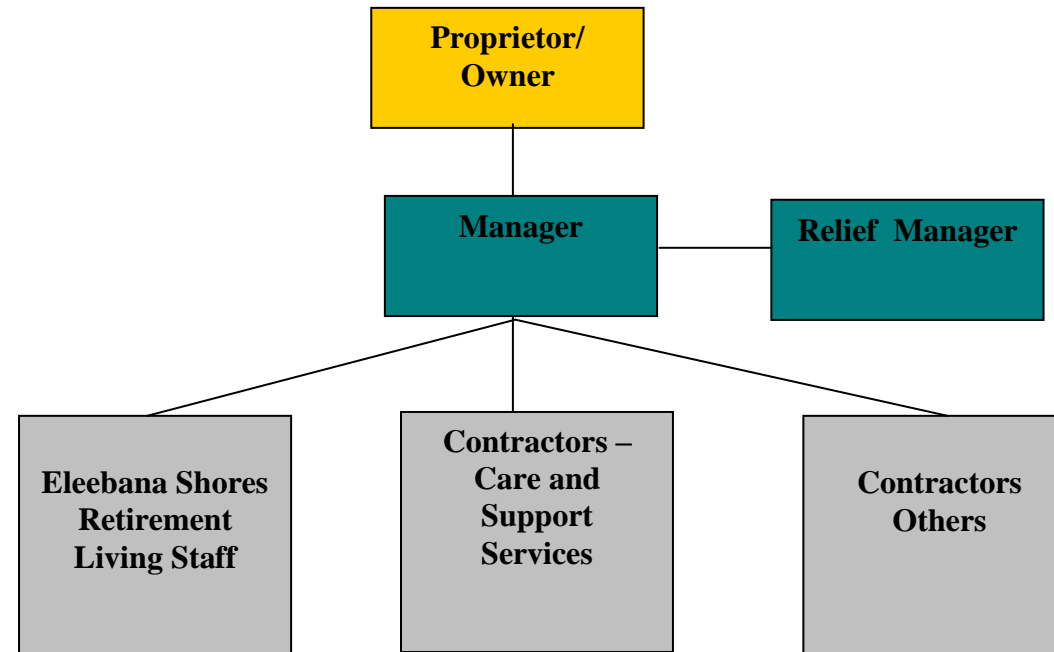
- ✓ This document has provided written evidence and shown that:
- ✓ this development fully complies with the definition set out in clause 10 (c) of the SEPP namely, a group of self contained dwellings.
- ✓ the ESRL development fully complies with the definition set out in clause 13 (3) of the SEPP namely Serviced Self Care Housing,
- ✓ the residents will have access to needed facilities that will comply with the requirements prescribed in clause 26 of the SEPP
- ✓ the support and care services to be made available to residents of the proposed development exceed the requirements of the SEPP.
- ✓ as can be seen from the plans accompanying the application, it is a thoughtfully designed care facility with all attention given to the needs of our senior community and also will provide readily available services in an affordable manner within the confines of the facility and is not likely to increase the level of demand for community support services.
- ✓ this development will assist in meeting the increasing demand for seniors living dwellings and services in this region of New South Wales

\* \* \* \* \*

**Stan Manning & Associates**  
**December 2013**

**ELEEBANA SHORES RETIREMENT LIVING,  
MOUNT HUTTON NSW.**

**ORGANISATIONAL CHART**



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**ATTACHMENT B**

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**POSITION DESCRIPTION**

**Position:** **Manager - Eleebana Shores Retirement Living (ESRL)**

**Location:** **40 – 48 Burton Road, Mount Hutton NSW**

**Reports to:** **Proprietor/Owner**

**Role Purpose and Scope**

- Liaise between the Proprietor and residents at all times representing the organisation's interests
- Maintain the ESRL facility and its grounds and services
- When monitoring the emergency alarm/ call system respond to resident needs within the scope of training and experience
- Ensure occupational health and safety guidelines are followed
- Ensure the Mission and Values of ESRL are maintained and adhered to on all occasions
- In carrying out the following duties the employee will abide by the organisation's policies and directives on discrimination, workplace harassment and privacy.

**Duties and Responsibilities - Manager**

To manage the general and financial operations of ESRL as directed by the Proprietors/Owners including but not limited to the following:

- **Supervise and ensure completion of:**
  - general maintenance of the ESRL facility
  - maintenance of gardens and sprinkler system
  - maintenance of pool and surrounds – including showers, Sauna, gym room and equipment,
  - cleaning of B.B.Q. and external covered areas of the ESRL
  - maintenance of driveways, pathways and bin areas
  - routine maintenance for ESRL residents via Maintenance Request forms completed by the residents in relation to dwelling and general property maintenance
  - Purchase of items which are necessary to complete maintenance requested by both residents and company management
  - Marketing of vacant units
  - Any other activity related to the general running of ESRL
- **To manage contractors of services to ESRL**
  - To call for quotations from sub contractors
  - To manage bus drivers and bus maintenance
  - To co-ordinate the work undertaken by sub contractors
  - To ensure that the arrangements with each sub-contractor are evidenced by a current contract in a form approved by the organisation
- **Other Responsibilities and duties**
  - Attend ESRL functions
  - Attend forum meetings
  - Co-ordinate the delivery of care and support services delivered by care and support contractors to residents to meet their expressed needs from time to time.



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**ATTACHMENT B**

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- Provide support for partner/family when resident passes away
- Attend funerals
- Attend further education courses as advised including regular C.P.R. updates
- Ensure that all staff on duty within the facility at all times hold current advanced first aid certificates and current clear police checks for workers in Aged Care
- Assist new residents to settle in
- Attend regular monthly management meetings
- Attend finance committee and Residents meetings as invited
- Attend in-service training as arranged by the Care Coordinator
- Record maintenance requests from residents and ensure work is carried out
- Ensure that ESRL attains and maintains accreditation and that a continuous Quality Improvement programme is maintained.
- **Emergency Call System Monitoring**
  - Whilst on duty, be ready to respond to an emergency alarm/call
  - Document emergency responses in the Emergency Alarm/Call Report sheet
  - When appropriate, document care provided as a response to an emergency call or alarm in the residents care file
  - Before leaving the site, provide a formal hand over to the oncoming person responsible for emergency alarm/call system monitoring or hand over to the external monitoring organisation

\* \* \* \* \*

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**ATTACHMENT C**

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**TENDER LOVING CUISINE****BEST IN NSW - HOME DELIVERY MEAL SERVICES***Sunday Telegraph by Nicola Conville***WINNER NSW SENIORS ACHIEVEMENT AWARDS****OUTSTANDING ACHIEVEMENT IN HEALTH AND WELLBEING**

NSW Government Human Services - Ageing, Disability &amp; Homecare



28 November 2013

Mr. Mark Dixon  
Eleebana Shores Retirement Living Pty Ltd

Dear Mr. Dixon,

Tender Loving Cuisine was established in 1995 and delivers quality, premade meals to retirement villages. They are delivered to the door by our reliable courier staff and can be unpacked and placed into the freezer for the resident or if in bulk, to the freezer in the Village kitchen.

We supply premade meals prepared offsite by specialist, qualified Chefs who manage the cooking process and are fully certified under NSW Food Authority License 24521.

We are HACCPP accredited, in accordance with the international Food Safety System.

Our menu includes selections that are endorsed by the Australian Diabetes Council, the Heart Foundation, Tick Program and Coeliac Society as well as selections that are Medically Low Salt or Dairy Free.

We are happy to supply meals to the proposed Eleebana Shores Retirement Village and if we receive a call from a resident or the Village Administration we will assist them to make an order and deliver it on the specified day for the area which is Friday each week.

We can also provide a free "Courtesy Call" service to the Village residents - our friendly Client Relations team will phone to give a reminder to those who may require this assistance.

If I can be of further assistance, please feel free to contact me.

Sincerely  
TENDER LOVING CUISINE

*Maureen Lumello*

Professional Support | Professional Services Manager

*Delivered  
right to  
your door*

*Sydney  
Central Coast  
Newcastle  
North Coast  
Melbourne  
Gold Coast*

**HACCP  
Certified**

Order online:  
[www.tlc.org.au](http://www.tlc.org.au)

Freecall 1800 801 200  
Freefax: 1800 801 222

**Tender Loving  
Cuisine**  
**ABN 86 008 485 765**  
105/166 Great North Rd  
Five Dock NSW 2046

GPO Box 5105  
Sydney NSW 2001

Phone: 02 9713 5355  
Fax: 02 9713 5230  
Email:  
[clientservices@tlc.org.au](mailto:clientservices@tlc.org.au)

**TLC Gold Coast**  
ABN 68 024 118 242


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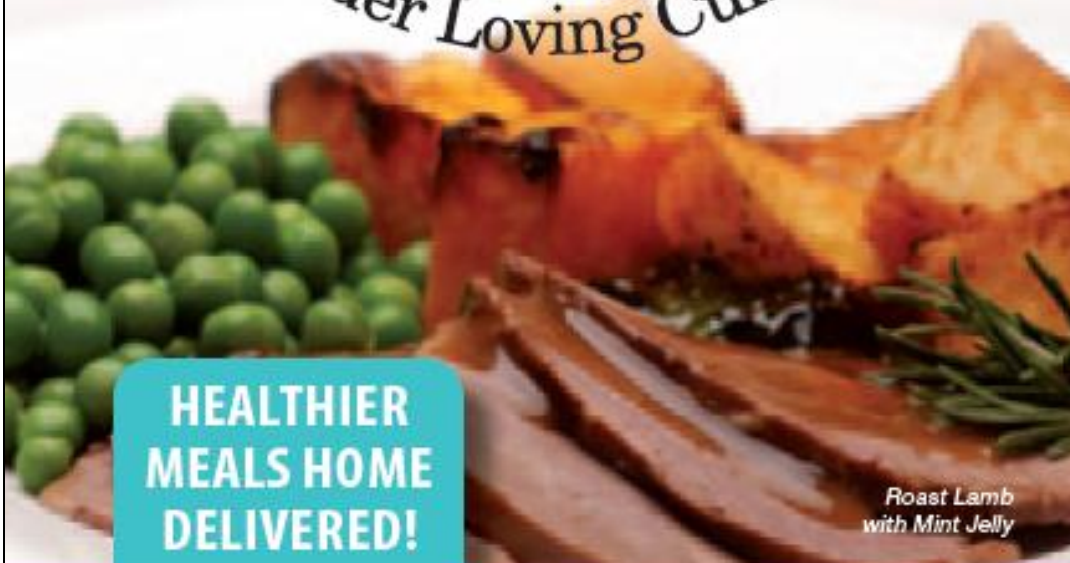
**ATTACHMENT C**

HACCP Certified

NSW Food Authority  
Licence 24521



Tender Loving Cuisine



**HEALTHIER  
MEALS HOME  
DELIVERED!**

*Roast Lamb  
with Mint Jelly*

# TLC Menu 2012/13

ORDER NOW  
**FREECALL 1800 801 200**  
or online at [www.tlc.org.au](http://www.tlc.org.au)

TLC MEALS ARE AVAILABLE IN THE FOLLOWING AREAS:

NSW ♦ SYDNEY ♦ CENTRAL COAST ♦ NEWCASTLE ♦ NORTH COAST ♦ SOUTHERN HIGHLANDS  
VIC ♦ MELBOURNE ♦ GEELONG ♦ MORNINGTON ♦ BENDIGO  
QLD ♦ GOLD COAST ♦ TWEED COAST

**ATTACHMENT C**

## You'll just love the homemade taste of TLC's meals

We are a service that offers fresh, deliciously prepared dinners cooked by our OWN chefs and home delivered to your door. The dinners are homestyle, tasty and save you time and effort. All you do is heat and serve.

- ❖ Many of the dinners are Heart Foundation Tick approved so they are a healthier choice.
- ❖ Dinners are prepared so you can heat and serve in approximately 6 minutes in a microwave (based on an 800W microwave) or 30 minutes in a conventional oven, preheated to 180°C.
- ❖ All meals are snap frozen with heating instructions included. They keep in the freezer for up to 12 months.
- ❖ Straight from the freezer to the microwave or oven without punching holes in the lid – no need to defrost.
- ❖ More time to enjoy life.

**2****ORDER NOW FREECALL 1800 801 200**



## ATTACHMENT C

## Compliance with the National Diet and Fluid Terminology

Created by Speech Pathology Australia and Dietitians Association of Australia

To assist those who may require meals that are softer in texture and easier to swallow, we have had many of our menu items evaluated by a Certified Practising Speech Pathologist. See the Dinner Icon Guide for Texture.

## TLC is a 12 Year Licensee of the Heart Foundation Tick Program



Many of TLC's meals have been approved by the Heart Foundation Tick Program. They are Tick approved for meeting strict standards for saturated fat, trans fat, sodium, energy, protein and fibre or vegetable content.

CERT TM used under licence

## Dinner Icon Guide

Our easy to follow menu symbols appear next to each meal to ensure your order is suitable for your individual dietary needs.

**(R) Regular Size**

**(L) Large Size**

**SD Specialty Dinners** – are \$1 extra each.

**GF Gluten Free Meals** – Laboratory tested to guarantee dinners have no gluten detected to 5 parts per million (industry standard).

**DF Dairy Free Meals** – Ingredients contained in these dinners are free from milk or dairy products.

**HE Higher Energy** – Energy exceeds 1350kJ per serving.

**D Meals** – Approved by Australian Diabetes Council as a healthier option for blood glucose management.

**LS Low Salt Meals** – Meets guidelines for medically low salt dinners – not exceeding 120mg per 100g for sodium.

**V Vegetarian Meals** – May contain dairy/egg products.

**S Texture Soft**


**MM Texture Minced/Moist**

**P Texture Pureed**

ORDER ONLINE AT [www.tlc.org.au](http://www.tlc.org.au)

3


## ATTACHMENT C




## Meat Dishes

### SEASONAL MEAL SELECTIONS

In response to client requests for meal variety, TLC Meals has now introduced new meals for the **Winter months**, which will then be replaced by other new meals for the **Summer months**.





















<p><b>Beef Goulash (R)</b> Tender strips of beef cooked to perfection with fresh beans, carrots and boiled potatoes.</p>	 <div style="display: flex; flex-wrap: wrap; justify-content: center; gap: 5px;"> <div style="background-color: yellow; border-radius: 50%; padding: 2px 5px; font-size: 8px;">GF</div> <div style="background-color: #00a0a0; color: white; border-radius: 50%; padding: 2px 5px; font-size: 8px;">DF</div> <div style="background-color: #90ee90; border-radius: 50%; padding: 2px 5px; font-size: 8px;">HE</div> <div style="background-color: #000080; color: white; border-radius: 50%; padding: 2px 5px; font-size: 8px;">D</div> <div style="background-color: #800080; border-radius: 50%; padding: 2px 5px; font-size: 8px;">LS</div> <div style="background-color: #ff00ff; border-radius: 50%; padding: 2px 5px; font-size: 8px;">S</div> </div>
<p><b>Beef Lasagne with Shredded Cheese (R)</b> Layers of fresh pasta with a traditional bolognaise sauce, tasty cheese, peas and carrots.</p>	<div style="display: flex; flex-wrap: wrap; justify-content: center; gap: 5px;"> <div style="background-color: #90ee90; border-radius: 50%; padding: 2px 5px; font-size: 8px;">HE</div> <div style="background-color: #000080; color: white; border-radius: 50%; padding: 2px 5px; font-size: 8px;">D</div> <div style="background-color: #ff00ff; border-radius: 50%; padding: 2px 5px; font-size: 8px;">S</div> <div style="background-color: #ff00ff; border-radius: 50%; padding: 2px 5px; font-size: 8px;">MM</div> </div>
<p><b>Beef in Red Wine Casserole (R) <span style="background-color: red; color: white; padding: 0 2px;">WINTER</span></b> Tender diced beef casseroled in red wine and served with fluffy sweet potato mash and a mix of beans, peas and broccoli.</p>	<div style="background-color: yellow; border-radius: 50%; padding: 2px 5px; font-size: 8px; display: inline-block;">GF</div>
<p><b>Beef Massaman Curry (R) <span style="background-color: red; color: white; padding: 0 2px;">WINTER</span></b> Tender diced beef in a rich Massaman curry served with rice noodles and tossed with mixed vegetables for your enjoyment.</p>	<div style="display: flex; flex-wrap: wrap; justify-content: center; gap: 5px;"> <div style="background-color: #000080; color: white; border-radius: 50%; padding: 2px 5px; font-size: 8px;">DF</div> <div style="background-color: #90ee90; border-radius: 50%; padding: 2px 5px; font-size: 8px;">HE</div> <div style="background-color: #000080; color: white; border-radius: 50%; padding: 2px 5px; font-size: 8px;">D</div> </div>
<p><b>Boneless Beef Riblets (R)</b> Tasty boneless bbq beef riblets coated in a scrumptious savoury sauce and served with chunky potato and sweet potato wedges, red kidney beans and chick pea ragout.</p>	<div style="background-color: #90ee90; border-radius: 50%; padding: 2px 5px; font-size: 8px; display: inline-block;">HE</div>

*Sausages in Onion Gravy*



4
ORDER NOW FREECALL 1800 801 200

## ATTACHMENT C

Meat Dishes 	
<b>Caramelised Onion Burger (R) <span style="background-color: red; color: white; padding: 2px;">WINTER</span></b> <p>This is a new twist on a normal burger with caramelised onion filling on the inside, with a generous serve of potato wedges, mushy peas and a tasty tomato relish.</p>	
<b>Corned Silverside with White Sauce (R)</b> <p>Lightly salted silverside in a creamy white sauce served with mashed potatoes, carrots, broccoli and cauliflower.</p>	 
<b>Cottage Beef Pie (R)</b> <p>Prime beef and pastry top simmered in gravy with mashed potatoes, peas and carrots.</p>	  
<b>Curried Sausages (R) <span style="background-color: red; color: white; padding: 2px;">WINTER</span></b> <p>Tasty sausages in a mild curry sauce served with pumpkin and potato mash, green beans and cauliflower.</p>	
<b>Greek Lamb Casserole (R) <span style="background-color: red; color: white; padding: 2px;">WINTER</span></b> <p>This beautiful Greek Lamb Casserole is served with potato and spinach mash, carrots, beans, broccoli and sliced olives over the top.</p>	
<b>Grilled Steak and Mushroom Sauce (R)</b> <p>Succulent beef in a thick mushroom sauce with mashed potatoes, beans and sweet potato.</p>	    
<b>Grilled Steak with Seeded Mustard Gravy (R)</b> <p>Enjoy our succulent beef steak with rich brown gravy and a dollop of seeded mustard served with golden potatoes, broccoli and cauliflower.</p>	  
<b>Ham Steak and Pineapple (R)</b> <p>Tender ham steak lightly grilled with pineapple, served with mushy peas, mash, carrots and gravy.</p>	
<b>Homestyle Rissoles with Onion Gravy (R), (L)</b> <p>Tasty rissoles in our popular onion gravy with mashed potatoes, broccoli and sweet potato.</p>	 

**Best in NSW ...**


**Home-Delivery Meal Services**

*Sunday Telegraph, Body + Soul. By Nicola Conville*

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## ATTACHMENT C



## Meat Dishes

**Indian Style Lamb Curry (R)**  
Tender pieces of lamb in a delicious Indian spiced sauce with fluffy white rice, broccoli and sweet potato.



GF


DF

HE

D

LS

**Lamb Casserole (R)**  
Lamb cooked with a hint of spice with boiled potatoes, beans and carrots.



GF

DF

HE

D

**Lamb and Mint Burger (R) SUMMER**  
A pleasant change to traditional style burgers, with a sauce embedded on the inside – served with a mix of baked vegetables and baked red capsicum on top.

HE

**Lamb Nuggets with Bubble and Squeak (R) WINTER**  
Tasty lamb nuggets in a creamy gravy with a hint of mustard – served with bubble and squeak and vegetable mix of peas, beans and broccoli.


HE

S

**Lamb Rogan Josh (R) WINTER**  
Tender diced lamb in an Indian Rogan Josh sauce served with a tasty vegetable korma and white rice.

HE

**Lamb Steak with Rosemary (R)**  
Tender lamb steaks infused with the flavour of rosemary and a hint of garlic served with spinach and potato mash, sweet potato and corn.



SD

GF

HE

D

**Lamb Steak with Red Currant Glaze (R)**  
Succulent lamb steak served with gravy and the sweetness of a red currant glaze, carrot and potato mash and green vegetables.

SD


GF

HE

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LS

*Roast Lamb with Mint Jelly*



6

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## ATTACHMENT C

## Meat Dishes

**Lamb Steak with Dijon Mustard Sauce (R)** SD GF HE  
 Mouth watering lamb steaks with a tasty Dijon mustard sauce, carrot batons, potato mash and a medley of green vegetables.


---

**Mexican Beef (R) WINTER** GF DF HE D LS  
 This Mexican Beef is very mildly spiced and is served with potato and sweet potato wedges, cauliflower, broccoli and sweet carrot batons.

---

**Moroccan Lamb (R)** DF D  
 Tender lamb dinner casseroled to perfection with raisins and prunes mixed throughout, served with carrots, beans and cous-cous tossed with the sweetness of sultanas.

---

**Pepper Steak Mild (R)**  SD GF  
 Mouth watering pepper steak served with an old fashioned potato and sweet potato mash, juicy beans, carrots and cauliflower.

---

**Pork Meatloaf with Orange Glaze (R) WINTER** GF D  
 This meatloaf is infused with the flavours of ginger and shallots, topped with an orange scented gravy, served with a mix of baked vegetables.

---


**Pork Steak in Plum Sauce (R)** SD HE S  
 These tender and juicy pork steaks are infused in a sweet plum sauce and served with Nasi Goreng rice, cauliflower and broccoli.

---

**Pork Steak with Orange Scented Gravy (R)** SD GF D  
 Enjoy this tender pork steak served with an appetising orange scented gravy, carrot batons, green beans and fluffy mashed potatoes.

---

**Roast Beef with Rich Brown Gravy (R), (L)** SD GF LS S  
 Tender slices of beef with rich gravy served with roast potatoes, roast carrots and beans.



**Heart Foundation Tick approved**  
 (R) Regular Size  
 (L) Large Size

**SD** Specialty Dinners

**GF** Gluten Free

**DF** Dairy Free

**HE** Higher Energy – Exceeds 1,350kJ per serving

**V** Vegetarian

**D** Healthier option for blood glucose management

**LS** Low Salt – less than 120mg per 100g

**S** Texture Soft

**MM** Texture Minced/Moist

**P** Texture Pureed

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7

## ATTACHMENT C



## Meat Dishes

**Roast Lamb with Mint Jelly (R), (L)**

Lean slices of lamb, homestyle mint jelly with roast potatoes, roast pumpkin and peas.

**Roast Pork with Apple Sauce (R), (L)**

Oven roasted pork slices with gourmet apple sauce, roast potatoes, roast pumpkin and broccoli.

**Sausages in Onion Gravy (R), (L)**

Your favourite sausages in a tasty onion gravy with creamy mashed potato, peas and carrots.

**Shepherds Pie (R)**

Prime beef in a tasty tomato base with creamy mashed potato, beans and sweet potato.

**Spaghetti with Beef and Tomato (R)****SUMMER**

Traditional spaghetti in a rich homemade Neapolitan sauce with prime beef, carrots and peas.

**Spinach Fetta Burger (R) WINTER**

Filled with the rich flavours of a spinach and fetta sauce flavouring every moist mouthful, pleasantly served with a garlic mash, beans and ratatouille.

**Sri Lankan Beef Curry (R) WINTER**

Pleasure your senses with the authentic flavours of this Indian beef dinner. Served with a delightful vegetable korma and fluffy white rice.

**Steak and Kidney Pie (R)**

Prime pieces of beef with tender kidneys, creamy mashed potato, peas and sweet potato.

**Steak Pie with Mushroom Gravy (R) WINTER**

Hearty beef in a traditional style pie with creamy mashed potato and pumpkin, carrots and peas.

**Traditional Meatloaf with Gravy (R), (L)**

A lean beef mince family favourite served with creamy mashed potato sprinkled with herbs, carrots and beans.



*We deliver right to your doorstep and our caring couriers will place them in the freezer for you.*

8

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## ATTACHMENT C

## Poultry Dishes



*Chicken Curry Mild*

**TLC – WINNER NSW SENIORS ACHIEVEMENT AWARDS FOR OUTSTANDING ACHIEVEMENT IN HEALTH AND WELLBEING**  
**NSW Government Human Services – Ageing, Disability & Homecare**  
 Tender Loving Cuisine was honoured to be recognised as the Winner NSW Seniors Achievement Awards for Outstanding Achievement in Health and Wellbeing.

<b>Apricot Chicken (R)</b>		GF DF HE D
Tasty chicken pieces in a vegetable casserole with apricots, chat potatoes, peas, corn and red capsicum.		
<b>Butter Chicken (R)</b>		GF HE D
A delightful authentic Butter Chicken exquisitely fragrant and served with an aromatic vegetable korma and rice.		
<b>Chicken Cacciatore (R) WINTER</b>		GF DF HE
Enjoy this exciting chicken dinner with the rich flavours of mushroom delicately served with sweet potato and potato wedges with broccoli and cauliflower.		
<b>Chicken Casserole (R)</b>		GF HE D LS S
Traditional hearty casserole with chicken pieces served with creamy mashed potato, peas and sweet potato.		
<b>Chicken Curry Mild (R) SUMMER</b>		GF DF HE D
Tender chicken pieces in a mild curry sauce with fluffy rice, sultanas, tender broccoli and carrot batons.		
<b>Chicken Parmigiana (R), (L)</b>		GF HE D LS
Succulent chicken fillet served in a tasty tomato and basil sauce topped with melted mozzarella cheese, mashed potato and spinach, sweet potato and corn.		

**ORDER ONLINE AT [www.tlc.org.au](http://www.tlc.org.au)**



## ATTACHMENT C



## Poultry Dishes

### Chicken Stroganoff (R) **WINTER**

Tender diced chicken in a creamy stroganoff served with potato and parsnip mash and a medley of vegetables including carrots, peas, beans and broccoli.

### Chicken Schnitzel (R)

Tender chicken fillets lightly crumbed, served with seasonal baked vegetables and gravy.



### Chicken in Tomato and Pesto Sauce (R)



#### **SUMMER**

The chicken is marinated in a pesto sauce and cooked, then topped with a tomato relish and served with garlic potatoes, carrots and beans.

### Honey Mustard Chicken (R) **SUMMER**

This chicken is prepared with a hint of honey and a tasty mustard coating served with a new potato bake, green beans, peas and broccoli.

### Mango Chicken Curry (R)

Tender diced chicken pieces cooked in a rich mild curry sauce served with fluffy white rice, beans and broccoli.



### Mediterranean Chicken (R) **SUMMER**

Filled with flavours of the Mediterranean served with potato mash, a hint of garlic, green beans, tomatoes, oregano and olives delicately placed over the chicken.



### Pineapple Chicken (R) **SUMMER**

Succulent chicken sautéed with pineapple pieces with special rice, broccoli and carrots.



### Roast Chicken with Gravy (R), (L)

Juicy boneless roast chicken (skinless) thigh pieces in a rich gravy with roast potatoes, roast sweet potatoes and peas.



### Roast Turkey with Cranberry Sauce (R), (L)

Turkey breast and cranberry sauce with roast potatoes, roast pumpkin and beans.



### Stir Fried Chicken, Lime and Tamarind Sauce (R) **SUMMER**

Succulent chicken pieces in a tangy lime and tamarind sauce served with stir fried vegetables including broccoli, carrots, capsicums, beans and baby corn, with a lime and tamarind rice.



### Turkey Rissoles (R) **SUMMER**

Packed with flavour making them so easy to eat, served with a mix of baked vegetables.


**10**
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## ATTACHMENT C

## Seafood Dishes

**Baked Ocean Fish Fillet in White Sauce (R)**  
**WINTER**  
 Ocean fillet slowly baked with chat potatoes, carrots and peas.

**Barramundi (R)**  
 Lightly battered Barramundi fillet teamed with a fluffy pumpkin and potato mash and a green vegetable medley comprising peas, beans and broccoli.

**Crumbed Fish with Seasoned Wedges (R)**  
 Lightly crumbed fish, lightly seasoned homemade wedges, fruit chutney, baby carrots and beans.

**Fisherman's Pie (R) SUMMER**  
 A tantalising mix of tasty fish pieces with seasonal vegetables in a creamy sauce with sweet potato, mash and broccoli.

**Lemon Fish with Wedges (R)**  
 Succulent fish fillets baked to perfection with a tasty lemon sauce served with homestyle wedges, carrots and broccoli.

**Salmon Fish Cakes with Sauce (R)**  
 TLC homestyle fish cakes topped with homemade tomato sauce, with lightly seasoned wedges, peas and carrots.

**Sweet and Sour Fish (R) SUMMER**  
 Fish served with sweet and savoury flavours, a mix of capsicums, broccoli, carrots and pineapple, served with a moist coconut rice.

**Tuna Mornay (R) WINTER**  
 This old favourite will surely satisfy – served with a mix of beans, corn and capsicums and lemon crumbed wedges on the side.

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## ATTACHMENT C



## Vegetarian Dishes

**Fritters – Vegetable (R)**

Enjoy these fritters as a tasty meal or a lunch time treat. Served with a warm potato salad, beans, carrots and a mushroom ragout.

**Spinach and Ricotta Cannelloni (R) SUMMER**

Delicate pasta tube filled with spinach and ricotta cheese topped with a creamy béchamel, tomato and basil sauce with a delicious cornmeal (polenta) cake and vegetable medley of cauliflower, peas, beans and broccoli.

**Vegetable Frittata (R)**

A deliciously moist frittata speckled with vege mix served with roasted vegetables and gravy.

**Vegetable Korma (R)**

A joy to the senses, this Vegetable Korma has an authentic Indian influence and contains a generous mix of vegetables in a rich korma sauce. Served with fluffy white rice and broccoli.



*I just felt I needed to write this note to let you know how happy we are with your TLC meals. My elderly mother and myself have tried your meals. We have been having difficulty in finding meals suitable. At last the variety and tasty meals have made a difference in our lives. Thank you so much.*



Mrs Beverley Tomlin, Merrylands West



Heart Foundation  
Tick approved

(R) Regular Size

(L) Large Size

**SD** Specialty Dinners

**GF** Gluten Free

**DF** Dairy Free

**HE** Higher Energy –  
Exceeds 1,350kJ  
per serving

**V** Vegetarian

**D** Healthier option  
for blood glucose  
management

**LS** Low Salt – less than  
120mg per 100g

**S** Texture Soft

**MM** Texture Minced/Moist

**P** Texture Pureed

12

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## ATTACHMENT C

## Soups & Light Meals



**Baked Vegetable Pack** GF V S  
 This tasty vegetable pack is filled with delicious favourites ideal for a light snack or as an addition to your shared meal.

---

**Chicken and Corn Soup** GF  
 A thick and creamy corn soup with a tasty blend of chicken pieces.

---

**Creamy Pumpkin Soup** GF S V MM  
 A mouthwatering pumpkin soup thick and creamy and always satisfying.

---

**Hearty Vegetable Soup** GF DF S MM  
 Delicious and comforting enjoy our homestyle broth made with chunky vegetable pieces such as potato, carrots, borlotti beans, pumpkin, zucchini and spinach to name a few.

---

**Lentil and Vegetable Soup** GF V  
 This lentil and vegetable soup is packed with the wholesome goodness of brown lentils and diced vegetables – great as a light meal or an entree to your dinner menu

---

**Pea and Ham Soup** GF S MM  
 A mouth watering pea soup speckled with tasty ham pieces.

---

**Rich Beef and Vegetable Soup** S  
 Hearty beef, vegetable and pasta pieces in a tasty broth.

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**13**

## ATTACHMENT C



## Desserts

**Apple and Apricot Crumble**

Stewed apple and apricot pieces with a delectable crumble topping.

**Apple Crumble**

Diced apple pieces lightly stewed with a delectable crumble topping.

**Apple and Rhubarb Crumble**

Apple and rhubarb pieces stewed together with a delectable crumble topping.

**Banana Bread**

This homestyle full flavoured Banana Bread favourite is sure to please.

**Banana Custard**

Full banana flavour in a creamy dairy custard base.

**Chocolate Mousse**

A smooth and creamy chocolate temptation perfect for any time of the day.

**Crème Caramel**

This traditional and delectable dessert has been a long time favourite.

**Lamington Pack**

An old fashioned favourite – two lamingtons per pack ideal for a snack or to share with a friend.

**Lemon Cheesecake** ★ See Price Table

This cheesecake favourite comes with a lemon twist and a scrumptious gluten free base.

**Lemon Meringue Pie** ★ See Price Table

Fluffy meringue peaks topped over a lemon curd filling and all encased in a superb pastry case.

**Mango Mousse**

This fruity mousse is rich in protein and calcium ensuring this tasty dessert is good for you.

**Orange and Almond Cake** ★ See Price Table

This deliciously moist orange and almond cake is irresistible to eat and flourless too.

**Peach and Custard Sponge**

Layers of moist sponge cake and custard topped with sliced peach – just right after any meal.



14

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## ATTACHMENT C


# Price List

**PRICE LIST** – *includes Free Delivery*

*Seniors Card Holders receive an additional 5% discount*

Main Meals			
Dinner Quantity	Discount %	Regular (340g–380g) Retail Price	Large (400g–440g) Retail Price
<b>7</b>	–	<b>\$87.50</b>	<b>\$96.95</b>
<b>10</b>	<b>3%</b>	<b>\$121.25</b>	<b>\$134.35</b>
<b>14</b>	<b>5%</b>	<b>\$166.25</b>	<b>\$184.21</b>
<b>20</b>	<b>8%</b>	<b>\$230.00</b>	<b>\$254.84</b>

Many selections are available in Regular size only.

 Specialty dinners are \$1 each extra – see menu list.

***Minimum order is 7 dinners***

But ... the more you buy, the more you save!

Desserts and Soups	
<b>Premium</b>	<b>\$2.95 each</b>
<b>Premium Café ★</b>	<b>\$3.95 each</b>
<b>Soups</b>	<b>\$4.50 (300ml)</b>
<b>Baked Vegetable Pack</b>	<b>\$5.75 each</b>

Prices include GST and are subject to change without notice.  
Payment by Visa, MasterCard (Credit or Debit Card), Amex, Cash, Cheque

**You can choose the dinner size that suits you!**

**REGULAR DINNERS** – For a full satisfying meal

**LARGE DINNERS** – For the hearty appetites

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**ATTACHMENT C**



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Kevin
Helen
Paula
Maria
John







Maureen
Julie
Judy
Maria
Brad

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- ❖ Central Coast
- ❖ Newcastle
- ❖ North Coast Region
- ❖ Southern Highlands

**VIC:**

- ❖ Melbourne
- ❖ Geelong
- ❖ Mornington
- ❖ Bendigo

**QLD:**

- ❖ Gold Coast
- ❖ Tweed Coast

**NSW:**  
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 E: [frank.burke@tlc.org.au](mailto:frank.burke@tlc.org.au)

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