

Palm Lake Resort Ballina – Management Operational Detail

9 April 2019

Caretaker and Emergency Services	<ul style="list-style-type: none"> • 24/7 • Two full-time equivalent staff must be trained and Certified in Resident emergency care/advanced first aid, manual handling and various general emergency care procedures are available to be accessed by residents 24/7, • Emergency call system, including vital call connecting straight to switchboard and internal distress alarms must be installed in the main bedroom and bathroom of every villa
Registered Nurse	<ul style="list-style-type: none"> • Available Monday through Friday, 9am – 5pm or equivalent hours at the operator’s discretion, via contractor Five Good Friends (or such other service provider that the operator may selected from time-to-time) • Management of all care services provided by the operator (where consented to by the resident and any external agency involved) • Available to all residents (at the operator’s discretion services may either be complimentary or the subject of reasonable user charges) • Subject to the consent of the resident concerned, develops a plan for each resident’s personal in-home care and initiates many clinical procedures, such as wound management, international normalised ratio testing, urinary tract infection management, blood testing in the comfort of the resident’s apartment • Assists residents with day-to-day physical or emotional health issues and/or guidance • Facilitates Aged Care Assessment Team reports and services for Residents • Facilitates ongoing care for residents if required and liaises with private medical professionals and families regarding respite, in house care or on-site rehabilitation services • Facilitates private medical services on a one off, part time or permanent basis in the comfort of the resident’s villa • Facilitates on site health and wellness and socialisation programs • Liaises with Resident family members regarding care services and transitional arrangements
Personal Care	<ul style="list-style-type: none"> • Available, via contractor Five Good Friends (or such other service provider that the operator may selected from time-to-time), to provide assistance with personal

	<p>hygiene, washing, showering, bathing, dressing, wound management, feeding and toileting. Service provision will be the subject of reasonable user charges.</p>
Vehicle Transport	<ul style="list-style-type: none"> • On-site 12 seat mini-bus (capable of carrying at least 10 passengers) maintained and operated by Palm Lake Resort • Available generally between 8.30am – 5.30pm for the purpose of transporting residents to and from the retail precinct, banks, community facilities, local hospitals, rehabilitation facilities, medical appointments (including those for a general practitioner), community clubs, social outings, connections to local public transport options, and any other purpose reasonably required by residents • The mini-bus must be made available to transport residents from the resort to Ballina Fair and Ballina Central shopping centres at least once between 8am and 12pm each day and at least once between 12pm and 6pm each day. • Additional recreational trips may also be arranged at the residents' reasonable requests.
Meal Services	<ul style="list-style-type: none"> • A delivered meal service will be available. This service will be operated by the operator directly. • The resort must maintain a commercial kitchen within the clubhouse for which a Food Safety Program is in place. • One meal must be prepared and offered to residents on two available times/days per week. • Additional home delivered meals must be made available to order for delivery 7 days per week for breakfast, lunch or dinner. • A weekly menu will be provided to residents. Some meals will be prepared fresh whilst others will be frozen, ready for heating prior to delivery. The operator may require that orders be placed 24 hours in advance. • These meal services are subject to reasonable user charges
Housekeeping Services	<ul style="list-style-type: none"> • Available, via contractor Five Good Friends (or such other service provider that the operator may select from time-to-time), housekeeping services will include cleaning, laundry, changing of sheets and towels. Service provisions will be the subject of reasonable user charges.