



INDEPENDENT LIVING  
**Information  
Booklet**





# Contents

Introduction	4
Our Contacts	5
About Crowley Care	6
Our Board	7
Our Management Team	8
Our Independent Living	9
Services & Amenities	10
Our Village Lifestyle	11
Our Apartments	14
Our Villas	16
Our Fees and Charges	17
The Purchase Process	17
Our People	18
Our Residential Care	20
Our Mobile Meal Service	21
Our Home Care	22
Our Site Map	23
Frequently Asked Questions	24
Independent Living Rules	31
Rights and Obligations of Residents	34
Privacy Collection Statement	35
General Enquiry Document	37



# Introduction

Thank you for your interest in Crowley Independent Living.

Crowley is a ministry of St Francis Xavier Parish, Ballina on behalf of the Trustees of the Roman Catholic Church for the Diocese of Lismore.

It's all about the lifestyle at Crowley's Independent Living apartments and villas. Resort style living at Ballina's beautiful waterfront, Crowley's award winning independent living apartments and villas offer the latest in contemporary finishes, unique floor plans and designer accessories.

Set within a vibrant community, the independent living apartments and villas are located on 25 acres of landscaped gardens, centrally located in Ballina.

At Crowley you not only have the opportunity to enjoy the companionship of friendly residents you also have a dedicated team of people that includes staff, our Board, our suppliers and our volunteers.

This booklet aims to provide you with the answers to your questions and the essential information about moving into Independent Living. Once you have read this booklet, please call us to make an appointment to meet with our Independent Living staff who will be happy to arrange a tour.

We look forward to meeting with you.



**Michael Penhey**  
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

# Our contacts

- Chief Executive Officer **Michael Penhey**
- Executive Manager  
Operations & Finance **Kelli Potts**
- Quality Manager **Michelle Golding**
- Maintenance Manager **Albie Viel**
- Hotel Services Manager **Tony Baldwin**
- Risk Manager **Rene Lange**
- Home Care Manager **Sherrie Viney**
- Independent Living Manager **Kelli Potts**
- Independent Living Services Coordinator **Jenny Kliese**

- **Address** 154 Cherry Street  
BALLINA NSW 2478
- **Telephone** 1300 139 099
- **Facsimile** 02 6686 6082
- **Email** [info@crowley.org.au](mailto:info@crowley.org.au)
- **Website** [www.crowley.org.au](http://www.crowley.org.au)
- **Facebook** [Facebook.com/Crowleycare](https://www.facebook.com/Crowleycare)

# About Crowley

Established in 1979, Crowley Care has developed from a traditional retirement village to a dynamic aged care organisation offering a diverse range of accommodation, care and services. We are named after Jim Crowley of Ballina, who in 1976 donated land to the Ballina Parish of the Catholic Church to construct accommodation for the aged.

The main site is at 154 Cherry Street Ballina.

## **Accommodation Options**

- Residential aged care and respite beds
- Luxury independent living apartments
- Modern independent living villas offering a variety of options

## **Services**

- Complete range of in-home nursing and care services (government and privately funded) including personal care, shopping services, domestic assistance, socialising, outings and shopping
- Home Care for Veterans (approved through Department of Veterans Affairs)
- Home Nursing for Veterans (approved through Department of Veterans Affairs)
- Home Care Level 1, 2, 3, 4 Packages
- Mobile meal delivery service which includes hot and frozen meal choices (also through the Commonwealth Home Support Program (CHSP))
- Beauty service
- Consumer Social and Education Programs

## **On site Facilities**

- Facilities at Ballina site include a Chapel, Education Centre, Activity Centre, Library with internet access, Hydrotherapy Pool & Gym, Café, Men's Shed, Beauty Room and Hairdressing Salon

## **People**

- Consumers across the Far North Coast region
- Over 200 staff are engaged in the areas of nursing and care, service coordination, hotel services, maintenance and administration
- Crowley Care Auxiliary and a dedicated group of volunteers provide vital support to our consumers and staff
- Parish Priest, Parish Finance Council and Parish Aged Care Board made up of a range of qualified and experienced community leaders offering governance and organisational support.

## **Community**

- Crowley Care engages numerous community stakeholders including service providers, suppliers, allied health professionals and community organisations

# Our Board, Parish & Executives

The Parish Aged Care Board comprises experienced community leaders from diverse backgrounds and careers. They bring insight and broad expertise to Crowley Care.



**Top row (left to right):**

Carolyn Hunt – Chair  
Steve Barnier – Board Member  
Cheryl Bourne – Board Member  
Paul Lloyd – Parish Business Manager

**Bottom row (left to right):**

Glenn Joynson – Deputy Chair  
Paul Snellgrove – Board Member  
Tanya Barun – Board Member  
Father Peter Padsungay – Parish Administrator  
Father Anslem Okeke – Assistant Priest

# Our Management Team

The Board is capably supported by Crowley Care's Management Team of highly motivated staff from across all areas of the organisation. They lead and support in the pursuit of quality and excellence in everything Crowley Care delivers.



**Left to right**

Michael Penhey – Chief Executive Officer  
Kelli Potts – Executive Manager Operations & Finance



Kelly Roberts – Clinical Manager (Nurse Practitioner)  
Michelle Golding – Quality Manager



Albie Viel – Maintenance Manager  
Tony Baldwin – Hotel Services Manager



Sherrie Viney – Home Care Manager  
Rene Lange – Risk Manager



Ben Hansen – Diocesan IT Manager



# Our Independent Living

You have earned the rewards now it is time to spoil yourself with a Crowley villa or apartment. Set within a vibrant community the spacious, superbly appointed homes are set in beautifully landscaped gardens offering residents a secure carefree lifestyle.

Crowley provides an enviable retirement community lifestyle. It includes a combination of quality residences, social interaction and is ideally located adjacent to waterways and estuary foreshores in the heart of Ballina.

Providing a safe and secure environment is a priority at Crowley. All villas/apartments have an emergency call system (with staff monitoring 24 hours a day). Additionally, Independent Living Resident Coordinators provide support to access additional services when required. Crowley Home Care and Residential Care services are located on site giving residents peace of mind.

Located in the beautiful coastal township of Ballina in the heart of the lush green rural countryside of sub-tropical Northern New South Wales. Ballina boasts some of the most beautiful surfing beaches and picturesque headlands of the east coast of Australia.

Ballina also offers excellent shopping choices, sporting and social clubs, cinema, restaurants and cafes to everyone's liking, budget and all are easily accessible from Crowley, and we are only 200km south of Brisbane.



# Our Village Lifestyle

Crowley offers a wide array of services and amenities to enhance your comfort and enjoyment.

## **Covered by the Recurrent Charge:**

- Water, Land & Sewerage Rates
- Resident Coordinators
- Rubbish Removal
- Secure Parking for most units
- INS Lifeguard Emergency System
- Internal & External Building Maintenance
- Ground Maintenance and Mowing
- Ground Lighting
- Lift Maintenance
- Building Insurance

## **Access to Community Areas Include:**

- Barney's Café
- Barney's in the Plaza Café
- Multidenominational Chapel
- Hydrotherapy Pool
- Outdoor BBQ Area
- Activity Centre (Including main hall, lounge and kitchen)
- Internet Kiosk and Library
- Men's Shed
- Hairdressing and Beauty Salon

## **Services Available through Crowley and/or In Consultation with the Independent Living Services Coordinator:**

- Hairdresser and Beautician
- Meal Service
- Hydrotherapy Pool
- Cleaning
- Gardening

## **The Resident Service Coordinators will assist with accessing these services.**

*(Fees are dependent on designation of staff, distance; time required and need for ACAT assessment. However, consideration is given to Crowley residents when negotiating cost.) Some of these services are available following appropriate assessment for government-funded packages.*

Crowley's community lifestyle is enviable whether you wish to enjoy some social interaction, wish to make new friends or broaden your knowledge. Our Social & Education Program offers a calendar of events to keep you busy all year round.

Maybe you would enjoy a social activity, dress up for the Melbourne Cup Luncheon, try your luck with Bingo or attend our monthly movie afternoon.

Take some time out to relax and browse our wonderful selection of large print books, magazines, paperbacks, DVDs and CDs available in our Library.

Our Activity Centre is a contemporary and spacious addition to Crowley and is home to our social program. Boasting expansive floor space and storage areas the fully air conditioned centre accommodates an exciting range of social activities for our residents to enjoy. With a fully functioning restaurant quality kitchen and state of the art audio/video equipment, our Activity Centre is equipped to hold catered functions as well.

The \*Hydrotherapy Pool is heated to 34 degrees. The quiet relaxed atmosphere makes it an ideal place for gentle exercise or hydrotherapy. Poolside change rooms, showers and a convenient entry ramp ensure for easy access for all users.

*\*Terms and Conditions of Use apply, please refer to the Independent Living Services Coordinator.*

*\* The Hydrotherapy Pool & Gym is provided as a service to Crowley residents and clients.*





# Our Apartments

At Crowley we appreciate the simple things, and we're confident you will appreciate how simple the figures can be to live in an apartment. All your costs are known upfront and fixed from the day you move in – no surprises.

The Licence Agreement requires a 35% Non-Refundable Entry Payment with the balance comprising an Interest Free Loan from the resident to Crowley repayable under the terms of the Licence Agreement.

## Apartment Features

### ■ Inclusions

- 2, 2.5 and 3 bedrooms
- Fully air-conditioned
- 9-foot ceilings throughout
- Separate internal laundry
- Intercom security access
- Crimsafe security screens
- Built-in wardrobes in two bedrooms
- Balcony/courtyard
- Lock up garage with remote control access
- Lift access to first floor apartments
- Cable TV access
- Emergency call system
- Resident Service Coordinators

### ■ Kitchen

- Stainless steel finishes including: wall oven, hot plates and range hood
- Single drawer pull out dishwasher
- Ample under bench cupboard space
- Stone bench tops

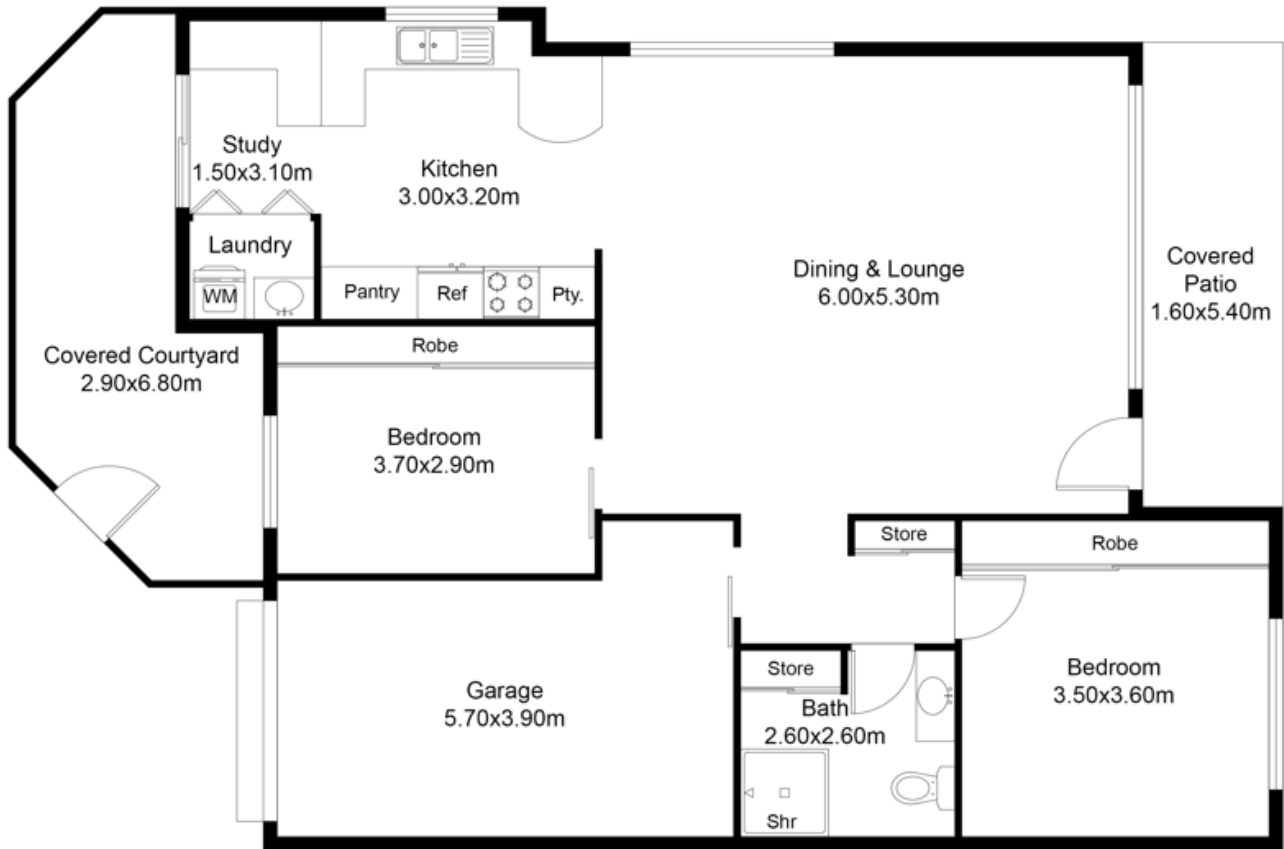
### ■ Bathroom

- Floor to ceiling tiles, non-slip floor tiles
- Heat lamp / light
- Separate shower and full size bath
- Separate toilet

### ■ Ensuite

- Floor to ceiling tiles, non-slip floor tiles
- Heat lamp / light
- Disabled compliant
- Toilet

# Sample Apartment Floor Plan



## FLOOR PLAN

Floor plan not to scale



# Our Villas

At Crowley we appreciate the simple things, and we're confident you will appreciate how simple the figures can be to live in an apartment. All your costs are known upfront and fixed from the day you move in – no surprises.

The Licence Agreement requires a 35% Non-Refundable Entry Payment with the balance comprising an Interest Free Loan from the resident to Crowley repayable under the terms of the Licence Agreement.

## Villa Features

### ■ Inclusions

- 1 and 2 bedrooms
- Secure garages
- Open plan living
- Front verandah space
- Rear courtyard access
- Refurbishments completed to high standards
- Ceiling fans in living room and bedroom/s
- Emergency call system
- Resident Service Coordinator
- Security screens on all windows and exterior doors
- Built in wardrobes in each bedroom

### ■ Kitchen

- Modern kitchen including wall oven, hot plates, range hood
- Pantry

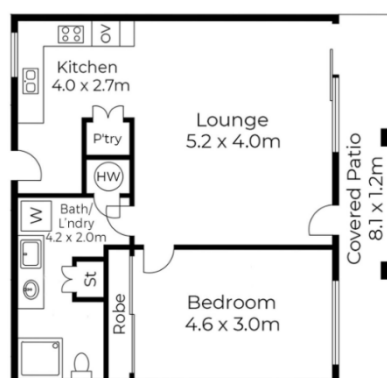
### ■ Bathroom

- Non-slip floor tiles
- Heat lamp / light
- Combined bathroom / laundry areas

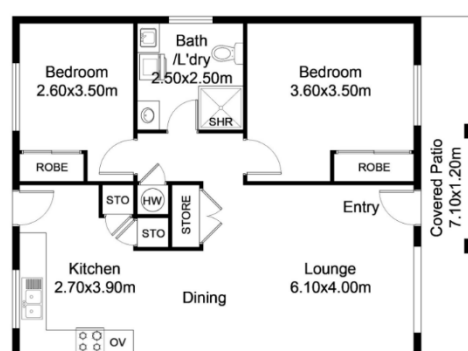
## Sample Villa Floor Plan

**Note:** All villa floor plans vary slightly depending on size, orientation etc.  
Floor plan not to scale

1 Bedroom Sample Floorplan



2 Bedroom Sample Floorplan





# Our Fees and Charges

## ■ License Agreement

Occupancy is by way of Licence Agreement, which affords the resident uninterrupted rights of residency under the terms & conditions of the Agreement. Legal Costs incurred in completing the License Agreement = \$50.00

## ■ Recurrent Charge

This is a weekly charge paid by residents towards the running costs of the village.

## ■ Entry Payment

The agreement requires a 35% non-refundable entry payment and 65% refundable portion.

## ■ Taxes & Government Charges

Stamp Duty, Goods and Services Tax, Capital Gains Tax are not applicable with the exception of GST on extra service fees.

## ■ Rates, Utilities, Connection Fees & Insurances

- Telephone, Electricity and Home Contents Insurance are payable by the Resident.
- Council Rates (including water) and General Building Insurance are paid by Crowley

## The Purchase Process

- **Step 1:** Please take your time to review all the information provided in this booklet including our General Enquiry Document, which outlines further detailed information on our village, and services provided. This is in accordance with Fair Trading Legislation.
- **Step 2:** You may also want to involve your family and friends in considering your lifestyle needs and aspirations. An indication of the date of settlement will be provided once a unit/apartment is offered to you.
- **Step 3:** You will be provided with a disclosure document and a copy of the Licence Agreement documents for detailed perusal and review.

During this time, it is recommended that you seek legal and financial advice as appropriate in order for you to be fully appraised of all implications.

- **Step 4:** On expiry of the 14-day review period, having satisfied yourself of all aspects of your purchase, you can confirm your decision and secure your unit/apartment by signing the Licence Agreement documents. All moneys owing will be paid upon the occupancy date as stated in the agreement.
- **Step 5**  
You move into your new home and start enjoying the Crowley lifestyle!

# Our People

Crowley Care is staffed by over 200 caring, professional and compassionate staff, carefully selected for their skills, qualifications and unique spirit.

Crowley Care is an innovative organisation and is well regarded as an employer of choice, offering a diverse range of employment opportunities across a variety of roles and staff programs to support and educate.

Committed to excellence, our staff ensure the needs of every consumer are met in a professional and ethical manner and with that trademark “Crowley Care Smile”.

Our people are committed to delivering exceptional customer service, have common values and work with Code of Conduct for Aged Care, Crowley Care’s Code of Conduct, Employee handbook and Policies and Procedures and Systems to ensure we meet the needs of our consumers in a professional and ethical manner.

They are educated with the appropriate qualifications and skills necessary to do their jobs well. We are committed to ongoing staff training and education on manual handling, infection control, food safety and WH&S. We liaise with research and training bodies to ensure our staff are appropriately qualified and skilled to undertake their duties, and we ensure they have the necessary tools to perform their job to the best of their ability.

Crowley Care has a number of programs in place to ensure our new staff have the right start to their employment, share our values, commitment, vision, and ensure they work within our guidelines. These programs include Orientation and Mandatory Training.

At Crowley Care, our aim is to enhance the quality of the working life of our employees and to retain skilled and experienced employees by providing flexibility in employment practices and work arrangements.





# Our Residential Care

Crowley Care Residential Care is accredited with the Aged Care Standards Agency and certified under the Aged Care Act 1997. This fully accredited modern air-conditioned facility comprises of 157 residential care beds.

Crowley Care prides itself on maintaining a safe and secure environment for our consumers offering the latest technology in security and safety, an emergency call system in consumer's rooms, ensuites and all communal area and automatic fire sprinklers.

Our team of professional, friendly, caring nursing and care staff are onsite 24 hours every day to ensure consumers personal and clinical care is safe and effective in accordance with the consumer's needs, goals and preferences to optimize health and wellbeing. Alternative therapies and allied health services are provided according to assessed consumer requirements.

Barney's Café not only does 'real coffee'. It is open every day and has a morning tea, lunch and afternoon tea menu. The Café is open 8:00am to 3:30pm and you can also arrange catering for a special occasion in our Private Dining Room.

Fresh meals are prepared on site by our Chef and the Hotel Services team to ensure consumers enjoy well-balanced, nutritious and appetising meals. A dietician is engaged to consult on the menu and specialist dietary needs.

At Crowley Care, we are committed to providing quality service beyond your expectations but are always looking at ways for continuous quality improvement. Part of our commitment to quality is our annual Consumer and Relatives Experience Surveys. We always welcome feedback and suggestions, as this is a wonderful opportunity confidentially for our consumers and families to have their say on how we can improve our systems, care and customer service.



# Our Mobile Meal Service

Crowley's Mobile Meal Service offers a choice of hot or frozen meals and a selection of soups, sweets and juices. We can also provide you with supplements such as thickened juices, Sustagen and thickening powders.

Crowley is equipped with an up to date delivery vehicle with both hot and cold storage.

Crowley is an approved provider for Commonwealth Home Support Program (CHSP) meal services.

Our mobile meal service delivers Monday to Friday throughout the Ballina Shire, from Ballina to Woodburn to Lismore and all suburbs in between.

Our team of professional, friendly and dedicated staff prepare nutritious meals on site to deliver to your home. A Dietician and Crowley's Chef develop menus.

At Crowley, we are committed to providing quality services beyond your expectations but are always looking at ways for continuous quality improvement. Part of our commitment to quality is our surveys. We always welcome feedback and suggestions, as this is a wonderful opportunity confidentially for our residents, clients and families to have their say on how we can improve our systems, care, services and customer service

For further information on Crowley's range of care services and accommodation options please call 1300 139 099.



# Our Home Care

Crowley Home Care is a service that enables our clients to live independently in their own homes. This enables them to stay active in their community and maintain important routines and relationships.

Home Care ranges from specialist nursing and wound management care to domestic assistance and shopping and all services enable our clients to live with confidence knowing they are being supported in their own environment.

Home Care packages are funded by the Department of Health. This program is designed to assist older people to live at home with independence, confidence and support. Everyone has different needs and our services change as your needs change. To be eligible for a Home Care Package you will need to be assessed from the ACAT team. Crowley can provide further information on this.

Our experienced Home Care team also offers Veterans Home Care, Veterans Home Nursing and Private Care to our Veteran community and private clients and quality Palliative Care, Transition Care and Private Nursing to clients.

Perhaps you are feeling unwell, or just had a hospital stay, get back on your feet quickly with Crowley's nursing and clinical care in your home.

Our qualified and caring staff can assist you with wound management, medication management, maintenance of your rehabilitation program and many other care requirements.

# Our Site Map



# Frequently Asked Questions

## **What will make me decide to live at Crowley?**

The freedom to continue to live independently in a safe and secure environment. Crowley is located on picturesque North Creek and conveniently close to shopping centres.

## **What are the terms of occupancy?**

Occupancy of the units is by way of Licence Agreement which affords the resident uninterrupted right of residency under the terms and conditions of the Agreement.

## **What about pets?**

Our village does not allow the keeping of pets. (Pets are allowed to visit but must be leashed at all times and are not permitted to stay overnight.)

## **Can I leave the villa/apartment to any of the family?**

No, under the terms of the Licence Agreement the actual villa / apartment cannot be bequeathed. You are entitled to the refundable interest free loan and this may be bequeathed in the usual way.

## **How long before my estate is entitled to collect any money owing?**

In the event of the death of the last remaining resident named on the agreement the loan is repaid under the terms of the will to the Executors following Granting of Probate or Letter of Administration.

## **If my spouse dies, do I have to leave?**

No, not if you are named on the agreement as an occupant.

## **Who pays the rates?**

Water, Land & Sewerage rates are paid by Crowley.

## **Who pays for telephone and electricity?**

Residents are responsible for payment of electricity and telephone connection and use.

## **Do I need Home & Contents Insurance?**

Crowley insures all buildings however; the residents are responsible for insurance of their personal possessions.

## **Does Crowley have a resident personal alarm system?**

Yes – each villa and apartment is equipped with an INS LIFEGUARD Console, resident personal pendant and call point location in the bathroom. This emergency system is monitored 24hrs a day 7 days a week, and will connect you with a Registered Nurse within seconds of alarm.



### **When can I use the Hydrotherapy Pool?**

Crowley's Hydrotherapy Pool is provided as a service to Crowley residents and clients who meet the medical criteria for safe use of the facilities. No external subsidies or funding is received for the provision of this facility.

The Hydrotherapy Pool is allocated for resident use at the following days:

- Between 7.30am – 4.00pm Monday, Tuesday, Thursday and Friday
- 7.30am – 12.00noon Wednesday
- All day weekends and public holidays

Residents are reminded that during these times it is their responsibility to remove and replace the cover before and after use. Resident access can be gained by using your allocated access card.

Please ensure you have read, signed and returned the Conditions of Use for Independent Living provided in your Welcome Package before using our Hydrotherapy Pool.

**What action should I take if I become ill, fall or in an emergency?** Activate your personal pendant, call point, or press the HELP button on your LIFEGUARD Console. **OR dial 000.**

### **Is assistance available if I return from hospital and need help?**

The Resident Coordinator and discharge planners at the hospital will be able to assist you in accessing the appropriate care.

### **Am I able to access Veteran Affairs services once I am a resident of Crowley?**

Yes, Crowley offers personalised health and homecare services. DVA Nursing Services, Home Care Packages and a wide spectrum of services. The Resident Coordinators will assist you with accessing these services.

### **What about meals?**

Barneys Café and Barney's Café in the Plaza are an ideal place for residents and their visitors to enjoy a catch up. Both offering a variety of refreshments, sandwiches, cakes and light meals.

Barneys Café is open from 8:00am – 3:30pm.

Barneys Café in the Plaza is open from 9.30am – 2.30pm.

Residents can also enjoy the Crowley Meal Service, offering daily deliveries Monday to Friday. Speak to us to see if you are eligible for the Commonwealth Home Support Program (CHSP) to subsidise this service.

**What other care services does Crowley offer?**

Included on site is a fully accredited 157 bed Residential Care facility. Crowley also operates an extensive Home Care Service including Home Care Packages, home nursing services, Meal Services, Foot Care and other associated services.

**What access do I have to Crowley Residential Care?**

You should be aware that current Commonwealth Government policy guidelines for admission to subsidised hostels or nursing homes require places to be allocated on a "needs" basis. Access to higher care is subject to you being assessed as eligible for admission in accordance with Commonwealth Government laws and cannot be guaranteed. The legislation governing retirement living and residential aged care are separate.

The costs of transferring from Independent Living Units to Residential Care may vary depending on individual circumstances. This may require an additional capital contribution or weekly fees.

**How do I get jobs (maintenance) done?**

To arrange for maintenance, phone the Reception and advise them of the problem. The maintenance department will prioritise the job accordingly and attend to it as soon as possible.

**What about the gardening?**

Crowley staff maintain common gardens, as part of the recurrent charge. Crowley offers a fee for service gardening program for your private courtyard areas.

**What happens to the garbage and recycle bins – who takes them out?**

You will be responsible to take your garbage to the designated area and Crowley staff will then ensure the garbage is disposed of.

**Can I still work – either full time or part time?**

This is entirely up to you. However, it is expected that most residents will have ceased full time work or will be soon to retire. Our planning permit approval does not allow residents to conduct a business from Crowley.

**What about cleaning the unit?**

Being Independent Living, it is expected that residents will be responsible for the cleaning of their own units. If your circumstances change and you require assistance Crowley Cleaning Service will be able to assist you in arranging this service on a user pay basis.

Information regarding this additional service is available from the Resident Services Coordinators and Administration.

**Can I have Foxtel?**

Yes, however approval for installation of any external equipment must be obtained from Crowley management.

**Can I install solar panels?**

Crowley allows the installation of solar panels on villas only within the village. Solar panel installations are not permissible on St Pauls Close or Florence Price Place Apartment buildings. All requests for villa solar installation is at the cost of the resident and an application to Management must be made using the Request for Additional Works process of approval.

**How will I get to know other people at Crowley?**

Regular and special occasion social activities will be organised to help you get to know your neighbours. The cheerful atmosphere and pedestrian based layout of Crowley will encourage residents to meet each other and by just living here in the community - it will be easy to make many new friends.

Regular social activities are advertised in the monthly newsletter insert.

**What about visitors – where do they park and what about staying on holidays?**

Visitors will be most welcome, however, there are minimal communal carpark areas available. You will be free to have visitors stay with you in your unit for up to four weeks in any 12- month period. Stays longer must be made in writing and approved by Management. Please advise the Crowley IL Coordinator of visits as this assists in maintaining the security of the village.

**What about children?**

Children will be encouraged to visit as much as you would like. There are plenty of walking paths nearby so they can enjoy the waterside location of Crowley. It is essential that children be under adult supervision at all times, keeping your neighbours quiet enjoyment of the village in mind.

**Is there a Crowley bus or is public transport available?**

The Crowley Shuttle Bus leaves from Crowley's Bus Shelter at 10.00am each Tuesday. This service alternates weekly between Ballina Fair and River Street Shops with the 5<sup>th</sup> Tuesday of the month going to Bunnings.

The town bus service also passes through Crowley four times daily, Monday to Friday inclusive. Up-to-date timetables are kept on Crowley notice boards.

Alternative transport arrangements can be made through, Community Services or the town taxi.

**What if I don't like my neighbours?**

The units are designed and laid out to maintain privacy so that you can have as much or as little interaction with your neighbours as you desire. A resident mediation process will be in place for residents to resolve any neighbourhood issues.

**If I am unhappy about something in Crowley what do I do and where can I go to tell someone?**

Crowley Care promotes a culture that values and encourages residents to provide feedback and make complaints and supports the effective resolution of any complaints. Crowley recognises the value of this feedback for continual quality improvement.

Crowley Care endeavours to ensure all feedback and complaints are handled satisfactorily and in a prompt manner with professionalism, fairness and equity in accordance with our policies and procedures, Retirement Villages Amendment (Rules of Conduct for Operators) Regulation 2019 under the Retirement Villages Act 1999.

For a copy of our Complaint Management and Dispute Resolution Policy please ask Customer Service for a copy.

**Do I have a right to see financial statements about Crowley?**

Crowley will make available to the residents financial statements as required to be provided under the Retirement Villages Act 1999.

**Do you have a suggestion box?**

Yes, we do, it is located at Reception.

**Am I allowed to have alcohol on the premises?**

Yes. Naturally, the usual provisions and responsibilities relating to the use of alcohol within the home will apply. Responsibility for consequences of driving while under the influence of alcohol consumed within the property cannot be accepted by Crowley. It is proposed that a limited licence will be obtained for the Activity Centre precinct outside of which alcohol will not be permitted in common or public areas.

**I have an organ/piano/some musical instrument that I play – can I still play it?**

Depending upon the instrument, the laws regarding noise and nuisance will be no different to those in the general community. Under the agreement, noise should not cause nuisance outside of any unit between the hours of 9pm and 9am. The use of instruments such as drums and brass instruments, which cause a disturbance, will not be permitted.

**Will the garages have remote control doors and be electrically wired to allocated units?**

Yes – All Crowley villas and apartments sold with a garage, will be fitted with a remote control door as a standard inclusion.

**Can we have furniture on the apartment balcony?**

Yes, further information regarding the appropriate type of furniture keeping in mind the aesthetics of the building and the safety issues will be provided by Crowley.

Please note: No laundry is to be kept on the balcony at any time.



**Do the apartments have an intercom system for visitor entry?**

Yes – the apartments have an intercom system.

**Are the Villas and Apartments air-conditioned?**

Not all the Villas have air-conditioning as a standard feature.

The Apartments have Daiken reverse cycle multi head split systems.

**How far to the local shopping centre?**

Main shopping centres (including Ballina Fair and Ballina Central) are located approximately 1.5km from Crowley. The Ballina CBD is located approximately 2km away from Crowley.

**Are there any clubs in the Ballina area?**

Some of the local clubs include Ballina RSL Club, Cherry Street Sports Club, Ballina Golf Club and Ballina Jockey Club.

**What are the nearest major centres?**

The nearest major centres are Lismore 30 minutes car travel, Gold Coast is approximately 70 minutes travel time and Brisbane is approximately 2.5 hours.

**Can I have a BBQ?**

Yes, BBQ's are to be kept outdoors ONLY. No BBQ's are to be kept inside the Apartment/Villa.

**What is the nearest airport?**

The Ballina/Byron airport is serviced by Virgin, Jetstar, Rex and Qantas.





# Independent Living Rules

Maintaining the community spirit and amenity of the village is the responsibility of residents, visitors, staff and stakeholders. Residents must abide by the following rules as detailed in their agreement.

1. The Resident shall not do or suffer to be done any of the following: -
  - 1.1 Use the Premises otherwise than for the purpose of a residence for himself and such other person as may be approved in writing by the Management in their absolute discretion.
  - 1.2 Make any alteration or addition in or to the Premises or to the water or electricity supply or any of the Managements' fittings.
  - 1.3 Install any television antennae without the written consent of the Management.
  - 1.4 Bring to or do or keep anything on the Premises which shall increase the rate of fire insurance on the building containing the Premises or which may conflict with the laws or regulations relating to fires or any insurance policy on such building or regulations or ordinances of any applicable authority for the time being in force.
  - 1.5 Erect or construct in or upon any part of the exterior of the premises or on the roof, chimney or parapet thereof any erections or structures whatsoever.
  - 1.6 Hold or allow to be held an auction/garage sale of furniture or effects on the Premises.
  - 1.7 Allow any animals to be or remain overnight within the Premises or the Village.
  - 1.8 Park or stand or permit or cause to be parked any motor or other vehicles or boat upon common property of the Village except in an area designated for that purpose.
  - 1.9 Obstruct the lawful use of common property in the Village by any person.
  - 1.10 Damage or plant or remove any lawn, garden, tree, shrub, plant or flower upon the common property of the Village without the consent of the Management.
  - 1.11 Use for his/her own purposes, as a garden, any portion of the common property of the Village unless written permission has been obtained from the Management.
  - 1.12 Plant or cause to be planted any trees within or beside premises or on common property which may cause structural damage or maintenance problems to Premises, cause blockage or breakage of water and sewerage

reticulation lines or cause nuisance to neighbours or other residents.

- 1.13 Deposit or throw upon the common property any rubbish, dirt, dust or other material.
  - 1.14 Except with the consent in writing of the Management hang any washing or other articles in such a way as to be visible from outside the building containing the Premises other than on lines provided by the Management for that purpose and then only for a reasonable period.
  - 1.15 Except with the approval in writing of the Management use or store within the Premises or in any part of the Village, any inflammable, chemical liquid or gas or other inflammable material except as may be required for domestic purposes.
  - 1.16 Drive nails or screws into any part of the woodwork or walls of the premises excepting proper plugs for the support of fixtures and shall repair all such matters prior to vacating the premises.
- 2 The Resident when upon common property shall be adequately clothed and will not use language or behave in a manner likely to cause offence or embarrassment to other Residents or to any person lawfully using common property.
  - 3 The Resident will take all reasonable steps to ensure that their invitees do not behave in a manner likely to interfere with the peaceful enjoyment of other residents or any person lawfully using common property and the resident will accept full responsibility for the conduct and actions of such invitees whilst they are within the Village boundaries.
  - 4 The Resident: -
    - 4.1 Shall maintain within the premises, or on such part of the common property as may be authorised by the Trustees, in clean and dry condition an adequately covered receptacle for garbage.
    - 4.2 Shall ensure that before refuse is placed in a garbage receptacle it is securely wrapped and, in the case of tins or other containers, completely drained.
    - 4.3 For the purpose of having the garbage collected shall, not more than twelve hours before the time at which garbage is normally collected, place the receptacle within an area designated for that purpose by the Trustees.
    - 4.4 When the garbage has been collected shall promptly return the receptacle to the Premises or other area referred to in 4.(a) above.
    - 4.5 Shall not place anything in the receptacle of another resident except with the permission of that resident.



- 4.6 Shall promptly remove anything, which he or the garbage collector may have spilled from the receptacle and take appropriate action to clean the affected area.
- 4.7 Fix any chains, bolts or similar security, which may prevent entry in an emergency.
1. Alterations required by the Resident to the internal or external fabric of the Premises, including fixtures and fittings must only be undertaken by a skilled tradesman nominated by the Trustees, at the expense of the Resident and provided that permission to implement the work has been sought and obtained in writing from the Management.
  2. The Resident will from time to time replace or repair electric globes or fittings (as same may become broken or in disrepair) with globes or fittings of equal strength and value as previously existed and shall leave the premises fitted with such proper globes or fittings.
  3. The Residents shall keep all windows, locks, fastenings, shutters, bells and other internal fixtures in good and sufficient repair and will deliver up the same together with all keys belonging thereto in good and sufficient repair at the termination of the Resident's occupancy.
  4. The Resident shall not cause allow or suffer any conduct in or upon the Premises or the Village by himself or any other person or persons:-
    - 4.1 that could reasonably be regarded as a nuisance or annoyance to the Management or adjoining or neighboring occupiers or,
    - 4.2 Which is of an illegal character or nature or
    - 4.3 Which contravenes any of the provisions of the Noise Control Act 1975 or subordinate legislation gazetted there under.

# Residents Rights and Obligations

*From NSW Government Fair Trading – Retirement village living.*

You have the right to:

- exercise self-reliance and autonomy in your personal, domestic and financial affairs
- live in a village that is safe and secure
- live in an environment that is free from harassment or intimidation
- have your peace, comfort and privacy respected
- decide what possessions to have in your premises
- have requests for repairs and maintenance responded to within a reasonable time
- have input into financial decision making
- access any information about you held by the operator
- appoint an agent to receive notices and documents on your behalf.

You also have obligations to:

- respect the rights of other residents, visitors and staff
- not interfere with the peace, comfort or privacy of other residents
- not act in a way that negatively affects the occupational health and safety of village workers
- respect the rights of the operator, employees and agents to work in an environment free from harassment and intimidation
- not intentionally or recklessly cause property damage or injure anyone
- comply with the village rules and make sure that anybody you invite to the village also complies.

These rights and obligations are set out in the Retirement Villages Act 1999, Retirement Villages Regulation 2017 and in your contract.

# Privacy Collection Statement

## Protecting your privacy

Crowley is committed to protecting your privacy and to ensuring, we can provide you with the best possible care and services. We are bound by the *Privacy Act 1988* (Cth) (the **Privacy Act**) and the Australian Privacy Principles.

This Privacy Collection Statement should be read in conjunction with our Privacy Policy, which contains detailed information on how we protect your privacy, including the way in which we may collect, use and disclose your information.

A copy of our Privacy Policy is available on our website or at our facility. We will provide a copy of our Privacy Policy to you when you are admitted to our facility or before we start providing services to you.

## Collection of information

We collect personal information about individuals directly from the individual or their legal representative. We will only collect information for a purpose that relates directly to our functions and activities as an aged care provider. We understand that you may not want to provide information to us. The information we request of you is relevant to providing you with the care and services you need. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the care and services you require.

For more detailed information, please refer to our Privacy Policy.

## Use and disclosure

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an aged care provider or otherwise permitted at law.

Please refer to our Privacy Policy for more detailed information.

## Access and correction of information

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

## Overseas recipients

We will not disclose your information to overseas recipients. If we do, we will take all steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

## Making a complaint

If you wish to make a complaint about the way, we have managed your personal information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:

(i) **Independent Living Manager / Executive Manager Operations & Finance**

Phone: 1300 139 099

Email: [info@crowley.org.au](mailto:info@crowley.org.au)

(ii) **Chief Executive Officer**

Phone: 1300 139 099

Email: [info@crowley.org.au](mailto:info@crowley.org.au)

(iii) **Office of Australian Information Commissioner**

Mail: GPO Box 5218, Sydney NSW 2001

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Fax: 02 9284 9666

## How to contact us

If you have any questions in relation to privacy or how we manage your personal information, please contact us on 1300 139 099. Alternatively, you can email: [info@crowley.org.au](mailto:info@crowley.org.au)



# General Enquiry Document

This general enquiry document is required to be given to you as a prospective resident or as a person acting on behalf of a prospective resident.

Village details			
<b>Name of retirement village</b>	Crowley		
<b>Street address</b>	154 Cherry Street Ballina 2478		
<b>Website</b>	www.crowley.org.au		
<b>Residency in this village is available under (tick one or more):</b>			
<input type="checkbox"/> strata title <input type="checkbox"/> leasehold <input checked="" type="checkbox"/> non-registered lease / licence <input type="checkbox"/> community title <input type="checkbox"/> rental only <input type="checkbox"/> company title <input type="checkbox"/> other (specify)			
Management details			
<b>Name of operator</b>	The Trustees of the Roman Catholic Church for the Diocese of Lismore		
<b>How many retirement villages do we operate in NSW?</b>	1		
<b>We have operated retirement villages in NSW since</b>	1979		
<b>Are we a member of any industry association?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<b>If Yes, name of association:</b>	Aged & Community Care Providers Association (ACCPA)		
<b>Contact person for further information about the village:</b>			
<b>Name:</b>	Pauline Kneipp	<b>Phone:</b>	1300 139 099
<b>Position:</b>	Customer Service Officer	<b>Email:</b>	info@crowley.org.au

## Accommodation details

Has construction / development of the village been completed?  Yes  No

**There are currently 138 residential premises in the village, made up of:**

0 x **bedsitters**

6 x **1 br premises**

116 x **2 br premises**

11 x **3 br premises**

5 x **other (specify): 2br plus study**

**The residential premises in the village are: (tick all that are applicable)**

Self-care premises / Independent Living Units

Serviced apartments / Assisted Care Units

Single storey and / or  Multi storey

**Is there a residential aged care facility onsite or attached?**  Yes  No

**Note:** Aged care facilities are not covered by the Retirement Villages Act 1999 (NSW). Entry is not guaranteed and will be subject to availability and meeting the eligibility requirements set by Commonwealth government laws.

## Financial Matters

**The asking price to enter the village is currently:**

\$\_\_\_\_\_ or ranges from \$350,000 to \$\_\_\_\_\_

The amount of recurrent charges payable to live in the village is currently:

**\$129.50** per week

**Do residents pay a departure fee when they leave?**  Yes  No

**Do residents share in any capital gains?**  Yes  No

(Other fees and charges may apply)

## Village facilities and services

on-site manager

village bus

emergency call system

restaurant

dining room

shop

library

community room / centre

arts and crafts room

activities / games room

medical consultation room

visiting hairdresser

swimming pool

tennis court

bowling green

gym

chapel / prayer room

workshop

storage area for boats / caravans

optional services (e.g. meals, laundry, home cleaning)

Other (meals in an emergency, spa (indoor / heated), hydrotherapy pool (indoor / heated), hairdressing and beauty salon for visiting hairdresser, Banjo's café, visitor parking)

## Village Life

Are pets allowed in the village?  Yes  No

Can residents do their own gardening?  Yes\*  No

Are there organised social activities in the village?  Yes  No

Are there any village rules in force in the village?  Yes  No

Does the village have a residents committee?  Yes  No

If yes, Name of secretary or chairperson:

Phone No./email:

\*Conditions and restrictions may apply

## More Information

This document gives a basic explanation about the village. It contains general information only and may be subject to change.

If there are village rules in force in the village a copy of the village rules can be requested from the operator of the village.

You should also read the NSW Fair Trading publication ***Moving into a Retirement Village?*** Which gives an overview of the retirement village industry and contains a useful checklist for prospective residents. For more information on your rights and responsibilities, contact Fair Trading by visiting [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or calling 13 32 20. A disclosure statement and village contract will provide you with more information should you decide to become a resident.



## Our Vision

To provide an inspirational living experience through rewarding relationships with a focus on the individual

## Our Core Beliefs

1. Living Catholic values
2. Delivering exceptional service
3. Valuing each generation
4. Leading by example

Crowley Care  
154 Cherry Street, Ballina NSW 2478  
P: 1300 139 099  
E: [info@crowley.org.au](mailto:info@crowley.org.au)  
W: [www.crowley.org.au](http://www.crowley.org.au)

Document No: **D137.22**  
Review Date: **12/2023**