



Strive not to be of success, but rather be of *value*

Updated: 27/09/2023

MISSION STATEMENT

Welcome to Sunnydale Supportive Care

Sunnydale Supportive Care established in 1980, set in beachside Semaphore South Australia. Sunnydale has provided a home for hundreds of clients in need overtime from all walks of life.

During this time, we have become exceptionally good at tailoring our business to suit client needs.

We pride the facility in providing a warm friendly home for those who require support and care, understanding that every client is unique, with support catered accordingly to this.

We recognize the importance of providing stability within the facility, building rapport and friendships, nutrition is of upmost importance and prepared in house which caters to also meet cultural diversity and awareness, building independence and capacity, personal growth and encouragement to fulfill one's goals and aspirations.

We work closely with the client's family, care givers, external agencies and government departments to reach common goals and enhance the client's life.

Our managers and staff are highly skilled, compassionate, dedicated people who are committed to upholding Sunnydale Supportive Care's core values and policies. Clients who reside at Sunnydale can be reassured they will feel respected by the staff and their voices and suggestions will be heard.

"Strive not to be a success, but rather to be of value." – **Albert Einstein**

*"People won't always necessarily remember what you said or did for them"
But they will remember the way you made them feel.* -**Maya Angelou**



Strive not to be of success, but rather be of *value*

PROSPECTUS

INTRODUCTION

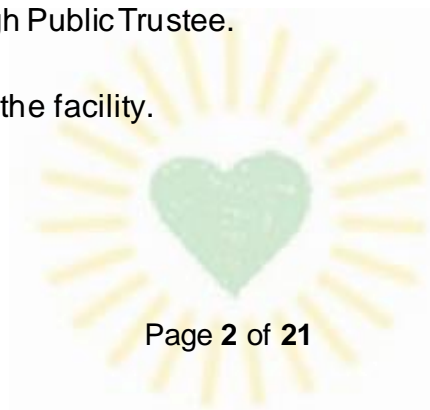
Sunnydale Supportive Care is a well-established residence, which provides quality care and comfort for people in a warm friendly environment.

Set in the pleasant surroundings of Semaphore, close walking distance to the beach, shopping precinct, Cafes', doctors, dental surgery, hairdressers and other amenities.

Sunnydale Supportive Care provides clients with a homely type environment within the facility clients receive the following services.

1. Living Aspects

- Six nutritionally prepared daily meals which consist of: breakfast, morning tea, lunch, afternoon tea, dinner and supper. These meals have been approved by a qualified Allied Health Dietician.
- Meals are prepared and catered to for various health concerns such as diabetes.
- A GP that visits fortnightly- administering client depo injections, antipsychotic medications and checks for other client health concerns.
- Client script medications delivered to the facility by a local pharmacy.
- An in-house qualified podiatrist (client must have a care plan through GP)
- An in-house hairdresser- at the client's expense
- Support to liaise or manage personal finances established through Public Trustee.
- Reverse cycle and evaporative heating and cooling throughout the facility.
- Wall mounted 60-inch TV's in each room.





Strive not to be of success, but rather be of *value*

- Two extensive common area's with large wall mounted TV's that provide: Foxtel, Stan, and various other programs for client's entertainment.
- Free WIFI.
- Regular In-house activities that consist of the following: arts and crafts, beading-jewelry making, knitting, make-up and nail art, board games, bingo, and karaoke nights.
- Large verandahs and sheltered areas to protect from the weather.
- Designated sheltered smoking areas
- Personalized Laundry service.
- Cleaners who maintain the facilities hygiene standards, providing detailed cleans of all common areas three times per day, and client's rooms three times per week in conjunction with a weekly full room clean.
- Security devices: intercom system, panic alarms and security cameras

1.1 Upcoming renovations

New step-up disability housing accommodation to build the clients independence and capacity.

- This new concept will comprise of six single spacious bedrooms
- Kitchen facility for clients to be supervised and/or supported cooking their own meals.
- Clients to be supervised and supported whilst completing cleaning duties.
- This style of accommodation will support clients to work towards building capacity and independence, with the future goal of living within the community in private or cluster type housing.

1.2 Outdoor all-weather entertainment area that will feature:



Strive not to be of success, but rather be of *value*

- BBQ facilities
- Surround sound.
- Outside heating

1.3 Visiting Hours

Visiting hours are between 9am-5pm. Appointments to visit clients outside these hours can be arranged with a manager or staff. All visitors are asked to sign in the guest book that is located through the front door.

Clients are encouraged to build independence and are free to come and go as they please. We ask though that a member of staff is advised when a client is leaving the premises for extended periods, to ensure safety standards are practiced.

1.4 Managers and staff of the facility

Site manager and acting manager are onsite throughout Monday-Sunday including public holidays. Management has extensive experience and training in the mental health and disability sector. This includes but is not limited to forensic, hospital avoidance, harm minimization, de-escalation, drug and alcohol and capacity building towards independence.

Many of our staff have been working in the mental health and disability sector for many years. With this life experience and knowledge our team members apply this to their practice. Our team are compassionate, respectful, hardworking and strive to offer a high standard of care, which is then designed to enhance the resident's quality of life.

1.5 Licensing

Sunnydale Supportive Care is licensed to accommodate 38 residents.

This license is granted by the Port Adelaide Enfield Council (08) 8405 6600.

2. ACOMMODATION

Current Rate **\$905.00 per fortnight**



Strive not to be of success, but rather be of *value*

2.1 FEES

Metropolitan SRF fees are capped at a maximum of
 79% of the approved client's income*
 34% of the pension Supplement
 100% of the Energy Supplement

- *Note: an "Approved Clients Income" means the Approved Clients total income from a Centrelink pension and rent assistance

CURRENT DISABILITY PENSION/AGE PENSION (RESIDENTS OVER 21) As at 20/03/2023

CLIENT INCOME	AMOUNT	SSC FEES	AMOUNT
CENTRELINK PENSION	\$ 1,002.50	79%	\$ 791.98
RENT ASSISTANCE	\$ 184.80	79%	\$ 145.99
PENSION SUPPLEMENT	\$ 80.10	34%	\$ 27.23
ENERGY SUPPLEMENT	\$ 14.10	100%	\$ 14.10
Maximum Rent Chargeable			\$ 979.30

Rent increases twice yearly in line with DSP pension increases.

- *Note: Clients who desire to keep a bar fridge in their personal room are required to pay extra \$50/per week, in accordance with the costing of electricity.

Respite Accommodation is available in a minimum of two-week blocks and is charged at a rate of \$190.00 per day.

Upon entering Sunnydale for either Respite or long-term stay, two weeks rent is payable in advance.

Details of the financial arrangements for retaining places, for any purpose, at the facility must be stated. For example: Residents may temporarily vacate their rooms for any purpose. It is preferred that 48 hours notice of intention to do so is made to management; however, medical circumstances may prevent this.

For the first 14 days the usual occupancy fee is payable. After an absence of 14 days fees are reduced by 30% of the resident's usual occupancy fee. Beds cannot be kept indefinitely, and residents should notify management of any changes of circumstances once they are known.

Temporary Vacation of Residency Conditions under which a resident can vacate the accommodation temporarily must be detailed. For example: Residents can vacate their residence on a temporary basis for reasons such as hospitalisation or holidays. It is requested that management be advised promptly of any intentions and period of likely absence.



Strive not to be of success, but rather be of *value*

It should be clear that the resident's fees will be reduced by 30% after two weeks absence.

Cessation of Residency Details concerning any amount payable to or by a resident when the resident ceases to reside at the facility must be provided. For example: A period of 14 days notice to management or in lieu of this, 14 days rent, is required when ceasing residence at the facility.

On completion of the 14 days Supported Residential Facilities Guidelines and Standards 21 and with payment of the usual fees to cessation date, no other fees shall be payable by the resident.

Additionally, any potential clients processing their application to reside at Sunnydale, are required to undergo a mandatory police check prior to being accepted at the facility.

2.2 ADDITIONAL FINANCIAL INFORMATION

No financial contribution is made to Sunnydale Supportive Care; therefore, financial management records of Sunnydale are not available to the resident.

2.3 REFUNDS

Amounts payable-refunded once a client ceases residency at Sunnydale, will be transferred to the clients preferred bank institution or Public Trustee (PT) account.

3. TERMINATION OF CONTRACT

If the management of Sunnydale Supportive Care should request a resident to leave, the resident or their representant will receive this in writing, giving twenty-eight (28) days' notice and consultation with the designated Environmental Health Officer at City of Port Adelaide Enfield Council. Clients have the right to apply to management and the council to appeal the eviction.

In the case of serious breaches of our policy a resident may be evicted, this must be done in writing to the resident or their representative, giving forty-eight (48) hours' notice.

The following cases are considered some of our serious breaches within Sunnydale Supportive Care policies:

- Physical violence
- Verbal abuse or aggression
- Threats made to staff/resident's safety
- Disruption, which frequently upsets other clients or staff





Strive not to be of success, but rather be of *value*

- Willful damage to property or other resident's possessions
- Using or possession of illegal substances
- Using or possession of weapons
- If we are unable to safely provide your care
- Disrupting behavior on a continual basis

4. SERVICES

- Sunnydale has regular visits by local specialists or if desired your own, can be arranged.
- Caring and able staff offer assistance with personal hygiene and grooming.
- Medication management and administration.
- Visiting Pharmacists -prescriptions and pharmaceutical items delivered at resident's expense.
- Transport booked for medical appointments at the expense of the client
- Client reminders when necessary for medical appointments
- Personal Laundry
- Room cleaning:
- Tidying of drawers and cupboards at resident's request
- Bed Linen (changed weekly)
- Cleaning of Floors and Furniture
- Special dietary needs catered to.
- Visiting hairdresser (at resident's expense)
- Visiting podiatrist (client must have care plan through G.P)
- My Aged Care support clients over the age of 65.
- Western Community Mental Health Psychiatrist provide fortnightly in-house visits.

5. SECURITY MEASURES AND ADDITIONAL SERVICES





Strive not to be of success, but rather be of *value*

- Extensive CCTV covering all entries, exits and common areas with 24-hour security monitoring
- Security alarm system – Monitored 24 hours
- Panic/duress alarm
- Intercom Service – nighttime and after hours
- Secure boundary fencing locked from 9:30 p.m. each night.
- Monitored fire system through metro Fire Service.
- Overnight qualified support staff (support staff 24/7)
- Collaborative relationship with mental health services and mental health triage.





Strive not to be of success, but rather be of *value*

6. POLICIES AND PROCEDURES

- If a client set off a fire alarm due to carelessness, the client will be responsible for any additional cost that may be incurred due to a false alarm
- Smoking is not permitted inside of Sunnydale.
(Outside designated areas have been provided)
- Clients are asked to be considerate with the volume of radios and television. If in a share room, clients are asked to use headsets when necessary.
- Clients are asked to inform management of any incidents or accidents that take place. This way staff can provide adequate care and support in the first instance.
- Clients in share rooms are asked to be respectful and considerate to their roommates where visiting is concerned. Any visitor who exhibits concerning behaviors or upsets another fellow client, may be asked to leave the premises. It is management's discretion to refuse future entry.
- Clients may be asked to move rooms under certain circumstances. This will be in consultation with the resident/representative first.
- Clients are not to jeopardise their safety and the wellbeing of other clients by excessive consumption of drugs or alcohol.
- Clients are to treat all furniture and fixtures with respect. If a client willfully causes damage to Sunnydale property or another client's property, the person will be responsible for the cost of the repair or replacement of the property item.
- Clients are asked to inform staff when going out for extended periods and provide an estimate time of return.
- Management do not take responsibility for client's personal effects or any money in the client's possession.
- Clients are not permitted to keep animals or pets at the facility.
- Clients who do not have ambulance cover are encouraged to obtain a membership.
- If a client is unwell or requires emergency assistance Sunnydale's policy is to call an ambulance. This cost will be incurred by the clients if they don't have adequate ambulance cover.





Strive not to be of success, but rather be of *value*

7. CLIENTS RIGHTS AND RESPONSIBILITIES

- To respect other clients in the Sunnydale Supportive Care complex.
- To respect Sunnydale as whole
- Not to cause any damage willfully or recklessly to Sunnydale property or other client's property.
- To respect staff, students, management, and any visitors on site.
- To respect their own health as far as they are capable
- To update and inform Sunnydale of any relevant information regarding their medical care
- To behave in a dignified and respectful manner and not upset the general running of the Sunnydale Supportive Care complex.
- To maintain a high level of personal hygiene and to dress appropriately in the Sunnydale Supportive Care complex.
- To inform staff of any items lost as soon as possible
- To comply with the client's contract and all terms
- To comply with the policies and procedures of the Sunnydale Supportive Care complex.

7.1 Your RIGHTS

- Should a client be evicted you have the right to appeal the eviction decision
- Be always provided with quality care
- To have personal privacy
- To live in a safe home like environment
- To keep your independence and be personally responsible for your own actions and choices
- To have access to full information relating to your health, treatment, care, and accommodation
- To be provided with discretion and personal or sensitive information handled in a confidential matter.
- To have access to services as set out in the clients 'personal service plan'
- To have personal services carried out in accordance with the clients 'personal service plan'
- To have privacy when talking to their doctor, visitors, health workers or other clients.



Strive not to be of success, but rather be of *value*

- To have the use of all common areas within the grounds of Sunnydale
- To be treated with respect from staff and residents of Sunnydale
- To not be discriminated against whilst within the Sunnydale Supportive Care complex
- To have the right to make a complaint or provide feedback following the Sunnydale procedures process.

7.2 Your RESPONSIBILITIES

We agree to:

- Firstly, offer you the client choice and control ultimately.
- Review the provision of supports at least annually with you .
once agreed, provide supports that meet your needs at your preferred times.
- Communicate openly and honestly in a timely manner and treat you with courtesy and respect.
- Consult you on decisions about how your supports are provided
- Give you information about managing any complaints or disagreements and listen to your feedback and resolve problems promptly.
- Give you notice if we must change a scheduled appointment to provide supports
- Give you the required notice if we need to end the Service Agreement see 'Ending this Service Agreement' below for more information .
- Protect your private and confidential information .
- Provide supports in a manner consistent with all relevant laws, including the
- National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the supports provided to you.
- Issue / store regular invoices and statements of the supports delivered to you as per the Terms of Business for Registered Providers.

You / your representative agree to:

- Inform us about how you wish the supports to be delivered to meet your needs



Strive not to be of success, but rather be of *value*

- Treat workers with courtesy and respect
- Discuss if you have any concerns about the supports being provided
- Give us notice if you cannot make a scheduled appointment.
- Have knowledge and follow the cancellation policy if it is the case:

If you provide a Short Notice Cancellation (or no show) we will be able to claim 100% of the agreed fee associated with the activity from your plan, subject to NDIS Price Guide and the terms of the Service Agreement.

A cancellation is a short notice cancellation if you:

- *do not show up for a scheduled support within a reasonable time, or not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or*
- *have given less than two (2) clear business days' notice for a support that meets both of the following conditions:*
 - *the support is less than 8 hours continuous duration; AND*
 - *the agreed total price for the support is less than \$1000; or*
 - *has given less than five (5) clear business days' notice for any other support.*

Beyond this threshold, the NDIA will require the provider to demonstrate we are taking steps to actively manage cancellations.

For other cancellations, where you have provided notice of cancellation prior to 3pm the day before the scheduled service, we do not charge a cancellation fee.

- Give us the required notice if you need to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- Let us know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or if you stop being a participant in the NDIS.
- The Client is responsible for organising repair and maintenance for their personal & electrical appliances i.e. refrigerator, laptop, CD player etc.
The Client is also responsible for paying for a technician for their trades should the items require maintenance. Furthermore, the disposal of the appliance/s if it has become faulty is also the client's responsibility.

8. The NDIS and terms of the Service Agreement:

Your Service Agreement is made for the purpose of providing supports under your NDIS plan and you may request a copy of your service agreement if required.

Strive not to be of success, but rather be of *value*

We agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- support the independence and social and economic participation of people with disability, and
- enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

Fees for clients over 65 and self-funded will be based on NDIS rates.

Rates are charged accordingly determined by the client's in-house support needs.

Price increases will occur as in accordance with the NDIA price index guide.

Example below of 12-month service agreement with current prices.

ADL PRICING SCHEDULE FOR A 12 MONTHS PLAN (example)

Service Type	Support Item	Rate	Approx hrs per day	Units	Total Cost
Self Care Activities Weekdays	01_011_0107_1_1	\$65.47	1.75	248	\$28,413.98
Self Care Activities Saturday	01_013_0107_1_1	\$92.12	1.75	52	\$8,382.92
Self Care Activities Sunday	01_014_0107_1_1	\$118.78	1.75	52	\$10,808.98
Self Care Activities Public Holiday	01_012_0107_1_1	\$145.44	1.75	13	\$3,308.76

Total Cost of ADL's \$50,914.64

ADDITIONAL SUPPORT

Service Type	Support Item	Rate	Approx hrs per day	Units	Total Cost
Intensive Room Clean Once a every Mth	01_011_0107_1_1	\$65.47	1	12	\$785.64
Unforeseen Incidents	Examples provided on support page 21				\$3,500.00
Collaboration with Providers & Report Writing	01_011_0107_1_1	\$65.47	1	12	\$785.64
SSC NDIS Plan Fee	01_049_0107_1_1	\$654.70	1	1	\$654.70

Total Cost of Additional Support \$5,725.98

TOTAL COST OF SERVICE AGREEMENT \$56,640.62

All prices contained within this Prospectus are correct as at the time of this documents creation and are subject to change in accordance with the adjusted NDIS pricing indexing as they occur.



Strive not to be of success, but rather be of *value*

Sunnydale Supportive care has a minimum rate of 1.75 hours per day (unless otherwise arranged with the manager of the facility) which includes the following as a standard for all clients, any additional supports required will be assessed at the time of intake and based on the clients' needs.

Assistance with Daily Living:

Assisting with/or supervising personal tasks of daily life in a shared living facility.

Support is provided to enable the participant to live as autonomously as possible and maintain their independence in a home like environment.

These supports are provided individually to participants in incremental portions over a 24-hour period as required by a team of support staff.

For example, our 1.75 hours per day will include.

- Onsite Cook for Meal Preparation – 6 Meals (3 main meals & 3 Snack Meals)
- Room Detail – Regular linen change and room cleaning
- Laundry – Personal and Bedding etc (Clients must purchase a laundry drying rack for their room, if they wish for their clothes to **NOT** be machine dried – This decision must be determined prior to the client arriving at the facility)
- Weekly client weight checks.
- NDIS summary of support in-line with review meetings.
- Coordination and follow up with appointments.
- Prompting with personal hygiene.
- NDIS summary of support in-line with review meetings.

If require additional assistance / supervision can be provided for with the increase in ADL hours for items such as:

- Standby assistance
- Half assistance



Strive not to be of success, but rather be of *value*

- Full personal care.
- Personal grooming.
- Medication management which includes set up and supervision with nurse for client Depo Injections, diabetes support, daily blood sugar level checks.
- Observation and record keeping of daily food and fluid intake – i.e.: Diabetes, overweight or rapid weight loss and malnutrition etc
- Direct communications with psychiatrists, mental health or disability services, Occupational Therapists, Pharmacists, Dietitians, nurses, and hospital staff.
- Advocacy and support when required with the NDIS, support coordinators, and external support providers.
- Advocacy and support as required with guardians (OPA) and Public Trustee.
- Onsite cook to support with specialized meal preparation (ie modified foods & diet)
- Assistance Personal finance management, as allocated by Public Trustee.
- Passive overnight assistance- support staff available onsite 24/7
- Tobacco dependence management
- Intensive room cleans
- Client mediation and follow up.
- Grievance support

Unforeseen Incidents:

Examples of unforeseen Incidents

- **Medical appointments provided by Sunnydale support staff** -due external support agencies not being available.
- **Additional Welfare-Duty of care checks-** Support worker provides care and assistance until locum, paramedics, mental health triage etc, arrive on site.

Mental Health

- Assisting client to call Mental Health Triage.
- Support worker to provide reassurance and assistance when client is experiencing a mental health episode.
- Advocacy with calling mental health key worker or GP to organise medication review meetings.
- Behavioural-de-escalation-intervention.
- Providing additional advocacy with referrals of services.

COVID Support





Strive not to be of success, but rather be of *value*

- Rat and PCR Testing
- Isolation Support

After Hours/Night Shift

- Worker or manager to provide 1-on-1 client assistance.
- Emergency or Medical.

9. Community Supports and Services

Sunnydale not only provide in-house support to clients, we can also cater to your individual support needs within the community, with providing a qualified worker of your choice male or female.

These supports can be coordinated by our dedicated management team and assist you by working towards your unique individual goals, with building capacity and independence.

Some of the examples of supports we provide to clients living at Sunnydale, consist of the following.

- Support to familiarise yourself with the local precinct, shops, cafes, medical practices, if you have just recently moved to Sunnydale.
- Support to attend medical and specialist appointments.
- Support for personal shopping.
- Support to attend community groups or hobbies.
- In-house 1-on-1 support for activities.

These are just some of the many supports that can be organised and charged to your NDIS plan.



Strive not to be of success, but rather be of *value*

COMMUNITY AND SOCIAL SUPPORT

Access Community, Social and Rec Activities	Support Item	Hrly Rate
Weekdays Daytime	04_104_0125_6_1	\$65.47
Weekday Evenings	04_103_0125_6_1	\$72.13
Activity Based Travel	04_590_0125_6_1	\$ 1.00 p/km
Saturday	04_105_0125_6_1	\$92.12
Sunday	04_106_0125_6_1	\$118.78
Public Holiday	04_102_0125_6_1	\$145.44

All prices contained within this Prospectus are correct as at the time of this documents creation and are subject to change in accordance with the adjusted NDIS pricing indexing as they occur.

10. Changes to this Service Agreement

If changes to your supports or their delivery are required, we agree to discuss and review this Service Agreement. If changes are required, an amendment or new Service Agreement will be created in writing to be signed and dated by both parties.

Should either party wish to end this Service Agreement they must give 2 weeks' notice.

A serious breach of an essential term of this agreement creates the right to terminate. The party with the right for termination has the right for immediate termination by giving written notice.

11. Feedback and Complaints

You may wish to make a complaint about the accommodation or services provided at the facility, or about any other aspect of the facility. If so, the following procedure should be observed: -

In the event of a complaint, the resident should advise a staff member as soon as possible who will endeavor to resolve the complaint. If the staff member cannot resolve the complaint, the manager will endeavor to resolve the complaint. The client may



Strive not to be of success, but rather be of *value*

involve an independent person of choice to assist. If this fails the resident or their representative may wish to make an application in writing to the licensing authority, Port Adelaide Enfield Council, or phone (08) 8405 6600 please refer to Sunnydale's Grievance Procedure.

If you wish to give us feedback, you can talk to staff on **8449 4744**. If you are not happy with the provision of supports and wishes to make a complaint, you can email **us at enquiries@sunnydale.net.au**

12. NDIS Commission

- Communicate to **1800 035 544** (free call from landlines) or TTY 133 677 (interpreters can be arranged)
- or completing a complaint contact form online at www.ndiscommission.gov.au
- the participant's NDIS plan is expected to remain in effect during the period the supports are provided; and
- the [participant/participant's representative] will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS

13. ANOTHER RELEVANT INFORMATION

In the case of an unexplained absence from Sunnydale, the management will endeavor to locate the resident via contacts that are known to them. If this fails, then the resident would be reported to the police as a missing person after 24 hours.

If a resident passes away, it is Sunnydale's responsibility to contact the ambulance, Police, and the coroner. In the event of the resident's death whilst at Sunnydale or being a resident of Sunnydale, procedure would be implemented as per the resident's



Strive not to be of success, but rather be of *value*

funeral arrangements, and their next of kin notified. In the event of Sunnydale not being advised of funeral arrangements, the next of kin would be notified and the management would follow their instructions.

If a resident requires nursing care, then the resident's medical practitioner makes a referral to the RDNS as there are no Registered Nurses employed at Sunnydale.

If a resident requires rehabilitation, then the resident's medical practitioner makes a referral.

14. AIDS AND APPLIANCES

Sunnydale does not supply helping aids and appliances. If resident requires any aids and appliances, then this will be at their own expense subject to see approval.

15. Goods and Services Tax (GST)

For the purposes of GST legislation, the Parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS plan is expected to remain in effect during the period the supports are provided; and
- the [participant/participant's representative] will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS





SUNNYDALE
supportive care

Strive not to be of success, but rather be of *value*

INDEX

PG.1

MISSION STATEMENT.....	1
Sunnydale Supportive Care established in 1980, set in beachside Semaphore South Australia. Sunnydale has provided a home for hundreds of clients in need overtime from all walks of life... 1 During this time, we have become exceptionally good at tailoring our business to suit client needs.	1
INTRODUCTION.....	2
1. Living Aspects	2
1.1 Upcoming renovations	3
1.2 Outdoor all-weather entertainment area that will feature:.....	3
1.3 Visiting Hours	4
1.4 Managers and staff of the facility	4
1.5 Licensing.....	4
2. ACOMMODATION.....	4
2.1 FEES	5
2.2 ADDITIONAL FINANCIAL INFORMATION	6
2.3 REFUNDS	6
3. TERMINATION OF CONTRACT	6
4. SERVICES.....	7
5. SECURITY MEASURES AND ADDITIONAL SERVICES.....	8
6. POLICIES AND PROCEDURES	9
7. RESIDENTS RIGHTS AND RESPONSIBILITIES	10
7.1 Your RIGHTS.....	10
7.2 Your RESPONSIBILITIES.....	11



Strive not to be of success, but rather be of *value*

8. The NDIS and terms of the Service Agreement:	13
9. Community Supports and Services	17
10. Changes to this Service Agreement	18
11. Feedback and Complaints	18
12. NDIS Commission	19
13. ANOTHER RELEVANT INFORMATION	19
14. AIDS AND APPLIANCES	20
15. Goods and Services Tax (GST)	20

