



**FREEMASONS WA**  
creating thriving communities

## Information Booklet



# *Southern Village* *Albany*

*"We are committed to providing a range of quality accommodation, health and care services to our residents which provide individuals the opportunity to engage in quality life experiences"*

# Welcome to Freemasons WA

At Freemasons WA our ethos is to be empathetic and caring. Our staff members are assigned to particular villages so they can get to know and understand their Residents. All our staff are professionals who take their responsibilities for managing the villages seriously and “go the extra mile” to ease any concerns Residents may have as well as strive to add to the quality of their lives.

This information package is designed to provide assistance so that you can settle into your life within the Freemasons WA Village and make the most of the facilities and opportunities available to you, both within the village and the local community in which your village is situated.

Many of the questions that you may have as a new resident will be answered within the pages of this Information booklet. If you have any other questions please feel free to contact us during office hours at our Head Office on (08) 9409 2322 and our staff will be available to help you as much as we can.

## Administration

Head Office Open - 9.00am to 4.30pm

Phone: (08) 9409 2322

Fax: (08) 9409 2300

Address: 3A Moolanda Boulevard  
Kingsley WA 6026

Postal: PO Box 62  
Landsdale WA 6065



# Administration

**Mystique Oliver**

Senior Client Services Officer



**Kellie Elliott**

Receptionist/ Client Services Officer

## Your Village

### **Southern Village, Albany**

The Southern Village in Albany contains 30 units, all of which are spacious one bedroom units with a separate dining area and kitchen.

To compliment village life, the social hall is located in the centre of the Village and provides a venue for leisure activities and social events for residents and their guests.

Refer to the last page of this booklet for the Plan of the Village

# Paying Your Rent

## The Tenancy Agreement

Provided with this Information Pack are two copies of the Tenancy Agreement along with a covering letter that provides all the details of the ingoing costs and Rental Payments.

This document outlines all the statutory rights and responsibilities for both parties and offers the residents permanency with their accommodation.

Please ensure that you read these documents carefully and return one copy of the Tenancy Agreement to Freemasons WA Administration Office.

## Bond

A bond of 'a total of 4 weeks rent' is payable with the first fortnightly rental payment. Conditions of repayment of the bond at conclusion of tenancy are described in the tenancy agreement.

## Your Rent

The Rent paid provides for your accommodation and is inclusive of internal and external repairs and maintenance. Renovations or repairs to units and grounds are authorised only by Freemasons WA.

## Paying your Rent

Rent is to be paid every 14 days/fortnightly for the amount which is detailed in your tenancy agreement and the covering letter included with this information pack.

Please note the form '*Fortnightly Rent Due Dates*' which indicate the days during the year when your rent is due to be paid. This form is also included in this Information Pack.

# Paying Your Rent

## Methods for Paying your Rent

- **Direct Debit**

Freemasons WA has a direct debit system in place where you can have your rent deducted straight from your nominated bank account. This system incurs no fees or charges and ensures that you will never fall behind in your rental payments.

*\*\*\*This method is highly recommended by Freemasons WA\*\*\**

Please complete and return the 'Direct Debit Request' form enclosed so Freemasons WA can organise this method of payment with the Bank.

- **Bank Transfer**

Bank Transfer moves money out of your bank account and into a Freemasons WA bank account. This method can incur fees and can take a few weeks for your bank to establish depending on your banking provider.

To set up this payment you will need to contact your bank and arrange for the regular payment. Freemasons WA bank account details will be provided to Residents on request.

- **Cheque/ Money or Postal Order**

If you wish to send a Cheque/Money or Postal Order please ensure that this is done on a fortnightly basis, failure to pay your rent or overdue rent can result in a Breach of Tenancy.

A Cheque/ Money or Postal Order can be sent to be below address:

Freemasons WA  
PO Box 62  
LANDSDALE WA 6065

# Paying Your Rent

## Monthly Statement

Freemasons WA will send a statement to you each month detailing the charges and the amounts paid for each calendar month so that you can keep track of your account.

## Utilities

Please note that all Residents are responsible for setting up your own phone and electricity accounts.

You will need to contact Telstra and Synergy directly.

Residents are required to pay for personal energy and telephone costs which they incur in their home.

## Insurance

Residents are encouraged to maintain their own personal insurance for items brought into the Village. Insurance cover for the Unit does not include personal effects. Please take care with items of value and ensure that you lock your Unit in your absence.

# Resident Details and Privacy

In order to provide the services to all our Residents, Freemasons WA collects information about you. All this information is kept private and is not forwarded to any parties except to Health Professionals in an emergency where it is considered essential to maintain your health, safety or well being, as outlined in the Privacy Act, 1988.

Please complete the '*Resident Details for File*' form supplied in this information pack and return to us at Head Office as soon as possible so we can enter the information into our database.

Details on the Privacy Statement and the Charter of Residents Rights and Responsibilities are included with this form.

## Pet Information Register

If you wish to bring a pet with you into the village, you will need complete the '*Pet Information Register*' form which is included with this Information Pack for our records.

As a guideline and to avoid any problems with your pet living in the village we suggest that the following guidelines are adhered to:

- Cats should be kept inside at night.
- Dogs should be on a leash at all times and kept under the direct control of the Resident/s whilst being walked through the village.
- Dog droppings must be picked up immediately and disposed of in a suitable manner.
- Dogs should not be allowed to walk, run, or forage through garden beds.
- Residents must ensure that their pet does not cause any disturbance to other Residents to the level that may cause a breach of the Local Government Act and Regulations; this includes excessive barking by a dog.

# Silver Chain

Each Resident in our Albany Village is covered by the Silver Chain Security system.

This system is a hands free personal alarm which allows two way communications with Silver Chain in the event of a medical emergency, safety concern or any problem that you as a Resident may have.

Silver Chain will respond to the emergency by notifying the appropriate Emergency Services if necessary or a nominated family member.

An Instruction Manual for the system is kept within the unit. This should remain in the unit at all times.

# Fire Safety

All Units are equipped with smoke alarms which will alarm when smoke is detected in the Unit. These are checked on an annual basis as well as having the batteries replaced. Smoke Alarms can save lives so please do not remove the battery or tamper with the alarm in any way.

Each Unit is equipped with a Fire Blanket and Fire Extinguishers are located around the village. These are checked by Fire Equipment experts every 6 months.

Fire equipment should only ever be used if it is safe to do so. In the event of a fire it is important to get to safety as quickly as possible to avoid any serious injury or smoke inhalation.

# Smoking

Smoking is not permitted within any areas within the Unit or Social Centre of the Village.

# Facilities at Your Village

## Social Centre

The Social Centre includes a fully equipped kitchen, tables, chairs, books, a piano & various other homely items making this area an extension to your unit to socialise with other Residents, friends & family.

## Library

There is a small Library located in the Village within the Social Centre.

There is a public library located at 221 York Street, Albany.  
You can contact the library on (08) 9814 9390.

Opening hours are:

Monday & Wednesday 9:30am - 6pm

Tuesday, Thursday & Friday 9:30am - 8pm

Saturday 9.30am - 12.30pm

## Parking

Parking bays are available within the village for Residents and visitors.

# Social Activities

## Church Services

The Residents hold a regular Church Service in the Village Social Centre.

# Social Activities

## Afternoon teas

Regular Afternoon teas are held in the Social Centre for all the Residents to enjoy and have time for a cup of tea and socialising with the other Residents within the village.

## Games - Bingo and Cards

Regular games such as bingo and card games are held in the Social Centre for all Residents to enjoy. Times and dates are placed on the notice board located in the Social Centre.

# Useful Services and Local Community Contacts

## Bus Services

The closest bus stop to the village is located at the Hardie Road Shops, bus number 201 which is operated by **Bus Lovers Service**.

The 201 bus operates from Spencer Park into the City of Albany which connects with the other bus services as listed below:

- 101 City - Yakamia - Lockyer
- 102 City - Lockyer - Yakamia
- 201 City - Spencer Park
- 301 City - Middleton Beach - Emu Point
- 401 City - Lower King - Bayonet Head (Thursday only).

Loves Bus Services can be contacted on (08) 9841 1211.

# Useful Services and Local Community Contacts

## Meals on Wheels

The Meals on Wheels service has been operating in Albany for over 35 years. All meals are packed and delivered by volunteers. On average, Meals on Wheels deliver 100 meals every week day.

## Albany Senior Citizens' Centre

Located behind the Town Hall at 122 Grey Street is 'Albany Senior Citizens' Centre'. Membership is \$25.00 per annum. For information please call (08) 98412168.

### Senior Citizens' Centre Activities

Monday	09.00am - 10.00am	Exercise Group
	10.15am - 11.15am	Exercise Group
	10.00am - 12.00pm	Creative Writing
	01.00pm - 02.00pm	Singing Group
Tuesday	09.00am - 10.00am	Exercise Group
	01.15pm - 3.30pm	Carpet Bowls
Wednesday	09.30am - 11.30am	Computer Classes
	09.30am - 11.30am	Pool Table
Thursday	01.30pm - 03.30pm	Bingo
Friday	09.15am - 11.00am	Yoga Classes
	01.15pm - 03.30pm	Carpet Bowls

# Useful Services and Local Community Contacts

## Albany Senior Citizens' Centre

- **Podiatry**  
Tuesdays & Thursdays, fist consultation \$30.00, bookings through Centre (08) 9841 2168.
- **Massage**  
Wednesdays, \$20.00 per ½ hour, bookings through Centre (08) 9481 2168
- **Beauty Therapist**  
Thursdays - Call Katie 0421 796 722
- **Computer Classes**  
Wednesdays & Fridays, \$65 for 5 weeks, bookings through Centre (08) 9481 2168
- **Hairdresser**  
Wednesdays, Thursdays & Fridays, bookings through Chris (08) 9842 3169
- **Senior's Concert**  
3<sup>rd</sup> Tuesday of each month 1.30pm - 3.30pm, admission \$3.00
- **Centre Meals**  
Monday - Friday at 11.45am, \$9 per member \$10 non-members & Visitors. Booking MUST be made the day before

# Hairdressers

## Hairscope

Spencer Park Shopping Centre

Shop 1, 3 Hardie Road, Spencer Park, WA 6330

Telephone: (08) 9841 2728

Fax: (08) 9844 7619

## Flying Scissors Hairstylist

Mobile Service

Telephone: 040 844 87 86

# Pharmacies

## Spencer Park Pharmacy

Spencer Park Shopping Centre

Shop 6 Hardie Road, Albany WA 6330

Open: Monday - Friday 8.30am - 6.00pm, Saturday 8.30am - 1.00pm

Telephone: (08) 9841 1100

Fax: (08) 9841 8191

## Albany Amcal Chemist

262 York Street, Albany WA 6330

Telephone: (08) 9842 2036

Fax: (08) 9841 1332

# Medical Practitioners

## Albany Medical Centre

189 Middleton Road, Albany WA 6330

Telephone: (08) 9842 8455

Fax: (08) 9842 5561

## Aberdeen Medical Centre

96 Aberdeen Street, Albany WA 6330

Telephone: (08) 9842 9844

Fax: (08) 9842 9855

# Podiatrists

## Chelsea Punch Podiatrist

112 Brunswick Road, Albany WA 6330

Telephone: (08) 9842 9468

Fax: (08) 9842 9467

## Albany Podiatry - Liam McCathy

290 Middleton Road, Albany WA 6330

Telephone: (08) 9841 2145

Fax: (08) 9842 9354

Mobile: 0408 412 154

# Physiotherapy

## Bodycare Physiotherapy

Lot 102 Lion Street, Albany WA 6330

Telephone: (08) 9842 2759

Fax: (08) 9841 5311

## Albany Physiotherapy

449 Albany Highway, Albany WA 6330

Telephone: (08) 9841 4233

Fax: (08) 9842 1588

## Middleton Physiotherapy

202 Middleton Rd, Albany WA 6330

Telephone: (08) 9842 2166

Fax: (08) 9842 5288

# Optometrists

## Focus Optical

Unit 2, 77 Lockver Avenue, Albany WA 6330

Telephone: (08) 9842 6499

Fax: (08) 9842 6099

## Steer & Alley Optometrists

51 Aberdeen St, Albany WA 6330

Telephone: (08) 9841 3801

# Optometrists

## Laubman & Pank

Shop 4, Albany Plaza, Albany Highway, Albany WA 6330

Telephone: (08) 9841 1245

# Dental Care

## Geldard Dr Barry, & Associates (Dentists)

78 Aberdeen Street, Albany WA 6330

Telephone: (08) 9841 4355

Fax: (08) 9842 2913

## Amity Dental Centre

200 Middleton Road, Albany WA 6330

Telephone: (08) 9841 5653

Fax: (08) 9841 7187

## Dr Peter Brand & Associates

Unit 1, 60 Aberdeen Street, Albany WA 6330

Telephone: (08) 9842 2345

Fax: (08) 9842 2345

## Harter Family Dental Care

111 Albany Highway, Albany WA 6330

Telephone: (08) 9842 3006

Fax: (08) 9842 3206

Mobile: 0409 983 384

# The Farmer's Market

Albany Farmers Market offers a huge range of the very freshest seasonally available fruits, vegetables, farmed meats, dairy products and seafood from the Great Southern Region of Western Australia.

The market is located on Collie Street one block west from York Street. Open Saturday between 8.00am - 12.00pm.

For more information contact (08) 9841 4312.

## Local Shopping Centres

### Spencer Park Shopping Centre

7 Hardie Road, Spencer Park WA 6330

Telephone: (08) 9841 3962

### Dog Rock Shopping Centre

Middleton Road, Albany WA 6330

Telephone: (08) 9841 6395

# Complaints and Suggestions

There may be occasions when a Resident/family/friend wishes to express a concern or make a suggestion about the Village.

Any issues can be discussed verbally with staff by contacting Head Office on (08) 9409 2322, our staff will always be more than happy to discuss any issues with you.

All written complains should be forwarded to Head Office and these will be investigated by the Client Services Officer and other appropriate staff members and you will receive an acknowledgement either verbally or in writing within five working days. Feedback will be provided on the outcome of the complaint.

If you remain dissatisfied then alternative avenues can be taken, such as contacting:

The Chief Executive Officer, Howard Emery at  
Head Office on (08) 9409 2322,



OR

The Department of Consumer and Employment Protection

Unit 2, 129 Aberdeen Street, Albany WA 6330

Telephone: (08) 9842 8366

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# Renting a Home in WA

Included in this package is an information brochure The Department of Consumer and Employment Protection has put together outlining important information about renting a home in WA. Please take the time to read this information so you as a Tenant know you're rights and obligations.

## The Department Of Consumer and Employment Protection

Unit 2, 129 Aberdeen Street, Albany WA 6330

Telephone: (08) 9842 8366

## Useful Phone Numbers

### Alinta Gas

- Emergency Services 13 13 52
- Residential Services 13 13 58

### Synergy

- General Enquiries 13 13 53
- Faults & Emergencies 13 13 51

### Water Corporation

- Faults & Emergencies 13 13 75

### Telstra

- Moving or Relocating 13 2200
- Product & Sales Enquires 1800 331 286
- Accounts & Payments 13 2200
- Repairs & Faults 13 2203

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# Useful Phone Numbers

## City of Albany

- Enquires 9841 9333

## Emergency Services

000  
- Rockingham/Kwinana District Hospital 9722 1000  
- Kwinana Police Station 9411 4311  
- Kwinana Fire Station 9419 4454

# Village Map

