



FREEMASONS WA
creating thriving communities

Information Booklet



Bunbury Village

"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

Tayla
Client Services Officer



Jessie
Receptionist

Your Village

Bunbury Village

The Bunbury Village contains 35 units, all of which are spacious one bedroom units with a separate dining area and kitchen.

To compliment village life there is 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.

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.

Exercise Room

The Social Centre includes an exercise room where Residents can participate in exercise classes for enjoyment and good health.

Craft Room

The Craft Room is available for all Residents to enjoy and participate in a number of different crafts in the village.

Library

There is a Library located in the Village within the Social Centre. Volunteers within the village help to maintain the village mostly from books which are donated for the Residents enjoyment.

Parking

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

Facilities at Your Village

Noticeboard

Regular events are conducted in the village to allow the Residents to enjoy socialising with each other as well as family and friends. Details of the events in the village are placed on the notice board.

Social Activities

Church Services

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

Useful Services and Local Community Contacts

Bus Services

The closest bus stop to the village is located at Timperley Road/Blair Street, bus number 203 which is operated by Bunbury City Transit.

Bunbury City Transit operates an extensive public bus network around Bunbury, 7 days a week. Bunbury City Transit can be contacted on (08) 97911955.

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

Useful Services and Local Community Contacts

Library

There are two public libraries within the Bunbury area.

City/ Regional Library

Parkfield Street, Bunbury WA 6230

Telephone: (08) 9792 7190

Fax: (08) 9721 2171

Open: Monday - Friday 9.30am - 5.30pm

Open: Saturday 9.00am - 12.00pm

Open: Public holidays Closed

Withers Branch Library

Hudson Road, Bunbury WA 6230

Telephone: (08) 9795 8033

Fax: (08) 9795 9254

Open: Monday & Thursday 1.30pm - 8pm

Open: Tuesday & Friday 10am - 5.30pm

Open: Wednesday 10am - 2pm

Open: Saturday 9.30am - 12 Noon

Open: Public holidays Closed

Useful Services and Local Community Contacts

Bunbury Senior Citizen Centre

Located on Stirling Street, Bunbury is 'Bunbury Senior Citizens Centre'. Joining age is 55+ and membership is \$22.00 per annum. For information please call (08) 9721 2522.

Monday	09.00am - 10.00am	Gentle Gym
	01.00pm - 03.30pm	Sing-a-long Group
Tuesday	09.00am - 11.03pm	Whist
	12.30pm - 03.30pm	Carpet Bowls
Wednesday	09.00am - 10.45am	Leisure Walking
	12.45pm - 03.15pm	BINGO
Thursday	09.30am Thursday Fortnight	Handicraft
	09.20am - 11.30am	Dance A Long
	09.20am - 10.10am	Keep Fit to Fun Music
	10.20am - 11.30am	Simple Line Dancing
	12.30pm - 03.30pm	Carpet Bowls
Friday	09.00am - 10.00am	Tai-Chi
	12.45pm - 03.15pm	BINGO

- **Hairdresser**
Mon & Fri 09.00am - 03.00pm, Tue & Wed Fortnight 09.00am - 03.00pm
- **Masseuse**
Every Wednesday 09.00am - 03.00pm
- **Podiatrist**
Mon & Tues Fortnight 09.00am - 02.00pm
- **Library**
Every Day 09.00am - 03.30pm

Useful Services and Local Community Contacts

Bunbury Senior Citizen Centre

- Morning Tea
Daily 10.00am - 11.00am
- Lunches
12 Noon - Weekly Menu Displayed in Centre

LUNCHES MUST BE ORDERED BY 12.30PM THE PREVIOUS DAY.

Hairdressers

Classical Cuts & Curls

70 Ecclestone Street, Carey Park WA 6230

Telephone: (08) 9721 2971

Bunbury's Rendezvous for Hair

18C Prosser Street, South Bunbury WA 6230

Telephone: (08) 9721 4730

Pharmacies

South City Pharmacy

182 Spencer Street, South Bunbury WA 6230

Telephone: (08) 9721 2341

Pharmacy 555

8 Spencer Street, BUNBURY WA 6230

Telephone: (08) 9721 6555

Bunbury Forum Pharmacy

Shop 22, Bunbury Forum Shopping, Bunbury WA 6230

Telephone: (08) 9721 6731

Medical Practitioners

Fielder Street General Practice

21 Fielder Street, South Bunbury WA 6230

Telephone: (08) 9791 6988

Bracken Health Care

Suite 4/32 Clifton Street, Bunbury WA 6230

Telephone: (08) 9791 8133

Podiatrists

Bunbury Podiatry

163 Spencer Street, Bunbury WA 6230

Telephone: (08) 9791 4294

Spencer Street Podiatry Clinic

33 Spencer Street, Bunbury WA 6230

Telephone: (08) 9791 1275

Physiotherapy

Bunbury Physiotherapy Centre

33 Spencer Street, Bunbury WA 6230

Telephone: (08) 9721 4368

Koombana Physiotherapy

22 Wittenoom Street, Bunbury WA 6230

Telephone: (08) 9791 1305

Optometrists

Ian Robertson Optometrist

15a Forrest Avenue, Bunbury WA 6230

Telephone: (08) 9721 2722

Optometrists

OPSM

Bunbury Forum Shopping, Bunbury WA 6230

Telephone: (08) 9721 6809

Dental Care

Lloyd Carmel

114 Clarke Street, Bunbury WA 6230

Telephone: (08) 9721 3322

Forrest Avenue Dental Centre

49 Forrest Avenue, Bunbury WA 6230

Telephone: (08) 9792 5299

Chiropractors

Walkley Chiropractic Clinic

169 Spencer Street, Bunbury WA 6230

Telephone: (08) 9791 1053

Bunbury Chiropractic Clinic

80 Beach Road, Bunbury WA 6230

Telephone: (08) 9721 4500

Local Shopping Centres

Bunbury Forum Shopping Centre

Lot 63 Sandridge Road, Bunbury WA 6230

Telephone: (08) 9721 5899

Bunbury Centrepont Shopping Centre

Sandridge Road, Bunbury WA 6230

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.

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

Useful Phone Numbers

City of Bunbury

- Enquires 9792 7000

Emergency Services

000

- Bunbury Hospital 9722 1000

- Bunbury Police Station 9722 2111

- Bunbury Fire Station 9721 4644

Village Map

