



**FREEMASONS WA**  
creating thriving communities

## Information Booklet



# *Victoria Village* *Geraldton*

*"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

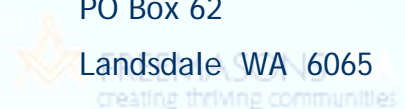
Head Office Open - 9.00am to 4.30pm

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

### Victoria Village, Geraldton

The Victoria Village contains 21 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 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, TV, VCR, radio, workshop, crafts room & various other homely items making this area an extension to your unit to socialise with other Residents, friends & family.

## Workshop

The Workshop is available for all Residents to carry out hobby work and repairs.

## BBQ

The undercover BBQ area is a good place to enjoy social events with other Residents, family, friends and other visitors.

## Crafts Room

The Crafts Room is available for all Residents to enjoy and participate in a number of different crafts in the village. For information and details of craft activities please see the noticeboard.

## Card Games

Regular Card Games are held in the Social Centre which all Residents can enjoy. For information please see the noticeboard.

## Carpet Bowls

Carpet Bowls games and competitions are held in the Social Club. For information please see the noticeboard.

# 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. All information about upcoming events and activities within the village are placed on the notice board.

## Parking

Parking bays are available within the village for Residents and visitors

# Useful Services and Local Community Contacts

## Library

Geraldton Regional Library

Cathedral Avenue, Geraldton WA 6530

Telephone: (08) 9956 6659 or (08) 9956 6686

Open:	Monday	1.00pm - 6.00pm
	Tuesday, Thursday	9.30am - 8.00pm
	Wednesday	9.30am - 6.00pm
	Friday	9.30am - 5.00pm
	Saturday	9.30am - 1.00pm
	Sunday	1.30pm - 4.30pm

# Useful Services and Local Community Contacts

## Bus Services

Geraldton Bus Service provides bus service within the Geraldton Area.

101 City - Rangeway - Utakarra - Karloo

201 City - Bluff Point - Sunset Beach - Forrester Park

301 City - Beachlands - West End

401 City - Beresford - Spalding - Strathalbyn

501 City - Mahomets Flats - Tarcoola - Ocean Ridge

601 City - Wonthella

800 City - Clipper

More information can be found by contacting the Geraldton Bus Service on (08) 9923 1100.

## Queen Elizabeth II Seniors Centre

The Queen Elizabeth II Centre was opened by Her Majesty, Queen Elizabeth II in 1988. It is situated in the city centre of Geraldton and conveniently located close to the Post Office and the CBD.

The Centre provides a place for seniors to have different activities throughout the week or to just drop in for a free cuppa while in town.

# Useful Services and Local Community Contacts

## Queen Elizabeth II Seniors Centre

### Daily Centre Activities

Monday	09.00am - 11.00am	Darts
	04.00pm - 05.00pm	Drama Group
	09.00am - 04.00pm	Indoor Bowls
	01.00pm - 04.00pm	Table Tennis
Tuesday	07.30am - 08.30am	Walking Group
	10.00am - 11.00am	Rehab Gym
	01.00pm - 03.30pm	Mahjong
	01.30pm - 03.30pm	Line Dancing
Wednesday	09.00am - 10.00am	Over 50's Fitness Class
	09.00am - 12.00pm	Arts & Crafts
	10.30am - 11.30am	Over 50's Fitness Class
	12.30pm - 04.00pm	Afternoon Tea Dance
Thursday	09.00am - 12.00pm	Table Tennis
	10.30am - 11.30am	Garden Club
	01.30pm - 04.00pm	Bingo
Friday	09.00am - 10.00am	Over 50's Fitness Class
	10.00am - 11.00am	Rehab Gym
	09.00am - 12.00pm	Arts & Crafts

Centre opening hours: Monday - Friday 8.00am - 5.00pm

For more information please call (08) 9921 2684.

# Hairdressers

## Rachael's Hair Boutique

20 Batavia Place, Mahomets Flats WA 6530

Telephone: (08) 9921 5005

# Pharmacies

## Geraldton Amcal Pharmacy

54 Sanford Street, Geraldton WA 6530

Telephone: (08) 9921 1965

## Williams Shenton Sheet Pharmacy

105 Shenton Street, Geraldton WA 6530

Telephone: (08) 9921 4151

# Medical Practitioners

## Geraldton Medical Group

233 Lester Avenue, Geraldton WA 6530

Telephone: (08) 9920 8111

## University Medical Practice

Chapman Road, Geraldton WA 6530

Telephone: 9923 9999

# Podiatrists

## Geraldton Podiatry Clinic

165 Durlacher Street, Geraldton WA 6530

Telephone: (08) 9964 2387

# Physiotherapy

## Geraldton Physiotherapy

84 Sanford Street, Geraldton WA 6530

Telephone: (08) 9964 3364

# Optometrists

## Laubman & Pank Optometrists

Boulevard Shopping Centre

Telephone: 9071 4586

# Dental Care

## Durlacher Dental

141 Durlacher St, Geraldton WA 6530

Telephone: (08) 9964 5005

# Dental Care

## Cathedral Dental Centre

129 Cathedral Ave, Geraldton WA 6530

Telephone: (08) 9964 5488

# Chiropractors

## Champion Bay Chiropractic Clinic

301 Chapman Rd, Bluff Point WA 6530

Telephone: (08) 9923 2020

## Geraldton Chiropractic Centre

30-32 Johnston St, Geraldton WA 6530

Telephone: (08) 9964 4550

# Local Shopping Centres

## ITP Geraldton - Geraldton Shopping Centre

105 Durlacher St, Geraldton WA 6530

Telephone: (08) 9964 1031

## Centro Northgate

110 Chapman Rd, Geraldton WA 6530

Telephone: (08) 9921 6410

# Justice of the Peace

## Geraldton Courthouse

Corner Marine Terrace and Forrest Street, Geraldton WA 6530

Telephone: (08)9921 3722



# 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  
50-52 Durlacher Street, GERALDTON WA 6530  
Telephone: (08) 9964 5644

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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
- Accounts & Payments 13 2200
- Repairs & Faults 13 2203

### City of Esperance

- Enquires 9071 0666

### Emergency Services

- 000
- Geraldton Hospital 9956 2222
- Local Police Station 9923 4555
- Local Fire Station 9921 2222

# Village Map

