



**FREEMASONS WA**  
creating thriving communities

## Information Booklet



# *Port Hedland 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



creating thriving communities

# Administration

**Tayla**  
Client Services Officer



**Jessie**  
Receptionist

## Your Village

### Port Hedland

The Port Hedland Village contains 10 independent living units, all of which are spacious two bedroom units with a separate dining and kitchen. The village is situated on over 4000 square metres of land.

# 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

The Social Club includes a fully equipped kitchen, TV with a DVD and video player as well as a home theatre system, piano, dart board, pool table and gym.

Outside of the Social Club, all residents have access to an under cover heated swimming pool equipped with tables and chairs, a bowling green and BBQ area.

Located in unit 26, Keith Simpson is Studio 26, which contains a library, hair salon and podiatrist centre.

A number of Social Activities are arranged on a regular basis including movie nights, bowling tournaments and many celebrations for special occasions including special birthdays, anniversaries, Christmas and Easter.

## Useful Services and Local Community Contacts

### Branch Library

Dempster Street, Port Headland WA 6721

Telephone: (08) 9173 3302

Open:	Monday, Tuesday, Thursday, Friday	10.00am - 06.00pm
	Wednesday	02.00am - 06.30pm
	Saturday	09.00am - 12.00pm
	Sunday	Closed

### Bus Services

The Hedland Bus Lines provide transport services in and around the Port Hedland Area. For more information please phone (08) 9172 1394.

# Hairdressers

## Shamperz Hair Design

23 Anderson Street, Port Hedland WA 6721

Telephone: (08) 9173 3161

## Pilbara Hair

10 Wilson Street, Port Hedland WA 6721

Telephone: (08) 9173 1900

# Pharmacies

## Boulevarde Port Hedland Pharmacy

Shop 9, Boulevarde Shopping Centre, Port Hedland WA 6721

Telephone: (08) 91731350

## Wedge Street Pharmacy & News

12 Wedge Street, Port Hedland WA 6721

Telephone: (08) 91731132

# Medical Practitioners

## Edgar Street Medical Centre

7 Edgar Street, Port Hedland WA 6721

Telephone: (08) 9173 3733

# Medical Practitioners

## Gemini Medical Centre - South Hedland

1 Lefroy Court, South Hedland WA 6722

Telephone: (08) 9172 5911

# Physiotherapy

## Hedland Physiotherapy

7 Edgar Street, Port Hedland WA 6721

Telephone: (08) 9172 2201

# Optometrists

## OPSM

Throssell Road, South Hedland WA 6722

Telephone: (08) 9140 2323

# Dental Care

## Port Hedland Dental Surgery

Suite 3 10 Wedge Street, Port Hedland WA 6721

Telephone: (08) 9173 5838

# Dental Care

## South Hedland Government Dental Clinic

Colebatch Way, Port Hedland WA 6721

Telephone: (08) 9172 2223

# Shopping Centres

## Port Hedland Boulevard Shopping Centre

Wilson Street, Port Hedland WA 6721

Telephone: (08) 9173 2615

## South Hedland Shopping Centre

Throssell Road, South Hedland WA 6722

Telephone: (08) 9172 1957



# 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

FREEMASONS WA  
creating thriving communities

# 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
- Port Hedland Hospital 9158 1666
- South Hedland Police Station 9172 1444
- South Hedland Fire Station 9172 3176

# Village Map

