

# MARINE VIEWS

RESIDENTIAL AGED CARE

*Coffey*



## The Heritage Club Quality care with a premium touch



Every person is different. You have your own interests and preferences, and enjoy the finer things in life. You want to continue the same activities and personalised comforts you have always enjoyed, when you move into a care home.

### **Welcome to the Heritage Club**

The Heritage Club is an additional services programme designed to provide you with individualised amenities and services that are not

provided as part of our standard range of care or services.<sup>1</sup>

Heritage Club members can select from a range of entertainment, social, lifestyle or therapeutic services that best meet the individual needs of you and your loved ones. This could be as simple as getting the morning paper delivered to your room or regular shopping outings with a member of our lifestyle team.

<sup>1</sup> Standard care and services are set by the Australian Government under the Aged Care Act Quality of Care Principles.

## At Marine Views Cottesloe you are able to choose additional services that are meaningful to you.

### Services Include

- Entertainment services such as in-room phone, Foxtel, in-room movies and wireless internet.
- Pamper services such as regular hairdressing, manicures and massage.
- In room specialties such as in-room fridge, regular fresh flowers or additional furniture.
- Additional activities such as regular outings, shopping trips and one-on-one companionship.
- Therapy programs such as additional physiotherapy, rehabilitation and gym activities that do not form part of our regular therapy program.
- Various dining and alcohol options for you and your family.

## How it works

As a Heritage Club member, you can select amenities or services that are meaningful to you. You can select these services as part of a package or purchase them when you need them.

If you select the services as part of a package you will receive an ongoing discount. The more services you select, the greater the savings gained. Services are added to your fortnightly invoice.

Alternatively, family and friends may choose to gift a package to their loved one.

It is also possible to deduct the cost of services from the Refundable Accommodation Deposit (RAD) you pay when you first join our community.

Importantly, you can change or opt out at any stage should a service not be needed.

### Heritage Club Packages:

#### Comfort Package

The Heritage Club Comfort package is your first step to enjoying additional activities and services

#### Luxury Package

The Luxury package allows you to choose more of the extra services and activities you enjoy

#### Platinum Package

Our Platinum package provides you freedom to include a wide range of lifestyle activities and extra services

## Next steps

You can chat to us about the Heritage Club any time. We can provide you with a full list of services, and their associated costs. You can then select your preferred services and we will let you know what your discount will be. We will then both sign a simple agreement outlining the services, costs and conditions relating to the selected services.