

Wishart Christian Village Residents Handbook April 2019

Version S9.01

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1. Access for Emergency Vehicles

It is absolutely essential in all cases where an emergency vehicle is called to the Village that the main vehicle gate is immediately opened and left open for the duration of the emergency. Contact the Service and Administration Manager on 3219 2386 or 0419 383 543 (this may be forwarded to 0410 529 751) for assistance. If the Service and Administration Manager is not available see any of the people listed in Section 8 below.

2. Fire Emergencies

1. Ensure your own safety first – evacuate your unit
2. If you are wearing your Medi-alarm pendant, press the button to call the operator, but do not wait for a reply.
3. Call out loudly “Fire! Fire!” and knock loudly on neighbours’ doors to alert them
4. Move quickly away from the fire to a safe position
5. Call 000.
6. Continue to one of the resident assembly areas so that checking of residents can commence. These assembly areas are:
 - a. Area 1 - for residents of Units 10 to 25 - outside rear gate in the car park
 - b. Area 2 - for residents of Units 1 to 9 and 26 to 30 - outside front gate on the footpath, keeping access clear



7. Check to see that no residents or visitors are unaccounted for.

3. Medical Emergencies

1. Medical Records

- a. A copy of your medical records can be found in the envelope inside the back cover of this handbook.

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- b. A copy is also included in your personal file in the office and an electronic copy is also held on the office computer.
- c. **It is very important that your medical records are kept up to date as they have proven to be of great assistance to paramedics attending the Village in cases of emergency... so if your medical details change please provide an updated copy to the S.A.M. in the office.**

2. Personal Emergency

- a. Press the medi-alarm pendant button or the Help button on the central unit.
- b. Leave the phone on hook and wait for instructions.
- c. The Service & Administration Manager will be contacted by Tunstall monitoring services.

3. Resident Emergency – ambulance required

- a. Dial 000 and stay on the line for instructions.
- b. Contact the Service & Administration Manager on 3219 2386 or 0419 383 543 (this may be forwarded to 0410 529 751) or go to the office or Unit 30.
- c. Check airways and make the patient comfortable, **moving as little as possible.**
- d. Keep the patient warm
- e. Do NOT give anything to eat or drink unless advised by the emergency services.

4. Resident Emergency – ambulance not required

- a. Contact the Service & Administration Manager – 3219 2386 – Unit 30
- b. Press the medi-alarm Help button.
- c. Wait for instructions.
- d. Check airways and make patient comfortable, **moving as little as possible.**
- e. Keep patient warm.

4. The Ambulance

- 1. The ambulance regards the following as emergencies:
 - a. Life threatening situations
 - b. Major accident
 - c. Sudden onset of illness
 - d. Sudden onset of pain (includes chest pain and abdominal pain)
 - e. Incidents involving severe loss of blood
 - f. Where patient experiences major discomfort and the severity of the illness or injury is unknown.
- 2. The ambulance is free to all residents of Queensland
- 3. In the event of an emergency the ambulance will transport you to:
 - a. The nearest public hospital
 - b. To a private hospital

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- c. To the surgery of a medical practitioner where prior arrangements have been made.

5. Emergency Port

Residents are expected to have an emergency port packed and ready to go along with a current list of medications.

Contents of your Port/Case/Bag should include

- Toothbrush
- Toothpaste
- Toiletries (face cream, deodorant etc)
- Hairbrush and comb
- Nightdress/Pyjamas
- Underwear
- Dressing gown
- Slippers
- Small amount of money

6. Queensland 13 HEALTH service – 13 43 25 84

This is a Queensland Government service that provides qualified health advice 24 hours per day 7 days per week. It is staffed by qualified health care professionals who use a telephone triage model of service delivery. Tele triage is a safe, effective way of providing health related advice delivered by health care professionals and is used in UK, USA, and other Australian States. Telephone triage may include symptom assessment, home treatment advice, referral, information, disease management and crisis intervention.

To contact the Queensland Health Help Line call 13 43 25 84

Calls from mobile phones may be charged at a higher rate than local call charges.

7. The Medi Alarm

Upgrade of Medi Alarms:

1. All medi-alarms within the Village are Tunstall Liberty 300 3G systems which use the mobile 3G network and do not require a landline to operate.

Using the Medi Alarm:

1. It is strongly recommended that the Medi-Alarm help pendant be worn at all times to summon immediate help in the event of a fall or illness.
2. The Medi-Alarm pendant may be worn even in the shower.

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3. To make a call press the button on the pendant or the red button on the equipment located on the wall beneath (or beside) the kitchen breakfast bench.
4. Alarms made by mistake can be cancelled by pressing the green button on the central equipment located in the kitchen, within ten seconds.
5. N.B. A wrist band pendant can be provided if required.

Precautions:

1. ***Please make a test call once per month***, or more frequently by special arrangement, to ensure the equipment is functioning correctly. Generally, a good practice is to call on the day in the month which is the same as the birthday of one resident.
2. Use the pendant to make the test call on alternate months. Vary the location from which the call is made.
3. The 'Mains On' light on the central equipment should glow to indicate that power is on. Please check the power switch and plug if the 'Mains On' light does not show.
4. The large red light should flash to indicate an emergency call has been made. The alarm audibly announces the progress of the call.
5. Any faults detected by the system will be audibly announced. Should this happen please contact the S.A.M. and provide the appropriate details.
6. If you any concerns about your medi-alarm please contact the S.A.M. on 3219 2386 or 0419 383 543 or 0410 529 751

Further Information:

1. The machine will make its own test call approximately once per fortnight at no cost to the resident.
2. All negotiations with the Service Company are conducted through the S.A.M.

8. Whom to ask for help

1. Seek help regarding security, replacement of batteries or other problems relating to buildings and equipment from:
 - a. **Brian Dinsdale (Service & Administration Manager)**
 - i. Office & Unit 30
 - ii. Phone 3219 2386
 - iii. Mobile 0419 383 543. Note that calls to this number may be forwarded to 0410 529 751
 - b. **Bill Willems**
 - i. Unit 11
 - ii. Phone 3219 1150
 - c. **Kevin Gorry**

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- i. Unit 12
- ii. Phone 3349 6658
- iii. Mobile
- d. Keith Lea**
 - i. Unit 8
 - ii. Phone 3422 2321
 - iii. Mobile 0408 739 859

9. Other emergencies endangering safety, health and property

1. Examples:
 - a. electrical failure
 - b. burst water pipes
 - c. faulty hot-water systems
 - d. blocked toilets
 - e. storm water entering premises
2. Action which can be taken immediately:
 - a. seek help within the Village from people listed in Section 8 above
 - b. turn off electrical power at main switch located in laundry or garage
 - c. turn off water at main located in courtyard adjacent kitchen
3. Action which can be taken with Village resources (subject to government regulation)
 - a. clear toilet blockage using soft plunger
 - b. disconnect household appliances to identify faulty appliance
 - c. reset circuit-breakers
 - d. correct leaking/running tap

10. Being locked out of your unit

Residents who are locked out should approach any of the persons listed in Section 8 above. Each has access to the master key.

11. Calling a tradesman:

1. It should not normally be necessary for residents to call a tradesman.
2. This is best left to one of the people nominated above.
3. However in the rare event that no help is available, please call one of the following:
 - a. Electrician: Fast Forward Electrical 0413 104 014
 - b. Plumber: The Plumber Guy 0411 335 254

12. Cost of repairs

1. Costs of repairs from normal usage or wear and tear are not a charge against the resident.

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2. Repairs resulting from neglect or misuse may be charged to the resident. If tradesmen are called in without following the procedures described above, the charge may rest with the resident.
3. Examples of repairs which may be a charge against the resident:
 - a. Removal of foreign object from sewer-line
 - b. Replacement of burnt-out wall power outlet resulting from continued use of equipment requiring servicing
 - c. Appliances with frayed/perished cords
 - d. Non-standard equipment - e.g. Clothes driers, dishwashers

13. Maintenance of air conditioners & remote controls

1. The Association has an air conditioning service agreement which costs are covered in the General Service Charge.
2. The service agreement provides a service every six months in which the unit is checked, the filters are cleaned and other preventative maintenance carried out.
3. An advantage of the contract is that it ensures prompt attention when problems arise.
4. Experience has shown that in the hot summer months, without such a contract, service may take many weeks to obtain.
5. Repairs to both the air conditioner units and the remote controls are at the expense of the Association.

14. Council cab service

1. The Council Cab Service is available for Wishart.
2. You can use the Council cab if you are:
 - over 60 years old, or
 - mobility impaired, or
 - a Pensioner Concession Card or Centrelink Seniors Card holder, or
 - a child under the care of an eligible person, or
 - a carer accompanying someone who is eligible
3. Pickup for Garden City is from 9-9.30am on Tuesdays and Thursdays. Return from Garden City at 12.30pm on Tuesdays and Thursdays.
4. It picks up from the Village
5. The cost is \$1.50 each way.
6. To book ring the Council cab service call 3403 2227 and ask for a Council CAB.
7. Hearing impaired may ring the ACE TTY service on 13 36 77
8. Booking must be made by 12 noon on the previous day

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9. Wheelchair accessible vehicles are available on request.
10. If you book and then change your mind, please let them know as seats are limited.

15. Security

The Front Vehicle and Pedestrian Gates

1. In response to a call from the **front gate console** or a mobile phone, a resident can **open any gate by pressing the respective key on the wall panel as follows:**
 - a. **Key V – vehicle gate**
 - b. **Key F – Front pedestrian gate**
 - c. **Key B – Back pedestrian gate**
 - d. **Key H – Ham Rd pedestrian gate**
 - e. (Note that any old gate intercoms remaining in your unit are now inactive.)
2. Note that once any pedestrian gate is unlocked in any manner, it will remain unlocked until it is physically opened and closed.
3. Village security depends on all gates being kept locked.
4. All the pedestrian gates can be manually opened from the inside using the release button and opened from the outside using the common gate key.
5. The rear pedestrian gate can also be unlocked from the outside by entered 0748 on the keypad adjacent to the gate.

The Front Bin Gate

1. This gate requires the old gate key and is for the sole use of persons putting out the bins. Please do not use it for other purposes.
2. Please ensure that at all other times it is locked from the inside.
3. The gate is also protected from unauthorised outside use by a large Perspex sheet preventing access to the inside release button.
4. If you notice this gate unlocked please lock it.

Strangers

1. Hawkers are not permitted in the village.
2. Other strangers should not be wandering unaccompanied in the village.
3. Please do not hesitate to ask the business of such people.

Smoke alarms

N.B. All the smoke alarms in the Village have recently been upgraded to meet new legislative requirements.

1. All Smoke alarms are connected to the mains power supply.

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2. They have a rechargeable battery backup system.
3. Smoke alarms are checked for correct operation every 12 months.
4. Smoke alarms giving out an intermittent beep or showing a red light should be promptly reported to the S.A.M.

16. Garden Watering Times

The last remaining water restrictions in South East Queensland (SEQ) were lifted on 1 January 2013.

Useful link:

Department of Energy & Water Supply

<https://www.dews.qld.gov.au/water/your/restrictions>

17. Mulching and Composting

1. Bushes, branches, weeds etc may be placed in the left hand mulching bin in the garden area adjacent to the rear (northern) gate for mulching.
Note: Please exclude anything containing seeds as you will simply be spreading unwanted vegetation throughout the village.
2. Please exclude stones and soil as these damage the blades of the mulcher.

18. Rubbish Bins

1. ***Please ensure that each bin is full before you place rubbish in an empty bin.***
2. Bins are emptied on Fridays.
3. Please keep meat scraps in your freezer until the day prior to bin emptying and then place in rubbish bins.
4. General rubbish and recycle bins are provided – please ensure that rubbish goes into the correct bin.
5. ***Rubbish bins are not to be removed from the bin enclosures*** except...
 - a. For collection by the Brisbane City Council.
 - b. On a short-term basis to facilitate the removal of excess rubbish from a resident's unit or garden area/s. (If you do remove a bin for this purpose please return it as soon as the job is finished).

Note: For WHS purposes bins are NOT to be kept in the backyards of units.

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19. Gardens

Managing the gardens in the Village.

The Association has an ongoing contract with Mr. Roddy Davie to maintain the Village gardens and lawns on a regular basis.

N.B. While some garden areas within the Village are tended to by residents (and this is both encouraged and appreciated by the Association), Mr. Davie, under the guidance of the S.A.M, is responsible for all the gardens and lawns and residents must speak with Mr. Davie or the S.A.M. before undertaking any significant changes to the gardens or lawns.

Front Gardens.

The front gardens of all units will be tended to by Mr. Davie where residents:

- a. do not wish to tend the gardens themselves.
- b. are unable to tend the gardens themselves.

Rear Gardens (courtyards)

Any work to be done on rear gardens is the responsibility of residents. Mr. Davie can be approached to carry out the work at the cost of the resident or the resident can speak to the S.A.M. who will arrange it with Mr. Davie.

When the work is completed Mr. Davie will issue the resident with an invoice and the resident will pay him directly. This arrangement will be between the resident and Mr. Davie and has nothing to do with the Association.

20. Speed Limits, Parking & Roadways

1. ***The speed limit within the village is an absolute maximum of 10km per hour and applies to every vehicle entering or leaving the Village. Please ensure that your visitors are aware of and stick to the speed limit.***
2. Parking bays in the village are clearly marked.
3. Parking elsewhere in the village, including driveways, is prohibited in the interests of safety.
4. The area in front of the northern gateway is an emergency access area which must be kept unobstructed.
5. The Christian Reformed Church of Mansfield kindly allows visitors to use their car park and pedestrians to enter and leave the village by the northern gate. This is the easiest place to park.
6. Parking on the grass in Erindale Close is illegal (as well as damaging to the grass) and the Brisbane City Council (BCC) will be informed of vehicles illegally parked. This will result in a fine from the BCC. Please ensure that your visitors are aware of this policy.

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7. **The undercover carport on the western side of Unit 8 is a restricted area and parking is limited to 2 hours.** It is not to be used for longer term car parking without the authority of the S.A.M. or *in case of emergency*.
8. **Roadways are to be kept clear at all times:**
 - a. To allow easy access for emergency vehicles
 - b. To meet WHS requirements
 - c. For the safety of all residents

21. White Ants

1. As in other parts of Brisbane there is need for constant vigilance against infestations of white ants.
2. Please keep vegetation away from the walls and foundations, and soil levels below the damp-course.
3. Please report any suspicious signs.
4. Dripping taps and patches of moisture should be reported as these attract white ants.

22. Home Assist Secure

1. Many residents avail themselves of the free and subsidised services of **Home Assist Secure**.
2. This is a Queensland Government Initiative which provides free information and referral, and subsidized assistance to eligible people on home repairs, maintenance, minor modifications and security for people 60 years and over who are homeowners or live in rental housing.
3. The Mt Gravatt District Home Assist Secure service provider is located at 1693 Logan Road Mount Gravatt Qld 4122 and can be contacted on 07 3343 9833

23. Web Site and ADSL internet service

The Association has a Web Site www.wcva.org.au on which pictures and useful information are provided. Members of the administrative committees and residents have access to relevant reserved areas of the web-site. The ADSL2+ internet connection provided by TPG and shared by residents provides access to both the internet and email services to residents at a very low cost.

Due to the imminent provision of NBN services to the Village, residents will in the future be required to arrange their own internet connection (if required) through the NBN network in conjunction with their existing communication provider.

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24. Absences from the Village

1. *Please advise the Service and Administration Manager in writing when you are to be absent from the village for one or more nights. In case of fire we must know who is in the Village.*
2. Please leave the power turned ON.
3. It is safe to turn the hot water system power off.
4. Advise Tunstall through your medi-alarm just as you are leaving (press the red button) and register with them the fact that you will not be there.
5. Turn off stove, unplug appliances and aerials; fridge is a special case.
6. In (rare) emergencies entry may need to be made to your unit.
7. Check if your contents insurance policy requires you to notify the insurer of your absence.
8. When you get back, call Tunstall through your medi-alarm to let them know you are home
9. Top up the hot water system before turning the power back on.
10. If you have turned off the outside switch to the air conditioner, allow 15 minutes for the oil to heat up when you turn it back on.

25. Residents Care Circle

Living in an independent living retirement village enables all residents to live the retirement they desire. They may want to be involved in everything that is happening or simply relax at home. Whatever the case it is important for all residents to know that they are a part of a caring village family that looks out for everyone. As a result the Residents Care Circle has been established by the residents to ensure all residents feel a part of the village community. It might best be described as a 'buddy' system.

The care circle comprises six groups each of which comprise a couple who look out for the residents of five other units. Each of the couples are themselves a part of another care circle so that everyone is involved.

26. Wishart Christian Village Residents - Birthdays

For privacy purposes the Residents' Birthday list is not included in this document.

27. Wishart Christian Village Residents – Phone numbers

For privacy purposes the Residents' Phone number list is not included in this document.

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28. Residents meetings

1. Residents usually meet monthly in the Community Centre.
2. All residents are invited to attend meetings.
3. Other social gatherings are arranged from time to time.
4. Each year the Operator calls a meeting of residents to consider and approve if necessary, the annual budget for the village.
5. The budget may be increased or decreased each year according to provisions detailed in the Retirement Villages Act and in judgments of the Queensland Civil & Administrative Tribunal.
6. In broad terms, increases beyond the cost of living require the approval of 75% of the residents.

29. Residents Committee

1. The residents may elect a Residents Committee. This is highly encouraged but not mandatory under the Retirement Villages Act.
2. Once established, the Residents Committee is elected annually at an Annual General Meeting of residents.

Office Bearers:

• <u>President</u>	Gwen Spence	Unit 4
• <u>Secretary</u>	Yvonne Reilly	Unit 21
• <u>Treasurer</u>	Bill Willems	Unit 11

30. Legal requirements

1. Wishart Christian Village is a registered retirement village.
2. The Operator is the Wishart Christian Village Association Incorporated, whose address is shown above.
3. The Association is a registered charitable organisation which imposes special obligations and confers taxation concessions.
4. The legislation which applies to this village is the [Retirement Villages Act](#) and the [Associations Incorporation Act](#). Both acts are very readable and may be accessed and/or downloaded from the internet.
5. Every resident, post 01/02/2019, has or will enter into a Residence Contract which comprises:
 - a. Form 3 – Village Comparison Document
 - b. Form 4 – Prospective Costs Document
 - c. Residency Agreement
 - d. Application to Reside
 - e. Residents Handbook
6. All modifications to units require the prior approval of the Management Committee or the Executive Committee. Approvals need to be in writing,

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and a copy of the approval should be kept with the Residency Agreement and Associated Documents. Written requests for modifications can be directed to the SAM or Secretary.

7. Copies of the original Residency Agreements and Associated Documents relating to each contract (now held in the Association office) are available upon request to the Association Secretary. Section 7 of the Residency Agreement sets out the obligations of Residents.
8. The Retirement Villages Act makes provision for a Residents Committee with specified powers (see below).

31. Wishart Christian Village Association Inc. Constitution

1. Every resident must become a member of the Association, and every member is provided with a copy of the Association's constitution. This document sets out the objectives of the Association, the way it is to govern itself and the rules for its operation.
2. The Association consists of ordinary members, associate members, life members and honorary members. Associate members have no voting rights. Members are admitted to the Association by the vote of the Management Committee.
3. There is a Register of Members which is open for inspection by members at all reasonable times. (See Brian Dinsdale - Office)
4. At the Annual General Meeting of members the officers and other members of the Management Committee are elected for a period of three years. Procedures are set down for nomination and voting.
5. The officers consist of a President, Vice President, and Treasurer.
6. The size of the Management Committee is set as from 7 to 13 members.
7. The Management Committee may fill casual vacancies which occur during its term, but these appointments lapse at the next annual meeting.
8. The position of Secretary is filled by the Management Committee. The Secretary is not required to be a member of the Management Committee or of the Association.
9. The Annual Meeting must be held within five months of the end of the financial year.
10. The Annual Meeting receives the report of the Management Committee and the financial and auditor's report.
11. Provision is also made for the calling of Special General Meetings by members. The normal procedure is for written notices of motion to be circulated prior to these meetings. Members present in person at a meeting may by majority vote, require that motions not on the notice paper, or amendments, be placed before all members in a postal ballot.
12. Provision is made at general meetings for the holding of secret ballots where the requisite number of members requests it.

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13. Provision is made for members to be represented by proxies who need not be members of the Association.
14. The Management Committee has control over the affairs of the Association. It is required to meet at least three times per year.
15. The Management Committee may delegate powers to subcommittees made up of members of the Association.
16. Any financial member of the Association is entitled to inspect the minutes of any Management Committee Meeting (See the Secretary or the Service & Administration Manager).
17. The constitution sets out detailed directions for the handling of finance.
18. A copy of the Constitution may be downloaded from the Association website www.wcva.org.au or can be supplied upon request from the S.A.M. or the Association Secretary.

32. Management Committee

Association Secretary

- Brian Dinsdale Office

Office Bearers:

- President Frank Carroll
- Vice President Vacant
- Treasurer Michael Sach

Committee Members:

- Keith Lea Unit 8
- Neville Bishop Unit 29
- Roley Thorndike Unit 22
- Brian Dinsdale Office
- Wendy Doyle
- Peter Doyle
- Ken Mihill
- Andrew Clark
- Matthew Thomson

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33. Disputes

For details of disputes resolution processes, residents are referred to the following sources:

1. Your Residency Agreement
2. The Retirement Villages Act (mentioned above)
3. The [Department of Housing & Public Works](#)
4. The [Queensland Civil & Administrative Tribunal](#)

Relevant documents may also be viewed on the WCVA website
www.wcva.org.au