



## Residential Care Frequently Asked Questions

### **Considering Moving to Our Residential Care Facility?**

We are here to support you through the transition and help you continue your life with us. Here are some frequently asked questions to assist you:

**Can my family join me for a meal or organise a special event?** Of course! You can invite guests to join you for a meal or use our function spaces to celebrate special occasions. We'll work with you on costs and catering options to make it a memorable time.

**Can I have a glass of wine or beer with my meal?** Absolutely! We offer a selection of red and white wine, beer, and soft drinks for you to enjoy with your meal.

**I need to get to a specialist appointment. Can I get help with that?** Yes, we can help arrange transportation to your specialist appointments, with or without a carer. Specialised transport is also available, if needed, at a reasonable cost.

**I want to continue attending community group activities.** We love seeing our residents stay active and engaged, and we can easily help you continue attending your favourite community group activities.

**Do you offer laundry services, or should my family handle it?** Yes, we provide laundry and labelling services. However, if you prefer your family to handle it, that's perfectly fine, too. The choice is yours!

**Can my pet visit me?** Yes, we welcome your furry friends! Please ensure they are on a lead and avoid visiting during mealtimes.



**Do I have access to a telephone and Wi-Fi?** Yes, telephone and Wi-Fi are available to keep you connected. We also offer newspaper delivery services (fees apply).

**How often can my family visit?** Visiting times are 7 days a week: 10 am till 12 pm and 1 pm till 5.00 pm. Visiting outside of these times can be arranged; we request you ring the Residency Reception (8562 0300 option 1) to arrange this, as there is no Receptionist after hours.

**Can I go on holiday with my family?** Yes, you have 52 days of social leave per year to enjoy holidays and outings with your family.


**Can my family or I bring food?** Yes, you can bring your favourite foods. For safety reasons, please do not share them with other residents.

**Do you hold church services?** We hold church services twice weekly, providing spiritual support and community.

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**Community/Corporate Services** 14 Scholz Avenue, Nuriootpa SA 5355

**Residency** 9 Atze Parade, Nuriootpa SA 5355

08 8562 0300 (Option 2) 

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