

# Welcome home

ORANA RESIDENTIAL AGED CARE, DENILIKUIN



A community with a warm country heart





# A community with a warm country heart

If you're looking for a small, personalised, aged care home with premium services and a friendly country atmosphere, then Orana is the place for you.

Conveniently located in a quiet residential street, opposite a local church, you're close to family and friends and the community you know and love.

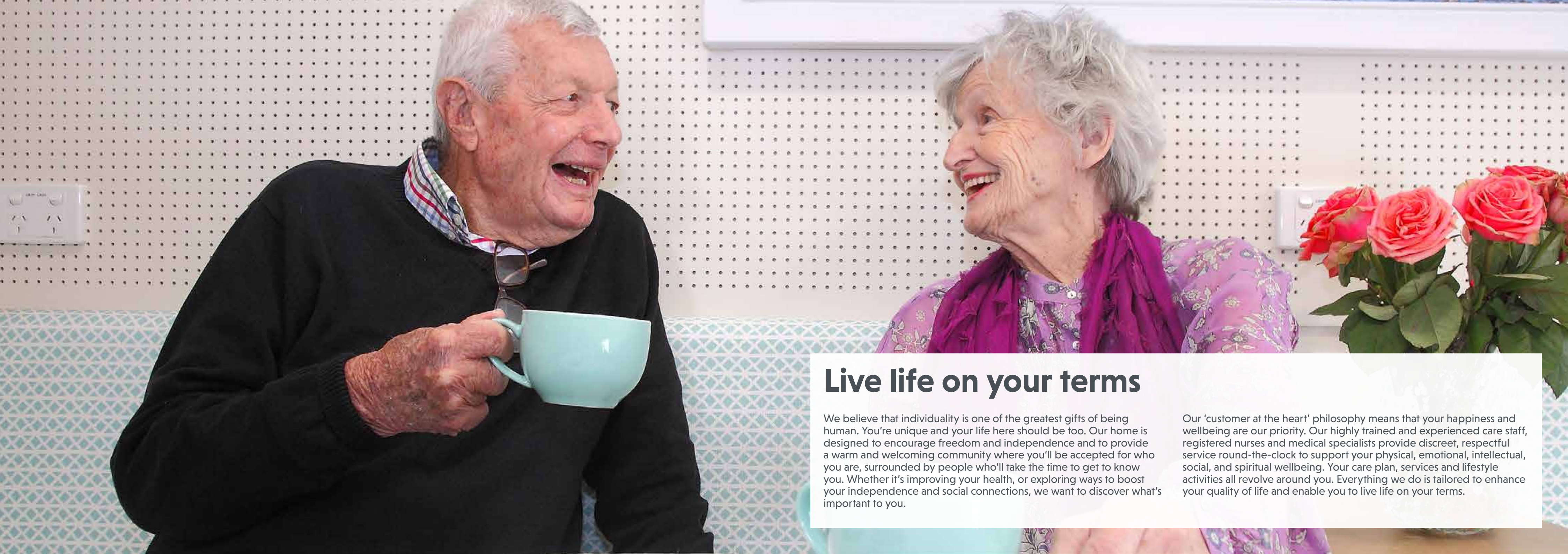
Our home offers private suites with patio garden views, a comprehensive range of services and the reassurance of round-the-clock care.

Our professional team goes out of their way to create a homely environment where you'll easily make friends and never be bored, thanks to an ever-changing schedule of activities and social events where you can choose to join in or just sit back, while all your needs are met.



We believe that we're responsible for looking after the world we live in and for sharing and sustaining the resources the earth gives us, so that future generations can enjoy the same benefits that we do. Printed on recycled paper.





## Live life on your terms

We believe that individuality is one of the greatest gifts of being human. You're unique and your life here should be too. Our home is designed to encourage freedom and independence and to provide a warm and welcoming community where you'll be accepted for who you are, surrounded by people who'll take the time to get to know you. Whether it's improving your health, or exploring ways to boost your independence and social connections, we want to discover what's important to you.

Our 'customer at the heart' philosophy means that your happiness and wellbeing are our priority. Our highly trained and experienced care staff, registered nurses and medical specialists provide discreet, respectful service round-the-clock to support your physical, emotional, intellectual, social, and spiritual wellbeing. Your care plan, services and lifestyle activities all revolve around you. Everything we do is tailored to enhance your quality of life and enable you to live life on your terms.





# Sit back and relax

Our light-filled, private single suites are decorated to create an environment that delivers maximum comfort, convenience and privacy.

Featuring private ensuite bathrooms and patio garden or lagoon views, our suites create a peaceful, private oasis for you to enjoy. Relax in style, enjoy breakfast in bed or keep the curtains closed and sleep in. It's up to you.

Our suites are designed to be inviting, liveable and stylish. All that's required is for you to give it your personal touch with photos, mementoes, artwork, or even some of your own furniture. Whatever you need to make it your home.

## Features

- Private single suite
- Private ensuite bathroom
- Air conditioning
- Optional private TV & radio
- Optional Pay TV
- Optional private telephone
- Optional private Internet
- Electric powered bed
- Vanity unit
- Wardrobe
- Secure storage
- Nurse call system

Floor plans



Private, suite  
Accessible



Private, suite  
Typical





# Designed for you

Our home is designed to cater to your every need. Most importantly, it feels like home.

As soon as you walk through the door, you'll feel the sense of a welcoming country community as you're greeted by smiling residents and friendly staff. Modern finishes, elegant decor and comfortable furniture reflect a country lifestyle, while bright and airy views maintain a connection to the outdoors.

Here you can enjoy the beautifully maintained gardens, the tranquil lagoon with resident ducks, or simply relax and bask on your sunny patio.

At Orana, you'll enjoy a life of comfort and convenience that's supplemented with professional services and round-the-clock support from highly trained and experienced care staff, registered nurses and specialists.



## Features

AR Activity room  
PR Prayer room  
CY Courtyard  
DR Dining room

GD Gardens  
HB Hair & beauty salon  
LR Lounge room





# Services at your fingertips

We take care of the day-to-day chores like cleaning, laundry and cooking so you can spend your time as you see fit and live life on your terms.

Naturally, our great care and medical services are always close at hand if you need them. Our comprehensive range of services mean you have peace-of-mind knowing that, today and in the future, you'll be taken care of.



### Hotel services

- Catering
- Cleaning
- Dry Cleaning
- Hair & beauty
- Laundry
- Leisure & lifestyle staff
- Newspaper delivery
- Private functions
- Repairs & maintenance



### Care services

- Care staff onsite 24/7
- Physiotherapist
- Podiatrist
- Speech therapist
- Audiologist & hearing aids
- Continence management
- Counselling
- Dementia care
- End of life care
- Lifting of residents
- Occupational therapy
- Optometry
- Palliative care
- Local hydrotherapy



### Medical services

- Nurses (registered & enrolled)
- Choice of doctor
- Dementia consultant
- Doctor visits
- Geriatrician
- Mental health advisor
- Mobile x-ray
- Pharmacy services
- Psychologist
- Specialist services



### Spiritual services

- Religious practitioner visits
- Weekly on-site religious services
- Access to off-site religious services
- Special religious celebrations
- Spiritual activities



# Activities & occasions

Our social calendar is always full of activities and we love to celebrate. Our popular lifestyle and activities program offers a great mix of regular events, and opportunities to socialise, including shopping trips and bus excursions.

We make the most of your special occasions such as anniversaries, birthdays, cultural occasions and festivals, religious holidays and occasions that are important to you.

Alcohol is provided at Happy Hour, functions, social events, and special dinners and lunches. You're free to purchase and consume alcohol responsibly within the home provided it's medically appropriate.

Private functions can also be held in the shared community spaces and gardens by arrangement.



# Relax & be yourself

Home is a place where you can truly relax and be yourself, knowing that you're safe and sound.

Contact with loved ones is vital for your health and wellbeing and we'd like your family and friends to also feel part of our extended family. There's no need to call ahead if they feel like dropping in. Your visitors will always be warmly welcomed and we can make arrangements for them to stay the night if they need to be close to you.

How you spend your time and what you do are all your choice. You can have your hair done and get a manicure, enjoy a good book and a cuppa in one of the lounges, listen to music in the activity room or have quiet time in the gardens or by the lagoon, enjoying the company of the ducks.

We encourage you to continue your social activities, remain part of your community and maintain your friendships and interests. We'll support your involvement in activities such as memberships to clubs, choirs, churches, men's and women's groups, and sporting organisations. We'll also help if you want to try new activities or join social groups within the local community.

## Activities & occasions

- Anzac Day celebrations
- Arts & crafts
- Australia Day celebrations
- Bingo
- Birthday celebrations
- Bus excursions
- Card & board games
- Christmas celebrations
- Concerts
- Easter celebrations
- Entertainment
- Exercise classes and programs
- Happy hour
- High teas
- Individual programs
- Memory enhancing activities
- Men's group
- Movie days
- Movie library
- Music therapy
- Outdoor bowling
- Painting
- Pet therapy
- Queen's Birthday celebrations
- Quiz & trivia
- Remembrance Day
- Shopping trips
- Sing-alongs
- Social events
- Theme days
- Walking groups

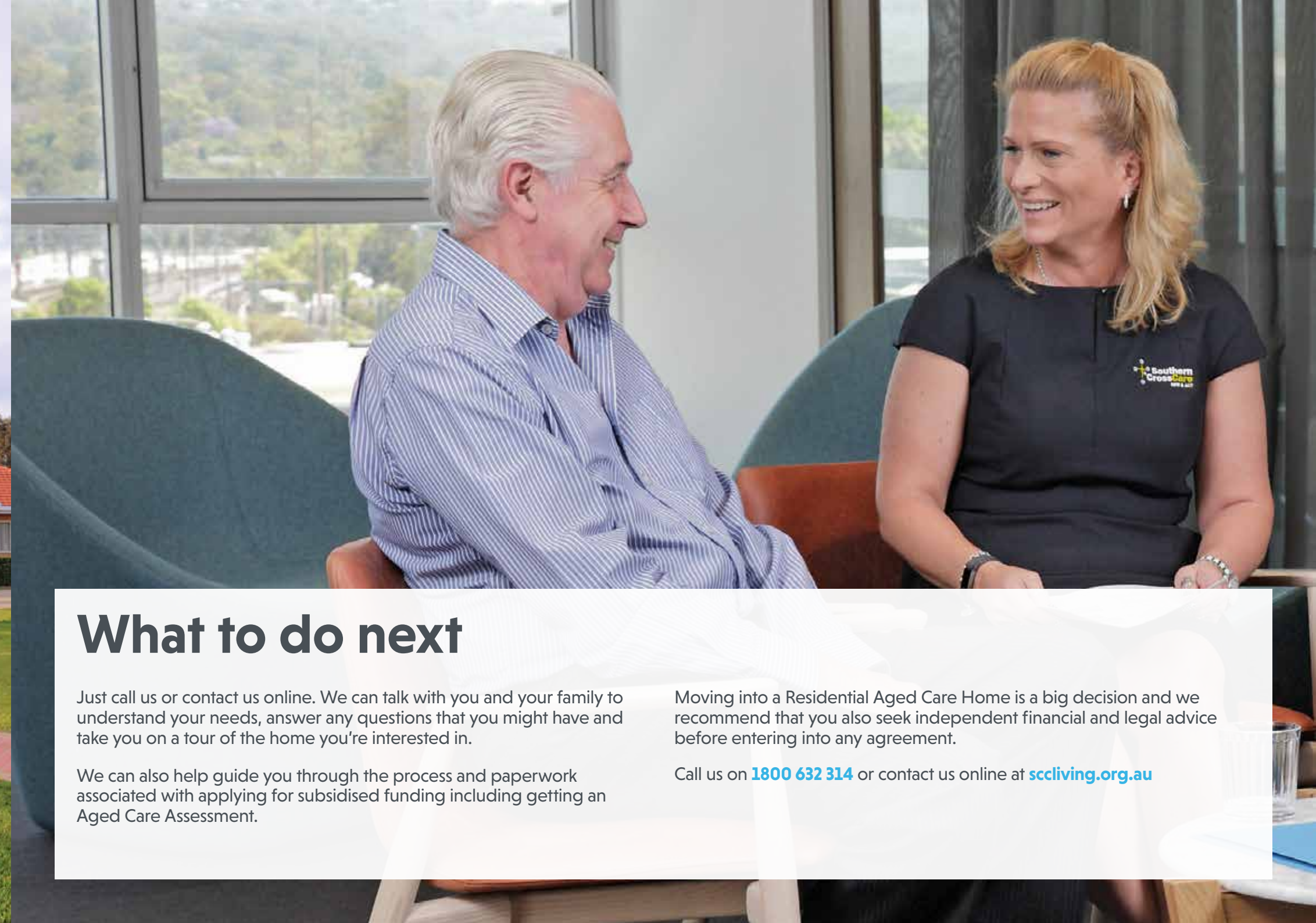


# The Southern Cross Care difference

Southern Cross Care's name is known and trusted throughout NSW & the ACT where we've been a part of the community for nearly 50 years. As a not-for-profit organisation, we don't have shareholders, big salaries or big overheads, so we can put the money we're given back into providing services for our clients. That means you get better value for money and better services.

We offer a full spectrum of integrated services to provide you with options, choice and support for how you choose to live your life, today and tomorrow. Whether it's discovering a retirement community lifestyle, tapping into help at home, improving your health, exploring ways to boost your independence and social connections, or selecting comfortable, supportive care in one of our Residential Aged Care Homes, you have peace of mind knowing that whatever your needs may be, you have a relationship with a provider that has it covered.

We believe that individuality is one of the greatest gifts of being human. Our 'customer at the heart' philosophy means that your happiness and wellbeing are our priority. We celebrate and respect diversity and welcome all, regardless of faith, ethnicity, sexual orientation, gender identity and lifestyle choices. We recognise you as a whole person and support your physical, emotional, intellectual, social, and spiritual wellbeing. Everything we do is tailored to enhance your quality of life and enable you to live life on your terms.



## What to do next

Just call us or contact us online. We can talk with you and your family to understand your needs, answer any questions that you might have and take you on a tour of the home you're interested in.

We can also help guide you through the process and paperwork associated with applying for subsidised funding including getting an Aged Care Assessment.

Moving into a Residential Aged Care Home is a big decision and we recommend that you also seek independent financial and legal advice before entering into any agreement.

Call us on **1800 632 314** or contact us online at [sccliving.org.au](https://www.sccliving.org.au)



# Where you can find us



## Home Care Services

Our Home Care services are available extensively across metropolitan and regional locations in NSW and the ACT.



## Retirement Communities

### NSW Metropolitan

#### Central Coast

- Bateau Bay
- Caves Beach

#### Illawarra Shoalhaven

- Thirroul

#### Sydney East

- Maroubra
- South Coogee

#### Sydney North

- Manly Vale
- Marsfield
- West Pennant Hills

#### Sydney South

- Caringbah
- Kirrawee
- Marrickville

#### Sydney West

- Merrylands West
- Plumpton

### ACT

- Braddon
- Campbell
- Garran
- Yarralumla

### NSW Rural & Regional

#### Northern NSW

- Banora Point
- Tweed Heads South

#### Riverina

- Corowa
- Lavington
- Moama

#### South West Slopes

- Cootamundra
- Harden
- Temora
- Young

#### Western NSW

- Parkes



## Residential Aged Care

### NSW Metropolitan

#### Central Coast

- Bateau Bay
- Caves Beach
- Swansea

#### Sydney East

- Daceyville
- Maroubra
- South Coogee

#### Sydney North

- Marsfield
- Turramurra
- West Pennant Hills

#### Sydney South

- Sutherland

#### Sydney West

- Greystanes
- Merrylands West
- North Parramatta
- Plumpton

### ACT

- Campbell
- Garran

### NSW Rural & Regional

#### Northern NSW

- Banora Point
- Casino
- Grafton
- Tweed Heads South

#### Riverina

- Corowa
- Lavington
- Moama

#### South West Slopes

- Cootamundra
- Deniliquin
- Harden
- Leeton
- Young

#### Southern NSW

- Bombala
- Goulburn

#### Western NSW

- Parkes

# Contact us

If you'd like more information, help or advice, just get in touch and we'll give you all the information and support you need to make an informed decision that's right for you and your family.



## Orana Residential Aged Care

59 Napier Street  
Deniliquin NSW 2710

Call: **1800 632 314** (free call)

Visit: **sccliving.org.au**

**Buses services:**

190 m

**Nearest shops:**

300 m

**Nearest hospital:**

Deniliquin Hospital - 900 m

**Nearest ACAT:**

Deniliquin - 1800 200 422







### How the cost of your care is determined

The cost of Residential Aged Care may include up-front entry contributions and ongoing service fees.

A Government assessment of your assets and income helps to determine what you need to pay.

If you choose not to have an assessment, the maximum charges will apply.

The cost of your care can be calculated by the following formula:

#### **Accommodation cost: \$300,000**

- A** The Entry Contribution covers the cost of your accommodation including maintaining and improving the home. There are a number of way you can choose to pay this.  
See overleaf for explanations and examples of your payment options.

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#### **Basic Daily Fee: \$50.66**

- B** The Basic Daily Fee covers your day-to-day living costs such as electricity, cleaning, laundry and meals. The Daily Utilities Fee is set by the Government at 85% of the Centrelink single Age Pension, regardless of whether or not you receive the Age Pension.

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#### **Means Tested Care Fee**

- C** The Care Fee covers the nursing and care you receive and varies depending on your care needs. A Government assessment of your assets and income will determine if you are eligible for any subsidies, or have the means to contribute to the cost of your care.

There are a number of ways that you can pay the Accommodation cost.  
See overleaf for explanations and examples of your payment options.



## Accommodation cost payment options

The Accommodation cost includes amenities such as lounge rooms, gardens, etc. There are a number of ways that you can pay this. A new resident has 28 days to choose the payment method, if no method is chosen they will be charged the DAP.

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|---|---|
| <b>1 Refundable Accommodation Deposit (RAD)</b><br>A RAD is a lump sum payment, in the form of a loan, that is fully refunded to you or your family when you leave the home, subject to any outstanding fees. | A single, refundable lump-sum payment of <b>\$300,000</b> . |
|---|---|

OR

- |   |   |
|---|---|
| <b>2 Daily Accommodation Payment (DAP)</b><br>A DAP is a payment that accrues daily and is payable fortnightly. A DAP isn't refundable. | No lump-sum payment but a daily, non-refundable payment of <b>\$48.82</b> . |
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OR

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| <b>3 A combination of RAD &amp; DAP payments</b><br>You can choose to pay a combination of RAD and DAP. Your DAP will decrease because you've paid some money up front with your RAD payment. You can choose the % amounts of your RAD and DAP payments. | For example, a single, refundable lump-sum payment of <b>\$270,000</b> .<br>The balance owing (\$30,000) is covered by a daily, non-refundable payment of <b>\$4.88</b> . |
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OR

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| <b>4 Pay your DAP as a draw down from your RAD</b><br>You can choose to pay your DAP out of your RAD contribution. The fortnightly DAP is charged against the RAD monies held, along with interest. When you leave the home, the RAD you paid will be refunded, less any DAP and other agreed charges. |  |
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If you have any questions, just call us on **1800 632 314** (free call). Our Customer Service team can answer any questions you may have, tailor a personalised quote for you and help guide you through the process and paperwork associated with applying for subsidised funding including getting an Aged Care Assessment. Our Aged Care Cost Calculator can help you work out which payment option is best for you by calculating your DAP based on your RAD contribution.

Find the calculator at [www.sccliving.org.au/residential-aged-care-cost-calculator](http://www.sccliving.org.au/residential-aged-care-cost-calculator)

\* The Government fixes the Maximum Permissible Interest Rate (MPIR) associated with DAP payments.