



## Lilydale Aged Care

475 Swansea Road  
Lilydale VIC 3140  
t: (03) 9739 3300

[www.allity.com.au](http://www.allity.com.au)

*Making every day the best it can be*

  
**Allity**



## Living at Allity

Allity Aged Care is a network of 43 Homes located across Australia. The collective experience of our group places us among the most-established providers within the Australian Aged Care Industry.

**Proud to be Called Home** – Every Allity Home is exactly what the name implies – a place where our residents can continue to share every day experiences with family, make it their own and maintain active and rewarding lifestyles in a way that is meaningful.

**Living at Allity** is all about making the best of every day regardless of life's limitations, and to continue enjoying hobbies and interests or maybe even pick up new ones.

**Your Room, Your Space** – Our Home is your home and your room is ready to be personalised just the way you like it. While each Home is unique in its design, a common theme applies throughout, to create a variety of shared spaces for family, friends and neighbours to enjoy together.

**Living and Lifestyle** – Get out and about with organised trips, join in a daily activity or just pull up an armchair in the company of your neighbours, the choice is always yours.

Family and friends are actively encouraged to be part of every day life with us, to participate

in activities, events and celebrations, and above all to make every day the best it can be for our residents and each other.

**Food, Family and Friends** – Presenting nutritious meals that wake up the taste buds is what keeps our residents happy, healthy and active. We also know the best way to promote social interaction is around a hearty meal or casual lunch, which is why friends and family will always have a seat at our table.

**A Focus on Wellness** – Care begins with understanding our residents' life stories. Quality time invested in knowing each and every individual is our passion – be it favourite foods, movies, music or pastimes. The more we know, the more we are able to enhance the living experience.

The collective focus of our qualified care and services staff is on wellness and encouraging our residents to live a full and meaningful life that complements each and every individual's choices.

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# Lilydale Aged Care

## Overview

A newly refurbished state-of-the-art Home, Lilydale offers elegant and relaxing surroundings for residents and visitors with 24-hour care provided by professional and friendly staff.

Catering for all levels of permanent and respite care, our new Lilydale Home is purpose-built, offering the ultimate in comfort, in a secure environment on the picturesque shores of Lillydale Lake.

**Your Home:** In choosing Lilydale as your new home, you become a member of our Allity family. This means much more than a place to live. It is an active community that understands the importance of companionship, values and encourages independence, while ensuring support is on-hand at all times.

**Moving In\*.** We make your welcome experience as easy as it can be with our dedicated 'Move In' service to take care of the necessities, so that you can focus on settling in. This includes:

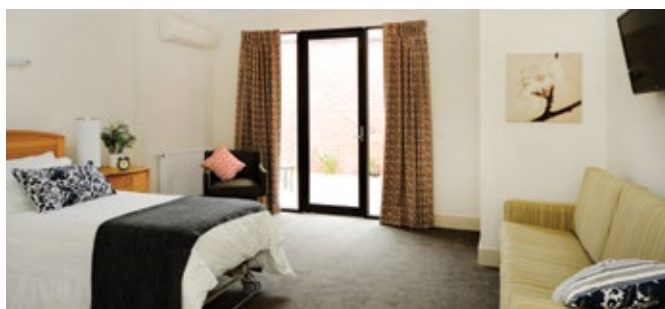
- Testing and tagging of electrical appliances
- Quality labelling of all clothing
- Room set up
- Welcome dining invitation for the family

\*nominal fee applies

**Living and Lifestyle:** If life's day-to-day tasks are becoming increasingly challenging, we have the expertise to help you or a family member make informed choices about aged care that best suits your individual circumstances. Whether the need is immediate short term assistance or long term care, we look forward to providing you with the guidance and forward planning to make the transition to care with confidence.

## ACTIVITIES

Arts, craft and music  
Outdoor and indoor activities  
Special events and celebrations  
Community engagement



## HOME FEATURES

Single and companion rooms with ensuites  
Heating and air-conditioning  
Picturesque gardens  
Internal courtyards

## CARE AND SERVICES

24-Hour Emergency Call System  
Registered Nurses  
Permanent, Respite and Palliative Care  
Physiotherapy and Podiatry  
Exercise classes  
Hairdressing services  
Personal laundry service

## ADDITIONAL SERVICES

Regular bus outings  
Happy hour  
Hot breakfast  
In-room television

# Lilydale Aged Care

For assistance or to learn more about our Home please call us today.

t: (03) 9739 3300 or e: gm.lilydale@allity.com.au



www.allity.com.au



## FIND US

475 Swansea Road  
Lilydale VIC 3140

## ALLITY HOMES

### NEW SOUTH WALES

#### Bass Hill

119 Robertson Rd,  
Bass Hill 2197  
t: (02) 9644 6122

#### Bayside

136 Marconi Rd,  
Bonnells Bay 2264  
t: (02) 4973 6799

#### Beechwood

3-17 Albert St,  
Revesby 2212  
t: (02) 8774 5400

#### Brentwood

28 Glebe St,  
Parramatta 2150  
t: (02) 9635 1114

#### Calare

124 March St,  
Orange 2800  
t: (02) 6362 2311

#### Coastal Waters

100 The Wool Rd,  
Worring Heights 2540  
t: (02) 4443 0077

#### Gosling Creek

1503 Forest Rd,  
Orange 2800  
t: (02) 6369 9800

#### Greenwood

9-17 Hinemoa Ave,  
Normanhurst 2076  
t: (02) 9372 3400

#### Pemulwuy

11 Pastoral Circuit,  
Pemulwuy 2145  
t: (02) 8863 9000

#### Pendle Hill

2 Wyena Rd,  
Pendle Hill 2145  
t: (02) 9631 1066

#### Redleaf Manor

16 Flavelle St,  
Concord 2137  
t: (02) 8762 6000

#### Riverwood

990 Padman Dr,  
West Albury 2640  
t: (02) 6023 9700

#### Rosemore

18 Kingsgrove Rd,  
Belmore 2192  
t: (02) 9718 6156

#### Willandra

19-21 George St,  
Marrickville 2204  
t: (02) 9569 4117

### QUEENSLAND

#### Keperra Sanctuary

998 Samford Rd,  
Keperra 4054  
t: (07) 3355 5599

#### Villa Serena

2 Easthill Dr,  
Robina 4226  
t: (07) 5665 5999

### SOUTH AUSTRALIA

#### Carinya

39 Fisher St,  
Myrtle Bank 5064  
t: (08) 8130 6444

#### Charles Young

53 Austral Tce,  
Morphettville 5043  
t: (08) 8350 3600

#### Hillside

177 Longwood Rd,  
Heathfield 5153  
t: (08) 8339 4815

#### Hillside Gardens Retirement Living

177 Longwood Rd,  
Heathfield 5153  
t: (08) 8339 4815

#### Holly

16-24 Penneys Hill Rd,  
Hackham 5163  
t: (08) 8392 6700

#### Little Para

24-28 Wayford St,  
Elizabeth Vale 5112  
t: (08) 8259 9888

#### Marten

110 Strathfield Tce,  
Largs North 5016  
t: (08) 8248 9555

#### Ridgehaven

Gate 3 Hazel Grv,  
Ridgehaven 5097  
t: (08) 8397 0100

#### Ross Robertson

19 Cornhill Rd,  
Victor Harbor 5211  
t: (08) 8551 0600

#### Smithfield

1 Warooka Dr,  
Smithfield 5114  
t: (08) 8254 4700

#### Somerton Park

7 Grainger Rd,  
Somerton Park 5044  
t: (08) 8490 4600

#### Walkerville

160 Walkerville Tce,  
Walkerville 5081  
t: (08) 8342 8300

### VICTORIA

#### Avonlea

3-7 Patty St,  
Mentone 3194  
t: (03) 9545 4800

#### Bayside

5 McDonald St,  
Mordialloc 3195  
t: (03) 8543 3100

#### Camberwell Green

12-14 Hunter Rd,  
Camberwell 3124  
t: (03) 9888 6133

#### Claremont Terrace

231 McKinnon Rd,  
McKinnon 3204  
t: (03) 9964 9000

#### Glendale

265 Heaths Rd,  
Werribee 3030  
t: (03) 8742 8888

#### Greenview

33-37 Mitcham Rd,  
Donvale 3111  
t: (03) 8841 0800

#### Highwood Court

359 Warrigal Rd,  
Burwood 3125  
t: (03) 8831 0500

#### Lexington Gardens

18 Villa Rd,  
Springvale 3171  
t: (03) 9574 6699

#### Lilydale

475 Swansea Rd,  
Lilydale 3140  
t: (03) 9739 3300

#### Medina Manor

200A Smith St,  
Thornbury 3071  
t: (03) 9290 6400

#### Montclair

18 Montclair Ave,  
Brighton 3186  
t: (03) 9596 8858

#### Princeton View

29 Heathfield Rd,  
Brighton East 3187  
t: (03) 8591 0200

#### Riddell Gardens

Cnr Riddell Rd  
& Spavin Drive,  
Sunbury 3429  
t: (03) 9218 5200

#### Tannoch Brae

46 Aldershot Rd,  
St Albans Park 3219  
t: (03) 5248 5814

#### Templestowe Manor

410-418 Thompsons Rd,  
Lower Templestowe 3107  
t: (03) 9850 8877

#### Templestowe Manor Independent Living

410-418 Thompsons Rd,  
Lower Templestowe 3107  
t: (03) 9850 8877

#### Trevi Court

95 Bulla Rd,  
Essendon 3040  
t: (03) 9374 3500

Making every day the best it can be



## Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

### Consumer

### Provider

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Full name of consumer

Name of provider

/ /

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

# Charter of Aged Care Rights

## Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

## Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.