



THANK YOU FOR YOUR INTEREST IN TORBAY LIFESTYLES AND CARE

If you are just starting your journey of researching Aged Care and do not have ACAT referral codes, please contact My Aged Care on 1800 200 422 to learn more.

Currently there is a waitlist for placement and due to the nature of bed availability, we are unable to provide a timeframe of when one will become available.

To make an application, please complete and return ALL the following paperwork:

- Enquiry Form
- Hospital Care Plan (if applicant is in hospital)
- Aged Care Assessment (ACAT) referral codes for respite & permanent
- Statement of Choice/Advanced Health Directive (AHD)
- Enduring Power of Attorney (EPOA)
- Estimate of Aged Care Fees from Services Australia

For Torbay to assess placement in our Aged Care home, please return complete paperwork to:

Torbay Head Office Reception

43 Exeter Street, Torquay 4655

Email: admissions@torbay.org.au

Please read the About Torbay brochure to learn more about our facility and room prices.

Once your application has been successfully submitted with us, we will be in contact with you only if there is suitable bed availability for an admission.

If you have any questions please do not hesitate to contact Torbay.



TORBAY Lifestyles & Care

RESIDENTIAL AGED CARE

Torbay has a longstanding reputation in the community for providing excellence in residential aged care. Our passion is to see our residents live their best life while providing the highest standards of care. As one of Hervey Bay's leading aged care providers, Torbay caters to everyone who is looking for a lifestyle that suits them.



HOW IT BEGAN

In 1974, a group of concerned local citizens got together to plan a way they could provide an active and enjoyable lifestyle for the newly retired whilst still providing care and support to the older members of the community. Their vision was to establish a permanent home in Hervey Bay where aging residents could feel secure in the knowledge that their care comes first.

And so, with the donation of land from local man, Walter Burton, and the overwhelming support from the Hervey Bay community and a volunteer committee, **Torbay** came to life on 6th August, 1977.

Today, Torbay is a community based, not-for-profit, non-denominational organisation that has been registered as a charity. Torbay still relies on the support and goodwill of the local community and our many volunteers. Any profits made by Torbay are used to improve the facilities, accommodation, and the quality of life for our residents.

Torbay's philosophy is premised on going above and beyond in developing services, facilities, environments, and our workforce to enhance physical, cognitive, and social wellbeing all our residents and their advocates.



ACCOMMODATION & FACILITIES

The Aged Care accommodation at Torbay now consists of 125 rooms over 5 different wings, with most rooms having ensuite bathrooms. Room sizes range from 16-32 square metres with each room being furnished with an electric bed, lockable storage, chair and plenty of cupboard space.

Each wing has its own spacious lounge, communal area, and dining area with a well-appointed kitchen. There are also smaller, more intimate sitting areas to allow residents privacy with visiting family and friends.

Torbay also has a Leisure & Lifestyle Centre, activity hall, TV lounge, coffee shop, hairdressing studio, a fully stocked library and an operational Chapel. Residents and families have access to all common areas along with the beautifully landscaped gardens and picturesque lakes.

Our room prices range from \$450,000.00 to \$650,000.00 and depend on the allocated room to best suit your needs. This will be discussed further during our admission process.



WHAT WE PROVIDE

- All meals, cooked on site, catering for all dietary needs and focused on providing delicious and nutritious meals
- Room cleaning and laundry services
- 24-hour care by staff with onsite nurse practitioners
- Personalised care plans with specialisation in dementia and palliative care
- Allied Health Services
- Social activity programs
- Phone and internet services*
- Client Support Officer for 1-on-1 assistance to appointments out in the community*
- Hairdressing services*

*Services provided at an additional cost.



The Leisure and Lifestyle staff organise a range of activities for residents which include exercise groups, regular outings for shopping, shows, lunches and community events. Torbay has its own wheelchair friendly buses to transport residents to and from scheduled activities and outings.

ROOMS & PRICES

PREMIUM ROOM WITH ENSUITE

24sqm modern single rooms with a private ensuite. Each room is furnished with electric bed, lockable storage, chair and plenty of cupboard space.

Accommodation costs

From \$0 to \$550,000 depending on assets assessed by the Australian Government.

For this room a resident could pay up to \$450,000 or \$127.03 per day. A residents may also choose a combination of both, for example, 50% of the price by a refundable deposit of \$275,000 and 50% of the price by daily payments of \$63.51.

SINGLE ROOM WITH ENSUITE

16sqm single rooms with your own private ensuite, situated in various wings.

Accommodation Costs

From \$0 to \$450,000 depending on assets assessment by the Australian Government.

For this room a resident could pay up to \$450,000 or \$103.93 per day. A resident may also choose a combination of both, for example, 50% of the price by a refundable deposit of \$225,000 and 50% of the price by daily payments of \$51.97.

SINGLE ROOM WITH SHARED BATHROOM

16sqm single rooms with shared ensuite between 2 rooms only that provides plenty of space and storage.

Accommodation Costs

From \$0 to \$400,000 depending on assets assessment by the Australian Government.

For this room a resident could pay up to \$400,000 or \$92.38 per day. A resident may also choose a combination of both, for example, 50% of the price by a refundable deposit of \$200,000 and 50% of the price by daily payments of \$46.19.

APARTMENT

32sqm apartment style room with your own private ensuite and lounge area. Provides plenty of space for double occupancy, and even more for single occupancy.

Accommodation Costs

From the \$0 to \$650,000 depending on assets assessment by the Australian Government.

For this room a resident could pay up to \$650,000 or \$150.12 per day. A resident may also choose a combination of both, for example, 50% of the price by a refundable deposit of \$325,000 and 50% of the price by daily payments of \$75.06.



ENQUIRY FORM - RESIDENT

Personal Details	
Surname:	Given Names:
Preferred Name:	Date of Birth:
Address:	Country of Birth:
Phone:	Email:
Marital Status: ☐ Single ☐ Married ☐ Widowed ☐ Divorced ☐ DeFacto	
Preferred Language:	Interpreter Needed: ☐ Yes ☐ No
Religion/Organisational affiliations:	
Aged Care Details	
Type of Admission: ☐ Respite ☐ Permanent ☐ Respite with view to Permanent	
Admission date:	Number of weeks (Respite only):
ACAT approval codes:	Date of ACAT:
Currently in hospital: ☐ Yes ☐ No If yes, please state which:	
Person Completing the Application	
Name:	
Address:	Relationship:
Phone:	Email:
Second Contact	
Name:	
Address:	Relationship:
Phone/Mobile:	Email:
Medicare and Pension Details	
Medicare no:	Card expiry:
☐ Full-Pensioner ☐ Part- Pensioner ☐ Non-Pensioner	Pension no./ DVA no:

Legal and Financial Management Details

Enduring Power of Attorney (EPOA): ☐ Yes ☐ No

If no, who can we contact on behalf of the Resident regarding the following matters?

Medical: _____

Financial: _____

Legal: _____

Income and Assets Assessment Letter from Centrelink? ☐ Yes (Copy attached) ☐ No

Advanced Health Care Directive OR Statement of Choices? ☐ Yes (Copy attached) ☐ No

Solicitors name: _____

Contact details: _____

Preferred Funeral Director name: _____

Contact details: _____

Who will be the signee for upcoming paperwork: ☐ Resident ☐ EPOA/designated contact

Any further comments:

By signing below, I acknowledge that:

- I have read Torbay's Privacy Collection Statement and understand the reasons for why my information must be collected:
- I understand that I am obliged to provide any information requested of me, but failure to do so may prevent me from receiving care and services I require.
- I am aware of my rights to access the information collected about me, as outlined in the Privacy policy.
- I am aware of my right to access my information.
- I am aware of the complaint's procedure set out in Torbay's Collection Statement; and
- I understand that if my information is to be used for any other purpose other than that set out above, my further consent will be obtained.

Name of Person Completing Application:

Date:

Signature:

Health Summary	
Medical Practitioner Details	
Practice Name:	GP Name:
Address:	
Phone:	Email:
Resident Health Details	
Height:	Weight:
Current health issues:	
Significant medical history:	
☐ Please attach CMA or Health Summary	
Current medications:	
☐ Current medication list attached	
Does the Resident require assistance with taking medication? ☐ Yes ☐ No	
Does the Resident have any allergies? ☐ Yes ☐ No	
List allergies and effects (if any):	
Does the Resident suffer from: ☐ Chest Pain ☐ Palpitations ☐ Anaemia ☐ Cyanosis	
☐ Hypertension ☐ Breathlessness	
Does the Resident have any form of dementia? ☐ Yes ☐ No	
Type if known	
Does the Resident have any cognitive impairment? ☐ Mild ☐ Moderate ☐ Severe ☐ N/A	
Does the Resident have a history of? ☐ Wandering ☐ Verbal Aggression ☐ Physical aggression	
☐ Confusion ☐ Agitation ☐ Other (Please specify) _____	
Does the Resident have any symptoms of depression? ☐ Yes ☐ No	
Details:	
☐ Isolating ☐ Sadness ☐ Teary ☐ Other	

Bathing
Is the Resident able to shower themselves? ☐ Yes ☐ No Requires ☐ Supervision and/or ☐ Assistance
Does the Resident require assistance with? ☐ Washing ☐ Drying ☐ Cutting / Cleaning of nails ☐ Combing hair ☐ Cleaning teeth ☐ Shaving
Does the Resident need assistance with any of the following? ☐ Dressing ☐ Undressing ☐ Selecting clothes ☐ Footwear
Continence
Does the Resident have bladder incontinence? ☐ Yes ☐ No
Does the Resident have bowel incontinence? ☐ Yes ☐ No
Does the Resident wear continence aides? ☐ Yes ☐ No Details:
Toileting
Is the Resident able to take themselves to the toilet? ☐ Yes ☐ No Requires ☐ Supervision and/or ☐ Assistance
Does the Resident require: Assistance with positioning on/off the toilet ☐ Yes ☐ No Assistance with hygiene post toileting ☐ Yes ☐ No
Mobility/Transfers
What is the Resident's level of mobility? ☐ Normal gait ☐ Unsteady gait ☐ Non-weight bearing
Has the Resident had any falls recently? ☐ Yes ☐ No Details:
Does the Resident require Mobility aides? ☐ Walking stick ☐ Wheelie walker ☐ Wheelchair ☐ N/A ☐ Other _____
Does the Resident require assistance with transfers? ☐ Yes ☐ No If yes, describe level of assistance:
Communication
Does the Resident have vision impairment? ☐ Yes ☐ No Details:
Does the Resident have a hearing impairment? ☐ Yes ☐ No Details:
Does the Resident have speech impairment? ☐ Yes ☐ No Details:

Specialised Nursing Care Needs	
Does the Resident require any of the following? ☐ Wound care ☐ Blood glucose monitoring ☐ Dialysis treatment ☐ Tube feeding ☐ Oxygen therapy ☐ Compression stockings ☐ Syringe driver ☐ Colostomy or Ileostomy care ☐ Catheter care ☐ Other: _____ Details:	
Does the Resident have any current pain or discomfort? ☐ Yes ☐ No Current treatment:	
Nutrition	
Does the Resident have any swallowing difficulties? ☐ Yes ☐ No	
Does the Resident require thickened fluids? ☐ Yes ☐ No Level if known	
Does the Resident have any of the following dietary requirements? ☐ Soft ☐ Cut up ☐ Minced moist ☐ Vitamised Food allergies: Diet preferences ☐ Vegan ☐ Vegetarian ☐ Halal ☐ Other	
Does the Resident have a history of smoking? ☐ Yes ☐ No ☐ Still smokes	
Does the Resident consume alcohol? ☐ Yes ☐ No Daily intake of alcohol:	
Any further comments on the resident's general state of health:	
Name of person completing application:	
Date:	Signature:



HELP



SERVICES

Enhance your day with Option A

Torbay Extra Standard

Introducing the Torbay Extra Standard Package

Our [Essential Package](#) provides you the convenience of a single discounted fee, giving you access to a range of services to support independence, autonomy, and the empowerment that comes with freedom of choice.

Weekly Package

Value: \$82

Fee: \$69¹

Equal to \$9.86 a day



Personal Equipment & Services

- Test and tagging of personal electrical items
- Weekly personal online purchasing & shopping support
- Priority postage service
- Printed clothing name labels
- Resident Trust account



Entertainment & Technology

- In-room smart TV
- Internet/Wi-Fi (unlimited)
- Foxtel Aged Care Premium

Why choose a package?

Exceptional Value

Save money compared to purchasing the services individually

Fixed Cost

Enjoy these services whenever you need them, without worrying about extra charges

Convenience

No need to book services & one payment covers all your needs - no tracking multiple costs

Flexibility

Opt-out any time if you're not fully satisfied (conditions apply)

Package to make your experience even better

Torbay Extra Plus

Introducing the Torbay Extra Plus Package

The services in this package have been thoughtfully crafted to bring more **ease, comfort, and enjoyment to each day**. By listening to residents and their loved ones, we've shaped a package that supports independence, choice and wellbeing, giving you more of what feels like home.

Weekly Package

Value: \$370

Fee: \$173¹

Equal to \$24.71 a day



Room Extras

- Daily towel service
- Personal fridge maintenance
- New pillows from our pillow menu



Personal Equipment & Services

- Test and tagging of personal electrical items
- Weekly personal online purchasing & shopping support
- Priority postage service
- Printed clothing name labels
- Resident Trust account



Dining & Drinks

- Beer, wine & soft drinks with meals
- Happy Hour weekly
- Hot breakfast option daily



Wellbeing & Social Activities

- Bus trips weekly
- Melbourne Cup Event
- Mother's / Father's Day Special Event
- Christmas Party



Entertainment & Technology

- In-room smart TV
- Internet/Wi-Fi (unlimited)
- IT helpdesk
- Foxtel Aged Care Premium

Higher Everyday Living Services

OPTION B: Higher Everyday Living services^{1,2}

The services that are available for individual³ purchase are set out in this list:

King Single Electric bed	\$26/week	IT helpdesk	\$27/week
Daily towel service	\$33/week	Foxtel Aged Care Premium	\$20/week
Personal fridge maintenance	\$15/week	Priority postage service	\$2/week
New pillows from our pillow menu	\$2/week	Resident Trust account	\$6/week
In-room smart TV	\$17/week	Beer, wine & soft drinks with meals	\$63/week
Internet/Wi-Fi (unlimited)	\$23/week	Hot breakfast option daily	\$74/week

Other HELF Services

Additional HELF Program Services that are available for on-request purchase are set out in this list:

Test and tagging of personal electrical items	\$20/item	Private function room	\$66/event
Carer Escort for appointments or social outings	\$83/hour	Chapel for private functions	\$66/event
Weekly personal online purchasing & shopping support	\$77/hour	Melbourne Cup Event	\$70/person
Printed clothing name labels	\$318/per person	Mother's / Father's Day Special Event	\$62/person
Bus trips weekly	\$26/hour	Christmas Party	\$66/person
Private entertainment/BBQ area	\$66/event	Happy Hour weekly	\$12/event



¹ GST inclusive where applicable

² Each service requires written agreement and up to ten (10) days notice prior to commencement

³ Individual services are charged on a per week basis for ongoing access per the service description in the HELF agreement