



NEW
HORIZONS
VILLAS

Frequently Asked Questions

1. Who runs the village?

New Horizons is a family run company. Our company has extensive experience in managing affordable and independent Retirement Living Facilities for Seniors with caring experienced managers.

2. How much will it cost?

The cost is 85% of the single Australian Aged pension and 100% of rent assistance. There is a once off non-refundable fee of \$300 charged on entrance for administration costs.

3. Do you offer care services for the residents?

Our management team can help you choose a local Care Provider. The Care Provider will assist you with maintaining your independence while living at New Horizons Villas.

4. Can I have an emergency call system?

Yes you can. The management team will assist you with information on emergency call systems and the organisations that provide and monitor them. We have management on site 24 hours each day.

5. Do you provide meals?

Yes, we provide three nutritious meals prepared on site daily with a varying menu. You will also be provided with milk, bread, and fresh fruit every day. You no longer have to go out shopping for your food, or worry about cooking every day. All of your nutritional needs are catered for.

6. Do you offer transport services for residents?

Yes, we have the Community Link or Saint John's Transport Service that can collect you from the village and take you to your doctor's appointment or out to your favourite club for a bingo afternoon. Your site manager can assist you with these bookings.

7. Are there extra costs involved?

The only extra costs to the resident are personal electricity and phone bills.

8. Is there a long term lease?

There are no long term lock in contracts. The agreement is based on a periodic tenancy for as long as you wish.

9. Are there organized activities?

There are many activities you can join in with if you wish including Bingo, Hoy, card or board games and happy hour. There are also organised activities outside of the village.

10. What facilities are provided within the Village?

We have a wonderful air conditioned Community Centre with lounge & dining areas, a BBQ and outdoor eating area, landscaped tropical gardens and well maintained, flat pathways.

11. What type of security do you have?

Our village is a gated community with state of the art security systems, including 24 hour security cameras operating. We also have caring on site Managers available to assist you if needed.

12. Am I allowed to bring my pet?

Yes, small house trained pets are allowed in the village subject to prior approval. Pets are to be kept in accordance with the village rules and should not create any disturbance or concern for other residents.

13. How do I organise moving in?

We will endeavour to provide all necessary advice and assistance to you prior to your move in date. Our staff will be on-site on the day to assist you with a smooth transition to your new home.

Quality assisted care

Lifestyle • Care • Affordability