

No.	Bupa facility	Relevant services not provided or only provided in part
1.	Queenspark	More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
2.	Queenspark	Private gardening areas / garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
3.	Mosman	Ice machine
4.	Mosman	Dry cleaning and special garment care available daily, including clothing maintenance as required
5.	Mosman	Physiotherapy provided for 32 hours per week
6.	Mosman	Hydrotherapy bath available in conduction with physiotherapy program
7.	Dural	Quality carpeting in passageways and recreation areas, vinyl in bedrooms and tiles in en-suites
8.	Dural	Ice machine
9.	Dural	High quality crockery and cutlery
10.	Dural	Dry cleaning and special garment care available daily, including clothing maintenance as required
11.	Dural	Aromatherapy program to be run by qualified aromatherapist
12.	Dural	Hydrotherapy bath available in conduction with physiotherapy program
13.	Bankstown	Availability, subject to agreement of resident or family, of 'smart room' systems in residents' rooms to assist people living with dementia. E.g. movement, light and heating sensors
14.	Bankstown	Colour coordinated décor and quality fittings. Includes quality furniture maintained to a high standard, comparable to furniture found in people's homes, e.g. mantelpieces / fireplaces, pianos, display cupboards, occasional tables, half tables etc

15.	Bankstown	Smart room consists of movement sensors connected to the lights assisting dementia residents at night when they move from the bed.
16.	Bankstown	Separate external buildings available for resident's leisure activities. E.g. workshop, garden shed, gazebo
17.	Bankstown	Reflexology available on request, at resident cost
18.	Bankstown	Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services
19.	Bankstown	Dedicated activities room on site that doubles as a theatrette
20.	Bankstown	Dry cleaning / valet pickup and delivery service
21.	Berry	Tea and coffee making facilities provided in resident's room, when requested and appropriate
22.	Berry	Separate external buildings available for resident's leisure activities. E.g. workshop, garden shed, gazebo
23.	Berry	Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services
24.	Berry	Dry cleaning / valet pick up and delivery service
25.	Caulfield	(Ground Floor) craft room
26.	Caulfield	(Ground Floor) Peninsula style hydrobath with hydraulic height control
27.	Caulfield	(First Floor) Peninsula style hydrobath with hydraulic height control
28.	Caulfield	(Second Floor) Overhead light with antique frosted glass
29.	Caulfield	(Second Floor) Wardrobe with mirror sliding doors and adjustable hanging
30.	Caulfield	(Second Floor) Nurse call system – Sontec design enabling voice interaction with RN at all times via DECT phone system
31.	Caulfield	(Second F1) Small theatre with larger screen tv, stereo, DVD, surround sound in 1 lounge on each floor – 2 theatre sessions daily

32.	Greensborough	Special garden features including, several water features, gazebo, waterfall at entrance, work shed and garage for secure disabled scooter parking
33.	Greensborough	Courtyards with children's play area, bowls/bocce/croquet area and raised gardens for resident gardening designed to meet varying skills and for residents with dementia.
34.	Greensborough	Enhanced dining experience for residents. E.g. Enjoyable aromas, ability to view food before it is served, fine china, linen and cutlery, meal presentation, choice of seating.
35.	Greensborough	Personal dining Assistance equivalent for waiter service and above required staffing levels. Hospitality trained waiting staff.
36.	Greensborough	Piped music through dining room. All designed to create restaurant ambience.
37.	Greensborough	Use of local produce (as available) including local wineries of local produce (as available)
38.	Greensborough	Provision of telephone handset to each resident's room
39.	Greensborough	Separate external buildings available for residents' leisure activities, e.g. workshop, garden shed, gazebo
40.	Greensborough	University of the 3 rd age meetings/education and computer and internet education. Provision of maximum intellectual stimulation within residents individual capacity.
41.	Greensborough	Extra service co-ordinator for additional training in provision of Extra Services.
42.	Greensborough	Dry cleaning / valet pick up & delivery service (not cost of dry cleaning)
43.	Sutherland	Provision of escort to outside appointments as requested by resident or family
44.	Sutherland	Dedicated activities room on site that doubles as a theatrette
45.	Sutherland	Dry cleaning / valet pickup and delivery service
46.	Banora Point	Tea and coffee making facilities provided in residents' rooms, when requested and appropriate

47.	Banora Point	Dance movement therapist, music therapist
48.	Banora Point	Dedicated harmony room available on site with snoozellen equipment to assist in the management of dementia behaviours
49.	Banora Point	Dedicated massage room with massage chair to enhance relaxation for interested residents
50.	Coburg	Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
51.	Coburg	Designer selected superior décor and fittings. Examples of fittings are: wall paneling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes e.g. mantelpieces, fireplaces, pianos, display cabinets, occasional tables, hall tables etc.
52.	Coburg	Superior quality floor coverings (carpet, cushion back vinyl) in common areas and residents' rooms.
53.	Coburg	Air conditioning access to all bedrooms.
54.	Coburg	Enhanced dining experience for residents e.g. enjoyable aromas, ability to view food before it is served (in dining room); fine china, linen and cutlery; meal presentation; choice of seating.
55.	Coburg	Aromatherapist providing bath, foot spas, massage and burning of oils. No charge for cost of the service on a fortnightly basis.
56.	Coburg	Recognised superior brand name toiletries provided in addition to those provided as part of the Specified Care and Services
57.	Coburg	Large talking book library accessible at all times.
58.	Tamworth	Dedicated children's playground
59.	Tamworth	Mobile fashion service provides on site shopping for clothing 3 times per year.
60.	Tamworth	Complimentary aromatherapy and foot spas available on request

61.	Tamworth	Recognised superior brand name toiletries provided in addition to those provided as part of the Specified Care and Services
62.	Tamworth	Separate external buildings available for residents' leisure activities, e.g. workshop, garden shed, gazebo.
63.	Tamworth	Choice of quality wine, beer, soft drinks at main meals.
64.	Tamworth	Computer and/or cable or satellite TV connections capability provided to all residents' rooms.
65.	Berwick	Development of Extra Service standards for the facility
66.	Berwick	Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
67.	Berwick	Colour coordinated décor and quality fittings, includes quality furniture, maintained to a high standard, comparable to furniture found in people's homes, e.g. Mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc
68.	Berwick	Tea and coffee making facilities provided in residents' room available on request and where appropriate
69.	Berwick	Courtyards with children's play area, bowls,/bocce/croquet area and raised gardens for resident gardening
70.	Berwick	Choice of 3 hot dishes, excluding porridge, at each breakfast
71.	Berwick	Availability for each resident of their favourite meal at least twice a week
72.	Berwick	Personalised printed menus available on dining tables or residents' personal choice of eating their meal
73.	Berwick	Provision of telephone handset in each residents' room
74.	Berwick	University of the 3 rd age meetings/education and computer and internet education. Provision of maximum intellectual stimulation within residents' individual capacity.
75.	Berwick	Fishing trips and golf days with lessons provided for those wishing to extend their knowledge.

76.	Berwick	Skin therapist, mudpacks, skin exfoliation treatments, paraffin treatments
77.	Berwick	Massage and aromatherapy (Chinese and Swedish)
78.	Berwick	Reflexology, Oxybustion, Kinesiology, Flower Essence
79.	Berwick	Provision of escort to outside appointments as requested by resident or family
80.	Croydon	Designer-selected, superior décor and fittings. Examples of fittings are: wall paneling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes e.g. mantelpieces, fireplaces, pianos, display cabinets, occasional tables, hall tables etc.
81.	Croydon	One hot dish, excluding porridge, at each breakfast
82.	Croydon	Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids
83.	Croydon	Valet laundry service – machine and hand washing. Dry cleaning and special garment care including clothing maintenance as required.
84.	Croydon	Heating and cooling systems for residents' room that are individually controllable by the resident or staff
85.	Croydon	Cocktail hour at least three times a week
86.	Croydon	Exercise program with residents each morning
87.	Croydon	Margaret Fulton dishes on menu
88.	Croydon	A local or national daily newspaper provided for each resident, with residents able to select from a choice of at least 2 papers. A selection of current issues of weekly and monthly magazines available in lounge areas.
89.	Bonbeach	Individually controlled heating/cooling in resident rooms
90.	Bonbeach	Choice of at least 1 hot dish (excluding porridge) at each breakfast
91.	Bonbeach	Margaret Fulton dishes on menu

92.	Donvale	Dry cleaning / valet pick up & delivery service (not cost of dry cleaning)
93.	Donvale	Themed movie days (in a variety of languages) in the theatre using our extensive library of movies as well as those hired from local outlets.
94.	Donvale	University of the 3 rd age meetings/education and computer and internet education. Provision of maximum intellectual stimulation within residents' individual capacity.
95.	Donvale	Adopt a grandparent program with the local primary school to foster emotionally supportive relationships and enhancing self-esteem
96.	Donvale	Heating and cooling systems for residents' room that are individually controllable by the resident or staff
97.	Donvale	Undercover outside exercise area and tactile and sensory walkways
98.	Donvale	Lawn bowls, bocce and golf area
99.	Donvale	Choice of at least 3 hot dishes, excluding porridge, at each breakfast. Eggs, bacon and sausage counts as one dish.
100.	Donvale	Personal dining assistant equivalent for waiter service and above required staffing levels. Hospitality trained waiting staff. Piped music through to dining room. All designed to create a restaurant ambience.
101.	Donvale	Bi monthly wine, port and sherry tasting event with gourmet cheese and fruit platters.
102.	Glenvale	One or more large screen TV with video/DVD in a lounge area, with cable/satellite TV. Sound system and choice of CD's and cassettes in at least one lounge area (including talking books and music), plus headphones for the use of residents.
103.	South Hobart	Speakers corner and choir
104.	South Hobart	Escorted visits to external libraries every fortnight
105.	South Hobart	Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff
106.	Roseville	Ducted reverse cycle air conditioning

107.	Roseville	Quality carpeting in all resident and visitor areas
108.	Roseville	Library and reading books service, including talking books
109.	Roseville	Physiotherapy and Physio aide provided exceeding 14 hours per week
110.	Roseville	Diversional therapy up to 20 hours per week
111.	New Farm	Ceiling Fans and heaters in bathrooms and utility areas
112.	New Farm	Indoor and outdoor areas for visitors, and private function room available
113.	New Farm	Fully equipped physiotherapy room with parallel bars, long mirror, high mat with pulley weights, slings, electro therapy equipment TENS, ultrasound, muscle stimulator, flow on and tri flow nebulisers
114.	New Farm	Bus outings for residents to average monthly
115.	New Farm	Facsimile service available
116.	New Farm	Fine crockery and cutlery
117.	New Farm	Clothing and footwear fashion visits to home, from which purchases may be made
118.	New Farm	Physiotherapy, 79 hours per week across home, with cost to be met by home.
119.	New Farm	Foreign language literature and videos on request, limit 2 per resident per month
120.	New Farm	Morning Tea - high protein drinks for residents who require additional nutritional needs
121.	New Farm	Afternoon Tea - high protein drinks for residents who require additional nutritional needs
122.	Willoughby	Interconnecting doors fitted to a number of rooms to allow for accommodation of couples
123.	Willoughby	Full air-conditioning with residents having ability to control temperatures in designated zones
124.	Willoughby	Premium quality crockery from the Dudson range provided

125.	Willoughby	Magazines - selection provided monthly to common area
126.	Willoughby	Hydrotherapy bath - organised by provider
127.	Baulkham Hills	The building meets or exceeds 2008 certification standards for new buildings.
128.	Baulkham Hills	Availability, subject to agreement of resident or family, of 'smart room' systems in residents' rooms to assist people living with dementia, e.g. movement, light and heating sensors.
129.	Baulkham Hills	Provision of toilets and showers over and above the ratios for 2008 certification requirements.
130.	Baulkham Hills	Catering is provided for special functions and occasions for relatives and friends
131.	Baulkham Hills	Choice of at least 2 hot meals, excluding porridge, at each breakfast.
132.	Baulkham Hills	Choice of quality wine, beer, soft drinks at main meals
133.	Baulkham Hills	Enhanced dining experience for residents e.g. enjoyable aromas, ability to view food before it is served, fine china, linen and cutlery, meal presentation, choice of seating
134.	Baulkham Hills	Selection of snacks and non-alcoholic beverages available 24 hours/day (additional to water, tea/coffee, juices, fruit, biscuits)
135.	Baulkham Hills	Bupa is focused on the dining experience which includes ambience, quality of food, crockery, cutlery, the meal delivery and the service provided by staff
136.	Baulkham Hills	Private gardening areas/garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
137.	Baulkham Hills	Separate external buildings available for residents' leisure activities, eg. Workshop, garden shed, gazebo
138.	Baulkham Hills	Dance movement therapists
139.	Baulkham Hills	Beautician available on request for facials, at residents' cost
140.	Baulkham Hills	Manicurist available on request, at residents' cost

141.	Baulkham Hills	Reflexology available on request, at residents' cost
142.	Baulkham Hills	Massage therapy available on request, not at residents' cost
143.	Baulkham Hills	Aroma therapy and foot spa available on request, not at residents' cost
144.	Baulkham Hills	Mobile fashion service provided onsite shopping twice per year
145.	Baulkham Hills	Music performers to come twice annually – i.e. classical musicians