

WELCOME TO REDBANK PALMS FROM YOUR FELLOW RESIDENTS



Community Manager Office Hours:

Mon-Fri 11am – 12noon. Other times by appointment.

Landline: (07) 2102 5888



Welcome to Redbank Palms - We hope you enjoy your stay!

This booklet will outline many of the features and facilities available to you at the village.

The village is designed for independent living for those over 50's.

Security is provided by automatic front gates, and 24 hr CCTV cameras are found throughout the complex. A tag for gate entry can be supplied by the manager if you have not received one with your house keys. The gate code is **#200#3369** if entry is needed without the tag. The pedestrian gate can be opened from the outside by pressing **2013** on the keypad.

FOR A RESIDENT TO ENTER THE GATE

Enter **#200#3369** or swipe the key tag.

FOR A VISITOR TO GAIN ENTRY

Enter the site number, then # (e.g., 135# will call the phone of the person in Site 135)

This will call your phone.

You can speak to the person at the gate.

To allow them entry, **press 9** on your phone.

Remember: The speed **limit within the village is 15kph**. Please ensure that all relatives, tradespeople, and care assistants are made aware of this. Skateboards or similar devices are not to be ridden on the village roads.

There is a doctor's surgery and hairdresser just outside the front gate. The times of various activities happening in the village are shown in the monthly newsletter or on the several noticeboards dotted around the site.

The swimming pool and BBQs are available for use with proper rules followed.

The Community Hall houses a grand piano, a lounge area with TV and Foxtel connection, a kitchen, a dining area, and a library with books and jigsaw puzzles, which may be used.

There is NBN connection throughout the village.

There are storage areas for caravans and boats and a dedicated car wash facility. Recycled water for lawns is available – ask the village manager for the times it is available. There is a dog run found at the rear of the village.

A public bus service runs past the village to Redbank Plaza, Orion shopping center, and Redbank and Springfield railway stations. Yellow Cabs service the village.

Rubbish is collected every Thursday by Ipswich City Council. The truck comes into the village to collect. Leave the bins out in front of your residence on Wednesday night: red top bins for garbage and yellow top for recyclables. Recyclables are collected every 2nd week. **NOTE:** Please **do not** place food in the Yellow Recycle Bins.

There are 2 locations for incoming mail – at the end of the office block and the side of the Community Hall. **Outgoing mail** is available via the marked box at the Hall.

A **Residents Newsletter** is published every month.

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REDBANK PALMS BUS

The village has a 12-seater bus with a covered trailer that can be used by any resident with a driver's license. See Management for the correct procedure to be able to use the bus.

VILLAGE BUS TIMETABLE FRIDAY PICK-UP TIMES FOR REDBANK PLAZA SHOPPING TRIP

(Will not apply to public holidays)

Pick-up Points: 8. 55am Car Wash Bay, 9.00am Grand Hall, 9.05am Bowls Club at side exit gate. Pick up for the return journey at 11.30AM at the taxi rank.



RESIDENTS' ASSOCIATION

The village has an Incorporated Residents' Association to consult with management. We have a good relationship with the owners and the managers and meet monthly (unless there is something urgent to discuss) where any problems can generally be ironed out. Resident meetings are held every 2 months on the 3rd Friday of the month at 4.00pm. All residents of the village can attend and speak at those meetings. However, only financial members can vote. Membership of the association is \$7.00 yearly per person. We encourage you to become a financial member.

HOW TO MANAGE RESIDENT COMPLAINTS

The routine for handling complaints is to write to management. If you prefer, there is a resident complaint form in lieu of a letter.

The process for raising resident concerns, in the first instance, is to book an appointment with the community manager to discuss the issue or to email the community manager detailing the problem. If a solution is not provided to you or proper feedback is not received in a timely manner, the Residents Association would be the place where you ask for advice and, if needed, assistance to follow the right path to resolution.



SOCIAL CLUB

The Social Club offers a variety of functions and entertainment for residents of the village. These functions are sponsored by raffles at the functions themselves, together with the minimal fee charged for these events. The functions include morning, afternoon, and evening events. Dinner dances and theme nights, such as Christmas in July, are popular events. Other functions include Australia Day lunch and games, Anzac Day commemorative address and lunch, afternoon melodies with an entertainer and afternoon tea, and Melbourne Cup lunch and dinner dances, to name a few. Functions are advertised on the noticeboard in the Community Hall. The Social Club also offers both day bus tours and club visits. The Social Club meets on the 1st Monday of each month to plan these events, allocate a theme, and decide on a menu suitable for the event.



SOCIAL SINGING GROUP

A social singing group meets every Monday at 9.30am in the Community Hall for one and a half hours of singing well-known songs, making for a good social time with coffee and cake. Two concerts a year are performed. Everybody is welcome regardless of singing ability.



BOWLS CLUB

The village has a highly active bowls club for both men and women, with bowls games played on Wednesdays and Saturdays: Summer: 5.40p.m for 6.00p.m. and Winter: 2.40p.m. for 3.00p.m. start. Many of our members had not played bowls prior to entering the village, so you will be made very welcome – beginner or experienced bowler. As with most bowls clubs, there is a vibrant social component for members, with after-game drinks and Club Socials at the end of every month. Bowls is an easy game to play but a challenge to master. Come along and join in.

CROQUET

Come and enjoy croquet. There is a croquet court available and is open for use by all residents. A group meets regularly on Thursdays at 9.00am.



CRAFT ROOM

There is a craft room available for use for anyone interested in practicing their handcraft. On occasion, someone may come and practice a different craft than what you are doing. This will give you an opportunity for a chat and a cup of tea.



VILLAGE WORKSHOP

The village workshop can be found next to the craft room. **For safety reasons 2 people must be in the workshop** while work is being done. **Before undertaking anything**, all residents wishing to use the workshop must have sighted and signed the Workplace Health and Safety Manual, which is located inside the workshop. Access to the workshop is by way of a pin code, which can be obtained from the village manager. **REMEMBER, if you don't know how to use a piece of equipment – ASK. This can prevent significant injury to you and damage to the equipment.**

CLUBHOUSE DARTS

Mixed darts are held every Tuesday commencing at 9.15am in the Clubhouse next to the Bowling Green. Morning tea is followed by dart games. There is a nominal fee of \$2.00 per month to cover morning tea. Competition games are held every week. Luncheons and special days are held throughout the year.

SONGS OF PRAISE

A group of residents meet on every 3rd Wednesday of the month (except school holidays) at 9.30am in the Community Hall for a worship service. The morning wraps up with morning tea and chat. All are welcome – Christian or non-Christian.

JUSTICE OF THE PEACE

There are Justices of the Peace and Commissioner for Declarations resident in the Village and available by appointment.

Helen Aldridge (JP Qual)	Unit 75	3814-1220
John Hawkins (C. Dec)	Unit 25	3814-5841
Dawn Barrie (C. Dec)	Unit 139	3814-6078
Graham Parsons (JP Qual)	Unit 154	0402 202 257

MOBILITY AIDS FOR RESIDENTS

The Residents' Association has several different mobility aids available for nominal rent. They are for short-term use only (maximum of 3 months).

LEGAL AID SOURCE FOR RESIDENTS

The Queensland Retirement Village and Park Advice Service (QRVPAS) is a free legal service that aims to help residents:

- understand their rights and responsibilities under the *Retirement Villages Act 1999* (Qld) and the *Manufactured Homes (Residential Parks) Act 2003* (Qld)
- obtain the knowledge and skills to present their interests to village and park operators and resolve disputes.
- have increased access to appropriate legal information and advice.

To access the service, please call Caxton Legal Centre at (07) 3214 6333 during office hours and ask to be booked into a QRVPAS advice appointment.

QRVPAS can assist residents (or prospective residents) of manufactured home parks or retirement villages in Queensland. QRVPAS is particularly focused on helping disadvantaged and vulnerable residents of retirement villages and manufactured home parks.

Please note: QRVPAS cannot assist with disputes between residents, but another community legal centre may be able to assist.

QUEENSLAND MANUFACTURED HOMEOWNERS ASSOCIATION INC

The Queensland Manufactured Homeowners Association Inc. (QMHOA) is an organization dedicated to protecting the rights and interests of manufactured homeowners in Queensland.

An amalgamation of ARPQ and MHOA since January 2023, QMHOA is the Premier Manufactured Homeowner Association in Queensland. Its history began over 30 years ago at Hervey Bay as a non-profit, volunteer organization developed to help prevent unfair treatment of manufactured homeowners.

It represents and protects the interests of owners of manufactured homes in residential parks and mixed dwelling parks. It strives to ensure transparent, fair, and satisfactory site agreements and living arrangements.

The organization has both personal and group memberships. Redbank Palms Residents Association is a group member of QMHOA.

To find out more about the organization, visit their website [**www.qmhoa.org.au**](http://www.qmhoa.org.au).

MEDICAL TRANSPORT

STAR Community Services

STAR is an award-winning not-for-profit organization providing a range of aged care services including Home Care Packages, NDIS, and disability support services since 1996, currently servicing Redlands, Ipswich, Logan, Darling Downs, and Gold Coast.

STAR offers convenient and affordable door-to-door transport options for seniors, frail, people with disabilities, or people who have limited access to public or private transportation.

STAR transport services are available to those who need assistance with transport. Call 3821 6699 to book your next trip.

It offers easy, reliable, and affordable door-to-door transport to and from:

- Medical appointments
Social events, visits to family and friends, birthdays, weddings
- Everyday tasks such as shopping, banking
- Any other appointments or visits such as hairdressing, gym, swimming, etc.
- Shopper Bus available for group shopping trips in Redlands and Ipswich. Get your weekly shopping done and enjoy a fun, social group outing with the STAR Easy Shopper.
- Available Monday to Friday in select suburbs of the Gold Coast, Ipswich, Logan, Darling Downs, and Redlands.

- STAR drivers are screened, police-checked, trained in First Aid and CPR, and comply with all regulatory requirements.

Affordable Community Transport. Immediate access. Available 6 days a week.

Wheelchair-accessible vehicles are available.

Phone 07 3821 6699 or Book Online.

**Government subsidy may be available for aged individuals and people with disabilities.*

COUNCIL REBATE ON LAND RATES

A portion of our Site Rent is for Land Rates. Those residents on full pensions can apply to the Ipswich City Council for a quarterly pension rebate. A form needs to be filled out, and a copy of both sides of your Pension Card is to be given to Management. See the Community Manager for more information.

SERVICES

EMERGENCY – POLICE FIRE AMBULANCE	000
POISONS INFORMATION CENTRE	131 126
AFTERHOURS GP (BULK BILL) (LOCUM SERVICE)	13 26 60
COMMUNITY MANAGER LANDLINE	(07) 2102 5888
DOCTOR (OUTSIDE FRONT GATE)	3814 5803
HAIRDRESSER (OUTSIDE FRONT GATE)	3814 1111
IPSWICH HOSPITAL	3810 1111
YELLOW TAXI	131 924
PLUMBER STEVE	0148 193 957
ELECTRICIAN JUSTIN	0411 969 479
LOCKSMITH MICHAEL	0404 037 349
KRUGER VILLAGE PHARMACY	3814 4244
REDBANK PHARMACY	3814 3343
BLUECARE RESPITE CENTRE REDBANK	1300 258 322

SHOPPING CENTRES

Redbank Plaza	1 Collingwood Drive, Redbank
Kruger Village	Henty Drive, Redbank Plains
Orion Springfield	1 Main St, Springfield Lakes
Redbank Plains Town Square	Cnr. Redbank Plains Road.

PLACES OF WORSHIP

Anglican – St. Luke's	40 Reerden St, Collingwood Park
Crossroads Church	8.30am Sundays - Cineplex, Redbank Plaza
Shiloh Christian Church	72 Redbank Plains Rd, Goodna
Kruger Baptist Church	Cnr. Kruger Parade & Henderson St, Redbank
Catholic - St. Francis Xavier	6 Church Street, Goodna

IT ALL HAPPENS AT REDBANK PALMS

The following list will give you a guideline: -

Monday: -

Cards at the Bowls Club 4.30pm

Choir Singalong every Monday of the month 9.30am

Tuesday: -

Mixed darts in Bowls clubhouse 9.15am

Wednesday: -

Bowls on the Green - Summer: 5.40p.m for 6.00p.m. and Winter 2.40p.m. for 3.00p.m. start

Songs of praise in Community Hall – 3rd Wednesday of month 9.30am except School Holidays

Place rubbish bins on the front lawn for Thursday collection. Yellow bins every second week (No

foodstuffs in yellow bin)

Thursday: -

Croquet 9.00am at croquet court

Community dinner -check noticeboard for date and booking – 6pm

Friday: -

Happy hour 5.30p.m. in Community Hall. BYO food and drink

Residents' Association meeting in Community Hall – bimonthly 3rd Friday at 4.00 p.m.

Saturday: -

Bowls on the Green - Summer: 5.40p.m for 6.00p.m. and Winter: 2.40p.m. for 3.00p.m. start

Advertised social event (if on)

Sunday: -

Trivia at the Community Hall -b.y.o. own nibbles and drinks - 3rd Sunday every month 2.00pm



Legend

- You are Here
- 1 BBQ
- 2 Bowling Green
- 3 Bowls Clubhouse
- 4 Car Wash Bay
- 5 Caravan Storage
- 6 Community Centre
- 7 Craft Room
- 8 Croquet Lawn
- 9 Hairdresser
- 10 Medical Centre
- 11 Men's Workshop
- 12 Mini Golf
- 13 Pool
- 14 Reception
- 15 Visitor Parking

Emergency Information

- Fire Hose Reel
- Fire Hydrant
- Isolation Valve
- Muster Point

For any after hour concerns please call
Management: 02 9055 8644
Local Police: 02 4922 8899

For emergencies please phone Police, Fire or Ambulance on 000

Map not to scale
hometownaustralia.com.au

A new way of living.

HOMETOWN AUSTRALIA
COMMUNITIES



REDBANK PALMS RESIDENTS WEBSITE

Did you know the Association has its own website?

Just type the following into your address bar

www.tiny.one/redbank

The Association also has its own email address

rpra.redbank@gmail.com

**Read the latest
newsletter**

**Keep up to date
by reading the
association
minutes**

**Find the latest
legislation on
homeparks**

**See what's
happening in
your park**

**Find a tradie
using the list of
trusted tradies**

**Redbank Palms Residents
Association Inc.**

**Email:
rpra.redbank@gmail.com**

REDBANK PALMS VILLAGE RESIDENTS CONTACT LIST

The Residents Association publishes a residents' contact list updated twice a year. If you would like your contact details included in the contact list, please complete this **authorisation**, and **return** to **Residents Association mailbox #35 (found at main hall mailboxes)**

Do you agree to your name being included the Residents Directory YES / NO

Do you agree to your phone number being included?

☐

YES, my contact phone number is _____

☐

NO, I do not want my phone number included

Signed (Please Print) _____ House # _____

Signature: _____

FINANCIAL MEMBERS

Residents are encouraged to become financial members of the Association.

I/We would like to contribute to the Redbank Palms Resident Association by becoming a financial member. Please find enclosed membership fee.

\$ _____

Name: _____

Site #: _____

Payment can be made by placing in **Residents Association mailbox #35 (found at main hall mailboxes)**

REDBANK PALMS RESORT

RESIDENT CONCERN FORM

If you have a concern, complaint, or suggestion for the park to review, it is recommended that you submit it to the Park Management it in writing.

COMPLAINT/CONCERN ABOUT: ☐ Park Facilities
 ☐ Park Management
 ☐ Park Resident/Other

Name of person complaint is about, if applicable: _____ Site# _____

Please describe the incident, complaint, or concern (be specific as to time, date, location)

Action to be taken to resolve this matter.

Alternatively, if you do not agree to the action proposed, please confirm that you will attend mediation with me. I will then make arrangements so that this can occur.

Please provide me with a complete written response within 21 days as required under s 104.2 (f) of the Act. If I do not receive a response, I will commence formal dispute resolution under the Act.

Residents Signature _____ Site# _____

Date submitted to Site Manager: _____

Site Manager Acknowledgement of Receipt

I acknowledge I have received this document on _____

Site Manager Signature: _____

Complete in triplicate: Original- Site Manager, 1 copy-resident, 1 copy to residents committee



HOMETOWN AUSTRALIA COMMUNITIES

Maintenance Request Form

URGENT: YES/NO

For emergencies call **000**

HOMEOWNER DETAILS		Date submitted to the office:	
Name			
Site #		HOMEOWNERS CAN EMAIL THIS FORM TO redbankpalms@hometownaustralia.com.au	
Phone			
Email			
DETAILS OF MAINTENANCE			
LOCATION OF MAINTENANCE			
Name		Signed	
THESE FORMS ARE AVAILABLE FROM THE OFFICE OR GRAND HALL			

OFFICE USE ONLY						
Action required						
Assigned to						
Date completed						
Comments						
Priority category	1	2	3	4	5	1 = HIGH - 5 = LOW
QUALITY INSPECTION						
Assigned to						
Date completed						
Comments						