

# Country Health Connect Key Features Statement

## Southern Flinders Health Service - Crystal Brook MPS (Multi-Purpose Service Facilities)

Yorke & Northern Local Health Network Inc



Yorke & Northern Local Health Network (YNLHN) provides a range of residential care services under the banner of Country Health Connect. We are part of SA Health and provide a range of high-quality services that aim to enrich people's lives regardless of their health and support requirements, financial circumstances, or lifestyle preferences.

At Southern Flinders Health Service, Crystal Brook we have a dedicated team who are compassionate, caring and highly professional individuals. Our staff members and volunteers play an integral role in the health and wellbeing of clients by providing companionship and support and encouraging independence. We know that maintaining the link between family, friends and the local community enriches the quality of life of our care recipients.

Our goal is to provide quality care that celebrates a sense of self, family, and community. YNLHN has aged care facilities across regional South Australia located in Balaklava, Burra, Clare, Crystal Brook, Jamestown, Laura, Minlaton, Orroroo, Peterborough, Port Pirie, Riverton, and Snowtown.



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Room Type	Single Room with Shared Ensuite
Refundable Accommodation Deposit (RAD)	\$390,000 (Price Category 3) A RAD retention of 2% per annum is calculated daily and deducted monthly from the RAD balance and is limited to 5 years.
Daily Accommodation Payment (DAP)	\$81.74 per day The DAP will be indexed on 20 March and 20 September each year in line with changes in the Consumer Price Index (CPI).
Explanation of payment options	Residents can choose to pay for their accommodation by a Refundable Accommodation Deposit (RAD), a Daily Accommodation Payment (DAP) or a combination of both. A RAD is paid as a lump sum amount. A DAP accrues daily and is paid fortnightly. A combination payment includes both a partial lump sum and daily payments. Both payment methods are subject to retentions and indexation as noted above.
Example of combination payment	An example based on 50% RAD and 50% DAP would be: \$195,000 RAD plus an ongoing DAP of \$40.87 per day (indexed as above).
Maximum Permissible Interest Rate (MPIR)	The current maximum permissible interest rate is 7.65% as of 1 January 2026
Other Fees & Charges	All residents are required to pay a basic daily care fee.
Features and Amenities	All rooms at Southern Flinders Health Service, Crystal Brook are of above average quality, condition, and amenity. They have built in storage, wardrobe, bedside cabinet, TV, reverse cycle air-conditioning and telephone point
Additional services at additional cost	Hairdressing, Newspapers, Outings, Telephone Calls
Rooms offered on an extra services basis?	No

Room Information	Description	Room Size (m <sup>2</sup> )	Room Numbers	Price Category	Maximum Occupancy per Room
Crystal Brook	> Single Room > Shared Ensuite	21-23	3, 4, 5 & 6	3	1
Crystal Brook	> Single Room > Shared Ensuite	15-25	7, 8, 9, & 10	3	1

Room Type	Single Room with Private Ensuite
Refundable Accommodation Deposit (RAD)	\$450,000 (Price Category 2) A RAD retention of 2% per annum is calculated daily and deducted monthly from the RAD balance and is limited to 5 years
Daily Accommodation Payment (DAP)	\$94.32 per day The DAP will be indexed on 20 March and 20 September each year in line with changes in the Consumer Price Index (CPI)
Explanation of payment options	Residents can choose to pay for their accommodation by a Refundable Accommodation Deposit (RAD), a Daily Accommodation Payment (DAP) or a combination of both. A RAD is paid as a lump sum amount. A DAP accrues daily and is paid fortnightly. A combination payment includes both a partial lump sum and daily payments. Both payment methods are subject to retentions and indexation as noted above
Example of combination payment	An example based on 50% RAD and 50% DAP would be: \$225,000 RAD plus an ongoing DAP of \$47.16 per day (indexed as above).
Maximum Permissible Interest Rate (MPIR)	The current maximum permissible interest rate is 7.65% as of 1 January 2025
Other Fees & Charges	All residents are required to pay a basic daily care fee.
Features and Amenities	All rooms at Southern Flinders Health Service, Crystal Brook are of above average quality, condition, and amenity. They have built in storage, a sink unit, wardrobe, bedside cabinet, refrigerator, reverse cycle air-conditioning and telephone point
Additional services at additional cost	Hairdressing, Newspapers, Outings, Telephone Calls
Rooms offered on an extra services basis?	No

Room Information	Description	Room Size (m <sup>2</sup> )	Room Numbers	Price Category	Maximum Occupancy per Room
Crystal Brook	> Single Room > Private Ensuite	25-27	1	2	1

Room Type	Shared Room with Shared Ensuite
Refundable Accommodation Deposit (RAD)	<p>\$350,000 (Price Category 4)</p> <p>A RAD retention of 2% per annum is calculated daily and deducted monthly from the RAD balance and is limited to 5 years</p>
Daily Accommodation Payment (DAP)	<p>\$73.36 per day</p> <p>The DAP will be indexed on 20 March and 20 September each year in line with changes in the Consumer Price Index (CPI)</p>
Explanation of payment options	<p>Residents can choose to pay for their accommodation by a Refundable Accommodation Deposit (RAD), a Daily Accommodation Payment (DAP) or a combination of both.</p> <p>A RAD is paid as a lump sum amount.</p> <p>A DAP accrues daily and is paid fortnightly.</p> <p>A combination payment includes both a partial lump sum and daily payments.</p> <p>Both payment methods are subject to retentions and indexation as noted above</p>
Example of combination payment	An example based on 50% RAD and 50% DAP would be: \$175,000 RAD plus an ongoing DAP of \$36.68 per day (indexed as above).
Maximum Permissible Interest Rate (MPIR)	The current maximum permissible interest rate is 7.65% as of 1 January 2025
Other Fees & Charges	All residents are required to pay a basic daily care fee.
Features and Amenities	All rooms at Southern Flinders Health Service, Crystal Brook are of above average quality, condition, and amenity. They have built in storage, a sink unit, wardrobe, bedside cabinet, refrigerator, reverse cycle air-conditioning and telephone point.
Additional services at additional cost	Hairdressing, Newspapers, Outings, Telephone Calls
Rooms offered on an extra services basis?	No

Room Information	Description	Room Size (m <sup>2</sup> )	Room Numbers	Price Category	Maximum Occupancy per Room
Crystal Brook	<ul style="list-style-type: none"> <li>&gt; Shared Room</li> <li>&gt; Shared Ensuite</li> </ul>	27	2	4	2

## Communal Areas

Southern Flinders Health Service, Crystal Brook has a lounge/dining area, activity room, visitors lounge, verandah areas and gardens.

## Services

Southern Flinders Health Service, Crystal Brook provides Permanent Care, Respite Care and Ageing in Place.

Southern Flinders Health Service, Crystal Brook Hospital was founded in 1925 by community subscription. The facility has 12 high care places as well as providing acute and community-based health care services. The health service has an Emergency Department and provides maternity and surgical services. Crystal Brook Hospital is accredited through the Australian Council on Healthcare Standards.

In addition to our comprehensive clinical care programs, we offer Healthy Ageing programs, Allied health (high care only), Social worker, Diversional therapist, Chaplain, Oral Hygiene check-ups, Medicare, On-site access to GP, Incontinence products & toiletries (subject to legislated scheduled service) – (high care only), Entertainment, Mobile Library, Electrical appliance testing, postal service, transport, Gardening assistance.

In addition to our comprehensive clinical care programs, we offer Recovery Pathways to maintenance of independence and achieving personal goals, Allied Health (high care only), Medicare, On-site access to GP, pharmacy, incontinence products & toiletries (subject to legislated scheduled service) – (high care only), entertainment, electrical appliance testing, postal service, gardening assistance, arrangements for room telephone connections.

Meals are prepared and cooked onsite daily, complimented by a rotating menu.

## Location/Access

The Hospital is situated in a residential area of Crystal Brook, which is a quiet country township located in the Southern Flinders Ranges which is mainly an agricultural region. Southern Flinders Health, Crystal Brook, is a single level Residential Aged Care Facility, offering a home-like atmosphere for singles and couples and features landscaped gardens and surrounds.

## Leisure & Well-Being

Southern Flinders Health Service, Crystal Brook caters for residents from diverse cultural backgrounds and our Leisure & Well-Being Program is designed to celebrate this diversity. Our adaptive and flexible program is also tailored to the needs of residents with dementia and other health issues.

The health service is strongly grounded in the local community. Our staff, residents and volunteers participate in a range of community events such as the local Christmas Pageant/Street Party and Christmas Carol evenings. In addition to the regular community events, we also offer scheduled, group and individual activities e.g., exercises, Tai Chi, craft, and one on one pampering. Residents can participate in individual and small group activities which target physical, intellectual, emotional, and social needs e.g., painting, cooking, activity stations. Cultural, religious, and traditional events are also celebrated with in the facility. Special community events can be attended. Various community groups visit onsite regularly e.g., kindergarten groups, school groups. For those residents who are unable to participate outside of the facility, there are a wide range of community groups who visit the health service. Some examples are kindergarten groups, school groups, Apex Club, Carol Singers, and church groups.

## Rates

The quoted Room Price is per person.

Rates quoted are valid from 1 January 2025 and are subject to change.



**COUNTRY  
HEALTH  
CONNECT**

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