

RETIREMENT VILLAGE INFORMATION BOOKLET



JETA GARDENS

27 Clarendon Avenue, Bethania QLD 4205 | Updated August 2026

Welcome!

Welcome to Jeta Gardens at Bethania. We hope you settle comfortably into your new home and enjoy a long and happy time with us. We trust that being part of the Jeta Gardens community will be mutually rewarding and that you will enjoy participating in activities organised for residents.

This booklet contains practical information about Village procedures and services. It is intended to help you settle in and make everyday life easier as you adjust to your new surroundings. Please keep it in a convenient place for future reference.

We are here to assist you. If you would like to discuss anything with Village team members, call the Village Office on 0404 903 947. We will be happy to help with any matter that concerns you.

All Jeta Gardens team members will do their best to make your time in the Village happy, comfortable and enjoyable.

KEY CONTACTS

Village Office: 0404 903 947

Aged Care Facility / after-hours assistance: (07) 3200 6888

Emergency services: 000

Police assistance (non-urgent): 131 444

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24-HOUR EMERGENCY CALL SYSTEM

Your unit is provided with a Tunstall Emergency Call System. In a medical emergency:

- Activate the alarm by pressing the emergency button closest to you.
- Once the button is pressed, the following steps will occur:
 1. The red HELP button will flash rapidly and the base alarm will begin beeping.
 2. You have 10 seconds to cancel the alarm by pressing the green CANCEL button on the Emergency Call Panel/base unit.
 3. After 10 seconds, the Emergency Call Panel will announce: 'Your alarm is getting connected.'
 4. An emergency call will automatically connect to the 24/7 Emergency Response Centre. Calmly explain the assistance you need.
 5. The Response Centre will contact the person or people nominated on your contact details form, or emergency services, depending on the situation. The operator will remain on the line until help arrives.
 6. Remain calm and stay where you are, unless it is unsafe to do so. Emergency assistance will arrive as soon as possible.

GOOD TO KNOW

For added security, many residents establish a 'buddy' within the Village - perhaps a neighbour or friend - so they can check on one another regularly. We encourage this for emergency support, friendship and mutual wellbeing.

IMPORTANT

For fire, police or ambulance emergencies, call 000. You may also contact Village duty team members on (07) 3200 6888.

BUS SERVICES

Please refer to the current Bus Schedule for details.

- Routine service: Monday to Friday.
- There are no bus services on Saturdays, Sundays or public holidays.
- Please book your seat at least one day in advance, before 4:00 pm. The registration book is located in the Club House.
- The assembly point is outside the apartment block.

CLUB HOUSE

The Club House is generally available every day for residents to enjoy small-group activities such as craftwork, indoor games, exercise, discussions, coffee or a meal together. Netflix and Kayo are available in the Club House. At times, it may be reserved for pre-arranged larger events such as concerts or meetings.

After using the Club House or its facilities, please leave the area clean and tidy.

COMMUNICATIONS

You will also receive individual notices or see urgent messages on the RV Notice Board in the Club House. These announcements may contain important information relating to you, your unit or the Village community.

From time to time, we may ask you to complete and return a feedback survey to the Village Office. Your feedback helps us keep our records current, improve resident services and meet accreditation requirements.

ELECTRICITY CHARGES

Each villa and apartment has an individual electricity meter. Jeta Gardens reads the meter and issues the electricity account, normally every second month, at the same time as the General Service Charge.

GAS CHARGES

Each villa and apartment has an individual gas meter. Origin Gas reads the meter and issues the account directly, normally about every three months.

The gas account includes a standard daily supply charge and a variable metered charge based on gas used for hot water and cooking.

FIRE

Villas

Each villa has a hardwired smoke alarm with battery backup that is linked to the Emergency Response Centre. If the alarm activates, the Centre will call to determine whether it is a false alarm or a fire. If it is a false alarm, press the CANCEL button on the emergency system. If there is a fire in your unit, evacuate immediately and go to the site assembly point if it is safe to do so. Do not return to your villa until Queensland Fire and Rescue gives the all-clear.

Apartments - common areas

Smoke detectors in common areas are hardwired to the Fire Indicator Panel in the apartment block. Activation triggers the mandatory attendance of Queensland Fire and Rescue.

Apartments - individual units

Smoke detectors in individual apartments are hardwired to the Fire Indicator Panel in the apartment block, but activation does not automatically trigger mandatory attendance by Queensland Fire and Rescue. If a detector in an individual apartment activates, the building alarm will sound and team members will attend to check the area.

GARBAGE COLLECTION

Villas

Place all general rubbish, including green waste from your garden, in the green wheelie bin provided. Place recyclable material in the yellow-lidded bin. General waste is collected each Monday and recycling is collected every second Monday. Put bins on the left-hand side of the one-way road each Sunday night, ready for collection early Monday morning.

Apartments

General-waste and recycling bins are located in the bin rooms on the ground and first floors of the apartment building. The grounds team empties these bins twice a week, on Tuesdays and Fridays.

GARDENS

We encourage you to settle into your new home, retire and enjoy life. Village team members maintain the flower bed outside your unit. Villa residents are responsible for the flower beds and plants within their villa's fenced area and are encouraged to make them a proud feature of their home and the Village community. Common lawns and landscaped areas are maintained as part of the General Service Charge.

The Village has a comprehensive landscaping program. Please cooperate with this program. Do not plant new trees without the Village Manager's express permission.

Residents who wish to grow vegetables may use the community vegetable garden. Contact the Village Office for further information.

Villa flower beds have an automatic sprinkler system. Please observe any current government water restrictions.

GENERAL SERVICE CHARGES

An explanation of the General Service Charge (GSC) is included in the Public Information Document.

The GSC is payable monthly in arrears. Residents normally receive an account within two working days after the end of each month. Accounts are payable within 7 days.

Direct debit is available for residents who prefer not to pay at the office each month. Please ask the Village Office for assistance with these arrangements.

HOME CARE AND RESIDENTIAL AGED CARE SERVICES

Jeta Gardens retirement village residents receive priority access, subject to clinical assessment, to Home Care and residential aged care services if their care needs change.

HOLIDAYS AND ABSENCES

If you plan to be away from your unit overnight or longer, please tell the office team the approximate length of your absence and provide current emergency contact details. This is

important so you can be accounted for and contacted in the event of a fire or other emergency.

Management is not responsible for loss of or damage to property while a resident is away. Service charges remain payable during any absence. Please arrange for your letterbox to be cleared while you are away.

KEYS

Residents must not install security doors that are incompatible with the Village master-key system or change any locks. Do not allow your keys to be held or controlled by anyone other than an authorised agent or representative. If another person needs a key to your villa or apartment, ensure their details are recorded on your resident file.

If you lock yourself out, contact the Village Office, which holds a master key. After hours, contact the Jeta Gardens Village Manager. An after-hours call-out fee applies.

MAIL

Incoming mail

Correctly addressed mail for villa residents is delivered to the villa letterbox. Apartment residents collect mail from the letterboxes at the front entrance of the apartment building. For prompt delivery, ask all senders, including banks and other organisations, to use the following format:

Mr and Mrs John Lee
Villa/Apartment [number]
Jeta Gardens Retirement Resort
27 Clarendon Avenue
BETHANIA QLD 4205

Clearly include your villa or apartment number. Mail that is incomplete or incorrectly addressed may be delivered to the Village Office for sorting, which can delay delivery. If you are expecting urgent mail, ask the office team whether anything is being held for you.

Parcels that are too large for a letterbox may be delivered to the Village Office. The office team will contact the addressee to arrange collection.

Outgoing mail

Place outgoing mail in the bottom-right mailbox at the apartment mailboxes, or drop it off at reception.

MAINTENANCE

To report a maintenance issue, contact the Jeta Gardens Club House on 0404 903 947 and complete a Resident Support Request Form for attention.

Maintenance team members can attend to most issues and arrange qualified tradespeople when required. For your safety, use these services and do not attempt extensive repairs yourself. The team can replace light bulbs at the resident's cost and replace smoke-alarm batteries at the Village's cost.

For urgent maintenance issues outside normal business hours or on weekends, call 0404 903 947.

MEALS FROM THE CAFÉ

The Village Café is next to the Aged Care Facility. Hot drinks, snacks and meals are served daily. Lunch is served from 10:30 am to 2:00 pm. No alcohol is permitted.

VILLAGE OFFICE

The Village Office is located in the Jeta Gardens Club House inside Villa 52. Office team members will assist wherever possible.

OFFICE HOURS

Monday to Friday: 10:00 am - 2:00 pm
Phone: 0404 903 947

PETS

Contact the Village Manager if you wish to keep a pet in your unit. Residents may normally keep one pet, subject to assessment and compliance with the conditions in the Village By-Laws. Cats must be kept indoors, and dogs must be kept on a leash at all times when outside.

TELEPHONE AND INTERNET

Residents are responsible for arranging and paying for their own telephone and internet connections. A Wi-Fi hotspot is available in the Jeta Gardens Club House.

TELEVISION

Netflix and Kayo are available in the Jeta Gardens Club House for residents to enjoy.

SMOKE DETECTORS

Smoke detectors are installed to provide early warning of a fire in your unit.

The Village maintains the smoke detectors. They must not be disconnected and their batteries must not be removed. Tampering with a warning device may have serious legal and safety consequences.

Please ensure your smoke detector remains operational to protect your safety and the safety of your neighbours.

TELEPHONE AND CALL SYSTEM

Your unit is provided with a SmartLink Medi-Call dialler. On arrival, Village team members will discuss the available options with you and program the system accordingly.

You will also receive a radio-key pendant, and emergency buttons are installed in key locations. The monthly emergency-call-service cost is included in the General Service Charge.

TERMINATION OF LEASE

To help ensure your exit entitlement can be processed, return the following items to the Village Office:

- Full set of keys.
- Maintenance records.
- Emergency Procedure Booklet.
- Garage remote, if applicable.
- Air-conditioner remote, if applicable.

VISITORS

Residents are responsible for ensuring that their visitors comply with Village rules and do not interfere with other residents' rights or enjoyment of the Village. Residents must accompany visitors when they use Village facilities. Visitors must park in designated areas.

Visitors may stay with a resident for up to eight weeks per visit. Contact the Village Office for approval before arranging a longer stay.

JETA GARDENS SITE PLAN

JETA GARDENS SITE MAP

WE ARE COMMITTED TO THE FUTURE

The vision for Jeta Gardens is to deliver the masterplan currently in progress. The masterplan will provide the local community with expanded services and choice. Jeta Gardens is determined to create a truly intergenerational community destination with more accommodation choices, facilities, a geriatric hospital, nursing college and student accommodation, childcare centre, medical centre and pharmacy.

- 01 Entrance
- 02 Head Office
- 03 New Residential Aged Care (under construction)
- 04 Residential Aged Care
- 05 Reception
- 06 Clubhouse
- 07 ILUs - Apartments
- 08 ILUs - New Villas (under construction)
- 09 ILUs - Villas
- 10 Chinese Pagoda
- 11 Chinese Lake gardens and bridge
- 12 Herb and vegetable gardens
- 13 Walking trails
- Future development
- ILUs - Independent Living Units

