Greenway Views

Private respite frequently asked questions

How long is a private respite stay?

Private respite stays are a minimum of two weeks and a maximum of four weeks. This gives you plenty of time to settle in and enjoy everything the village has to offer.

Can I extend my stay?

We would be delighted to have you stay in the village a little longer. If you would like to extend your stay, please let the team know at least three business days in advance so we can confirm availability. The maximum length of stay is four weeks.

What is included in the cost?

The daily flat rate is inclusive of care, meals, lifestyle activities and weekly cleaning.

What is excluded from the cost?

The fee does not cover grocery items purchased from our on-site grocer, alcoholic beverages, or admission to ticketed and catered events.

Can I use any government funding to offset the daily fee?

Private respite at Greenway Views is a privately funded program. This means there is no government funding that can be applied to reduce the cost.

What do I need to bring?

You will need to bring your clothes, toiletries and any additional snacks or consumables. You will also need to bring your medications. Please feel free to bring any items that make you feel more at home, your favourite blanket or pillow or maybe a family photo.

What furniture is provided?

All of our studio apartments are fully furnished, featuring a bed with bedside tables, a dining table with chairs, a sofa or armchairs, and a television for your entertainment. Each apartment is equipped with a complete kitchen as well as a laundry area that includes a washing machine and dryer.

Should you require supportive equipment, we kindly request that you bring any necessary items with you for the duration of your stay.

Can I bring belongings in before the start date?

This will depend on the availability of the apartment and what the item is. It is preferred that we move all your items in on the day where possible. If you have items you would like to move in prior to your stay, please discuss this with our staff at the time your booking is confirmed so we can assist special requests.

Can I have a car with me?

When you arrive, please park in the visitor car park at our main entrance. If you have a car with you for the stay, we may be able to allocate a parking space in our secure undercover car park. Please ensure you discuss this at the time of booking.

Are pets allowed at Greenway Views?

Yes, you can have pets stay with you during your stay. Please be aware that you will be responsible for the care and needs of your pet while staying at Greenway Views.

Will someone be able to help with my things when I arrive?

Yes. When you arrive, please see our Resident Concierge Desk at the main reception and they will alert one of our friendly staff members who will assist you to your apartment and assist with your check in.

Can family stay with me overnight?

We understand that settling into a new environment can sometimes be scary. You are welcome to have family stay with you for the first few nights to help you settle in.

What access do I have to the village?

You are welcome to explore the village at your leisure, make use of our extensive facilities, and join in the village lifestyle.

How can I access activities?

When you check-in you will be provided with an activity program outlining what's happening in the village during your stay. You can choose what activities you'd like to take part in.

We also offer supported activities for residents who may benefit from additional assistance during their stay. Please let our team know your preferences during your care assessment, and we can discuss the options available to support you.

Can I have visitors during my stay?

Yes, you are welcome to bring family or friends into the village to visit during your stay. We encourage visits from loved ones, and there are plenty of comfortable communal spaces for you to spend time together. If you are planning a larger gathering or have any special requests regarding visitors, please let our staff know in advance so we can help make suitable arrangements.

What are the menu options for food?

You have several meal options during your stay. You can prepare your own meals at your leisure in your fully self-contained apartment, pick up a freshly made home-style meal from our on-site green grocer, or enjoy exceptional dishes cooked by our executive chefs in our café or restaurant. For added convenience, lunch and dinner can also be delivered directly to your apartment.

What if I have dietary requirements?

Please notify us of all dietary requirements at the time of your care assessment. We will then forward all of that information to our hospitality team prior to your stay.

What about cleaning and laundry services?

A weekly apartment cleaning service is provided. All of our apartments are self-contained meaning you can use the in-room laundry facilities at your leisure. Additional cleaning or laundry services are available if you prefer, please let us know and we can discuss this with you when planning your stay.

What if I need more supplies, e.g. toilet paper?

If you require any supplies to be topped up during your stay, please contact our concierge desk for assistance.

Where do we put the rubbish?

We supply bins in your apartment and there are rubbish chutes on every floor. Our staff can remove bins and take your rubbish as needed.

Can I access Wi-Fi?

Yes, our IT staff will give you the log-in details and ensure you have Wi-Fi access.

What about streaming services?

All apartments have smart TVs, let us know what apps or services you use, and we will assist you to access them. Please remember to bring your log-in and passwords.

Do I have a phone in my room?

Yes, every room has a phone available. We will provide you with the phone number when you arrive so you can let your loved ones know what number you can be contacted on during your stay.

Who do I talk to if I want to stay in the village long term?

A Membership Consultant can guide you through available apartments, discuss finances, and help ensure a seamless transition from your current home to Greenway Views. If you make Greenway Views home, we'll credit the full cost of your stay towards your weekly General Services Charge.

Are there dates when private respite is not available?

Private respite is not available from 21 December to 4 January. Please speak with our team about availability for your preferred dates.

Information is correct at the time of publication and may be subject to change. Please speak with our team for the most up-to-date information.