INFORMATION SHEET



Southern Cross Care Tasmania

Our obligations to you to provide information

As a resident of our aged care home, you are entitled, and we are obligated to provide you with the following information within 7 days of a request:

* a summary of the permitted uses for which refundable deposits and accommodation bonds have been used during the previous financial year
* a copy of the permitted uses reconciliation included in the most recent report submitted to the Department of Health and Aged Care
* information about our compliance with prudential requirements and permitted uses
* information about:
* the number (if any) of refundable deposit balances or accommodation bond balances that, in the previous financial year, were not refunded in accordance legislation
* the number (if any) of entry contribution balances that, in the previous financial year, were not refunded in accordance with a formal agreement;
* investment objectives and the asset classes we may invest in, as recorded in our investment management strategy
* a copy of the audit opinion related to our prudential compliance for the previous financial year
* a copy of the most recent statement of the audited accounts
* copy of the entry in the refundable deposit register that relates to you, as at the time of the request.

In addition, within 4 months after the end of each financial year, we must provide you, if you paid a refundable accommodation deposit, an accommodation bond or an entry contribution, with a statement from our accommodation deposit register for the year and a written statement that we will provide you the information and documents listed above on request within 7 days.

Please email [***finance@scctas.org.au***](mailto:finance@scctas.org.au), call us on **6146 1800** or talk to your **Facility Manager** or one of our **Customer Liaison Officers** you would like any of the information listed above.