



03 November 2025

Kiersten Fishburn  
Secretary  
Department of Planning and Environment  
Level 17, 4 Parramatta Square, NSW 2150

Attention: Manwella Hawell  
Via email: [manwella.hawell@planning.nsw.gov.au](mailto:manwella.hawell@planning.nsw.gov.au)

Dear Ms Fishburn,

## **OPERATIONAL PLAN OF MANAGEMENT FOR PROPOSED CARE COMMUNITY**

### **1. Background to Opal HealthCare**

Opal HealthCare is one of the leading residential aged care providers in Australia. The organisation currently Owns and operates one hundred and forty-three (143) residential Care Communities in metro and regional areas in New South Wales, Victoria, Queensland, Western Australia, and South Australia.

Opal has a significant track record for aspirational and ongoing improvement in quality provision of aged care accommodation and services, within a highly regulated Industry.

### **2. Overview of proposed new Care Community**

St Ives Botanica Care Community is a new Residential Care Community which will provide the community with the much-needed option of accessing a premium aged care service, which meets changing needs.

The new Care Community will provide accommodation, care and services to clients in a mixture of single and companion rooms. Care and services are provided to residents by a team of trained professionals including registered nurses, assistants in nursing, allied health professionals, lifestyle and team members for kitchen, laundry, food service, cleaning and maintenance.

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### 3. Development Modification

The proposed amendments to the subject development aim to facilitate an additional 62 beds within the proposed aged care facility, along with modifications to the basement car park to accommodate 63 car spaces, BOH areas, and associated infrastructure.

The development will comprise of:

- Lower Ground Floor,

This level will contain

- access to the underground carpark with spaces for approximately 63 cars, 3 motorcycles.
  - space for the Care Community mini-bus,
  - unloading/ loading area
  - back of house areas including kitchen and laundry, stores and refuse,
  - two (2) separate houses of 12 and 14 residents respectively of which will be a dedicated memory care neighborhood (MCN).
  - All rooms are single rooms, all with their own ensuite with communal lounge and dining facilities (with resident kitchens).
  - Outdoor spaces in the form of internal landscaped courtyard areas, terraces, etc.
- Ground Floor,
    - 3 separate houses, 1 of 15 single rooms and 2 of 14 single rooms, all with own ensuite, private balconies and communal lounge and dining facilities (with resident kitchens) and activated spaces.
    - Outdoor spaces in the form of landscaped courtyard areas, terraces, etc
  - Level 1,
    - the main entrance and reception.
    - town centre, communal courtyard, café, re-enablement services, wellness center with salon, gym, clinic, Day Spa, etc.
    - Five (5) separate houses, 1 of 7 single rooms, 1 of 11 single rooms, 2 of 15 single rooms, and 1 of 18 single rooms, all with their own ensuite, with communal lounge and dining facilities (with resident kitchen) and activated spaces, plus the entry foyer.
    - Outdoor spaces in the form of landscaped courtyard areas and terraces, with the majority having private balconies.

- .Level 2,
  - Administration area,
  - Four (4) separate houses, 1 of 10 single rooms, 1 of 11 single rooms, 1 of 12 single rooms and 1 of 13 single rooms, each with own ensuites and private balconies.
  - Lounge and dining facilities (including resident kitchens), and activated spaces with views of landscaped spaces in the form of internal courtyard areas, terraces, etc.
- .Level 3,
  - Three (3) separate houses, 1 of 2 suites (accommodating 2 residents each) and 2 single rooms, 1 of 5 suites (accommodating 2 residents each) and 1 single room and 1 of 11 single rooms, each with own ensuites and private balconies.
  - The 7 suites will each accommodate their own kitchenette.
  - Lounge and dining facilities (including resident kitchens) and activated spaces, with views of landscaped spaces in the form of internal courtyard areas, terraces, etc.
  - Communal terrace and function room

The team anticipated for this Care Community for Staffing will be approximately 60 people (day shift) at peak times.

The new Care Community will be purpose-designed to meet community preferences for single room and ensuite accommodation and be built to comply with BCA Class 9c requirements.

Across all levels and Individual 'houses' there are activity areas, communal areas, Nurse station, and associated facilities like medicine room, dirty and clean utility rooms and storage areas.

The residential aged Care Community will be built, owned and operated Opal HealthCare, who is an approved provider under the *Commonwealth Aged Care Act 1997*.

#### **4. Care Community Access and Egress**

Vehicular and pedestrian access to the Care Community (including to the basement car park, set-down / pick up, ambulance bay and loading/unloading) is provided from a new entry / exit driveway located on Mona Vale Road. This will be the access to the Care Community

Main entry points will be fitted with an electronic keypad and intercom / video device. Doors leading to and from fire stairs will be fitted with electronic keypads which will be automatically disabled during an event.

#### **5. Refuse Removal**

The waste room is located in the basement, adjacent to the loading area. Maintenance and cleaning team collect general refuse, recycling, medical waste, kitchen waste etc, and transfer it via a garbage chute to a holding room, for transfer to the main garbage room, which is climate controlled. Garbage will be collected by a private contractor from the loading area in the basement. Refer to the waste management plan included within our SSDA application for further details.

#### **6. Deliveries**

Deliveries for the Care Community will be made in the designated loading area in the basement in proximity to the waste storage area, and kitchen.

##### **a. Food**

Deliveries of bread and milk will be received daily. Larger food deliveries will be received every 2-3 days. Typically these deliveries would occur between 7am and 6pm. It is estimated that food deliveries will account for between 3 - 5 deliveries per week.

##### **b. Laundry**

The laundering of resident's personal items and linen will be done at the Care Community in the purpose built laundry. The soiled clothing and linen will be collected by team and transferred from most areas to a linen chute, which will deposit the dirty laundry into the laundry hold area, for processing.

### **c. Medical Supplies**

It is estimated that there will be one daily delivery of consumables and other items, such as cleaning products/chemicals. Typically these deliveries would occur between 7am and 6 pm and would fluctuate week to week depending on the quantities of each product used and ordered.

It is estimated that a maximum of 2-3 deliveries will occur each day with most service vehicles attending the Care Community for approximately 10 minutes.

## **7. Care Community Security**

Most entry points to the Care Community will be controlled by electronic keypads, with the main entries having a video intercom. All visitors, service providers and contractors who visit the Care Community will be required to sign in / out on the electronic visitor management system, located at reception. Service providers, contractors, and other external parties must have completed an induction process, including providing mandatory compliance documents (e.g. police certificate, evidence of flu vaccination), before being granted access to the Care Community.

There will also be several CCTV cameras throughout the Internal and external areas of the Care Community, providing the care team with significant coverage of the Care Community's perimeter and internal areas.

## **8. Team**

### **a. Team numbers**

The team anticipated for the Care Community will be approximately 60 people (day shift) at peak times

### **b. Team working hours**

Working times for the team members will vary across different departments and houses, within the Care Community. The Care Community will have trained team members 24 hours per day / 7 days per week roster.

### **c. Team car parking**

The team will utilize the carpark located in the basement of the Care Community. The Care Community is also serviced by public transport services. There are more than 180 bus services per day travelling near the Care Community on weekdays, approximately 160 bus services per day on Saturday and approximately 110 bus services per day on Sundays. These bus services provide access to suburban railway station and bus transfer at Mona Vale Rd shopping centre.

## 9. Emergency Services

The Care Community will have trained team members on a 24 hours per day / 7 day basis to deal with all situations that may arise. Each bedroom is provide with RFID door locks, with the Care Community being fitted with all other services required by the relevant BCA (Nurse call, BOW system, fire sprinklers, smoke alarm, etc.) Access to the Care Community for all emergency services will be from Mona Vale Road.

Yours sincerely,



**Mohammad Ashari**

Senior development Manager