



HUNTLEE ARCARE

OPERATIONAL PLAN OF MANAGEMENT



**ARCARE HUNTLEE RESIDENTIAL CARE FACILITY
OPERATIONAL PLAN OF MANAGEMENT**



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1 INTRODUCTION

1.1 ARCARE OVERVIEW

The Knowles Group is a privately owned group of companies established in 1976, with interests in residential aged care and retirement living developments.

The Knowles Group owns and operates Arcare which is now one of the largest for-profit residential aged care providers in Australia with more than 4,500 operational residential aged care beds across 51 locations located in Victoria, NSW and Queensland. Further residential care facilities are under construction in each of those states and in ACT and SA. In addition, Knowles Group own and operate an in home care business servicing over 875 home care clients in Victoria and Queensland. Arcare will operate the proposed residential care facility.

Sencia is the Retirement Village division of the Knowles Group and operates the adjoining Green Ridge Retirement Village.

1.2 ARCARE HUNTLEE OVERVIEW

1.2.1 Site Layout And Building Design

Arcare Huntlee is a residential care facility designed over two levels.

The ground floor level contains 96 rooms. There are three community areas comprising common living and dining areas (each with its own servery), activity rooms, multi-purpose rooms, a small theatre, a private dining room for use by residents and their family members in a small group for special occasions such as birthdays and anniversaries and smaller seating areas distributed around the building.

The communal areas immediately adjoin external spaces including two internal landscaped courtyards, a large open space area located to the east of the building containing the asset protection zone (for bushfire planning purposes). The setbacks are also landscaped areas and contain outdoor spaces for residents.

The ground floor also contains the reception area, management and various administration rooms all located at the main foyer. The main foyer is provided with a porte cochere providing vehicular access to the main building entry as well as a pick up/drop off area for a community bus (being owned by the facility) and ambulance area.

Ancillary uses for the residents include a café at the main pedestrian entry within internal seating and external seating in the adjoining internal courtyard. A salon also near the main entry is provided for the residents. A physiotherapist room / consulting room is also provided at the ground floor level for visiting medical health professionals.

The lower ground level contains car parking for 47 vehicles (including 3 parking spaces for people with a disability), bicycle parking and a parking space for the facility's community bus. The back of house areas to service the facility are located at the lower ground level including waste storage, kitchen, laundry, storerooms, services and comms rooms and staff rooms. Vehicles will access the car parking and service areas from the road on the northern boundary of the site.

Two lifts provide internal access from the lower ground floor to the ground floor. One lift connects the basement foyer to the ground level foyer/reception area. The other lift is solely for staff and provides a direct connection to the back of house area in the lower ground floor.

1.2.2 Residential Care Facility Rooms

The residential care facility will contain 96 single occupancy rooms.

All rooms have ensuite bathrooms.

All bedrooms have outlooks to the internal courtyards or external landscaped areas. Where bedrooms are at ground level, the rooms will have direct access to the landscaped areas and courtyards. Where bedrooms are located above the finished ground level, they will have access to a balcony.

2 GENERAL FACILITY MANAGEMENT

2.1 OPERATING HOURS

The residential care facility will operate 24 hours a day, seven days a week.

The café could operate between 10am and 4pm Monday to Sunday.

The loading/delivery area will operate between 6.30am to 8.00pm and would be available for use Monday to Sunday.

2.2 FACILITY STAFF

The number of staff working at the residential care facility will vary according to the time of day. The staffing levels are as follows:

Time Period	Staff (includes full time and part time roles)	Shift Change Over (overlap of staff commencing or finishing duties)
7am to 3pm	Up to a maximum of 41 staff	Up to a maximum of 21 staff overlapping at 3pm
3pm to 11pm	Up to a maximum of 25 staff	Up to a maximum of 5 staff overlapping at 11pm
11pm to 7am	Up to a maximum of 38 staff	Up to a maximum of 16 staff overlapping at 7am

In addition to the above staff, a range of visiting health care professionals will also attend the site to attend to the residents' individual needs. This could include General Practitioners(GPs), physiotherapists, podiatrists, dietitians, speech pathologists, community care support person and volunteers. There could be two (2) visiting health care professionals on site at any one time.

2.2.1 Management / Front Of House

The main entry will contain office for the Facility Manager, administration staff and sales staff members.

A reception desk is also located at the main entrance which will be staffed during the day time to assist visitors to the facility.

The front of house management staff are responsible for the daily running of the residential care facility such as supervision of staff, checking on the welfare of residents, participating in resident committee meetings, financial management of the village, sourcing and supervising suppliers and visits from allied health services, welcoming of new residents and management of emergency systems. Management is also responsible for ensuring the facility is well maintained and presentable at all times. Management is responsible for communicating with residents to keep them informed of operational matters and upcoming events.

2.2.2 Care Staff

In accordance with Commonwealth legislation a registered nurse will be present on site at all times 24/7 to meet the clinical need of the residents.

Care staff will assist residents with basic daily needs including bathing, washing and dressing residents including shaving and personal grooming. Staff will also assist residents eat and assist with toileting to and from the toilet.

Lifestyle staff will assist residents including spending time with the residents, also planning and assisting with recreational and social activities and facilitating community participation.

2.2.3 Back Of House Staff

A range of back of house staff will be employed including:

- Kitchen staff to prepare and serve meals for the residents.

2 GENERAL MANAGEMENT

- Laundry staff to attend to the cleaning of residents personal clothing and linen.
- General housekeeping staff to ensure the facility is maintained in a clean and tidy manner.
- Staff involved in the day to day maintenance of the building, wastes and grounds.

3.1 SITE ENTRY

The site's perimeter is fenced along the eastern boundary (to Kesterton Rise), the western boundary and the southern boundary (to Green Ridge retirement village). The northern boundary is partly fenced (along its eastern section) and is open to the street to provide 24 hour access to the porte cochere.

Access into the residential care facility is via two controlled points.

- The main foyer off the porte cochere; and the
- The lower ground floor/basement car parking area.

Access to the facility will be controlled. All staff, residents and regular visitors (e.g. family members of a resident) will be provided with a swipe card or password to gain entry to the building. Non-regular visitors will use an intercom system depending on where they are accessing the building.

3.1.1 Main Foyer

Access to the main foyer can be achieved via a vehicle by dropping off passengers at the porte cochere or pedestrians using the pathway from the street.

The main foyer is controlled by two sets of doors similar to an 'air lock.' The first door is accessible 24 hours a day. When the receptionist is present the second door will be unlocked to allow people to enter. When the receptionist is not present the second door will be locked and access will be via a swipe card/password (where issued) or intercom for non-regular visitors that have not been issued with a swipe card or password.

3.1.2 Lower Ground Floor / Basement

Access to the basement car parking area will be available between 7am and 5pm each day.

After 5pm the roller shutter door will be closed. Should any visitors require access to the basement after 5pm then they would be assisted through the after hours intercom service or via the access individualised swipe cards.

Within the basement there is foyer that provides access stairs or a lift to the ground level (residential level).

Any person accessing the basement foyer will require a swipe card/password to gain entry or for non-regular visitors access will be via an intercom.

Swipe card access is also required to exit the basement foyer into the car parking area.

3.2 CCTV

CCTV will be installed around the internal and external areas of the facility including access points for surveillance of the following areas:

- Main pedestrian entrance / porte cochere
- Basement entry
- Basement foyer
- Basement car parking area
- Loading area
- The southern open space area
- The eastern open space area including bocce court
- Internal courtyards
- Internal circulation corridors and communal spaces

2 GENERAL MANAGEMENT

CCTV viewing screens are set up in the Manager's office so they can monitor multiple screens and monitor high risk areas within the site (e.g. entry points, basement and loading area) and other areas for residential safety reasons (e.g. external courtyards).

3.3 DURESS NOTIFICATION SYSTEM

Each residential room will be fitted with an emergency alarm system (Tunstall alarm system or similar). Residents have 2 access points (typically one in the bed/sitting area and one in bathroom) that can be operated in the case of an emergency which will immediately contact the on-site staff. The residents are also provided with an additional wearable emergency pendant.

Duress alarms will also be provided in common areas such as Lounge, Dining, foyer area as well as all courtyards, for both residents and staff access.

If necessary, a response team will call an ambulance and contact family members and Management to advise them of the emergency and outcome.

3.4 GENERAL LIGHTING FOR EXTERNAL AREAS

Lighting around the external areas of the facility will be generally provided as follows:

- Wall mounted lights outside bedrooms.
- Additional wall mounted lights to other rooms to match bedrooms (for consistency along facades).
- Wall mounted back of house lights to the loading area.
- Canopy lighting to the porte cochere and courtyard verandas (recessed or surface mounted downlights).
- Bollard lighting along pathways from the main entry to the street.
- Bollard lighting along the edge of the driveways.
- Lighting integrated into the pergola system.
- Feature up-lights to landscape elements (trees, sculptures).
- Ceiling lighting in the basement.
- Bollard lighting to external loading areas.

The vehicular access to the delivery area, basement car park and pedestrian paths leading to the main entrance will be illuminated after daylight hours for safety reasons.

The main pedestrian access points, building facades, basement areas, external courtyards, and areas beneath awnings are well-lit after daylight hours and comply with lighting standard AS/NZS 1158.

External lighting that could be accessible (i.e. not behind secured / fenced areas) shall be vandal resistant.

Sensor activated lighting will be used where necessary.

4.1 COMMUNITY BUS

Arcare Huntlee will operate a Community Bus transport service to pickup/drop-off residents to and from the village to local shops. The Community Bus will be a Toyota Hiace - 12-Seater Minibus (or similar) to provide access to meet the requirements of section 94 of State Environmental Planning Policy (Housing) including the following:

- Local Shops (including retail & commercial services) – this will most likely be the Huntlee Shopping Centre.
- Community services and recreation facilities.
- General medical practitioner.
- Restaurants, cafes and markets.
- Places of interest for social outings (e.g. beaches, national parks, vineyards etc.).

The bus will be available for residents for pick-up/drop-off from the porte cochere Huntlee Village site at least once each weekday during daylight hours.

The bus will be driven by a person employed by Arcare.

The bus will be parked in the basement car park when not in use. When the bus is in use, the driver will drive the vehicle to the porte cochere. Residents will board the bus at the porte cochere where other staff will also be available to assist if required. Upon return the bus will also drop off passengers at the porte cochere. This avoids residents having to access the basement to access the bus.

Arcare staff organises mini bus to arrange daytrips for groups of residents on special occasions.

5 BUILDING AND GROUNDS MAINTENANCE

5.1 MAINTENANCE

The Maintenance Officer will be employed to manage the day to day maintenance of the facility. This will include

- The general day to day maintenance and upkeep of the building. Contractors will be engaged to undertake more significant maintenance or repair work.
- The general day to day maintenance of the grounds and landscaped areas. Contractors will be engaged to undertake more significant landscape and gardening work.
- Fixing vandalism or graffiti that might occur.
- Overseeing waste management.

Landscaping maintenance is to ensure that low shrubs and lower level branches do not obstruct sight lines between the main entrance and the street and lines of sight from the building across courtyard spaces.

The Maintenance Officer will be responsible for overseeing any contractors that visit the facility to undertake maintenance work or necessary inspections of equipment.

Arcare also has a National Maintenance Scheme , which is responsible for major maintenance work or refurbishment work across all residential care facility sites to ensure our facilities retain the highest quality and standards for the residents, staff and family through years. -

6 MANAGEMENT OF AMENITY IMPACTS

The residential care facility will operate in a manner that is mindful of its neighbours and their residential amenity.

In this regard where possible, Arcare will manage potentially noisy activities to organise those activities to occur during the day time period of 7:00 am to 6:00 pm Monday to Saturday and 8.00am to 6.00pm on Sundays and Public Holidays.

Such activities could include waste collection vehicles, larger delivery vehicles, maintenance of grounds and landscaped areas that share a border with adjoining residential properties (e.g. Green Ridge retirement village future neighbour to the north) or building maintenance.

Any delivery vehicles that present on site for more than 5 minutes will be asked to turn off their engines whilst undertaking the delivery.

7 COMPLAINTS MANAGEMENT

Arcare is mindful of its immediate neighbours who might be affected by the operation of the residential care facility.

Arcare will establish a Register to log complaints or concerns raised by neighbouring residents. The Register which will be managed by the Facility Manager and staff of the facility will be made aware of the Register. The Register will be held on-site and will be made available for inspection upon request. A blank Register is contained at the end of this Plan of Management.

Arcare will use their best endeavours to resolve complaints and advise the complainant of the action that has been undertaken to address the complaint or concern and record the same in the Register.

To minimise complaints Arcare will advise the likely affected community members of any activities that are not typical daily activities (e.g. major maintenance works or emergency works that need to occur outside of daylight hours). Where practical, notification of those events will be made on the Arcare Huntlee website.

The Arcare Huntlee website will also contain contact information and a mechanism for someone to raise an issue / make an enquiry. Contact details can also be attached to the front entrance of the building.

8 REVIEW OF OPERATIONAL PLAN OF MANAGEMENT

The Operational Management Plan will be reviewed by Arcare on an annual basis. All stakeholders will have input into the plan by way of meetings, surveys, suggestion box, audit reports or directly to the manager. Stakeholders include employees, residents, allied health professionals, external contractors and audits by regulatory personnel.

Date	Name of Complainant	Address of Complainant	Nature of Complaint	Action Taken or Proposed to be Taken	Date Complainant advised of completed action