

Operational Management Plan

for the
Tumbi Umbi Retirement Living Project

Pariter Pty Limited

Version: Draft
29 June 2024



1 Introduction

This draft Operational Management Plan has been prepared for the proposed Tumbi Umbi Retirement Village at Mingara Recreation Club (MRC) located at 14 Mingara Drive, Tumbi Umbi, within the Central Coast Local Government Area (LGA). The development site is legally described as Lot 13 DP1204397.

The broader MRC precinct also encompasses Lot 1 and Lot 2 in DP 1010532 and Lot 71 DP1011971 and currently contains a registered club, health and wellness centre (including aquatics, gym facilities, physio, hairdresser, beautician and martial arts studio), car parking, creche, bowling greens and green space with a regional athletics centre. A hotel is currently under construction.

Immediately surrounding the MRC precinct are fast food outlets and other restaurants, service station, car wash, retail, medical centre and a retirement village to the south and west. Industrial development is to the north of Wyong Road and residential development to the west. The specific area of the site, the subject of the proposed development, is land located to the west of the MRC and south of the athletics field.

2 Facility details

2.1 Masterplan

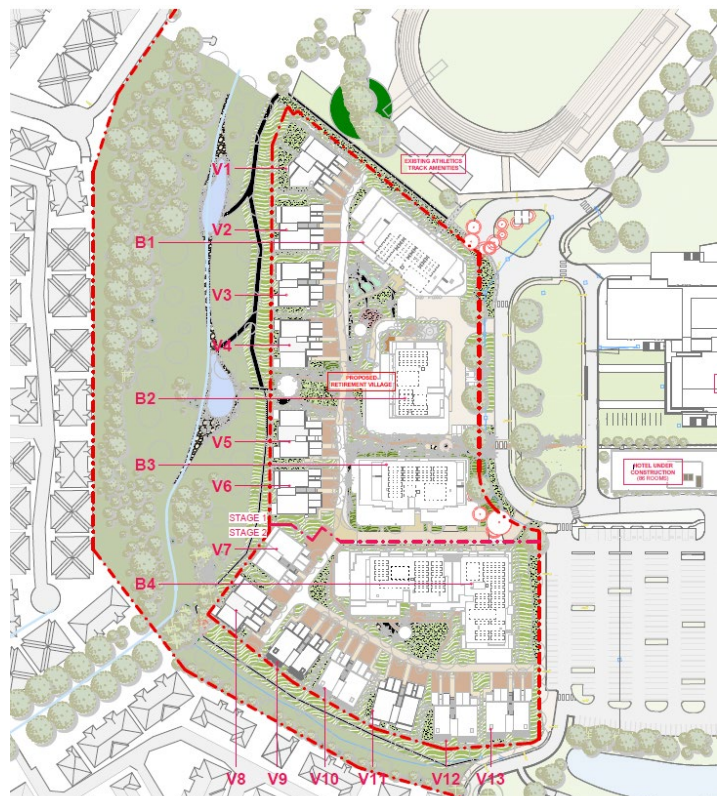
The development will include 219 2-bed and 3-bed Independent Living Units (ILU), 39 high care suites and communal facilities constructed in two (2) stages in the following configuration:

Stage 1

- Six (6) villa buildings, housing four (4) ILU in each
- Three (3) multi storey buildings:
 - Building 1: undercroft car parking, 5 levels of ILU
 - Building 2: undercroft car parking, village reception and all communal amenities at ground, 3 levels of high care suites and 3 levels of ILU
 - Building 3: undercroft car parking, 6 levels of ILU

Stage 2

- Seven (7) villa buildings, housing four (4) independent living units in each
- One (1) multi storey building:
 - Building 4: undercroft car parking, 5 levels of ILU



2.2 Village Facilities

The heart of the village is building 2, which includes the following facilities and functions on the ground floor that serve the entire site:

- Porte Cochere and drop-off
- Reception
- Café and resident lounge
- Multi-purpose space
- Consultation/therapy rooms
- Staff/admin areas
- Back of House spaces (loading, kitchen, laundry etc)

Externally, the village provides several areas for residents and visitors to gather and enjoy time with family and friends, including:

- Sheltered seating pavilions
- Walking paths
- Communal gardens
- Mini golf

All village residents (including those in the high care suites) will be able to access the village facilities throughout the site during daytime opening hours. In addition, village residents will be able to access and use the facilities in the MRC (as a member of the community) along with having special resident access to a program of seniors health and wellness activities such as swim and gym group classes.

3 Management and Operations

3.1 Ownership and Operator

The village will be jointly owned by Mingara Leisure Group and Pariter.

Pariter will be the operator for the village with overall management including reception, concierge, functions, events, FM services and care staff.

3.2 Hours of operation

The village will operate 24 hours per day, 7 days a week.

Reception will be open from approximately 7am – 6pm 7 days per week to provide services and assistance to all residents and visitors to the village. The communal functions will operate within these times.

The high care suites will be staffed 24 hours per day, 7 days per week to ensure the ongoing care and management of its residents. These staff will provide support services to ILU residents in the event of experiencing a medical or other emergency out of the reception and communal daytime opening hours.

Access to the MRC will be permitted within the regular club opening hours.

3.3 Staffing

A preliminary staff list for the village is tabled below. This will be further developed prior to the opening of the village and afterwards as residents move in and the village becomes fully occupied.

	Day	Night
Independent Living & Communal Facilities		
Village Manager	1	0
Reception	1	0
Concierge	1	0
Building Maintenance	3	0
Cleaners	3	0
High Care		
Service / Village Manager	1	0
Reception	1	0
Clinical Director	1	0
Registered Nurse	1	1
Care Staff	4	2
Divisional Therapy	1	0
Physio Aide	1	0
Kitchen	2	0
Building Maintenance	1	0
Cleaners	2	0
Peak Capacity	24 Staff	

3.4 Waste

The quantities of each type of waste and their method of disposal are detailed in the waste management plan accompanying the development application. Generally:

- Each multistorey building contains its own garbage chute for general waste and recycling which is collected in bin rooms on the ground floor. Villa residents will be provided with their own bins for each form of waste and residents will move their own bins to a collection point on the internal driveway outside of the villas.
- On collection days, village staff will move the bins from each building and street collection point to the bin holding room located below building 1 (northern most building). Collection by the waste contractor will occur from this location. Village staff will then return the bins to their original locations.

3.5 Noise

Retirement living and care facilities are residential developments and not generators of abnormal or excessive noise. Whilst the proposed village located adjacent to the Mingara Recreation Club the existing acoustic environment and surrounding residential development is also generally quiet, aside from occasional outdoor events such as athletics carnivals. Wyong Road is a busy road but there is significant separation between it and the proposed village.

The most likely sources of noise generation from the village are vehicles servicing the site i.e. garbage/waste collection and food/medical deliveries.

- Food/medical/other deliveries will occur during normal working hours, and all deliveries will take place in the loading dock, which is located on the ground level inside building 2.

- Waste collection will take place outside/adjacent to the bin holding room located below building 1. Plant and equipment will be located within rooms in the ground level parking areas and on the roof of each multistorey building and will be screened.

3.6 Traffic

Vehicle access will be via the existing road access from Wyong Road and via Mingara Drive.

- Visitor/guest drop-off will take place via the porte cochere in front of building 2. Visitor parking is located throughout the proposed village.
- Resident parking in the multistorey buildings is located in undercroft parking at ground (buildings 1-4).
- Villa residents park in their exclusive garages located with their home and access is via the internal shared road/path through the site.

3.7 Security

The village will be accessible to the public during the general daytime opening hours who may access the village indoor and outdoor facilities such as walking paths and gathering areas. This is in keeping with the MRC community focus and creating a village that is an integrated part of the MRC precinct. Outside of the opening hours gates will be closed and locked to prevent public access and provide security for the residents.

CCTV will be installed in key areas around the site to further enhance the sense of security for residents, and will be integrated with the MRC CCTV system in place throughout the precinct.

3.8 Flood Emergency Management Plan

A Flood Emergency Management Plan (FEMP) accompanies the application and addresses the evacuation of residents in the event of a flood event.

The FEMP describes the preparedness, response and recovery activities and includes all emergency management roles, responsibilities, strategies, systems and arrangements. It includes an evacuation diagram which illustrates the routes through the site and to the nominated refuge point.

3.9 Access to Gaming Facilities

Whilst the proposed village is in close proximity to the MRC which includes gaming facilities, it is important to note that the village is not 'a part of', nor is it a service/offering of the MRC. The village will be under separate ownership and will operate independently.

All residents must strictly adhere to licensing regulations and cannot enter licenced premises/domain areas unless they are a Member or Visitor defined under the Registered Clubs Act. All entry to the licenced premises is through authorised and designated control areas and all entry must satisfy licencing regulations.