

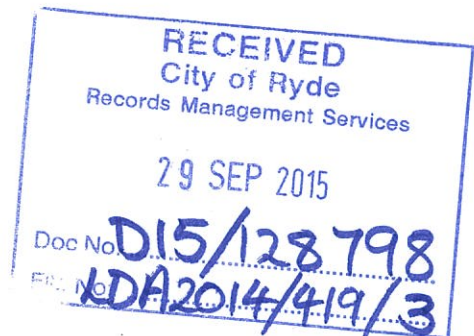


specialist aged care

28 September, 2015

Team Leader Major Development
City of Ryde
Post Locked Bag 2069
North Ryde, NSW 1670

Attn: Sandra Bailey



Dear Sandra

Fernleigh Residential Aged Care Facility
8-14 Sherbrook Road and 78-82 Mons Avenue, West Ryde
Local Development Application No. LDA2014/0419

We refer to above Development Application (DA) and Item 2 under the heading "Panel Decision" as outlined in the Record of Deferral by the Sydney East Joint Regional Planning Panel (JRPP) dated 20th August 2015 and as requested provide the following written evidence in relation to Clause 26(1) of the State Environment Planning Policy - Housing for Seniors or People with Disability (SEPP SL).

As advised by Sean Bilton, General Manager, Commercial of Opal Specialist Aged Care (Opal) during the meeting with the JRPP on 19th August 2015, all residents entering the proposed new residential aged care home at Opal Fernleigh will be assessed as "high care" under the Commonwealth Aged Care Act and Aged Care Funding Instrument (ACFI), as administered by the Commonwealth Department of Social Services. As such, these high-care residents will require significant assistance with their daily health care and individual needs such personal hygiene and body sustenance (eating and drinking). Furthermore, given the limited mobility and frailty of these high-care residents, they are not able to access external services independently such as medical, dental and personal care, shops, bank service providers and other retail and commercial services.

In order to satisfy the requirements of Clause 26(1) of the SEPP SL and provide a residential aged care environment that meets the needs and expectations of residents, their families and other stakeholders, Opal will provide a range of fully integrated "in home" services within the proposed new Opal Fernleigh home which includes, but is not limited to the following:

- General Practitioner visits, including the provision of dedicated consulting room(s) within the design of the proposed Opal Fernleigh home;
- Dental care visits;

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- Optometry care visits;
- Podiatry care visits;
- Physiotherapy services, including the provision of a room with appropriate equipment for rehabilitation exercises;
- Spiritual services;
- Hairdressing salon, with in-house hairdresser;
- Food services (all meals and snacks) prepared fresh on site;
- Laundry services undertaken on site, including all personal items including undergarments and linen;
- Provision of a café which is available to all residents and their families, aged care staff and other stakeholders;
- Provision of a library with a broad selection of books and novels;
- Deliveries of pharmaceuticals, newspapers and magazines;
- Excursions with aged care staff to local banks, shopping centres and other facilities by minibus;
- Provision of internet access for computer banking, and other services including retail if required;
- Staff escorts for any specialist medical treatments;
- Entertainment services, which will include but are not limited to singers, musicians, comedians, trivia nights, etc.; and
- Dedicated multi-purpose room with mini theatre for residents to view the latest movies via the home's Foxtel channels and access to activities co-ordinated by a dedicated Activities Officer such as bingo, cards, craft and painting etc.

In addition to the above services, Opal will provide recreational activities within the home that will be tailored to the specific interests of the residents. Please see below an example of the type of recreational activities that Opal currently provides to our residents across our portfolio of 69 homes:

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Physical	Cognitive	Constructive	Creative	Sensory & Beauty	Social	Spiritual/ Religious	Cultural
Yoga (Seated)	Life Stories	Jewellery Making	Pen Pals	Sensory Boxes	Discussion Groups i.e. friendship groups	Meditation	Festivals & International Days (targeting resident population of home)
Quoits	Bingo	Scrap Booking	Singing/ Karaoke/ Sing Along	Guided Relaxation	Reminiscence	Interactions with Nature	Music Appreciation Ethnic Music
Ball Games	Matching Items	Leatherwork	Reminiscence	Hairdresser	Intergenerational	Relaxation	Games i.e. Mahjong
Lawn/ Indoor Bowls	Education Sessions	Cooking	Doll Therapy	Clothes Shopping	Pet Therapy	Religious Services Christian	Football Tipping
Table Hockey	Board Games	Cottage Craft (Knitting)	Painting	Accessory Matching	Outings	Religious Services Non-Christian i.e. Buddhist, Muslim, etc.	Cars Culture i.e. V8's Drags
Darts	Resident Meetings	Embroidery	Drawing/ Sketching	Tender Touch: Massage	Happy Hour	Religious Readings	Music Culture i.e. Jazz Vs Opera
Walking	Debates	Sewing	Pottery	Manicure	Movie	Bible Study	Cultural Dancing
Gardening	Crosswords	Tapestry	Drama	Facials	Morning Tea / Afternoon tea	Prayer Group	Agricultural Shows
Golf/ Putt Putt	Sudoku	Wood Work	Reading Poetry	Spa	High Tea	Communion	Birthday Parties
Zumba (Seated)	Sorting Items	Arranging Flowers	Writing Poetry	Foot Bath	Concerts/ Entertainers	Songs of Praise	Cultural Movies
Tai Chi (Seated)	Jigsaw Puzzles	Model Building	Reading Literature to others (stories)	Listening to Music	Shopping	Memorial Services	Armchair Adventures
Ten pin	Quizzes	Computer Programming	Playing Musical Instruments	Yarn/ Wool Balls	Shopping	Star Signs	Myths and Legends
Guided Exercise	Cards	Crochet	Writing Music	BBQ's	Gender Specific Groups	Palmistry	Cultural Radio Programs
Balloon Tennis	News & Current Affairs	Restoring Furniture	Dancing	Guided Sensory Walks	Welcome Party	Hand Writing Analysis	Watching Sport
Soccer (Seated)	Computer Games	Fixing Things	Interior Decorating	Sensory DVD's	Cafe		
Basket Ball/ Hoop Game/ Ball in Basket	Computer Use/ Internet Browsing/ IT	Card Making	Listening to Music	Sensory Mystery Bags	Events		

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Bocce	Listening Talking Books	Craft	Laughter Yoga/ Laughing Game	Sensory Bubbles	Games of Chance		
Friska	Reading Groups	Paper Aeroplanes	Flower Pressing	Bird Feeding	Family tree		
Fishing	Book Club	Home Duties	Internal Radio Show	Bird Watching	Magic tricks		
Kite Flying	Mensa Puzzles	Vegetable Peeling	Colouring	Tactile Items			
Shoot and shuffle	Dominoes	Resident roles in Groups i.e. visiting people calling bingo					
	Word Games Jumbles						
	Memory Cards						
Note: the cells highlighted in yellow identify the recreational activities currently in place at the existing Opal Fernleigh.							

Please refer to Appendix A for the frequency of the “In-home” services and “Recreational” activities

Additional supporting information is available in the Statement of Environmental Effects prepared by Mike George Planning dated April 2015, which was submitted to the City of Ryde Town Planning Department as part of the revised DA submission.

We trust that this information fully satisfies the requirements of the JRPP in relation to Item 2 of the Panel Decision, however if additional information is required or further clarification is sought on any of the matters outlined above, please do not hesitate to contact me at your convenience.

Yours sincerely,

Opal Specialist Aged Care

Ben Deagan

Development Manager

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Appendix A

The frequency of the “In-home” services and “Recreational” activities has been outlined within the below table and also provided within the below table is a description of the design provisions that have been built into the new Aged Care facility to facilitate the services. Please note the below frequency of services has been based on the services that are currently provided within the existing Aged Care facility, the frequency for the services may increase or decrease as required dependant on the residents needs and interests.

Frequency of In-home Service				
Item	Description of Service	Frequency	Provisions within the Design	Existing Service Provider
1	General Practitioner visits	On Demand Service, currently 20 Doctors visit individual residents as required. Doctors are on site most days.	Multiple consultant rooms have been provided within the design to facilitate the service	Family/Personal resident General Practitioners
2	Dental care visits	Quarterly Service & on Demand	Mobile service with multiple consultant rooms provided within the design to facilitate the service	Mobile Dental Clinic
3	Optometry care visits	Quarterly Service	Multiple consultant rooms have been provided within the design to facilitate the service	Health Care 2U
4	Podiatry care visits	Bi-Monthly Service	Multiple consultant rooms have been provided within the design to facilitate the service	Healthstrong Podiatry
5	Physiotherapy services	5 Day a Week Service	Dedicated rehabilitation room (Rehab/Gym) has been provided within the design to facilitate the service	Healthstrong Physiotherapy
6	Spiritual services	1 Day a Month Service	The dedicated theatre room is converted into a Spiritual Services room as required	Catholic Church, Anglican Church and Uniting Church
7	Hairdressing salon	3 days a Week Service	Dedicated hair salon has been provided within the design to facilitate the service	Magical Beauty provide hairdressing and beauty services

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8	Food services	24/7 Service	Dedicated kitchen and multiple servery's are provided within the design to facilitate the service. Residents receive 3 full meals a day plus morning tea, afternoon tea and supper.	In-house Opal hospitality staff
9	Laundry services	24/7 Service	Dedicated laundry has been provided within the design to facilitate the service	In-house Opal hospitality staff
10	Café/Kiosk	7 Day Service	Dedicated Kiosk/Café has been provided within the design to facilitate the service of small consumer items	In-house Opal hospitality staff
11	Library	1 Day a Month Service	Multiple libraries have been provided within the design to cater for the service. Permanent Library plus mobile service.	Ryde library
12	Deliveries of pharmaceuticals, newspapers and magazines	5 Days a Week Service	A dedicated Kiosk/cafe and treatment room(s) have been provided within the design to facilitate the service	Multiple local pharmacy businesses within the Ryde area and Meadowbank Newsagency
13	Excursions with aged care staff to local banks, shopping centres and other facilities by minibus	1 Day a Week Service	An owned and operated Opal mini bus will provide the weekly service. Note: the frequency of the service will be increased for major events such as ANZAC Day, Easter Sunday, Australia Day, etc.	Owned and operated Opal mini-bus
14	Banking Services	24/7 Access to Internet Banking Hub and weekly minibus excursions to local banks	Dedicated Computer Hub within the reception area will be provided. Note: WiFi will also be provided throughout the facility which will provide internet access 24/7	Owned and operated Opal mini-bus and free access via the computer hub

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15	Dedicated multi-purpose room with mini theatre	7 Day a week access to movie theatre and 24/7 access to Foxtel	Dedicated theatre room has been provided within the design to facilitate the service and Foxtel will be provided to all TV rooms and resident rooms	Foxtel and Internet Movies
16	Recreational Activities	The frequency of the recreational activities will depend on the individual resident(s) specific interests, for example if a resident enjoys doll therapy, facility staff will allocate 1.5hrs a day for the activity whereas if a resident enjoys Manicure/ Facial this service would be provided once a week when the hairdresser/beautician was onsite.	Dedicated activity rooms, sitting rooms, lounge areas, etc. have been provided within the design to facilitate the activities	In-house programme, services provided by Opal

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