

**BAPTISTCARE SENIORS HOUSING AND GROUP HOMES**

**BOWERMAN ROAD, NARELLAN**

**OPERATIONAL PLAN OF MANAGEMENT  
FOR THE PROPOSED SENIORS HOUSING AND GROUP HOMES**

**JANUARY 2018**

## 1.0 PURPOSE AND GENERAL OBJECTIVES

1. This Operational Plan of Management (the Plan) provides guidelines and management practices for the day to day operation of the seniors housing (self-contained dwellings) and group homes, collectively referred to as the Facility.
2. The Plan applies to the Facility located on the southern part of the site known as 49 Lodges Road Narellan. Access to the Facility will be via Bowerman Road. As illustrated in Figure 1.



Figure 1: Land to which this plan of management relates

3. The Plan aims to:
  - a) Outline tenant selection criteria and processes;
  - b) Ensure that the Facility operates in a manner consistent with good management;
  - c) Operates having regard to residents of the existing Angus Bristow Village and the surrounding residential neighbourhood;
  - d) Identify the security measures that will be implemented within the site; and
  - e) Establish a complaints handling mechanism.
4. The premises shall be operated in accordance with this Plan and any changes shall be notified to the Council and appropriate approvals obtained where required.
5. A copy of this Plan is to be made available to staff and management of the Facility and appended to the development consent for DA-2017-176-1.

## 2.0 Tenant Selection and Allocation – Group Homes

### 2.1 Eligibility Criteria for Group Homes - (Single Parent Families)

6. Prospective tenants of the group homes will need to satisfy the requirements of the definition of 'permanent group home' as set out in clause 42 of State Environmental Planning Policy (Affordable Rental Housing) 2009 (SEPP ARH), which is defined as follows:

*permanent group home means a dwelling:*

- (a) *that is occupied by persons as a single household with or without paid supervision or care and whether or not those persons are related or payment for board and lodging is required, and*
- (b) *that is used to provide permanent household accommodation for people with a disability or people who are socially disadvantaged,*

*but does not include development to which State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 applies.*

7. In determining whether a prospective tenant has a disability or is socially disadvantaged, the definitions contained in clause 42 of SEPP ARH will be applied, which are:
  - (a) a reference to **people with a disability** is a reference to people of any age who, as a result of having an intellectual, psychiatric, sensory, physical or similar impairment, or a combination of such impairments, either permanently or for an extended period, have substantially limited opportunities to enjoy full and active lives,
  - (b) a reference to **people who are socially disadvantaged** is a reference to:
    - (i) people who are disadvantaged because of their alcohol or drug dependence, extreme poverty, psychological disorder or other similar disadvantage, or
    - (ii) people who require protection because of domestic violence or upheaval.
8. BaptistCare will access potential tenants from the NSW Department of Family and Community Services (FACS) *Housing Pathways register*. Those potential tenants will be single parent families who are *socially disadvantaged* and/or *people with a disability*.
9. BaptistCare will use the *NSW Government Housing Pathways* process for tenant selection, this will involve using the FACS Housing criteria.
  - Single parent families;
  - Be able to establish identity;
  - Be resident of NSW and Australian citizen or have permanent residency;
  - In general, be 18 years of age or older;
  - If applicable, make repayments of any former debts to a social housing provider;
  - Have a household income within eligibility limits (as set by FACS) have no assets or property which could resolve their housing needs; and
  - Be able to sustain a successful tenancy without support or with appropriate support in place.
10. In addition to the above FACS Housing Pathways criteria, BaptistCare will consider the following additional criteria as part of the tenant selection process which will require the prospective tenants to be able to demonstrate:
  - That they can pay their rent;
  - Look after their property;
  - Not cause or allow antisocial behaviour;
  - Live independently without support or with appropriate support in place, and
  - Live in the property on an ongoing basis. (permanent stable living)
11. Notwithstanding any of the criteria in paragraphs 9 and 10 above, a tenant may be ineligible for housing assistance if:
  - He/she has a history of having committed registrable offences;
  - It is likely that the presence of the tenant in the group homes will:
    - cause anti-social behaviour; or
    - present an unacceptable risk of harm to the client, to other occupants on the site or to neighbours.

## **2.2 Tenant Assessment Process – Group Homes**

12. Prospective tenant has to undergo the Eligibility Criteria assessment process to apply for housing assistance under Housing Pathways. BaptistCare will conduct pre-offer eligibility checks and requesting the prospective tenant to provide more information if their circumstances have changed, to determine their specific housing needs. This will include:

- Eligible applicants will be invited by BaptistCare to view the property and discuss their needs with the Housing Manager.
- Where the prospective tenant requires support to maintain a tenancy they must show that they have access to and are willing to engage with appropriate support services. This could involve appropriate referrals to other agencies in situations where the person has not accessed available support services
- BaptistCare will when necessary, request from the prospective tenant:
  - A Living Skills Assessment (using the FACS Template) from an external support agency, or
  - An independent Living Skills Report from their support worker

Note: An Independent Living Skill Assessment is part of the Housing Pathways process established by FACS, and is therefore subject to change. This Assessment *“is used to assist the social housing provider in determining the client’s ability to live independently without support, or with appropriate support in place.”* It requires assessment based on 5 criteria including financial management; property care; personal care; social interaction and disability support.

### **2.3 Dwelling Allocation**

13. The group homes will be allocated according to the following criteria:

- Nineteen (19) group homes will be made available to working single parents on low incomes.
- Nineteen (19) group homes will be made available to single parent families on very low incomes.
- The objective of Social and Affordable Housing is to provide homes to those who need them most, offering the tenants access to support tailored to their needs giving them the tools they need to improve their lives and live independently and for some to attain economic independence and move beyond the need for housing support, successfully transitioning from Social and Affordable Housing.

14. Single parent families will need to meet the FACS criteria for bedroom allocation which is a maximum of 2 children (under 18 years of age) per bedroom.

## **3.0 Tenant Selection and Allocation – Seniors Housing**

### **3.1 Eligibility Criteria for Seniors Housing**

15. Prospective occupants of the seniors housing component will need to meet the definition of ‘seniors’ as set out in clause 8 of State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004, which is defined as follows:

*seniors are any of the following:*

- (a) *people aged 55 or more years,*
- (b) *people who are resident at a facility at which residential care (within the meaning of the Aged Care Act 1997 of the Commonwealth) is provided,*
- (c) *people who have been assessed as being eligible to occupy housing for aged persons provided by a social housing provider.*

### **3.2 Dwelling Allocation**

16. The seniors housing will be allocated according to the following criteria:

- Twenty Six (26) seniors housing will be made available to working seniors on low incomes.
- Fifty Eight (58) seniors housing will be made available to seniors who meet the FACS Housing Pathways eligibility criteria.

Ongoing monitoring and annual assessments of a tenant's health and well-being will be undertaken to ensure those tenants whose mobility or health issues are changing have a well-planned transfer to an appropriate facility or if required to residential care. The tenant could also be referred to the FACS Housing Pathways for a priority transfer to another appropriate public or community housing provider.

#### **4.0 On Site Management**

##### **4.1 On Site Housing Manager**

17. An on-site Housing Manager will be employed full time Monday to Friday based within an office in the Community Centre. An after-hours emergency contact will be available.

18. The responsibilities of the on-site Housing Manager include:

- Overall site management
- Legislative and policy compliance
- Tenancy management
- Intake processes
- Repairs and maintenance reporting
- Tenant engagement and community building management
- Monthly reporting to the Service Development Manager
- Continuous improvement
- Complaints management
- After hours contact number for Housing Manager will be available for Tenants (land line and mobile numbers still to be allocated)

19. Senior tenants with greater needs will have the option to access 24/7 personal emergency call monitoring through '*BaptistCare CareCall Emergency Response Service*.'

##### **4.2 Tailored Support Coordinator (part time)**

20. A Tailored Support Coordinator will be available on site and operate from the Community Centre building. The Coordinator will provide effective assessment and planning to coordinate and support tenants and household members with access to a range of individualised services to improve their wellbeing and achieve their goals in life. The role of the Coordinator includes, but is not limited to:

- Conducting Tenant Needs Assessment and Re-assessments
- Linking seniors to appropriate home care services
- Supporting tenants in self-management and relationships with carers and family members
- Linking families with education, training, job seeking,
- Referring tenants to appropriate internal/external support agencies
- Monitoring and following up action plans

##### **4.3 Administration (part time)**

21. An administration officer will operate on a part-time basis from the Community Centre to assist with the efficient delivery of administrative functions for the Housing and tenant support.

##### **4.4 Maintenance**

22. All maintenance of the site will be managed by a maintenance personnel on-site (operated by BaptistCare). A preventative and reactive maintenance system is in place for all facilities across BaptistCare. The range of maintenance duties will include

- Maintain buildings and grounds

- Respond to Tenant maintenance requests.
23. All tenants will have access to after-hours emergency contact numbers for necessary tradespersons (e.g. plumber / electrician).

#### **5.0 Complaints Handling (On-Site Residents)**

24. BaptistCare has a complaints policy that applies fair and natural justice principles and adheres to community housing policy and meeting the performance standard for service delivery under the National Regulatory System of Community Housing. Complaints, incidents, security risk incidents or anti-social behaviour incidents will be managed in accordance with policy. The key principles are:
- clear, prompt process for handling complaints
  - welcome approach to all customer feedback
  - positive attitude to discussion and continuous improvement
  - solution and resolution focused
25. BaptistCare will implement a “3 Strikes and Out Policy” where consistent serious breaches of the tenancy agreements can lead to the tenant being subject to eviction in accordance with the process set out in Section 154C of the Residential Tenancies Act 2010.
26. If complaints cannot be dealt with directly at the site, then BaptistCare operates an escalation policy whereby complainants have access to the Registrar of the *NSW Civil and Administrative Tribunal*.

#### **6.0 Complaints Handling (Neighbours)**

27. BaptistCare will establish a complaints register attached at the end of this Plan. The register is to be managed by the on-site Housing Manager. The complaints register shall be kept with this Plan and held in the Housing Manager’s office on the site and will be made available for inspection by Council’s officers if requested.
28. BaptistCare shall use their best endeavours to resolve any complaint and advise the complainant of the action that has been taken.
29. BaptistCare will advise its immediate neighbours of the details (date and time) of any large events or services such as Christmas and Easter that could possibly affect neighbouring properties.
30. The Housing Manager can be contacted on land line, email or Mobile.

#### **7.0 On-Site Security Measures**

31. BaptistCare will implement the following security measures to all the proposed seniors housing dwellings and group homes:
- Door and window locking furniture
  - Street lighting
  - Narrow beam-angle luminaire overhead lighting to illuminate pathways
  - Unit entrances to have high lux-level ‘down’ lighting to assist pre-entry clarity
  - All external lighting to have white-light spectrum of LEDs (around 4000 Kelvin) to ensure colour consistency to enhance way-finding and personal identification.
32. BaptistCare will organise random security guard patrols each night.

#### **8.0 Community Transport**

33. All residents will have ready access to existing public and private bus services adjacent to the site.

34. Seniors who are approved for Commonwealth Government funded Home Care Packages will provide seniors with options to access transport services to assist with the likes of grocery shopping and medical appointments.
35. The adjoining BaptistCare Day Respite Centre has community buses which will be made available (as additional services) for all tenants at the Facility. The buses will be available for shopping, library visits, social outings and transport to appointments on several days each week. Future needs will be assessed appropriately to determine if additional services are required.
36. The on-site Housing Manager will be provided with a vehicle that can be made available to transport of tenants to specific appointments, if required and organised in advance.

#### **9.0 Operation of the Community Centre**

37. The Community Centre is intended to be used for socialisation and educational activities, such as (but not limited to) the following:

- Social meeting place
- Intergenerational Activities
- Playgroups
- Educational groups – employment skills, e.g. assistance with preparing resumes
- Budgeting/financial planning/healthy eating
- Tutoring
- Social gatherings – morning tea/community lunches
- Special events Easter, Christmas, Melbourne Cup, birthdays
- Craft/games – cards, board games

38. The general operating hours of the Community Centre are Monday to Friday 8.30 am to 5.00 pm and will be locked outside of these hours.

39. The Community Centre building will be available outside the general operating hours for pre-arranged events organised in conjunction with the on-site Housing Manager for other events/ activities including:

- Weekend Craft Activities monitored opened under supervision of trained Volunteers
- Evening activities with a staff member or trained Volunteer present.

Signed by: \_\_\_\_\_

\_\_\_\_\_ (Print name) on behalf of

\_\_\_\_\_ (Name of organisation/entity)

\_\_\_\_\_ (Date)

## COMPLAINTS REGISTER

[illegible]