

## Detailed information about proposal

- The proposed development is for the construction of 5 single storey buildings as a community support centre for children of homicide victims, being children 3 to 18 years old accompanied by their families. The facility will comprise:
  - entry/waiting area
  - office arm (16 office spaces, therapy room, administration area, meeting room and toilets)
  - program arm (4 program rooms, 4 therapy rooms, quiet room, staff room, play room, lounge/games area with kitchen, bathrooms and outdoor terrace)
  - ancillary visitor accommodation (12 bedrooms and shared toilets, staff bedroom, toilet and garage, lounge area, kitchen, laundry room, storage and dining area which opens to an outdoor terrace). The applicant describes the ancillary accommodation as intended for the children's families during counselling periods, residing no more than 5 - 6 days dependant on the program.
- Refer to the development plans in **attachment 5**.
- Provision for 47 parking spaces (35 for staff including a garage in the ancillary accommodation building, and 12 for visitors), bus parking, waste collection area and enclosed bin area.
- Proposed landscaping works, including designated spaces for: vegetable garden, outdoor exercise area and equipment, raised sensory gardens, quiet seating area, outdoor seating area, chicken pen, zen garden, feature gardens and children's play area. Other landscape works include vegetation buffer areas between the rear boundaries of dwellings on Kareela Street and landscaping in the front setback.
- Perimeter open fencing is proposed on all boundaries at 1.8 m.
- Proposed operational details –

### Operational hours:

Monday – Friday: 8.30 am – 6.30 pm. Staff starting time is staggered between 8 am and 10 am. Full time staff work a maximum of 8 hours a day.

Saturday – Sunday: 9.30 am – 4 pm

Public holidays: Closed

The Plan of Management states that Friday to Monday programs are intended for children coming from outside the Sydney Metropolitan Area.

The applicant provides the following information about Grace's Place:

*"It is a social infrastructure that provides beneficial services to the residents of Western Sydney and potentially beyond – a trauma recovery centre for children dealing with homicide.*

*Grace's Place will be a place for counselling, therapy programs and administration.*

*Family members of homicide victims have a very important role in the criminal justice system, whilst some are witnesses for the crown the majority of family members we support have one interaction with the trial process and that is to give a victim impact statement if they so wish. Rarely are children crown witnesses, children are very much protected and give their evidence in a closed court or in private.*

*For the past 25 years, there was never a perpetrator tried to silence a child or their parents from going to court to give evidence. When family members come to Grace's Place they will be invited. Grace's Place will not be used for emergency accommodation or respite.*

*No family member is supported by the HVSG that has not been verified by our working partnership agreement with the NSW Police Force and the Attorney General's department. If a family member is deemed to be not eligible for our support the NSW Police Force, Homicide Squad Commander would relay this information to the Executive Director of the HVSG.*

*A register of all persons that are being supported by HVSG is always available and updated on a daily basis. Confidentiality is of most importance, nobody but the staff of the HVSG will know who is at Grace's Place at any time."*

- Minimum number of children in counselling at any one time: 12 (aged 3 – 18 years old). According to the Plan of Management, structured programs are provided to cater for different age groups.
- The Plan of Management also states that no outdoor activity will take place after 10 pm.
- Number of staff:  
Counsellors: 5 staff  
Administrative: 5 staff  
  
An on-site caretaker will be available 24 hours a day, although the applicant also states in its response to the neighbours' concerns that there is no full-time resident on the site. It is unclear if a caretaker will be physically on the site at all times.  
  
The applicant indicates this is the minimum number of staff required to operate the site.  
  
Note: the proposal does not nominate a maximum number of staff on site at any one time.
- Car parking:  
Staff parking: 35 spaces (including 2 disabled spaces and caretaker space in the garage)  
Visitor parking: 12 spaces (including 2 disabled spaces)
- Plan of Management:  
The applicant's Plan of Management is on the following pages.

**Operational Plan of Management for HVSG & Grace's Place**  
**Draft – August 2018**

**Executive Summary**

This Plan of Management (POM) forms an essential part of the ongoing management requirements for HVSG and Grace's Place.

It is a document required by Council that reflects a reasonable agreement between the HVSG, Grace's Place and the Council in order to minimise any adverse effects upon neighbours.

It is required by and reflects the intention of the requirements of Council's conditions of development consent for the centre.

**1. Aim:**

A plan of management sets out the various requirements and responsibilities of management and visitors and includes:

- i. management arrangements and Manager's contact details
- ii. policy and practice
- iii. Maintenance of an Incidents Register

**2. Location**

The Plan of Management has been prepared for Homicide Victims' Support Group (Aust) (HVSG) & Grace's Place, Corner of Doonside & Eastern Roads, Doonside, 2767, NSW.

**3. Management**

HVSG will engage an on-site manager and caretaker

Martha Jabour, Executive Director who will be familiar with the content of the Plan of Management.

[martha@hvsgnsw.org.au](mailto:martha@hvsgnsw.org.au)

0417442287

Peter Simpson - Caretaker

### **Duties of the on site manager and caretaker.**

The On Site Manager and caretaker are responsible for the following:

- To be contactable
  - 24 hours via telephone,
  - email [info@hvsgnsw.org.au](mailto:info@hvsgnsw.org.au) OR [martha@hvsgnsw.org.au](mailto:martha@hvsgnsw.org.au)
  - HVSG 24 hour support line – 1800 191 777
- To oversee all concerns related to residing visitors of the premises.
- To provide residing visitors with appropriate information prior to the commencement of occupation.
- To organise the cleaning and maintenance of the common areas and common open space areas.
- To organise the waste collection and facility needs for the site, and the ongoing storage and collection of waste on-site including transfer of waste to and from collection points for the waste collection service as required, and regular cleaning of bins/waste storage areas/rooms.
- To carry out inspections on a regular basis (insert frequency of inspections) to ensure the building is maintained in a clean and tidy condition and that all facilities and fittings are appropriately maintained.
- To maintain the electrical circuits to a safe standard.
- To maintain an incident register.

### **Qualifications and experience of manager**

- Management
- Advocacy
- Certified Supervisor
- First Aid Qualification
- Criminal History Record Check
- Educational Leader
- Dispute Resolution
- Child Protection
- Working with Children

#### **4. Record of resident's special needs**

To be completed by every person and includes but is not limited to:

- details of any medication requirements,
- special dietary needs,

- sleeping arrangements,
- emergency contacts,
- disability access and any other information volunteered by resident in initial consultation in relation to special needs or personal information.

## **5. Rights and Responsibilities**

Information on visitor/lodger roles and responsibilities be provided beforehand to all as part of orientation to Grace's Place and also to be prominently displayed in a communal space within the premises.

## **6. Resident information**

### **Capacity of Grace's Place**

The Centre's capacity is for a total of 12 Children as follows: 3 Years – 18 Years

This capacity is based upon the allowed number in the residential building.

- all residing visitors that will be the parents and or carers are to be made aware of the contents and their obligations under the approved Plan of Management
- a copy of the approved Plan of Management is to be made available upon request
- a full copy of the approved Plan of Management is to be permanently displayed in building and in each common area.

## **7. HVSG & Grace's Place Rules**

### **Hours of Operation**

The HVSG will open daily, Monday to Friday from 8.30 am to 6.00pm, fifty-two (52) Weeks a year. And on weekends whilst programs are being run.

Weekend operating hours will be 9.30am to 4.00pm, the only programs that will be run over weekends will be the programs for children that will be at Grace's Place who come from outside Sydney Metropolitan Area, eg would be Friday until Monday.

The HVSG closes for Public Holidays.

The HVSG will be operated by a minimum of 10 staff (5 counselling staff, 5 administrative staff), including volunteers, management committee members and allied health service providers at any one time.

Not all staff arrives at the same time. The arrivals are usually staggered between the hours of 8.00am to 10.00am. Full-time staff work for 8 hours a day.

Part-time or Casual staff work shifts as required.

Volunteers work as required.

There will be a structured program where the children will be divided between their age groups of 3-8 years 9-12 and 13-18. A daily program will be based on their needs and individual development/progress. Some children will undergo a one on one program.

### **Children**

Time out of doors will be an essential component of the child's experience at Grace's Place.

- Whilst active play is encouraged, screaming and shouting will not.
- This type of behaviour can be intimidating to other children, and can be disturbing to neighbours.
- Children who persist in such behaviour may need to be excluded from outdoor activities.
- A crying or distressed child will be attended to immediately (without delay). The child will be taken to a quiet area to be comforted and to be assessed for any injury, or other cause of distress.

When children are in the "Active" play area, each group will be fully supervised by two carers per group at all times.

Musical instruments likely to generate excessive noise will not be permitted in the "Active" play area.

### **Activities**

Outdoor activities vary from day to day and are dependent upon the weather and the program. They include:

- Ball games
- Team play
- Balancing, Climbing, Stepping
- Environmental and nature based activities
- Supervised play
- Sand play
- Water based play (not swimming pool)
- Free play

Different age groups will be given the opportunity to participate each day in both the Indoor/Outdoor Area and the Secondary Outdoor Area.

### **Insurances**

The HVSG will maintain a register of all insurance policies. Public Liability Insurance of \$20 million dollars and Workers Compensation Insurance of \$20 million dollars will be maintained at all times.

### **Centre Cleanliness, Waste Management and Maintenance**

Grace's Place will be kept clean by staff and after hours by external professional cleaners and gardeners. Grace's Place will maintain a schedule of required maintenance which is routinely undertaken by handymen, builders and other tradesmen as required.

Grace's Place will educate children on environmental issues, it is a core objective to recycle our waste as best as possible.

### **Staff/Volunteers/Management Committee**

HVSG management of the Grace's Place will ensure that all counsellors, carers and educators are properly trained.

Staff will be instructed to engage the children in therapeutic/educational play activities that the children will find both mentally and physically stimulating, at all times.

Staff will be instructed to refrain from encouraging activities that may result in excessively noisy play and running.

All temporary & permanent staff will be required to read the Noise Management Plan before starting work and to comply with it at all times.

## **Mechanism for Conveying Policies and Updates to Family Members and Parents**

The HVSG and Grace's Place operations will be documented in our Policies and Procedures.

Policies and procedure rules are to be clearly displayed throughout the premises.

The Policies and Procedures are discussed at Staff Meetings and are continually updated and redistributed as they are amended to retain relevance and compliance.

HVSG and Grace's Place Policies will be located in the front foyer for all families and visitors to have access to at any time.

HVSG Policies are reviewed throughout the year on a monthly basis following a schedule.

The HVSG believes that reflection and evaluation is an important aspect of quality improvement. Reviewing HVSG's practices and strategies will ensure that we continually strive to improve our service to families and the children in our care. To this end, we have implemented the strategies below.

- All policies and procedures will be made available to families during the orientation period for them and their child.
- Educators/staff will notify families of how to access policies and procedures and where they are located in the service.
- Our counsellors/administrative staff/volunteers will ensure that all policies and procedures are reviewed annually or more often if required. This gives both families opportunities to suggest elements that need to be improved.
- All policies will be signed, sourced and dated at each review and counsellors/administrative staff/volunteers will continuously seek out relevant information to provide the best possible environment.
- All stakeholders at the service must be informed of any changes to policies. This will occur in writing and be provided to families, counsellors/administrative staff/volunteers, management, the committee and any other relevant individuals.
- HVSG will ensure that parents of children coming to Grace's Place are notified at least 14 days before making any change to a policy or procedure that may have a significant impact on them or their child.

There will be policies pertaining to the following in due course, we will have a users guide type directory for all family members to attend Grace's Place.

A different directory will be available for day clients as opposed to residential clients. There will be signs relevant to the different policies put up in relevant areas.



An information package will be sent to family members before they arrive. We also will have policies and procedures on our Grace's Place Website.

- The use of communal space and facilities, quiet enjoyment
- Kitchen and cooking facilities
- Operating hours of outdoor common areas e.g. No use of the outdoor areas permitted after 10.00pm
- Smoking areas - no smoking in bedrooms and areas which may affect the amenity of other visitors/lodgers or residing visitors of neighbouring properties
- Visitor policy e.g. visitors not permitted after 10.00pm, visitor sign in, behaviour, contact with children who are not related
- Activities and noise - Loud music or television noise is not permitted after 10.00pm
- Emergency contact details
- Parties or gatherings are not permitted upon the premises after 10.00pm
- Guidelines for the responsible consumption of alcohol, zero tolerance on illegal drugs – Alcohol, Drug Smoking Policy - Annexure 1
- Keeping of pets/animals
- Use of parking spaces (bicycle parking and motorcycle parking spaces)
- Incident management Annexure 2 Accident and Hazard Report, Annexure 3 Incident, Injury, Trauma and Illness Form , Annexure 4 Workcover First aid in the Workplace. Code of Practice 2015
- Bathroom and facilities
- Use of laundry/ clothes drying
- Locking of rooms

## **8. Internal signage**

- Appropriate signage within the building informs residing visitors of the following will be visible and available to all family members availing themselves of the services of the HVSG and Grace's Place.
- Their rights and responsibilities
- House rules
- The right to privacy and a complaints process
- Health and safety procedures including emergency telephone numbers and other essential telephone numbers; and maintenance and fire safety in the building.
- Evacuation procedures

## **9. Child Protection under NSW Legislation**

## **Mandatory Requirements**

Every health worker has a responsibility to protect the health, safety, welfare and wellbeing of children or young people with whom they have contact. The legal responsibilities of health services and health workers are identified in the following legislation: Children and Young Persons (Care and Protection) Act 1998.

The HVSG and Grace's Place will meet their obligations under the Children and Young Persons (Care and Protection) Act 1998 and has procedures for referral to the relevant authority being either Human Services NSW (formerly Department of Community Services) and/or the NSW Police at all times.

There is a specific policy around Child Protection.

Other legal obligations that must be adhered to when children are in the care of HVSG are covered by the following legislation –

### **Principal Acts:**

Children and Young Persons (Care and Protection) Act 1998

### **Other relevant Acts:**

Victim's Rights and Support Act 2013

Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006

Child Protection (Offenders Registration) Act 2000

Crimes Act 1900

Commission for Children and Young People Act 1998

The Ombudsman Act 1974

Family Law Act 1975 (Cth)

## **10. Incident register**

A register of all incidents will be kept with outcome of resolution or follow up to be completed.

## **11. Dispute resolution procedure**

A dispute resolution policy will be documented and given to concerned parties on how disputes amongst residing visitors, with others, and with the manager will be resolved.

## **12. Complaints management**

HVSG management committee will maintain a Log of any complaints received. Any complaints received shall be logged with details of the nature of the complaint, time of the event and contact details of the complainant.

HVSG management committee will endeavour to respond to any complaint as quickly as possible, and will advise the complainant within 48 hours of what, if any, actions have been undertaken as a result of reviewing the complaint.

These actions will be recorded in the Log.

The Log will be located Executive Directors office.

HVSG management committee will provide Council and the occupants of the building with name(s) and contact details (phone number) of designated person (or persons) responsible for the addressing noise complaints.

At least one designated responsible person shall be available on site at all times during operational hours.

HVSG management committee will provide Council, and other occupants of the building with an Activity Schedule if any activity is to be undertaken that will impact on our neighbours.

A laminated copy of the Noise Management Plan will be displayed in the entry foyer.

All parents / guardians will be required to read the section of the Noise Management Plan relating to their Children.

HVSG and Grace's Place will not become a source of 'offensive noise' impacting adversely our neighbours.

HVSG management committee is committed to being a responsible and good neighbour.

## **13. Accidents, emergency and fire safety**

There will be accident and emergency procedures – includes but not limited to: fire, accidents, injury, accident reporting, emergency exit procedures, location of fire extinguishers, incidents of electrocution, trip switches

There will be instructions concerning procedures to be adopted in the event of an emergency shall be clearly displayed on the premises for both public and staff information.

A Copy of the annual fire safety statement and current fire safety schedule for the premises must be prominently displayed in the reception area.

A floor plan must be permanently fixed to the inside of the door of each sleeping room to indicate the available emergency egress routes from the respective sleeping room.

All residing visitors are to be made aware of the fire safety features of the building and what to do in the event of an emergency.

All staff and volunteers shall be trained in relation to the operation of the approved Emergency Management and Evacuation Plan on a regularly basis.

All fire safety features within the building are to be regularly maintained in accordance with any statutory requirements.

#### **14. Safety & security**

Safety and security procedures including but not limited to

Individual Pin Code access to all staff and parents to access the centre for some designated areas.

Individual Pin codes will be cancelled upon families leaving Grace's Place.

Surrounding child proof fences and gates will be installed.

There will be a register of visitors entering any part of the premises including outdoor open spaces.

There will be curfews on entry into Grace's Place after hours, visitor, and the use of outdoor open spaces.

There will be a register with contact details for Executive Director, Caretaker and Management Committee members.

There will be a register with contact details for Emergency Services and local police direct numbers.

There will be a register with contact details for utilities such as gas, electricity, plumbing, local doctors, pharmacy and our neighbours if appropriate.

Access to keys and security codes will be made available to Emergency Services and Council.

There will be landline telephone's in all three buildings in the event of an emergency.

There will be appropriate security systems in place.

There will be access and appropriate facilities for people with disabilities and special needs.

There will be a safe, locked storage cupboard for poisons. There will be a comprehensive register kept of what poisons, drugs, medication and other substances are kept on the premises.

There will be no illicit drugs allowed on the premises. The finding of such substances will be an automatic termination of their stay from Grace's Place immediately.

No alcohol will be allowed unless special permission has been granted by the Management Committee in writing.

#### **15. Fire Safety, Flood and Emergency**

(Refer to Fire, Flood and Evacuation Plan)

Annexures to this document –

Annexure	Document
1.	Alcohol, Drug Smoking Policy
2.	Accident and Hazard Report
3.	Incident, Injury, Trauma and Illness Form
4.	Workcover First aid in the Workplace. Code of Practice 2015
5.	Children and Young Persons (Care and Protection) Act 1998
6.	Victim's Rights and Support Act 2013
7.	Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006
8.	Child Protection (Offenders Registration) Act 2000
9.	Crimes Act 1900
10.	Commission for Children and Young People Act 1998
11.	The Ombudsman Act 1974
12.	Family Law Act 1975 (Cth)