



OPERATIONAL PLAN OF MANAGEMENT

ANGLICARE

MILPERRA

1 March 2019



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1 Executive Summary

The following document contains Anglicare's Operational Plan of Management (**OPM**) for the property at Milperra. The purpose is to document Anglicare's approach to the management of the facility and to ensure a smooth operation for the residents and to minimise the impact on nearby owners and residents.

This property and all associated infrastructure is solely owned by Anglicare, including the proposed 81 Retirement Living Units (RL), 107 Bed Residential Care Home facility (RC), community facilities and infrastructure. Anglicare intends to maintain ownership of the village in its entirety for the foreseeable future, so that we can assist our targeted resident cohort to realise their goals and live comfortably in the community.

The plan covers the following elements:

- Building Ownership and Management
- Resident Management
- Resident Support
- Building Management
- Security

2 Building Ownership and Management

The property and all associated infrastructure is to be solely owned by Anglicare, and Anglicare intends to maintain ownership of the village in its entirety for the foreseeable future.

Anglicare will be responsible for the management of the facility including operation of the residential care facility, maintenance of the buildings, maintaining the grounds and landscaping, waste collection.

Communal facilities will be able to be utilised by all residents of the village including residents in the RC. This includes the communal rooms, café, BBQ areas, activity area, village community garden etc.

3 Welcoming of Incoming Residents

Prospective residents will be interviewed by Village Management to make sure there is a clear understanding of village life and understand the resident's level of independence and confirm that this village is the most appropriate option for their needs.

A welcome pack will be provided to each new resident which will include:

- Management contact details within the village
- Emergency contact number for the out of hours security company
- Waste management procedures
- All relevant phone local phone numbers
- Protocols for use of the common facilities
- Emergency procedures
- The Flood Emergency Response Plan
- Details of social groups within the village
- Operating times of the community bus



4 On-site Management and Security

4.1 Onsite Management

This site will have a full-time on-site manager for both the RL and RC components, working standard 8am – 6pm business hours and as required. The nominated village managers and their associated teams, including Operation Managers, Retirement Living Coordinator, will be the primary points of contact for residents (and non-residents – e.g. neighbours).

The manager's contact details will be displayed on site at the property in lift lobbies, notice boards, and included in residents' welcome pack

The manager will be responsible for coordinating the appropriate resources to respond to any issues or problems. E.g. For maintenance issues, they will initiate the process to deal with the identified issue.

Resident information is held by in an electronic format and can be accessed by onsite management, and relevant staff via a secure server and login credentials.

4.2 After Hours Management

Residents within the RL component of the village will have access to an afterhours contact person and a phone number for security patrol. The welcome pack delivered to an incoming resident will have all relevant local phone numbers.

RL residents also have access to a Registered Nurse 24hrs, 7 days, located within the RC building.

The RC is staffed at all times, with afterhours management handled by the registered nurse on duty.

5 General Village Management

Anglicare will be responsible for the overall management of the building, including repairs and maintenance.

5.1 Waste management

Anglicare will engage a private contractor for the collection of all wastes and recyclables for the RL and RC components.

Waste management arrangements for the RL component will be displayed on notice boards in each building and will provided to each resident as they move into the property.

5.2 Day to Day Maintenance

All maintenance requests will be lodged and managed onsite by the Village Manager and their team. Residents will be able to lodge and monitor requests via a number of means, including;

- Direct lodgement via website
- Physical lodgement by the "Pink Slip Form" process
- Contacting the Village Manager

5.3 Emergency Maintenance

Anglicare will provide contact details to each resident (as well as advertising them on the notice boards in the building) of how tenants can access emergency maintenance.

Residents will have access to a 24x7 emergency contact number for emergency maintenance.

5.4 Cyclical and Planned Maintenance

Anglicare will incorporate regular cyclical and planned maintenance into its long term building maintenance program.

5.5 Fire Safety

The village and its buildings will comply with essential fire safety measures outlined in the Environmental Planning and Assessment Regulation 2000, including but not limited to the following:

- A copy of the annual fire safety statement and current fire safety schedule for the premises will be prominently displayed in each building entry area;
- A floor plan will be permanently fixed to the inside of the door of each RL to indicate the available emergency egress routes from the respective apartment;
- The Manager will be trained in relation to the operation of the Emergency Management and Evacuation Plan;
- The village will provide annual certification for the Essential fire safety measures to comply with the Environmental Planning and Assessment Regulation 2000;
- Emergency numbers will be provided on the building noticeboards;
- As per Anglicare policy each building and RL will be fully sprinklered.

5.6 Car Parking

The Village Manager will be responsible for providing keys and access to the car park for nominated residents. At the time of entering the village each resident will be given keys to their unit and swipe card access to the car park. Residents are responsible for ensuring that the car park access is only used for their private use.

Staff parking will predominantly be managed by the exclusive use of the RC basement carpark for RC staff. Day staff will be encouraged to use public transport as a means of travel to work to leave some capacity in the basement for afternoon and night staff when they arrive.

If there are maintenance issues with an access gate, then this will be managed through the standard maintenance procedures.

5.7 Security

Security patrols will take place outside of regular business hours, being 7am – 6pm. Security patrols will take place 3 times nightly and as required and as required on weekends. Each resident will have the security company's contact details in case of an emergency. This is in addition to the passive surveillance provided by 24hr staff in the RC building and RL residents living onsite

All RL buildings will be secured at the entry via an electronic swipe access point and intercom system. All building entrances will be monitored by closed circuit security system.



All ground floor RL units and RL units with external access (i.e. not via a secure lobby) will have 'Crimsafe' security doors and windows installed as standard.

During business hours the RC is accessed through the front door only, with a secure pin code required. After hours access requires entrance to be granted by a member of staff.