



OPERATIONAL PLAN

APPERLY VILLAGE NEWCASTLE GOLF CLUB

Authors Note

This *draft* Operational Plan is currently under development, it is a 'work-in-progress' and will be completed prior to occupation of The Village.

The *draft* Plan outlines the nature of The Village, how it will operate on a day-to-day basis, and the central rules and regulation pertaining to both management and the residents.

The *draft* Plan will be reviewed annually in collaboration with the residents of The Village and updated where necessary and appropriate to reflect legislative amendments, operational and management changes, and shifts in community expectations. The Plan will be a living document and freely available to all residents and their representative as part of the land lease agreements.

Document Control

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Introduction

Our mission is to achieve excellence through quality and innovation. It is the uncompromising quality of our approach that make our villages stand out from the rest. Careful and well-planned villages is part of our philosophy. Successful operation and management lead to happy and healthy residents which is core to our communities.

Principle Living Pty Ltd is focused on creating villages that foster integration and values within the wider community. Our approach and values are aligned with the ageing-in-place initiatives of the Australian government with a focus on providing fit-for-purpose housing, on-site care capabilities, a sense of community and respect for ageing Australians.

Our Purpose

This will be delivered by providing quality villas and apartments premium services, and first-class facilities. Our goal is to be the new benchmark in retirement living decisions. We plan to provide the best living standards for Australia's growing population of retirees. In addition, the changing landscape of age care delivery presents us with an opportunity to deliver market leading contracts and provide services which will cater to the changing needs and desires of the ageing community.

Our villages provide a complete service, encompassing the full spectrum of needs. Our villas are designed with adaptable 'ageing in place' features to ensure residents' requirements will be met as their needs change. In addition, we are committed to the physical and emotional needs of our residents, partnering with reputable Home Care providers to ensure all needs are met when and if their needs change. Social networks are a major benefit to residents of retirement villages. Our staff will actively engage with residents, foster support networks, initiate wellbeing programs and organize activities.

Our Objectives

This Operational Plan has been formulated to address and achieve the following:

- Corporate governance – managing assets and resources in a way that is accountable, transparent, responsive, efficient, equitable and complies with all applicable legislation and best practice guidelines.
- Environmental quality – using only the resources that are required to deliver facilities and services and improving overall physical amenity while reducing detrimental impacts on our surrounding natural and built environment.
- Social equity – decision making that leads to greater physical, cultural, and financial access in the delivery of services and facilities within the village.
- Economic prosperity - promoting the development of jobs, business improvement, retirement industry development and market growth in a sustainable manner.

Apperly Village is an over 50's lifestyle estate approved under State Environmental Planning Policy (Housing) 2021. The Village consists of 47 architecturally designed villas and 127 Apartments through 3 Buildings.

Community facilities available in the Apperley Village include a swimming pool, pickle ball courts, bowling greens, gymnasium, landscaped gardens and parks, a community centre, playgrounds, walking and cycle paths, nature trails and BBQ areas.

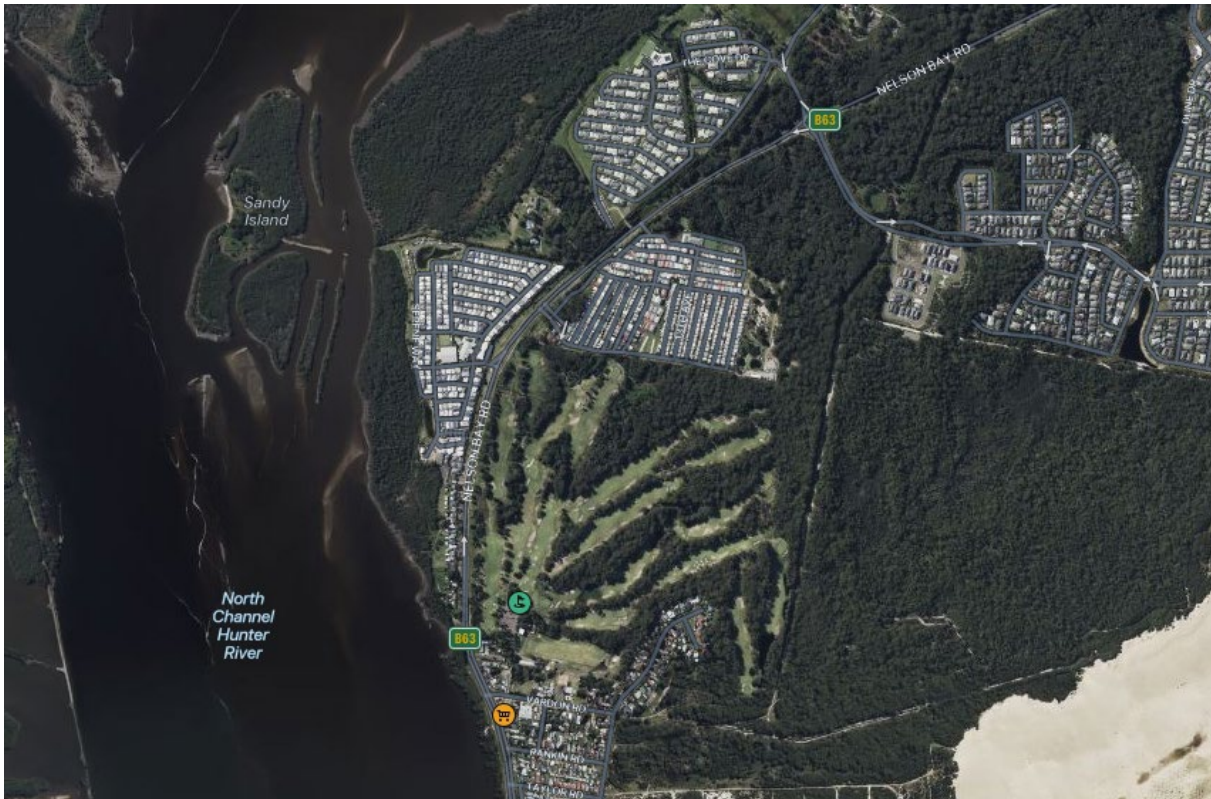


Plate 1: Aerial Photo of the Site

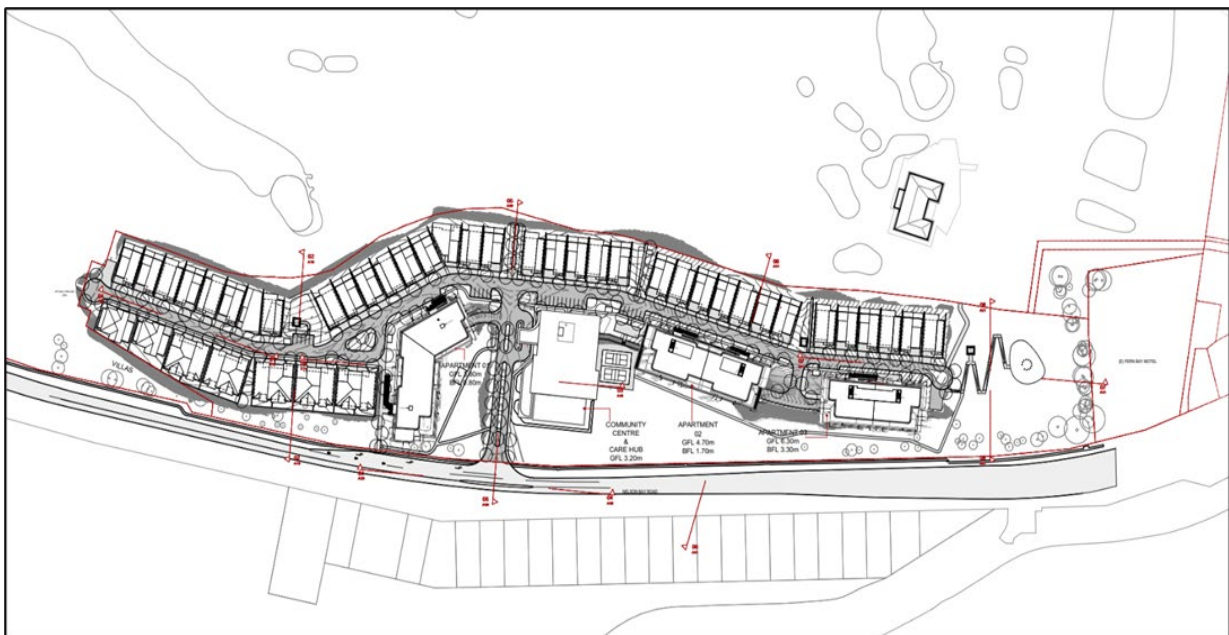


Plate 2: Masterplan Layout

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1. Definitions

- I. THE VILLAGE” means “Apperley Village”
- II. “Common areas” means any part of the village other than residential premises.
- III. “We”, “our” and “us” mean the operator of the village, and include employees, agents, or representatives of the operator, and
- IV. “You” and “your” apply to any resident of the village.

2. Management and Administration

I. Management Team

- a) The Village has a dedicated Manager and associated staff as required.

II. Complaint Management

- a) The Village has an Online Feedback System. This allows residents to provide any concerns, issues, hazards, suggestions and incidents.
- b) Any Feedback registered on the system will be directly notified to the Village Manager. Principle Living Management will also access to the Feedback Register and will be notified if Village Management have not addressed any items reported on the Feedback System.
- c) Residents can also provide feedback in the suggestion box located with the Community Centre.
- d) Feedback can be anonymous if preferred.

III. Operating Hours

- a) The Village Office located in The Community Centre is open for general business during the following hours.
 - Monday to Friday 9.00am to 5.00pm
 - Weekends and Public Holidays CLOSED

The above times DO NOT apply to matters of a serious nature or emergency. If the office is unattended, please use your emergency call system or dial '000' for urgent attention.

Due to the small staffing complement, the office may be closed from time to time to meet village management obligations, for example, sales walks/emergency calls etc. In these cases, a note will be left on the office door.

IV. Security

- a) Reception will be open from 9.00am to 5:00pm daily. This means there will be a staff member on site within these standard reception hours. Staff are fully trained in all operations of The Village.

b) Entrance

For security purposes, there will be one vehicular entry point to The Village. Access to The Village will be locked from 7pm to 6:00am, and entry only gained by use of swipe card or by reception staff member or on-site manager permitting entrance.

c) Surveillance

The Village will have CCTV security surveillance in key areas.

d) Electronic Card Access

There is a hierarchy access levels depending upon the nature of the facility and security clearance. The Village manager will have full access to all village facilities.

All residents will be issued a swipe card(s) that will give entry to The Village and common areas. The issuing of swipe cards will incur a deposit and replacement cost if lost.

All accessible doors will have swipe card access. The relevant readers will be located at the correct height for disabled guests.

V. Resident Security

- a) We are required to provide and maintain locks or other security devices to ensure your premises are reasonably secure.
- b) The entrance door locks must not be changed or re-keyed.
- c) Chains and bolts must not be fitted to external doors of your premises because they could prevent emergency help.
- d) You must not interfere with the self-closing mechanisms of exterior doors that are designed to maintain security.
- e) To help prevent theft you must ensure that all windows, doors, and other openings to your premises are closed and securely fastened when your premises are not occupied.
- f) If security screens are fitted to all windows and doors. We recommend these be kept locked whenever practical.

VI. Master Keys and Proximity Cards

- a. All door locks for community facilities and amenities are master-keyed to permit access by staff in an event of an emergency. Locks must not be changed. Door locks must not be changed as this will prevent access to assist you in the event of an emergency.
- b. Loss of master keys or proximity cards must be reported as soon as possible.

VII. Visitors and Guests

- a) We encourage residents to keep links with relatives, friends and other people from outside the village. Visitors or short-stay guests are welcome any time, and there is no need for you to get our consent, however we encourage you to inform us of visitors staying over, for safety and emergency reasons. A visitor or short-stay guest is somebody who visits during the day or stays overnight for up to two (2) weeks.
- b) Refer to Resident handbook for further information.

- c) You must take all reasonable steps to ensure that your guests do not behave in a manner likely to interfere with the peaceful enjoyment of any other resident of The Village.
- d) Guests of residents may use village facilities. However, they must be accompanied by a resident, and they observe any rules that apply to the facilities.

VIII. Emergency evacuation drills and procedures

- a) All persons must comply with emergency evacuation procedures, and instructions given by village wardens or emergency services personnel. Including evacuation from any building, any common area and, if necessary, from the village.
- b) Residents must illicit compliance by their visitors, or attending service providers, during an emergency evacuation incident or drill.
- c) Refer Resident Handbook for further Emergency Procedures

3. Roadways and Parking Areas

- a) The speed limit for all village roads is 15km/h.
- b) All traffic signage in the village must be obeyed.
- c) As parking spaces are limited within The Village, you may park a vehicle only in your garage or driveway. You must not park or stand a vehicle on any other part of The Village.
- d) This rule does not prevent you from stopping in restricted areas to allow passengers to exit or enter your vehicle.
- e) "Visitor parking" spaces are available for use only by visitors, tradespeople, visiting doctors, emergency vehicles or other visitors to The Village. They are not to be used by residents or guests staying longer than one night.
- f) In this rule, "vehicle" means a car, caravan, trailer, boat, or other motor vehicle.
- g) Please do not obstruct roadways at any time.
- h) Repeated or serious traffic infringements in the village will result in matters being escalated as per these rules.

4. People Culture and Management

I. Community Engagement and Connection

- a) The Village has an on-line communication system. That is run through a programme such as Lumin or Village Master. This will provide all residents notification about upcoming events, health and fitness programmes, community groups and any important details about management procedures or issues that need to be communicated for the safety and well-being of the Village Community.
- b) There will also be a Notice Board located within the Community Centre.
- c) The Village Manager will use all best endeavours to ensure that all residents are aware of events within the Village.

II. Community Events

- a) Principle Living will conduct regular events for the residents. These will be relate to key calendar items such as Christmas, Easter and other seasonal and key sporting events.
- b) Principle Living will have a Community Bus that is available to take residents to local events.
- c) The Community Centre will have regular heath and well-being events such as water aerobics and craft classes that will be available for all residents.
- d) Any event or activity proposals can be presented to Village Management for review.
- e) The Village has a Resident Social Committee that will assist in the coordination of events at the Village.

5. Village Maintenance and Operations

I. Contractor Engagement

- a) Service persons and contractors engaged by you must be inducted by the operator's representative. All contractors must show proof of insurances and qualifications prior to commencement of work.
- b) All alterations or modifications to a villa must be approved by the operator prior to commencement of any work.
- c) Residents engaging service persons and contractors must ensure that service or delivery vehicles do not obstruct roadways.

II. Facility Repairs

- a) The Village uses an online service / maintenance system that any repairs can be logged with the Village Management.

III. Electrical Circuits

- a) You will not, without our prior written consent, install any electrical equipment in your residence which may overload electrical circuits. If alterations to your residence or The Village are necessary to comply with the requirements of our insurance policy, any Statutes or Regulations, because of the installation, we may carry out the alterations at your expense and you agree to pay the reasonable cost of the alterations. Any alterations or modifications to the villa must have the approval of the operator.
- b) It is illegal to bypass or modify to prevent the normal operation of a safety device such as a circuit breaker. Unexplained or repeated activation of a circuit breaker should be reported to the village.

IV. Landscape Areas

- a) The presentation of the village grounds is important to the overall appearance of The Village for residents and visitors. It is our responsibility to maintain all the lawns and gardens on common areas in a presentable condition.
- b) However, if you wish to assist, such as by watering or weeding the common area near your premises, you are welcome to do so. You must not prune or remove plants, take

cuttings, or pick flowers from the common area gardens without our consent.

- c) You must not use or amend any part of the common area fronting villas as your own garden. Permission may be requested to engage in some judicious gardening in rear common areas of villas.
- d) No vegetable gardens are to be planted throughout the village; the exception is the purpose-built vegetable gardens allocated for residents' use. Any resident wanting to participate in the vegetable gardens must first request permission from the Village Manager; an area will be allocated. Gardening in this area must be in consultation with the Village Manager. The Village Manager has total authority for the management of these areas.
- e) The planter boxes of herbs are planted and maintained by The Village staff for the use of all residents. Residents' participation will be encouraged, only with prior consent from the Village Manager.
- f) Plants on your balconies/patios are the residents' responsibility and must be maintained in an acceptable condition. Care should be taken when buying new plants for your balconies, you must not knowingly plant any trees, flowers, shrubs, or vines that grow rapidly or commonly cause allergic reactions. Trees, shrubs, or vines with the potential to grow more than one (1) metre (that is, approximately 3ft 3in) in height must not be planted without our consent. Plants, ornaments, statues etc. must not obstruct access to villa entrances.

6. Aboriginal Cultural Heritage

- a) The village is located in an areas with high levels of Aboriginal Cultural Heritage.
- b) Any works to the site, especially involving any ground disturbance must be communicated to the Village Management prior to commencement.
- c) The Village Operations team must follow the process described in the Aboriginal Cultural Heritage Assessment Report (ACHAR) and the relevant Aboriginal Heritage Impact Permit (AHIP).
- d) The AHIP will describe what ground disturbance work is permitted on the site and what methodology and supervision is required to complete the site works.
- e) The AHIP will provide guidance on the management of artefacts if located on the site during any site works or general activities.

7. Bushfire Impact

- a) Any external buildings or alterations must be approved by Village Management as all structures must be in accordance with the Bushfire Impact Statement prepared by Anderson Environment and Planning (AEP). The Location of the Village requires Special Fire Protection Purpose (SFPP).
- b) The Village Operations will monitor and maintain the landscaped area to ensure the vegetation does not pose a risk to the village. If a resident has concerns with the condition of the landscaped areas they are to contact Village Management, to allow the are to be assessed and maintenance works to be completed.
- c) The resident apartment and villa buildings are built to meet the required Australian Standards for the bushfire prone criteria. Village Management will ensure all external elements are maintained to ensure the construction standards are met. If a resident has any concern that any building elements such as window screens need

to repair or replacement, they are to contact Village Manager for urgent repair.

- d) In the case of an emergency, residents are to follow the Bushfire Management Policy. Which forms part of the Information pack and induction when a resident moves into the Village.
- e) Access and egress will be provided by all-weather paved roads from Nelson Bay Road. The main entry road will be split into two 4m wide carriageway areas and internal roads will be approximately 6.5m in width. No perimeter roads are proposed as the site is surrounded by areas that will be managed in perpetuity. The entire length of the internal road running north to south is approx. 550m in length and has turning points located at approx. 150m (north) and 190m (south) along with additional turning circles at 275m.
- f) All dead-ends will be appropriately signposted and have appropriately sized turning heads in accordance with PBP 2019. An emergency access road will connect the southern most turning head to the current Golf Course Carpark, essentially turning it into a through road in an emergency.
- g) A Bush Fire Emergency Management and Evacuation Plan is to be conditioned on Approval of the development and will contain provisions as set out in the PBP 2019.
- h) When applied, these measures should provide adequate protection to life and property within the proposed development in the event of a bushfire occurring in the immediate locality.

8. Waste Management

I. Waste Collection – Disposal and Recycling

- a) Village residents will be responsible for placing of their wastes within the designated bin storage buildings within the Village. For health and safety reasons you must ensure that your garbage is securely wrapped before placing it in a bin.
- b) Recycling of waste is important for the Village and provision of environmentally responsible waste collection is important to the Village.

I. Waste Management Plan

- a) A waste management plan has been provided in Appendix B of the Operation Plan.

2. Village and Public Transport

I. Community Bus

Objective: To provide a community bus service within the retirement village, ensuring accessibility for residents while complying with the Housing SEPP requirements, including not operating as an on-demand booking service and offering at least two daily trips between 8 am - 12 pm and 12 pm - 6 pm.

- 1. Service Overview:** The community bus service is designed to enhance the mobility and convenience for residents of the retirement village. It will operate on a fixed schedule, providing regular transportation options for various needs.

2. Schedule:

- The community bus will run at least once between 8 am and 12 pm each day.
- The bus will operate at least once between 12 pm and 6 pm each day.
- The schedule will be prominently displayed at communal areas and communicated regularly to residents.

3. Fixed Route:

- A fixed route will be established, leaving from the community centre taking residents to shopping to either Stockton or Mayfield.
- Twice a week the bus will travel to Kotara Westfield.
- Any modifications to the route will be communicated well in advance to residents.

4. Booking System:

- Residents will not be required to book the community bus in advance.
- Seating will be on a first-come, first-served basis.
- The service will not operate as an on-demand booking system for the transport of passengers for a fare.

5. Operational Considerations:

- A certified and trained driver will operate the community bus.
- Regular maintenance checks and servicing will be scheduled to ensure the bus's safety and reliability.
- The retirement village will maintain a communication system for residents to inquire about the bus schedule and report any issues.

6. Communication:

- A noticeboard in a central location will display the community bus schedule.
- Regular updates will be provided through the retirement village's newsletter or communication channels.
- The retirement village management will be available to address residents' inquiries and concerns.

7. Accessibility:

- The community bus will be wheelchair accessible, ensuring inclusivity.
- Adequate signage and information will be provided for residents with impaired vision or hearing.

8. Compliance:

- Regular audits and reviews will be conducted to ensure compliance with the stated guidelines.
- Any changes to the service will be communicated transparently to residents.

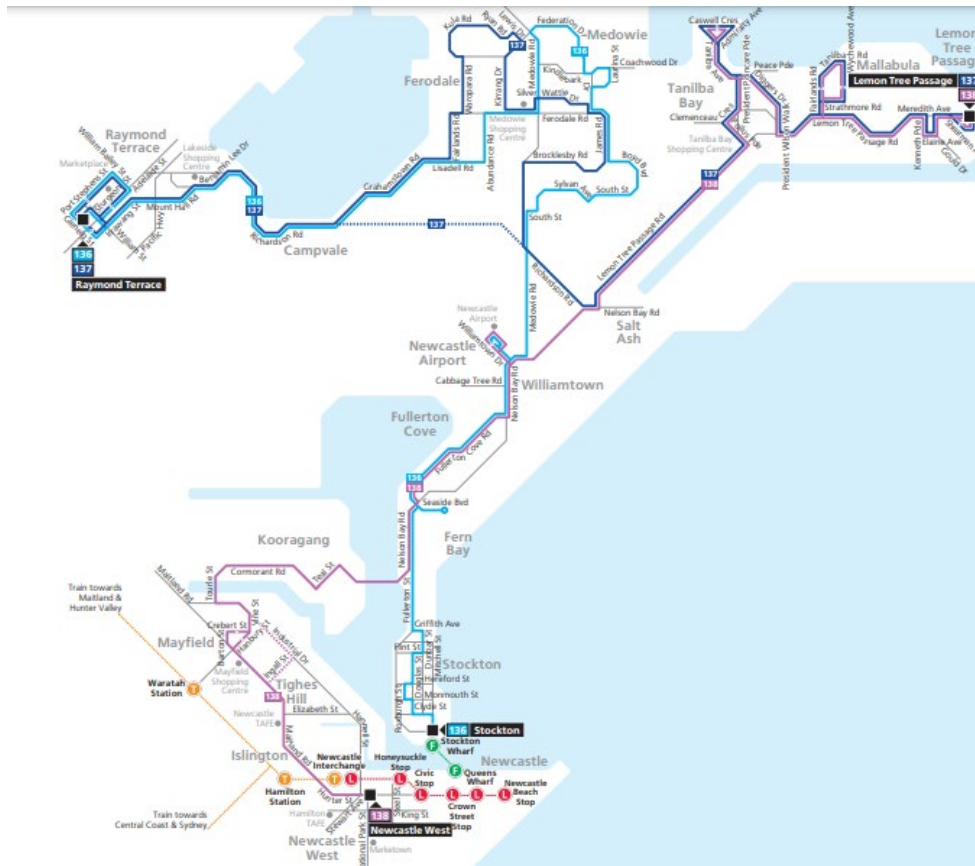
9. Feedback Mechanism:

- Residents will have the opportunity to provide feedback on the community bus service.
- Regular surveys will be conducted to assess the effectiveness and address any areas for improvement.

b) Public Transport Access

- a) Bus stops are located on both sides of Nelson Bay Road. Footpath network and pedestrian gate is provided for residents to access the nominated bus stops.
- b) The Bus can take residents North and South of the Village. This includes Newcastle CBD and Newcastle airport which is approximately 20 minutes away from the Village.

Hunter Valley Bus Routes



3. Street Numbering

- Street numbering will be detailed on the site masterplan and provided to Australia Post prior to operation of the village.
- The Street Numbering will be accordance with the Development Consent.

4. Village Facilities

I. Common Areas

- The common areas are provided for the use and enjoyment of all residents. Signs posted in common areas, about such matters as hours of use, form part of these rules and must be obeyed.
- You must not obstruct or permit the obstruction of walkways, entrances, stairways, corridors, fire escapes, lights, windows or other parts of the common areas. (For example: pot plants, hoses, brooms, rakes and other items may present a hazard if left on common areas)
- When in common areas you, and your visitors and guests, must be adequately clothed and must not use language or behave in a manner likely to cause offence or embarrassment to other persons.
- Smoking is not permitted in any building (other than your premises). Smoking within

village common areas is only permitted in designated smoking zones.

- e) It is our responsibility to maintain and clean the common areas. However, this does not prevent you from sweeping or vacuuming the driveway, pathway or corridor immediately outside your premises.

II. Use of Facilities

- a) The Village Manager will have total authority in respect to the direction of use and bookings of all Village Facilities. Consent will not be unreasonably withheld.
- b) Private Functions must be booked in advance and approved by the Village Manager. Cost of use of the required facility and associated cleaning may apply.
- c) All Village Facilities internal and external must be used by residents in accordance with the prescribed rules of booking and use, as stated by the Village Manager. This includes but not limited to; the swimming pool, bowling green, the community centre and barbeque areas, etc.
- d) Residents may be charged the repair or replacement costs for damaged items resulting from their negligence, misuse, or malicious conduct.

5. Access Provisions

I. Disability Access

- a) Access for people with Disabilities is provided throughout the Village.
- b) Purple Apple Access have provided the access report that details or statutory requirements that need to be addressed with all building elements, paths, egress, bathrooms and circulation areas. Any building works or maintenance requirements must address these statutory requirements to ensure the Village remains compliant for Access provisions.
- c) Residents to provide urgent feedback to Village Management if there are concerns with any access requirements throughout the Village.

6. Village Amenity

I. Noise Control

- a) As with any other residential complex, a tolerable level of noise within the village is to be expected. However, you must not make any noise likely to unreasonably interfere with the quiet enjoyment of others within the village. This rule applies whether you are inside your premises or on common areas.
- b) When listening to music or a radio, playing computer games or watching television, you should not have the volume turned high enough to be heard from outside your premises. Residents with hearing problems are encouraged to use headphones or other aids.
- c) Please be considerate when using washing machines and dryers or any high noise appliance; please restrict usage to the hours between 8:00am and 10:00pm.
- d) Using high level noise power tools in your garage is not permitted before 9:00am or after 4:00pm.

II. Clothes drying

- a) You must not hang any washing, towels, bedding, clothing or other articles on any

front verandah or front patio, or any other part of your premises in such a way as to be visible from the roadside frontage. Such items may be hung on any lines provided with your premises.

III. External Appearance

- a) We respect your right to privacy and autonomy over your possessions and domestic affairs. However, Principle Living believes the interest of all residents is served by ensuring the village and grounds are well presented. We ask residents to cooperate in this regard.
- b) In the interests of safety, you must not place any object, such as a pot plant on any ledge, sill, or elevated surface on the exterior of your residential premises in a position from which it may fall.
- c) Only suitable outdoor furniture is to be placed on the balconies and patios. Balconies are to be kept uncluttered and aesthetically pleasing to maintain the ambiance of our complex.
- d) You will not erect any television or radio mast, or antennae, or other unauthorised structure to any part of the Villa or Village.
- e) Your choice of window shades/awnings must first be approved by us, to keep colour continuity through the village.

7. Companion Animal / Pet Policy

- a) The village allows residents to keep one dog or one cat subject to approval of the operator.
- b) Refer to Resident Handbook for further information.

8. Seniors Living Legislative Requirements

The Development is to follow the following legislative requirements and definitions listed below.

Seniors housing means a building or place that is—

- (a) a residential care facility, or
 - (b) a hostel within the meaning of [State Environmental Planning Policy \(Housing\) 2021](#), Chapter 3, Part 5, or
 - (c) **a group of independent living units, or**
 - (d) a combination of any of the buildings or places referred to in paragraphs (a)–(c), and that is, or is intended to be, used permanently for—
 - (e) **seniors** or people who have a disability, or
 - (f) people who live in the same household with seniors or people who have a disability, or
 - (g) staff employed to assist in the administration of the building or place or in the provision of services to persons living in the building or place,
- but does not include a hospital.

independent living unit means a dwelling or part of a building, whether or not attached to another dwelling—

- (a) used to house seniors or people with a disability, and
- (b) containing private facilities for cooking, sleeping and bathing, and

(c) where clothes washing facilities or other facilities for use in connection with the dwelling or part of a building may be provided on a shared basis, but does not include a hostel.

Seniors are defined in the Housing SEPP Clause 82 as follows:

seniors means the following people—

- (a) people who are at least 60 years of age,
- (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.

ANNEXURE A: Residents Handbook

APPERLY VILLAGE RESIDENT HANDBOOK

Independent Living

October 2023 (Version 1)

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Absence from Apperly

Residents are free to come and go as they please. However, to facilitate procedures set down in the event of an emergency, any overnight absence from the village must be recorded.

The resident must advise the village office of any overnight absence.

If you are intending to be away for an extended time, we suggest making arrangements to have your mailbox cleared. e.g. with Village Manager or leave your mailbox key with a neighbour.

Activities

Recreational facilities are available for resident use. Residents are encouraged to actively participate in the various functions and events on offer.

Details of all activities for residents are communicated via the monthly newsletter and calendar or displayed on notice boards at the village Clubhouse. Further information is available on the notice board at the Clubhouse or you may contact the office for information.

Additions or Alterations to your Villa

(Policy 1.10)

Residents may only install additional fixtures or fittings or make alterations to their villa with management approval. Principle Living is primarily concerned that alterations are safe; no damage is caused by the installation or alteration; changes do not detract from the overall appearance of the villa; and, if external, they complement existing styles and colours and maintain the architectural integrity of the village.

There is a special "**Alteration and Additions Request Form (1.10.1)**" available from your Village Manager. This form should also be used when you wish to make changes/alterations to your villa both internally and externally.

When you have completed the relevant details on the form/s, please attach your final quote and any brochures, plans, diagrams etc. to support your request, before giving to your village manager. Residents will be responsible for making the necessary arrangements with contractors once the request has been approved.

Residents wishing to hang pictures on walls should consult the Village Manager who will arrange assistance.

Communication within Apperly / Notice of Meetings

Communication to residents within the village is usually posted on the notice board located in the Clubhouse. Residents will be notified via a letterbox drop of all urgent and emergency issues; this also includes Notice of Meetings. Residents will be notified via a letterbox drop of all emergencies and "short notice" meetings.

Apperly will also have a electronic form of communication via a designated system from Village Master or Lumin. This will be established prior operation of the first stage of the development.

Community Facilities

Apperly's facilities (as listed below) are available for all residents to use within reasonable hours. Guests are also welcome to use these facilities, but please note that you must accompany your guests when they use the facilities. Please limit guest numbers to a socially acceptable level out of respect for other residents. Your community facilities include:

- Clubhouse
- Community gardens
- BBQ area
- Indoor heated swimming pool
- Gym
- Clubhouse activities rooms
- Cinema Room
- Billiards
- Lawn bowls
- Library
- Community Kitchen
- Bar
- Patios and outdoor recreation areas

Residents are also able to book the Clubhouse for private functions, such as birthdays and anniversaries. Please see village management to secure your booking.

Community Computer, WIFI and Internet Usage

There is a community computer with internet access located in the library for residents' use. As this is a shared computer the following rules should be applied:

- Be mindful of other residents wishing to use the resource and limit your time as necessary
- Do not access explicit or offensive websites
- Do not knowingly introduce a virus to the computer
- Although virus protection is in place it is recommended that you exercise caution when accessing banking sites and payments via credit card over the internet

Should you experience technical difficulties with the computer please see village management. The village does not provide access to printers, scanners or other devices, or assist with computer repairs.

WIFI is available within the Clubhouse, and log in details can be obtained from village management. The password will be changed at regular intervals to protect data and systems.

Community Living

Just as is the case in the general community, consideration for one's neighbours is very important. The success of the village depends upon it. Your need for peace and privacy will be respected and your co-operation is requested in ensuring others receive the same courtesy. We understand you may not

always wish to participate in community activities but request your kind forbearance of the activities of others. A little 'give and take' is always necessary if a community is to function happily.

Complaints/Dispute Resolution

(Policies 4.1 & 4.4)

Any item of concern or complaint raised by the Residents' Committee, individual resident, or any other party, is handled by Principle Living in a professional and ethical manner.

All matters of concern and complaints are taken seriously and acted upon promptly, without discrimination or bias.

Residents are actively encouraged to communicate any matter of concern by readily accessing the Village Manager via the Open Door Policy or by lodging a complaint in accordance with the village Complaints Process.

The Complaints Process information which advises residents how they may lodge complaints is displayed on the notice board in the Clubhouse.

Courtesy to Residents

(Policy 1.9)

Blueheath's policy is to respect the dignity and privacy of all residents.

Staff will only enter a resident's villa after ringing the bell (or knocking on the door) and waiting to be invited into the villa. Only if concern is held for the resident's safety or in an emergency situation will village staff enter your villa without this invitation.

Maintenance and domestic work is only carried out in a villa in the presence of the resident, or with their express permission if they will be out.

Information concerning a resident is confidential and will not be divulged without their express wish e.g. state of health if in hospital, birthday, etc. Confidentiality of information will be maintained at all times.

Disaster Management Plan

(Policy 5.5)

Principle Living has prepared a *Disaster Management Plan* (DMP) to assist residents in the preparation for a potential disaster e.g. earthquake, cyclone, flood or health disaster such as a pandemic. This plan is also useful if there is ever a need to evacuate quickly from the premises. Refer appendix D for full details of plan.

Residents are requested to carefully read the Plan and prepare an Emergency Kit as recommended. It is important residents have these preparations in place and have an understanding of what actions they need to take, as the village cannot guarantee staff will be available to assist every resident in the case of a disaster.

Electricity Charges

Upon moving into your villa, you will need to establish a direct account for electricity supply (Please do not attempt to do this until after you move in). Please check with village management for the supplier details. If you are eligible for a pensioner rebate, please apply direct to your energy providers.

Emergency Call System

There is an emergency call device (Eevi Alarm) provided in each villa and in the Clubhouse. These should be used **only** in the event of an emergency. Misuse of the system (non-emergency) may incur a service call fee (refer village management for a current schedule of charges). Refer Appendix B later in this handbook for more detailed information.

Extra Services

A complete list of what your service fees pay for is included in your village contract. Additional services (not provided for by your service fees) may be available for an extra cost, a current fees and services schedule is available from village management.

You are reminded, that monthly service fees do not include personal care. The Village Manager can assist you if you require either short or longer-term access to personal care providers.

Fire Alarm Procedures

There are carefully planned procedures to be followed in the event of a fire and details are included later in this handbook. Annual emergency evacuation drills for the village will be conducted each year for the benefit of residents.

These drills are mostly held with prior notice, usually referred to in your Village Newsletter monthly calendar. You are reminded that these drills are held to ensure all residents know the safest exit route in case of a “real” fire or other emergency and should always be treated as a “real” emergency.

Knowing these procedures could save your life!

False Alarm Levy

If a false alarm is activated the emergency service concerned may charge a levy to the retirement community. This Levy will be forwarded onto the resident and/or property that may have activated the alarm. Refer village management for a current fee schedule.

Gardening

(Policy 1.12)

Whilst the village employs gardening staff or contractors to maintain all gardens, we would be pleased to set aside a small area (if available) for you to maintain if you wish. Please remember, the gardens have been designed to ensure that there is a consistent theme across the village, and that maintenance costs are kept to a controllable level.

Residents who wish to maintain a garden area should speak with the Village Manager and will be asked to sign a **‘Garden Responsibility Form (1.12)’**.

If available, a suitable allotment will then be allocated for use. Conditions, as listed on the application form, have been set to ensure the village is always presentable and for the benefit of all. Residents need to be willing to abide by these conditions.

Residents must also be prepared to pay, if necessary, the costs incurred in reinstating the garden back to its original 'low maintenance' condition. Residents are asked to consult the Village Manager before undertaking any alterations to gardens.

We appreciate a number of residents enjoy gardening and although we don't wish to discourage this practice, we must keep in mind all residents contribute to garden maintenance costs and it would not be equitable if excessive maintenance time was required by our gardening team in one or two small areas of the Blueheath Community.

As the gardening team work to a program, please enter any gardening requests electronically via the *Village Master (VM) program* and do not approach the gardening staff directly.

Gifts to Staff

We understand there are times when you may wish to celebrate a special occasion such as a birthday, Christmas or reward a staff member for an excellent job and give a small gift. Please note that Principle Living staff are not permitted to accept gifts exceeding a market value of \$50 and are only permitted to accept small gifts such as chocolates, flowers, baked items, and personal items such as hand towels, soaps etc.

Staff are unable to accept money as a gift under any circumstances.

Your verbal "thank you" is always appreciated as is a handwritten note.

Hanging Washing

To maintain the visual integrity of the village, residents are requested not to place or hang clothes or other articles of washing in any area outside of their villa other than in the specific drying areas provided. No washing is to be hung at the front of villas and you are requested to use specific drying areas for this purpose.

Hawkers and Canvassers

Residents are advised that hawkers and canvassers are NOT permitted within the village. If anyone comes to your door selling products, do not open your door to them, instead ask them to leave the village immediately, or refer them to your Village Manager. Alternatively, if you have a concern about their presence in the village, please alert the village staff or press your emergency call button for assistance.

Heaters

For the safety of all residents, the use of open bar heaters and kerosene or oil burning appliances are NOT permitted.

Please be careful in your choice of room heater and avoid lightweight, free standing, strip heaters. Have your heater and other electrical appliances checked annually by a registered trades person to avoid any dangerous situation.

Hospital Bag

We recommend all residents have a small bag packed, that staff can easily identify if an emergency visit to hospital is required.

Suggested items to pack include:

- Night clothes.
- Underwear.
- Toiletries.
- Slippers.
- Dressing Gown.
- Current List of Medications.
- Emergency Contact Numbers.

Insurance

We recommend you arrange contents insurance for your villa. It is suggested that your insurance policy provide 'fusion' coverage. Damage to the contents of your villa is not covered by Blueheath or Principle Living insurance policies. Incidental vehicular damage is also not covered by Blueheath or Principle Living insurance policies.

We also suggest a Public Liability Insurance cover for \$10 million (minimum) be obtained which will provide cover for any visiting sub-contractor or service provider to your villa. This type of insurance is privately undertaken by yourself.

All Principle Living employees are covered under existing WorkCover policies.

Keys

(Policy 1.11)

Each resident will be issued with a set of keys (including mailbox, garage and remote operator key where applicable) for access to their villa and fobs/swipe cards for access to village facilities. All keys and fobs/swipe cards are coded as part of the village "Master Key" system.

If a key or fob/swipe card is lost replacements can be arranged by the Village Manager. The cost of the replacements will be charged to your account. For security reasons, it is important to limit the number of keys and fob/swipes cards issued.

All keys & fobs/swipe cards must be returned to the village manager when you terminate your villa lease.

To allow staff access in the event of an emergency, locks must not be changed or added without the prior permission of management. Where residents wish to have deadlocks installed to their villas it is important that this is organised through village management, thus ensuring that the lock is part of the village "Master Key" system.

Library

The village has a small library in the Community Clubhouse. The books have been purchased by Principle Living and also donated by residents, family and friends, and their care is the shared responsibility of all residents. Residents are free to borrow books at any time from the library, but please ensure that they are returned in a timely manner and kept in good condition.

The village also welcomes donations of books, but only those that are appropriate in terms of general public acceptability of content. If in doubt of the acceptability of a book, please seek advice from the Village Manager.

Mail

For your convenience there is a centralised mailbox building located adjacent to the entrance to the Community Clubhouse. Each resident has their own mailbox with the number corresponding with their villa number.

The centralised mailbox area also contains several dedicated parcel boxes, where items larger than standard letters can be left by Australia Post. These parcel boxes are available for use by all residents and access can be obtained from the Village Manager.

Mail is delivered on weekdays to the centralised mailbox building by Australia Post and Blueheath/Principle Living does not accept responsibility for lost or misplaced items.

Do not use this box for posting valuables or items needing to make an urgent deadline.

Mailing Address

Australia Post delivers direct to the centralised mailbox building. Australia Post will not deliver directly to your villa.

When addressing your mail, please use the following format to minimise confusion:

(EXAMPLE ONLY)

Mr. & Mrs. John Smith

Villa 10

Apperly Village

Nelson Bay Road

Fern Bay, NSW, 2259

Maintenance

(Policy 5.2)

Please contact village management as soon as possible if you are experiencing any urgent or emergency maintenance problems.

Apperly operates an electronic request system for all repairs and routine maintenance tasks. The requests are logged via the ***Village Master*** or similar program.

All requests and tasks are prioritised and dealt with as expeditiously as possible. Please familiarise yourself with the request program and request assistance from the Village Manager if you are in doubt.

Meals

External providers can supply meals if required. For more information, please contact village administration.

Motorised Scooters

(Policy 1.14)

For some residents, mobility may become an issue and residents may look at purchasing a motorised scooter or wheelchair. A policy has been introduced to ensure that residents who use motorised scooters/wheelchairs within the village do so in a manner which does not disrupt other residents and does not compromise residents' or staff safety.

Residents who own motorised scooters / wheelchairs and use the village's common areas power supply, may attract an additional monthly charge which will be added to their monthly service fees to cover power usage. This is a nominal fee only and will cease to be charged upon the resident no longer using the motorised scooter/wheelchair.

Please contact the Village Manager to obtain details relating to Scooters.

Newsletter

A monthly newsletter is produced by the village and distributed via your mailbox. This will keep you up-to-date with activities in the village, other important village news and general information.

The newsletter is produced by the residents and all contributions are welcome!

Office Hours

(Policy 4.1)

The village office is open for general business during the following hours:

- Monday to Friday 9:00am to 5:00pm
- Weekends and Public Holidays CLOSED

The above times DO NOT apply to matters of a serious nature or emergency. If the office is unattended, please use your emergency call system or dial '000' for urgent attention.

Due to the small staffing complement, the office may be closed from time to time to meet village management obligations, for example, sales walks/emergency calls etc. In these cases, a note will be left on the office door.

Open Door Policy

(Policy 4.1)

The village management operates an “Open Door” policy and welcomes feedback from residents at any time. It is recommended though, that you phone the office first, as the management team may have a prior appointment, or have been called out of the office on other village business.

Personal Details

(Policy 1.6)

It is village policy that relevant personal details be kept on file for reference in an emergency. It is the resident’s responsibility to advise management as soon as possible if there are any changes to personal details being retained on file (e.g. next-of-kin, doctor, executor etc.,). It is important in the event of an emergency that all confidential records are up-to-date.

This information forms part of the **Resident Information and Privacy Consent form (1.6.1)**, which is held with a secure file on the *Village Master* document management system. It is used to provide information to emergency call personnel when coordinating an emergency or when seeking medical support from a resident’s own medical practitioner, and it is provided to ambulance officers who may be transporting a patient to hospital. It is vital information to enable speedy co-ordination of medical emergencies.

Pest Control

Principle Living maintains contracts for pest control for the communal areas of the village. Regular inspections are undertaken, and control programs are in place. This may involve the use of chemicals, biological and physical barriers. All pest control methods are undertaken by licensed professionals and in accordance with relevant Australian Standards and legislation.

Residents are responsible for pest control within their own villas. If a resident is experiencing problems with pest infestations in their villa, then they are urged to seek professional pest control advice immediately to address the problem. The Village Manager can provide advice on recommended pest controllers.

Pets

(Policy 1.8)

Management approval must be obtained before a pet is brought into the village.

Residents who are granted permission to keep a pet, should be aware of the following conditions:

1. Applications for pets will only be considered from intending residents and generally, only for an existing pet, which are small and well behaved.
2. The pet must be non-disruptive at all times.
3. The pet should be carried or kept on a leash in outdoor communal areas.
4. Residents will be responsible for any mess/damage caused by their pet in communal areas and to resident’s villas.

5. During periods when residents are absent from the village, pets cannot be left unattended in a villa or its associated outdoor areas. It is recommended in these instances that residents arrange alternate care and accommodation either by another resident of the village or outside the village in a registered animal boarding facility.

Village Management has the right to revoke approval to keep a pet if the conditions outlined are not adhered to.

The **Pet Application Form (1.8.1)** must be completed before settlement and can be obtained from your Village Manager.

Power Failure Procedures

We recommend you keep a torch (with charged batteries) in an easily accessible location for use in case of a blackout. In the interests of your personal and village safety, please refrain from using any gas, candles or kerosene lights.

If you become **unduly concerned** during a blackout, please contact the village staff by telephone but PLEASE be aware that in the event of a blackout, all staff will be doing all that they can to ensure a speedy return to power in your area.

For residents using medical equipment or with a life-threatening emergency please call '000' or 13 24 61 (Origin Energy). After hours call Ausgrid on 13 13 65 for power failure assistance.

We also recommend you keep a small battery powered radio with your torch.

Privacy

(Policy 1.6)

Principle Living is committed to protecting all 'personal' or 'sensitive' information which may be collected during the course of normal business operations, in accordance with the Privacy Act and the National Privacy Principles. This commitment applies equally to written, verbal and electronic information and relates to all dealings with residents, residents' relatives, clients, staff and all Principle Living associates.

The Privacy Amendment (Private Sector) Act 2000 Section 3 – National Privacy Principle 2.1(a) allows for the use and disclosure of personal information in relation to the primary purpose for which it was collected, and directly related secondary purposes within the individual's reasonable expectations.

The Village Manager may need to use or disclose personal information to lessen or prevent:

- A serious and imminent threat to an individual's life, health or safety; or
- A serious threat to public health or public safety.

This exception allows for such uses and disclosures and generally relates to emergencies. Depending on the circumstances, this exception can allow for disclosures to be made to the police service or other government authorities, such as a community services department or mental health crisis team. The exception allows for disclosure to an individual whose life, health or safety is threatened.

A 'serious and imminent' threat to an individual's life, health or safety relates to harm that could be done to any person (including the individual seeking treatment and care).

A 'serious' threat must reflect significant danger and could include a potentially life-threatening situation or one that might reasonably result in other serious injury or illness. A threat could also relate to an emergency, following an incident, when an individual's life or health would be in danger without timely decision and action.

If the “law” (i.e., Commonwealth and State legislation and common law) requires that a health service provider use or disclose information, village management must do so e.g., the mandatory notification of diagnoses of certain communicable diseases (under public health laws).

These provisions allow for the “disclosure” of health information by a health service provider to a ‘responsible’ person for an individual if that individual is incapable of giving or communicating consent.

The Privacy Amendment (Private Sector) Act 2000 Section 3 – National Privacy Principle 2.5 & 2.6 provides definition of a ‘responsible’ person.

Disclosure can occur:

- Because it is necessary for the provision of appropriate care or treatment to the individual.
(A disclosure necessary for care or treatment could include the Village Manager advising a “responsible” person, who provides support with lifestyle, about aspects of an individual’s current physical condition. The information might cover limitations to the individual’s physical and cognitive abilities, in order to clarify concerns about a resident’s wellbeing and safety.)
- For compassionate reasons.
(A disclosure for compassionate reasons could include the Village Manager telling a “responsible person” an individual’s injury and their prognosis following a car accident.)

The disclosure should be limited to the information that is reasonable and necessary to achieve either of the above purposes.

Disclosure cannot occur if:

- This is contrary to wishes expressed by the individual before losing the ability to give or communicate consent, and
- The health service provider is aware, or could reasonably be expected to be aware, of these wishes.

Recurrent Charges

(Policy 1.4)

Recurrent Charges are the means by which all residents contribute towards the Village operational costs. General Service Fees are charged monthly and are based on the annual estimated outgoings. There is no element of profit in these fees.

You are reminded that these fees do not include personal care services. Please see your Village Manager if you require information about these or other additional services.

The preferred method for payment of service fees is via direct debit arrangement directly through your banking service provider. Direct debit forms are available from the village office.

Direct debit occurs on the 1st business day of each month. Charges are paid monthly in advance. For residents who pay via other methods payment is due within 7 days of the invoice date from Principle Living.

Payments received after the month’s end will appear on the next monthly statement.

Annual increases in the Recurrent Charges are limited to CPI increases unless approved by residents. If you have any queries, please see your Village Manager.

Note: In line with the provisions of the *Retirement Villages Act* of NSW, Principle Living does not profit from services provided to the village.

Residents' Committee

We actively encourage residents to form a residents' committee. Once the committee has been formed and should you be interested in joining the committee, please see the Village Manager for further details.

Whilst the Committee has a purely advisory role, the Village Manager will take due consideration of views, suggestions and opinions expressed by the Committee. Any suggestions of the committee that require expenditure of funds will need to be authorised by the Village Manager.

The Chair of the Residents' Committee meets regularly with the Village Manager to discuss village matters.

Residents' Meetings

(Policy 4.3)

When established, the Residents' Committee will hold half yearly meetings with residents to discuss relevant matters. Business paper preparation for the Residents' Committee Meeting must include the following steps:

1. Draft agenda items forwarded to the Committee Chairpersons 21 days prior to the Residents' Committee Meeting being held.
2. The Chairperson and Village Manager meet 14 days prior to the Residents Committee Meeting being held to discuss and confirm agenda items.
3. The agenda and draft business papers are prepared 7 days prior to the Residents' Committee Meeting.
4. The agenda and final business paper is electronically distributed to village residents 3 business days before the Residents' Committee Meeting.
5. The Minutes of the Residents Committee Meeting will be distributed electronically to all residents within 7 days of the meeting being held.

Additional items and/or issues not on the agenda will not be discussed at each Committee Meeting, apart from in exceptional circumstances. "Exceptional Circumstances" is limited to matters that of the utmost importance in terms of a documented health & safety issue.

The Village Manager is responsible for finalising the agenda, preparing the business paper and completing the Minutes, including the necessary electronic distribution.

The Committee Chairperson is responsible for preparing the draft agenda and all communications with village residents.

The Residents Committee Meetings will be held in accordance with the requirements of the *NSW Retirement Villages Act 1999*.

The Village Manager will attend these meetings at the invitation of the Committee. Whilst the Committee has a purely advisory role, the Village Manager will give due consideration of views and opinions expressed by the Committee.

In addition, Principle Living will convene an annual meeting of residents within four months of the conclusion of the Financial Year and in accordance with Section 72A of the *NSW Retirement Villages Act 1999*. The main purpose of this meeting is to present the village accounts to the residents. This annual meeting may be held as a component of the half yearly Residents' Committee Meeting.

Social Committee

We actively encourage residents to form a residents' social committee. Should you be interested in joining the committee please see the Village Manager.

The Committee is to assist in the organisation of social activities at the village, and also manage the various communal facilities and associated recreational events, including:

- Kitchen
- Bar
- Library
- Bowling greens
- Gym
- Swimming pool
- Billiards & darts

Whilst the Committee has a purely advisory role, the Village Manager will take full account of views and opinions expressed by the Committee.

The Chair of the Residents' Committee meets regularly with the Village Manager to discuss village issues.

Rubbish Disposal

Please ensure all rubbish is placed in plastic bags and securely sealed prior to being deposited in the red lidded bins supplied in the designated bin enclosure areas.

Some items, for example, prawn shells, will need to be held in your freezer and placed in the bins on the morning the rubbish is collected. This is to avoid unpleasant odours in the bin store areas.

Security

We recommend you always lock the doors to your villa each time you leave it. Principle Living cannot accept responsibility if any personal possessions are missing. Please do not leave your keys in the door. Please also do not leave keys in the outside locks even when you are in your villa.

Whilst we recommend that you secure your villa, please remember that staff will need clear access if called to your villa in an emergency. Where staff find restrictions to entry, unnecessary life-threatening delays may result. Please do not place barriers against the doors in your villa and please alert village management to all deadlock fittings ensuring that they are keyed into our "Village Master Key" system.

Principle Living cannot accept responsibility for failure to respond to emergency calls if entry is hindered by individual residents.

Should a breach in security occur, for your own safety, do not attempt to approach the offender by yourself. Alert village administration staff by telephone and wait in your villa until the police, or a staff member arrives to update you on the situation.

Out of hours, use your call button or dial '000'

Who holds keys to resident villas?

- Each individual village resident has their own villa key.
- Village management retain a spare key for each villa located in the village key safe.

Key village personnel (i.e. Village Manager, Maintenance Supervisor) have access to a Master Key when they are on duty so they may enter your villa in an urgent situation but be assured Principle Living's policy is specific that no-one takes the Master Key off-site.

Residents also have a right to acquire additional keys that they may issue to *other parties* and where this occurs, they provide *unfettered right of entry* to those other parties. Residents often choose to provide a key to a son, daughter or even a friend. However, please be aware that once the resident has passed the key to the *other party* – village management has no control over the use of this key particularly in situations where a resident is absent from the village (e.g. on holidays or in hospital).

The only way such entry right can be legally rescinded is for the resident to secure the key back from the other party themselves. Therefore, we urge you to take care and seriously consider to whom you provide an additional key. If you do provide a key to another party, *party*, then you must provide full details to the Village Manager immediately upon handing over the key. The details include name, address, phone number, relationship to resident, purpose of providing the key and declaration that you take full responsibility for any issues, actions or matters arising from that person having been given that key by yourself.

Note: Blueheath Village and/or Principle Living take no responsibility for any actions arising from the person(s) who you provided the key to.

Service Providers

From time to time, village management will be able to arrange services by tradespersons. Details of any special offers or negotiated services will be advised via the village newsletter, mailbox drop, or information displayed on electronic notice boards.

Smoking

To provide a safe and healthy environment for our residents and employees, smoking (Including vaping) is not permitted:

- Within all communal facilities, including the Community Clubhouse and central letterbox building.
- Within 20 meters of the entrances & exits of all communal facilities, including the Community Clubhouse.
- Within 20 meters of all outdoor recreational facilities (bowling greens, community gardens, etc.).

- Within 20 meters of all entrances to the village.

Additionally, Principle Living strongly encourages residents not to smoke (or vape) within villas. Residents who wish to smoke or vape are requested to only do so in the private rear yards of their villas.

If complaints regarding passive smoking are received, then further restrictions may be imposed to protect the general health and amenity of our residents and staff at the village.

Speed Limit

There is a 15 KPH speed limit in the Village. In the interest of safety for all, residents and visitors are asked to observe this restriction. It would be appreciated if you ensure that all relatives and visitors are made aware of this speed limit.

Staff

Principle Living's staff are trained to carry out their tasks in a friendly efficient manner.

Whilst friendly interaction between residents and staff is both encouraged and welcomed, Principle Living would sincerely appreciate residents refraining from instructing staff or requesting tasks be completed in a particular manner. Staff are directed by the Village Manager and additional instructions may lead to confusion.

If you have any special requests, criticisms or comments concerning staff, please discuss them with the Village Manager.

Principle Living is committed to providing a working environment that is free of harassment and bullying, and where everyone is treated, and treats others, with dignity and respect. The Company will not permit or condone any form of bullying or harassment.

Swimming Pool Hours

The swimming pool is primarily provided and available for use by all residents of the village as the first priority users. Residents' friends and family can also use the pool, except when regular village exercise programs and activities are being undertaken.

The normal operating hours of the pool are 9:00am – 5:00pm (7 days/week). Only residents can access and use the pool outside normal operating hours, once permission has been gained from the Village Manager, and the resident has been issued with access permissions.

Children are not permitted to access and/or use the pool:

- Outside normal operating hours; and
- Except under constant supervision of the related residents.

Telephone Connection

Prior to taking up residence within the village you will need to arrange connection of the telephone service. All villas are pre-wired for telephone connection.

An in-house telephone list of village residents is available from the village office upon request and is updated frequently. To meet privacy requirements residents are requested to treat this listing with discretion.

Audio Visual Equipment Usage

Audio visual equipment is provided in the Clubhouse for resident enjoyment and use.

Residents are asked to be good neighbours in our village by keeping the volume of all sound equipment in either the community & recreational facilities, and/or individual villas to an acceptable level. The use of an “ear plug” adapter or headphones is recommended if you have difficulties in hearing.

Use of Shared Facilities

The village offers a wide range of facilities for resident enjoyment and convenience.

There may be a time when you would like to use the village facilities for a social or local community function. However, prior approval must be obtained for the ‘exclusive’ use of community and recreational facilities by individual residents and their family and friends (i.e. private functions utilising areas normally available for everyday use by the wider village community, including the pool, activities room, library, auditorium, etc.)

Request for approval for an exclusive use function must be made to the Village Manager & Social Committee a minimum 7 days prior to the event.

Every effort should be made to ensure that the event does not disrupt the wider village community and/or their enjoyment of Blueheath’s community and recreational facilities.

Residents who obtain permission for exclusive use events and/or activities are wholly responsible for ensuring that the function/activity area is left in a clean and tidy state. Any damage or breakages must be reported to the Village Manager immediately, and will be charged to the resident.

Valuables

Principle Living recognises residents may choose to keep valuables and cash on site at the retirement community as they would in their own home.

Residents or relatives who choose to keep cash or valuables do so at their own risk. Principle Living cannot be held accountable for any loss or damage to these items.

Residents or relatives are responsible for insuring valuables or cash held on site.

Visitor Parking

Parking for visitors is provided throughout the village and residents are encouraged not to use these spaces for the parking of their own vehicles, trailers, campers or caravans.

Car parking spaces are for use by staff and visitors to the village. Please ensure visitors and guests **do not** park in roadways or designated “resident only” car spaces.

Visitors

Visitors are more than welcome at the village at any time. Where children are visiting the village, they must be accompanied by an adult at all times. In accordance with Fire Authority procedures, please inform your Village Manager if you have a guest who will be residing in your villa either overnight or for an extended stay.

The time limit for a visitor's stay will be at the Manager's discretion, however, a maximum of two weeks would normally apply for other than extenuating circumstances. Relatives or friends cannot occupy your villa/apartment when you are not in residence without the approval of the Village Manager.

*We hope you find your Resident Handbook helpful,
please keep it handy for future reference.*



DO NOT RUN DO NOT PANIC

The evacuation and fire plan is displayed in each villa; it is recommended that it be displayed behind the front door.

Prevention of Fire

- Do not give a fire a chance to start. Every resident should make the effort to promote prevention of fire and elimination of fire hazards within their own villa and community areas.
- Never overload power circuits. Adapters and extension cords should be avoided.
- Make prompt report to village management if electrical equipment within own villa or Clubhouse appears faulty.
- It is the responsibility of residents to have their own electrical appliances checked regularly by a certified electrician.
- Blueheath Village Management will ensure village appliances are checked regularly by a certified electrician.

Fire and Emergency Procedures

All staff and residents are encouraged to familiarize themselves with these safety procedures to follow in the case of a fire or other emergency occurring in villas or community buildings.

Raising The Alarm

On discovering the fire, the following method is to be used by residents:

Fire in a Villa:

Evacuation Procedure

If you discover a fire in your villa:

- 1) Dial '000' and ask for the **Fire & Rescue NSW** if you can safely reach your telephone or use your call button and give them your villa number and address.
- 2) If you have been able to safely use the call button or dial '000' immediately leave your villa via the nearest **safe** exit. Close the door behind you. (Do not lock the door.)

Alternatively go to a neighbours villa and use their call button or dial '000'.

- 3) Alert any residents you may encounter as you move towards the nearest safe Assembly Area.
- 4) Move to nearest safe Assembly Area by following the directions given by the on-duty staff member or the emergency services personnel upon their arrival at the village and then await further instructions.

If you discover a fire in a neighbour's villa you should:

- 1) Telephone the **Fire & Rescue NSW** by dialing '000' or use your call button and give them the villa number and address. You could also use your emergency call device/pendant.
- 2) Then follow the instructions as detailed above.

Do not place yourself in any danger trying to investigate a fire.

**DO NOT ATTEMPT TO GO BACK INTO YOUR VILLA FOR ANY REASON UNTIL
THE ALL CLEAR HAS BEEN GIVEN**

Fire in the Community Clubhouse:

Evacuation Procedure

In case of **FIRE**
Leave through the nearest safe **EXIT**

Proceed to the nearest safe Assembly Area (the bowling green)

- 1) External doors from the Clubhouse must be unlocked at the commencement of any resident function.
- 2) Please ensure that the external sliding doors are not locked at any time, in case of emergency.
- 3) Keep all exit doors clear.
- 4) If applicable, staff should assist with the evacuation by assisting residents to the nearest safe **EXIT**.
- 5) If you see **SMOKE** or **FLAMES** or smell **ANYTHING BURNING THAT COULD BE A FIRE**, and the smoke alarms have not been activated, raise the alarm immediately.
- 6) If the smoke alarms activate, evacuate the building immediately.
- 7) Calmly follow the instructions given by the attending Fire Officers.

REMAIN CALM

DO NOT ATTEMPT TO GO BACK INTO THE COMMUNITY CLUBHOUSE FOR ANY REASON UNTIL THE ALL CLEAR HAS BEEN GIVEN

APPENDIX B.

Emergency Call System

There is an **Eevi Personal Medical Alarm** system for your security and convenience.

Please take a few minutes to read the instruction booklet and operating notes to ensure you become familiar with its features.

eevi Gateway Quick Start Guide

Powered by Professional Care

- In an Emergency press the Medical Alarm Help button

or

Press and hold the Pendant Help Button



Pendant
- Await contact from the eevi operator


- An ambulance will be sent if needed


- * If Help pressed in error, press Cancel





Medical Alarm

 Alarm triggered	 Poor connectivity
 Alarm sent (flashing red & blue)	 No connectivity*
 Alarm acknowledged	 Pendant battery okay
 Mains power on	 Pendant battery low
 No mains power*	 Pendant needs replacing *
 Mains fault (or powering on)*	 Pendant signal on
 Connection available	 Pendant not connected*

* Please see 'Problem Solving' (over the page)

Keep this Quick Start Guide near your Medical Alarm



care by your side.

For your Medical Alarm to work:

Your Pendant should be worn at all times within your home, including at night, in bed and in the bath or shower. The Pendant is waterproof.

Keep your Medical Alarm plugged into a power socket (only use the cable provided).









Care of your Pendant

CLEAN with a non-abrasive, non-polishing cleaning solution.

AVOID spraying perfume, insect repellent or other chemicals directly onto the Pendant.

If you suspect that your Alarm system is not working correctly, please call eeVi on Ph: 1300 802 738

Problem Solving

- 
Medical Alarm power light is FLASHING orange
 The system has a low battery but is connected to mains and is recharging. Can also indicate that the system is properly powering down.
- 
Medical Alarm power light is STEADY red
 The system is powering on. If it doesn't turn green within 5 minutes, call your Medical Alarm provider.
- 
Medical Alarm power light is FLASHING red
 Check that your Medical Alarm is plugged into a power outlet and switched on at the wall.
- 
Medical Alarm connectivity light is STEADY red
 The Medical Alarm has lost mobile connectivity. Alerts may not go through to eeVi. Please call your Medical Alarm provider for a replacement.
- 
Pendant battery light is FLASHING red
 Pendant battery is critically low. Please call your Medical Alarm provider.
- 
Pendant signal light is STEADY red
 The Pendant will not be able to trigger an Alarm. You will need to complete a test call on all Pendants/ call points.

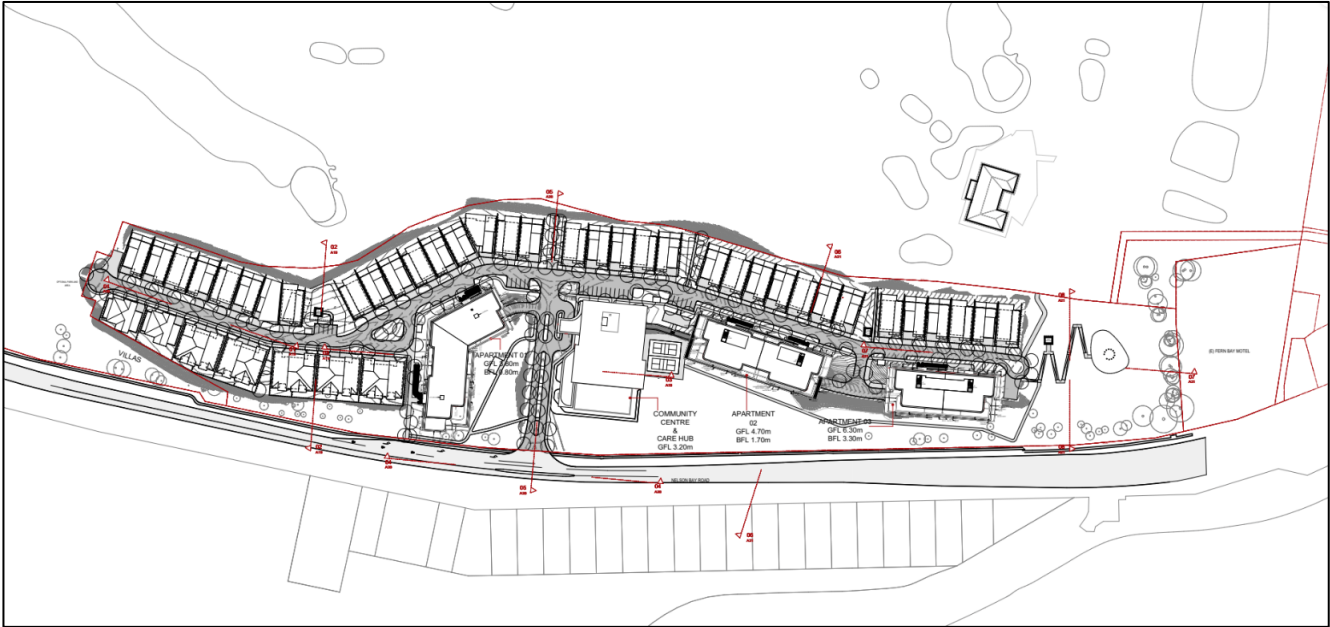
Disclaimer

Due to external factors, it is possible that in exceptional circumstances the system may not function as expected. Such factors include damage, misuse, power outage or loss of connectivity, and other environmental factors. With normal usage conditions, the system will function properly, but because external factors are outside our control, we cannot accept responsibility for their consequences.

Please note, misuse and/or using the call button to contact staff or security because you have locked yourself out of your villa is not desirable and will incur a cost to the resident. You are advised to make other arrangements with family or neighbours to avoid such a situation.

APPENDIX C.

Site Plan of Village



Extract from Village Disaster Management Plan

RESIDENT DISASTER PLAN

The situation may arise where the village must prepare for a disaster. Each resident must make preparation to care for themselves. This Resident Disaster Plan has been prepared to assist residents in preparing for this unlikely event – e.g. severe storm, cyclone, flood, disruption to essential services etc. It is recommended the following preparations are made:

1. Emergency Kit

One of the most important things you can do is to put together an emergency kit. The emergency kit is a collection of items that you will need in case of emergencies or if you need to evacuate your villa.

Items that should be always in your emergency kit:

- A portable battery-operated radio, torch and spare batteries
- A first aid kit (see below) and manual
- Masking tape for windows
- Strong plastic bags for clothing and other items
- A waterproof bag for valuables and mementoes
- Utility knife and manual can opener
- Copies of important family documents (in sealed plastic bags) such as:
 - 1) Insurance papers for your car, contents or other valuables
 - 2) Wills and Enduring Power of Attorneys
 - 3) Advanced Health Directive
 - 4) Birth/Marriage Certificates
 - 5) Passports, stocks and bonds
 - 6) Medicare and pension cards
 - 7) Immunisation records
 - 8) An inventory of valuable household goods
 - 9) Bank account and credit card details
 - 10) Extra car and house keys (if available)
 - 11) List of emergency contact numbers

Items to put in your emergency kit when emergencies are predicted:

You will need to include other items in your emergency kit when floods, storms and other emergencies are predicted. These items will include:

- Medications, toiletry (soap, toothpaste, etc.) and sanitary supplies (tissues, toilet paper, sanitary pads etc.)
- Any special need items
- Spare clothes and sleeping equipment, including strong shoes, broad brimmed hat, gloves and sunscreen
- A mobile phone (if possible)
- Spare cash in case you cannot access banks
- Food and water supplies

If the event is likely to be severe and power and/or water outages likely, you should also try to have the following at hand:

- A quantity of clean water in a sealed container and enough easily prepared packaged food to last for three days (see separate list for suggestions)
- Water purification tablets
- Duct or other wide tape and a sheet of plastic to seal doors and windows
- Scissors
- Combination pocketknife

2. RECOMMENDED ITEMS FOR A FIRST AID KIT

- 1 x packet plastic strips
- 1 x roll of non-allergenic tape
- Sterile eye pads
- Triangular bandages
- 1 x gauze bandage
- 1 x sterile dressing
- 1 x stainless steel scissors
- Square gauze squabs
- 1 x tube antiseptic cream
- 1 x bottle antiseptic solution
- 1 x pkt wound closure steri-strip
- Alcohol swabs

- Face masks
- Protective gloves
- Alcohol based hand rub

3. WHAT TO DO WHEN A STORM IS APPROACHING

When you become aware of the approach of a severe storm etc. it is recommended you do the following:

- Keep listening to your portable radio.
- Check that your Emergency Kit is available, all recommended items are included in it and that it is easily accessible.
- Check that your neighbours are aware that a storm warning has been issued.
- Clear your property of all loose items – e.g. bring in outdoor furniture, gardening equipment etc.
- (If flooding is a possibility consider emptying freezers and refrigerators and leaving doors open. You may wish to also consider raising some items of furniture).
- Ensure all vehicles are under cover, if possible.
- Fill buckets with water in case water supply becomes restricted.
- Close windows and doors and in the case of a cyclone tape windows (this may not prevent your windows from shattering, but it will hold the broken glass in place).
- Disconnect all electrical items, external TV/radio aerials and computer modems.

4. WHAT TO DO WHEN THE STORM STRIKES

- Continue to listen to the radio.
- Stay inside and shelter well clear of windows, doors and skylights.
- If the building starts to break up, shelter in the strongest part (internal room, hallway or built-in wardrobe), under a mattress, doona or a strong table or bench.
- Don't use a fixed line telephone during a severe storm due to lightning danger.
- Stay inside until you have received official advice that it is safe to go outside.

5. IF YOU MUST EVACUATE

If an official evacuation order is issued by emergency authorities, you must leave your home immediately. Follow the instructions of the emergency team. Ensure you are wearing strong shoes and suitable clothing. Take your Emergency Kit with you.

6. AFTER A STORM

Once you have been advised the storm has passed, you must adhere to the following:

- Listen to your radio and remain indoors until advised.
- If you had to evacuate and are told to return to your home, do so using the recommended routes only.
- If your home has been uninhabitable due to storm damage, evacuate in the first instance to the Village Clubhouse with your Emergency Kit.
- Do not go sightseeing.
- Check on neighbours if necessary.
- Do not use electrical appliances which have been wet until they have been checked for safety.
- Boil or purify water until supplies are declared safe.
- Stay away from damaged power lines, fallen trees and flood water.
- Staff will be checking residents and property, so if you leave the site, please advise village staff.

7. IF AN EARTHQUAKE STRIKES

- Stay indoors and keep clear of windows and overhead fittings.
- Shelter under and hold onto a door frame, strong table etc.
- Once the earthquake has passed, turn off electricity and water. DO NOT light matches until you have checked for fuel leaks.
- Your building will be checked by Village staff. However, if you feel unsafe and the Community Clubhouse is safe, evacuate to there in the first instance and take your Emergency Kit with you.

**IF YOU CHOOSE TO SHELTER WITH FAMILY, PLEASE ADVISE THE
VILLAGE STAFF BEFORE LEAVING**

ANNEXURE B: Waste Management Plan

WASTE MINIMISATION & MANAGEMENT PLAN

APPERLY VILLAGE



Document Control

Title: Waste Minimisation & Management Plan
Proposal: Golf Course Upgrade
Address: 4A Vardon Road, Fern Bay
Prepared by: Principle Living Pty Ltd

Document Issue

Issue	Date	Prepared by	Reviewed by
Draft (Rev 1)	August 2023	CO	DK
DA Submission	October 2023	CO	DK

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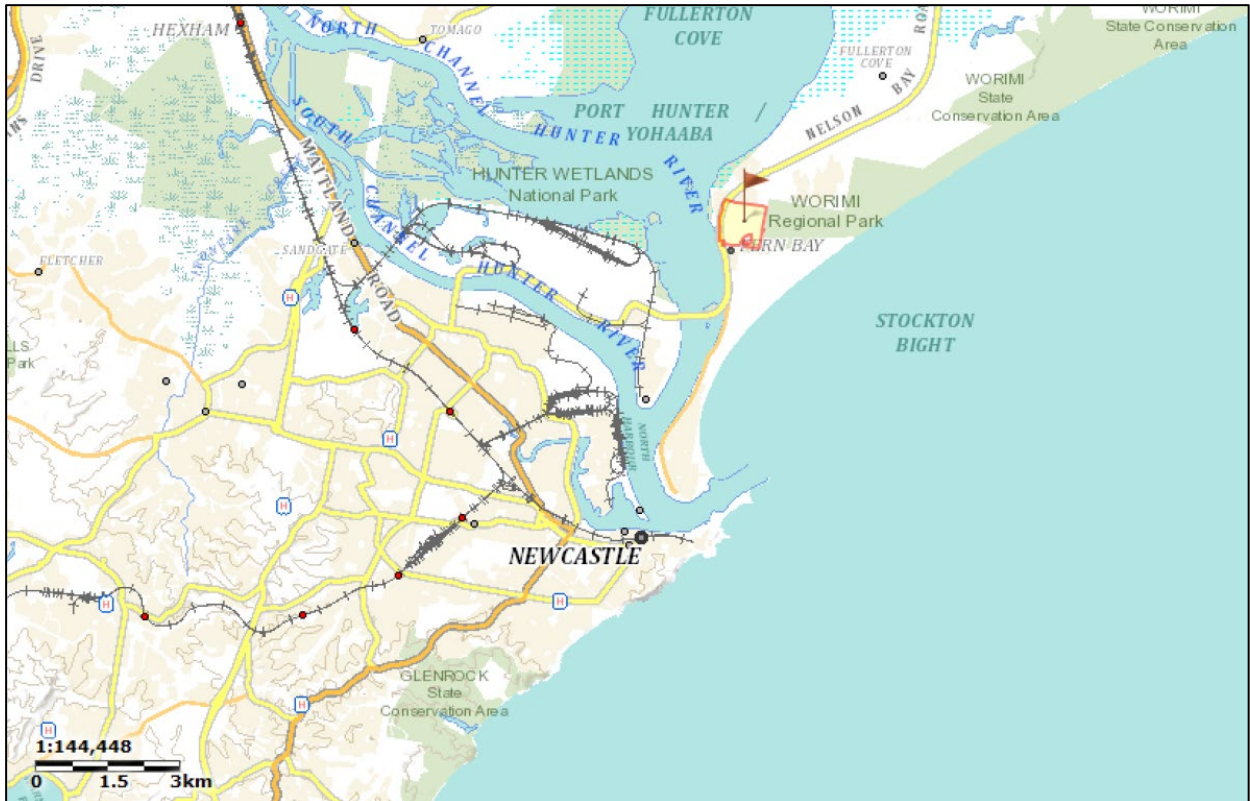
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1. INTRODUCTION

This report constitutes a Waste Minimisation and Management Plan (WM&MP) to accompany a Development Application (DA) to Port Stephens Council. The DA is seeking consent for development of the Apperly Village located on the Newcastle Golf Course, 4A Vardon Road Fern Bay NSW.

Figure 1: Location Plan



This report details the proposed measures for the management and minimisation of waste during the upgrade and refurbishment works. It is noted that the site is developed and operating as a championship golf course with associated support infrastructure. The proposed works encompass earthworks and building construction to complete the new retirement village. Including

- Bulk earthworks to the existing course
- The construction of community centre;
- 3 apartment buildings;
- 47 villas;
- Roadways and paths; and
- Landscape areas.

Practical and feasible management options have been identified and are detailed. Effective waste management is essential for the course upgrade, partial redesign and refurbishment works.

The waste management priorities for this project include:

- Wastes are reduced at the source.
- Materials are reused where possible.
- Wastes are recycled where practical.
- All non-usable waste is removed from the site.
- All waste is appropriately and responsibly disposed of.

The objectives of this WM&MP are to:

- a) Create a management structure that enables successful waste minimisation and management for all waste generated during the retirement village development works; and
- b) Effectively reduce the resource demands and construction waste generation through targeted programs of material re-use, reduction and recycling.

Figure 2: Site Masterplan



2. THE PROPOSED DEVELOPMENT

The proposed development comprises of a Seniors Living Development located within the Newcastle Golf Club. The Summary is provided below:

1. Site preparation & establishment activities – clearing existing vegetation, demolition of existing golf course via earthworks, bulk earthworks.
2. Establishment of vehicular access from Nelson Bay Road
3. Construction and occupancy of a seniors living development comprising:
 1. Three (3) apartment buildings containing 125 serviced self-care dwellings
 2. Forty seven (47) single storey (villas) serviced self-care dwellings
4. Carparking - 295 spaces across the site with each villa being provided with a double garage (94 spaces) and 201 basement carparking spaces within the three apartment buildings
5. Provision of pedestrian and vehicular access to and from the site
6. Establishment of a Community centre & administration building
7. Pickle ball courts, lawn bowls facility, open space, landscaping, picnic shelter, public art, open lawn area for passive recreational activities and formal striking planting
8. Civil works including internal access roads, pedestrian linkages to Nelson Bay Road and the golf club
9. Connection to Country 'Keeping Place'
10. Extension and enhancement of physical infrastructure utilities as needed



Figure 3: Masterplan detailing development mix.

3. SUPPORTING DOCUMENTATION

This report, which accompanies the proposal, provides a summary of the waste management measures for works during the construction phase. This report should be read in conjunction with the following documentation:

- Statement of Environmental Effects (Incite Planning - 2023)
- Civil Engineering Report (Northrop - 2023)
- Architectural Design (EJE – 2023)
- Biodiversity & Bushfire (AEP - 2023)
- Preliminary Site Contamination Report (Cardno - 2023)
- Geotechnical Investigation (RCA – 2023)
- Landscaping Plans (Studio 26 – 2023)

4. CONSENT AUTHORITY

The consent authority for the proposed development is Port Stephens Council. This WM&MP has been prepared to encourage the:

- Avoiding unnecessary resource consumption
- *Recovering resources for reuse*
- *Recovering resources for recycling or reprocessing*
- *Disposing of residual waste as a last resort*

5. CONTRACT ARRANGEMENT

Waste management services during the construction phase will be provided under a commercial contract arrangement which will include services managing:

- ✓ General Waste and recycling
- ✓ Construction waste
- ✓ Organic waste

6. WASTE MANAGEMENT

6.1 Potential Waste Sources

The NSW *EPA Waste Classification Guidelines (2014)* classifies wastes into the following streams:

- Special Waste (*e.g.* clinical and related waste, asbestos, waste tyres)
- Liquid Waste (*e.g.* fuels, oils, chemicals, and pesticides)
- Hazardous Waste (*e.g.* lead-acid cell batteries and lead paint)
- Restricted Waste (currently no wastes pre-classified as restricted by EPA)
- General Solid Waste (putrescible)(*e.g.* general litter and food waste); and

- General Solid Waste (non-putrescible) (*e.g.* glass, paper, plastic, building demolition waste, concrete)

These waste streams and potential impacts associated with the construction works are discussed below.

6.2 Potential Impacts

6.2.1 Demolition Phase

The site is currently developed as a golf course with associated support infrastructure including clubhouse, maintenance workshop and infrastructure services. The proposed Seniors Living Development works will not necessitate any demolition works and limited soil or spoil material will need to be imported or exported from the site.

6.2.2 Clearance Phase

An Erosion and Sediment Control Plan ('ESCP') has been prepared by Northrop Consulting that details the specific site controls to mitigate and minimise the impact of the proposed development within the existing locality.

6.2.3 Construction Phase

The construction component will comprise two main elements:

- Earthworks to prepare the site for roads, footpaths and building pads; and
- Internal road and footpath network
- Construction of residential villa's.
- Construction 3 x apartment buildings.
- Construction of Community Centre, Bowling green, pickle ball courts and swimming pool.
- Landscape areas including external BBQ areas and footpaths.

For all components, waste will be separated on site by builder's contractors and tradespeople during the construction stage. The site will be checked on a regular basis to make sure no recyclable materials are mixed with non-recyclable materials, and to set aside on site an area to store the recyclable materials for transportation to local recycling plants.

The construction site manager/supervisor will erect signs on site designating the waste storage and pick-up areas and will inform all contractors of the relevant procedures and processes.

Table 1 below sets out proposed methods of handling and disposing of construction waste.

TABLE 1

Materials on Site		Destination		
Type of Waste Generated	Estimates Volume (m³)	Reuse and Recycling		Disposal
		On-Site	Off-Site	
Excavation Material	< 5,000m ³	Reuse of all excavated soil for backfilling and landscaping purposes	N/A	N/A
Topsoil	< 14,000m ³	Reuse of all topsoil for revegetation and landscaping purposes	N/A	N/A

Green Waste	< 1,000m ³	All cleared vegetation will be mulched and reused on site	N/A	N/A
Packaging (used pallets and pallet wrap, etc.)	< 300m ³	N/A	Pallets reused where possible	Disposed of off-site at recycling facility by contractor.
Other waste (e.g. PVC's, plastics, paint, paper & cardboard)	< 100m ³	N/A	Disposed of off-site at recycling facility by contractor.	Disposed of off-site at recycling facility by contractor.
Domestic debris (paper, alum cans and other materials generated by construction workers)	< 250m ³	N/A	Disposed of off-site at recycling facility by contractor.	Separate bins will be provided to meet the needs of the contractors. Recyclable, putrescible and green waste materials will be stored separately and appropriately recycled.
Cigarettes	< 0.0001m ³	N/A	N/A	A cigarette butt collection point will be provided for construction workers
Contaminants, oils & sludge's	< 5m ³	N/A	N/A	Should unexpected materials be discovered during excavations, work will cease immediately and plans for the safe handling, storage and disposal in accordance with relevant statutory guidelines will be developed.

Notes:

- Any waste oils accumulated during maintenance of heavy machinery will be disposed offsite by the contractor as part of their own licence agreements. Waste oil contractors and maintenance and refuelling contractors will be required to have spill response procedures in place when working on-site.
- Refuelling will be carried out at designated areas to control potential spill and maintenance issues. Spill response equipment will be stored at the construction sites in the event of unforeseen spills due to hose breaks, etc. Minor waste oil spills will be contained, and impacted soils disposed of according to NSW legislation.
- No other hazardous wastes are anticipated on site.
- The work site area will be securely fenced-off during the construction phase, with controlled access to minimise unauthorised dumping of waste and limit possible incidents of waste material blowing off the site during periods of high winds.

7. WASTE SERVICING REQUIREMENTS

As part of the early discussions and subsequent negotiations with the preferred waste contractor, their waste servicing equipment requirements were taken into consideration in the preparation of this plan.

The preferred waste contractor has advised that they can service the development using a modern fleet of vehicles that can manoeuvre around the site. This includes rear and side lift waste management vehicles with overall dimensions of 8.0m length, 2.5m width, 4.3m (operational) height, and 22.5-ton (full operational) weight.

As part of the contractual arrangements with the preferred waste contractor, we have also negotiated flexible pick-up and delivery times taking into account the need for after normal business hour emergency spills response service during the construction phase.

8. MITIGATION MEASURES

8.1 Waste Management Procedures

Detailed waste management procedures will be developed once a building contractor has been engaged to undertake the works and will form part of a construction management plan. The procedures would guide the every-day management of:

- Designated stockpiles, recycling areas and bins
- Stripped topsoil and green waste
- Protection measures for waste storage areas
- Waste handling, management, and storage protocols
- Clear signage to designated waste areas
- Regular servicing of the waste areas to ensure capacity is not exhausted during works
- Disposal procedures for each waste stream
- Training for on-site staff on the contents of the WM&MP
- Emergency protocols and contingency plans.

8.2 Waste Tracking

8.2.1 Waste Management Guidelines

In accordance with the *Protection of the Environment Operations Act 1997*, and the EPA's *Environmental Guidelines: Assessment, Classification and Management of Liquid and Non – liquid Wastes*, waste tracking requirements apply to the generation, storage, transport, treatment or disposal of certain types of wastes. Potential wastes which could be generated on-site during the construction phase that will require tracking include:

- Waste oils
- Oil and fuel filters
- Oily water

8.2.2 Waste Register

A register of wastes will be kept throughout the construction project. The register will contain details pertaining to:

- The types and quantity of wastes for each load taken off site.
- The place to which the waste was taken for treatment or disposal.
- The waste contractor used for each waste load.

9. CONCLUSION

This Waste Minimisation and Management Plan has been prepared to assist Port Stephens Council in the assessment of the Seniors Living Development works at the Newcastle Golf Club.

All waste generated during construction and operation of the proposed development will be managed in accordance with this management plan and in accordance with the relevant planning provisions and Australian standards.