



OPERATIONAL MANAGEMENT PLAN

Rev B 05/11/24

Site: 171 Wattle Road, Shellharbour

Introduction

This preliminary Operational Management Plan (OMP) has been prepared as a preliminary guide to managing the operations of the proposed seniors housing development at 171 Wattle Road, Shellharbour.

The OMP has been prepared by Uniting and is based upon the Statement of Environmental Effects (SEE) and other supporting technical information provided as part of the DA for Stage 1 Residential Detailed Development Application submission.

This OMP only relates to the operations and does not include management procedures or mitigation measures for construction activities to be undertaken as part of the seniors housing development. This preliminary OMP will be updated subject to development approval, to address relevant conditions of consent and any more detailed management procedures required for the operations of the seniors housing development.

Site and Locality

171 Wattle Road, Shellharbour is a large piece of vacant land on the western side of Wattle Road, located between Bensen Avenue and Lake Entrance Road, with an area of 4.2 hectares. Please refer to the aerial photo below



Fig 1 – aerial phot of Shellharbour showing the site highlighted with a red border.

It has residential development to its east and south, the Stockland Shopping Centre to its west, and vacant land to the north.

This application relates only to the area at the southern end of the site. Refer to the overall site plan below.

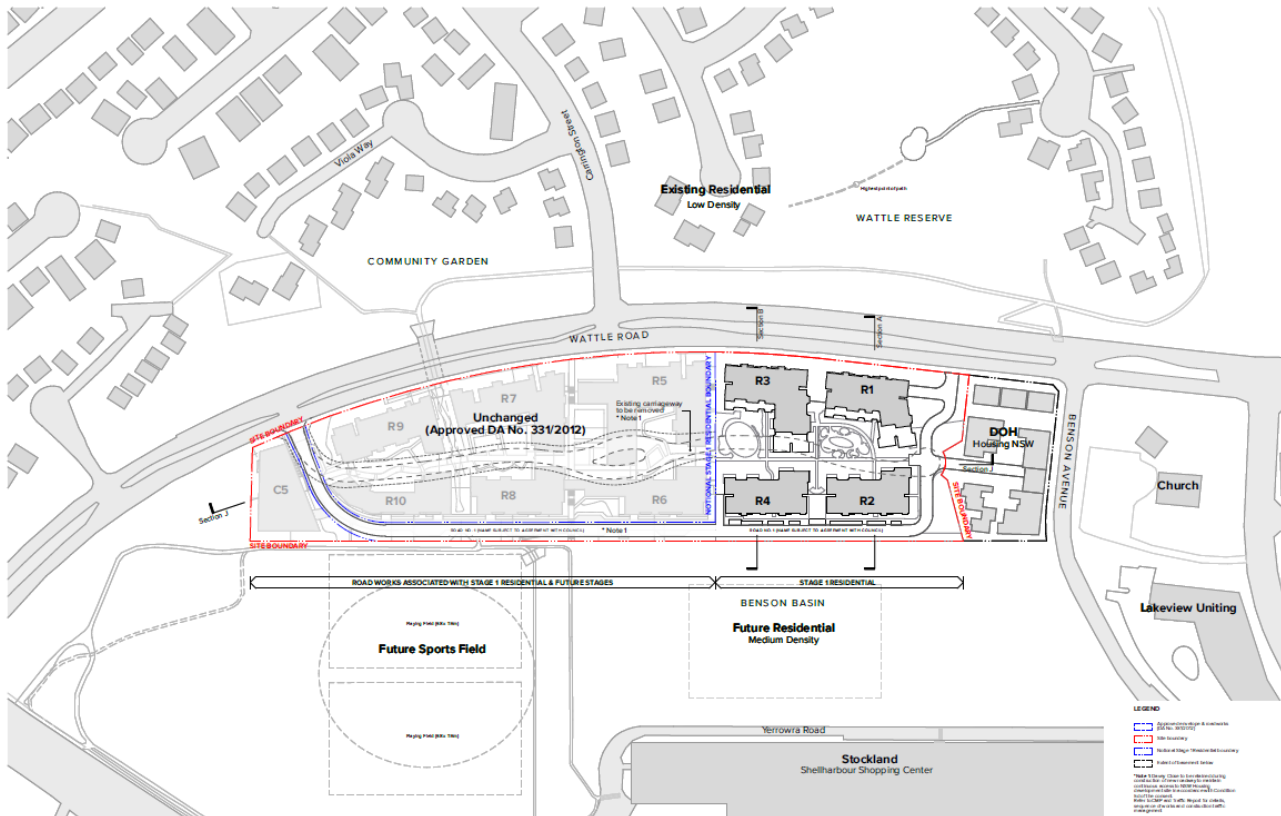


Fig 2 – Site plan showing the location of Stage 1

It is proposed to construct 4 free standing buildings containing a total of 152 Independent Living Units (ILUs). The buildings will range in height from 4 to 6 storeys. There will be 2 buildings facing Wattle Road (Buildings R1 and R3) and another 2 facing the proposed new road (Buildings R2 and R4). Beneath these buildings will be 2 separate levels of basement parking containing 149 spaces, while between these buildings will be large, landscaped courtyards. Refer to the basement plans below.

These ILUs will be a mix of 1 bed, 2 bed and 3 bed units.

Access to the main, lower-level basement containing 86 spaces will be off the proposed new road on the western side of the proposed new buildings. See below.

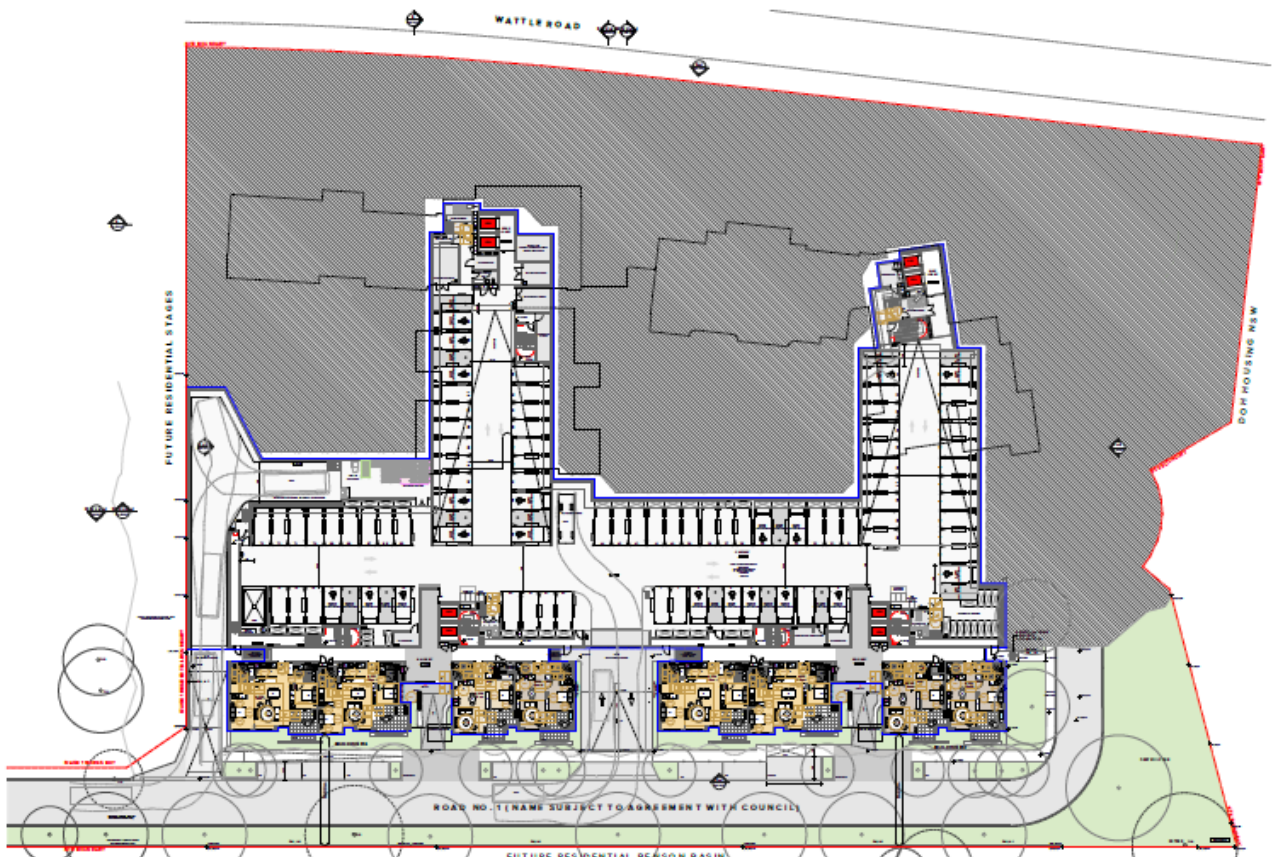


Fig 3 – Lower level of basement parking, showing access off western side of proposed new road

Access to the smaller, upper-level basement containing 43 spaces, will also be accessed off the proposed new road and close to where the southern end of this road connects with Wattle Road. See below.

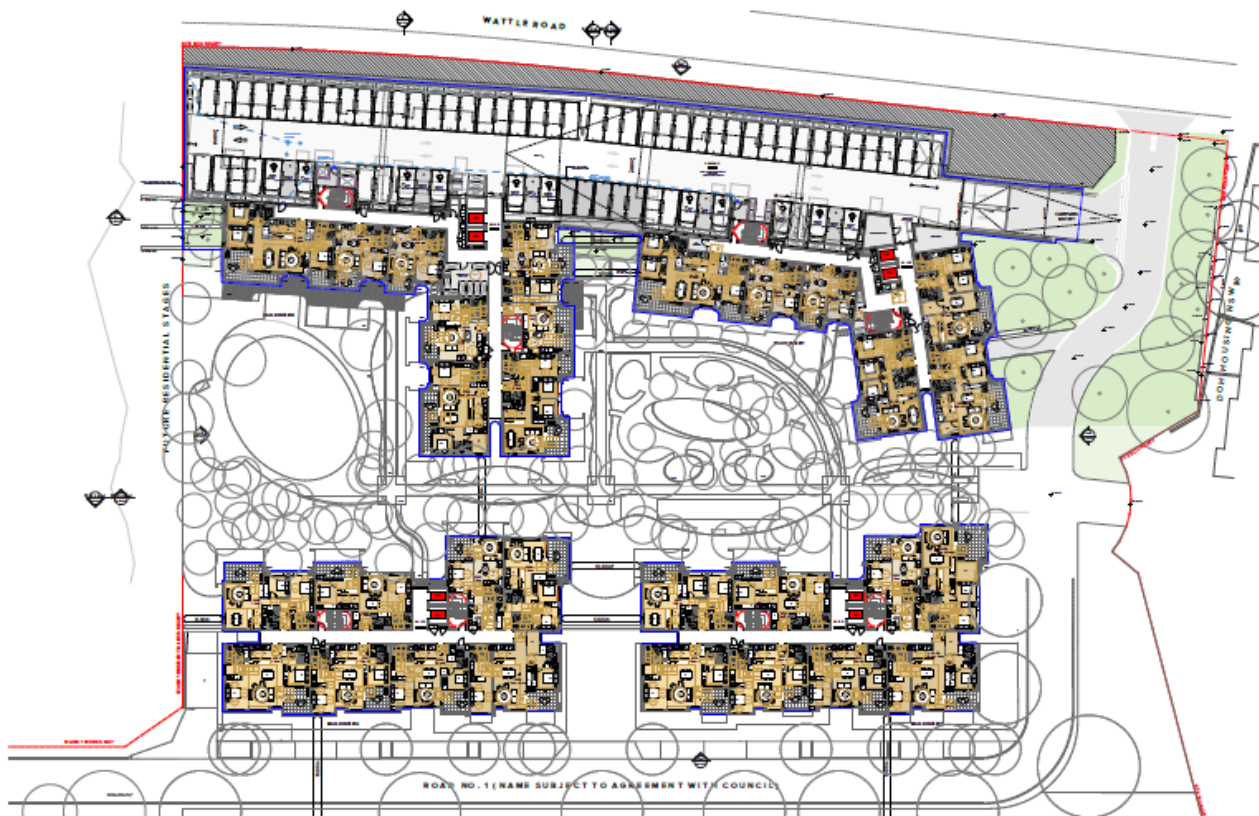


Fig 4 – Upper Level of basement parking, with access off the southern section of the proposed new road

The site will be intensively landscaped including two large central courtyards, 2 smaller roof-top terraces, as well as planting around the perimeter of the site. Refer to the landscape site plan below.



OVERALL SITE MASTER PLAN

Fig 5 – Overall Site masterplan illustrating the extent of landscaping at the podium level.



Fig 6 – Floor Plan of Level 5 showing the location of the 2 rooftop landscaped terraces

Pedestrian movement is an important aspect of the design, with significant falls across the site from east to west. Pedestrian access is available off Wattle Road for Buildings R1 and R3, and off the proposed new road for Buildings R2 and R4. Through a combination of level walkways and elevators within the buildings access throughout the site is available.

Operational details

Access to facility by community

In all its newer seniors housing projects Uniting tries to balance two, sometimes competing ideas: creating porous boundaries of the development while maintaining the safety and security of the residents.

This is achieved through a combination of considered landscape design (plant selection and placement) and careful siting of buildings and courtyards. Pedestrian pathways are conveniently located, with low level planting surrounding them to make them user-friendly and to soften their appearance. Taller, denser, less penetrable landscaping is planted near areas that are designed to be more private for the residents. While planting and building placement themselves won't prevent someone from entering, the psychological barrier they create dissuades the casual passer-by and enables the creation of a sense of community.

Complaint Management/Incident Register

There will be a Village Manager (VM) and an Asset Manager (AM) on site during normal business hours so in the event of an incident or a resident wishing to make a complaint, the residents can contact either the VM or the AM. In addition, there is the Uniting help/assistance line '1800 Uniting' which residents, or their family members, can call to report an incident, a complaint or simply to lodge a request to have an element of their premises repaired. This help line is available 24 hours per day, 7 days per week.

Cleaning, Maintenance and Landscape

There will be a full-time maintenance officer on site who will undertake some of the maintenance themselves as well as organise and coordinate those maintenance and repair matters that need to be undertaken by subcontractors.

Common areas including corridors, the rooftop terraces and the large clubroom will be cleaned regularly, and the landscaped areas will be maintained as the seasons require. This will involve mowing lawns, trimming plants and, when required, replacing plants.

Residents will be responsible for the cleaning of their apartment and balcony/terrace. This is generally done by the resident, however increasingly it is being done by a cleaner.

Access, Staff and Security

Resident safety and security are of paramount importance to Uniting. Access to both levels of basement, and to all buildings from the basement, and from the outdoor areas is controlled by electronic fob/card reader. Staff and residents are given fobs/card readers to allow access to all areas, and maintenance subcontractors are also given limited access.

Entry into the ground level of each building is controlled by security fob/swipe card. In addition, all ground floor windows and doors to balconies/terraces are fitted with security screens to maintain a high level of security for the residents.

Waste

On each floor of each building there is a waste room containing access to a garbage chute as well as recycling facilities.

The garbage chute in each building empties into 240l garbage bins which are stored in the waste room located in the lower-level basement. From here the waste is moved by Uniting site maintenance staff to the main waste collection area located mid-way along the northern boundary of the basement. Access to this main waste collection area is off the proposed new road, with a dedicated entry/exit driveway and turning area to allow garbage vehicles to enter and exit in a forward direction. Refer to lower-level basement plan below.

Use of Outdoor Spaces

There is a range of open spaces within this development.

Each apartment has a private terrace or balcony for the exclusive use by the resident and their guests.

The two roof-top landscaped terraces on level 5 of Buildings R1 and R3 are accessible through the buildings and as such are available for the use of residents and their guests.

The two, large central courtyards are accessible from each building as well as from the public domain. No perimeter fencing is proposed, however through carefully considered landscape design, members of the public will be dissuaded from entering these spaces.

Emergency Handbook

An Emergency Handbook V1 (EH) will be compiled for this and subsequent stages of the Uniting Wattle Road village.

These handbooks cover matters such as Emergency and Evacuation Procedures, Emergency awareness, assisting people with a disability and/or medical conditions requiring assistance, fire emergency, fire prevention, and responding to different types of fires

The handbook also includes an Evacuation Diagram which illustrates the various evacuation routes from the buildings as well as identifying Assembly Points.

It will be updated regularly as required to address both the active and passive fire safety systems of the new Village: active ones include emergency lighting, exit signs, sprinklers, hydrants, hose reels, smoke and heat vents, mechanical smoke exhaust and portable fire extinguishers while passive ones include fire isolated stairs, fire walls and smoke compartments.

Conclusion

Uniting has considerable experience in operating seniors' villages such as this one. Through the application of sound design principles and the implementation of detailed, thorough protocols, the safety and security of the residents can be maximised, and the operations of the village can be run as efficiently as possible.