

PLAN OF MANAGEMENT
2A Bringelly and 31 & 33 Santley Crescent,
Kingswood

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Introduction

This Plan of Management (POM) has been prepared for a transitional group home located at 2A Bringelly Road and 31 & 33 Santley Crescent, Kingswood. The POM outlines the management policies and addresses security protocols for the operation.

This Plan of Management (POM) outlines the operational guidelines for WHOS with the following aims and objectives:

- Ensure compliance with management policies
- Prioritize staff and patient safety and security
- Minimise potential impacts on neighbouring properties
- Establish key operational procedures for the drug and rehabilitation centre
- Focus on effective management measures for food and beverage services
- Outline essential protocols to ensure smooth and responsible operations

The POM will be reviewed on a regular basis and amended when required to ensure continual improvement and to address any changes to legislative requirements.

WHOS Operational Experience

WHOS has an established track record in operating successful facilities across New South Wales (NSW).

Consistency in Management Practices

This POM aligns with WHOS proven management practices, which have been successfully implemented across existing premises. By adopting a consistent approach, WHOS ensures that its operations at this site will meet the same high standards and regulatory compliance as its other locations.

Site and Locality Details

The site comprises three (3) individual allotments as described in Table 1.

Table 1. Site Description		
Site Address	Legal Description	Land Area (Approx.)
2A Bringelly Road, Kingswood	Lot 3 in DP 215200	690.8m ²
33 Santley Crescent, Kingswood	Lot 4 in DP 215200	747.7m ²
31 Santley Crescent, Kingswood	Lot 5 in DP 215200	689.2m ²

The three (3) allotments have a combined area of 2,127.7m². The site has a 36.57m frontage to Santley Crescent which forms the southern boundary and a 47.23 metre frontage to Bringelly Road which forms the western boundary.

An approved *medical centre* and associated car parking is located at the intersection of Bringelly Road and Santley Crescent. The *medical centre* was approved pursuant to DA 47/87 (as modified). It is a single storey building consisting of a main entrance, reception and a series of consulting rooms.

The remainder of the site is largely vacant, with the exception of a series of trees and landscaping. The buildings previously located in Lot 3 and Lot 5 have been demolished pursuant to DA 21/0788.

The adjoining and surrounding development pattern is characterised by a series of mixed use and residential development. More specifically:

- The Great Western Highway is located approximately 50 metres from the northernmost boundary of the development site and is zoned SP2 Classified Road.
- The land to the north comprises zone MU1 Mixed Use. A takeaway food and drink premises is located at the intersection of Bringelly Road and the Great Western Highway.
- The land to the south, on the opposite side of Santley Crescent is zoned MU1 Mixed Use and consists of multi-dwelling housing developments.
- Immediately to the east is a 3-storey residential flat building which is zoned R4 High Density Residential.
- The land to the west is zoned MU1 Mixed Use and consists of a series of neighbourhood shops. A pub is further to the north-west at the corner of Bringelly Road and the Great Western Highway.

The Site comprises three (3) allotments and is identified as 2A Bringelly Road and 31-33 Santley Crescent, Kingswood. The Site is in the Local Government Area (LGA) of Penrith within the "Health & Education Precinct". Kingswood Railway Station is located approximately 120m to the north. Western Sydney University, Kingswood Public School, and Chapman Gardens Oval are located to the east, and Nepean Hospital to the west.



Figure 1. Site Aerial. The site is outlined orange.
Source: MetroMap modified by Patch

Primary Use

The primary use of the site is for a transitional group home.

The operation of the development is split into two programs:

- **A residential program:** a three-month, in-house rehabilitation program.
- **A day program:** providing assessment, referral services, and non-residential supported care for individuals within the Nepean Blue Mountains district, including both group work and individual support by qualified drug and alcohol workers.

The residential program is to include overnight stays and will operate 24 hours a day, 7 days per week.

The day program will operate Monday to Friday between 9am and 5pm.

The minimum age of individuals enrolled in the program is 18 years.

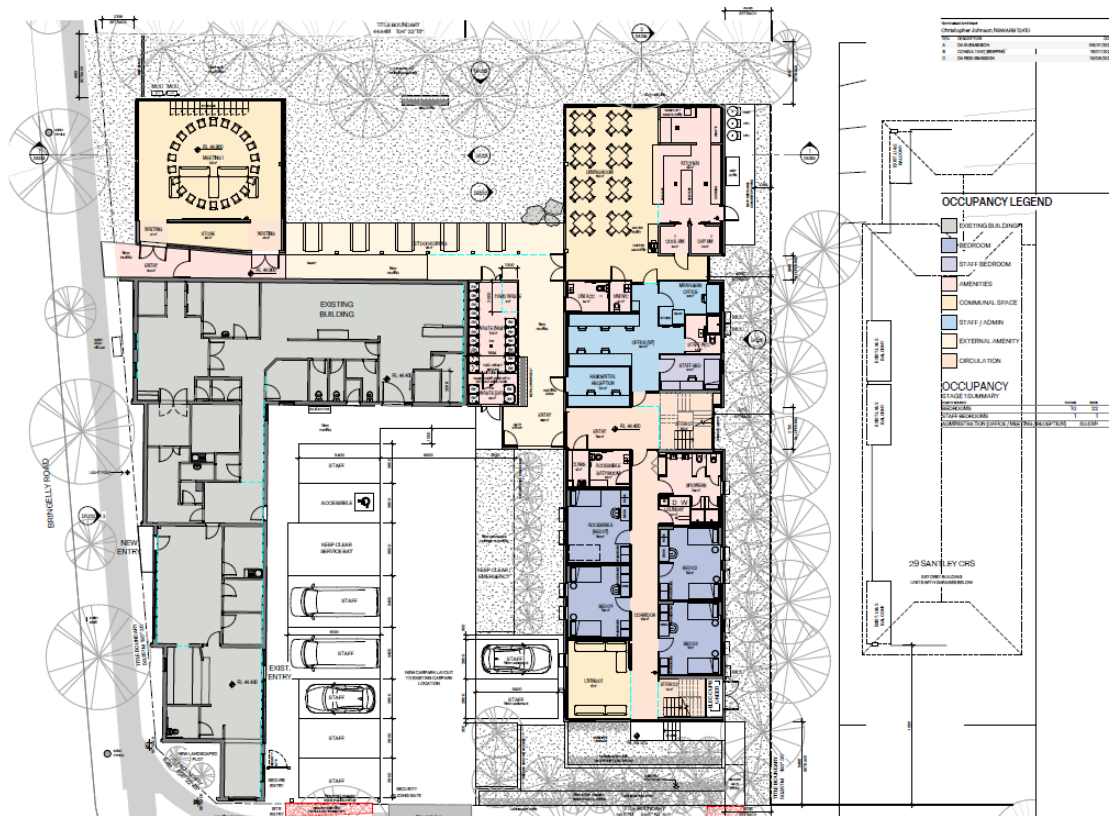


Figure 2. Ground floor layout plan (Source: PTID)

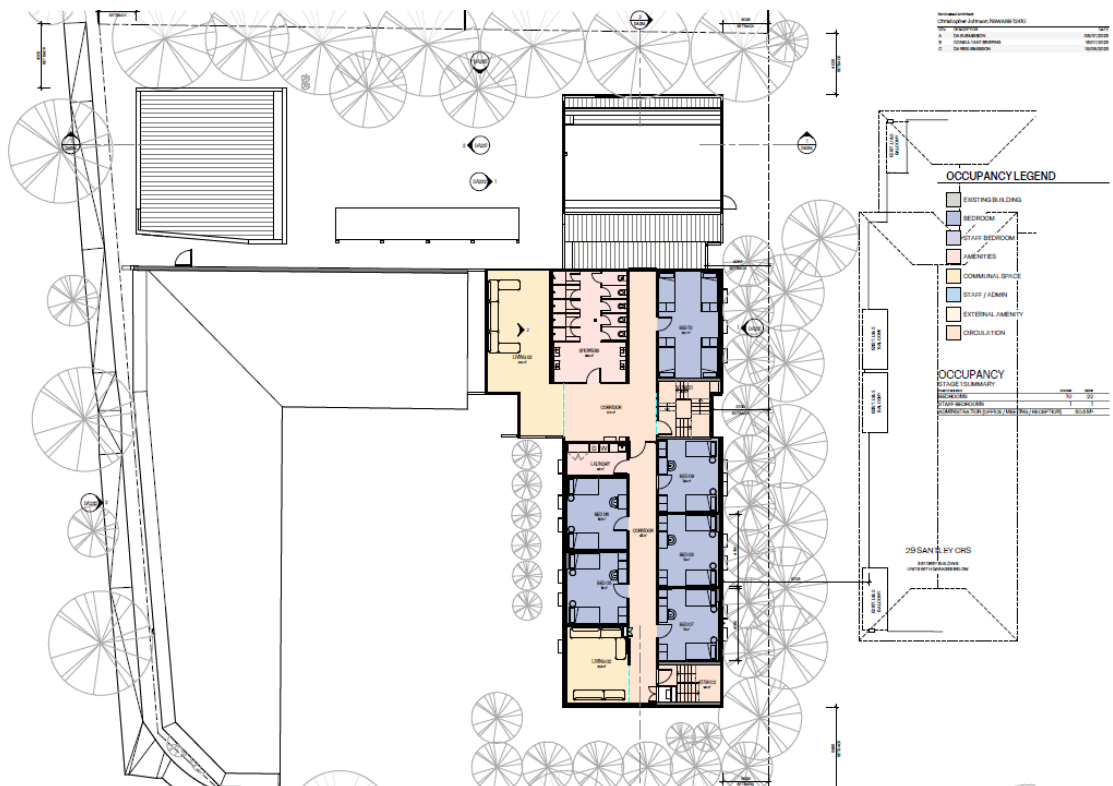


Figure 3 – Stage 1 - First floor layout plan (Source: PTID)

- Residents will be transported to medical appointments and day activities via communal vans, typically operating between 9am and 5pm on weekdays, and at set times on weekends.
- The site is highly accessible via public transport, located immediately adjacent to Kingswood Railway Station. It is therefore reasonable to expect that many staff will utilise public transport for commuting. In the unlikely event that all on-site staff parking bays are occupied, overflow staff parking demand could be accommodated along Bringelly Road or Santley Crescent, both of which permit unrestricted parking. Based on the operation of other transitional group homes and the specific client needs of this facility, this scenario is considered unlikely.
- Due to the nature of the facility, visitation is expected to be low and infrequent. Visitors will typically schedule appointments in advance, and any short-term parking demand can be readily accommodated along the site's frontage on Bringelly Road or Santley Crescent. Parking occupancy along these streets is generally low during typical days, and short-term parking generated by the development would be consistent with the occasional parking demands observed in the surrounding residential context.

Waste Management

Key features of the proposed development, in relation to Waste Management are outlined below:

- The operator shall be responsible for managing the waste system, and for developing and implementing safe operating procedures.
- Waste shall be stored within the development, hidden from external view.
- Users shall sort their waste and dispose sorted garbage and recyclables directly into waste receptacles throughout this facility.
- The operator and users shall transfer waste to the collection bins with the bin rooms.
- Waste shall be collected on-site, within the car park. The collection contractor shall transfer collection bins between the bin rooms and the truck and return empty bins to the bin rooms.
- A private contractor shall provide waste collection services.

Security Cameras

All external and common areas at WHOS sites are monitored by CCTV. Cameras are installed to monitor entry and exit points of buildings (main entrances, emergency and fire exits and the entrance to the parking lot).

Video surveillance of WHOS premises is conducted in a professional, ethical and legal manner in accordance with local, state and federal laws and regulations.

WHOS uses overt video-surveillance systems. The video-surveillance system helps ensure the security and safety of buildings, clients, staff and visitors, as well as property and documents located or stored on the premises. The video surveillance system helps prevent, deter, manage and, when necessary, investigate safety and security related incidents, possible threats or unauthorised physical access, including unauthorised access to secure premises and protected rooms, IT infrastructure, or operational information.

Security of Client Property

- Staff are to inform clients on admission that WHOS does not accept responsibility for any items kept by the clients either in their rooms or in the office property file or safe.
- Where a client, upon admission or otherwise, declares valuable items, staff should advise that it is in their best interest to leave the items at home or with family. Should this not be possible, items may be kept in the safe or locked cabinet, as long as the client has been informed of liability and has signed the appropriate agreement upon admission.
- All client property including credit cards, keycards, passports, social security documents, and other personal documents are to be kept in a place that is secure and locked at all times.
- Staff are to bank all clients' monies at the earliest time possible.
- Clients should always sign property in and out when accessing the property.

Occupational Health and Safety Policy

WHOS is dedicated to the health & safety of our staff, customers, and community and take our duty of care very seriously.

It is their policy to:

- Provide all staff with the training & knowledge to perform their duties in a safe and healthy manner;
- Protect staff and patients from any harm; and
- Maintain and make available an incident register of all refusals of service, unlawful conduct, and injuries.

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