



Plan of Management

For 475 Wheelers Lane, Dubbo
Residential Subdivision

JULY 2024



1. Executive summary

1.1. Purpose

The site is located on both Wheelers Lane and Cormorant Crescent Dubbo and contains 13 group home dwellings which include Five (5) two-bedroom dwellings, Three (3) three-bedroom dwellings, Four (4) four-bedroom dwellings and One (1) villa dwelling, which comprises four (4) living pods and a communal area pod.

The site is to be subdivided into 13 house lots, two common area lots and one remaining lot for the existing Westhaven Administration Office building. The regional planning panel has requested a plan of management to address parking considerations across the site. This document has been prepared to satisfy this request.

1.2. Objectives

The management plan has been developed to demonstrate how Excelsior Housing Services Pty Ltd propose to manage the proposed dwellings and their impact on the surrounding community.

1.3. Scope

The plan covers all group home site areas and community property lots outlined in the subdivision community plan. The plan does not cover the office administration building as this operates in isolation from the proposed lots.

2. Facility Overview

2.1. Description:

Lot 8 DP 863685, known as 475 Wheelers Lane, Dubbo

The site (Lot 8 DP 863685, 475 Wheelers Lane, Dubbo) covers 1.629 Hectares and includes thirteen new residential lots and two community property lots. Dwellings are designed to cater to the varying needs and requirements of people with disability in the region (NDIS participants)

2.2. Regulatory Requirements:

Each dwelling on the site is to be registered as Specialist Disability Accommodation (SDA) with the National Disability Insurance Scheme (NDIS). These dwellings have been designed through a collaborative process involving current NDIS participants and support staff. This approach ensures that the buildings not only meet regulatory standards but are also tailored to enhance the quality of life for people with disabilities. The design prioritises accessibility, functionality, and comfort, creating an environment that promotes independence and community integration.

3. Resident Profiles and Support Needs

3.1. Resident profiles

It is crucial to understand that each home within this development accommodates individuals with different types and levels of disability.

Lots 1-4, 6-13: Low Intensity (Fully Accessible) homes

- Residents may have physical disabilities or mild to moderate intellectual disabilities
- Support needs vary but are generally less intensive
- Staffing typically includes morning and afternoon shifts, with an inactive overnight shift (usually the same worker as the afternoon shift)
- Some lots will have no staff onsite from 9 am to 2 pm as residents are in the community

Lot 5 (Villa): High Intensity (Robust) accommodation

- Residents may have complex behavioural needs or severe physical disabilities requiring 24/7 support
- Staffing includes round-the-clock active shifts

3.2. Participant Choice and Control

Like typical residential homes, participant movements at our facilities are naturally staggered throughout the day. This aligns with the NDIS principle of "**choice and control**," a cornerstone of the National Disability Insurance Scheme.

Choice and control means that NDIS participants have the right to make their own decisions about their lives, including daily routines, activities, and schedules. This principle empowers individuals with disabilities to have agency over their lives, just as any other person would. As a result, participants may choose to start their days at different times, attend various day programs or employment opportunities, or engage in community activities according to their preferences and goals.

This diversity in schedules naturally distributes traffic and parking demands throughout the day, mirroring the patterns seen in standard residential neighbourhoods.

4. Organisational Structure

4.1. Management Structure

Roles and responsibilities of key personnel (facility manager, supervisors, maintenance staff)

	Operational Speciality	Impact
	Disability Support Work	Enabling people with disability to live the life they choose
	Facilities Management	Ensuring people with disability live in a safe and sustainable home they love
	Property and land acquisition, development and disposal	Providing a social impact investment opportunity to build the forever homes for people with disability
	Tenancy and property management	Connecting people with disability with life changing housing

4.2. Staffing plan

Lots 1-4, 6-13: Low Intensity (Fully Accessible) homes

- Morning shift: 6 am to 2 pm
- Afternoon shift: 2 pm to 10 pm
- Overnight (inactive): 10 pm to 6 am

Note: Staff presence varies based on participant activities. A typical schedule is:

- 6:00 AM - 9:00 AM: Staff onsite
- 9:00 AM - 2:00 PM: No staff onsite (in the community)
- 2:00 PM - 10:00 PM: Staff onsite

This arrangement balances at home and community participation, however, it varies depending on individual participant needs according to **Choice and Control**.

Lot 5 (Villa): High Intensity (Robust) accommodations

- 24/7 active staffing with three 8-hour shifts

Shift time variety

It's important to note that exact shift times will vary based on individual resident needs, further distributing parking demand across different times.

5. Daily Operations:

All sites function similarly to standard residential homes, promoting a sense of normalcy and community integration. This comprehensive approach to daily operations, maintenance, and security ensures efficient site management while prioritising the well-being and independence of participants.

5.1. Daily support

Disability Support Workers are responsible for a wide range of tasks to support participants, including both adults and children/young people (CYP) in and out of the home environment. Their duties include:

- Assisting participants to achieve their choices and goals
- Assisting with meal preparation and cooking
- Performing internal and external cleaning
- Providing personal care assistance
- Administering medication as required
- Implementing capacity-building activities
- Organising and facilitating community activities and outings to foster individual independence

5.2. Cleaning:

On-site Disability Support Workers are responsible for daily cleaning of the properties. This approach eliminates the need for external cleaning contractors and additional staff, streamlining operations and reducing site traffic.

5.3. Maintenance Schedules:

Reactive & Preventative Maintenance:

- Scheduled between 7 am-3 pm, Monday to Friday
- Timed to coincide with participants' and CYP's attendance at Day Programs or School
- This scheduling minimises disruption to support services and optimises on-site parking availability

After-hours Maintenance:

- Available for addressing emergency repairs outside designated hours

Common Area Maintenance:

- Zapti Ltd appointed as dedicated Facilities Manager
- Responsible for ongoing upkeep of common areas
- Adheres to established contractor engagement standards

Landscaping:

- Low-maintenance designs implemented across the development
- Reduces external maintenance requirements, minimising disruptions to participants

5.4. Security Measures:

Robust Villas:

- Equipped with card reader access throughout
- Participants can only access their designated home or villa
- Designed to enhance safety and privacy

Perimeter Security:

- All sites are enclosed by 1.8m high perimeter fences

6. Parking

6.1. Parking Design and Capacity

The facility's design carefully considers parking requirements, primarily catering to staff needs as most participants are unable to drive due to their disabilities. Staff numbers, shift durations, and times fluctuate based on specific participant needs.

Key parking statistics:

- Total staff: Approximately 25 across all homes
- Peak parking demand: 50 spaces during theoretical maximum shift change overlap
- Available parking: 62 spaces total

This diverse resident profile naturally distributes staff changeovers and peak parking times throughout the day, effectively managing parking demand. Outside of changeover periods, approximately 37 spaces remain vacant, accommodating any incidental maintenance needs.

Additional parking considerations:

- No extra parking is needed for cleaning services, as these are performed by on-site staff.
- Garage spaces on each lot are dedicated to vehicle parking, not storage.
- Garage spaces are used for staff and pool vehicle parking (when in use).

- Due to limited storage needs, adequate space, and effective use, garage spaces are included as usable spaces in parking calculations.

6.2. Detailed Parking Information

- a) Distributed shift times: Due to the varied needs of residents, staff changeovers rarely align exactly across the site. This natural distribution helps prevent parking congestion.
- b) On-site Parking Allocation:
 - Each home has 4 dedicated parking spaces (2 in garage, 2 in driveway)
 - Staff working the same shift will park on one side of the garage/driveway and changeover staff will park on the vacant side of the driveway
 - 12 additional overflow parking spaces are available for temporary use during changeovers
- c) Pool Vehicles:
 - Generally kept off-site
 - Used to transport participants to day activities, reducing on-site parking needs during the day. Participants are picked up from their homes for daytime activities and return at the end of the day
- d) Public Transport and Carpooling:
 - Staff and able participants are encouraged to use public transport or carpool
 - Public transport is readily available on Wheelers Lane with direct links to Dubbo town centre and neighbouring towns.
- e) Cleaners parking:
 - No additional parking is required for cleaning as it is conducted by on-site staff
- f) Maintenance and trades parking:
 - Maintenance and trades are requested to use off-street parking when possible
 - Coordinated around participant activities to avoid staff changeover times
- g) Visitors
 - Visits to the facilities are generally infrequent. Many participants and their friends and families prefer to meet off-site, which naturally reduces on-site visitor traffic.

- Off-Site Meeting Encouragement: To manage on-site congestion, we actively encourage participants to meet visitors in community settings when appropriate. This approach promotes community integration and reduces parking pressure.
- On-Site Visit Management: When on-site visits occur, they are managed by the support staff to ensure minimal disruption to other residents and operations.

Scheduling Considerations:

- Visitors are requested to avoid peak times, particularly during staff changeovers.
- Support staff assist in coordinating visit times to prevent overlap with busy operational periods.

6.3. Parking Review and Monitoring

Parking numbers and requirements will vary across the development given the unique nature of services being provided to each participant. The above-mentioned details are a forecast of the expected operation of the facility and may require updates once the facility is fully operational.

As noted in the statement of environmental effects, traffic impact assessment and council assessments, sufficient parking is provided.

7. Waste Collection

Dubbo Regional Council kerbside waste collection will be utilised across the site for recycling and waste. Each dwelling will have their own dedicated waste bins as per other residential areas. Staff will place bins on the roadside on council collection day and remove from the kerbside by staff on the following day. Sufficient space has been allocated within the design to store and place the bins for collection.

8. Community Relations

All complaints relating to the operation of the facility are to be addressed to info@excelsiorhousing.com.au alternatively contact can be made via the website www.excelsiorhousing.com.au

Complaints will be assessed for validity and seriousness and logged in the complaints register. The complaint will be assigned to the delegated staff member for resolution with an appropriate timeframe for resolution relevant to the specific issue.

The matter will be investigated by Excelsior Housing Services and escalated where appropriate.

9. Monitoring and Evaluation

This management plan will be reviewed annually by Excelsior Housing Services. Where possible, modifications and improvements will be incorporated in line with changes adopted throughout that year.

Any proposed amendments to this plan will be communicated with Dubbo Regional Council as part of the annual review.