



Vision Lifestyle Projects Pty Limited

ABN: 36 003 724 221

Suite 103, 28 Belmont Street
(Mail to) PO Box 367
Sutherland NSW 1499

T: (02) 8539 7710

W: www.visionlp.com.au

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Ms Schandel Fortu
Think Planners
Mays Hill Gatehouse
Parramatta Park
PARRAMATTA NSW 2150

By Email: schandel@thinkplanners.com.au

Dear Schandel,

RE: Services to be provided at Blacktown Workers Club proposed retirement community.

I write to confirm our advice to Blacktown Workers Club on the Operating model for the Clubs proposed retirement village.

The Club engaged Vision Lifestyle Projects (Vision) to undertake a member research survey requesting their opinion on facilities, services, design, price etc. Over 1100 members over 60 years of age responded to the survey which provided a valid sample size and rich data to guide the direction of the community design and operations.

From a design point of view, the scale of the community (400+ units) would require significant infrastructure. This has been accommodated into the master plan with a spacious community centre in stage one and a wellness centre in later stages.

One of the benefits of extensive facilities is the ability to provide a significant service offering that is built into the design and Operating Model.

It is proposed that this retirement community will have a full range of services available to all residents. The Operating Model adopts the principle of "Ageing in Place" which in nature requires services to be delivered to allow a resident to age in place.

I confirm that the Operating Model proposed and endorsed by the Club's board incorporates a full range of services including but not limited to:

- Personal Care
- Housekeeping
- Laundry
- Meals
- Maintenance
- Gardening
- Nursing Care
- Security
- Entertainment
- Social engagement activities

Provision of space has also been allowed to deliver a range of allied health services if required, such as:

- Chiropractors
- Dietitians
- Exercise physiologists
- Counselling
- Occupational Therapists
- Pharmacy, and/or
- Physiotherapy

Serviced self-care housing is defined in the State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 as seniors housing that consists of self-contained dwellings where meals, cleaning services, personal care and nursing care are available on site.

It is proposed that all of the defined services under the SEPP and so much more will be available onsite. Onsite staff will be available to provide direct care services (personal and nursing), cleaning, meals (preparation and delivery).

The Clubs board endorses the concept of Community Vitality, an approach that focuses on 19 social indicators that underpin a successful senior's community. The 19 Community Vitality indicators are measurable and will be the focus for management to ensure a vibrant community.

The following graph depicts the indicators and themes that construct the Community Vitality tool and philosophy that will be provided within this community.



Please don't hesitate to contact myself if we can be of further assistance.

Yours faithfully



John Burgess
Director