

## Operational Management Plan

Mounties Group clubs were built by men who believed social connection was important, and helping others made the community stronger. The current Board of Mounties Group understand this and have identified that first and foremost clubs are a member's organisation, and as such given direction to management that any diversification strategy must be of benefit to members and address needs of current or future members.

Diversification remains an important strategy for the club as an effective means of protecting the club's financial future, broadening market appeal and to maintain its relevance over time.

When clubs were young so too were its members and the communities in which they were built. Over the years, as clubs have matured along with the average age of members, so too has the demographic profile of the people living around the club. Northern Beaches LGA shows 55% of the population are 65years or older<sup>1</sup> and key findings published in the Northern Beaches Population Forecast<sup>2</sup> show the largest increase in persons between 2016 and 2026 is forecast to be in ages 75 to 79, which is expected to increase by 3,005 and account for 3.8% of the total persons.

As we age, our needs change. Where once members spent their money on nightclubs and entertainment, the disposable dollar is now more and more being spent on health and care needs such as medical appointments, dentists and spectacles. In 2018 the Clubs redevelopment saw the addition of retirement living to the other previously established members health services such as fitness, aquatic centres and allied healthcare. Now the club would like to embark on another pathway which will further meet the health and wellbeing needs of its members .... Mounties Care.

Mounties Care will exist to improve the lives of the clubs people. Through partnerships with specialists, innovative thinking, ethical policies, sustainable models and the clubs caring nature, the club aims to become the trusted provider of healthcare services for members, residents, staff, and local community.

Quality Care will be the driving force. Mounties Care will provide medical services, more varied allied health services such as dietary services and mental health services, home healthcare services, preventative healthcare programs, lifestyle programs, wellbeing programs and health education. These services will be run from a variety of areas within the club including our community rooms and purpose built health consulting rooms and be provided by GPs, allied health professionals, healthcare specialists, support workers and nurses.

Mounties Care will be operated as a clinic style practice containing three health consulting rooms. A variety of specialists performing non-surgical medical procedures and General Practitioners performing non-surgical and minor surgical procedures will share the rooms meeting the health needs of members. The general internal plan for Mounties Care is outlined below, its location sits within the club envelop along the Porte Cochere where accessibility is premium.



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**mounties**

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**mounties  
bowling club**

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**harbord diggers**

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bowling club**

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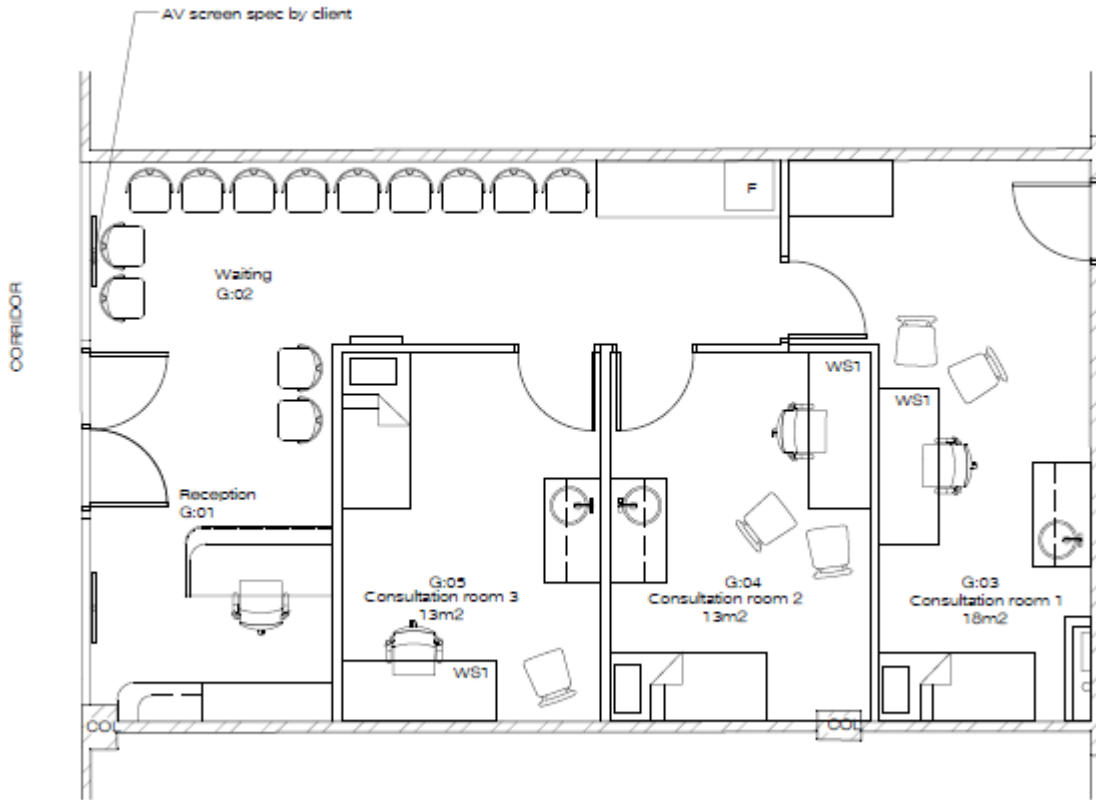
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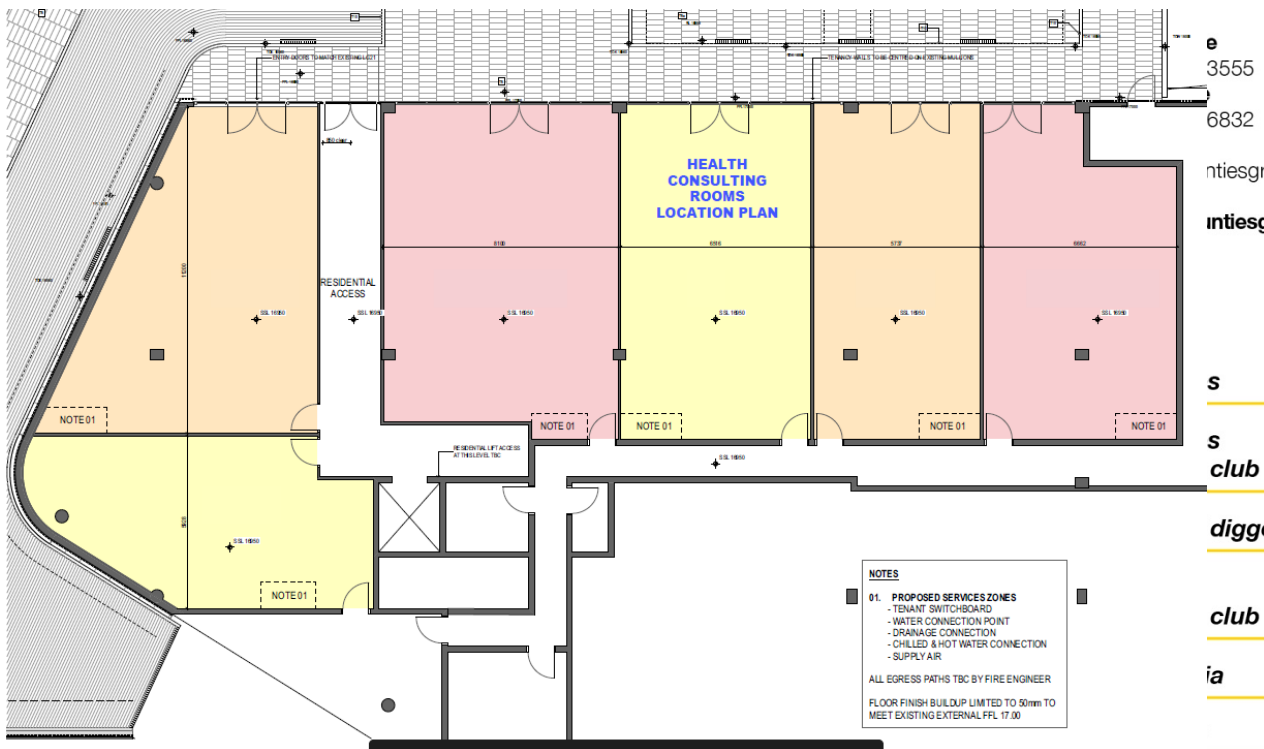
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**NOTES**  
 01. PROPOSED SERVICES ZONES  
 - TENANT SWITCHBOARD  
 - WATER CONNECTION POINT  
 - DRAINAGE CONNECTION  
 - CHILLED & HOT WATER CONNECTION  
 - SUPPLY AIR  
 ALL EGRESS PATHS TBC BY FIRE ENGINEER  
 FLOOR FINISH BUILDUP LIMITED TO 50mm TO MEET EXISTING EXTERNAL FFL 17.00

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## SERVICES

The following describes a list of services envisaged to be made available, noting that as members needs grow so too will the services offered:

- Medical Services
- Exercise Physiology
- Physiotherapy
- Dietetics
- Podiatry
- Care Navigation & Advocacy
- Aged Care Services (financial consultancy)
- Pathology
- Massage Therapy
- Mental Health services
- Early childhood

The club is also exploring the possibilities of E-health applications that offer health-related services for members that can be delivered via smartphones, and or tablets / PC's which will further reduce the need for members to physically attend the club.

The Clubs Community rooms will provide ideal place for additional wellbeing and lifestyle programs which GP's and healthcare specialists can refer members into to further support individual healthcare needs. The list below outlines just some of the programs healthcare specialists will be able to refer their clients to:

- Falls Prevention classes and
- Sitting Strong armchair exercise classes for the less mobile
- Diabetes Education
- Cancer Education
- Cancer Support Groups
- Quit Smoking Programs
- Weight Management Seminars
- Skin Safety Education
- Exercise is Medicine Seminars
- Art Therapy sessions
- Veterans' Health programs

## HOURS OF OPERATION

Mounties Care will operate seven days per week. The maximum hours of operation are envisaged to be as follows:

- 7am – 7pm Monday to Friday
- 8am – 3pm Saturday and
- 9am – 12pm Sunday

The club envisages that the number of GP's on-site will grow in time commencing with one and at maximum two. The club will make unoccupied rooms available to other health and wellbeing consultants or allied health professionals such as massage therapists, physiologists, nutritional consultants in addition to GP's.

## OPERATIONAL MANAGEMENT OF LARGE EVENTS

Generally, the club holds major events in the evening which will be outside the trade hours of Mounties Care. Day time events are generally held either during school holidays (children's events) or on the weekends and Public holidays. Results from the field study



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show that there is sufficient parking even when the club is running an event to support the recommended parking requirement set up by the RACGP.

Events held on public holidays (e.g. ANZAC DAY) will not conflict, as the health consulting rooms will not be open.

### **DROP OFF ZONE & COURTESY BUS**

The location chosen for Mounties Care provides the ideal opportunity for members accessing healthcare to be dropped off at the door either by taxi, uber or the Clubs courtesy bus. The Courtesy bus operates from 11am to late daily whereby members living within a 5km radius of the club are offered a door to door service.

1: Towards 2040 – Northern Beaches Council Draft Local Strategic Planning Statement

2: <https://forecast.id.com.au/northern-beaches/population-age-structure>



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