



PLAN OF MANAGEMENT

10 Dowling Street, Queenscliff
Lot 3 DP 170341

Prepared by Sunnyfield
Project No: DW310
Date: June 2021 (Revised September 2021)

Background

This Plan of Management has been developed for a permanent five (5) bedroom group home at Lot 3 DP 170341, and known as 10 Dowling Street, Queenscliff NSW 2096.

This Plan of Management forms an essential part of the ongoing management requirements for the group home. It is a document that reflects a reasonable agreement between Sunnyfield and the Council in order to minimise any impacts upon neighbours.

The proposed home at 10 Dowling Street, Queenscliff operates as a permanent group home for up to six (6) residents with intellectual disabilities. Residents live in the group home on a permanent basis with support staff in the home at the premises 24 hours per day, seven (7) days per week. A House Manager is based in the house during business hours from Monday to Friday.

Definitions

In this plan of management:

- a. Building: the building known as 10 Dowling Street, Queenscliff NSW 2096.
- b. Business: the operation of the building as a group home.
- c. Common Rooms: the rooms identified as the dining/living rooms on approved plans.
- d. Common areas: designated common rooms, kitchen, laundry, bathrooms and hallways as identified on approved plans.
- e. Common open space: all the external communal areas as identified on approved plans.
- f. Council: Northern Beaches Council.
- g. Resident: a person having the benefit of the use a nominated bedroom and the common rooms /areas.
- h. Manager: the Manager engaged by the business proprietor.
- i. Owner: the registered proprietor/s of the building.
- j. Room: that part of the building occupied and used by a resident.
- k. Bulky waste: furniture items such as lounges, fridges, mattresses discarded by the resident, etc.
- l. Household clean up: A special collection service for discarded bulky waste items from the site such as lounges, mattresses, etc.

1. Location

This plan of management has been prepared for a group home at premises:

10 Dowling Street, Queenscliff NSW 2096

The location of the premises is shown on the below maps.

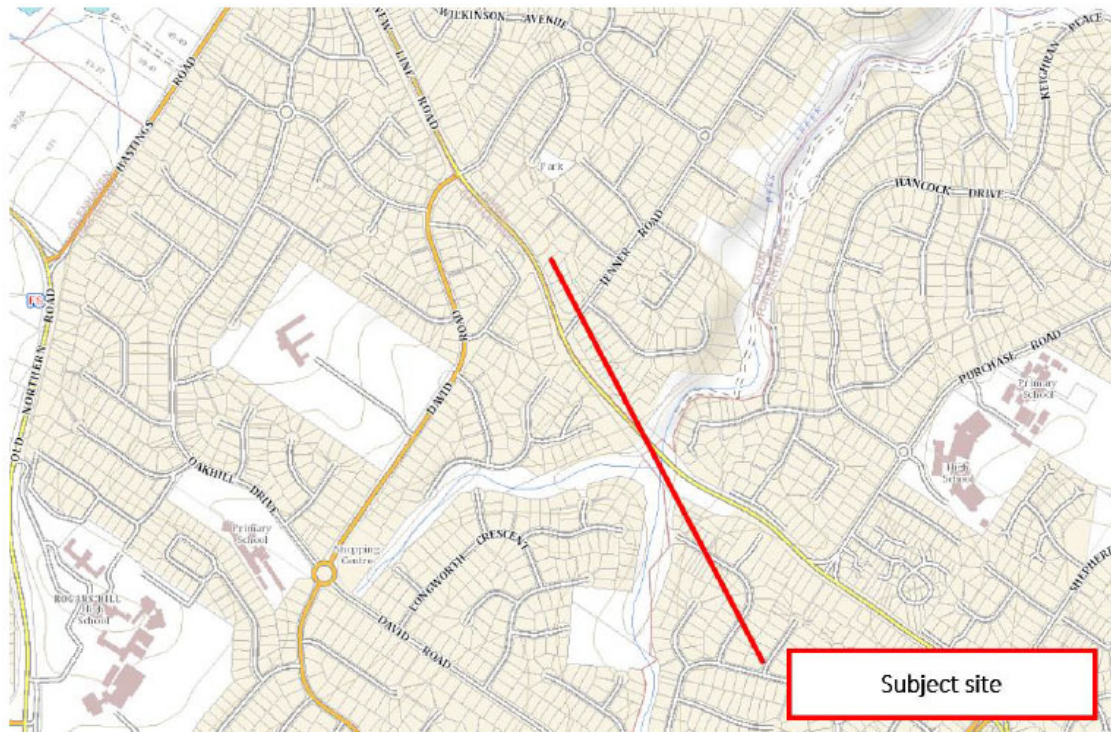


Figure 1: Locality Map – 9 Tanbark Place, Dural
Source: Six Maps, 2021



Figure 2: Aerial Photograph of Subject Site, which is identified by the red border. Note the access handle connecting to Tanbark Place to the centre/upper right of the image.
Source: Nearmap, 10 April 2021

2. Management

2.1 The property owner will engage an on-site manager

The assigned Service Coordinator/on-site Manager will be familiar with the content of this Plan of Management and will report to the Regional Manager if any issue arise.

2.2 Duties of the on-site manager

The on-site manager is responsible for the following:

- Be contactable between the hours of 7am - 3pm Monday to Friday.
- Oversee all concerns related to residents of the premises.
- Enforce the minimum occupancy period.
- Enforce the maximum occupancy levels.
- Provide residents with appropriate information before they move in.
- Organise the cleaning and maintenance of common internal and external areas.
- Organising waste, recycling and bulky waste collection services as needed for the site, maintaining bin storage areas, placing waste and recycling bins out for collection no earlier than 2pm the day before collection and withdrawing them no later than 7pm on the day of service, regular cleaning of bins and waste storage areas/rooms, and managing litter and illegal dumping onsite. The manager is also responsible for coordinating prompt removal of dumped items onsite and/or at the kerbside
- Carry out regular inspections (weekly) to ensure the building is maintained in a clean and tidy condition and that all facilities and fittings are appropriately maintained.
- Record all inspections in a log book which must be made available to Council upon request.
- Maintain an incident register.

2.3 Qualifications and experience of on-site manager

This list the criteria for qualifications of the manager including, but not limited to

- Senior First Aid,
- Dispute resolution training,
- Child Protection clearance,
- Police check.

3. Maximum number of residents

3.1 The maximum number of residents in the building is

- 6

3.2 The maximum number of persons per bedroom is as follows:

- Bedroom one (1): 1
- Bedroom two (2): 1
- Bedroom three (3): 1
- Bedroom four (4): 1
- Bedroom four (5): 1
- Bedroom four (6): 1

It is the manager's responsibility to ensure that these numbers are not exceeded.

4. Who will occupy the Home?

The proposed permanent group home at 10 Dowling Street, Queenscliff is a specialist disability home that will be managed by Sunnyfield, a disability housing organisation driven to empower lives and connect people. Sunnyfield group homes provide people with intellectual disability the support they need to increase their independence, achieve personal goals and undertake the activities of daily living as independently as possible.

5. Services Provided to Residents

The primary service provided to the residents is the care and support they need to increase their independence, achieve personal goals and to live full and productive lives.

Group homes provide up to 24 hours of support seven days a week. A group home is a typical suburban house with five bedrooms. The group home will be staffed to support the residents who are unable to live fully independently or with their family.

Excluding the care of residents, support staff will be responsible for ensuring the following home duties are carried out:

- Cooking meals;
- Washing dishes cleaning after meals;
- General cleaning;
- Laundry;
- Garbage;
- Taking residents to day activities via the on-site communal vehicle;
- Shopping for household items; and,
- Shopping for nursing items.

The group home is designed to encourage participation in all aspects of day to day life. Every resident has their own individual community participation program which may include both on-site and off-site activities. For some residents their days will consist of assisting with the washing, assisting with the cooking, and watching TV.

Most days will involve an off-site activity for residents. This commonly includes attendance at group day programs, going to work like programs, social activities for the residents such as shopping, going out for meals, entertainment recreation or educational activities, visiting friends and family at the movies, bowling, having coffee etc.

None of the residents drive a vehicle so the role of the support staff is to assist residents in getting into the on-site communal vehicle and driving the residents to the specified activity for that day.

Accordingly, the primary role and responsibility of the support staff is to assist residents with the majority of day to day activities.

6. Clients Rights and Self-direction Policy

6.1 Application of the Policy

This policy applies to all potential, current and former clients or residents who access or have accessed Sunnyfield services and supports.

6.2 Underpinning Philosophy

Fundamental to Sunnyfield's person-centred active support approach to quality client service delivery, are the Human Rights principles drawn from the United Nations (UN) Convention on the Rights of Persons with Disabilities. Sunnyfield respects the person's right to make their own decisions and choices and encourages people to exercise this right in a safe and responsible manner. Sunnyfield is also committed to collaborating, consulting, interacting and supporting people with disabilities, their families, carers, guardians, advocates and other stakeholders to self-determine and direct their services and supports, avoiding Sunnyfield conflict of interest.

Discovering each person's individual priorities involves taking the time to **listen to, interact with and learn from** the person. Sunnyfield enables people to lead the **life they want** and develop skills for life. Sunnyfield recognises that the learning process for an individual occurs in all aspects of a person's life. As part of our person centred active support approach to client service delivery, Sunnyfield's services and supports include the five "Values of Inclusion"- Belonging, Being Respected, Sharing Ordinary Places, Contributing and Choosing.

Sunnyfield recognises each person's right to control his or her destiny, and fully experience life. This means encouraging clients to consider all available options, including those that are new or challenging, while balancing our duty of care to the client, other clients and staff members. Sunnyfield has preventative measures in place (including a Response Team and Restricted Practice Authority Panel) to protect people from discrimination, exploitation, abuse, harm, neglect and violence.

6.3 Key Objectives

Sunnyfield's objectives regarding client rights and self-direction are:

- Respecting the right of people with disability to have choice and control in decision making and to consult with their family and/or guardian where needed.
- Working collaboratively with clients to support and maintain connection to natural supports such as family, friends and other personal relationships.
- Developing and maintaining strong links with community based organisations and other sector providers so clients can be meaningfully included as active members of the community.
- Ensuring that service planning, development and review is based on the client's strengths, interests, goals and changing needs throughout their life stages.
- Respect the evolving capacities of children and young people with disability and their right to preserve their identities.
- Promoting and respecting clients' legal and human rights in an environment free from abuse, neglect, exploitation or discrimination.
- Respecting clients' privacy as well as their personal and sensitive information.

7. General Operational Procedures

7.1 Maintenance Procedures

Landscape contractors will attend the property regularly for regular garden maintenance and landscaping.

The House Manager will ensure the daily cleaning duties of all common areas of the group home are undertaken and will also be responsible for organising any repairs to any facility, fixture or equipment.

7.2 Waste Disposal

Waste minimisation, recycling and proposed refuse disposal arrangements will be undertaken as per Northern Beaches Council's requirements.

The House Manager will be responsible for ensuring the delivery and retrieval of waste bins to the kerb on Council's collection days.

8. Common Areas

Management practices will be implemented for the common areas such as the common living and dining rooms and the use of the rear outdoor open space.

The common areas will be under the supervision of the House Manager for the time that they are occupied by residents; ensuring quick intervention if noise levels exceed the appropriate level for the area.

9. Group home furniture & facilities

Each of the residents is responsible for providing their own bedroom furniture.

Common areas include, but are not limited to the following:

- The communal kitchen is provided with a sink, an oven and cook top and refrigerators/freezer.
- The dining room is provided with a dining table and 6 chairs at a minimum of 1 chair minimum per resident.
- The laundry is provided with at least one washing machine. Outdoor drying facilities and/ or dryers.
- Entrance door, doors from rooms to patios or porches and each room shall be fitted with latch which is able to be opened from the inside by a single handle motion.
- Additional inclusions e.g. television, sofas
- Identification of accessible items and facilities for people with disabilities.

9. House rules

House rules aim to minimise the negative impacts on residents or neighbouring properties.

These include, but are not limited to the following rules:

- Use of communal space and facilities, quiet enjoyment.
- Operating hours of outdoor common areas e.g. No use of the outdoor areas permitted after 10.00pm.

- Smoking areas - No smoking in bedrooms and areas which may affect the amenity of other residents or residents of neighbouring properties.
- Visitor policy including maximum guests per room, visitors not permitted after 10.00pm
- Activities and noise - Loud music or television noise is not permitted after 10.00pm.
- Emergency contact details.
- Parties or gatherings are not permitted upon the premises after 10.00pm.
- Guidelines for the responsible consumption of alcohol, zero tolerance on illegal drugs.
- Zero tolerance of weapons on site.
- Keeping of pets/animals.
- Incident management.
- Use of laundry/clothes drying.
- Maintenance of rooms.
- Access to rooms for inspections.
- Damage/breakages/lost keys.
- Protection of personal possessions.
- Correct use of the waste and recycling bins onsite.

10. Internal Signage Requirements

Appropriate signage within the building informs residents of the following

- their rights and responsibilities
- house rules
- the right to privacy and a complaints process
- Health and safety procedures including emergency telephone numbers and other essential telephone numbers; and maintenance and fire safety in the building.
- Correct use of the waste and recycling bins onsite

11. Child Protection under NSW Legislation

The applicant meets their obligations under the Children and Young Persons (Care and Protection) Act 1998 and has procedures for referral to the relevant authority being either Human Services NSW (formerly Department of Community Services) and/or the NSW Police.

12. Incident register/Accident protocol

Issues and complaints from surrounding residents are able to be directed either to Sunnyfield's head office or the House Manager at the group home. A complaints register will also be maintained and available for inspection by Council. At this stage, specific contact details are via phone on 1300 588 688, or via email to enquiries@sunnyfield.org.au

Neighbours and Council are to be advised of any change in the above contact details.

As stated above, an incidents register/ log book is to be kept and maintained by the House Manager who are to respond to and record incidents in the following manner.

- The House Manager will maintain a log of complaints received. Any complaints received shall be logged with details of the nature of the complaint, time of the event and contact details of the complainant;
- The House Manager will endeavour to respond to any complaint as quickly as possible, and will advise the complainant within 48 hours of what, if any, actions that

have been undertaken as a result of reviewing the complaint. These actions will be recorded in the log; and,

- The log will be located in the office and will be accessible to Council at any time within normal operating hours.

The House Manager and support staff will respond immediately to any emergency situation by calling the relevant emergency authority (i.e. ambulance, Police, SES).

The incident register is to be made available to the Police or Council upon request.

The following incidents are to be included in the register, though other incidents may also be recorded:

- Breaches of house rules by residents;
- Incidents involving damage to the premises or neighbouring property; and,
- Incidents involving excessive noise.

13. Code of Conduct for residents

Residents may be asked to sign a code of conduct as part of orientation related to the general behaviour of residents, how they impact on other residents and residents of neighbouring properties and compliance with house rules.

14. Complaints, Feedback and Disputes Policy

When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process.

14.1 Application of the Policy

This policy applies to all stakeholders of Sunnyfield. Sunnyfield's staff and volunteers will be informed of, understand and implement this policy as endorsed by the Board.

14.2 Key Principles

Sunnyfield's Complaints, Feedback and Disputes policy key principles are:

- To respond appropriately, transparently, equitably, consistently and on a timely basis to individual complainants and their complaints.
- To have and communicate an independent whistle-blower service for complainants who wish to raise complaints in this way.
- To provide that persons making a complaint, and any person with disability affected by the complaint, are appropriately involved in its resolution and are kept informed of progress towards resolution, including any action taken, the reasons for any decisions made and options for review of decisions in relation to the complaint.
- To ensure that records of complaints, feedback and disputes demonstrate that this policy and related procedures are followed and includes evidence of resolution, actions taken, and response to complainant.
- To confirm that all records related to complaints, feedback and disputes will be controlled, managed and where required disclosed in line with our Privacy Policy.
- To recognise that complaint, feedback and praise handling, is a key part and process of Sunnyfield's work and is seen as a driver for continuous improvement.

- To manage unreasonable complainant conduct in a manner that protects staff and the organisation from unreasonable conduct, while ensuring that any reasonable concerns are addressed.
- To conduct regular review and analysis (including of themes and trends) of complaints, feedback and disputes as part of continuous improvement, and to report complaints and feedback, with risk rating, and trends to senior management and the Board.
- To resource the management of complaints, praise and feedback management.
- To promote resident and families' freedom to give positive and negative feedback, including complaints and suggestions, about all aspects of Sunnyfield's services and supports, without fear of retribution, diminished or lost service.

15. Visitors

Families and friends are encouraged to visit the group home to visit their relatives and friends. The people visiting the home will be similar to any other domestic home and will occur at various times of the day or evening. The homes do not have "visiting hours". It is rare that more than 1-2 people are visiting friends or relatives at the same time, so vehicle traffic will be similar to any regular domestic home. Visitors will always need to schedule a visit.

16. Accidents, emergency and fire safety

16.1 Aim

An evacuation may be necessary in the event of a fire, severe storm, etc.

In the event that the group home needs to be evacuated, Sunnyfield aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each resident.

The safety and wellbeing of each resident, staff member and any person visiting the group home is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

16.2 Contacting Emergency Services

Stay calm and call triple zero (000) from a safe place.

When your call is answered you will be asked if you need police, fire or ambulance.

Provide your location: - suburb, include street number, street name and nearest cross street.

Speak clearly answer the questions and provide the details of the emergency situation. Stay on the line and do not hang up until the operator tells you to do so.

16.3 Emergency Evacuation Procedures and Drills

- The House Manager will maintain an up-to-date and compact register of emergency telephone numbers that must be taken in an emergency or evacuation.
- Emergency telephone numbers will be displayed prominently in the group home.
- Sunnyfield will ensure staff are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment.

- Fire extinguishers, fire blankets and other emergency equipment will be tested as recommended by the manufacturer by recognised authorities. All tests must be documented.
- Emergency and evacuation procedures will be discussed with families and regular information will be provided to families.
- The House Manager is responsible for ensuring that staff are aware of the group home's policies and procedures relating to Emergency Management and Evacuation.
- Discussions will be used to familiarise residents with the group home's evacuation and emergency procedures.

16.4 Emergency Communication Plan

At all times, the group home will have access to a telephone (either a fixed-line telephone, service mobile phone, Manager's mobile phone or a personal mobile phone)

If there is a complete loss of electricity and the telephones at the service are not available, a mobile phone is provided and ready to use at all times to ensure staff can use it to make emergency contact.

16.5 Maintenance of Fire Equipment

All fire equipment at the group home will be maintained as per the legal standards.

16.6 Fire on Premises

- Smoke detectors, sprinkler system and associated fire equipment will be provided throughout the group home.
- A fire within the group home will be identified by the smoke detectors. In this case everyone must evacuate the premises.
- The House Manager should evacuate residents using the safest group home exit route to the Assembly Area.
- Responsibilities of staff during evacuation:
 - Call Fire Brigade on 000
 - Collect Emergency Back Pack
 - Collect Portable First Aid Kits
 - Collect Torches
 - Collect Phone
 - Collect resident's Emergency Contact Details
 - Close Windows and Doors
 - Turn off Electrical power
 - Once at Assembly Area:
 - Check attendance.
 - Staff are to keep residents calm and occupied.
 - Families are contacted by staff.
 - Staff are to follow the directions of the Fire Brigade and Security.
 - No staff are to re-enter the building until Emergency Personnel advise that it is safe to do so.

17. Cleaning and maintenance

The premises are to be maintained in a safe and healthy condition at all times.

- All common areas are to be cleaned to a professional standard.

- The cleaning and maintenance is to occur to both the area and fixtures and fittings in the area.
- The on-site manager will inform all residents of their responsibilities in relation to the maintenance and cleaning of the premises and in relation to waste management onsite as soon as they have signed their agreement to occupy.
- Common open space areas are to be maintained in a neat and orderly manner. This includes mowing and garden maintenance.

18. Waste management and recycling

It is the responsibility of on-site manager to ensure that garbage and recyclables are sorted and placed in the appropriate bins.

The on-site manager is to be responsible for the collection arrangements, including making sure that the waste containers are placed adjacent to the kerb on the day of collection and removed back onto the property promptly after collection, and including the servicing of special waste such as “sharps” and /or sanitary napkin receptacles.

Where receptacles are provided for the disposal of sanitary napkins, these are to be serviced and readily cleaned on a regular basis.

Collection responsibilities of the manager include all regular garbage, recycling collection services, as well as household clean-up collection, ensuring goods for collection are managed in accordance with Council’s collection requirements.

19. Safety and security

The House Manager will be the primary person responsible for, and to deal with, any security or safety issues on-site.

All of the people have support needs that can be met in a domestic home without impact on neighbours.

The House Manager will follow standard Council procedures for fire safety to comply with the relevant provisions of the Building Code of Australia and the Environmental Planning and Assessment Regulation 2000. Smoke detectors, sprinkler system and associated fire equipment will be provided throughout the group home.

20. Car Parking Management

A total of two (2) on-site parking spaces are available for staff and visitors during the operation of the group home.

The provision of car parking is considered to appropriately meet the demand for the operation of the relatively small group home. Furthermore, it is noted that visitor parking demand is anticipated to be low and infrequent.

No on-site parking is required for the residents of the group home as none of the residents will be using a vehicle due to their disability. If residents need access to local communities and facilities, the on-site manager will arrange this. Accordingly, traffic impacts as a result of the proposed group home will be minimal.

Based on the operation of other Sunnyfield group homes, visitor parking is known to be low and infrequent. Accordingly, the proposed level of parking provision will meet the demand for parking required for the operation of the group home.

21. Noise management

The surrounding area is all medium-density single or double storey residential developments and the external noise, from the road and other dwellings, is minimal and considered acceptable.

The residents live a quiet residential life and the Group Home will have a maximum of 5 residents on any one day. However, the majority will be taken out for work, social activities or community engagement during the day. The peak hours will be in the morning till 8am and after 4pm in the afternoon when all the residents are at the Group Home. During this time, the residents will be free to move about inside the Group Home.

All house rules have been created to ensure that compliance with Protection of the Environment Operations (Noise Control) Regulation 2017. The house will create no higher level of noise than any other similar sized five resident house.

22. Day and night staff shifts

The staff roster is scheduled as indicated below:

- 2 staff members from 7:00 am to 9:30 am
- 1 staff member from 9:30 am to 3:00 pm
- 3 staff members from 3:00 pm to 8:00 pm
- 1 staff member from 8:00 pm to 6:00 am (sleepover)