

# Proposed Aged Care Home

73-75 DOONAN ROAD & 16-18 BETTY STREET NEDLANDS

## QUESTIONS AND ANSWERS

The following information provides responses from Oryx Communities to common questions regarding the proposed aged care home at 73-75 Doonan Road and 16-18 Betty Street Nedlands.

*The content of this document is intended to provide a broad overview of the proposal in question and is general in nature. It should not be relied upon by any third-party in isolation. For further information regarding the proposal, copies of the development application materials are available on the City of Nedlands website. . While all care has been taken to try to provide accurate information as at 7 July 2020, the information is not intended to be a substitute for the making of separate enquiries, including by viewing the development application documents on the City of Nedlands website. If there is a variance between the FAQ information and the development application materials as lodged, you should rely on the accuracy of the development application materials.*

Question	Response
<b>ORYX</b>	
1. Is Oryx a property developer?	Oryx is an aged care provider that build facilities to cater for aged community members. We will not be developing and selling the property as property developers do. We are building it to operate it to provide care for older people in our community that can no longer care for themselves in their own home.
2. What other aged care facilities has Oryx managed? (Says they are experienced)	Oryx Communities currently operates The Richardson Aged Care in West Perth.
3. Does Oryx operate anywhere other than Perth?	No. Oryx is currently focused solely in WA.
4. Is anyone at Lisle Villages associated with Oryx? What is the relationship? (Previously the plan included Lisle's Melvista)	The two entities are discrete. Nobody at Lisle Villages has any corporate relationship with Oryx. The current proposal does not include any land or buildings at Lisle Villages. Any questions relating to Lisle Villages should be directed to Lisle Villages.
5. Who was knocking on the doors of Lisle resident's doors at night handing out pamphlets, which caused concern for some residents?	This was not a representative of Oryx or any of its project team.

Question	Response
<b>LOCATION</b>	
6. Why did Oryx Communities choose to build this development in this particular location?	The location has had a long association with providing services and accommodation to the older residents of Nedlands since the establishment in 1974 of the “Nedlands Aged Persons Trust”. The Trust created the retirement village and Nursing Home in this area / streets. The old nursing home operated in this location until it was closed in 2012, and the retirement village continues to provide accommodation and services to elderly people in Nedlands.
7. Is the land zoned for residential and aged care use?	Under the City of Nedlands Local Planning Scheme No. 3 the site is zoned ‘Residential’ with no R-code density. The site has an additional use of a ‘Residential aged care facility’ which is a permitted use.
8. Is this an appropriate use in a residential location?	City of Nedlands and the WA Planning Commission have confirmed, via the LPS 3, that this location is the desired location for Aged Care in this part of Nedlands for older residents to live. The retirement village and original aged care facility are now over 45 years old and have been operating in this location since 1974.
9. How has the building been designed to fit in with the streetscape?	The designs have focussed on replicating the form of the street. The facades have been layered to create two “houses” which softens the development within the street context. Setting back the communal spaces between the houses & providing a significant tree creates a more modest street presence than the Policy permits. The upper floor is obscured in the street context by implementing a significant setback to reduce the scale of the building.
10. Why don’t all of the renders clearly show the upper level and roof of the building?	Hassell Studio’s renders are based on the views from Betty Street and Doonan Road. As the upper floor and roof is not visible from the street it is not included in the render. This is to ensure the render provides an accurate representation of the proposal.
11. Was the former proposal for 90 beds including Melvista Nursing Home?	Yes. The number of beds proposed in 2016 remains the same.
<b>CARE / RESIDENT NUMBERS</b>	
12. How many residents will there be?	90 residents
13. Is this like a hospital?	Despite assertions to the contrary - this is a residential aged care home, not a hospital. They are defined and

Question	Response
	operated very differently under completely unrelated regulatory and planning regimes.
14. Where are the nurses' stations?	This is a residential aged care home, not a hospital. Oryx's care philosophy does not require traditional nurses' stations. The design purposely establishes the facility as a home.
15. What aged care licences are currently held for this facility?	Licences have been allocated for this facility from the Federal Department of Health for an aged care facility.
16. Is there a secure dementia area?	A secure dementia area is proposed, subject to applicable regulation and demand at the time the facility is operational. The entire facility is secure regardless.
17. Will respite care also be offered for those in need?	Yes, it is proposed that respite care will be offered for those who qualify for respite care in accordance with applicable regulations.
18. Will this site be empty for a long time due to lack of demand?	Demand for aged care services in the local area has been well established and is forecast to grow in the coming years due to an ageing population. Bed licenses approved by the Federal Department of Health have been allocated based on the identified demand.
19. How will the aged care home support the wellbeing of the residents?	Oryx provides the highest level of care. We treat all our residents with dignity, providing them with a home in which they can lead their individual lives. We provide a welcoming, inclusive and supportive home environment which gives comfort to the resident and their families.
20. Does Oryx have a reputation for delivering high quality, person focused aged care?	Oryx's team has decades of experience in the aged care sector and as Approved Providers of Aged Care authorised by the Federal Government. Oryx provides high quality and individualised care that residents receive in environments of private rooms or suites that are scaled for 11-15 residents in any one area.
21. Will the proposal operate 24/7?	This is a home, like any other in the street. People will be living there, sleeping there and eating there. Staff numbers are highest in the mornings when people need support to shower and have breakfast and the lowest in the evening and at night when people are asleep and in bed.
22. Do you have any rooms for residents underground?	No – contrary to false statements made in this regard, all residents are accommodated in the ground floor and above. The basement is used for parking, kitchen, laundry, storage and other infrastructure.

Question	Response
23. What is the process to get allocated beds?	The Federal Government's Department of Health is responsible for allocating residential aged care places to approved providers for identified sites. This process is typically arranged by the Department of Health every 18months – 2 years and is currently known as the Aged Care Allocation Round.
24. How do people pay to get access to accommodation?	In accordance with the Aged Care Act (1997) Cth RADs, or Refundable Accommodation Deposits, are the most common form of accommodation payment for residential aged care. The maximum amount of any accommodation payment is regulated and approved where applicable by the relevant Commonwealth Government departments or agencies.
25. Do residents or their families get their RAD payment back when they leave?	The Aged Care Act (1997) (Cth) regulates accommodation payments and any payment made as a Refundable Accommodation Deposit (RAD) is currently refundable in full to the resident and their family when they leave the home. The repayment of RADs is guaranteed by the Federal Government.
26. What is there a daily service fee? Who sets that fee?	The Commonwealth Department of Health sets applicable fees for residential aged care residents, not Oryx.
27. Does the pension cover daily fee's?	Yes
28. Do you have beds for those with low financial needs?	Yes
29. If I don't have the pension how so I afford the daily fee's?	The Commonwealth Department of Health and Centrelink assess an individual's capacity to contribute to their care and may set annual and lifetime capped individual Means Tested Care Fees for residents with assets over a prescribed limit that varies from time to time.
30. How will you move non-ambulant patients? Do you have slings available?	Aged Care Providers are responsible for the equipment required for meeting the care needs of its residents. This may involve hoists for some residents.

### COUPLES ACCOMMODATION

31. With couples staying together even when one or both of them require care – what happens if one doesn't require care? How will they be	No. Couples reside in different rooms, often side by side. All residents require an ACAT assessment to reside in the proposed aged care facility.
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Question	Response
accommodated in the facility if they are independent and not requiring care?	The proposal is NOT Independent Living accommodation as defined by the Retirement Villages Act (WA). Lisle Villages operates under the Retirement Villages Act.
32. How will couples be accommodated? Will this add to the number of residents (i.e. 2 per room?) Will it mean that there could be more than 90 people accommodated as some can have two per room?	It is not proposed to be more than 90 people accommodated. Couples are typically accommodated in two side by side suites where practical.
33. If couples are accepted, do both have to be eligible under an Aged Care Assessment Team (ACAT) assessment or can one of the couple not require care – and still live at the facility. If so wont this person be able to drive a car?	Yes they will require an ACAT. Aged Care Facility residents do not usually drive.
<b>TREES/LANDSCAPING</b>	
34. Will the existing street trees remain or be removed? Which, if any, trees are being saved?	It is proposed that all street verge trees will remain. Within the site there will be 12 new trees along the property street boundaries. 6 to Doonan Rd and 6 to Betty Street.
35. Will mature trees be used in the front of the building?	The new large central trees will be mature transplants. The remaining trees will be planted as large stock.
<b>BUILDING HEIGHT &amp; PLANNING FRAMEWORK</b>	
36. How many storeys is the building?	<p>The building is four storeys. The top storey is significantly set back from the boundaries, much more than proposed in the planning framework, to limit views from the street.</p> <p>There is a basement level that is completely underground. The basement is not counted as a storey.</p>
37. What is the total height in metres – including the roof?	The height varies due to the sloping site and the difference in street levels of Betty St and Doonan Rd. The top of the hip roof is at RL 28.300 at the centre of the properties. The height from the new ground floor level to the top of the roof is 15.3 m. The new ground floor level is not at the natural ground level.
38. Is the roof counted as a storey?	As per all other buildings and houses in the local area, the roof is not counted as a storey. The roof has been

Question	Response
	designed to have a very low profile and is much lower than the heights of the floors and roofs in other houses in the street.
39. What heights were set when Local Planning Scheme 3 (LPS3) was approved for the site and why was a Planning Policy developed for Aged Care developments?	When the Minister for Planning approved LPS3 there were no height prescriptions on aged care sites. Development applications could have been submitted for buildings of any height. The City of Nedlands developed Local Planning Policy – Aged Care Residences in order to regulate heights (to 4 storeys) and established the side and front setbacks. This proposal complies with the requirements of LPS3 and City of Nedlands Local Planning Policy.
40. What are the RLs for the site?	The natural ground level at the centre of the lot is RL. 13.300 The top of the hip roof is at RL. 28.300 This equates to a 15m building height
41. The planning policy for aged care only came in during April. How did Oryx know about this so early?	The draft Local Planning Policy – Aged Care Residences was adopted for advertising by the Council on 17 December 2019. Hassell Studio commenced planning based on the proposed policy
42. Have you considered the height in relation to existing building and trees in the surrounding streets?	Yes it was a key consideration. While the building is four storeys, it is similar in height to some larger neighbouring two storey buildings, due to the design and slope of the streets
43. What is the entry height for the basement?	A 2.8m clearance has been provided at basement level. Traffic consultants checked the vertical clearance with City of Nedlands Rear Lift Waste (8.5m) using Vehicle Tracking software as shown in Appendix 3 of the TIS report, no issues have been detected.

## SUSTAINABILITY

44. How is the building sustainably designed?	The National Construction Code sets minimum standards for insulation and glazing performance. The design is targeting insulation ratings greater than those required by the NCC and glass which uses no more than 90% of the area and SHGC allowance of the BCA.
45. Has any assessment on the heat island effect been done?	No. This level of detail would be addressed in the detailed design stage.

## EMERGENCY MANAGEMENT

46. What emergency evacuation system is proposed? Fire and	The emergency requirements of the Building are prescribed by the National Construction Code. The
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Question	Response
<p>life safety systems; smoke hazard system; thermal detection etc</p>	<p>facility will be designed to comply with the requirements appropriate to its use as an Aged Care Facility (Class 9C).</p> <p>The facility will be operated in accordance with all regulatory requirements that aged care Approved Providers are required to comply with including various State and Commonwealth legislation.</p>
<p>47. Have the fire brigade been engaged and approved the design? How will emergency services like fire crews get to residents and also fight the fire when there is only an exit to Doonan Rd and one underground on Betty Street</p>	<p>FESA has been consulted and its input included in the design. FESA will be consulted continually throughout the process. A Certificate of Classification (Occupancy Certificate) will be issued only after final inspections and compliance with all applicable regulatory requirements including FESA. Once this has been achieved the building can be occupied.</p> <p>Further detail will be addressed during the detailed design stage of the project.</p>
<p>48. How will non ambulatory residents be evacuated in the event of an emergency? Is there a predicted amount of non-ambulatory residents that will need to be catered for?</p>	<p>The facility will be operated in accordance with all regulatory requirements that aged care Approved Providers are required to comply with including various State and Commonwealth legislation.</p> <p>The emergency requirements of the Building are prescribed by the National Construction Code. The facility will be designed to comply with the requirements appropriate to its uses as an Aged Care Facility (Class 9C). There will be non-ambulatory residents from time to time and their safety is considered in when designing the life safety systems and evacuation plans.</p>
<p>49. Where is the turn out point in the event of an evacuation?</p>	<p>There is typically a muster point established in negotiation with FESA. This is undertaken following the Development Application as part of the detailed design phase.</p>
<p>50. What is the process if the facility needs to go into lockdown? What type of air recirculation system has been planned?</p>	<p>The facility will be operated in accordance with all regulatory requirements that aged care Approved Providers are required to comply with including various State and Commonwealth legislation.</p> <p>Any procedure regarding “lock down” would be managed in accordance with applicable regulatory requirements.</p>
<p>51. Where is the diesel fuel point for the fire pumps?</p>	<p>The fuel point is proposed to be in the Pump room.</p> <p>Further detail will be addressed during the detailed design stage of the project.</p>

## Question

## Response

52. Wellness Centre – how do you determine the level of usage by residents and outsiders?
- The centre is not open to the general public other than those occasions where elderly eligible residents need support. The use by those who are not residents will be no more than 30% of wellness centre users. It is anticipated they will be from the local area, such as those living in the adjacent Lisle Villages Retirement Villages, totalling a maximum of 10 elderly people. These people need to be eligible and assessed by the ACAT assessors.
53. What provisions have been made for medical breathing support (oxygen) and where will the bottles; canisters be stored?
- This is not a hospital There is not a system of reticulated gasses as you might find in a hospital. This is a residential aged care home. Some residents may have an oxygen concentrator and on occasion may require small portable oxygen bottles to suit their requirements, as per people who live in local family homes might need. These will be stored appropriately in accordance with obligations as an Approved Provider under the Aged Care Act.
54. What is the planned waste collection as well as the medical waste removal rate?
- The facility will be operated in accordance with all regulatory requirements that aged care Approved Providers are required to comply with including various State and Commonwealth legislation.

## PALLIATIVE CARE AND DECEASED RESIDENTS

55. Is palliative care provided on site? If so what happens when a resident dies – how is the managed?
- Palliative care can be provided on the site, as occurs in all residential aged care facilities, as well as in many family homes. Residents are treated as if they were in their own family home, in accordance with family instructions. Where a person is deceased an undertaker is contacted and the same process is followed as occurs in any local family home, in accordance with all regulations and family instructions.
56. What process is in placed in regards to a deceased resident?
- The facility will be operated in accordance with all regulatory requirements that aged care Approved Providers are required to comply with including various State and Commonwealth legislation.
- Dependent on the resident and family wishes, a resident may pass away at the facility (rather than in hospital). Residents will always be treated with dignity as if they were in their own home. Where a person is deceased an undertaker is contacted and the same process is followed as occurs in any local family home, in accordance with all regulations and family instructions.



## Question

## Response

57. There are two lifts to the basement – will they be used for everything?
- There are two lifts operating within the building. They are used for all normal operational purposes other than waste and used laundry, which are transported via designated separate rubbish and laundry chutes.
- Food will be transported in accordance with the food safety requirements and the Federal and State requirements for food service for vulnerable people and in accordance with applicable regulations.

## BUILDING DIMENSIONS

58. How do the room sizes compare to other centres and standards?
- The rooms at the proposed Melvista residential aged care facility are comparable to similar facilities in the surrounding locality.
- As per the Federal Government's "My Aged Care" website, room sizes in facilities in Nedlands and surrounding suburbs currently range from 14m<sup>2</sup> to 36.5m<sup>2</sup> (excluding ensuites).
- For comparison, the suites in the proposed facility range from approximately 23m<sup>2</sup> to 36m<sup>2</sup> (excluding ensuites).
59. What is the thickness of the slab?
- Between 200 and 250mm subject to detailed design and depending on final construction techniques.
60. How was the open space planned? Why didn't the centre of the building have open space rather than on the sides and boundaries?
- The open space meets the operational and amenity requirements. A design with a large central space would only be possible if the building was pushed back further against the boundaries.
61. What outdoor spaces are available for residents to access?
- Private balconies, common balconies and decks and landscaped surrounds.

## SETBACKS AND BOUNDARIES

62. What are the setbacks on the top level (4<sup>th</sup>) and why is it not the same as other levels?
- The top floor is setback 10.9m from the street frontages to the building, and setback 8.0m from the street frontages to the balcony. Planning regulations only require a 2m setback from the street frontages. As such, the setbacks are substantially larger than what is technically required. This has been done to limit views of the top level and decrease the bulk of the building.
63. What is the boundary to the site? (i.e. how wide is the
- The street verge averages 6.9m to Doonan Rd and 7.1m to Betty Street. The building (balcony edge) is setback 2.5m from both street boundaries. Planning

## Question

## Response

verge and how set back is the building from the verge?)

regulations only require a 2.0m setback. As such, the setbacks are substantially larger than what is technically required.

### PERSPECTIVES / OVERLOOKING / OVERSHADOWING/VIEWS

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|---|---|
| 64. Are the perspectives accurate?  | The perspectives are prepared by Hassell Studio for the project 3D model which is used for ongoing documentation and construction purposes.   |
| 65. Will people be able to view into the backyards of houses across the road from 3 and 4 <sup>th</sup> storey?   | There will be no overlooking into the back yards of houses to the east or west of The Melvista.   |
| 66. Front balconies – where do they view to? Can there be screening to the sides of the balconies/corner windows? | As per other balconies in the street the views will be onto Betty and Doonan Street, with some limited side views up and down the street. Screens to the balcony sides can be investigated.   |
| 67. On side windows – can half be frosted to prevent overlooking?   | Rather than frosting – the windows have a sill to limit overlooking.  |
| 68. Can there be trees on the side boundaries to prevent overlooking?   | We will maximise the screening through vegetation. Please refer to the landscaping plan which has been included in our submission.  |
| 69. Why build on a slope? Why not choose a flat location?   | This area has been designated by City of Nedlands and the WA Planning Commission in the new LPS3 as appropriate for Aged Care. Betty and Doonan Streets have long been accommodating retirement living and aged care. The retirement Village and original Aged care facility are now over 45 years old operating in this location since 1974. |

### STORAGE

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| 70. Where will the wet waste be stored (e.g. food scraps)  | The waste storage area is located in the basement and has been sized by the design team, subject to further detailed design.   |
| 71. There is a store provided that is bigger than the Kitchen and the Laundry – why is this and what is it used for? | The large basement store is intended as general storage.   |
| 72. Is there cold storage for food?  | The facility will be operated in accordance with all regulatory requirements that aged care Approved Providers are required to comply with including various State and Commonwealth legislation. |

## Question

## Response

### BUILDING / DESIGN / PLANNING SPECIFICS

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| 73. | On the basement level there is an area labelled "SMSB" what does this mean?                                      | Site Main Switchboard / Substation. This is normally located on the ground floor street boundary as an enclosure with doors. Subject to detailed design, it has been located in the basement to hide it from view and maintain the building's active frontage and landscaping. |
| 74. | What is under the ground? Will deep piling be needed? Other properties in Doonan Road have required deep piling. | The ground conditions are expected to be sand.<br>This detail will be addressed in the detailed design and construction phase.   |
| 75. | Will you eventually infringe on to Lisle Villages?   | NO. The sites are separated by an established boundary. The Lisle Villages Board is responsible for Lisle Villages and any decisions effecting Lisle Villages.   |
| 76. | What design solutions have been made for air conditioning systems  | The facility will be designed to comply with the requirements appropriate to its uses as an Aged Care Facility (Class 9C). The air conditioning systems will have to meet stringent standard are prescribed by the National Construction Code.                                 |

### ROOF PLANT / ACOUSTICS / EXHAUST

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| 77. | How is the plant on top of the roof "Covered"?  | The plant area is hidden inside a recess in the roof. It is not covered as it requires fresh air to operate. This detail will be addressed in the detailed design stage.          |
| 78. | Is there plume dischargers, are they water cooled or dry cooled?  | Mechanical cooling towers are not proposed for this project. Mechanical systems will be analysed further in the detailed design stage, to comply with all applicable regulations. |
| 79. | Are exhausts required to be above the parapet?  | Mechanical systems are subject to further design as part of the final detailed design phase that follows the development application phase.                                       |
| 80. | What acoustic treatment is planned to treat noise?  | An Environmental Noise Report was included in the Development Application   |
| 81. | Is the roof mounted air conditioning plant compliant with night time noise criteria? Is additional acoustic treatment required? | The majority of the noise sources will be located in the acoustically screened roof-well. Section 3.9 of the Environmental Noise Report addresses this.                           |

Question	Response
82. Has any assessment of reflection/ glare been done?	All roofing and cladding materials will be low reflectivity. The roof is at a low pitch significantly reducing the possibility of glare.
83. What wind studies have there been?	Due to the design of the building, wind studies have not been conducted, nor are they required.
84. What provision is made for the kitchen exhaust and air systems?	These are expelled through the roof as per other plant, to negate any local impacts.

### AIR CIRCULATION

85. How will air circulate in the facility??	<p>Multiple communal areas with balconies &amp; openable windows on each floor allow for natural cross ventilation across the floor plates.</p> <p>Openable windows or sliding doors to balconies provide natural ventilation to each suite. Aged care residents generally leave suite doors (indoors) open to allow for a more communal environment &amp; interaction between residents. This aids in further cross ventilating the floors.</p> <p>Corner Suites &amp; Level 3 Twin Suites can be naturally ventilated due to openings on two sides or the suites having 2 rooms for air movement</p>
86. Is there enough access to outdoor space for residents?	Yes

### VEHICLES/TRAFFIC/STAFFING

87. What is the planned traffic impact? What analysis has been done on the provision of car parking other than meeting the planning scheme requirements	<p>A Traffic Impact Statement has been provided as part of the Development Application submission.</p> <p>The proposed development will generate approximately 202 vehicular trips per day (including trips in and out of the building). There will be 19 vehicular trips in the AM peak and 20 vehicular trips in the PM peak hour. Which equates to less than one per minute.</p> <p>Having in mind the existing traffic generating land use, the proposed development will add 175 vehicular trips per day and 16 vehicular trips in the AM peak and 17 vehicular trips in the PM peak hour to the existing network.</p> <p>This is considered to be a moderate traffic impact according to WAPC Guidelines, however when taken in context of the surrounding road network the impact is low.</p>
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## Question

## Response

Car parking requirement rates were sourced from the City of Nedlands Local Planning Policy – Parking.

City of Nedlands Local Planning Scheme No. 3 defines Residential aged care facility as:

“Residential aged care facility - means a residential facility providing personal and/or nursing care primarily to people who are frail and aged and which, as well as accommodation, includes appropriate staffing to meet the nursing and personal care needs of residents; meals and cleaning services; furnishings, furniture and equipment. May also include residential respite (short term) care but does not include a hospital or psychiatric facility.”

As seen from the definition above the provided parking rate within the Local Planning Policy should account for all ancillary uses related to the residential aged care facility.

Additional Wellness Centre parking is provided on top of the required number of bays.

Moreover, peak visitation hours are not expected to coincide with operating hours of wellness and the rehabilitation services, therefore the proposed land uses are likely to have peak parking demand in differing times.

There will be no need for a dedicated parking for service vehicles as the City of Nedlands Rear Lift Waste Vehicle (8.5m) can safely navigate through the parking garage.

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**88.** Please explain how the numbers were calculated for the traffic report?

All calculations within the report use rates from relevant guideline documents as listed in corresponding sections of the Traffic Impact Statement.

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**89.** How many car bays is Oryx required to provide under the planning framework and how many are they providing?

23 bays are required.

26 are being provided.

For a home of up to 90 residents.

It is noted that the former Melvista Nursing Home operated on the site from the 1970's until 2012 with only two (2) on site car bays, ie. a ratio of 1 car bay per 15 residents. The current proposal includes a substantially higher ratio of on-site car bays.

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Question	Response
<p>90. How many vehicle movements will there be per week for various types of vehicles?</p>	<p>A full Traffic Impact Statement is provided as part of the Development Application.</p> <p>Additional traffic from the proposed development would be 175 vehicle trips per day spread between the two roads (each movement includes vehicles entering and leaving the facility). Therefore the additional traffic would be less than 3% of the roads capacity.</p>
<p>91. How can the report conclude no negative impact from traffic?</p>	<p>As explained in the Executive Summary part of the Traffic Impact Statement Report, the capacity of Betty Street and Doonan Road is 3,000 vehicles per day. Currently both of these roads are assumed to carry less than 1,000 vehicles per day.</p> <p>Additional traffic from the proposed development would be 175 vehicle trips per day spread between the two roads. Therefore the additional traffic would be less than 3% of the roads capacity.</p> <p>Moreover, the peak hour traffic from the proposed development is 17 vehicular trips. (less than one per minute).</p> <p>This is at the bottom end of the requirement of a Transport Impact Statement as per WAPC Guidelines (more than 10 VPH requires a TIS).</p> <p>Therefore, having in mind the current traffic volumes on surrounding roads as well as their capacity, the roads will have more than sufficient spare capacity.</p>
<p>92. Is the car parking sufficient for patient ratio, admin and the homes staffing numbers?</p>	<p>Yes</p>
<p>93. Is the amount of deliveries and other maintenance traffic significantly more than would have occurred when the former Melvista Nursing Home was operating?</p>	<p>No, the number of deliveries and other movements will be similar. E.g. Food trucks still come with the same schedule, but will carry more supplies each time they visit.</p>
<p>94. How many car bays did the previous aged care home on Betty Street (Melvista Nursing Home) provide?</p>	<p>The old Melvista Nursing Home had 2 bays on site for a home of up to 30 residents. The current proposal includes a substantially higher ratio of on site car bays.</p>
<p>95. Please explain how the numbers were calculated for the car parking requirements over the 24 hour period?</p>	<p>The provided parking rate within the Local Planning Policy should account for all ancillary services related to the residential aged care facility inclusive of residents staff and visitors.</p>

## Question

## Response

Additional Wellness Centre parking is provided on top of the required number of bays.

Staff members and visitors have bus route 25 available as well as end of trip cycling facilities at basement level of the proposed development.

The proposed number of parking bays is 23 parking bays as required. An additional 3 parking bays have been provided in excess of the required number of bays in support of the proposed wellness centre.

It should be noted that it is expected the vast majority of wellness centre users would be residents.

96. What is the estimate of visitor numbers and how was this determined? Where will they park?

Visitors to aged care are not as frequent as you may think, or hope, is the case. Visitors can use the basement parking. Peak staffing periods are when people need to be fed and showered. This is opposite to the time that visitors come to see their loved ones<

Peak visitation hours are not expected to coincide with operating hours of wellness and the rehabilitation services, therefore the proposed land uses are likely to have peak parking demand in differing times. Visitors to aged care are likely to visit in afternoon hours (after work) or on weekends.

97. What is the height of the delivery trucks and garbage trucks? Will they all be able to enter under the building? Will they all be able to effectively use the turning circle underneath?

Garbage Trucks and larger delivery trucks will not need to enter the basement. Pickup and drop off will be below the trellis structure with a clearance height of 3.8m.

98. Has the bus route using Doonan Road been considered in the traffic management?

Yes, we are aware of the bus route which services Melvista Lodge. Bus route #25 deviates from Princess Road via Doonan, Melvista and Betty to service the existing Village. This operates from hourly from 9:00am to 4:00pm.

99. What is the staff to patient ratio?

The facility will be operated in accordance with all regulatory requirements that aged care Approved Providers are required to comply with including various State and Commonwealth legislation.

100. How many care staff will be onsite at any one time over the 24 hour period? How many shifts will this entail? What time will be the changeovers?

Approximately 25 staff at peak. Typically, there are 3 shift changes in residential aged care occurring in the early morning, mid afternoon and early evening.

Question	Response
<p>101. How many staff and other service providers will there be on site at one time? (Parking) and does this include staff needed for dementia care?</p>	<p>Approximately 25 staff are onsite at one time at peak.</p> <p>Medical practitioners attend as required similar to private home visits for their patients. Emergency services attend in the event of an emergency.</p> <p>The Wellness staff are included in the 25 number.</p> <p>Staff numbers decrease from mid afternoon.</p>
<p>102. How will the road and surrounds be adapted to take the extra traffic? Who will pay for it? – it is currently a narrow street not designed for multiple cars, plus a clearway down bite Betty St and Doonan Rd</p>	<p>The Traffic Impact Statement highlights that the impact of increased traffic is not unreasonable.</p> <p>There is no demonstrated need to change the roads.</p> <p>Additional traffic from the proposed development would be 175 vehicle trips per day spread between the two roads (each movement includes vehicles entering and leaving the facility). Therefore the additional traffic would be less than 3% of the road's capacity.</p>
<p>103. Do the staffing numbers account for dementia patients?</p>	<p>Yes</p>
<p>104. How is staff parking being catered for?</p>	<p>The car parking meets the requirements of the City of Nedlands. In our experience in operating aged care homes - staff don't always drive. Many are often dropped off, car pool or take public transport. Staff also have access to end of trip facilities for cycling including showers, bike storage and maintenance tools.</p> <p>The old Melvista Nursing Home operated on the site from the 1970's until 2012 with only two (2) on site car bays.</p>
<p>105. Is food being prepared on site or brought in on trucks?</p>	<p>It is proposed that meals will be prepared on site (Kitchen is in the underground basement area).</p>
<p>106. Is laundry being done on site or brought in on trucks?</p>	<p>It is proposed that laundry will be done onsite (Laundry is in the underground basement area)</p>
<p>107. Wellness Centre – if it is open to the public, how is parking managed?</p>	<p>There may be some external use of the Wellness Centre and additional car bays are provided for these people to park in the basement. Up to 30% of Wellness Centre users will be from the local area totalling a maximum of 10 users. These residents need to be eligible and assessed by the ACAT assessors.</p>
<p>108. What are the protocols with Ambulances – where do they park and will they use sirens?</p>	<p>Ambulance visits are infrequent, and are conducted utilising the basement. When attending an aged care premises they do not use their sirens unless</p>



## Question

## Response

absolutely necessary. The ambulance vehicle can use the basement ramps to access and egress the proposed development, as this would be infrequent and mostly required in emergency situations. The loading zone can be used if there is no time for parking the ambulance vehicle.

Ambulance siren usage depends on the severity of the emergency.

109. Please explain how shift change overs will be accommodated?

After the peak staff period in the mornings, staff numbers decrease during the afternoon commencing around lunchtime, others will leave in the early afternoon so this is a natural transition of staff movements.

110. What local transport will the staff be accessing?

Transperth route 25 is within walking distance from the subject site (stops on Princess Road 220m from the subject site).

Route 25B deviates via Betty Road, Melvista Avenue and Doonan Road (stops on Melvista Avenue 130m from the subject site).

End of trip facilities have also been provided at basement level inclusive of toilets and 5 bicycle racks. Therefore, staff members would have the opportunity to cycle to work.

111. What facilities are available for staff?

There is a staff room on the ground floor behind the administration. There is also end of trip facilities with bike racks; bike repair station and showers.

112. How will parking and traffic be managed during construction?

The basement will be built first, after the basement is constructed, the parking underneath will be used for construction workers and vehicles. The builders also have to submit traffic/parking management plans, safety and evacuation plans and rubbish plans to the City of Nedlands prior to commencing the work. This is regulated and can be enforced by the council, it's very different to construction on a residential home

113. Will parking on the street change?

The Development Application does not include any plan to change parking on the street. Any such change would be the responsibility of City of Nedlands.

## CONSULTATION

114. What were the sites that were proposed for the aged care development in 2016?

The engagement focussed on the proposal to develop aged care facilities on sites identified below.

- The properties at 73-75 Doonan Road and 16-18 Betty Street Nedlands.

## Question

## Response

- The currently closed Melvista Nursing Home, Betty Street Nedlands.

A map showing the sites was presented in the consultation booklet.

115. Why were residents not notified of any of the departures from the plans outlined in the community consultation in 2016?

The City of Nedlands policy which defines the nature of development on this site was advertised for public comment prior to being adopted by the City. The City of Nedlands is responsible for this process. Oryx has developed a facility in accordance with this planning framework.

116. What community consultation has there been in relation to the new development proposal?

As part of the Development Application process Oryx has invited nearby residents to individual briefings. This process is ongoing during the advertising period required by the City of Nedlands.

117. What is the source for statements regarding the number of people seeking aged care and that 'in local area ageing population is underserved'. It is also stated that 'one in five older residents requires care locally' – what are the ages of 'older residents' referred to? What is the source of this data?

Bed licenses are awarded based on the demand for aged care provision.

Data was from the Australian Bureau of Statistics, WESROC, Commonwealth Department of Health (formerly known as The Department of Social Services)

The ages of residents who cannot access care locally is defined as those of the age of 65 and identified as being assessed as requiring aged care.

118. Where is data that some residents have had to relocate to access high quality services?

With the closure of Melvista Nursing Home in 2012, there are no residential care facilities in the City of Nedlands south of Stirling Highway.

Respondents to the open day survey/ questionnaire also noted the deficiency of services in the area.

119. Who else did Oryx engage beyond residents and Council?

Oryx has kept in touch with individuals and groups who asked for an update since 2016. Stakeholders are broad ranging from regulatory bodies and the elderly, their family and friends.

120. How has Oryx engaged with people since 2016 on the development of the plans?

Oryx's community consultation was planned to culminate in the Open Day. Oryx has maintained contact with individuals and groups who asked for an update since that time. This was sometimes face to face, and on other over the phone. We understand the City of Nedlands was leading the consultation in regards to changes to the planning framework upon which the development application (DA) is based. The DA process requires the applicant to submit their application to the City which is then advertised by the

## Question

## Response

City for community feedback. We offered to have members of the project team meet with neighbours to explain what is planned as part of this process, though this is not a requirement, and numerous locals have participated in this process on an ongoing basis.

121. Survey - who were respondents, when was survey done, how many responded? What aged care services did they agree were needed in Nedlands?

Respondents were:

38% Existing Residents of Lisle Villages

23% Live elsewhere in Nedlands

21% Live in a street near Melvista Lodge

18% Live outside the suburb of Nedlands (eg Dalkeith).

The engagement focussed on the proposal to develop aged care facilities on sites identified below.

- The properties at 73-75 Doonan Road and 16-18 Betty Street Nedlands.
- The currently closed Melvista Nursing Home, Betty Street Nedlands.

The survey questions focussed on the proposal to

1. To create a new residential care facility on adjoining, privately owned land and re-establish the provision of aged care services in the area. This new facility was contemplated to be operated by Oryx Communities and to complement the existing refurbished building and increase the number of aged care beds available to the community.

2. To restore the existing building formerly known as the Melvista Nursing Home. It was proposed that this would enable services for aged persons to be provided to residents of Melvista Lodge and to the wider Nedlands community. It was proposed that some accommodation for older people would also be a feature of the refurbished building. This portion of the site accommodating the building formerly known as the Melvista Nursing Home was and remained owned by Lisle Villages (Inc). It was proposed that it would be leased to Oryx Communities who would undertake the restoration works. (This concept did not proceed)

The respondents expressed a need for both permanent and respite residential aged care services.

This was conducted in 2016.

122. Who did the survey of residents?

Creating Communities Australia

## Question

## Response

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- 123.** Who received letter drops from Oryx?
- Letters and information were provided to residents of Doonan Road and Betty Street bounded by Princess Road and Melvista Parade (plus corner houses on Granby Crescent). This area was chosen as these are the streets that interface with the facility. Many residents in these streets who were provided with the information chose to have a personal meeting with members of the project team.
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- 124.** In a letter received in my mailbox, it said that the consultants were unable to answer questions during consultation. Why didn't the consultants know the answer?
- The consultants provided a thorough overview of the plans for the proposal. They then took notes of additional questions from the neighbours, which have been answered in this FAQ document.
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## TIMELINE

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- 125.** What is the timeline for commencement of construction to completion of construction and opening of the building?
- It is anticipated the building will take approximately 18 months to construct but is unlikely to commence construction until the second half of 2021.
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