

AbilityOptions



67 Bellwood Road
Nambucca Heads NSW
Plan of Management

January 2023

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1. General Information

1.1 Purpose

Ability Options' mission is to support people who need assistance to achieve their aspirations and inclusion in the community. Ability Options was established in 1976 as a provider of services and group homes for people with intellectual disability, primarily enabling participants to move from large institutions into their own homes. Providing quality homes to people with disability is and has always been at the core of what we do.

Ability Options is committed to supporting people to live their best life and see them experience respect and belonging within their community. We are committed to facilitating opportunities for meaningful contribution and personal development. We know the best way to achieve this is with services individually tailored to the unique needs of individuals, for the highest quality of life possible.

Our Accommodation services deliver best practice supports in a shared accommodation environment typically funded through the National Disability Insurance Scheme (NDIS) Supported Independent Living (SIL) funding. The purpose of all our Accommodation services is to provide people to live in their community of choice, in a property that provides them with every opportunity to live as independently as possible.

1.2 Capacity of Group Home

Total capacity for this home will be 6 participants with the potential for a staff member to perform a sleep/active shift overnight in each dwelling.

1.3 Hours of Operation

This home will operate on a 24/7 basis determined by the support needs of each individual.

2. Staffing

2.1 Staffing Model

This home will be staffed by Support Workers completing a rotating roster. The model of care is designed using the NDIS SIL roster of care where staffing ratios are determined by participant need.

The SIL roster of care is reviewed annually and subject to change depending on the needs of the residents, therefore staffing models are dynamic and evolving. However, it is expected that there will generally be no more than three (3) staff on site at any given time, with the exception of shift handover.

Practice Leaders/Frontline Managers complete administrative tasks from the home up to 3 days per week and form part of the support roster for the remainder of their work week. There are no other management services provided from the home. Ability Options management staff and services will be provided from Ability Options regional offices.

2.2 Staff Responsibilities

The responsibilities of staff will vary depending on the care needs of the residents. Nevertheless, staff will be tasked with assisting residents with day-to-day activities, depending on their level of need.

3. Visitors

3.1 General

Participants are actively encouraged to invite visitors to their home to ensure informal supports are present in a person's life. Visitors may be requested to sign in as visitors to locations. Visitor restrictions may be implemented as per NSW Health directives/advice.

As is consistent under the Residential Tenancy Act, all participants are responsible for the actions of any visitors to the home. Participants are advised of their obligations during the intake process.

House agreements are determined through a consultative process with residents of the home, these agreements include consideration of visitors to the property e.g.

1. Participants and their guests must not interfere with the peace, comfort and privacy of others.
2. Participants must make sure that their guests understand and follow these house agreement

4. Traffic & Parking Management Plan

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

Accordingly, the proposed level of parking provision will meet the demand for parking required for the operation of the group home.

The following procedures are to be adopted for the use of the group home's car parking area:

1. There should be a total of two (2) parking spaces maintained at all times.
2. The garage is not to be used for storage purposes, thereby reducing the number of available car spaces. The car parking area must be kept available for parking at all times
3. Staff should report improper use of the car parking area to the Ability Options management.
4. This Traffic & Parking Management Plan is to be regularly reviewed and amended if deemed necessary.

5. Security and Safety

Ability Options take the safety of participants and staff very seriously. Risk assessments are completed for every location managed by Ability Options. Ability Options utilises latest technology to complete inspections to prevent risk to participant, employees, visitors, and property.

All residents will have support needs that can be met in a domestic home without impact on neighbours.

The group home staff will follow standard Council procedures for fire safety to comply with the relevant provision of the Building Code of Australia and the Environmental Planning and Assessment Regulation 2021. Smoke detectors and associated fire equipment will be provided throughout the group home that will be subject to an annual inspection by Council and the NSW Fire Brigade.

An emergency and evacuation plan (See Section 8) will be developed for the site with support staff appropriately trained to ensure the safe and efficient vacation of the premises during an emergency.



6. Noise Management Plan

6.1 Residents

As is consistent with general public Residential Tenancy agreements all participants must not:

- cause a nuisance, or
- interfere with the peace, comfort or privacy of a neighbour.

They must also not permit anyone else to do these things. This means that a tenant must not let their visitors or people living with them cause a nuisance or disturb their neighbours.

6.2 Staff

Staff are responsible for ensuring they support all individuals to understand their obligations as above. Where a participant does not have capacity to understand their obligations or requires additional support to meet these obligations Support staff must implement identified strategies within a Behaviour Support plan that aim to reduce the impact on neighbours.

7. General Operational Procedures

7.1 Maintenance Procedures

Ability Options Property and Assets team manage all aspects of maintenance. Maintenance plans are developed and managed through this team. Ability Options uses latest technology to highlight any equipment that is due for inspection. An online hazard identification and reporting process is utilised to address any unplanned maintenance requests.

Workflows are established to identify responsibility for maintenance where an Accommodation Provider is involved. Employees are trained in these workflows.

7.2 Waste Disposal

Ability Options Property and Assets team coordinate waste disposal through contracts with reputable waste disposal organisations. We ensure that all waste is disposed of accordingly and provide sanitary/nappy and sharps disposal options at locations where needed.

Operational responsibilities include the weekly disposal of household waste and recycling protocols are in place to ensure we are environmentally conscious.

7.3 Common Areas

Common or shared areas are described as areas that are shared by all residents e.g. bathroom, toilet, kitchen, lounge, dining room, corridors, patios, gardens.

As per Service User agreements in other areas of the Ability Options business Common Areas are governed by a set of House Agreements determined by participants residing in the home.

House Agreements can include a number of considerations that reference such as:

1. Residents and their guests must not interfere with the peace, comfort and privacy of other residents.
2. Residents must not intentionally or recklessly damage or destroy any part of their room or of any common area or of any shared area.
3. Residents must not change or destroy a door lock for their room and for the main doors of the home. They must not give the main door key to anyone who doesn't live in the house.
4. Ability Options will make sure all common areas are kept clean and safe

8. Emergency Management and Evacuation Policy

8.1 Aim

Ability Options - Emergency and Business Continuity Management - Policy

Ability Options recognises that emergency and business continuity management are core components of the wider risk management discipline that prepares the organisation to respond to any unexpected events which are beyond business as usual arrangements.

The intent of this policy is to:

- Embed consistent, transparent and accountable emergency and business continuity management governance processes and procedures
- Describe how Ability Options will respond to emergency or disruptive events
- Define a consistent approach to emergency and business continuity management
- Inculcate the function of emergency and business continuity planning as a core element to the achievement of strategic and operational objectives
- Ensure compliance with relevant legislation, regulations and Australian Standards

To achieve this policy, Ability Options will apply the following principles:

- The safety of residents, participants and employees is the priority Emergency and business continuity management will apply an all hazards approach and address the consequences of the disruption rather than the cause
- Provide the strategic framework for emergency and business continuity
- Identify roles and responsibility in responding effectively and appropriate to emergency and disruptive events
- Focused on understanding the organisation's critical business functions that are required to achieve its goals and objectives
- The framework is subject to continuous improvement that will enhance organisational resilience and preparedness to respond to future disruptive events.

8.2 Contacting Emergency Services

As per Ability Options policy, in the event of an emergency, the actions to be undertaken shall include, but are not limited to:

- Ascertain the nature of the emergency and implement appropriate action
- Ensure that the EO in the impacted area is advised of the situation, as appropriate
- Take control of the response to the situation, as appropriate
- Brief Ability Options Executive on emergency and initial response
 - Business hours: Luke Hughes (Chief Operating Officer)
 - After-hours: Operational Lead (on call)
- Ensure that the emergency services have been notified, as appropriate
- Monitor the progress of any evacuation and record all action taken in an

incident log

- In the event of a response by the emergency services: upon arrival, brief the senior officer on the emergency, scope, location and response status, and thereafter act on the senior officer's instructions
- Any other actions considered to be necessary or as directed by emergency services.

Employees are trained to contact emergency services in any situation they deem to be an emergency, or when a participant support plan requires them to do so. Employees receive training in incident management and follow internal processes in emergency situations. Ability Options provides a 24/7 after hours on-call service to provide assistance/advice and direction to all employees of accommodation services.

8.3 Emergency Evacuation Procedures and Drills

General Managers and Team Leaders are responsible for determining the direction and priorities within their respective departments and business units. General Managers and Team Leaders are responsible for developing facility specific Facility Emergency Management Plan (FEMP) and BCM plans (as appropriate). All facility specific FEMP's must be authorised by the Chief Operating Officer. Where an Ability Options office/work unit is part of a Body Corporate/Strata they will abide by the Emergency Fire and Evacuation Management Plan developed by the Building owner/manager.

Evacuation plans are available for each location. These are displayed throughout the location, copies are also saved on Ability Options intranet and distributed to local emergency services.

Drills are completed monthly in line with Procedure. Training in various evacuations and scenarios occurs regularly at team meetings.

8.4 Emergency Communication Plan

Copies of emergency management plans are provided to local emergency services.

8.5 Maintenance of Fire Equipment

Ability Options property and assets team manage Fire Equipment maintenance. Maintenance plans are developed and managed through this team. Ability Options uses latest technology to highlight any equipment that is due for inspection and an online hazard identification process provides further contingency to ensure compliance with Fire Safety requirements.

8.6 Fire on Premises

All Ability Options staff are trained in Fire Safety. Staff are trained on the correct evacuation procedures for any participant. Any vulnerable participants have Personal Emergency Evacuation plans that staff are trained to implement.

Emergency Services will be contacted for any fire on the premises.



9. Review

In order to assess the effectiveness of the plan, Ability Options shall give consideration to a review of the plan after twelve (12) months to determine whether the aims of the Plan of Management have been achieved.

10. Version Control Table

Version Control	Date Released	Next Review	Approved By	Amendment
1	September 2022	September 2023		