

10 August

Penrith City Council
601 High Street
Penrith NSW 2750

To whom it may concern,

Re: Proposed Opal St. Clair Residential Aged Care Home – Operational Plan of Management

This letter serves as a plan of operational management to accompany our development application for the proposed new Opal HealthCare Residential Aged Care Home at 94-100 Explorers Way, St. Clair.

The management of a residential care home involves the implementation of several procedural manuals to ensure the safe and efficient operations.

As required by the SEPP (Housing for Seniors) the home is designed and will operate in order to achieve Commonwealth aged care accreditation standards. This includes implementation of the Commonwealth Quality of Care Principles 2014 and achieving accreditation from the Australian Aged Care Quality Agency.

Contemporary accreditation programs have both compliance and quality elements that work in a complementary way to promote quality and safety. Accreditation programs focus on continuous quality improvement strategies and thus require plans of management to be continually improved and updated. Accreditation requires systems to be in place in the following areas:

- **Management systems, staffing and organisational development** – within the philosophy and level of care offered in the residential care services, management systems are responsive to the needs of care recipients, their representatives, staff and stakeholders, and the changing environment in which the service operates;
- **Health and Personal Care** – Care recipients' physical and mental health will be promoted and achieved at the optimum level in partnership between each care recipient (or his or her representative) and the health care team;
- **Care Recipient Lifestyle** – Care recipients retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their own lives within the residential care service and in the community;
- **Physical environment and safe systems** – Care recipients live in a safe and comfortable environment that ensures the quality of life and welfare of care recipients, staff and visitors;

Opal's policy and procedures are in place in all 80 aged care homes that Opal own and operate. This management system will also be implemented into the new home. The efficient operation and management of the home will be achieved through compliance with the Australian Aged Care Quality Agency accreditation requirements.

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Yours sincerely,

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