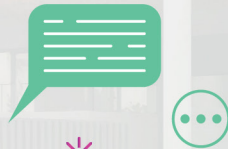


We're building an
even better Fairway



fairway
Bayside Aged Care

Expansion



FAQs



**We listen.
We respect.
We care.**

Q. What parking will be available during the alteration works?

A. There are six visitor parking slots designated at the new carpark at 206 – 208 Bluff Road, Sandringham. Two of which are quick drop-off areas for up to 60 minutes, while four are for two-hour visits.

Q. How long will the alterations take?

A. The alterations are expected to be completed within 20 months – with the tentative end of November 2025. As building works can be impacted by factors outside of our control, Fairway appreciates your foreseen understanding in any event it extends.

Q. What will be the staging of the works?

- A.**
- a) Temporary access – This includes the entrance moving temporarily to the end of house 2 and loading bay being relocated to council side near house 2.
 - b) Services relocations – This involves reorganisation of current utility supplies in preparation for further works.
 - c) Construction of basement carpark, a new loading bay for deliveries, a new porte cochere entry, expansion of the current ground floor to near the Bluff Road frontage so as to include new administration offices, a new staff room, separate training/meeting room, a new staff change and shower facility, a new internal café the entrance to the premises, a new sitting area near the entrance, a new private dining room for use by residents and their families, a new commercial kitchen, and a new courtyard area (in addition to the existing outdoor courtyard area between houses 2 and 3 and which will remain unaltered), and a new house 6.

- d) Renovations of the central areas in houses 1, 2, and 3 including new and expanded dining and lounge areas.

Q. How will a person access Fairway during the alterations?

A. Pedestrian access will be via the pathway along the northern side of Family Life at 197 Bluff Road, Sandringham, entering Fairway through the double gates on the northern boundary (just near the northern end of house 3), and then via a pathway to the temporary entrance area at the end of house 2. Signage will be present, and it will direct you to the temporary entry gate between houses 2 and 3.

Q. What will be the accessible (disabled) parking arrangements during the alterations?

A. Near the new temporary entrance in house 2, there will be 1 accessible (disabled) car space in the Bayside Council parking area. Access will be via the Bayside Council carpark at 76 Royal Avenue, Sandringham.

We request that the accessible (disabled) car space only gets used for no more than 15 minutes for drop-off.

Q. How will deliveries to Fairway take place during the alterations?

A. Deliveries will be via there northern side of Fairway near house 2. Access for delivery trucks will be via the Bayside Council carpark at 76 Royal Avenue, Sandringham. Similarly, for waste collection. A detailed traffic management plan has been agreed with the Bayside Council in relation to deliveries, and waste collection, during the alteration works.

Q. How much disturbance will there be during the alteration works and how does management plan to minimise this?

A. The expansion works will involve some inevitable disturbance to normal operations of Fairway. We expect that the main disturbance will be when piling works are happening to enable the construction of the new basement area. The piling works are expected to take around 4-5 weeks and are expected to occur between April and May 2024. Otherwise, disruption is expected to be minimal.

The builder will be taking all steps that are reasonably practicable in order to minimise disturbance. Our care and lifestyle team will be modifying its program to engage residents even more proactively during the expansion works so as to limit any impact on any resident.

Q. What hours will the builder carry out works each day?

A. Works will be between **7am-4pm** Monday to Friday and between **8am-5pm** on a Saturday. There will be no work on a Sunday.

Q. Will there be internal design changes to Fairway as part of the alteration works?

A. An interior designer company, well-experienced in aged care, has been appointed to advise on the interior design of the new areas and rooms to be constructed as part of the alterations, and also to advise on the interior design in all existing houses, including artwork and ornaments. The brief to the interior designer is to ensure that the vibrancy, colour, character and feel of Fairway remains the same as is currently.

Q. If I have any questions about the alterations, who do I ask?

A. If you have any question, feel free to raise it with our Chief Executive Officer (Charles Crisostomo) by sending an email to ceo@fairwayagedcare.org.au. Alternatively, you can raise your queries through the Resident-Representative meetings.

Q. Will the expansion plans be displayed for residents, families and staff to view?

A. Yes. The expansion plans will be displayed in a prominent position near the entrance to Fairway, that is, near the existing entry until it is demolished, and then near the temporary entrance area in house 2. You will be also be able to view the plans on our website. Alternatively, you can go to our reception area to request a printed A4 size copy.

Q. Will there be any information sessions to explain the alterations to residents, families and staff?

A. It is proposed to hold a number of Information Sessions to take people through the plans in greater detail, and answer any questions anyone may have. The Information Sessions will be as follows:

a) For Residents, Relatives, and Fairway members:

- (i) On **Monday 19 February 2024 commencing at 1.30pm**; and
- (ii) On **Thursday 22 February 2024 commencing at 6pm**;

b) For Fairway Staff and Volunteers:

- (i) On **Monday 19 February 2024 commencing at 3pm**; and
- (ii) On **Thursday 22 February 2024 commencing at 9am**.

All the **Information Sessions** will be held in the **Activities Room at Fairway**.

For administrative purposes, if you intend to attend an Information Session, could you please advise Charles Crisostomo, Fairway's CEO, of this no later than the day before the scheduled Information Session;

Q. What are the major changes being affected by the alterations?

- A.** In essence, the expansion when completed will involve the following:
1. An additional 20 new rooms (taking the total overall to 85), 17 of which will be in a new house 6, which will be on a first-floor level, and which will connect with the current house 5. The new house 6 will have new dining, lounge and sitting areas;
 2. The construction of a new basement area (in the location of the existing car park at 195 Bluff Road) and which will provide:
 - a) 16 undercover car spaces, which will have a security-controlled entry, for use by Residents' relatives;
 - b) A new commercial laundry based on best practice infection control; and
 - c) New storage areas.Two lifts will service the basement area and provide access to all other levels of Fairway;
 3. A separate loading bay for deliveries so that deliveries no longer need to come through the front entrance;
 4. A new porte cochere entry with 2 short-term parking spaces;
 5. An expansion of the current ground floor area, that will extend to near the Bluff Road frontage. The ground floor when completed will provide:
 - a) New administration offices;
 - b) A new staff room, separate training/meeting room, and a new staff change and shower facility;
 - c) A new internal café area located near the entrance to the premises;
 - d) A new sitting area near the entrance;
 - e) A new private dining room for use by residents and their families;

- f) A new commercial kitchen, providing state-of-the-art facilities;
- g) A new courtyard area (in addition to the existing outdoor courtyard area between houses 2 and 3, and which existing courtyard area will remain unaltered); and
- h) New and expanded dining and lounge areas on the ground floor.

Q. Will the internal operations of Fairway be materially affected during alteration works, and if so, how?

- A.** The expansion works will involve some inevitable disturbance to the normal operations of Fairway. While staff may have to adjust their workflow, Fairway does not envisage any significant change to its internal operations. The builder will be taking all steps that are reasonably practicable in order to minimise disturbance to residents during the carrying out the expansion works. Our care and lifestyle team will be modifying its program to engage residents even more proactively during the expansion works so as to limit any impact on any resident.

If you have any concerns at the time during the expansion works, please contact our CEO, Charles Crisostomo.

Q. If I want to access independent support or advocacy, who can I contact?

- A.** You are welcome to contact Older Persons Advocacy Network by calling them on **1800 700 600** from **8am-8pm** (Monday to Friday) or **10am-4pm** (Saturday).

Contact us:

 **9599 4199**

 ceo@fairwayagedcare.org.au

 www.fairwayagedcare.org.au

 195 Bluff Road
Sandringham VIC 3191