



Submission Outline:

**Application for the granting of a new lease
of 30 years duration for
179 Napier Street, South Melbourne**

Proponent:

**Napier Street Aged Care Services
(179 Napier Street Hostel Association Inc)**

Dr John Lammers

Chief Executive

Napier Street Aged Care Services

Site:

**Former St Vincent De Paul's Girls Orphanage site
bounded by Napier, Church, Raglan & Clarendon
Streets**

Date:

August 2009

Preface

This submission will provide information to the Department of Sustainability and Environment (DSE) for the justification of the granting of a new lease of 30 years through a non-competitive process to Napier Street Aged Care Services (NSACS), current occupiers of the crown land in question.

NSACS has occupied the site since 1993 following the initial first stage of refurbishments of the derelict building which was formally the St Vincent De Pauls Girls Orphanage. This resulted in the development of 42 hostel beds and associated amenities as well as office space for staff and other professionals.

In 1996 an additional capital grant was received from the Home and Community Care Programme to develop an Adult Day and Activities Support Service (ADASS). Following the development of a suitable model of service delivery, design and development of the second refurbishment program was undertaken and restoration works completed in 1997. This saw the former chapel restored as a day centre and at the same time a further six bedrooms above the chapel were developed as a Dementia specific unit.

Bedrooms now totalled 48 which accommodated 47 permanent residents and one ongoing respite room.

The ADASS programme – now known as the Napier Street Day Centre provides services to marginalised older residents in need of day respite and/or an activities programme. The Service's programmes provide stimulating social and recreational activities which primarily aims to prevent the premature admission of participants to longer term care. A wide range of recreational activities are provided and designed to meet the needs and interests of individuals attending. Currently there are 60 clients who regularly attend the programmes.

The Day Centre is also home to a weekenders respite service which has as its auspice the Carer Respite Centre - Southern Region. The programme operates on most weekends throughout the year. Additional support is provided to the programme through the provision of meals prepared on site and through the relative support of available health and personal care staff.

In total, Napier Street Aged Care Services has been operating and providing residential and community aged care services for the past 16 years from this site and believe they have a civic responsibility to continue to provide these services. The Service is well known in the community for its excellent levels of service provision and continual quality care.

Napier Street Aged Care services – Overview/Community Role.

Napier Street Aged Care Services (NSACS) situated at 179 Napier Street in South Melbourne, is a well established non-profit community organisation focusing on the delivery of services to the aged, with a strong emphasis on the needs of the financially and socially disadvantaged. A recent review of resident profile since the introduction of the Commonwealth Aged Care Act in 1997 revealed that on average seventy per cent of all residents has had “Concessional Status”.

The organisation operates an ageing-in place hostel in Napier Street South Melbourne in a beautifully restored Victorian building formerly the St Vincent De Paul’s Girls Orphanage and now heritage listed. The hostel program has a dementia specific unit and is complemented by an aged day program which also has a strong focus on addressing the needs of the socially marginalised including those with psychiatric conditions.

The organisation has strong links with its local community, local government and a broad range of aged and community services in the Inner South.

NSACS is managed by a dynamic team who are highly experienced in the development and provision of aged services for clients and residents who may present with a range of complex care needs. Strong and effective governance is a key feature of the organisation’s operations with directors who have service, business and community experience and ties. The organisation’s financial performance has been consistently strong reflecting clear vision and strategic objectives.

Quality Service Provider

The Standards and Accreditation Agency is a quality regulator which monitors the standards of care delivered to residents at every regulated aged care service in Australia. Successful accreditation recognises the quality care that a service provides to its residents and the continual quality improvement processes that must be in place to ensure ongoing high standards of care are delivered.

Napier Street Aged Care Services has achieved successful accreditation at all of its three year accreditation reviews. All scheduled or (announced) visits as well as unannounced audits have also revealed the ongoing provision of quality care to residents.

Regular audits, surveys and questionnaires are developed to capture feedback from residents relatives and staff about service provision which assists in developing strategies to improve services where possible. Based on this information a plan for continual quality improvement is developed and updated in response to review of these audits.

Napier Street Aged Care has developed a fine reputation as a provider of quality care. The service has embraced the unique concept and practice of 'ageing in place' which allows residents to remain with the service throughout the remainder of their lives. We deliver exceptional palliative and terminal care in accordance with residents and family preferences. We have been lauded by all medical practitioners and allied health professionals as an aged care service with which they are proud to be associated.

Napier Street Aged Care is also an employer of choice for a range of nursing, personal care and allied services careers. We operate without the use of external agency staff preferring to fill all planned and unplanned vacancies with staff employed by the service. This has been the case for over 6 years.

In addition Napier Street has the enviable reputation of having had no claims for work related injuries for the past 8 years or more.

Need for Aged Care Services

The gentrification of inner urban Melbourne has seen the need for additional aged care services in these areas increase rapidly over the past decade. This trend continues and is growing further as our population rapidly ages.

Napier Street Aged Care Services has been well positioned and has successfully met demand to deliver both permanent and respite residential care over the past 16 years. The service has planned to meet future increased demand by embarking on an expansion and refurbishment project which will see an additional 14 residential aged care beds come on line by mid 2010. These additional beds will also establish economies of scale which will ensure Napier Streets viability well into the future.

Current Building and Refurbishment Project.

Napier Street Aged Care Service (NSACS) is committed to further developing an integrated suite of aged services which assure continuity of care, and increased safeguarding of the aged within the local community. Part of this strategy included the application for additional residential and community places which would operate from the existing site.

NSACS has, through the 2007 Commonwealth Aged Care Approvals Round (ACAR), won an additional 14 bed licences. Work commenced immediately on the planning and design for additional accommodation at the rear of the property and at the same time the existing buildings and infrastructure were also examined with a view to better use of the space and an upgrade of equipment. The project received the support from the COPP and Heritage Victoria and a planning permit was granted and issued.

As a result and following substantial preliminary work, the Service is now in a position to immediately commence its expansion to 62 bedrooms with additional refurbishments. Contracts have been exchanged, signed and sealed demonstrating considerable trust in relation to the expectation that a new extended lease can be agreed. Total project time frame for works is aimed at a completion date in early 2010.

Justification for Non-Competitive allocation of extended lease.

1. NSACS has occupied and has been providing valuable community and residential aged care services from the site for the past 16 years. It is actively seeking to expand services to the local community in the interests of the local community and in response to the increasing number of frail aged persons requiring these types of services.
2. NSACS mission places a strong emphasis on the provision of access to high quality person centred aged care to all ageing individuals with an emphasis on those who are disadvantaged and as a priority those residing in or have an association with the City of Port Phillip.
3. NSACS has a record of providing quality care and fully embraces the concept and practice of 'ageing in place'.
4. The most significant barrier to our service model and philosophy is access to affordable land of a scale appropriate to long term viability. The Commonwealth funding model does not address this adequately for either low or high care, especially when there is a focus on financially disadvantaged residents. The opportunity to undertake further development locally in an environment offering security of tenure through a substantial lease period will address this issue directly and proactively.
5. As a non-profit organisation the Service would not be in a position to enter into competitive tendering process to retain the use of the facility and to do so would be to risk the valuable service already delivered from the site.
6. A long term lease of 30 years or more will ensure the future viability of the service and establish a realistic period against which equity of the business can be better measured by lending institutions.
7. The considerable total project cost will be entirely funded from Napier Street's reserves without the need to borrow from external sources. This is a substantial financial commitment by the Service and demonstrates our commitment to the ongoing need for additional residential aged care services in the local community.