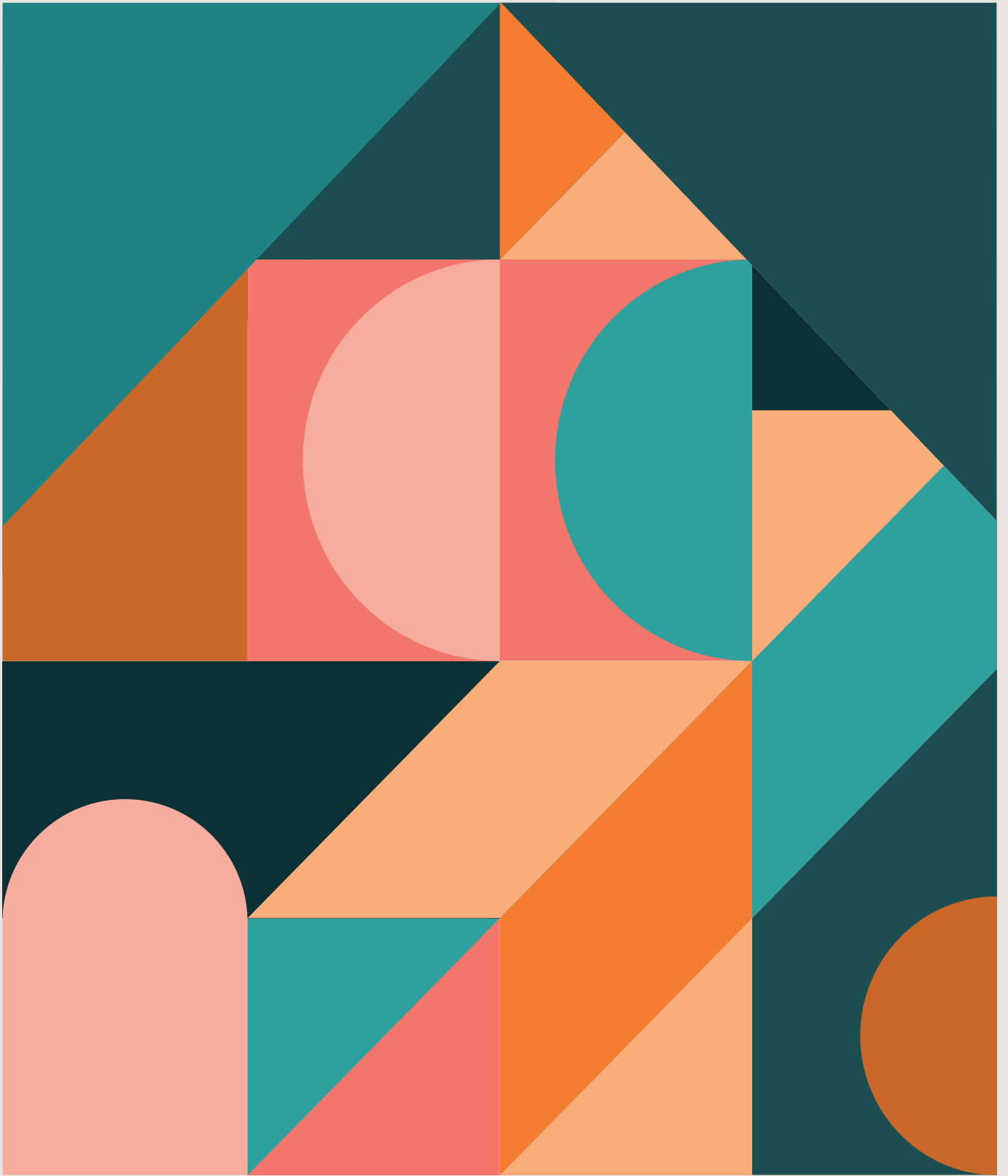


Seniors Housing Design Guide

November 2022



Seniors Housing **Design Guide** 2022



Planning &
Environment

SENIORS HOUSING DESIGN GUIDE 2022

ACKNOWLEDGMENTS

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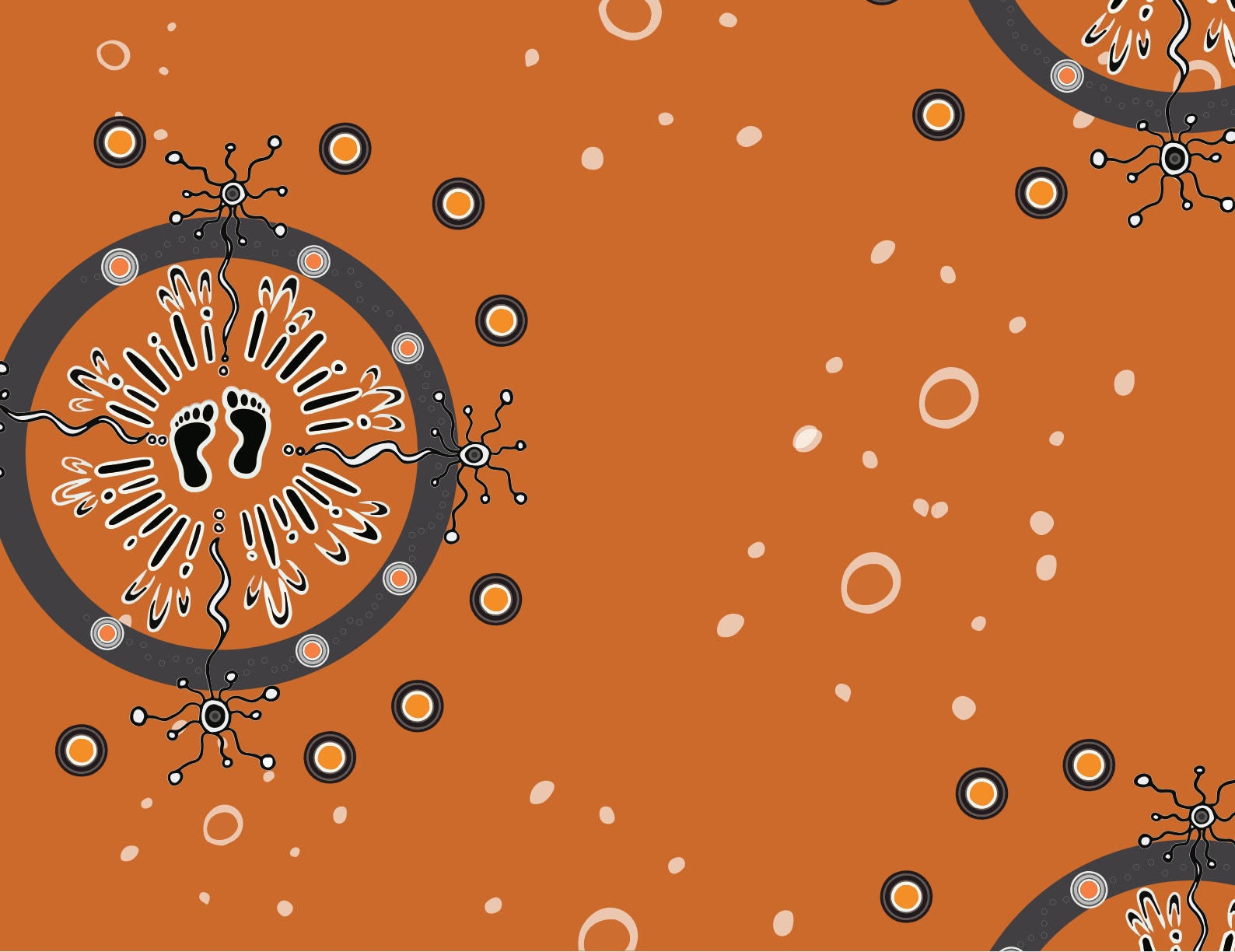
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Acknowledgement of country

The Department of Planning and Environment acknowledges the traditional custodians of the land and pays respect to Elders past, present and future.

We recognise Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and their rich contributions to society.

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SECTION 01

Seniors Housing Overview



Introduction

Designing and developing quality, affordable and accessible accommodation for senior people within familiar neighbourhoods addresses one of the critical needs of our time.



The NSW Government is committed to creating a pipeline of safe and suitable homes to meet housing needs, and supporting councils to improve their local areas for future communities.

One of the ways it is doing this is through this guide, which is intended to make it easier for designers and councils to design and assess purpose built seniors housing.

While many older people remain in their family home, there are many who have difficulty accessing services and managing daily needs and become socially isolated and fearful.

Housing that is designed to build socially connected communities, where people feel safe and secure, where new friendships can flourish, where the building maintenance is managed, where the hazards of stairs and cramped bathrooms are no longer present, promote healthy ageing and longevity and enable care and reassurance to be delivered.

As human beings we are instinctively programmed for survival and the obvious outcome of this is a long life. Living a long life and reaching old age is what most people aspire to.

It is common for active people of all ages to feel uncomfortable with the undignified side of care and in particular, collective communal accommodation of senior people in 'care environments'.

While people generally hope to remain independent and strong, ageing is a natural stage in life and we need to provide communities that support healthy ageing.

Aged care has evolved and continues to evolve from the institutional models of the past, to a much wider offering including luxurious care homes that offer hotel-like services, home-like environments offering the comforts and scale of a domestic house, or simple budget driven pragmatic care spaces that are elegant and strongly connected to sustainable design principles.

There is no doubt that 'residential aged care' as a building type has become a recognisable form of development at scale.

These Guidelines are for planners, designers and council authorities to gain understanding of this housing typology.

Aged care and retirement living is no less significant than any other housing type, and it can be argued that it is potentially more so because unlike most other phases of a life, older people spend more time in their homes, and sometimes seldom leave.

The term seniors housing is used as an over-arching description to identify the different types of accommodations for older people.

Seniors housing includes residential care facilities which are also known as among other identifiers, a Residential aged care facility (RACF), Residential care (RC), Residential aged care (RAC), Nursing Home or Care Home and is a place where residents are provided with full time care and assistance with daily life. These residents are typically frail and have high care needs often including advanced progressive dementia.

Seniors housing also includes apartments or villas for older people who are able to continue to live independently and 'age in place'. Residents are often focused on their health, wellbeing and socialisation and typically seek out like-minded communities to move to when they feel the need to plan for long term support.

This housing type known as independent living units, are also referred to as ILU's, Retirement Living, RL's, and 'Ageing in Place' accommodation.

'Co-located Care' broadly describes a development that includes both residential care facility and independent living units and can be in the form of a Retirement Village or Aged Care Community.

Looking to the future, the purpose of this guide is to inspire developers and design professionals to improve building design and delivery that will contribute positively to neighbourhoods and be recognised as noteworthy contributions to the built environment. Considered urban design and good architecture have the power to influence the preconceived and common negative perceptions of aged care, to create a wider acceptance of this building type and the essential good they provide to communities.

The new Housing SEPP, of which Seniors Living is a component, identifies seniors housing as another type of housing and not as institutional development.

This guide has been prepared, written and compiled by architects who specialise and are experienced in the design and delivery of all forms of seniors housing.

Valuable input has been provided from the aged care community and care providers, and developers of seniors housing, as well as other disciplines of the design team, including planning, social engineering, landscape design, environmentally sustainable design and marketing.

User group workshops and post occupancy studies have been undertaken to provide real-life feedback from built projects that are occupied.

Why seniors housing needs guidelines

Seniors housing, by its nature, must be designed to deliver improved health and social outcomes for the occupants.

Senior Australians are going to be living much longer and seniors housing developers need to provide a built environment that encourages wellness with the greater purpose of bringing people together.

These buildings are structured around a service model that often includes staff. Designers of seniors housing are encouraged to imagine what it is like to live and work within these developments.

The provision and delivery of care is changing. Residents choose the care they want to receive in their home and designers are obliged to recognise that homes for senior people require to be setup to enable carers to safely dispense care duties.

These homes also need to be designed to support the physical needs of older, often frail people, to support them to continue to live either independently or with adaptive assistance.

A residential care facility is a highly serviced building providing 24-hr care and assistance to residents. This building type is typically made up of individual bedrooms with ensuites. Communal lounges and dining areas are shared by residents in the small groups, and staff utilities are available to deliver care services. Back-of-house operations, together with kitchen and laundry services, maintenance, storage and staff amenities typically make up a sizeable component in the development.

These guidelines identify six chapters that will inform and assist developers, their consultant teams and planning authorities to understand the specific character and accommodation types that occupants need from this housing type.

This design guide highlights that seniors housing is different from other housing types because it needs to meet the physical and social challenges of ageing.



The six chapters in this document broadly describe the different forms and densities of seniors housing and use examples to provide clear guidance on the range of building types.

The need for a variety of quality and meaningful accommodation options for older people will continue, requiring clarity and understanding around the different options and configurations of buildings designed for comfort, community, and care.

The purpose of these guidelines is to expand on the intent outlined in the State Environmental Planning Policy (Housing) 2021 (Housing SEPP) in the provision and delivery of this sector specific housing typology.

The following seven design principles that are listed in the Housing SEPP (Chapter 3, Part 5, Division 6) are; referenced throughout the six chapters in this design guide.

- Neighbourhood amenity and streetscape
- Visual and acoustic privacy
- Solar access and design for climate
- Stormwater
- Crime prevention
- Accessibility
- Waste management

This design guide is not an exhaustive study of every scenario for seniors housing, but touches on the complexities of inserting a different form and scale of housing in developing and established neighbourhoods.

This design guide is intended to inform developers, planning authorities and design review panels about some of the needs of the end users and why this type of housing is different from mainstream housing.

The next 10 - 20 years will see much change in the expectations and the general acceptance of housing that is provided specifically for older communities. It is anticipated that regular reviews and updates to the design guide will be undertaken to keep them current and relevant.



Why seniors housing is desired

Many older people want to move to seniors housing communities for the following reasons.



BELONGING

To develop a sense of community between the occupants of the building.



SOCIAL SUPPORT

For opportunities to create new friendships.



ENGAGEMENT

To have the choice to participate in events and group activities.



SECURITY

To provide a safe and secure environment.



AGEING IN PLACE

To have space that enables and supports ageing at home with assistance and care as required.



LOCALITY

To be able to live near their familiar neighbourhoods and families.



COMMUNITY

To be able to enjoy daily life, companionship and shared experiences in a familiar local environment.



NOURISHMENT

To have convenient access to a café, dining or food service.



PEACE OF MIND

To know that building maintenance, gardening, utilities management is taken care of.



HEALTH & WELLBEING

To have convenient access to wellness and allied health services in the development.

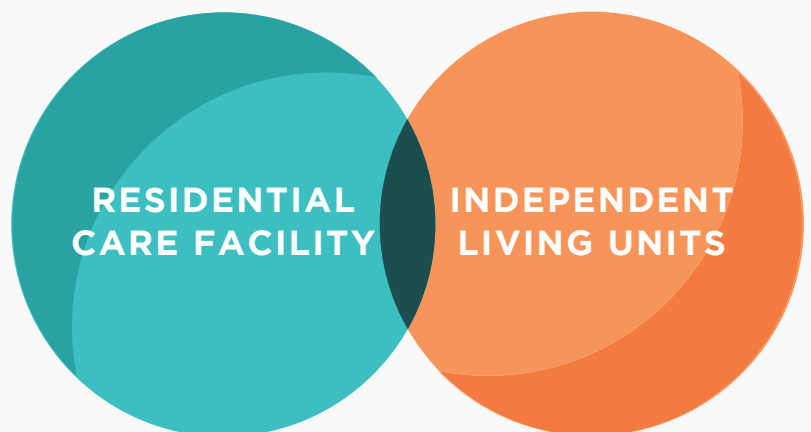
Types of seniors housing in the **planning system**

The Housing SEPP refers to the following types of seniors housing:

- Independent living units, which include two-types:
 - In-fill self care housing
 - Serviced self-care housing
- Residential care facility



For simplification, these guidelines have categorised the above descriptions into 2 groups.



Differences in building types

RESIDENTIAL CARE FACILITY

- High care needs but it is a home, not a hospital.
- Comprised of individual room modules (bedroom + ensuite) with shared living spaces.
- Residents are housed in shared 'care households' or 'care wings' of 15 - 20 beds each, with care households frequently operating side by side in pairs for efficiency.
- Each floor plate needs to be a continuous, consistent flat level.
- Repetition of individual room types often defines exterior façade and character.
- Balconies and upper level terraces require extra safety measures to prevent falling from climbing of confused residents.
- Security and safety for residents with dementia is usually required.
- Serviced care accommodation requires central back-of-house commercial kitchen and laundry services, as well as single main front entry and front-of-house services, typically with reception, offices and wellness facilities.
- Care and operational staff require car parking and facilities.
- Buildings are developed, owned and managed for the long term by the care provider.

INDEPENDENT LIVING UNITS

- Low to high care needs for ageing in place.
- Comprised of apartment style accommodation with communal and shared areas.
- Residential apartments or villas are designed for accessibility and adaptability.
- Ageing in place promoted by Government funding to encourage ageing residents to remain in place and receive in-home care.
- Mix of unit types include care apartments with the provision of serviced areas and communal dining.
- These are supported communities that require the provision of generous and varied shared communal recreation spaces to promote social inclusion, activities and wellness.
- Residents often have their own cars, also increasingly share cars or concierge car service provided.
- These developments are usually procured, owned and managed for the long term by the retirement village operator.



Guidance for describing seniors housing

Every seniors housing project of any scale or size will challenge design teams to consider the appropriateness of the development in the chosen locality.

A seniors housing development is generally either:

- 01** A stand-alone residential care facility, or
- 02** Independent living units as:
 - A** Low density villas or units in a landscaped village setting
 - B** Apartments in a multi storey building/s

OR

A combination of 01 and 02, as a co-located development as either:

- 03** A separate residential care facility building surrounded by single storey villas or apartment buildings, or
- 04** A multi-storey development with integrated residential care facility on dedicated floors

A community component of internal and external shared spaces for group activities and socialising is typically included alongside the above configurations and provides essential opportunities for social connection for residents.



Guidance for **seniors housing configurations**

- 01** Stand-alone residential care facility
- 02A** Stand-alone independent living units development very low density
- 02B** Stand-alone independent living units development low density
- 02C** Stand-alone independent living units development high density
- 03** Co-located residential care facility and independent living units development low density village
- 04** Co-located residential care facility and independent living units development high density



Guidance for seniors housing configurations

01

Stand-alone residential care facility

Characteristics of typical residential care facility:

- Large continuous floor plates for accessibility
- Articulated into care wings/households to deinstitutionalise the scale of the accommodation
- Shared common core and centralised services for efficiency
- Landscaped exterior living spaces
- Prominent front entry and street address
- Separate service driveway to loading and services entry

FIG. EXAMPLE

3 Storey building used solely for residential care facility occupies the whole site as a stand-alone building.

 Residential care facility

 Independent living units

- 1 In this example each floor is comprised of four resident care wings arranged around a central core
- 2 Entry forecourt
- 3 Service driveway
- 4 Minimum site area of 1000m²



Fig 1.1A Plan

- 1 Central core (with service equipment & lift over-run on roof)
- 2 Entry forecourt
- 3 Courtyard
- 4 Street frontage minimum 20m

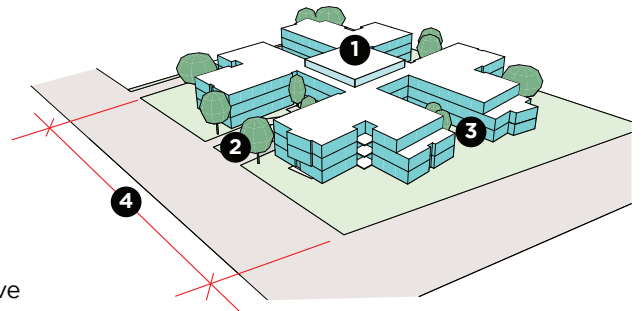


Fig 1.1B Perspective

- 1 Resident care wings



Fig 1.1C Section

Guidance for seniors housing configurations

02A

Independent living unit development Very Low Density

Characteristics of small scale independent living unit cluster. Suburban and regional model:

- Small scale attached or detached villas
- Small land parcel, very low density
- Internal driveway and landscaping
- Observes neighborhood scale

FIG. EXAMPLE

Small clusters of independent living units connected with internal driveway and landscape.

- Residential care facility
- Independent living units

- 1 Single story independent living unit
- 2 Internal driveway

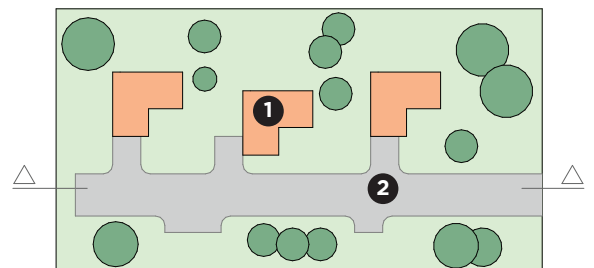


Fig 1.2A Plan

- 1 Single story independent living unit
- 2 Internal driveway

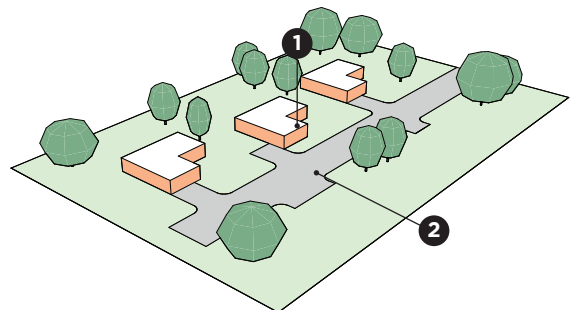


Fig 1.2B Perspective

- 1 Single story independent living unit
- 2 Landscape

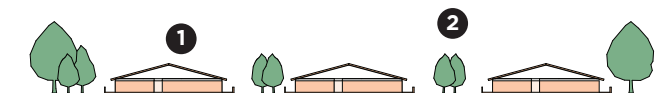


Fig 1.2C Section

Guidance for seniors housing configurations

02B

Independent living unit development Low Density

Characteristics of stand-alone independent living unit low rise development. Suburban and regional model:

- Small scale attached or detached villas, or units
- Common clubhouse or community centre
- Large land parcel, low density
- Basement parking and landscaping
- Low Density zoning

FIG. EXAMPLE

Small clusters of independent living units connected with open walkways around landscaped central courtyard and club house with basement carpark.

- Residential care facility
- Independent living units

- 1 Club house
- 2 Central courtyard
- 3 Driveway to basement carpark

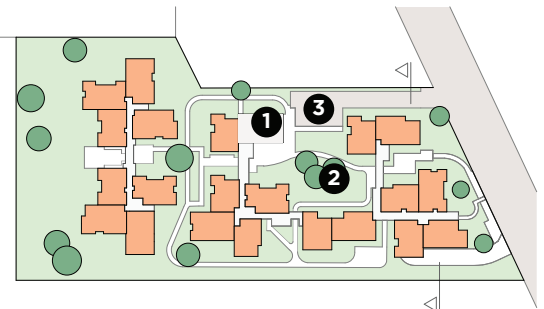


Fig 1.2A Plan

- 1 Landscaped setting
- 2 Club house

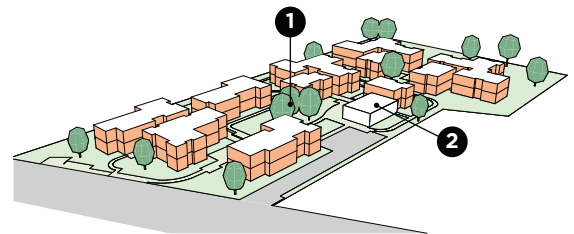


Fig 1.2B Perspective

- 1 Clerestory to corridors
- 2 Central courtyard
- 3 Basement carpark

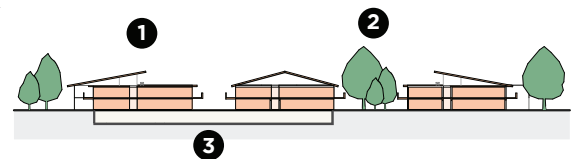


Fig 1.2C Section

Guidance for seniors housing configurations

02C

Independent living unit development High Density

Characteristics of stand-alone independent living unit multi-storey development:

- Urban living model
- Makes use of additional floor space bonuses permitted under the Housing SEPP
- Independent living units with shared communal and social spaces
- High density or business zoning

FIG. EXAMPLE

Compact floor plan with single central core.

- Residential care facility
- Independent living units

- 1 Deep soil landscaping
- 2 Community space
- 3 Independent living units
- 4 Driveway to basement carpark

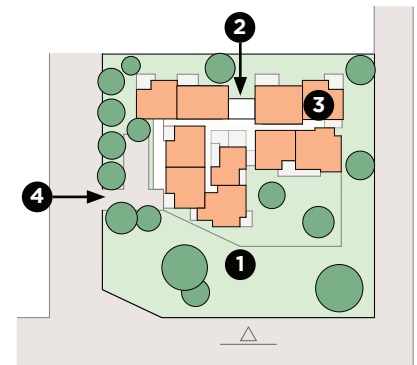


Fig 1.2D Plan

- 1 Service area on roof
- 2 Ground floor community spaces (for socialisation and recreation)

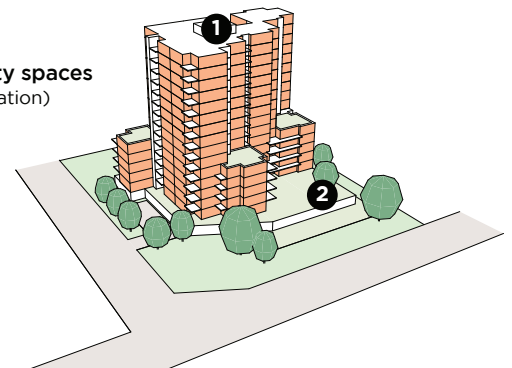


Fig 1.2E Perspective

- 1 Staggered height in response to site context
- 2 Additional 3.8m height, to accommodate floor space bonus, allowed over LEP height control if residential flat buildings are permissible in the LEP zone

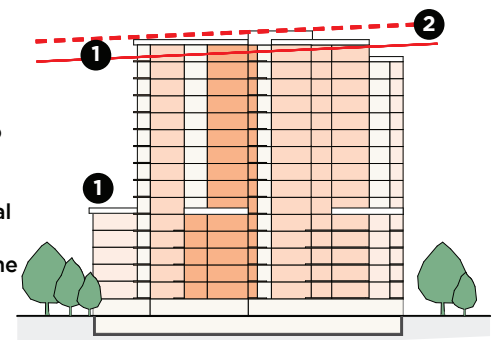


Fig 1.2F Section showing height bonus available under the Housing SEPP

Guidance for seniors housing configurations

03

Co-located residential care facility and independent living units Low Density

Characteristics of co-located residential care facility with independent living units (in the form of villas).

- Small scale attached or detached villa with attached carparking
- Common clubhouse or community centre
- Large land parcel, low density
- Internal road network and landscaping
- Residential care facility building introduces a different scale and form

FIG. EXAMPLE

Combined community development with central club house and bowling green surrounded by independent living units and residential care facility.

- Residential care facility
- Independent living units

- 1 Single storey independent living units
- 2 Residential care facility
- 3 Bowling green
- 4 Club house
- 5 Internal road network



Fig 1.3A Plan

- 1 Entry to internal road network
- 2 Single storey independent living units
- 3 Residential care facility
- 4 Club house

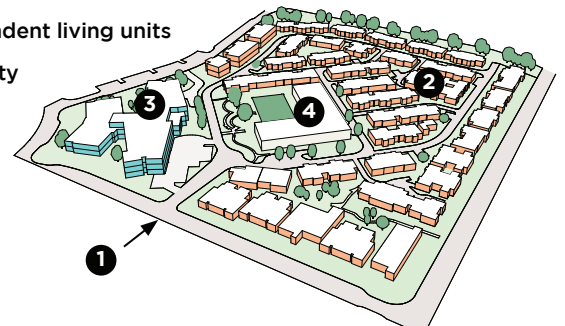


Fig 1.3B Perspective

- 1 Residential care facility
- 2 Single storey independent living units



Fig 1.3C Section

Guidance for seniors housing configurations

04

Co-located residential care facility and independent living units High Density

Characteristics of co-located residential care facility with independent living units.

- Urban living model
- Makes use of additional floor space bonuses where residential flat buildings are permitted
- Independent living units with shared communal and social spaces
- Residential care facility is integrated into the multi-storey form
- Basement carparking

FIG. EXAMPLE

6 storey development over basement with 4 separate lift and service cores.

- Residential care facility
- Independent living units

- 1 Residential care facility
- 2 Independent living units
- 3 Roof terrace
- 4 Internal courtyard



Fig 1.4A Plan

- 1 Residential care facility (above independent living floors)
- 2 Independent living units

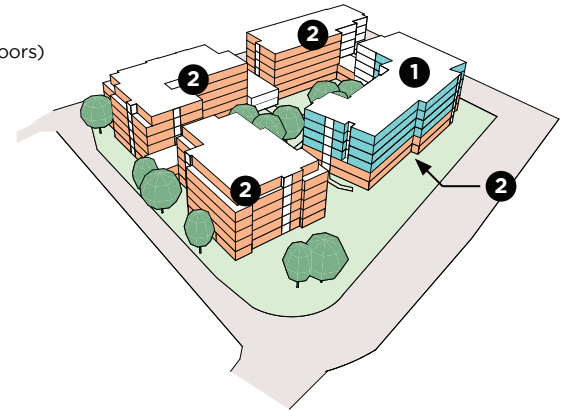


Fig 1.4B Perspective

- 1 Residential care facility (above apartment floors)
- 2 Independent living units
- 3 Roof terrace
- 4 Central courtyard (with deep soil for quality landscape)

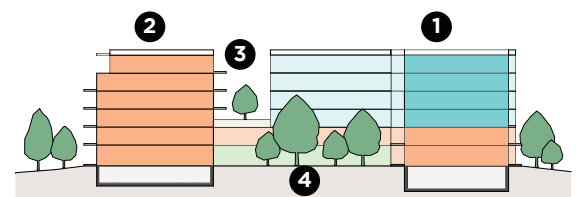


Fig 1.4C Section

SECTION 02

Guidance Chapters

Guidance Chapters

When it comes to designing housing solutions for seniors, guidance is provided in the following 6 chapters;

CHAPTER 01

Care for the planet

CHAPTER 02

Site analysis - environmental response

CHAPTER 03

Site analysis - urban response

CHAPTER 04

Care, wellbeing and community

CHAPTER 05

Design for physical ageing and dementia

CHAPTER 06

Design principles



CHAPTER 01

Care for the planet

- 1.1 **Value**
- 1.2 **Construction impacts**
- 1.3 **Life-cycle and maintenance**
- 1.4 **Design for climate**
- 1.5 **Sustainability**

01

CHAPTER 01

Care for the planet

Environmental responsibility and leadership from the whole development team for seniors housing is critical in addressing climate change.

1.1 | VALUE

Sustainably designed buildings will generate more long-term value for building owners.

Providers and developers who cater to the demands of the growing demographic of older people will be expected by their stakeholders to reduce energy and water consumption, reduce waste generation and increase renewable energy use for powering all seniors housing types.

OBJECTIVE

1.1.1 To demonstrate initiatives for implementing sustainable design and construction practices.

1.1.2 To take responsibility for reducing harmful outcomes on the natural environment and its resources.

1.1.3 To reduce long term running costs.

1.1.4 To reduce carbon emissions.

DESIGN GUIDANCE

1.1.5 Implement technologies and systems that reduce the demand and costs of energy.

1.1.6 Brand reputation linked to customer loyalty and purchasing choices can be enhanced with a visible commitment to sustainable initiatives.

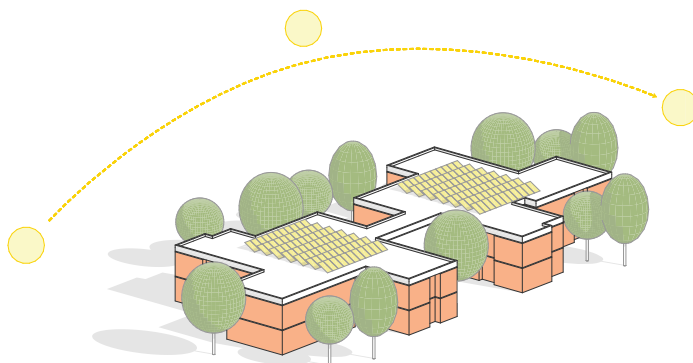


Fig 1.1.A Optimise roof surface area and orientation for solar collectors

CHAPTER 01

Care for the planet continued

1.2 | CONSTRUCTION IMPACTS

New construction will have an impact on the environment through outcomes such as air and water pollution, potentially harmful atmospheric emissions, generation of landfill waste and disruption of the natural topography, flora and overland flow paths.

OBJECTIVE

1.2.1 To implement actions for sustainable construction practices that reduce environmental degradation, and depletion of essential natural resources of energy, water, land, air and raw materials.

1.2.2 To reduce environmental pollution.

DESIGN GUIDANCE

1.2.3 Apply construction processes to cut down on waste during construction and manage the use of building materials and resources economically.

1.2.4 Choose sustainably manufactured building materials.

1.2.5 Source locally manufactured building materials over imported products.

1.2.6 Reduce plastic use during construction.

1.2.7 Protect existing on-site vegetation.

1.2.8 Recycle demolition and construction waste.



Fig 1.2.A Commencement of construction for a new residential care facility

CHAPTER 01

Care for the planet continued

1.3 | LIFE-CYCLE AND MAINTENANCE

Consider the long term impact of the completed building on the environment post-construction.

OBJECTIVE

1.3.1 To create buildings that have longevity and are comfortable, liveable and safe throughout their life cycle.

1.3.2 To extend the natural life cycle of buildings.

1.3.3 To provide safe access for regular maintenance and upkeep.

1.3.4 To preserve the integrity of the building and prevent deterioration.

DESIGN GUIDANCE

1.3.5 Use pre-finished and low maintenance robust materials.

1.3.6 Use quality door hardware for continued ease of use.

1.3.7 Use quality materials that endure to reduce landfill, replacement costs and wastage.

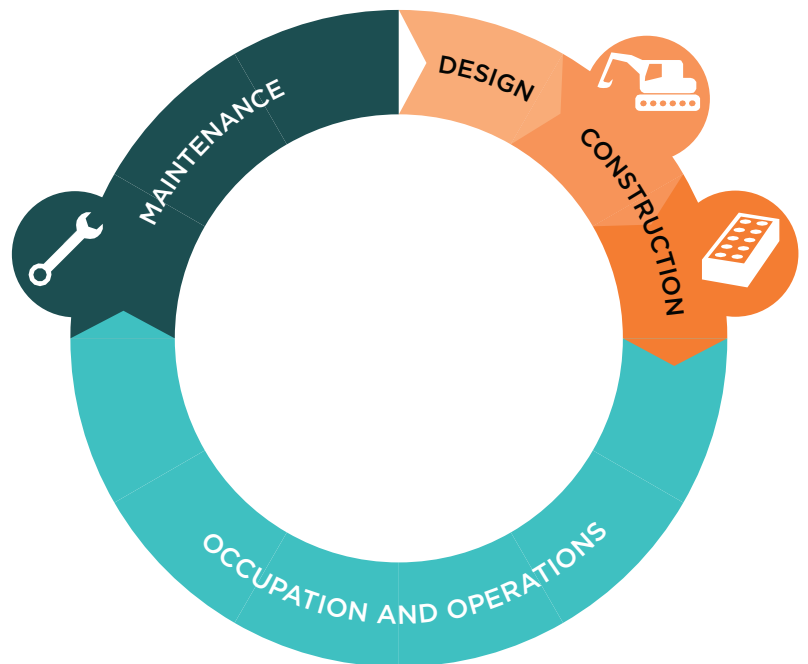


Fig 1.3.A Life cycle graphic of a building

CHAPTER 01

Care for the planet continued

1.4 | DESIGN FOR CLIMATE

Work with the local environment to deliver a climate-appropriate building.

OBJECTIVE

1.4.1 Design to suit the climate zone of the development.

1.4.2 Design for:

- thermal comfort
- humidity
- air-movement
- shading
- daylight
- solar access

1.4.3 To optimise the building envelope's thermal protective qualities to maximise efficient use of energy for heating and cooling.

DESIGN GUIDANCE

1.4.4 Undertake a detailed site analysis to determine the direction of cross breezes, types of weather patterns and path of the winter and summer sun.

Orientate the building to capture breezes and to optimise solar access.

1.4.5 Provide ceiling fans and design for natural cross ventilation. Provide window shading for protection from summer sun and allow winter sun to penetrate the building.

1.4.6 Insulate roofs and avoid dark roof colours that absorb excessive heat.

1.4.7 Use double glazing to insulate glazed areas and maximise glazing for access to daylight.



Fig 1.4.A Lightwells bring daylight and variance in light quality through the day into deep parts of the building

CHAPTER 01

Care for the planet continued



Fig 1.4.B Shading and deeply recessed fenestration articulate the external façade and provide interest with dynamic movement of shadow patterns through the day

CHAPTER 01

Care for the planet continued

1.5 | SUSTAINABILITY

Good design embodies sustainable design elements.

OBJECTIVE

1.5.1 To make building environments that are healthily connected to the outdoors, and that use natural passive principles to reduce the demand on energy by applying sustainable design features.

1.5.2 To manage water usage and avoid depletion of fresh water resources for maintenance and services.

DESIGN GUIDANCE

1.5.3 Design buildings that have operable windows, excellent insulation, double glazing and generous shading.

1.5.4 Design for natural cross ventilation and provide ceiling fans.

1.5.5 Design systems that capture and recycle rainwater for use in landscape irrigation as well as for building services.

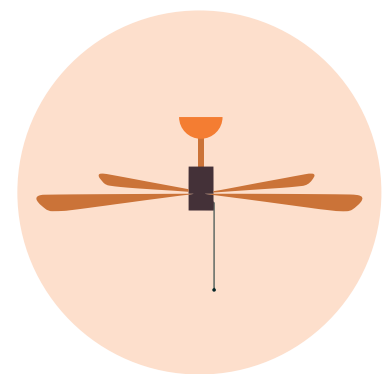


Fig 1.5.A Residential care facility with extensive photovoltaics on the roof

CHAPTER 02

Site analysis - environmental response

02

- 2.1 **Environmental conditions**
- 2.2 **Planning for environmental constraints**

CHAPTER 02

Site analysis - environmental response

2.1 | ENVIRONMENTAL CONDITIONS

Sites for seniors housing developments are typically large scale properties in existing urban and suburban zones which are often overlaid with multiple environmental sensitivities that will influence the planning response.

OBJECTIVE

2.1.1 To fully understand the natural physical characteristics of a site in order to formulate an appropriate built response for the development of the land.

2.1.2 To provide increased protection from extreme climatic or environmental events in buildings occupied by people who are particularly vulnerable because of age, illness and acute disability.

2.1.3 To manage and preserve existing natural features such as trees, overland flow paths, riparian corridors, and sensitive environments.

2.1.4 To identify the historical character of the site and preserve the Heritage significance of the area.

2.1.5 To deliver seniors housing that acknowledges and respects Aboriginal cultural heritage.

DESIGN GUIDANCE

2.1.6 Engage expert consultants for specific advice (bushfire, flooding, riparian, arborist, heritage and traditional knowledge holders etc) , for reports and actions affecting and informing the initial design as part of the primary site analysis.

2.1.7 Identify and map the size and required protection zone for flood and bushfire safety.

2.1.8 Identify and map the size and required protection zone of all mature and valuable trees, with the intent to keep as many mature trees as possible. Aim to achieve a generous tree canopy cover over the site for the completed development.

2.1.9 Provide opportunity for regeneration of natural environments by allowing suitably sized setbacks to accommodate restorative planting to a scale that reflects the original treescape.

2.1.10 Consider existing stormwater systems and overland flow paths and provide robust stormwater management strategies to protect ecosystems, manage run-off and pollutants, and to protect vulnerable residents from flooding.

CHAPTER 02

Site analysis - environmental response continued

2.2 | PLANNING FOR ENVIRONMENTAL CONSTRAINTS SPECIFIC CASE STUDY EXAMPLES

SIGNIFICANT VEGETATION - CASE STUDY

In this example, remnant rare forest and significant Aboriginal meeting place tree clusters were identified on site.

- 1 Significant tree cluster and tree protection curtilage required.



Design outcome found in positioning buildings around tree protection areas, forming courtyards, recording the heritage place making on the site while preserving remnant trees.

- 1 Views through development to significant trees

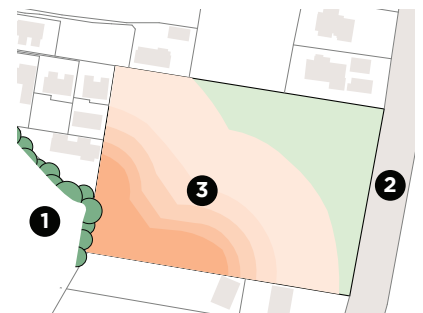


Fig 2.2.A Design for tree preservation

BUSHFIRE AFFECTED LAND - CASE STUDY

In this example expert bushfire advice determines that only half of the site can be used for seniors housing.

- 1 National park and bushfire threat
- 2 Road for evacuation path
- 3 Extent of Bushfire Attack Levels (BAL)



Design outcome positions residential care facility close to the main road with generous landscaped curtilage which is maintained as Bushfire Asset Protection Zone.

- 1 National park and bushfire threat
- 2 Landscaped gardens as Bushfire Asset Protection Zone

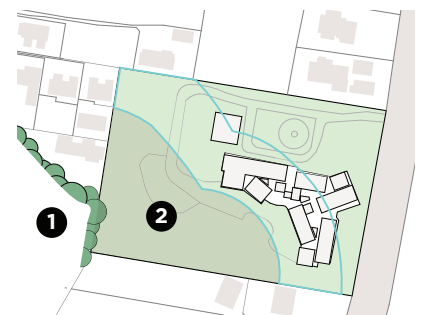


Fig 2.2.B Design for bushfire event

CHAPTER 02

Site analysis - environmental response continued

FLOOD AFFECTED LAND - EXAMPLE CASE STUDY

In this example flood studies indicate potential flooding from extreme rain events which will impact the location of future buildings on the site.

- 1 **Flooding**
(from severe stormwater over existing site)



Solution to design stormwater catchment channel connected to stormwater system to manage peak maximum flood event and to determine location of possible building footprint.

- 1 **New drainage channel**
- 2 **Location of future building**

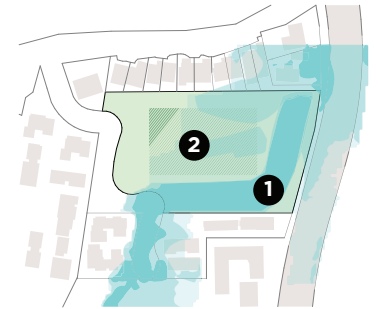


Fig 2.2.C Design to contain and re-direct stormwater



Fig 2.2.D Aerial view of completed development showing dry creek bed to channel stormwater into culvert

CHAPTER 03

Site analysis - urban response

03

- 3.1 **Urban identity**
- 3.2 **Typology and scale**
- 3.3 **Setbacks**
- 3.4 **Height**
- 3.5 **Neighbour privacy**
- 3.6 **Entrances**
- 3.7 **Heritage**
- 3.8 **Social infrastructure**
- 3.9 **Local character**

CHAPTER 03

Site analysis - urban response

Seniors housing can introduce an atypical building type into the locality with a different scale and street presentation from neighbouring properties.

3.1 | URBAN IDENTITY

New built urban fabric should be sympathetic and responsive to it's context and local environment and uplift the quality of the neighbourhood.

OBJECTIVE

3.1.1 To take cues from the surrounding neighbourhood to introduce a materiality and articulated built form that is complimentary but provides a building with it's own unique character and identity

DESIGN GUIDANCE

3.1.2 Provide design excellence that inspires and encourages the neighbourhood to follow

3.1.3 Enhance the qualities of the area and design to uplift the future character of the neighbourhood.



Fig 3.1.A New residential care facility integrates sympathetically with neighbourhood character

CHAPTER 03

Site analysis - urban response continued

3.2 | TYPOLOGY AND SCALE

This type of development can introduce a different scale and form into a surrounding area.

The modulation of the bulk and form of buildings of large scale should reference the local character and urban arrangement to acknowledge its surroundings.

OBJECTIVE

3.2.1 To compliment the existing surrounding built character.

3.2.2 To sensitively integrate a new development into its surrounding area and to ensure the building scale and form supports the local context and future character of the area.

DESIGN GUIDANCE

3.2.3 Map the pattern of existing adjacent development and key features surrounding the site and determine their influence on the articulation of the built form.

3.2.4 Reference front setbacks of neighbouring development and acknowledge the established street pattern.

3.2.5 Manage the scale of large building floorplates with pragmatic internal planning that sensibly informs the façade and external articulation.

- 1** Driveways to front entry forecourt and to side service access
- 2** Wide street frontage compared with neighbouring properties
- 3** Generous combined side setback (between new development edge and neighbours houses)

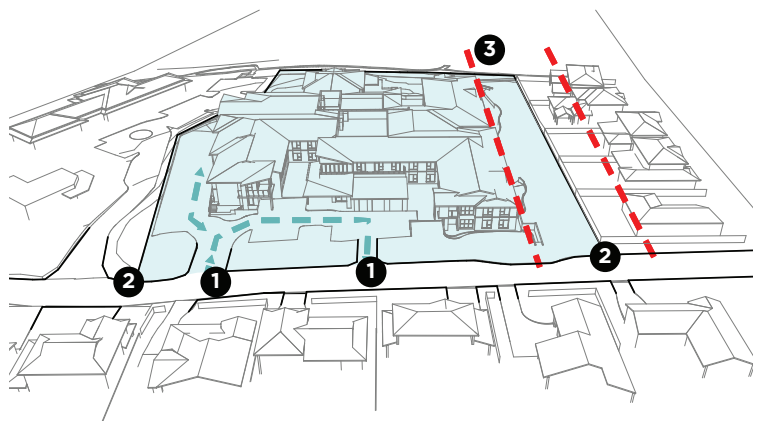


Fig 3.2.A Large site area for a new residential care facility with large floor plate introduces an atypical scale to the neighbourhood relative to smaller neighbouring properties

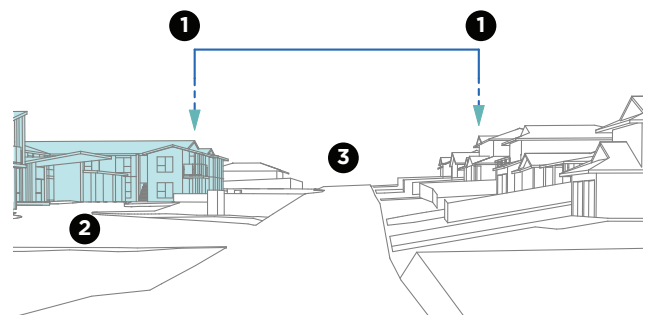
CHAPTER 03

Site analysis - urban response continued

Building articulation and roof forms designed to respect the local surrounding built character.

- ❶ Building articulation and roof forms designed to respect the local surrounding built character
- ❷ Driveway entry
- ❸ Existing wide street view corridor

Fig 3.2.B Integrate new development into the existing development



Map the existing pattern of the local streetscape, front setbacks and repetitive character of the built form. Reflecting similar patterns in the new development will acknowledge the local context and break down the large scale of the new building.

Fig 3.2.C Identify and reference the established street pattern of setbacks and scale



Fig 3.2.D Residential care facility comfortably integrated into streetscape

CHAPTER 03

Site analysis - urban response continued

3.3 | SETBACKS

Generous setbacks are opportunities to enhance the landscape setting for the enjoyment and participation of residents within purposeful landscape spaces.

Setbacks also observe the privacy of the adjacent neighbouring properties.

OBJECTIVE

3.3.1 Maximise the landscape curtilage around the site for quality planting, establishment of tree canopies and creation of useful outdoor spaces in addition to boundary screen planting.

DESIGN GUIDANCE

3.3.2 Determine setbacks from the location of neighbouring properties, their private outside open space and primary views to and from the development.

3.3.3 Provide setbacks to respect neighbours privacy, overshadowing and existing amenity.

Provide setbacks to respect neighbours' privacy.



Fig 3.3.A Landscaped setback includes screen planting and wide footpath

- 1 Screen planting
- 2 Usable outdoor space also enables mature tree growth
- 3 Resident privacy

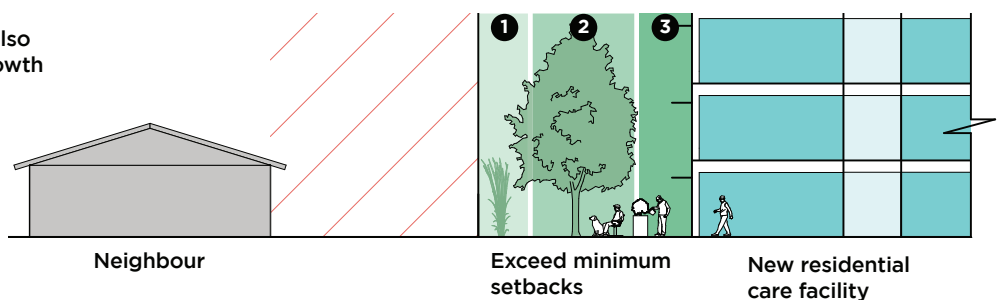


Fig 3.3.B Generous setback provides improved amenity

CHAPTER 03

Site analysis - urban response continued

3.4 | HEIGHT

The height controls for a new development are prescribed in planning legislation but building elements such as roof forms which define height should be varied to create visual interest.

OBJECTIVE

3.4.1 To provide variance of roof forms and screened service areas to provide articulation and modulation to the building envelope.

3.4.2 To conceal services located on the roof and the exposure of plant machinery to the street.

DESIGN GUIDANCE

3.4.3 Design articulated roofs that add visual interest to the building outline.

3.4.4 Define screened service enclosures for plant equipment that can also be safely accessed for maintenance.

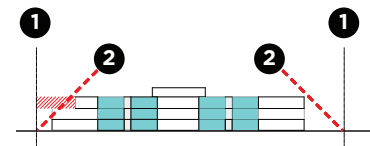


Fig 3.4.A Third storey setback in zones where residential flat buildings are not permitted as defined in the Housing SEPP

- ① Site boundary
- ② 45 degree line to establish position of third storey setback

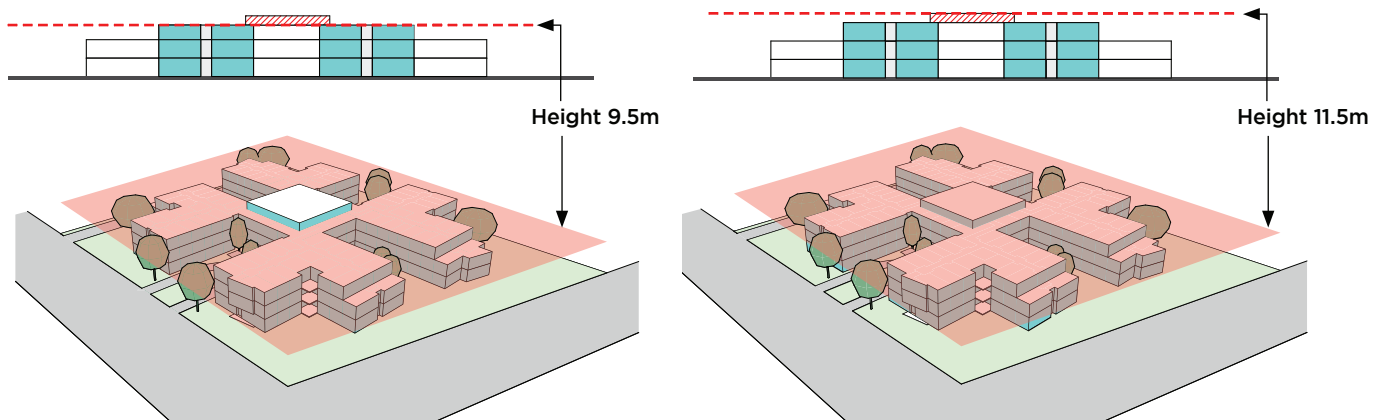


Fig 3.4.B Maximum permissible building height in zones where residential flat buildings are not permitted is 9.5m. Maximum permissible building height for roof service equipment is 11.5m for 20% of surface area of roof as defined in the Housing SEPP

CHAPTER 03

Site analysis - urban response continued

3.5 | NEIGHBOUR PRIVACY

Successful seniors housing development must observe and respect the privacy and amenity of neighbouring properties from the outset.

OBJECTIVE

3.5.1 To respect the visual and acoustic privacy of neighbours and occupants.

DESIGN GUIDANCE

3.5.2 Provide generous setbacks that are informed by the position and location of neighbour's outdoor open space and windows.

3.5.3 Plant screen planting that acts as acoustic buffers as well as providing privacy and separation from the boundary fence.

3.5.4 Provide deeper courtyards for elevations or resident wings to face in towards to reduce overlooking to neighbours.



Fig 3.5.A Building and windows are angled away from neighbour's house and separated by generous landscaped setback

CHAPTER 03

Site analysis - urban response continued

3.6 | ENTRANCES

Clarity around entrances for pedestrian and vehicular access is important, as is clear differentiation of service entrances from the public and visitor entrances.

OBJECTIVE

3.6.1 To provide safe access for vehicles and pedestrians.

3.6.2 To separate large service vehicles away from the front entrance.

3.6.3 To provide safe carparking and access into the building for visitors.

3.6.4 To respect the vehicular and traffic movements in the street.

DESIGN GUIDANCE

3.6.5 Identify safe and appropriate points off the street to access the site with vehicular driveways and points of entry.

3.6.6 Clearly identifiable front entry.

3.6.7 Separate a service driveway and back-of-house service access from public and resident paths.

- 1** Back-of-house with service area accessed from side road
- 2** Front entry driveway with porte cochere and visitor carpark along street frontage



Fig 3.6.A New residential care facility showing separation of front-of-house and back-of-house servicing and presentation

CHAPTER 03

Site analysis - urban response continued

3.7 | HERITAGE

Items listed or noted as having Heritage significance have important value in the built environment. It is important to maintain the pattern, texture, story and nature of significant development that has occurred over time.

OBJECTIVE

3.7.1 To identify and protect items with historical significance.

3.7.2 To preserve or upgrade old buildings to continue to be used and enjoyed by older people and communities.

DESIGN GUIDANCE

3.7.3 Identify and map the Heritage curtilage and sightline view corridors to and from Heritage items.

3.7.4 Design with expert guidance to establish an appropriate strategy for the preservation of historically important items.



Fig 3.7.A View corridor from street through the re-developed site to heritage item

CHAPTER 03

Site analysis - urban response continued

3.8 | SOCIAL INFRASTRUCTURE

People experience the characteristics of their neighbourhood differently according to their values and social, cultural and economic references.

The diversity of a neighbourhood needs to be researched for neighbours to be comfortable with new seniors housing development.

OBJECTIVE

3.8.1 To provide development that is acceptable to neighbours and the local community.

DESIGN GUIDANCE

3.8.2 Research and obtain informed feedback regarding local traffic patterns, community expectations and insights.

3.8.3 Be informed about future developments and local community projects to integrate new developments with.

3.8.4 Understand the social context.



Fig 3.8.A Seniors housing must be relevant to culturally diverse communities

CHAPTER 03

Site analysis - urban response continued

3.9 | LOCAL CHARACTER

The location of seniors housing is one of the most important factors considered by residents when downsizing and moving to supportive care communities.

OBJECTIVE

3.9.1 To deliver new facilities within established suburbs and to provide a diversity of retirement living and aged care options for senior residents.

3.9.2 To support Culturally and Linguistically Diverse and Indigenous people.

3.9.3 To make it possible for older people to remain living in their familiar neighbourhood near known health and community services, friends and family.

3.9.4 To give older people a variety of choice in where they live.

DESIGN GUIDANCE

3.9.5 Observe and understand the uniqueness of the character and identity of the surrounding built environment.

3.9.6 Ensure that the development has a point of difference and individual identity.

3.9.7 Avoid the 'cookie cutter' or 'one size fits all' generalist type of seniors housing.

Understanding the uniqueness and character of the surrounding built environment.

Fig 3.9.A CASS (Chinese Australian Services Society) aged care



CHAPTER 04

Care, wellbeing and community

04

- 4.1 **Care**
- 4.2 **Physical and mental wellbeing**
- 4.3 **Mobility and access**
- 4.4 **Environmental connection**
- 4.5 **Universal design**

CHAPTER 04

Care, wellbeing and community

“ The power of community to create health is far greater than any physician, clinic or hospital ”

MARK HYMAN

4.1 | CARE

Seniors housing is required to cater for a range of care levels. Usually very low levels of care services are required for independent living units. As residents age, their care requirements increase to potentially very high levels, to manage issues such as dementia and high physical dependency, and often both.

Seniors housing providers have 'models of care' that define the way they deliver care services to their residents. The model of care can also be influenced by social factors such as the demographic of the residents-cultural, ethnic or religious.

OBJECTIVE

4.1.1 To realise the purpose of the building and the development.

4.1.2 To provide contemporary buildings for residential care or independent living units that support ageing in place.

4.1.3 To understand and translate the care model into spatial and organisational maps to optimise utilisation of the site.

4.1.4 To meet regulatory compliance for safety and accessibility as well as to provide high quality design and building character.

4.1.5 To provide culturally appropriate care accommodation.

DESIGN GUIDANCE

4.1.6 Design buildings that promote health and have good cross ventilation, access to sunlight and fresh air.

4.1.7 Integrate landscape planting with the building to capture the positive health benefits of nature.

4.1.8 Design for social connection and opportunities for people to meet and interact easily.

4.1.9 Design to exceed minimum standards to achieve optimal living and working environments.

4.1.10 Acknowledge the specific identity of the organisation.

CHAPTER 04

Care, wellbeing and community continued

4.2 | PHYSICAL AND MENTAL WELLBEING

Good design results in a healthy building and has positive psychological benefits for its occupants.

OBJECTIVE

4.2.1 To design buildings that reduce stress and promote wellbeing to support physical and mental health.

DESIGN GUIDANCE

4.2.2 Design generous spaces that offer comfort, can adapt to flexible furnishing layouts and ease of movement, have abundant daylight and views out.

4.2.3 Create buildings that balance proportion and scale with enduring materiality and performance.



Fig 4.2.A Provide meaningful outdoor space that residents will use and enjoy

CHAPTER 04

Care, wellbeing and community continued

4.3 | MOBILITY AND ACCESS

As we age, our mobility generally diminishes and consequently opportunities for wellbeing and social activities may become limited.

OBJECTIVE

- 4.3.1** To encourage mobility of residents outside of their immediate private space.
- 4.3.2** To design for all levels of ability focusing on what people can do and not what they cannot.

DESIGN GUIDANCE

- 4.3.3** Design to maintain positive connections between resident communities and the outdoor environment.
- 4.3.4** Design for safe and barrier free access to encourage residents to get outside.
- 4.3.5** Circulation paths and corridors are also places for social interaction and should include places to sit and gather in small groups.

4.4 | ENVIRONMENTAL CONNECTION

Diminished mobility can mean longer periods indoors.

OBJECTIVE

- 4.4.1** To provide healthy interior environments that provide good daylight, natural ventilation and that support connections with the outside environment.

DESIGN GUIDANCE

- 4.4.2** Design for optimal connection to the outside environment for views, daylight and for residents to be able to experience atmospheric and sensory changes in the outdoor world.
- 4.4.3** Design for good solar orientation, openable windows and access to terraces, balconies and roof gardens.

CHAPTER 04

Care, wellbeing and community

continued



Fig 4.4.A Residential care facility with skylit corridor to vary quality of light inside, provide glimpses of the sky and maximise access to daylight

CHAPTER 04

Care, wellbeing and community

continued

4.5 | UNIVERSAL DESIGN

Inclusive design considers and works for all people. It is inclusive of mobility, dexterity, sensory, and communication impairments; learning disabilities; continence needs; and people whose mental wellbeing benefits from being supported by thoughtfully crafted environments.

OBJECTIVE

- 4.5.1** To provide buildings that promote dignity, respect and pride of place.
- 4.5.2** To provide equitable design for all.
- 4.5.3** To de-institutionalise the character of the building with good design.
- 4.5.4** To provide a place that inspires joy and offers moments of delight.

DESIGN GUIDANCE

- 4.5.5** Provide frequent rest points in corridors, lift lobbies and on outside walking paths.
- 4.5.6** Public and shared communal areas should have toilets that are easy to identify and reach.
- 4.5.7** Promote quality interior design using a variety of materials, colours and textures.
- 4.5.8** Provide clearly legible and identifiable signage.

Providing a place that inspires joy and offers moments of delight.



CHAPTER 05

Design for physical ageing and dementia

05

- 5.1 **Design for physical ageing**
- 5.2 **Governmental review**
- 5.3 **Design for dementia**

CHAPTER 05

Design for physical ageing and dementia

Empathetic design is to understand the connection between physical aspects of ageing and the emotional needs of an older person.

5.1 | DESIGN FOR PHYSICAL AGEING

Some of the outcomes of physical ageing include:

- Diminishing eye-sight
- Loss of balance
- Confusion
- Muscle weakness
- Poor sleep leading to anxiety, vagueness or poor concentration
- Hearing impairment
- Loss of confidence
- Contenance problems
- Loss of dexterity
- Sensitivity to cold

OBJECTIVE

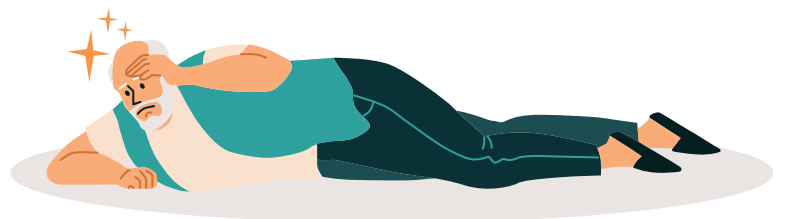
5.1.1 To provide easily navigable spaces for the safety of aged residents and to help reduce fear of falling.

Providing easily navigable spaces for aged residents and to reduce fear of falling.

DESIGN GUIDANCE

5.1.2 | Design for safety from falling with:

- Slip-resistant, level floor surfaces with particular attention to exterior door thresholds and junctions where flooring material changes.
- Good colour and/or tonal contrast around doors to clearly delineate the openings.
- Use of single colours for surfaces. Avoid heavily contrasted patterned surfaces.
- Considered lighting to manage changes in lighting ambiance and intensity, to minimise deep shadows and provide a variety of light sources.



CHAPTER 05

Design for physical ageing and dementia continued

5.1 | DESIGN FOR PHYSICAL AGEING CONTINUED

OBJECTIVE

5.1.3 To provide environmental comfort.

DESIGN GUIDANCE

5.1.4 | Design for environmental comfort with:

- Excellent thermal insulation
- High performance glazing
- Window coverings
- Orientation-specific external shading
- Ceiling fans
- Cross ventilation
- Passive ventilation
- Weather seals and draught minimisation
- Provision of entry door air-locks

OBJECTIVE

5.1.5 To reduce stress from noise and to support hearing.

DESIGN GUIDANCE

5.1.6 | Design for auditory comfort:

- Provision of acoustic and non-reverberant surfaces, particularly in communal and gathering areas.
- Use of acoustic linings to walls and ceilings; and soft furnishings and window coverings to soften sound reverberation.
- Minimal the use of excessive hard surfaces.
- Examination of varied and complex noise sources of mechanical services, appliances, televisions and other audio in a single space.
- Fitting doors and cabinets with soft-close hardware to avoid slamming.

Reduce stress from noise, and support hearing.

CHAPTER 05

Design for physical ageing and dementia continued

5.2 | GOVERNMENTAL REVIEW

The Royal Commission into Aged Care promotes(amongst other things):

- Care, dignity and respect
- Valuing care workers
- Dementia support

OBJECTIVE

5.2.1 To respect cultural uniqueness for all aged residents.

5.2.2 To transition away from large institutional design settings and create small scale domestic settings.

5.2.3 To follow the 'small household' model of care housing 6 - 16 people in a cluster.

5.2.4 To provide primary health, allied health services and wellness for residential aged care.

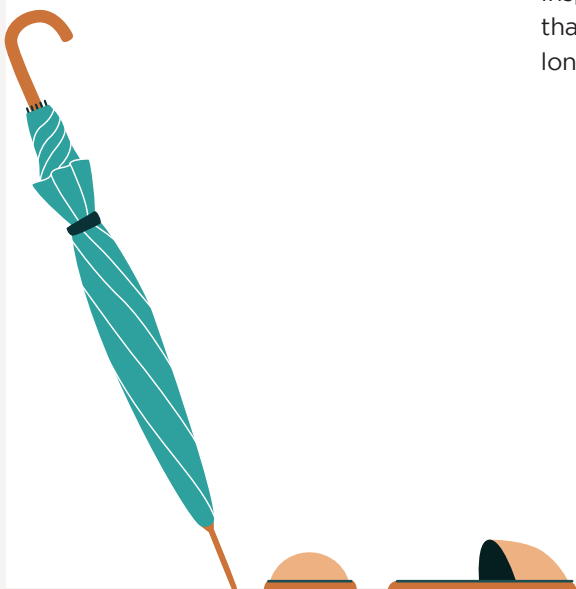
DESIGN GUIDANCE

5.2.5 Design Home-like environments with:

- De-institutionalised interiors, spaces and warm textures.
- A domestic character and scale.
- Meaningful artwork without reflective glass.
- Multiple places for rest and reflection.
- Easy and unrestricted access to the outside, gardens and landscape.
- Inspired design quality that shows respect for lives long lived.

5.2.6 Design buildings with familiar domestic character:

- Use verandahs for shading to encourage residents to use the outside. The verandah or porch, with or without posts and railings is also a recognizable feature of 'home' and provides shading to the building.
- Use exterior textures and finishes that have a recognisable and familiar residential character.
- Provide fenestration and external doors that align with residential homes and are not predominantly commercial.
- Consider deep eaves and overhangs that provide shade, shadow patterns and rain protection for physical comfort and interest.



CHAPTER 05

Design for physical ageing and dementia continued

5.3 | DESIGN FOR DEMENTIA

In addition to physical ageing, people with dementia can experience the following difficulties:

- Fear arising from feeling an unfamiliarity or not recognising things, activities, places or people
- ‘Inappropriate’ behaviours
- Intense emotional outbursts
- Wandering and the need to keep moving around
- Heightened confusion
- Frustration
- Heightened anxiety
- Breakdown of daily routines
- Loss of ability to speak
- Loss of ability to read or interpret visual images
- Lost or poor communication skills
- Personality changes
- Loss of enjoyment
- Depression
- Apathy
- Difficulty understanding spatial relationships
- Poor judgement
- Social withdrawal



OBJECTIVE

5.3.1 To provide easily navigable spaces for aged residents with deteriorating perception.

5.3.2 To observe the needs of people with impaired cognition, to:

- Alleviate anxiety and confusion.
- Support Wayfinding.
- Provide safe environments.

DESIGN GUIDANCE

5.3.3 | Design to aid visual perception with:

- Selection of floor surfaces – avoid shiny or reflective surfaces, avoid contrasting patterns in flooring.
- Avoidance of sharp changes in contrast and colour at borders and junctions between floor finishes.
- Provision of colour and tonal contrasts between walls and floor junctions, and doorways, benchtops and floors.
- Sufficient lighting levels.

CHAPTER 05

Design for physical ageing and dementia continued

5.3 | DESIGN FOR DEMENTIA CONTINUED

OBJECTIVE

5.3.4 To provide legible environments that minimise confusion and fear of getting lost.

DESIGN GUIDANCE

5.3.5 | Design for wayfinding with:

- Visual cues and/or clear sightlines for services facilities such as toilets, bathrooms, laundries, kitchens, lifts and entrances.
- Planning clarity between spaces.
- Clear legible signage – maintain eye level position, large font sizes, contrasting text and background and well lit.

- Keep signage simple with supporting, relatable graphic icon.

OBJECTIVE

5.3.6 To provide engaging environments with opportunities to experience environmental stimuli.

DESIGN GUIDANCE

5.3.7 | Design to support memory with availability for sensory interaction with the environment with:

- Strong connection with the outdoors for feeling the warmth of the sun, summer breezes, humidity of summer, chill of autumn etc.
- Access to smell the rain, herb gardens and atmospheric changes in the climate and season.
- Access to sounds such as water, birds, crunch of gravel underfoot, rain falling etc.

- Encouragement for enjoying food with the accompaniment of fresh air and daylight.
- Provision of strong colour and visual contrast.
- Provision of activity gardens, vegetable growing, potting etc.
- Provision of textural interest in surfaces, warm and cool finishes, use of natural materials such as stone and meaningful soft furnishings.

CHAPTER 05

Design for physical ageing and dementia continued

5.3 | DESIGN FOR DEMENTIA CONTINUED

DESIGN GUIDANCE

5.3.8 | SMALL HOUSE MODEL

This model is for a small group of residents to share a 'household' that reflects the character and scale of a domestic house.

There is often a 'front door' and entry hallway and the familiar sequence of spaces and privacy gradients that make up a typical house.

- ❶ Entry door to individual households differentiated by colour
- ❷ Entry door to individual households differentiated by colour



Fig 5.3.A Small household model

A small group of residents sharing a 'household' that reflects the character and scale of a domestic house.

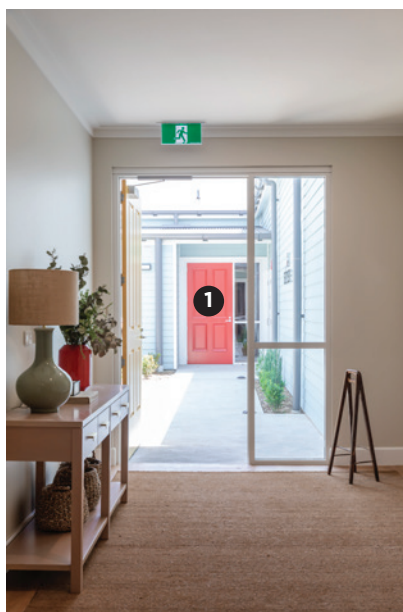


Fig 5.3.B Familiar residential character to household entries and use of colour

CHAPTER 05

Design for physical ageing and dementia continued

5.3 | DESIGN FOR DEMENTIA CONTINUED

Example of small house model comprised of 4 households with 8 residents in each, grouped around a common service spine.

Fig 5.3.C Concept aerial view of households grouped around courtyards



In this example each 'household' group is arranged around an internal courtyard to let natural light into the corridors and common spaces.

Fig 5.3.D Courtyard concept



CHAPTER 05

Design for physical ageing and dementia continued

Example of a small house model comprised of 4 households with 8 residents in each, grouped around a common service spine.

- ① Verandah
- ② Service driveway to common service core
- ③ Front entry door
- ④ Pedestrian access to front door entrances
- ⑤ Central courtyard with glazing

⌈ ⌋ Single household

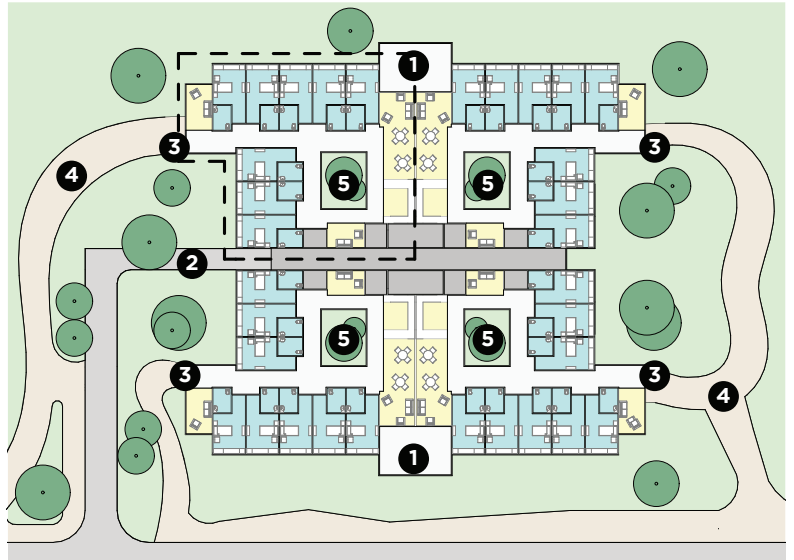


Fig 5.3.F Concept plan of household groups and courtyards

5.3 | DESIGN FOR DEMENTIA CONTINUED

In this example, the back-of-house services area connects two households with service driveway access.

- ① Verandah
- ② Service driveway to shared service core
- ③ Front entry door
- ④ Pedestrian access to front door entrances

⌈ ⌋ Single household

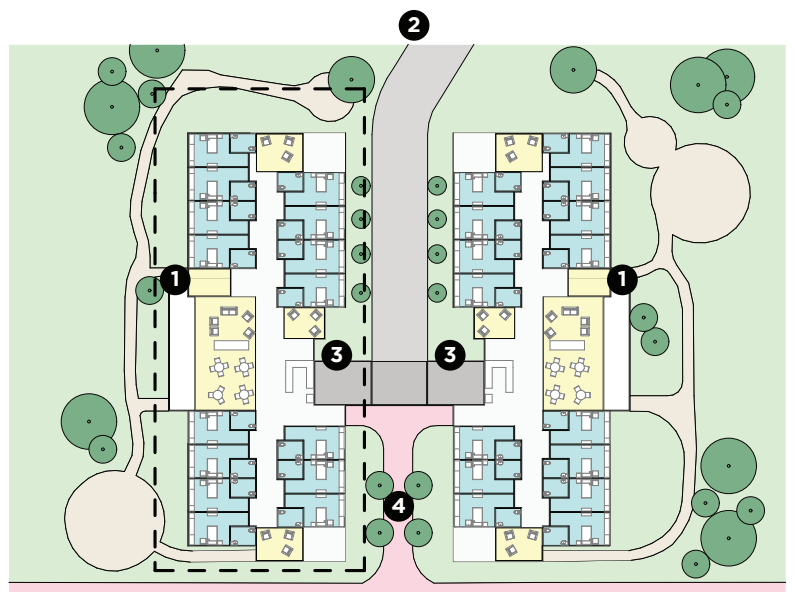


Fig 5.3.E Concept plan of household layout

CHAPTER 05

Design for physical ageing and dementia

continued



Fig 5.3.G Verandahs offer shade and protected access to the external environment to entice residents outdoor as well as providing familiarity in the Australian context



Fig 5.3.H Resident laundry (can also be used for commercial operations) with access to outdoor washing line

CHAPTER 05

Design for physical ageing and dementia continued



Fig 5.3.J Resident room with window seat and balcony access to maximise daylight and views out



Fig 5.3.K Resident-friendly kitchen



Fig 5.3.L Living room with domestic character and scale



CHAPTER 06

Design principles

06

All seniors housing

Residential care facilities

Independent living units

CHAPTER 06

Design principles

All seniors housing

6.1 | INTRODUCTION

There are common design principles shared between both residential care facilities and independent living unit developments, and then there are also specific differences between these building types that result in different forms and presentation.

OBJECTIVE

6.1.1 To recognise the different characteristics of residential aged care and independent living unit developments.

DESIGN GUIDANCE

ALL SENIORS HOUSING

- **Pride of place and placemaking**

Provide design excellence to make resident communities proud of where they live

- **Whole environment**

Connect buildings with the natural environment

- **External appeal**

To make a positive contribution to the streetscape and locality

RESIDENTIAL CARE FACILITY

- **General planning arrangement**

- **Entry and arrival**

- **Public space and front-of-house**

- **Resident care neighbourhoods**

- **External form**

- **Façade**

- **Back-of-house**

INDEPENDENT LIVING UNITS

- **Building communities**

- **Designing for different densities**

- **Street entry**

- **Entry lobby**

- **Basements and carparking**

- **Unit and villa design**

- **Safety**

- **Services and utilities**

CHAPTER 06

Design principles

All seniors housing

“ To understand good design, is to understand people. Design is made for people.”

DIETER RAMS

6.2 | PRIDE OF PLACE AND PLACEMAKING

Good design makes residents and their families proud and attracts quality care staff.

OBJECTIVE

6.2.1 To diminish or remove the negative stigma around aged care and retirement living, and identify it as a desirable and sought out place to live and work.

DESIGN GUIDANCE

6.2.2 Provide design quality that will inspire staff and carers to be proud of where they work and what they do. To be inspired to give their best.



Fig 6.2.A Facilitating community connection and celebrations for all ages. Includes casual surveillance from balconies

CHAPTER 06

Design principles

All seniors housing continued

6.3 | WHOLE ENVIRONMENT

Holistic design is a building and landscape in harmony.

OBJECTIVE

6.3.1 To integrate nature and landscape into the building's function — not only as decorative or passive elements, but as key programmatic aspects for healing and health.

DESIGN GUIDANCE

6.3.2 Stagger and articulate setback distances and maximise setbacks for meaningful use, including to utilise deep soil for mature shade trees to establish and flourish.

6.3.3 Use setback spaces for purposeful outdoor recreation, for screen planting and privacy and to maintain healthy biodiversity.



Fig 6.3.A Provision of meaningful outdoor spaces in a development with a co-located residential care facility and retirement living units, with common shared courtyard and generous landscaping

CHAPTER 06

Design principles

All seniors housing continued

6.4 | EXTERNAL APPEAL

Street presentation is a result of good spatial planning that informs exterior form articulation and façade design.

OBJECTIVE

6.4.1 To de-institutionalise seniors housing in the provision of quality contemporary buildings.

DESIGN GUIDANCE

6.4.2 Design articulated façades that have a considered palette of external finishes.

6.4.3 Articulate the internal planning to determine modulation in the external façade that provides shadow variations that change throughout the day.



Fig 6.4.A Residential care facility with texture, shadows, recessive elements and colour

CHAPTER 06

Design principles

Residential care facilities

‘Respect, care and dignity’ and ‘aged care that puts older Australians front and centre’, are key messages from the Royal Commission into Aged Care Quality & Safety which aims to deliver once in a generation reform of aged care.

6.5 | GENERAL PLANNING ARRANGEMENT

A building designed for long or short term residential care accommodation is made up of:

- 1 Accommodation modules - single room or small apartment
- 2 Communal shared spaces - dining, lounges and activities
- 3 Front-of-house, entry, wellness, allied health, recreation and social spaces
- 4 Back-of-house, staff and service operations - kitchens, laundry, stores, cleaning and maintenance, mechanical and electrical services and staff amenities and administrative offices

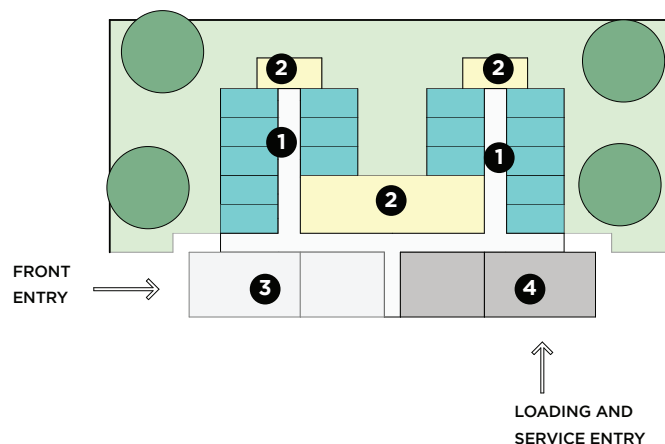


Fig 6.5.A General arrangement for residential care facility

OBJECTIVE

6.5.1 To accommodate older people who are no longer able to live independently and who need high levels of full time assistance and care.

6.5.2 To create environments where staff can work efficiently to care for groups of people in a communal living setting.

6.5.3 To enable efficient workflows and to separate resident and service areas.

6.5.4 To create new non-institutional looking buildings that acknowledge their surroundings sensitively and showcase design excellence.

6.5.5 To understand how different building components and spaces can positively influence the exterior character of the external form of the building.

CHAPTER 06

Design principles

Residential care facilities continued

6.6 | ENTRY AND ARRIVAL

6.6.1 The front entry is the point of arrival and where visitors and residents come and go.

The entry should be visible from the street for clarity and way-finding it is often the only point of access for visitors.

It is typically identified and protected from the elements by a porte cochere roof, where a vehicle or ambulance can temporarily stop to pick-up or drop-off someone.

The porte cochere will need to have sufficient height and cover to accommodate a bariatric ambulance, however this feature roof should be well considered and integrated into the building design to not look out of character or institutional.



Fig 6.6.A Entry point is identifiable with generous and well-protected roof cover roof cover

CHAPTER 06

Design principles

Residential care facilities continued

6.7 | PUBLIC SPACE AND FRONT-OF-HOUSE

6.7.1 Spaces provided near the front entry include a café, children’s play area, multi-purpose room, chapel, wellness and allied health services.

The arrangement and presentation of these areas to the public and wider community can offer welcoming and inviting features such as food and drink, places to meet and sit and things to do. These elements also provide an opportunity to add visual interest to the expression of the building.



Fig 6.7.A Multi-generational playground adjacent to driveway entry



Fig 6.7.B Cafe space in entrance lobby

CHAPTER 06

Design principles

Residential care facilities continued

6.8 | RESIDENT CARE NEIGHBOURHOODS

6.8.1 Resident care neighbourhoods are comprised of resident rooms and shared areas. Resident rooms are usually single or double occupancy rooms with ensuite and are identified in the façade with a similar repetitive style of window or door.

The character of the building and the façade is heavily influenced by the fenestration from the resident rooms.

Resident rooms with external glazed doors to terraces or balconies will help articulate the façade however the need to ensure safety and prevent residents falling from balconies often requires very high balustrade enclosures on upper storey balconies.

Façade articulation should take into consideration the orientation for solar protection and meaningful window shading.

Position and frequency of visual breaks in a façade can also be informed by the scale and character of the surrounding building types, which can be subtly referenced for articulation.



Fig 6.8.A Resident room balcony



Fig 6.8.B Use screening to shade windows and articulate the façade

CHAPTER 06

Design principles

Residential care facilities continued

6.8 | RESIDENT CARE NEIGHBOURHOODS CONTINUED

The repetitive layout of the resident room module strongly informs the character and design of the façade. The room can be configured in different ways.

- 1 Terrace
- 2 Outboard ensuite with window
- 3 Corridor
- 4 Window seat with built-in joinery
- 5 Inboard ensuite

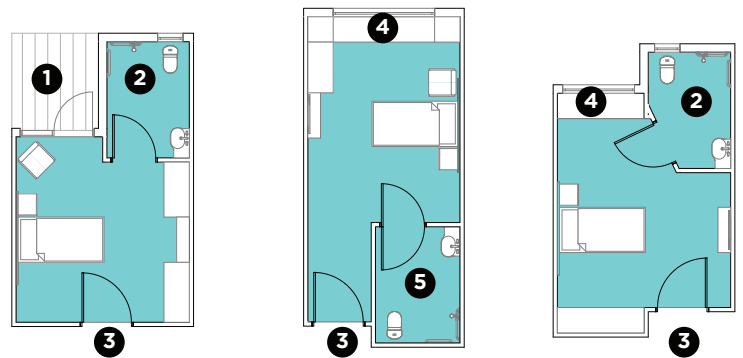


Fig 6.8.C Example layouts for individual resident room module

- 1 Large window with low sill gives good sightline for resident in bed
- 2 Access daylight and views to nature
- 3 Window seat and built in joinery provides storage, extra seating for visitors and adds character to the room

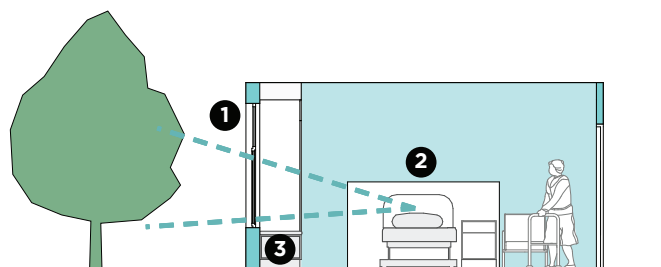


Fig 6.8.D Section through resident room



Fig 6.8.E Resident room with window seat

CHAPTER 06

Design principles

Residential care facilities continued

6.9 | EXTERNAL FORM

The internal layout of spaces and arrangement of resident wings informs the articulation of external forms and the break up in the external façade.

- 1 Physical separation of buildings with driveway to basement provides sightline through the site
- 2 Glazed narrow walkway elements provide transparency to see through the building and provide a break in the solid forms of the building
- 3 Vehicle driveway access to basement
- 4 Entry forecourt
- 5 Street frontage and vehicular access
- 6 Adjacent neighbouring properties

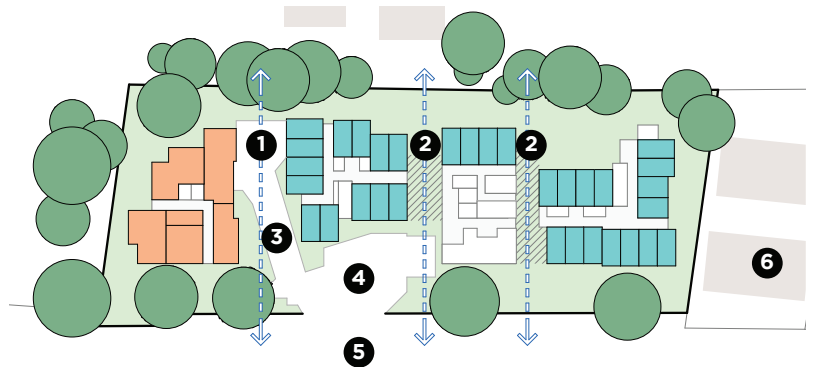


Fig 6.9.A Plan of design outcome

- 1 Physical separation of buildings with driveway to basement between provides sightline through the site
- 2 Glazed walkway elements provide transparency to see through the building and provide a break in the solid forms of the building

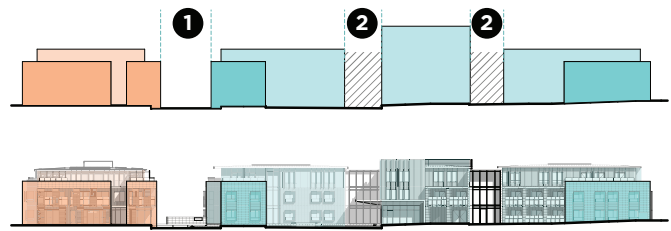


Fig 6.9.B External form and character in this example of a co-located care community shows physical separation between independent living units and residential aged care

CHAPTER 06

Design principles

Residential care facilities continued

6.10 | FAÇADE

A large-scale residential care facility building can be broken down into smaller elements to respond to the scale and pattern of the local streetscape and surrounding built character.

- 1 Small scale roof forms assist the building to step with the natural topography and manage overall height.
- 2 Three storey building with gabled façades and smaller roof forms is sympathetic with the local streetscape character.

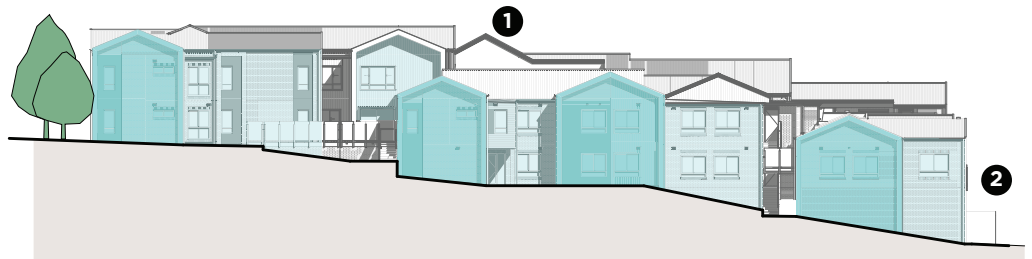


Fig 6.10.A External façade is articulated with smaller façade elements

- 1 Screen shading, vertical fins and stepped eave line add further shadowing detail and façade articulation
- 2 The use of different external material finishes for the upper and lower levels establish horizontal layers
- 3 Break in the building and row of resident rooms for communal spaces and terrace provides a physical break in the elevation
- 4 Upper storey overhangs lower level with different configurations to provide shading and weather protection to walkway

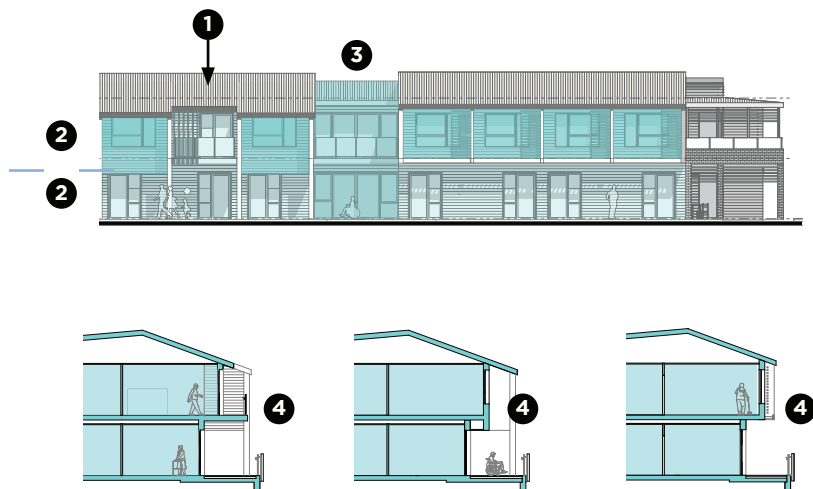


Fig 6.10.B External façade is informed by variance in resident room layout configuration

CHAPTER 06

Design principles

Residential care facilities continued

6.10 | FAÇADE CONTINUED

- ① Mechanical roof plant on roof can be safely accessed from top terrace
- ② Courtyard between wings
- ③ Basement carparking and back-of-house services

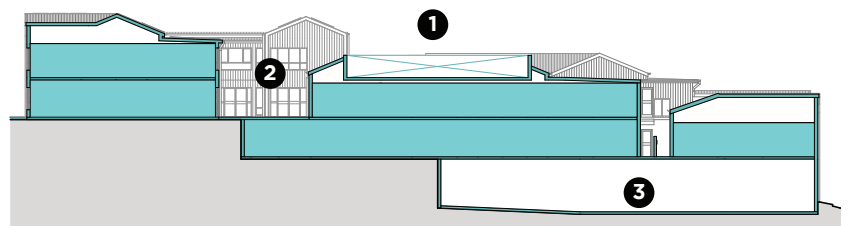


Fig 6.10.C Roof plant screened from view within roof forms



Fig 6.10.D Service plant concealed from view by roof structure

CHAPTER 06

Design principles

Residential care facilities continued

6.11 | BACK-OF-HOUSE

6.11.1 The loading dock and main outdoor service area is typically a utility zone designed for large vehicle turning, waste collections and deliveries of goods.

This aspect of the building needs to be sizeable to accommodate commercial operations but should be clearly separated from the front entry, public and resident zones.

Ideally the service area should be concealed from view from the

road, and the access driveway to the service area should be independent from the front entry forecourt.

The service area should be located away from residential neighbour boundaries if possible.



Fig 6.11.A Service driveway showing loading dock area and back-of-house utilities

CHAPTER 06

Design principles

Independent living units

In response to the Royal Commission, the Australian Government is investing to support older Australians to remain in their home. The provision of appropriate housing is needed for this to happen.

6.12 | BUILDING COMMUNITIES

An independent living unit development is not just an apartment building or a group of units, but is equally about building a community.

Residents who choose to buy and move into a retirement living development are seeking companionship and to be a part of a community who have similar interests and needs and who can support one another.

Socialising and participation in events in communal areas outside of individual apartments is a significant aspect of life in an ILU community.

Fig 6.12.A Residents socialising in a communal area



OBJECTIVE

6.12.1 To provide housing to accommodate a mix of older people who may be active and independent and who may also be frail and needing 'at home' care services.

6.12.2 To create environments where owner/occupants of the units can get together for activities, socialising, events and celebrations.

6.12.3 To provide a place of safety, wellbeing and connection.

CHAPTER 06

Design principles

Independent living units continued

6.13 | DESIGNING FOR DIFFERENT DENSITIES

6.13.1 Independent living unit developments can be multi-storied buildings or single storey low density clusters of villas.

High density developments are usually on sites where residential flat buildings are permitted and, in instances where the State Environmental Planning Policy No 65—Design Quality of Residential Apartment Development is applied, will be assessed against criteria in the Apartment Design Guide.

Some flexibility with the Apartment Design Guide will be required for independent living unit developments for seniors housing.



Fig 6.13.A Low density villa development

CHAPTER 06

Design principles

Independent living units continued

6.14 | STREET ENTRY

6.14.1 Provide a prominent and preferably covered front entrance with car drop-off space nearby. Space for an ambulance with sufficient height and cover will be required and should be allowed for.

Provide secure entry for pedestrian access into the building from street level. Entry lobbies should be easily identifiable and located for easy access from the street or on-grade carpark.

Fig 6.14.A Porte cochere entry with ambulance parking



Fig 6.14.B Covered front entrance with drop-off and ambulance space

CHAPTER 06

Design principles

Independent living units continued

6.15 | ENTRY LOBBY

6.15.1 A single main lobby with a reception and concierge desk is common in independent living unit developments as a point of contact and provides security. The entrance lobby facilitates social interaction between residents as well as staff.

Mailboxes and parcel deliveries should be located near the entry. Mailboxes require a protected, secure, covered area, preferably indoors, yet close to the road, and must be wheelchair accessible.

Deliveries of supermarket orders and other goods can be managed through the concierge as a drop-off or security check-in point for visitors entering the building.

Lifts and lift lobbies should be clearly visible and easy to locate.



Fig 6.15.A Secure entry and reception with concierge controlling mail and deliveries

CHAPTER 06

Design principles

Independent living units continued

6.16 | BASEMENT ACCESS AND CARPARKING

6.16.1 Vehicular access in and out of a basement needs to be clearly identifiable and legible and well sign-posted.

Ease of entry should be supported with a level stopping point for access to intercom and secure access at the security threshold.

Clear sightlines are required or separate driveways for each direction.

Paths for pedestrian access to and from basement carpark must provide safe access away from vehicle movements.

6.16.2 Increasingly, resident car use is expected to become a combination of privately owned cars, share cars owned by the development, or a concierge car service, with or without a driver.

Car parking should be designed to be flexible to meet the changing needs into the future.

The amount of disabled car parking may increase with ageing in place becoming a common scenario.

Resident carparking should be designed to meet future need of electric vehicles with easy-to-reach car charging points.



Fig 6.16.A Accessible car parking with storage cages for each unit



Fig 6.16.B Legible signage in carpark basement

CHAPTER 06

Design principles

Independent living units continued

6.16 | BASEMENT ACCESS AND CARPARKING CONTINUED



Fig 6.16.C Basement carpark entry with clear signage and level threshold

CHAPTER 06

Design principles

Independent living units continued

6.17 | UNIT AND VILLA DESIGN

6.17.1 Independent living units are to be designed to be accessible or able to be adapted for accessibility, if required.

Independent living units are intended for 'ageing in place' an adaptive home where older people can continue to live, even with considerable frailty, accessing care services and using assistive technologies as needed.

Independent living units need to be designed with the spatial dimensions to support the use of these technologies, including mobility equipment, while providing a safe environment for personal carers to attend to their client.

Arrange independent living units on each floor with clear sightlines to and from lifts.

Manage corridor lengths and cluster groups of units around a common core which includes shared internal and external communal spaces and generous access to daylight and views outside.

Number of units which are accessed by each lift core may need to suit the provision of care and serviceability for staff and carers. Lifts need to be sized to accommodate mobility equipment and also ambulance stretcher.

Articulate corridors with indents at unit thresholds to allow residents to personalise their own entries and for wheelchairs and walkers to park.

It can be efficient to connect groups of units and their lift cores across a floor level for safe access and connections for staff and residents. Smaller studio-sized units clustered together as a care community need to be in groups of around 12 - 18 units for care staff to manage.



Fig 6.17.A Allow wide space between kitchen benches for wheelchair, walker or mobility scooter

CHAPTER 06

Design principles

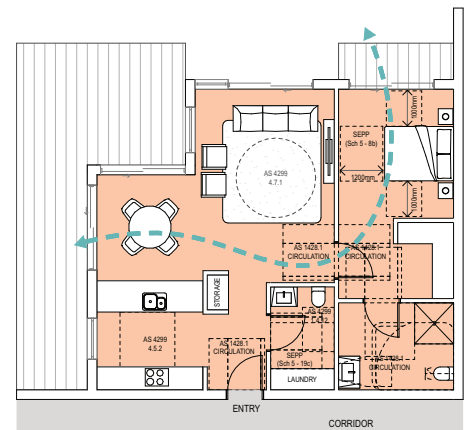
Independent living units continued

6.17 | UNIT AND VILLA DESIGN CONTINUED

The accessibility requirements for seniors housing are set out in Schedule 4 of the Housing SEPP and in the National Construction Code

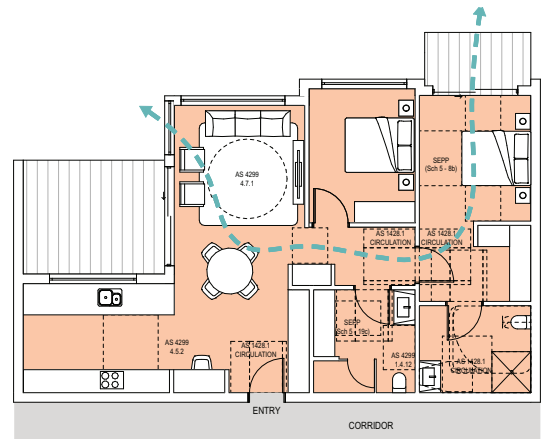
Opportunities for passive cross ventilation. One bedroom and one bathroom should be designed to meet accessible standards, as well as laundry, kitchen and some thresholds

Fig 6.17.B Example layout for one bedroom accessible independent living unit (located on corner)



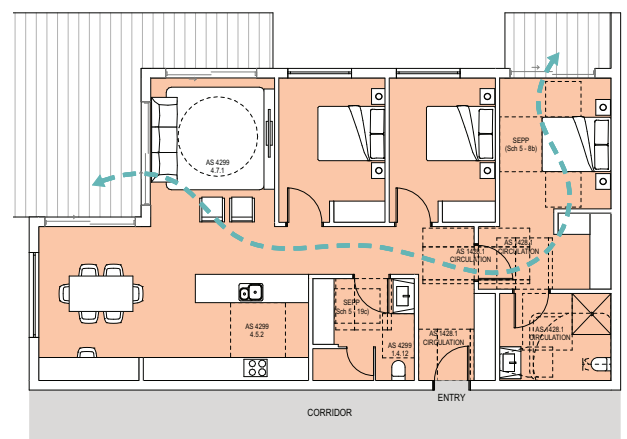
Opportunities for passive cross ventilation. One bedroom and one bathroom should be designed to meet accessible standards, as well as laundry, kitchen and some thresholds

Fig 6.17.C Example layout for two bedroom accessible independent living unit



Opportunities for passive cross ventilation. One bedroom and one bathroom should be designed to meet accessible standards, as well as laundry, kitchen and some thresholds

Fig 6.17.D Example layout for three bedroom accessible independent living unit



CHAPTER 06

Design principles

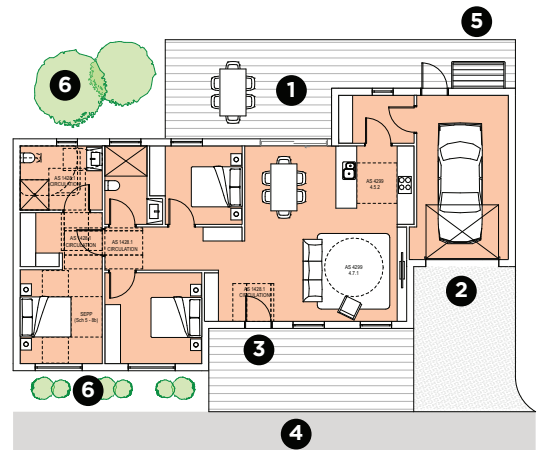
Independent living units continued

6.17 | UNIT AND VILLA DESIGN CONTINUED

The accessibility requirements for seniors housing are set out in Schedule 4 of the Housing SEPP and in the National Construction Code

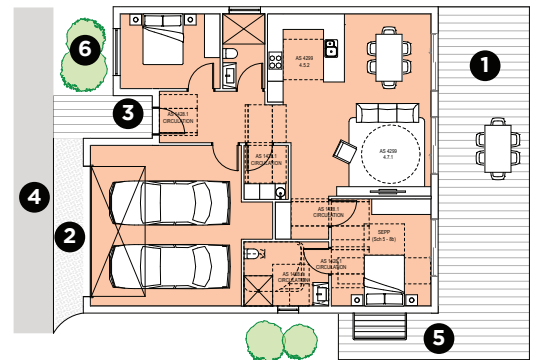
- 1 Private open space
- 2 Garage entry
- 3 Front entry
- 4 Street
- 5 Drying yard
- 6 Landscape setting

Fig 6.17.E Example layout for three bedroom accessible independent living villa with adjacent carparking or garage



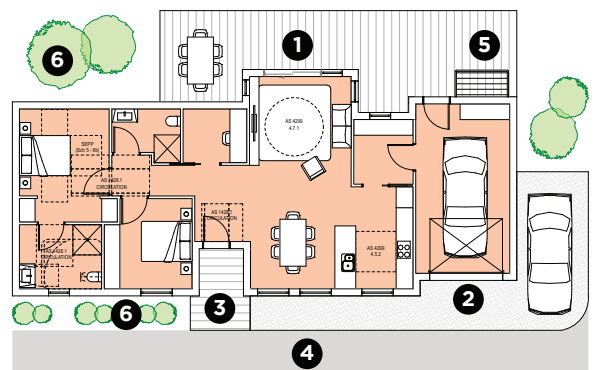
- 1 Private open space
- 2 Garage entry
- 3 Front entry
- 4 Street
- 5 Drying yard
- 6 Landscape setting

Fig 6.17.F Example layout for two bedroom accessible independent living villa with adjacent carparking or garage



- 1 Private open space
- 2 Garage entry
- 3 Front entry
- 4 Street
- 5 Drying yard
- 6 Landscape setting

Fig 6.17.G Example layout for two bedroom plus study accessible independent living villa with adjacent carparking or garage



CHAPTER 06

Design principles

Independent living units continued

6.17 | UNIT AND VILLA DESIGN CONTINUED

6.17.2 Units on each floor in a multi-storey development will form their own small community groups amongst those residents.

Each floor should provide a communal space for residents to meet outside of their own apartment.

These spaces could be indoors such as a meeting room, card room or library, or;

Outdoor space for clothes drying area, communal vegetable gardens or potting spaces.

Provide semi-private shared zones within access routes that allow community members to 'meet by accident'.

Provide communal facilities that encourage engagement among residents.

Provide facilities, spaces and layouts that encourage members of the wider, outside community to intermingle with the seniors community eg co-located services such as childcare and all-age-education.

Provide a range of outdoor and semi-outdoor settings that provide appropriate seasonal responses eg shaded outdoor space in summer, and sunny outdoor space in winter.

Private balconies for fresh air should allow cross breeze and natural light. On ground levels, communal green spaces for gardening and walking promote health and activity.

Aim to provide generous natural light and natural ventilation to interiors by keeping floorplates narrow.

Single-loaded open walkways around a common courtyard space enables healthy cross ventilation of apartments and a connection to nature and other residents.

Single-loaded open corridors around an internal courtyard space provides a safe external environment where casual surveillance and 'looking out for each other' can occur easily.

This type of configuration supports exercise and socialising with protected outdoor spaces.

'Keep it real' wherever possible. Real views, real daylight.

**'Keep it real'
wherever possible.**

CHAPTER 06

Design principles

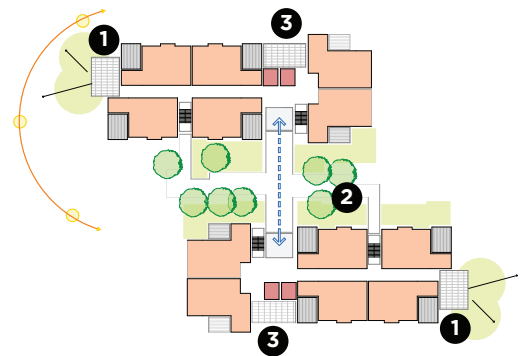
Independent living units continued

6.17 | UNIT AND VILLA DESIGN CONTINUED

Healthy Independent Living Communities are formed between residents who are able to share a communal environment outside of their own private space.

Fig 6.17.H Example independent living unit arrangement

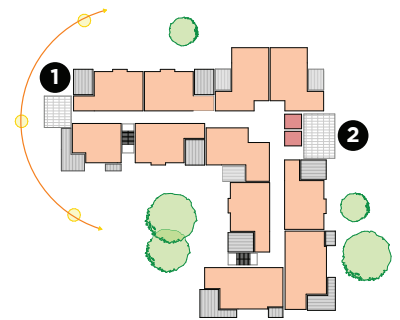
- 1 Maximise use of north aspect to shared resident spaces outdoor on each floor
- 2 Communal shared outdoor gardens connect communities and also provide casual surveillance and security
- 3 Drying room/ breezeblock terrace



A common outdoor terrace provides an alternative aspect from resident's own independent living unit. A common naturally ventilated drying area reduces reliance on mechanical driers and brings people together.

Fig 6.5.J Example independent living unit arrangement

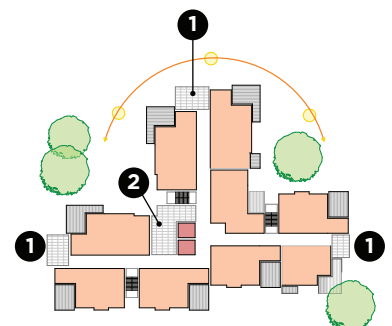
- 1 Communal shared outdoor terrace on each floor, ideally with northern aspect
- 2 Drying room/ breezeblock terrace



Clusters of independent living units on each level enable social cohesiveness and manage corridor distances from the lifts. Provide maximum daylight into corridors from shared terraces and communal spaces at ends of corridors.

Fig 6.5.K Example independent living unit arrangement

- 1 Shared communal space adjacent to lift lobby provides opportunity for social engagement and access to daylight
- 2 Drying room/ breezeblock terrace



CHAPTER 06

Design principles

Independent living units continued

6.17 | UNIT AND VILLA DESIGN CONTINUED

Supporting resident communities

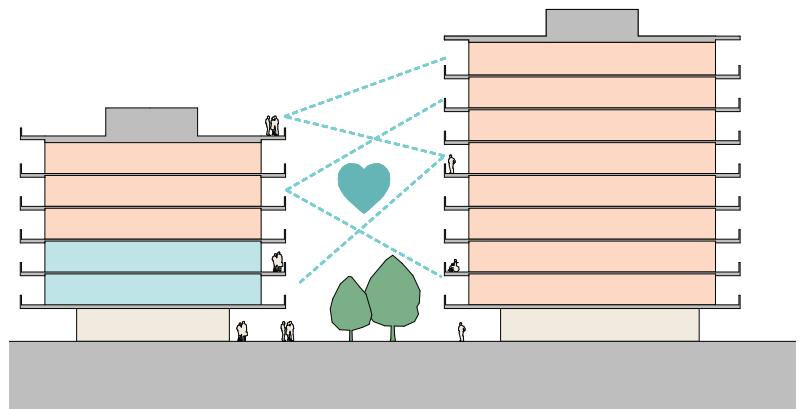


Fig 6.5.L Visual connection between balconies is important for social connection and 'keeping a look out' for one another



Fig 6.5.M Resident communities become established social groups

CHAPTER 06

Design principles

Independent living units continued

6.5 | UNIT AND VILLA DESIGN CONTINUED



Fig 6.17.N Independent living units showing benefits of a courtyard design with single loaded walkway

The significant benefits of single loaded open walkways around a courtyard garden include;

1. The ability to provide optimal cross ventilation;
2. A safe enclosed outdoor garden;
3. Opportunities for occupants to interact casually and to see one another across the courtyard,
4. Health benefits of a covered outdoor exercise path;
5. Connection to nature

- ① Protected courtyard
- ② Natural cross-ventilation

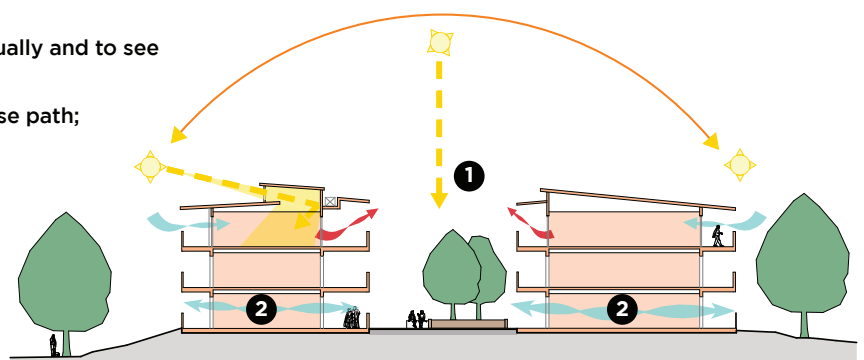


Fig 6.17.P Section

CHAPTER 06

Design principles

Independent living units continued

6.17 | UNIT AND VILLA DESIGN CONTINUED

Low density independent living provides a landscaped setting with internal shared pedestrianised roads. Residents have attached garages or carports.

- 1 Community gardens
- 2 Shared roadway access

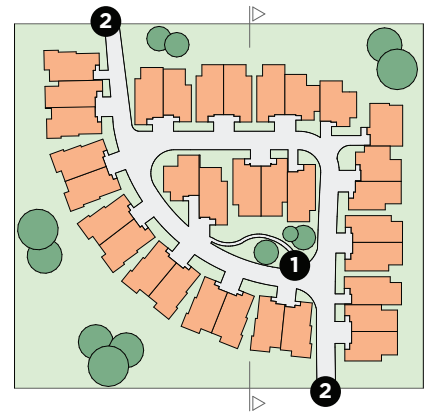


Fig 6.5.Q Plan

The provision of community gardens and shared outdoor activity spaces bring residents together.

- 1 Community gardens
- 2 Shared pedestrianised road

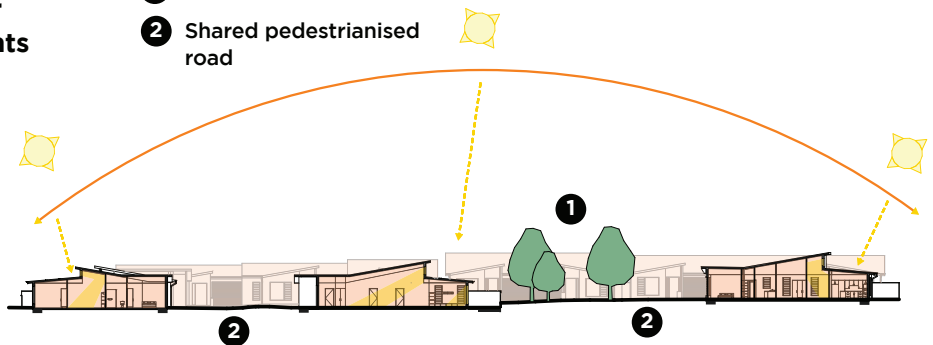


Fig 6.5.R Section

Streetscape character is appropriate for suburban context



Fig 6.5.S Elevation

CHAPTER 06

Design principles

Independent living units continued

6.18 | SAFETY

Crime prevention and safety

Fig 6.18.A Facilitate opportunities for casual passive surveillance in multi-storey independent living buildings with views from balconies to public areas below

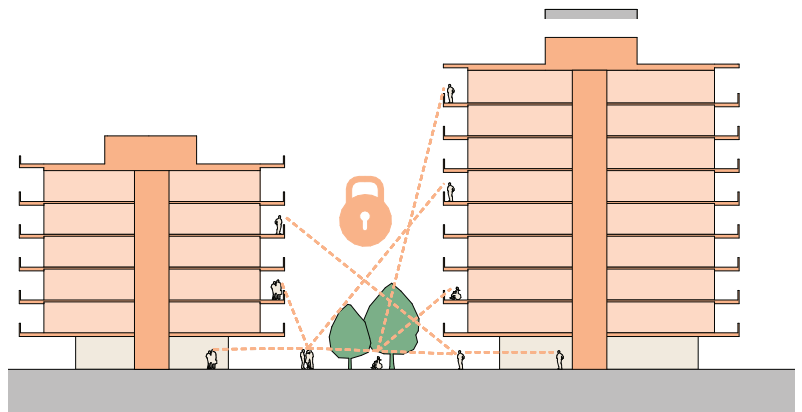


Fig 6.18.B Safe pedestrian pathway with good lighting, secure fencing and within sightlines of adjacent balconies

CHAPTER 06

Design principles

Independent living units continued

6.19 | SERVICES AND UTILITIES

6.19.1 Services required on a typical unit floor could include separate storage for items such as a mobile bath, wheelchair or dry goods stores for care staff to access.

Disposal of waste requires easy to reach and use waste and recycling chutes with collection in basement service area.



Fig 6.19.A Recycling in basement back-of-house



Planning,
Industry &
Environment