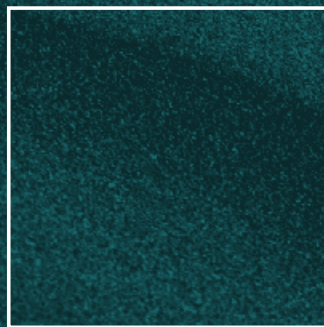
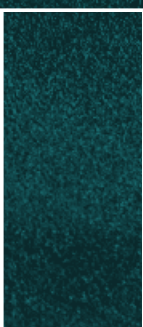


# INDIGENOUS AGED CARE DESIGN GUIDE



**PAUL PHOLEROS  
KIRSTY BENNETT  
ADRIAN WELKE  
MAUREEN ARCH**

February 2017

This Guide was developed under the leadership of Paul Pholeros (Director, Paul Pholeros Architects and Health Habitat) working with the team of Kirsty Bennett, Adrian Welke and Maureen Arch. It has been completed with support from Dementia Training Australia.

Illustrations by Paul Pholeros and Adrian Welke.

The copyright of the material in this Guide is held by the University of Wollongong (unless otherwise stated) and all rights are reserved.

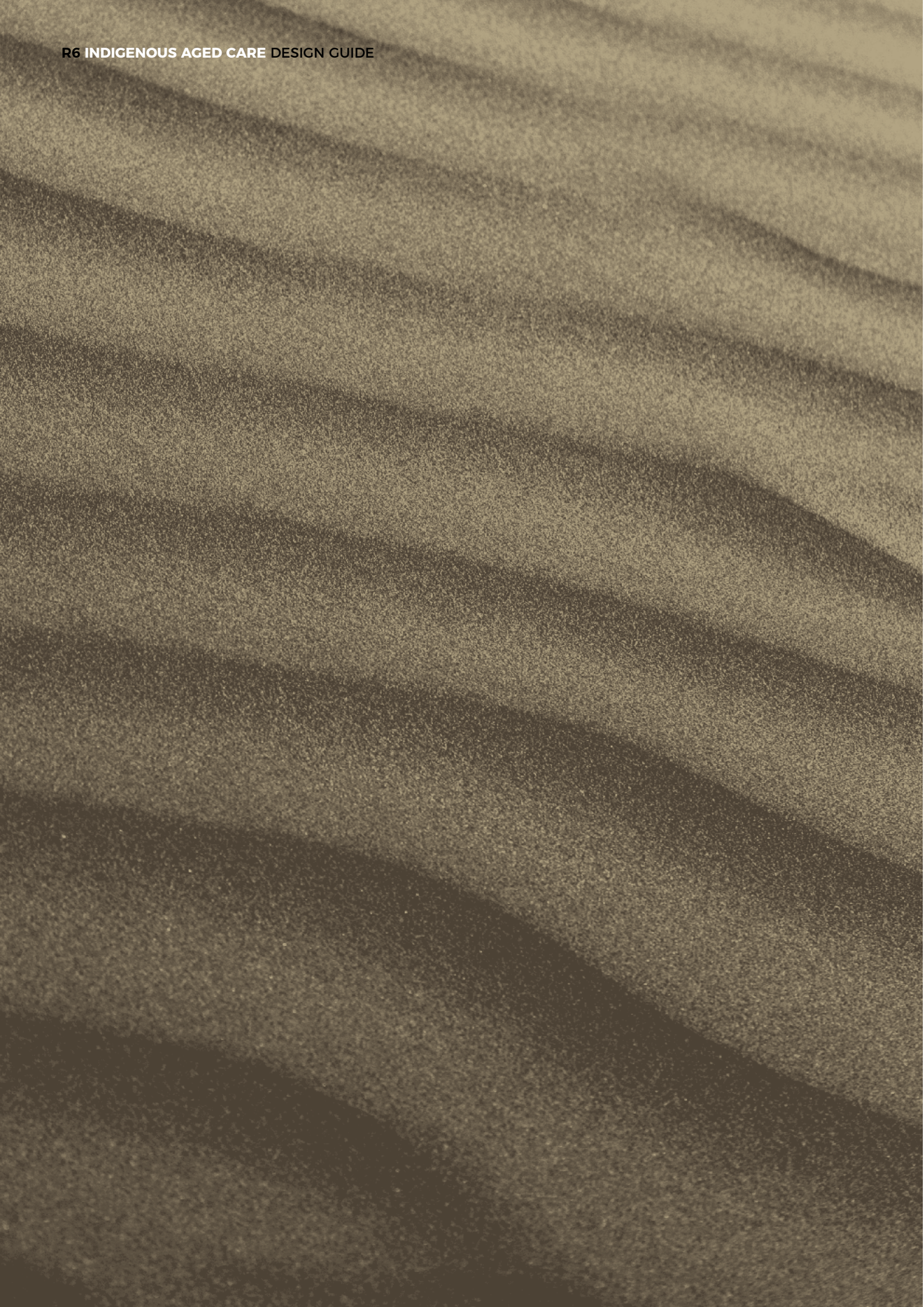


# INDIGENOUS AGED CARE DESIGN GUIDE



**PAUL PHOLEROS  
KIRSTY BENNETT  
ADRIAN WELKE  
MAUREEN ARCH**

February 2017



# DEMENTIA TRAINING AUSTRALIA

# ENVIRONMENTAL

# DESIGN RESOURCES

## TABLE OF CONTENTS

### Introduction

**Resource 1:** Using the built environment to create comprehensible, manageable and meaningful environments for people with dementia

<b>PART 1</b>	<b>Dementia: its prevalence and impact</b> .....	1
1.1	Introduction.....	2
1.2	People with dementia in residential aged care.....	4
1.3	People with dementia in hospitals.....	5
1.4	People with dementia in the community.....	6
<b>PART 2</b>	<b>A review of the literature on environmental design for people with dementia</b> .....	9
2.1	<b>Unobtrusively reduce risks</b> .....	10
2.1.1	Falls prevention.....	12
2.1.2	Over emphasis on safety.....	13
2.2	<b>Provide a human scale</b> .....	14
2.2.1	Number of places (beds) in the facility.....	14
2.2.2	Physical size of the facility.....	17
2.2.3	Social density.....	17
2.3	<b>Allow people to see and be seen</b> .....	18
2.3.1	Wayfinding.....	19
2.3.2	Benefits for staff.....	19
2.4	<b>Reduce unhelpful stimulation</b> .....	19
2.4.1	Over-stimulating entry doors.....	20
2.4.2	Noise and temperature.....	21
2.5	<b>Optimise helpful stimulation</b> .....	21
2.5.1	Signage.....	22
2.5.2	Using familiar objects.....	23
2.5.3	Contrast.....	24
2.5.4	Good illumination.....	24
2.6	<b>Support movement and engagement</b> .....	27
2.6.1	Access to nature.....	27
2.6.2	The role of staff in facilitating the use of the garden.....	27
2.6.3	Opportunities for engagement.....	28
2.7	<b>Create a familiar place</b> .....	29
2.7.1	Technology.....	29
2.7.2	Cultural differences.....	29
2.8	<b>Provide a variety of places to be alone or with others in the unit</b> .....	29
2.8.1	Single rooms.....	31
2.8.2	Variety of spaces in hospitals.....	31

<b>2.9</b>	<b>Provide a variety of places to be alone or with others in the community</b> .....	31
2.9.1	Links to the community in hospitals.....	32
<b>2.10</b>	<b>Design in response to vision for way of life</b> .....	32
2.10.1	Domestic or homelike environments.....	33
<b>2.11</b>	<b>Summary</b> .....	38
<b>PART 3</b>	<b>References</b> .....	41

**Resource 2: Applying the key design principles in environments for people with dementia**

<b>PART 1</b>	<b>Key Design Principles</b> .....	49
<b>PART 2</b>	<b>Principles not checklist</b> .....	53
<b>PART 3</b>	<b>Assessment Tools</b> .....	57
3.1	<b>Selection of an Assessment Tool</b> .....	58
3.2	<b>Available Assessment Tools</b> .....	60
<b>PART 4</b>	<b>Using the EAT family of tools</b> .....	63
4.1	<b>Consultation</b> .....	64
4.2	<b>Listening</b> .....	65
4.3	<b>Priorities</b> .....	65
<b>PART 5</b>	<b>Stepping through the conversation</b> .....	67
<b>PART 6</b>	<b>Case studies</b> .....	75
6.1	<b>Working on the plans</b> ..... Murray House, Wentworth	76
6.2	<b>Working on an existing building</b> ..... Melaleuca Glengowrie Blue Cross	82
6.3	<b>Working on an existing building</b> ..... Flametree Illawarra Retirement Trust	95
6.4	<b>Working on an existing building</b> ..... Multi Purpose Service Oberon	106
6.5	<b>Planning a culturally appropriate place</b> ..... Tjilpiku Pampaku Ngura	119
<b>APPENDIX 1</b>	<b>Planning Template</b> .....	127

### Resource 3: Environmental Assessment Tool (EAT) Handbook

<b>PART 1</b>	Key Design Principles.....	131
<b>PART 2</b>	Environmental Assessment Tool.....	135
<b>PART 3</b>	Using the Spreadsheet.....	139
<b>PART 4</b>	Applying the Principles.....	145
<b>APPENDIX 1</b>	Environmental Assessment Tool.....	185
<b>APPENDIX 2</b>	Planning Template.....	193

### Resource 4: Environmental Assessment Tool - Higher Care (EAT-HC) Handbook

<b>PART 1</b>	Key Design Principles.....	197
<b>PART 2</b>	Environmental Assessment Tool - Higher Care.....	201
<b>PART 3</b>	Using the Spreadsheet.....	205
<b>PART 4</b>	Applying the Principles.....	211
<b>APPENDIX 1</b>	Environmental Assessment Tool - Higher Care.....	257
<b>APPENDIX 2</b>	Planning Template.....	271

### Resource 5: Dementia Friendly Community - Environmental Assessment Tool (DFC-EAT) Handbook

<b>PART 1</b>	Key Design Principles.....	275
<b>PART 2</b>	Dementia Friendly Community - Environmental Assessment Tool ..	279
<b>PART 3</b>	Using the Spreadsheet.....	283
<b>APPENDIX 1</b>	Dementia Friendly Community - Environmental Assessment Tool ..	287
<b>APPENDIX 2</b>	Planning Template.....	291

### Resource 6: Indigenous Aged Care Design Guide

<b>PART i)</b>	<b>INTRODUCTION AND BACKGROUND .....</b>	<b>295</b>
	Who will use the Guide?.....	296
	Planning a residential aged care facility .....	297
	Creating an enabling environment - accessibility.....	297
	Why this is a design guide and not an operational manual.....	297
	How the operation of the facility will influence design .....	298
	Role of staff.....	298
	Staff needs vs resident needs .....	298
	Staff areas.....	299
	Compliance .....	299

<b>PART ii)</b>	<b>HOW TO USE THE GUIDE.....</b>	<b>301</b>
	The 10 Key Design Principles.....	301
	The Indigenous Environment Assessment Tool.....	306
	Building Services Survey Sheets.....	311
	Appendices.....	312
<b>PART iii)</b>	<b>THE 10 DESIGN PRINCIPLES IN DETAIL.....</b>	<b>313</b>
	<b>1. Unobtrusively Reducing Risk</b>	
1.1	Resident Coming and Going.....	315
1.2	Non-Resident Coming and Going.....	316
1.3	Fence Height.....	317
1.4	Opening the Front Door.....	318
1.5	Opening Bedroom Windows.....	318
1.6	Safe Access to Fires Inside.....	319
1.7	Safe Access to Resident Kitchen.....	320
1.8	Safe Access to Appliances in Resident Kitchen.....	321
1.9	Safe Access to Knives in Resident Kitchen.....	321
1.10	Gas Cook Top.....	322
1.11	Controlling Electrical Power to Resident Kitchen.....	322
1.12	Using Pots and Pans.....	323
1.13	Safe Access to an Outside Cooking Campfire.....	323
1.14	Outside Floor Finishes.....	324
1.15	Inside Floor Finishes – Other than Wet Areas.....	324
1.16	Inside Floor Finishes – Wet Areas.....	325
1.17	Fire Protection Documentation.....	326
1.18	Waste Water Disposal.....	327
1.19	Functioning of Critical Items in En-suites.....	328
1.20	Functioning of Critical Items in Bathrooms.....	329
1.21	Functioning of Critical items in Resident Toilets.....	330
1.22	Functioning of Critical items in Resident Kitchens.....	331
1.23	Electrical Safety: Electrical Compliance.....	331
1.24	Electrical Safety: Switchboard Functioning.....	332
1.25	Gas Safety.....	333
1.26	Functioning of Required Items in En-suites.....	334
1.27	Functioning of Required Items in Bathrooms.....	335
1.28	Functioning of Required Items in Resident Toilets/Basins.....	335
1.29	Functioning of Required items in Resident Kitchens.....	335
1.30	Hot Water: Temperature of Tap Water.....	336



1.31	Resident Area Lighting.....	337
1.32	Outside Wall Condition.....	337
1.33	Inside Wall Condition.....	337
1.34	Ceiling Condition .....	337
1.35	Floor Condition.....	337
1.36	Window Condition.....	337
1.37	Door Condition .....	337
1.38	Insect Screening Condition .....	337
1.39	Lights Functioning.....	337
1.40	Power Points Functioning.....	337
1.41	Ceiling Fans Functioning .....	337
<b>2.</b>	<b>Focusing on the Small Scale</b>	
2.1	Number of Residents.....	341
2.2	Outside Appearance, Scale and Detailing.....	342
2.3	Inside Appearance, Scale and Detailing.....	343
<b>3.</b>	<b>Seeing and Being Seen</b>	
3.1	Seeing the Way to the Lounge Room .....	347
3.2	Seeing Inside the Lounge Room.....	348
3.3	Seeing the Way to the Dining Room.....	349
3.4	Seeing Inside the Dining Room.....	350
3.5	Seeing the Way to the Bedroom.....	350
3.6	Seeing the Bedroom Door.....	351
3.7	Seeing the Exit to Outside from the Lounge Room.....	351
3.8	Seeing the Exit to Outside from the Dining Room.....	352
3.9	Seeing the Dining Room from the Lounge Room .....	352
3.10	Seeing the Resident Kitchen from the Lounge Room.....	353
3.11	Seeing the Resident Kitchen from the Dining Room.....	353
3.12	Seeing the Outside Cooking Area/Campfire from the Lounge Room.....	354
3.13	Seeing the Outside Cooking Area/ Campfire from the Dining Room.....	355
3.14	Seeing a Toilet from the Lounge Room.....	356
3.15	Seeing a Toilet from the Dining Room.....	356
3.16	Seeing a Toilet from Outside Shelters.....	357
3.17	Seeing Staff from the Lounge Room.....	357
3.18	Seeing Staff from the Dining Room.....	358

3.19	Seeing Staff from Outside .....	358
3.20	Seeing Outside Areas from the Lounge Room.....	320
3.21	Seeing Outside Areas from the Dining Room.....	359
3.22	Seeing a Shady Place from the Lounge Room.....	360
3.23	Seeing a Shady Place from the Dining Room.....	361
3.24	Seeing Country from the Lounge Room.....	361
3.25	Seeing Country from the Dining Room.....	362
<b>4. Hiding Unimportant Things</b>		
4.1	Doorbells.....	365
4.2	Noise from Non-Residents' Kitchen.....	366
4.3	Doors to Cleaners' Rooms, Store Rooms.....	366
4.4	Access to Wardrobes.....	367
4.5	Deliveries of Food and Other Goods .....	368
4.6	Public Address and Staff Paging Systems.....	368
4.7	Activity at Front Door.....	369
4.8	Activity at Service Entry .....	370
4.9	Noise from Doors Closing.....	370
4.10	Corridors.....	371
<b>5. Emphasising Important Things</b>		
5.1	Recognising the Dining Room.....	375
5.2	Recognising the Lounge Room.....	376
5.3	Identifying Parts of a Corridor.....	376
5.4	Recognising Bedrooms.....	377
5.5	Recognising Shared En-suites/Bathrooms/Toilets.....	378
5.6	Recognising the Resident Kitchen from the Dining Room or Lounge Room.....	378
5.7	Seeing the Toilet Pan.....	379
5.8	Lighting the Lounge Room.....	380
5.9	Lighting the Dining Room.....	381
5.10	Lighting the Corridors .....	382
5.11	Lighting the Bedrooms.....	383
5.12	Lighting the Resident Kitchen.....	384
5.13	Avoiding Glare .....	385

<b>6. Moving About and Engaging</b>	
6.1 Continuous Movement Outside.....	387
6.2 Path Width.....	388
6.3 Path Surface.....	388
6.4 Obstacles.....	389
6.5 Step Free Access Outside.....	389
6.6 Suitable Gradients.....	390
6.7 Ramp – Handrails.....	390
6.8 Places of Interest Outside.....	391
6.9 Secure Perimeter.....	392
6.10 Places to Rest.....	392
6.11 Using Outside Areas; Sun and Shade.....	393
6.12 Access to a Toilet from Outside Areas.....	393
6.13 Access to Drinking Water.....	394
6.14 Continuous Movement Inside.....	394
6.15 Step Free Access to the Unit.....	395
6.16 Step Free Access Inside the Unit.....	395
6.17 Corridor Handrails.....	396
6.18 Places of Interest Inside.....	396
6.19 Doorways.....	397
6.20 Size of Rooms.....	397
<b>7. Creating a Recognisable and Meaningful Place</b>	
7.1 Colours.....	401
7.2 Taps, Light Switches and Door Handles.....	402
7.3 Furniture.....	403
7.4 Decorating Bedrooms.....	404
7.5 Furniture in Bedrooms.....	404
7.6 Making and Furnishing Outside Places.....	405
<b>8. Choosing to be on Your Own or With Others</b>	
8.1 Places to Sit Inside.....	409
8.2 Places to Sit with Views Inside.....	410
8.3 Small Group Activities Inside.....	410
8.4 Large Group Activities Inside.....	411
8.5 Eating Inside in Small Groups.....	411
8.6 Eating Inside in Larger Groups.....	412
8.7 Eating Alone.....	412

8.8	Gathering in Small Groups Outside.....	413
8.9	Gathering in Large Groups Outside .....	413
8.10	Watching Discreetly Outside.....	414
8.11	Seeing and Being Seen Outside.....	414
8.12	Eating Outside in Small Groups.....	415
8.13	Eating Inside in Large Groups.....	415
8.14	More than One Bed in a Bedroom.....	416
<b>9. Being Part of the Community</b>		
9.1	Dining with Families .....	419
9.2	Familiar Private Dining .....	420
9.3	Maintaining Community Links.....	420
<b>10. Doing What You Want to Do</b>		
10.1	Resident Kitchen.....	423
10.2	Meal Preparation.....	424
10.3	Make Snacks and Drinks.....	424
10.4	Clean and Tidy Bedroom.....	425
10.5	Personal Laundry.....	425
10.6	Gardening and Outdoor Areas.....	426
10.7	Access to Lounge .....	426
10.8	Access to Dining Room.....	427
10.9	Arts and Crafts.....	427
10.10	Sorry Business.....	428
10.11	Separation by Gender or Skin Group.....	429
10.12	Outside Shelter.....	429
10.13	Sleep/Rest in a Warm/Cool Place Outside.....	430
10.14	Good Clean Sand for Sitting and Dancing .....	431
10.15	Campfires to warm, make tea, cook meat or create artifacts.....	431
10.16	Moving a Fire to Suit the Sun and Wind.....	432
10.17	Enjoy a View to Country.....	433
10.18	Watch the Path of the Sun, the Moon and the Stars .....	434
10.19	Access to Appropriate Heating .....	435
10.20	Control Over Heating .....	435
10.21	Access to Appropriate Cooling.....	436
10.22	Control Over Cooling .....	436
10.23	Control Over Lighting.....	437
10.24	Controlling Ventilation.....	438

<b>PART v)</b>	<b>APPENDICES .....</b>	<b>439</b>
<b>APPENDIX 1</b>	Indigenous Environmental Assessment Tool (sheets to be copied) .....	441
<b>APPENDIX 2</b>	Staff and Support Areas .....	457
<b>APPENDIX 3</b>	Electrical Safety .....	466

## Glossary of Terms

### **Indigenous**

Is used to refer to Australian Aboriginal and Torres Strait Islander peoples

### **Facility**

Is used to describe all the buildings and outside areas that make up the setting where care is provided

### **Unit**

A building or buildings where residents live. This will contain lounge and or dining area, bedrooms and bathrooms. The unit may contain a resident kitchen and or outside cooking area. A facility may contain many units.

### **Resident**

Is a person who occupies a facility

### **Older person**

This term is used when referring to the design principles relevant to the lives of all older people who may or may not be residents of an aged care facility

### **Resident kitchen**

Is a domestic scale kitchen that can be used by residents, families and visitors and is not intended to be used for the production of meals for the facility.

### **Critical items**

(In en-suites, bathrooms, toilets and kitchens) is used to indicate that all parts of a service have to be working to ensure function essential for the safety and health of the residents.

### **Scale**

In proportion to the surroundings

### **Outside area**

A place where residents can gather. A verandah is not considered to be an outside area when it is the main circulation path or corridor.

### **Outside shelter**

A traditional structure, gazebo or other built structure

### **Shady place**

Not a built structure. Any place where shade is available eg under a tree, a place under the eaves of a building or the shadow cast by a building.

# i) INTRODUCTION AND BACKGROUND

The Indigenous Aged Care Design Guide (also referred to as the Guide) is a resource to assist in the design, construction, ongoing assessment and maintenance of aged care facilities for Aboriginal and Torres Strait Islander peoples. This Guide provides practical information on the design, selection, installation, construction, renovation and maintenance of all aspects related to aged care facilities. It is a resource for everybody involved in providing aged care services to Indigenous people, including community councils, Indigenous workers, architects, project managers, trades people and government officials. This Guide is Resource 6 in a set of six Environmental Design Resources.

The Guide is organised around 10 key design principles. These are:

1. Unobrusively reducing risk
2. Focusing on the small scale
3. Seeing and being seen
4. Hiding unimportant things
5. Emphasising important things
6. Moving about and engaging
7. Creating a recognisable and meaningful place
8. Choosing to be on your own or with others
9. Being part of the community
10. Doing what you want to do

The design principles will need to be applied during the building's initial design and during its ongoing life. One of the most important reasons for increasing our understanding of these design principles is that the environment is not a static entity. From the day a building or outdoor landscape is 'complete' it takes on a life of its own, as people move furniture, shut doors, close curtains, plant trees and turn off lights. All of these actions influence the environment and how it is used: if a door is closed and lights are turned off it is unlikely that residents and visitors will feel encouraged to use the space. If the curtains are closed a resident will not be able to enjoy the view that the window looks out onto. It is important that we gain a better understanding of the impact on our actions on the environment and understand how older Indigenous people can get the most out of the environment.

The Indigenous Aged Care Design Guide contains the Indigenous Environmental Assessment Tool (IEAT). The IEAT is organised around the design principles and contains a number of questions that relate to each principle. The IEAT also refers to Building Services Survey sheets which will be particularly useful in the ongoing assessment of the facility.

The Indigenous Aged Care Design Guide is also linked in format to the key principles of the National Indigenous Housing Guide (NIHG). It is recommended that the NIHG is seen as a companion reference to the Indigenous Aged Care Design Guide particularly in the area of building function. The National Indigenous Housing Guide is available from the Health Habitat website:

The NIHG contains details and extensive references that are particularly relevant to the design and maintenance of health hardware<sup>1</sup> in rural and remote conditions around Australia.

Despite aged care facility buildings and residential housing having different functions, many problems of specification and maintenance of these buildings will be common. For example taps, hot water systems, toilets, showers, kitchens and drains need to function to be able to support the safety and healthy living practices which are equally applicable in the aged care facility or house.

The Indigenous Aged Care Design Guide and IEAT will provide a vital resource for continuous improvement in the provision of high quality aged care to Indigenous people.

## Who will use the Guide?

The main users of the Guide are:

- **Design and planning:** An aged care service intending to design and build a new facility may use the Guide to assist in briefing the designers. The Indigenous aged care committee involved in the planning and design process may use the principles set out in this Guide to activate discussion and raise issues previously not considered. As the design work proceeds, the Guide can be used to monitor progress.
- **Ongoing assessment:** The management of an existing facility may use the Indigenous Environmental Assessment Tool found within the Guide to regularly assess the facility against the 10 key principles. Whilst some parts of the building structure may not be easily renovated to improve the IEAT scores, parts of the facility may be altered or maintained to ensure the key principles are able to be achieved.
- **Building Maintenance:** The Indigenous Environmental Assessment Tool also contains references to specific building function tests that enable the regular checking of essential services throughout the facility. Managers of the facility can use these tests to activate maintenance on parts of the building to ensure ongoing safety and function.

<sup>1</sup> Health hardware – originally used by Dr Fred hollows to describe the physical equipment necessary for healthy, hygienic living. The equipment must have design and installation characteristics that allow it to function and to maintain or improve health status. In a water system for example, health hardware includes both the bore and the basin plug, as well as the shower rose, taps and drain.



## Planning a residential aged care facility

This Guide provides some overarching principles that should be considered when designing a facility. While considering these principles, there will be a number of other factors that also need to be taken into account in any design. These include the:

- operation of the facility,
- availability of essential services,
- climate and environmental factors (eg prevailing winds, sun, noise, water quality),
- position of sacred or ceremonial areas,
- views,
- access to staff, medical care and general supplies
- future expansion of the facility.

## Creating an enabling environment - accessibility

It is essential that older Indigenous people are able to use their remaining abilities to the full, despite the often significant range of illnesses and frailties that an Indigenous person may experience.

Support should be provided in an unobtrusive manner while allowing people opportunities for independence. Older people need to be able to move freely inside and outside without encountering barriers such as steps or trip hazards. Supports such as handrails need to be provided, but this should be done in a way that does not emphasise them unnecessarily. Tap and door handles need to be easy to use and spaces large enough to accommodate the use of mobility aids. Door closers, if used, should be adjusted to make it easy to open doors.

## Why this is a design guide and not an operational manual

The purpose of this Guide is to assist design, construction, operation and maintenance of high quality residential aged care facilities. While design takes into account the operation of a facility, this is a Guide to provide information on the design of facilities and not the operation of them. This Guide contains key design principles. It is for the client and architect to explore how these can best be interpreted and applied for each particular client group in that specific cultural and physical setting.

## How the operation of the facility will influence design

There are many ways to operate a residential aged care facility. The operation of the facility must be considered at all times during the design process: it is no good constructing a building and then deciding how to run it. At the same time any facility must be designed to allow for a degree of operational flexibility, as circumstances will change during the life of the facility. The canvassing of operational models is beyond the scope of this design Guide, but typically will be influenced by factors such as:

- the particular philosophy of the organisation,
- the skill level of the staff,
- the availability of staff,
- the involvement of volunteers and families in the facility,
- the level of resident frailty,
- available funding.

## Role of staff

Staff play a critical role in any residential aged care facility. While it is the residents' home, it is also a workplace and staff need to be able to carry out their tasks in an environment that is safe and healthy for them. This Guide describes a number of key design principles that should be considered when designing a residential aged care facility. Occupational health and safety (OH&S) needs for staff should also be considered within this framework of principles. Legislative requirements vary between States and Territories. A number of publications are available which already provide information on compliance requirements in areas such as Occupational Health and Safety (OH&S), infection control, use of chemicals, certification and building standards. References to these standards and manuals are provided in Appendix 3.

A detailed description of these considerations are not the subject of this Guide.

## Staff needs vs resident needs

When designing any building it will not always be possible to meet everyone's needs. Many of the facility designs that will result from the application of the principles outlined in this Guide will result in a residential aged care facility which is more appropriate for staff as well as residents. For example, where residents can see staff, staff can see residents. When residents are happy, because they are able to live their lives as they wish, the job of staff to care for them is easier. A design which enables staff to spend time with residents and engage in more interaction will lead to both staff and residents feeling more satisfied and rewarded. Poor facility design and planning will require greater staff supervision.

There are also some areas that will impact on staff and residents

quite differently. Travel distance (ie how far a person has to go from one place to another) is of great importance in the efficient operation of a facility. Travel distance is important to both residents and staff. The distance a resident has to travel in their day-to-day life, however, will probably be quite different from that of a staff person who will be assisting a number of residents in different parts of a facility. Among staff there will also be variations in travel distance, as some staff work across a facility and others work in a particular part of a facility. With issues such as these it will be important to examine the operational model and to consider the relative benefits of a design for both staff and residents and how both needs may best be accommodated.

## Staff areas

In addition to the areas outlined in this Guide (such as lounge, dining, kitchen, bedrooms, bathroom, en-suite and outdoor areas) there are a number of 'back of house' areas which are likely to be required in a residential aged care facility. These are described in Appendix 2.

## Compliance

This Guide does not focus on compliance, however in Principle 1, **Unobtrusively reducing risk** there is a practical emphasis on the detailed design, testing and checking of all the safety and health related items of the facility.

Any aged care facility must meet statutory requirements. There are many other publications that outline these requirements and compliance with these is a basic requirement of any design of an aged care facility. It is, however, possible to design a facility which complies with regulations and standards, but does not meet design principles. The result may well be an environment that is structurally safe and functional, but is not a therapeutic environment. This means that in the care and well being of residents, staff and families, one key element, the environment, is being ignored and opportunities for maximising quality of life and support are lost.



## ii) HOW TO USE THE GUIDE

The following explains the links between and use of:

- The 10 Key Design Principles
- The Indigenous Environmental Assessment Tool
- Building Services Survey Sheets
- Appendices

### The 10 Key Design Principles

#### Background to the Principles

The Indigenous Aged Care Design Guide has been organised around some key principles of designing for older people.

In an influential statement on designing environments for people with dementia in 2001, Professor Mary Marshall of the Dementia Services Development Centre in the University of Stirling, UK recommended that facilities should be designed in a way that compensates for disability, maximises independence, reinforces personal identity, enhances self esteem and confidence, demonstrates care for staff and welcomes relatives and the local community.<sup>2</sup> To achieve this, she suggested that facilities should:

- be small in size,
- control stimuli,
- enhance visual access,
- include unobtrusive safety features,
- have rooms for different functions with furniture and fittings familiar to the age and generation of the residents,
- have single rooms big enough for a reasonable amount of personal belongings,
- be domestic and homelike,
- have scope for ordinary activities,
- provide a safe outside space,
- provide good signage and multiple cues where possible,
- use objects rather than colour for orientation.<sup>3</sup>

A recent review of 57 methodologically sound studies by Fleming, Crookes et al (2008) found that there is substantial support for these principles.<sup>4</sup> The empirical evidence supports the application of principles which focus on providing unobtrusive safety measures, variety in the ambience, size and function of spaces, single rooms which residents can personalise, visual access so that residents can see the things that are most important to them from where they

<sup>2</sup> Fleming R and Purandare N. *International Psychogeriatrics* (2010), 22:7, p. 1085.

<sup>3</sup> Ibid.

<sup>4</sup> Fleming R, Crookes P and Sum S. *A Review of the Empirical Literature on the Design of Physical Environments for People with Dementia*, p 2.

spend most of their time, minimising unhelpful stimulation and maximising helpful stimuli.<sup>5</sup>

Fleming and Purandare note that it is desirable that environments are small, have a homelike appearance, provide opportunities for engagement with ordinary activities of daily living, and have accessible outside spaces.<sup>6</sup> While the empirical evidence for these latter measures is limited, there is much anecdotal and experiential evidence to suggest that these elements are highly desirable. The fact that evidence for these design principles is limited at present reflects the complexities of the interrelationships between the physical environment and the care that takes place within it. The resulting difficulties in formulating a sound methodology to investigate these principles are only now being addressed by researchers. It is suggested that given the anecdotal and experiential evidence that exists for these measures, these principles too should be adopted while research continues and is regularly reviewed in updates of this Guide.

While focusing on people with dementia, the application of these principles has been found to result in improved design outcomes for all older people. A building designed according to these principles will be a beneficial environment for people with dementia and provide a positive environment for all older people, staff and visitors. The suggestions made throughout this Guide will therefore be of assistance to all older people, including people with dementia.

## Description of the Principles in the Indigenous Aged Care Design Guide

### 1. Unobtrusively reducing risk

It is important that the environment reduces risk so that residents can continue to live their lives the way they wish to. If an environment is free from hazards to residents' safety and health, residents will be able to use their abilities to the full and pursue activities that are of interest and meaningful to them. Creating a safe and healthy environment will require a focus on managing people entering and leaving the facility, minimising potential hazards within the facility (such as fire or hot water), ensuring all building services are operational and ensuring that fixtures and fittings are functional. All safety features must be unobtrusive as obvious safety features, such as fences or locked doors can lead to frustration, agitation and anger or apathy and depression. The apparently simple goal of keeping building services operational is more difficult in rural and remote areas of Australia with harsh environmental factors and isolation from maintenance services.

### 2. Focusing on the small scale

The size of a unit influences how a person feels and behaves. A unit contains the areas that are important in the residents' daily life, such as bedrooms, sitting areas, outdoor areas, the lounge room, dining room, and residents' kitchen. In addition to considering how many people live in a unit, both scale and detailing are important factors in

<sup>5</sup> Fleming R and Purandare N, p 1094.

<sup>6</sup> Ibid.

designing a unit of an appropriate size. The size of a unit will impact on how many people a resident needs to interact with on a day to day basis, how many decisions they need to make, and also how familiar the setting is for a resident.

The scale of a unit is determined not only by its overall size, but by the scale of its many components. An environment of an appropriate scale helps a person to have a sense of place and well being. A building can be designed, detailed and furnished to create a familiar and small scale environment, focusing on elements which are of a human scale and finishes which are used in residential settings.

### **3. Seeing and being seen**

It is essential that residents are able to negotiate their environment easily. Visual access is key element of wayfinding. Clear choice and decision making are essential within a setting as they can contribute to a sense of place and well being. Everyone needs to find their way and looks for cues from the environment to help them do this. We all look for an indication of where we can go and what we might find when we get there. It is particularly important for residents to be able to recognise where they are, where they have come from, and what they will find if they head in a certain direction.

An environment needs to offer residents opportunities for exploration and engagement, while being easy for them to understand and interpret. Views are important and can help a person recognise their location. Landmarks and cues (eg views of country, rocky outcrops and other natural features) can be significant, as well as built features such as a building or a shelter. It is an advantage if staff are able to see residents for most of the time as this reduces anxiety in both residents and staff.

### **4. Hiding unimportant things**

A resident can have difficulty coping with a large amount of stimulation. The environment should be designed to reduce the impact of visual and auditory stimulation that is unnecessary for the well being of the residents. Doors for the delivery of linen and the removal of garbage, for example, are not directly relevant to the life of a resident and should be hidden. This approach both reduces stimulation and avoids tempting resident into situations that would cause them difficulties. It also allows the older person to focus on places and functions that are likely to be meaningful for them.

### **5. Emphasising important things**

Cues such as images, smells and sounds can provide prompts for residents to help them recognise where they are and what they should do. It is essential to highlight those places and functions that are likely to be meaningful for residents. (Conversely it is unhelpful to emphasise stimuli that are unnecessary for the well being of the resident).

Highlighting useful stimuli encourages people to focus on things that they can still do and the places that are likely to offer them something of interest. Stimuli that are important can include outside places such as a campfire or traditional shelter, or a view to country. Inside it could be a particular room (such as a lounge

room), the smell from a kitchen or campfire, a dish rack with dishes, a bedroom door, or the toilet.

### **6. Moving about and engaging**

Residents move about for different reasons and in different ways. Sometimes residents potter or wander about waiting for something to take their interest. At other times residents are hoping to find something in particular, or are planning to go to a certain destination. Some residents with dementia simply feel the need to be on the move. Opportunities for movement should be planned without encouraging wandering as a goal in itself. It should be easy for residents to move about both inside and outside in an environment in which hazards have been minimised and destinations emphasized.

If residents are able to move about freely it will increase their quality of life and sense of well being as they go to places they enjoy at a time of their own choosing. It can also give residents the opportunity to spend time alone or with others.

### **7. Creating a recognisable and meaningful place**

A familiar environment is one that is recognisable and meaningful for residents. The outside appearance, building scale, unit layout, room size and the selection of materials are all important in this regard, as are furniture, furnishings and decoration.

The types of rooms included in a unit (such as a kitchen or dining room) are also important when creating a familiar setting. Familiarity is also a key consideration in the design of the outside environment, where verandahs, traditional shelters (such as wiltjas) and trees can be important in creating a recognisable and meaningful environment.

A familiar environment will help an older person feel that they are still in control of a situation and are able to function effectively, rather than feeling isolated and out of place. As a result, people will be more able to use their remaining abilities, whatever they may be, to the full.

### **8. Choosing to be on your own or with others**

Residents need to be able to choose to be on their own or spend time with others and their living environment needs to provide a range of opportunities for social interaction. For some people it will be vital to retain and express their individuality, for others it will be important to be part of the community. Spaces are needed where residents can sit quietly alone, with one or two friends, or in larger groups. This needs to be possible both inside and outside.

### **9. Being part of the community**

Interaction and maintaining relationships with people in the local community is important both for residents and the wider community. The location of the site for the facility will impact on this, as will the availability of transport. It will be important to make visitors feel welcome and to offer opportunities for them to engage meaningfully with residents, ideally continuing their pastimes and hobbies. This



will help an older person to continue friendships and links with their community and maintain an interest in the wider world.

## 10. Doing what you want to do

The environment should be as homelike as possible, recognising that residents are there to live, and so should be enabled to live meaningfully. An environment that focuses on way of life allows residents to make decisions and exercise choice and independence, both in the way they spend time and what they do. The environment should allow residents to continue to do the things that they have done throughout their lives.

These activities will vary enormously as it will be influenced by residents' expectations and life experiences, but could include things as diverse as making artefacts, or doing the washing. They will not necessarily relate to a particular task but to a way of life.

All the spaces found in a familiar house should be provided, such as a lounge room, dining room, kitchen and outside area, so that residents can continue to do what they wish to. In this way residents will have the chance to live lives that are fulfilling and to use their remaining abilities.

### Items that contribute to the key Principles

Each key principle contains **Items** that contribute to achieving the principle. The 10 principles are interrelated and many questions outlined under one principle apply to another too.

For example: **Principle 1, Unobtrusively reducing risk** is made up of many **Items**, some of which are listed below:

- 1.1 Resident Coming and Going
- 1.2 Non-Resident Coming and Going
- 1.3 Fence Height
- 1.4 Opening the Front Door
- 1.5 Opening Bedroom Windows
- 1.6 Safe Access to Fires Inside
- 1.7 Safe Access to Resident Kitchen
- 1.8 Safe Access to Appliances in Resident Kitchen
- 1.9 Safe Access to Knives in Resident Kitchen

Each **Item** has been set out with the following structure:

- First there is the **Item name** and **Item** reference number.
- Then there is a **brief statement** of what is trying to be achieved and any design considerations are described. In most items, simple drawings contain key ideas.
- **Ensure, Avoid and Consider** categories, used for most but not all items, follow which give suggestions and examples of design essentials, problem areas to avoid and items that may be considered depending on the particulars of a project, place or group of people.

<sup>7</sup> Ibid.

<sup>8</sup> Ibid.

The Guide **Item numbers** are directly linked to the **Indigenous Environmental Assessment Tool (IEAT)** for ease of reference.

## The Indigenous Environmental Assessment Tool

The Indigenous Aged Care Design Guide includes an environmental audit tool which has been designed for use in Indigenous residential aged care settings. IEAT assessment sheets are set out in matching order to the key principles and items of the Guide.

### Development of the IEAT

The Indigenous Environmental Assessment Tool (IEAT) is based on the Environmental Assessment Tool (EAT) by Fleming, Forbes and Bennett. The EAT was selected as the most appropriate starting point after considering the EAT, SEAT, and the TESS-NH.

The TESS-NH was developed in the USA before much of the literature on environmental design had been published. It reflects rather an institutional approach to residential care of people with dementia.<sup>7</sup> Unlike the TESS-NH, both the EAT and SEAT are designed around a general philosophy of care based on the value of small, homelike facilities that provide opportunities for engagement in everyday life. This philosophy has been widely accepted in Australia.<sup>8</sup> The EAT was selected as the most appropriate basis for an environmental assessment tool for Indigenous aged care settings as it is organised around design principles, rather than around room types (as with the SEAT). In an Indigenous setting many of the room types covered by the SEAT may be irrelevant. The organisation of the EAT around principles also encourages people to apply these broadly across the facility in both indoor and outdoor settings, and highlights the interconnectedness of the principles and the application of the one principle in different parts of the environment.

The EAT is designed to be administered by a non design professional (unlike the SEAT which requires the person completing to have qualifications and /or expertise recognised by the DSDC Stirling). The ease of use of the assessment tool is particularly relevant in remote settings where the availability of professionals is limited and the cost of visits is high.

### Using the IEAT

The IEAT is organised around 10 key design principles.

The IEAT asks a number of questions to determine how key principles have been applied in a residential aged care setting. Questions typically require a 'yes' or 'no' answer and a total score is compiled at the end of each question.

If in doubt when answering any question, as to the intent or aim of the question, refer to the Guide **Principle** and corresponding **Item number**.

The IEAT can be completed by a member of staff, or by a person visiting the facility. It does not need to be completed by an architect. The most important thing is to ensure that the questions are

answered accurately. This can best be done by spending time in the facility to observe what is happening at different moments and get a feel for the place. This will also create opportunities for interaction with residents so that they can also enjoy the visit, rather than being the subject of scrutiny. If those completing the IEAT are unsure of an answer, they should ask a staff member who works in that part of the facility. Staff are best placed to know how the building is used.

Having compiled the results of the IEAT at the bottom of each page, before you leave the facility it is wise to ask the manager (or the person you are liaising with) to confirm the results. It may be that on the day of the visit something was observed that is unusual and not representative. In this case, results should be amended. On the other hand, it may be that there is a difference of opinion, for example as to whether the noise from the kitchen is too great. In this case judgment of the auditor will need to be used as to what the correct response is.

### Completing the IEAT sheets

Each item has a variety of scoring possibilities: **Not Applicable (N/A), NO and YES are the most common responses.** Circle the correct response.

N/A or “not applicable” items may be permitted in some situations. Then **N/A** will be given a potential score of **1** (see example Item 3.8 below). Where the item is considered to be essential in **all** situations, **N/A** will not be an option (3.7 below), the table box will be shaded out and the score will either be **NO** (not working, does not comply, inadequate) or **YES** (working, complies with the intent of the Item, adequate).

3	SEEING AND BEING SEEN	N/A	NO	YES
3.9	Can the dining room be seen into from the lounge room? If there is more than one lounge or dining room answer with reference to those used by most residents (If dining and lounge is one room, answer = Yes) (If no lounge or dining room, answer = No)		0	1
3.10	Can the resident kitchen be seen into from the lounge room? If there is more than one lounge room answer with reference to the one used by most residents. (N/A=no resident kitchen available) (If no lounge room, answer = No)	1	0	1

Some Items will require the transfer of results from the **Building Services Survey** sheets. (See part C of How to Use the Guide for details of the Building Services Survey) If the Building Services sheets are not completed, please leave these cells blank.

1	UNOBTRUSIVELY REDUCING RISK	N/A	NO	YES
1.21	Are all critical items in the resident toilets fully functioning? Transfer score from <b>BUILDING SERVICES SURVEY</b>		0	1
1.22	Are all critical items in the resident kitchens fully functioning? (NA=no residents' kitchen available) Transfer score from <b>BUILDING SERVICES SURVEY</b>	1	0	1

Some questions will require the noting of **range** options. In the example below, the number (0,1,2,3) that best describes the number of residents would be circled.

2	FOCUSING ON THE SMALL SCALE	30+	16-30	11-16	10 or less
2.1	Number of Residents. How many people live in the unit?	0	1	2	3

**Scoring each sheet of the IEAT**

**a) First score each item**

Example: There is an outside room in a facility near the local community, removed from the main dining room but it is very, very small and faces due west and is very hot in the early afternoon.

9	BEING PART OF THE COMMUNITY	N/A	NO	YES
9.1	Is there an outside area or room somewhat removed from the main dining room where families can share meals with their relatives?		0	1
9.2	Is this outside room/area familiar in nature, to reassure family members and friends and encourage them to visit and to participate in the care of the resident? (NA if no room)	1	0	1
9.3	Is the facility in a location which allows community links to be easily maintained?		0	1
<b>Sub total scores</b>		<b>1</b>		<b>2</b>

**b) Then total all items and record at the bottom of each IEAT sheet**

TOTAL MAX SCORE	TOTAL N/A ITEMS	TOTAL MAX POSSIBLE	TOTAL MAX SCORE
3	0	3	2

Finally the scores from each IEAT sheet are transferred to the main summary sheet.

**What do the IEAT scores mean?**

It is important to remember that the purpose of the IEAT is not to achieve a particular score. There is no perfect design. Even the best facilities can do things better. The purpose of the IEAT is to provide a systematic and repeatable framework for reviewing the environment and identifying areas of improvement. The results can identify areas for further conversation and investigation.

The scores are relative values only but over time will reflect the improvement of the facility.

Some items such as the physical layout, will be unable to be easily changed and the scores will remain constant. In areas such as function of building services, the IEAT assessment scores will indicate the effectiveness of the building's hardware and maintenance services.

**Next Steps**

Having completed the IEAT, it is important to analyse the results. This will help identify how well a facility responds to key design principles and where there are opportunities for improvement.

Having looked at the IEAT scores consider how the principles can best be applied to each room in the facility and how practical it will be to make the required changes. It is recommended that this is done for all the principles (regardless of their score) as the principles are interrelated and often an improvement in one area will have benefits in other areas too. At this time, it is wise to seek some assistance from a person who has experience designing facilities for older people and Indigenous people. Typically this will be an architect.

There are many ways in which the principles can be responded to. How these design principles are best interpreted will depend on the particular context of the facility. Geographic location, climate, site, culture, socio economic background, lifestyle of the residents and availability of staff are just some of the things that will influence the responses to the principles.

It is vital that proposed changes are discussed and agreed within the facility. There is no absolutely right answer and people will need to be supportive of the proposed changes if they are to be implemented.

Some changes, such as changing the layout of the building, will be possible but very expensive. Others, such as changing furnishings, will be less expensive but difficult to undertake for other reasons.

Some will be relatively easy to implement. A key focus in identifying possible environmental responses needs to be on the likelihood of achieving any recommendation.

Another thing that is important to recognise is that making changes can take time. It is easy to move a piece of furniture. It is more time consuming to purchase a new piece of furniture. To do this well the design of the piece of furniture will need to be considered (to ensure that it is ergonomically and aesthetically appropriate). A fabric will also need to be selected, and so the colour, pattern, type of fabric and treatment of the fabric will all need to be considered. All of these decisions need to be taken in the context of a budget.

Don't lose heart! The advantage of systematically considering environmental changes is that it is possible to identify a schedule of priority works and then work your way through them as opportunities arise, or as part of a regular maintenance program.

**When to use the IEAT?**

<b>Every 3 months</b>	<p>Use the Building Services Survey Sheets to check the following hardware functions of the facility</p> <ul style="list-style-type: none"> <li>1.18. Waste Water Disposal</li> <li>1.19. Functioning of Critical Items in En-suites</li> <li>1.20. Functioning of Critical Items in Bathrooms</li> <li>1.21. Functioning of Critical items in Resident Toilets</li> <li>1.22. Functioning of Critical items in Resident Kitchens</li> <li>1.23. Electrical Safety: Electrical Compliance</li> <li>1.24. Electrical Safety: Switchboard Functioning</li> <li>1.25. Gas Safety</li> <li>1.30. Hot Water: Temperature of Tap Water</li> <li>1.39. Lights functioning</li> <li>1.40. Power points functioning</li> </ul>
<b>Every 6 months preferably before summer and winter</b>	<ul style="list-style-type: none"> <li>1.1 Resident Coming and Going</li> <li>1.2 Non-Resident Coming and Going</li> <li>1.3 Fence Height</li> <li>1.4 Opening the Front Door</li> <li>1.5 Opening Bedroom Windows</li> <li>1.6 Safe Access to Fires Inside</li> <li>1.7 Safe Access to Resident Kitchen</li> <li>1.8 Safe Access to Appliances in Resident Kitchen</li> <li>1.9 Safe Access to Knives in Resident Kitchen</li> <li>1.10 Gas Cook Top</li> <li>1.11 Controlling Electrical Power to Resident Kitchen</li> <li>1.13 Safe Access to an Outside Cooking Campfire</li> <li>1.14 Outside Floor Finishes</li> <li>1.15 Inside Floor Finishes - Other than Wet Areas (Kitchens, Bathrooms, Toilets and En-suites)</li> <li>1.16 Inside Floor Finishes - Wet Areas (Kitchens, Bathrooms, Toilets and En-suites)</li> <li>1.17 Fire Protection Documentation</li> <li>1.26 Functioning of Required Items in En-suites</li> <li>1.27 Functioning of Required Items in Bathrooms</li> <li>1.28 Functioning of Required Items in Resident Toilets/Basins</li> <li>1.29 Functioning of Required items in Resident Kitchens</li> <li>1.31 Resident area lighting</li> <li>1.32 Outside wall condition</li> <li>1.33 Inside wall condition</li> <li>1.34 Ceiling condition</li> <li>1.35 Floor condition</li> <li>1.36 Window condition</li> <li>1.37 Door condition</li> <li>1.38 Insect screening condition</li> <li>1.41 Ceiling fans functioning</li> </ul>
<b>Every year</b>	Complete the full IEAT

## Building Services Survey Sheets

The Building Services Survey sheets are used to check the essential safety and health components of the facility. These are all carried out in Principle 1 Unobtrusively reducing risk.

The Sheets set out the detailed testing and checking procedures for many parts of the facility. It should be noted that the IEAT Item numbers appear on each item of the Building Services Survey sheets. The table below shows the sheet content and the required testing tools for each sheet. More description and specification of the tools will be found on the Health Habitat website.

Sheet content	IEAT Item numbers	Tools (see Appendix 6 for the detailed specification of the tools below)
Floor safety	1.14, 1.15, 1.16	The Slip-o-meter is a device for testing slip resistance of the surface of any floor
Fire protection documentation and waste water	1.17, 1.18	No tools required
En-suite (shower, basin, toilet) – function	1.19	Hot water thermometer, basin plug, toilet paper, watch, plastic tube
Bathroom (room must contain a bath) – function	1.20	Hot water thermometer, basin and bath plug, toilet paper, watch, plastic tube
Toilet and basin – function	1.21	Hot water thermometer, basin plug, toilet paper, watch
Resident kitchen - function	1.22	Hot water thermometer, sink plug, fridge thermometer, matches
Is the building electrically compliant? Is the switchboard functioning?. Is the gas service compliant?	1.23, 1.24, 1.25	No tools required
En-suite (shower, basin, toilet) – ease of use	1.26	A golf ball, measuring tape, replacement light bulb or tube, basin plug
Bathroom (room must contain a bath) – ease of use	1.27	A golf ball, measuring tape, replacement light bulb or tube, bath/basin plug
Toilet and basin – ease of use	1.28	No tools required
Resident kitchen – ease of use	1.29	No tools required, spare sink plug useful
Hot and warm water safety	1.30	Hot water thermometer
Lighting levels (Are all areas used by residents well lit?)	1.31	Light meter
Walls (inside and outside), floors and ceilings	1.32, 1.33, 1.34, 1.35	No tools required
Windows, doors and screens	1.36, 1.37, 1.38	No tools required
Lights, power points and ceiling fans	1.39, 1.40, 1.41	Spare bulb or fluorescent tube for testing and replacement if required, power point tester, red electrical tape for marking poor power points, lights or fans.

When completing the **Building Services Survey** sheets, for example 'ensuite function':

- Initials and date should be entered onto every sheet
- The ES (en-suite) ID number should be entered and this same code should be noted on a Facility plan to avoid confusing the en-suites
- The description of the test (far right column) should be read carefully
- Water temperature should be recorded in the far left box
- The appropriate score should be circled

These scores determine what is transferred to the IEAT summary score sheet.

## Appendices

This Guide has 3 appendices that provide more detailed information on specific areas discussed in the main body of the Guide and tools to be used.

### Appendix 1

Indigenous Environment Assessment Tool (sheets to be copied)

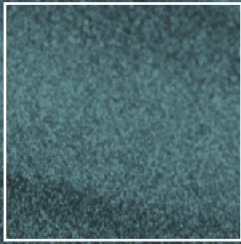
### Appendix 2

Staff and support areas

### Appendix 3

Electrical safety



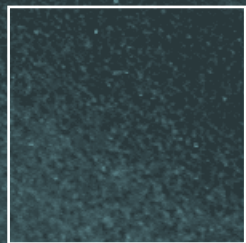
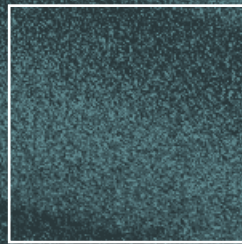
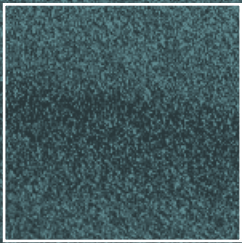


# THE 10 PRINCIPLES IN DETAIL



## CHAPTER 1

# UNOBTRUSIVELY REDUCING RISK





# 1. UNOBTRUSIVELY REDUCING RISK

It is important that the environment reduces risk so that residents can continue to live their lives the way they wish to. If an environment is free from hazards to residents' safety and health, residents will be able to use their abilities to the full and pursue activities that are of interest and meaningful to them. Creating a safe and healthy environment will require a focus on managing people entering and leaving the facility, minimising potential hazards within the facility (such as fire or hot water), ensuring all building services are operational and ensuring that fixtures and fittings are functional. All safety features must be unobtrusive as obvious safety features, such as fences or locked doors can lead to frustration, agitation and anger or apathy and depression. The apparently simple goal of keeping building services operational is more difficult in rural and remote areas of Australia with harsh environmental factors and isolation from maintenance services.

## REFERENCES

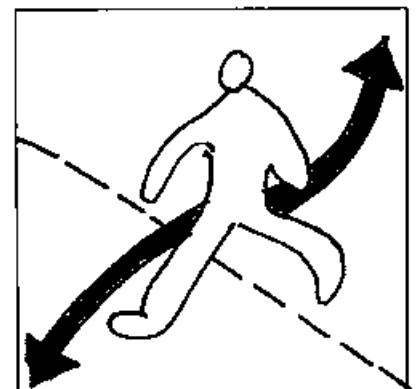
1. The National Indigenous Housing Guide 3rd Edition
2. AS 4586 for Floor Slip Resistance Standards
3. AS 1851-2005 Maintenance of Fire Protection Systems and Equipment
4. AS/NZS 3500 for heated water temperature control and AS 3666 and Public and Environmental Health (Legionella) Regulations 2008

## 1.1 RESIDENT COMING AND GOING

It may be important that the environment is secure to prevent residents leaving the unit if they shouldn't. Having a fence and gate that are sturdy and difficult to climb (or go under) is vital in this regard.

The gate needs to be able to be locked while allowing for exit in an emergency (if this is part of an emergency evacuation route). Mechanical keypads or keypads which are linked to a staff call system can be installed on gates. If keypads are linked to a staff call system, they will release automatically in the event of a fire.

Double handles/latches and handles which open in an anti clockwise direction may also be effective to prevent easy opening by residents from within the grounds. It is also important that residents cannot reach over a gate and open it from the outside while inside the grounds.



### ENSURE:

- fence is continuous and well maintained
- fence is 1.8m high where the perimeter is needed to be secure
- fence design does not allow for climbing (in or out)
- gates are secured but allow for controlled coming and going

**AVOID:**

---

- fences and gates with openings or horizontal members which can be used as foot holds
- planting near the fence which can be used for climbing
- latch on outside of the gate

**CONSIDER:**

---

- designing the fence so that it blends into the landscape
- using vegetation to hide the fence so it is not foreboding or institutional
- creating a front yard which can be easily accessed from the street to allow entry to the front door and a side/back garden which is secure
- double handles/latches, handles which open in an anti clockwise direction, keypads to secure exit

## 1.2 NON-RESIDENT COMING AND GOING

It may be important that the unit is secure to prevent people coming in and bothering and humbugging residents by asking for money, or robbery. Having a fence and gate that are sturdy, difficult to climb (or go under) is vital in this regard. It is also important that that the gate cannot be easily opened from outside if this part of the grounds is to be secure.

**ENSURE:**

---

- fence is continuous and well maintained
- fence is 1.8m high where the perimeter is needed to be secure
- fence design does not allow for climbing (in or out)
- gates are secured but allow for controlled coming and going

**AVOID:**

---

- fences and gates with openings or horizontal members which can be used as foot holds
- planting near the fence which can be used for climbing

**CONSIDER:**

---

- creating a front yard which can be easily accessed from the street to allow entry to the front door and a side/back garden which is secure
- protecting the perimeter of the fence

### 1.3 FENCE HEIGHT



The fence needs to be high enough to make it difficult for residents and non-residents to climb when it is important that the unit is secure. The fence should be 1.8m high. It should also be continuous and well maintained, and the fence design must not allow for climbing (in or out).

#### ENSURE:

- fence is 1.8m high where the perimeter is needed to be secure
- fence is continuous and well maintained
- fence design does not allow for climbing (in or out)

#### AVOID:

- fences and gates with openings or horizontal members which can be used as foot holds
- planting near the fence which can be used for climbing

#### CONSIDER:

- designing the fence so that it blends into the landscape or is hidden by vegetation so that the height is not dominating
- protecting the fence from vehicle damage
- if the fence design needs to protect against the entry of feral animals such as dogs, camels or donkeys

## 1.4 OPENING THE FRONT DOOR

It is important that the front door/gate of the facility is secure to prevent residents leaving the unit if they shouldn't and to prevent people coming in and bothering residents. The front door/gate should be able to be secured but allow for controlled coming and going. The location of the front door within the facility and the type of security mechanism selected will be important to allow for ease of use by staff.

### ENSURE:

- front door is clearly recognisable from outside
- front door can be secured

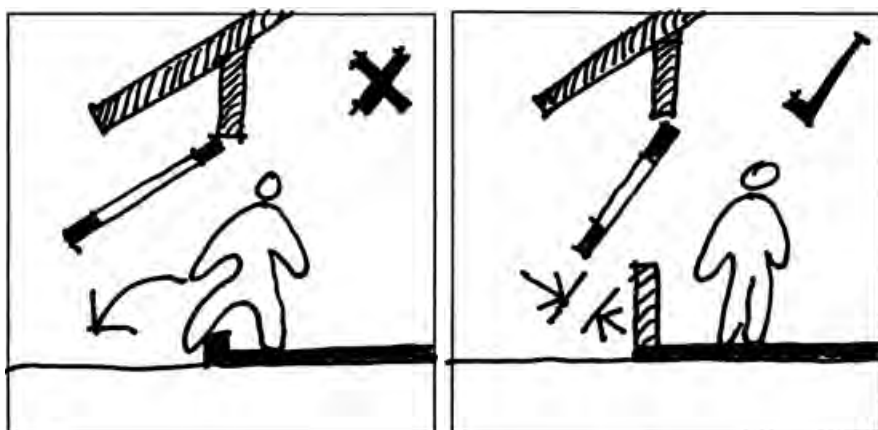
### AVOID:

- front door/gate that is unable to be secured

### CONSIDER:

- screening the front door from inside the unit to prevent residents being continually confronted by a locked door
- making individual units secure to suit residents' needs such as dementia

## 1.5 OPENING BEDROOM WINDOWS



The extent to which bedroom windows can be opened is another component of creating a secure environment. Limiting the opening of bedroom windows can prevent residents leaving the unit/facility if they shouldn't, and people coming in through the window and bothering residents. Climbing out of windows is dangerous and using windows to go between units is not desirable. Awning, double hung and sliding windows can all be modified to ensure that they cannot be opened wide enough to allow a person to pass through.

**ENSURE:**

- window design prevents coming and going
- extent of window opening is controlled

**AVOID:**

- windows that can be opened and allow for climbing in or out

**CONSIDER:**

- which window type is most appropriate to use
- using decorative screens and louvres to control people leaving by a window

## 1.6 SAFE ACCESS TO FIRES INSIDE

The ability to restrict access to certain areas helps to create a safe environment for residents. An open fire may present a danger to some residents and also to some visitors, including children. It is important, however, that this does not result in all residents being denied the pleasure and importance of being near a well protected fire inside the facility. The measures used (such as a screen, circulation and clear areas around the fire) need to be well designed so that they cannot be easily removed or compromised and so that the levels of protection being put in place are not given undue emphasis.

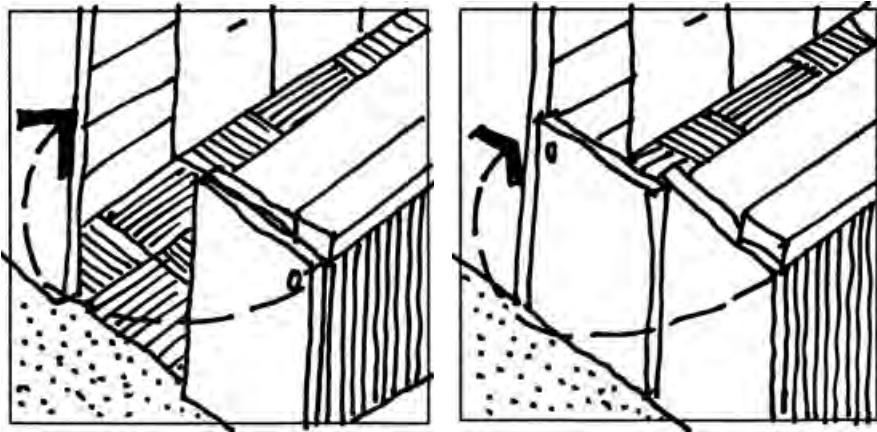
**ENSURE:**

- fires are always supervised
- the location of any open fire has a line of site to enable supervision by staff
- residents cannot be harmed by contact with an open fire
- the operation of screens are checked regularly
- clear areas around the fire are maintained
- trip hazards are eliminated

**AVOID:**

- screens which are flimsy, removable, poorly made, do not limit access, get hot
- obstacles that can cause tripping

## 1.7 SAFE ACCESS TO RESIDENT KITCHEN



The ability to restrict access to certain areas helps to create a safe environment for residents. Some residents, and visitors, may present a danger to themselves or to others in a kitchen, and so access to the resident kitchen needs to be able to be controlled. It is important, however, that this does not result in all residents being denied access to the kitchen. The design and layout of the kitchen will be instrumental in allowing controls to be well designed and effective. The measures used (such as a half door or bench with an up-stand) need to be discreet and integrated into the design, so that they cannot be easily removed and so that the limits which are being put in place are not being emphasised. Demands on staff time will be reduced if residents can potter in a kitchen.

### ENSURE:

- planning and detailed design to control access to resident kitchen unobtrusively

### AVOID:

- obvious measures to restrict access to the resident kitchen
- open plan kitchen

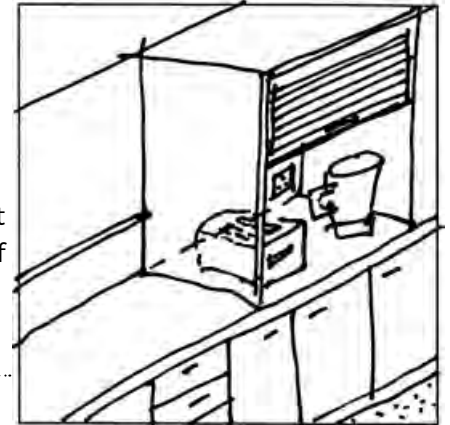
### CONSIDER:

- half height door with key pad, swipe card or magnetic lock
- bench with an up-stand



## 1.8 SAFE ACCESS TO APPLIANCES IN RESIDENT KITCHEN

The ability to control access to certain appliances such as a toaster, kettle, or mix master helps to create a safe environment for residents. Some residents, and visitors, may present a danger to themselves or to others when using appliances and so access to these needs to be restricted, for example by placing them in a lockable cupboard. It is important, however, that this does not result in all residents being denied access to appliances. Demands on staff time will be reduced if residents can potter in a kitchen.



### ENSURE:

- the access to certain appliances is controlled
- a lockable cupboard is provided

### AVOID:

- unrestricted access to appliances which could be dangerous, such as a toaster, kettle, or mix master

### CONSIDER:

- bench top appliance cupboard
- including one cupboard that contains appliances, a lockable knife drawer and switch to control power
- isolating the power as an alternative method of protecting residents from injury from appliances (refer 1.11)

## 1.9 SAFE ACCESS TO KNIVES IN RESIDENT KITCHEN

The ability to restrict access to certain areas helps to create a safe environment for residents. Some residents, and visitors, may present a danger to themselves or to others when using knives. Knives should be placed in a lockable drawer. It is important, however, that this does not result in all residents being denied access to knives as these can be an essential tool when preparing food. Demands on staff time will be reduced if residents can potter in a kitchen.

### ENSURE:

- knives are placed in a lockable drawer

### AVOID:

- unrestricted access to knives

### CONSIDER:

- including one cupboard which contains appliances, a lockable knife drawer and switch to control power

## 1.10 GAS COOK TOP

A gas cook top is preferred for resident use as there is no residual heat once a gas flame has been extinguished, thereby minimising the risk of injury to residents. A gas flame can easily be seen and so a person is able to know that the cook top is in use.

### ENSURE:

- auto ignition on cook top
- automatic shut off on cook top

### AVOID:

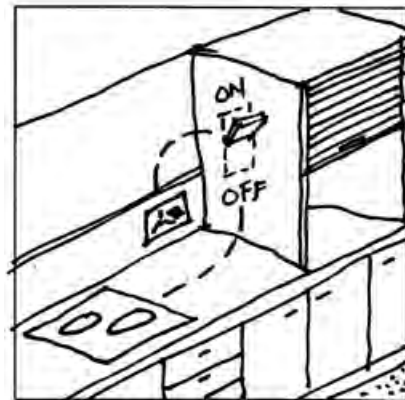
- electric hot plates

### CONSIDER:

- in areas where gas is unavailable, an induction cook top. While less widely used, these minimise the risk of injury to residents.

## 1.11 CONTROLLING ELECTRICAL POWER TO RESIDENT KITCHEN

It is important that electrical power to the resident kitchen is controlled so that residents who are not able to use appliances and power points safely are not prevented from entering the kitchen to undertake other tasks, such as washing dishes and wiping benches. The ability to isolate the power will also mean that those residents who are able to use electrical appliances safely can continue to do so. This control needs to be discreet, so that it cannot be easily overridden and so that the limits which are being put in place are not being emphasised.



### ENSURE:

- power to both stove and power points can be isolated

### AVOID:

- isolating fridge and lights

### CONSIDER:

- including one cupboard which contains appliances, a lockable knife drawer and switch to control power

## 1.12 USING POTS AND PANS

If residents are to participate in cooking the pots and pans will need to be able to be lifted easily. This will have an impact on the size of the pot or pan and the material which it is made from.

### ENSURE:

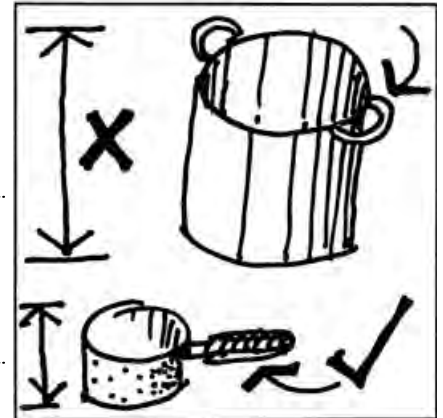
- pots and pans are light
- handles are firmly fixed and heat resistant

### AVOID:

- large, heavy pots and pans
- metal handles

### CONSIDER:

- providing some appropriate pots and pans for resident use



## 1.13 SAFE ACCESS TO AN OUTSIDE COOKING CAMPFIRE

The ability to restrict access to certain areas helps to create a safe environment for residents. A campfire may present a danger to some residents and also to some visitors, including children. It is important, however, that this does not result in all residents being denied access to a cooking campfire.

### ENSURE:

- campfires are always supervised by staff
- no mattresses or bedding are near the campfire
- there is good visual access to the campfire areas from key staff locations

### AVOID:

- uncontrolled access to fire
- level changes or steps within 2m of the campfire
- guards and barriers which may increase the risk in using the campfire

### CONSIDER:

- location of campfire (for supervision, wind protection, dust protection)



## 1.14 OUTSIDE FLOOR FINISHES

A fall can result in a significant injury for an older person and so it is important to create an environment which minimises the risk of slipping and tripping. Outside floor finishes need to be slip resistant, even when they are wet. An appropriate cleaning regime is essential to ensure that the slip resistance of the outside finish is maintained. Slip resistant outside floor finishes are also required to enable staff to assist residents safely.

### ENSURE:

- floor finishes are even and slip resistant
- changes in floor surface are clearly marked with colour or texture
- clear differentiation between horizontal and vertical surfaces

### AVOID:

- unnecessary changes in floor finishes
- run off from air conditioners or rain water which wet outside floors
- strong contrast between changes in floor surfaces as these can be perceived as a step or hole

### CONSIDER:

- for hard surfaces, use concrete rather than pavers which can become uneven and cause tripping
- selection of materials to retain domestic finish

## 1.15 INSIDE FLOOR FINISHES - OTHER THAN WET AREAS

A fall can result in a significant injury for an older person and so it is important to create an environment which minimises the risk of slipping. All internal floor finishes need to be slip resistant, as any surface can become wet. An appropriate cleaning regime is essential to ensure that the slip resistance of the floor finish is maintained. Slip resistant inside floor finishes are also required to enable staff to assist residents safely.

### ENSURE:

- all internal floor finishes are slip resistant
- changes in floor surface are clearly marked with colour or texture
- appropriate cleaning regime is in place to maintain surface integrity
- clear differentiation between horizontal and vertical surfaces

**AVOID:**

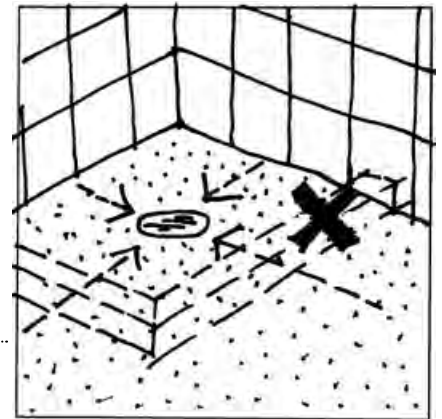
- changes in level
- strong contrast between changes in floor surfaces as these can be perceived as a step or hole

**CONSIDER:**

- coving wall to floor junctions for waterproofing and ease of cleaning

## 1.16 INSIDE FLOOR FINISHES - WET AREAS

A fall can result in a significant injury for an older person and so it is important to create an environment which minimises the risk of slipping. The whole of the floor to wet areas needs to be non-slip, even when it is wet. An appropriate cleaning regime is essential to ensure that the slip resistance of the floor finish is maintained. Slip resistant inside floor finishes are also required to enable staff to assist residents safely.



**ENSURE:**

- all internal floor finishes are non-slip
- grading of floors to prevent ponding
- changes in floor surface are clearly marked with colour or texture
- clear differentiation between horizontal and vertical surfaces
- no mats are used

**AVOID:**

- steps, for example to shower
- hobs and set downs
- strong contrast between changes in floor surfaces as these can be perceived as a step or hole

**CONSIDER:**

- textured non-slip sheet vinyl
- coving wall to floor junctions for waterproofing and ease of cleaning

## 1.17 FIRE PROTECTION DOCUMENTATION

The health and safety of residents and staff members is critical in the event of a fire and is controlled by the provisions of the Construction Code of Australia (CCA).

The following parts of the CCA are particularly relevant:

**Section C**      **Fire Resistance**

**Section D**      **Access and Egress**

**Section E**      **Fire fighting equipment**

The principal objectives of all these sections are to:

- safeguard the occupants in the event of a fire,
- safeguard occupants while evacuating,
- safeguard emergency services personnel,
- avoid the spread of fire, and
- provide facilities for emergency services and occupants to undertake fire fighting operations.

The classification of the building and structure has significant bearing on the compliance requirements under each of these sections. The building's use, size and physical format all factors in determining this classification.

Compliance with the provisions of the CCA is mandatory for all existing and new facilities. Regular maintenance of systems installed is also mandatory.

The CCA requires that maintenance be carried out and recorded in accordance with Australian Standard AS 1851-2005 Maintenance of Fire Protection Systems and Equipment. These requirements are supplemented by local fire authority requirements.

Fire Protection Systems and Equipment are required to be ready to operate at all times, or a substantial threat to occupants and property may exist. However they may only be required to operate infrequently over the life of a building and therefore their reliability in a building is critical.

Regular maintenance of fire protection systems and equipment for continuing operational efficiency is an important part of every building owner's responsibility.

### **ENSURE:**

- the building is provided with fire protection systems and all associated equipment is installed and maintained in accordance with the CCA taking into account the building classification
- detailed procedures for testing and preventive maintenance aimed at minimising missed tests and ensuring that all tasks are completed thoroughly in accordance with AS 1851 2005

- requirements for rigorous recording and reporting regimes to ensure that proper maintenance documentation is available in accordance with AS 1851 2005
- requirement for annual survey, together with a Statement of Compliance that the safety measures are capable of performing to their design standards in accordance with AS 1851 2005

**AVOID:**

- non compliant systems

**CONSIDER:**

- if the care offered by the facility changes, whether the definition of the classification of the building or a part of the building will also change and therefore impact on the design of fire protection systems

## 1.18 WASTE WATER DISPOSAL

Waste water in the living environment can make people sick. If people come into direct contact with waste water, or if their water supply is contaminated with waste water, there is a greater risk of transmitting bacteria and virus that cause disease. These risks are also increased if animals, vermin or insects that have been in direct contact with waste water can pass bacteria on to people.

Removing waste water safely from all parts of the aged care facility and surrounding living areas, and managing it safely at a community level, is important for the resident's health.

This item discusses essential items of waste water health hardware in the house and surrounding living area.

The facility's waste water disposal system will include the following components:

- toilets
- drains from baths, showers, basins, sinks, laundry tubs and floors in these areas
- a floor drain and a grate to prevent objects going down the drains and blocking the pipes
- a water trap or seal on each drain, which is a water-filled bend in the pipe under the drain to prevent bad smells spreading from the drain into the room
- drainage pipes that connect and fall to a main house drain located in the yard, which flows into a system for treating and disposing of the waste water
- inspection openings in the drainage pipes and house drain, for maintenance and removing blockages
- vent pipes that discharge above the roof to remove bad smelling and volatile gases from the drain pipes

- an overflow relief gully for waste water to discharge into the yard and prevent overflow into the house if there is a blockage in the drain pipes.

These components need to be regularly maintained.

**ENSURE:**

---

- during construction, all drains are fully tested before handover
- during construction, the mains system that the facility is linked is able to treat the waste water
- during construction, all in ground pipe work and waste system disposal works are checked and approved before the work is back filled and covered.
- after construction, all drains are regularly checked and maintained

**AVOID:**

---

- For compliance issues refer to the NIHG Section C3 - Waste Water and B3 - Removing Waste Water Safely

**CONSIDER:**

---

- having laminated diagrams or drawings of all underground drains and pipes displayed or stored in the facility office where they can easily be found if blockages occur

*NIHG reference B3 Removing waste water safely*

## 1.19 FUNCTIONING OF CRITICAL ITEMS IN EN-SUITES

Functioning washing areas are essential for the health and safety of the residents. En-suites are defined here as containing, in the one room;

- shower area
- basin
- toilet

**ENSURE:**

---

In the shower area

- adequate hot and cold water pressure
- hot water temperature is greater than 44°C and less than 50°C
- the taps are working well
- the shower rose is functioning
- the shower drainage is OK



In the basin area

- adequate hot and cold water pressure
- hot water temperature is greater than 44°C and less than 50°C
- the taps are working well
- the basin spout is functioning
- the basin drainage is OK
- the basin is secure

the toilet

- is able to flush waste away
- refills within 3 minutes
- has a working cistern and pan

**AVOID:**

---

- water saving shower roses where water quality is poor
- taps that are hard to turn on and off and are not clearly marked - hot and cold
- taps not suited to poor water quality
- hot water systems that function poorly in poor water quality
- basin taps that do not have a spout to combine hot and cold water
- cisterns that may be damaged during transport to remote areas
- floor pans with small surface area to the floor or poor connecting systems as they will be unstable

## 1.20 FUNCTIONING OF CRITICAL ITEMS IN BATHROOMS

Functioning washing areas are essential for the health and safety of the residents. Bathrooms are defined here as containing in the one room;

- a bath
- optional shower area
- optional basin
- optional toilet

**ENSURE:**

---

In the bath

- adequate hot and cold water pressure
- hot water temperature is greater than 44°C and less than 50°C
- the taps are working well
- the bath spout is functioning
- the bath drainage is OK
- the bath is secure

**AVOID:**

---

- taps that are hard to turn on and off and are not clearly marked - hot and cold
- taps not suited to poor water quality
- avoid automatic sensor taps as they may confuse the resident
- hot water systems that function poorly in poor water quality
- bath taps that do not have a spout to combine hot and cold water

## 1.21 FUNCTIONING OF CRITICAL ITEMS IN RESIDENT TOILETS

Toilets should function and remove waste from the en-suite, bathroom or toilet areas. Hand washing has significant impact in reducing germs related to toilet use and should be available near all toilets.

**ENSURE:**

---

the toilet

- is able to flush waste away
- refills within 3 minutes
- has a working cistern and pan

the basin has

- adequate hot and cold water pressure
- hot water temperature greater than 44°C and less than 50°C
- taps that are working well
- a basin spout that is functioning
- basin drainage that is OK
- a secure basin

**AVOID:**

---

- cisterns that may be easily damaged during transport for remote settings
- floor pans with small surface area to the floor or poor connecting systems as they will be unstable
- avoid automatic sensor taps for basins as they may confuse the resident
- basin taps that do not have a spout to combine hot and cold water

## 1.22 FUNCTIONING OF CRITICAL ITEMS IN RESIDENT KITCHENS

Other principles deal with the various important benefits and details of resident kitchens. If kitchens are provided they need to be safe and functional.

### ENSURE:

- the bench material and splash back area behind the sink are well designed, robust and waterproofed
- there is a kitchen sink with working water supply, taps, spout and drainage
- a working cooktop with control knobs at the front, not side or rear
- a small fridge and freezer unit
- good lighting to the kitchen, particularly the working surfaces

## 1.23 ELECTRICAL SAFETY: ELECTRICAL COMPLIANCE

Compliance of entire electrical installation at date of construction is mandatory. Compliance certificates are issued.

### ENSURE:

- compliance certificates are given for all electrical work
- regular checking of the compliance of all parts of the electrical system where:
  - any modifications to the facility have occurred
  - the facility is located in an area with highly corrosive environmental factors such as extreme salt water spray or dust
  - any fire or flood vents have occurred
  - any major pest or vermin outbreak has occurred in the region

## 1.24 ELECTRICAL SAFETY: SWITCHBOARD FUNCTIONING

Switchboards contain circuit breakers and safety switches.

### Circuit breakers

Circuit breakers should be fitted to all power and light circuits. Circuit breakers are designed to protect the electrical system and building. Careful consideration at the planning stage should be given to the following circuits being separated:

- drug fridges
- bedroom areas (power and light circuits)
- main kitchen (with separated circuits for equipment)
- emergency lighting
- communications facilities in the office

### Safety switches

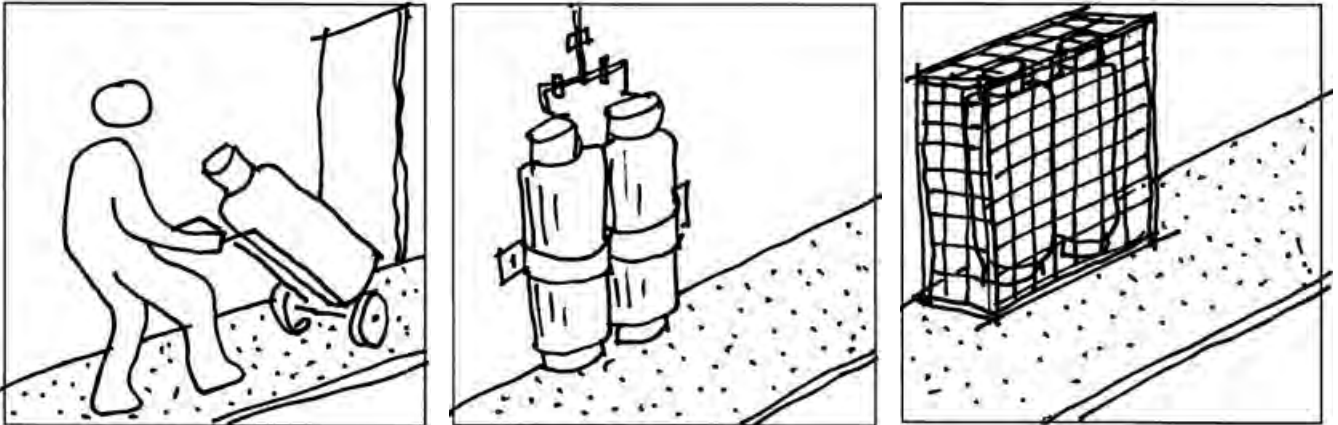
Safety switches are also known as Residual Current Devices (RCDs) or Earth Leakage Control Devices (ELCDs) and are designed to protect the safety of people using the building.

### ENSURE:

- electrical compliance certificates are available for inspection
- switchboard is checked regularly
- safety switches are tested and maintained
- inspection results for RCD's are recorded and kept available for audit as required by AS 3760

*For more detailed information on the issue of electrical safety see Appendix 3*

## 1.25 GAS SAFETY



If the gas installation is faulty in any way, gas leaks may occur and could cause explosions, severe breathing difficulties or suffocation. Gas leaks will also mean extra costs because of wasted gas. When choosing to use gas for cooking or heating it is important to find out whether gas is available (piped mains, bottled or bulk gas deliveries) and whether there are staff with the skills required to change gas bottles. This is particularly a problem in locations where gas is very expensive, or when it is difficult to change gas bottles. In some states/territories only a licensed gas fitter can change gas bottles.

### ENSURE:

With gas bottles

- gas bottles are safely located away from windows, doors and corners of the building
- bottles are accessible for filling or replacing
- a platform or base, and a method for securing the bottles, is provided for the bottles
- gas regulators and feed lines into the house are secured to the wall and protected from accidental knocks

### GENERALLY

- approved connecting lines and connectors are specified
- gas appliances are located in well ventilated areas
- appliances must be fitted with gas fuses
- gas is installed to comply with state or territory regulations and AS 5601:2004 Gas installations

*NIHG reference A2 Gas safety*

## 1.26 FUNCTIONING OF REQUIRED ITEMS IN EN-SUITES

En-suites are defined here as a room containing a shower, toilet and basin for the use of residents.

Wet areas, including en-suites, need to be designed to suit the needs of the residents and local climatic conditions such as:

- locating the wet area so that it does not open off public spaces and can be used privately at all times
- locating the wet area to catch and store the morning sun for warmth in winter
- providing adequate ventilation so that the wet area is not too hot and humid in summer
- ensuring all wet areas are accessible to older people and people with disabilities

### **ENSURE:**

For shower and basin

- pipework is selected to withstand local water conditions
- water pressure is adequate throughout the facility
- hot water temperature is controlled between 44 and 50C
- tapware is selected to withstand local water conditions
- shower rose and basin spout (outlet) are selected to withstand local water conditions
- drainage is well designed with adequate pipe sizes, inspection points and is tested during construction
- the basin is securely mounted

For the toilet

- the toilet cistern has a dual flush and is selected to withstand local water conditions and transportation to the site
- the "footprint" of the pan for floor mounted toilets is as large as possible and wall mounted pans have satisfactory wall structure to ensure stability

*NIHG reference B1 Washing people*

## 1.27 FUNCTIONING OF REQUIRED ITEMS IN BATHROOMS

Bathrooms are defined here as a room that must contain a bath. A shower, toilet and basin in the same room is optional (see 1.26 for the requirements for the shower, toilet and basin).

### ENSURE:

For the bath

- pipe work is selected to withstand local water conditions
- water pressure is adequate throughout the facility
- hot water temperature is controlled between 44°C and 50°C
- tap ware is selected to withstand local water conditions
- drainage is well designed with adequate pipe sizes, inspection points and is tested during construction
- the bath is securely mounted

### CONSIDER:

- using a swivel spout and locating taps to prevent injury
- fitting a grab rail around the bath to safely step in and out of the bath

NIHG reference B1 Washing people

## 1.28 FUNCTIONING OF REQUIRED ITEMS IN RESIDENT TOILETS/BASINS

Toilets are defined here as a room that contains a toilet and basin for hand washing.

See 1.26 for toilet and basin design considerations.

NIHG reference B3 Removing waste water safely.

## 1.29 FUNCTIONING OF REQUIRED ITEMS IN RESIDENT KITCHENS

Other principles in this Guide deal with the various important benefits and details of resident kitchens. If kitchens are provided they need to be safe and functional and provide these additional facilities to residents.

### ENSURE:

- the sink has taps that can be easily turned on and off by the resident and a secure plug
- if a fridge is provided, the door seals are in good condition and the temperature is adjusted to prevent the build up of ice in the unit

**CONSIDER:**

- an oven
- other safe appliances to help cooking and preparing snacks
- good ventilation of the area
- an extractor fan

**1.30 HOT WATER: TEMPERATURE OF TAP WATER**

Hot water temperature will be tested in the en-suite, bathroom and kitchen areas. Other critical items required for the safe function of these areas will also appear in the items 1.19, 1.20, 1.22, 1.26, 1.27, 1.29.

**ENSURE:**

- the system maintains water temperature within a range of 40.5°C - 43.5°C
- warm water systems are serviced annually
- the warm water system must be maintained in good working order
- the temperature of water at outlets in the organisation is tested at least monthly
- water samples are tested for bacteria once a quarter over a full 12 months
- records are kept on all required aspects of the warm water system
- records of the warm water system are inspected to confirm routine testing, service and maintenance including any reported malfunctions and action taken
- inspection of the local authorities registration certificate for the warm water system

**AVOID:**

- any variations to the warm water system without recording and notification of local authorities
- temperatures that exceed required maximums by 2°C if so immediately isolate that system until it is repaired

NIHG reference B1 - Washing people

NIHG reference B 9.2 Burns from hot water

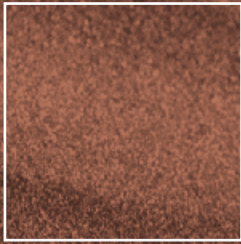


## 1.31 - 1.41 BUILDING ENVIRONMENT TESTING

The remaining items (1.31 -1.41) test and describe the safety and adequacy of the building environment. See the Building Services Survey sheets for details and testing procedure. These can be found on the Health Habitat website.

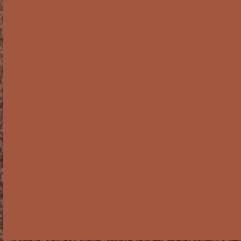
ITEM No.	ITEM	NIHG REFERENCE
<b>1.31</b>	Resident Area Lighting	A1.4
<b>1.32</b>	Outside Wall Condition	A4
<b>1.33</b>	Inside Wall Condition	A4
<b>1.34</b>	Ceiling Condition	A4
<b>1.35</b>	Floor Condition	A4
<b>1.36</b>	Window Condition	B82,3
<b>1.37</b>	Door Condition	B5
<b>1.38</b>	Insect Screening Condition	B6
<b>1.39</b>	Lights Functioning	A1.4
<b>1.40</b>	Power Points Functioning	A1.4
<b>1.41</b>	Ceiling Fans Functioning	B8.4



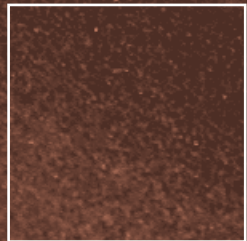
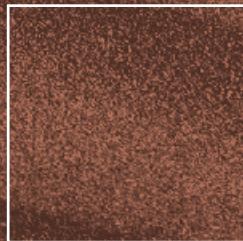
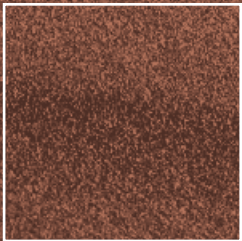


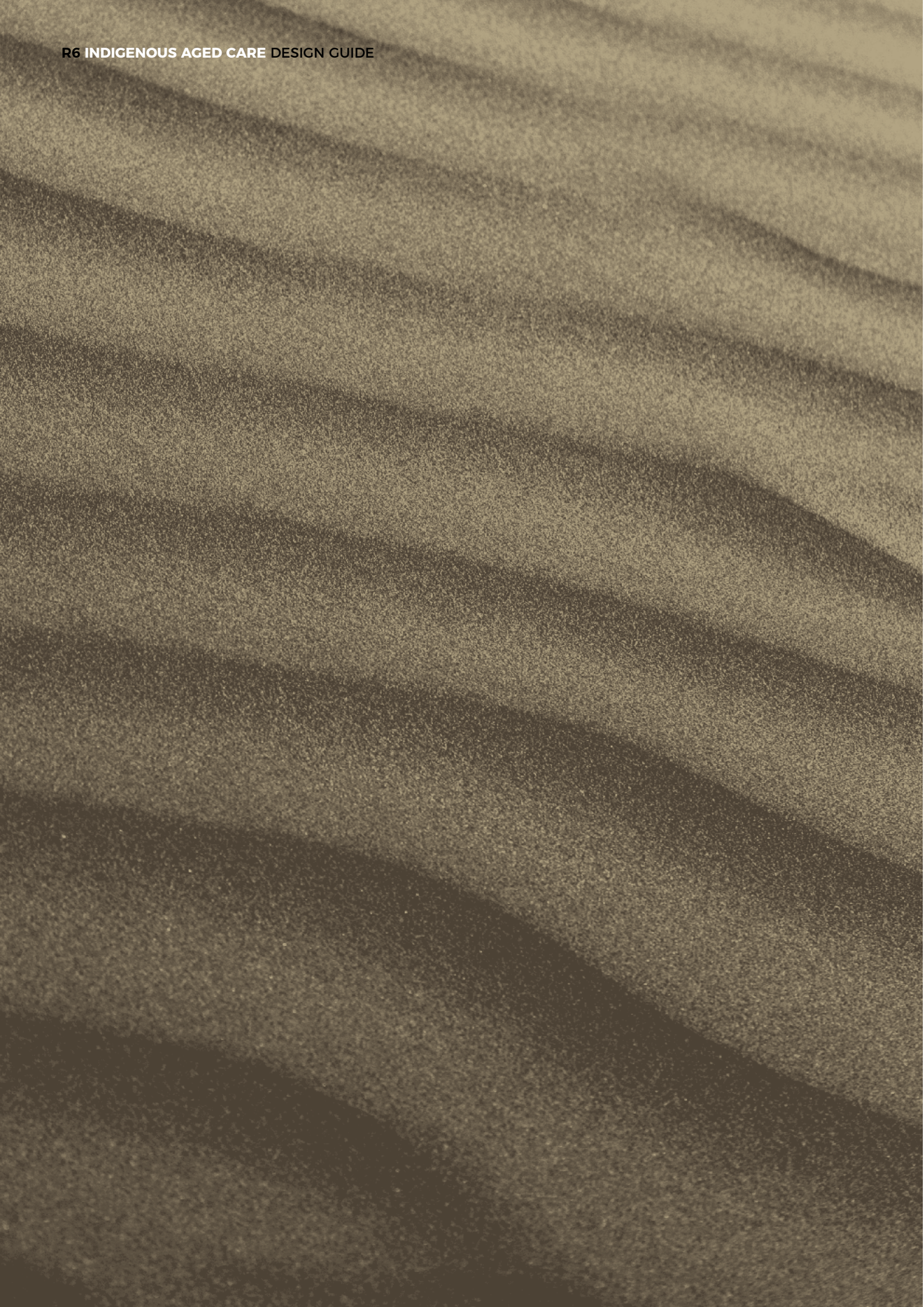
# THE 10 PRINCIPLES IN DETAIL

## CHAPTER 2



# FOCUSING ON THE SMALL SCALE



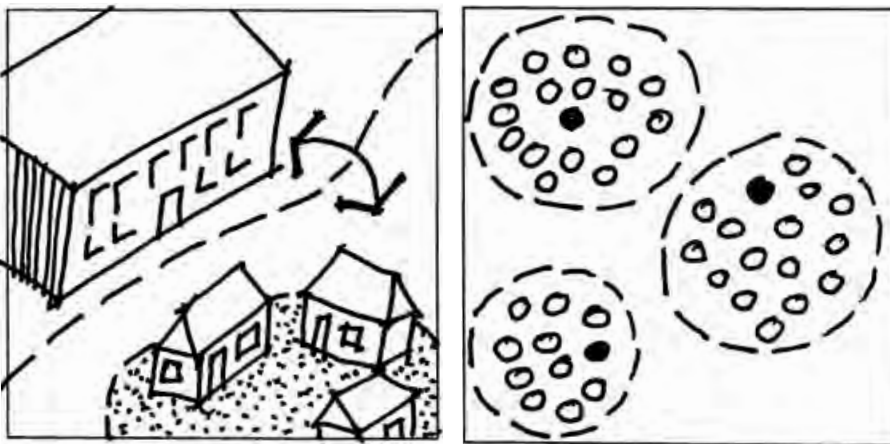


## 2. FOCUSING ON THE SMALL SCALE

The size of a unit influences how a person feels and behaves. A unit contains the areas that are important in the residents' daily life, such as bedrooms, sitting areas, outdoor areas, the lounge room, dining room, and residents' kitchen. In addition to considering how many people live in a unit, both scale and detailing are important factors in designing a unit of an appropriate size. The size of a unit will impact on how many people a resident needs to interact with on a day to day basis, how many decisions they need to make, and also how familiar the setting is for a resident.

The scale of a unit is determined not only by its overall size, but by the scale of its many components. An environment of an appropriate scale helps a person to have a sense of place and well being. A building can be designed, detailed and furnished to create a familiar and small scale environment, focusing on elements which are of a human scale and finishes which are used in residential settings.

### 2.1 NUMBER OF RESIDENTS



It has been shown that small scale settings are beneficial for older people and especially for older people with dementia. Group size, or the number of people in a unit, is the most important factor in achieving a small scale setting. In a small unit, a person needs to relate to fewer people, and is able to do things in a group which is more familiar to them.

A small scale environment can be successfully created when a large facility is made up of many units, each of which contains the areas that are important in the residents' daily life, such as the lounge room, dining room, residents' kitchen, bedroom, sitting areas and outdoor areas.

The number of residents in a unit affects the size of the unit, as for example the number of bedrooms and the amount of circulation space that is required increase with more people. By default, a smaller group size means a smaller unit.

**ENSURE:**

---

- creating a unit for around 15 people or less
- staffing models are prepared at the design stage to confirm the best mix of unit size and operation

**AVOID:**

---

- larger unit sizes greater than 15 people

**CONSIDER:**

---

- creating units for 10 people for less
- breaking up larger units into smaller units

## 2.2 OUTSIDE APPEARANCE, SCALE AND DETAILING

The external scale and detailing of each unit in the facility is important in creating a small scale setting and in creating a positive impression in the community. This appearance of the unit is the first impression that people will have of the place as they come, go, and pass by, and one which will stay with them. A larger facility can still give the appearance and feel of being small if it is broken up into distinct parts (units). The design of the roof, the pattern of the windows, the layout of the garden, and the careful selection of colours and materials can all have an impact on the impression the building gives to the wider community. It is important that materials are as domestic as possible, rather than commercial, as this is a residential setting. The meaning of residential scale will vary according to people's living experiences, and so it is important to use a typical house as a reference point.

**ENSURE:**

---

- the external appearance of the facility (and unit) is detailed to create a small scale setting
- domestic scale entrances rather than hotel style lobby entries
- domestic roof styles
- reduced heights and scale to the street

**AVOID:**

---

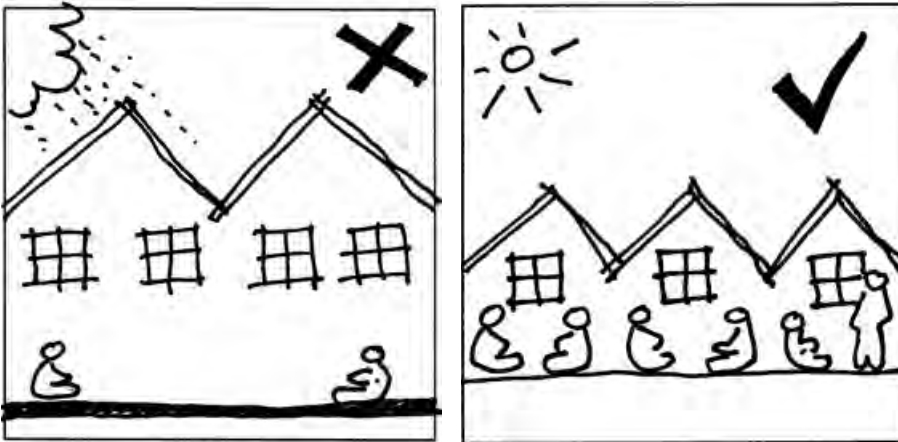
- repetition of colour, materials, details
- institutional finishes

**CONSIDER:**

---

- implementing changes to existing larger units that will help reduce the scale of the living environment (domestic details and furnishings)
- creating a series of small buildings

## 2.3 INSIDE APPEARANCE, SCALE AND DETAILING



The internal scale and detailing of a unit is important in creating a small scale setting for residents to enjoy. When a large unit is broken up into different rooms, and in turn each of these rooms is designed to cater for small groups (rather than large ones), the overall impression can be altered and the focus be residential. As with the external appearance of the building, the meaning of residential scale will vary according to people's living experiences, and so it is important to use a typical house as a reference point. The choice of furniture will be important, as will the selection of artwork, window furnishings, door furniture, taps, and flooring.

### ENSURE:

- the unit is designed and detailed to create a small scale setting
- a cluster of domestic scale living and dining areas is created rather than one large space

### AVOID:

- large institutional size rooms (living room, dining room)
- repetition of colour, materials, details
- institutional finishes

### CONSIDER:

- domestic scale dining tables
- furniture selection so that not all furniture looks the same
- domestic decoration (pictures, etc)

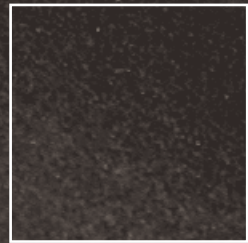
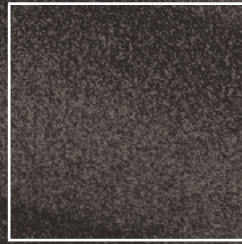
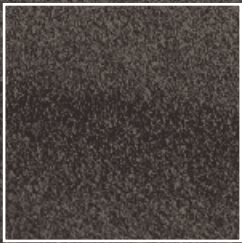
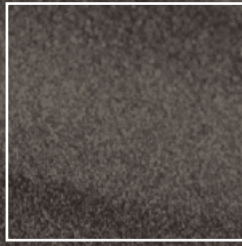


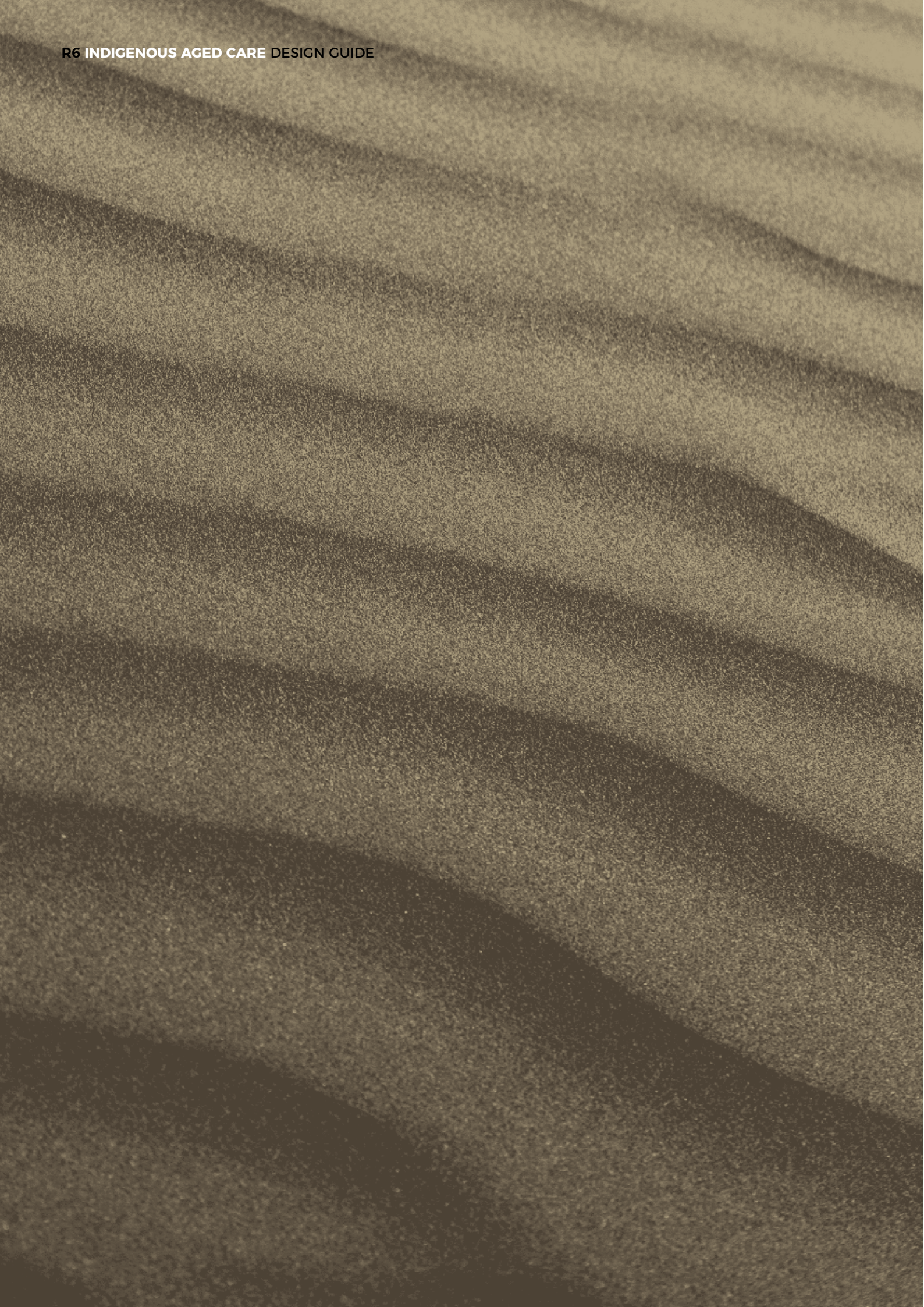


# THE 10 PRINCIPLES IN DETAIL

CHAPTER 3

## SEEING AND BEING SEEN





## 3. SEEING AND BEING SEEN

It is essential that residents are able to negotiate their environment easily. Visual access is key element of wayfinding. Clear choice and decision making are essential within a setting as they can contribute to a sense of place and well being. Everyone needs to find their way and looks for cues from the environment to help them do this. We all look for an indication of where we can go and what we might find when we get there. It is particularly important for residents to be able to recognise where they are, where they have come from, and what they will find if they head in a certain direction.

An environment needs to offer residents opportunities for exploration and engagement, while being easy for them to understand and interpret. Views are important and can help a person recognise their location. Landmarks and cues (eg views of country, rocky outcrops and other natural features) can be significant, as well as built features such as a building or a shelter. It is an advantage if staff are able to see residents for most of the time as this reduces anxiety in both residents and staff.

### 3.1 SEEING THE WAY TO THE LOUNGE ROOM

The lounge room is a place where residents are likely to want to spend time relaxing and socialising with others or on their own. It needs to be easy to find and recognise. If residents can see the way to the lounge room when they leave their bedroom this will help them know where they are heading and give them a hint of what they will find when they get there.

#### ENSURE:

- the lounge room is located in a prominent position in the unit
- the lounge room is identifiable when leaving the bedroom for example by the scale, form, colour

#### AVOID:

- repetition of building form, scale and colour which doesn't distinguish the lounge room

#### CONSIDER:

- clear lines of sight between bedrooms and lounge room



### 3.2 SEEING INSIDE THE LOUNGE ROOM

The lounge room is a place where residents are likely to want to spend time relaxing and socialising with others or on their own. It needs to be easy to find and recognise. If residents can see the inside of the lounge room from circulation routes this will help them know where they are heading and what they will find when they get there. Seeing inside the room (rather than just the outside of the room) will give them added information and inspiration as they can see particular features, furniture and decoration, such as an inside fire place, painting, or an easy chair.



#### ENSURE:

- the lounge room is located in a prominent position in the unit
- entry doors to the lounge room are glazed to allow people to look inside
- windows have low sill height to encourage view in and out from/onto paths and circulation routes

#### AVOID:

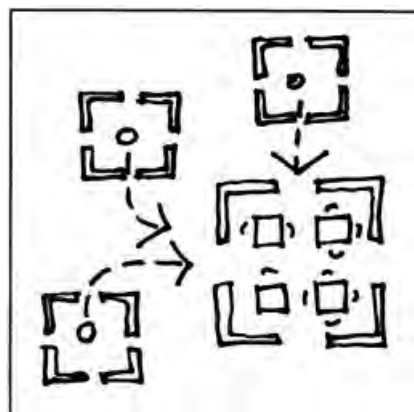
- obstructing the view in or out of the lounge room, for example by closing curtains, using solid doors

#### CONSIDER:

- sidelights to doors to allow people to see inside the lounge room

### 3.3 SEEING THE WAY TO THE DINING ROOM

The dining room is a place where residents are likely to want to spend time relaxing and socialising with others or on their own. It needs to be easy to find and recognise. If residents can see the way to the dining room when they leave their bedroom this will help them know where they are heading and give them a hint of what they will find when they get there.



#### ENSURE:

- the dining room is located in a prominent position in the unit
- the dining room is identifiable when leaving the bedroom (eg by scale, form or colour)

#### AVOID:

- repetition of building form, scale and colour which doesn't distinguish the dining room

#### CONSIDER:

- clear lines of sight between bedrooms and dining room

## 3.4 SEEING INSIDE THE DINING ROOM

The dining room is a place where residents are likely to want to spend time relaxing and socialising with others or on their own. It needs to be easy to find and recognise. If residents can see the inside of the dining room from circulation routes this will help them know where they are heading and what they will find when they get there. Seeing inside the room (rather than just the outside of the room) will give them added information and inspiration as they can see particular features, furniture and decoration, such as a table and chairs.



### ENSURE:

- the dining room is located in a prominent position in the unit
- entry doors to the dining room are glazed to allow people to look inside
- windows have low sill height to encourage view in and out from/to paths and circulation routes

### AVOID:

- obstructing the view in or out of the dining room, for example by closing curtains, using solid doors

### CONSIDER:

- sidelights to doors to allow people to see inside the dining room

## 3.5 SEEING THE WAY TO THE BEDROOM

Bedrooms may be places where residents are want to spend time relaxing with others or on their own. It is important that they are easy to find and recognise. It may not be possible for residents to see their bedroom directly from the lounge or dining room. If they can see how to reach it when they leave the lounge or dining room, this will help residents see which way to head and give them a hint of what they will find when they get there.

### ENSURE:

- bedrooms are located in close proximity to the lounge room and dining room
- the way to bedrooms is identifiable when leaving the lounge and dining room (eg by using decoration, finishes and/or colour)

### AVOID:

- long corridors which require residents to make many turns to reach their bedrooms

### CONSIDER:

- providing clear lines of sight between bedrooms and the lounge room and dining room
- the use of redundant cueing, ie providing more than one cue to the same thing, for example through the use of colour, finishes, images, artwork, recognising that different things can be meaningful to different residents and at different times.

### 3.6 SEEING THE BEDROOM DOOR

Bedrooms may be places where residents are want to spend time relaxing with others or on their own. A resident's bedroom needs to be easy to find and recognise. Bedroom doors offer residents an important way to recognise their door, and consideration should be given to the finish and decoration of bedroom doors, information on the door and the use of features near the door. This will help residents know where their bedroom is.

#### ENSURE:

- bedroom doors can be clearly distinguished from one another
- bedroom doors are positioned so they can be easily seen

#### AVOID:

- repetition of finishes and features as then the doors can all appear to be the same

#### CONSIDER:

- how clear lines of sight can be provided to bedroom doors
- the use of redundant cueing, ie providing more than one cue to the same thing, for example through the use of colour, texture, finish, names, numbers, images, artwork, recognising that different things can be meaningful to different residents and at different times.

### 3.7 SEEING THE EXIT TO OUTSIDE FROM THE LOUNGE ROOM

The lounge room is likely to be an important place in the life of the unit. Outside areas may well be as significant as inside spaces and so it is vital that residents are able to see the way to go outside from the lounge room.

#### ENSURE:

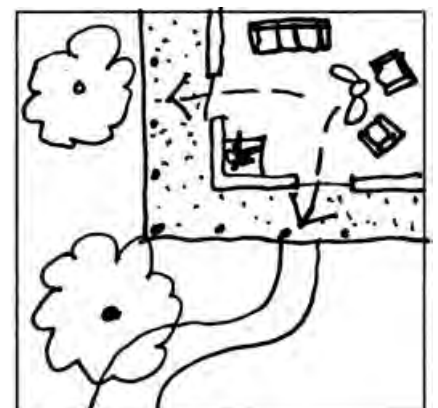
- that the door to outside is clearly recognisable as a door
- clear lines of sight to outside areas where activities may be occurring
- easy access to outside area

#### AVOID:

- obstructing the view of the door to outside
- obstructing the view out of the lounge room

#### CONSIDER:

- using sidelights to doors
- window design so windows don't look like doors

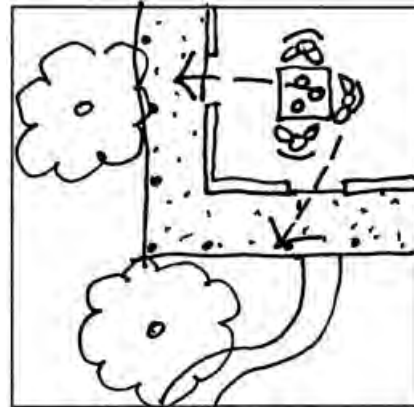


### 3.8 SEEING THE EXIT TO OUTSIDE FROM THE DINING ROOM

The dining room is likely to be an important place in the life of the unit. Outside areas may well be as significant as inside spaces and so it is vital that residents are able to see the way to go outside from the dining room.

#### ENSURE:

- that the door to outside is clearly recognisable as a door
- clear lines of sight to outside areas where activities may be occurring
- easy access to outside area



#### AVOID:

- obstructing the view of the door to outside
- obstructing the view out of the dining room

#### CONSIDER:

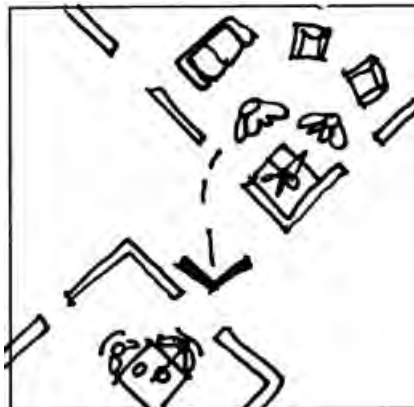
- using sidelights to doors
- window design so windows don't look like doors

### 3.9 SEEING THE DINING ROOM FROM THE LOUNGE ROOM

Ideally key inside areas such as lounge room and dining room should be visually connected. This will mean that a resident can easily see key places that will be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

- the dining and lounge room are located near each other
- there is a clear visual connection between lounge and dining rooms
- a clear path between lounge and dining rooms



#### AVOID:

- obstructing the view from the dining to the lounge room

#### CONSIDER:

- making the connecting path between the dining and lounge room stronger by having it well defined and separate from other circulation to and from these main areas and the rest of the facility



### 3.10 SEEING THE RESIDENT KITCHEN FROM THE LOUNGE ROOM

Ideally key areas inside such as lounge room and resident kitchen should be visually connected. This will mean that a resident can easily see other places that will be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

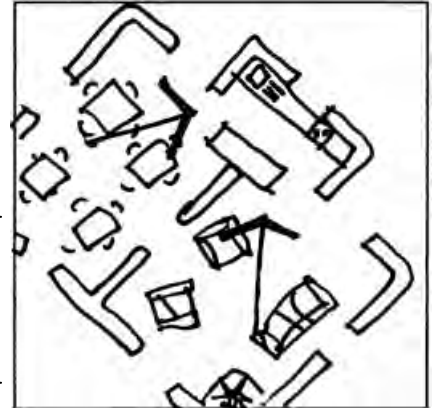
- resident kitchen can be seen from the lounge room
- clear path between resident kitchen and lounge room

#### AVOID:

- obstructing the view of the resident kitchen from the lounge room
- obstructing the path between resident kitchen and lounge room

#### CONSIDER:

- keeping the bench-top hob height low to enable easy viewing into the kitchen by residents and staff
- planning the kitchen layout and connection to the lounge room to allow an overview and conversations whilst ensuring potentially dangerous parts of the kitchen are well protected



### 3.11 SEEING THE RESIDENT KITCHEN FROM THE DINING ROOM

Ideally key areas inside such as dining room and resident kitchen should be visually connected. This will mean that a resident can easily see other places that will be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

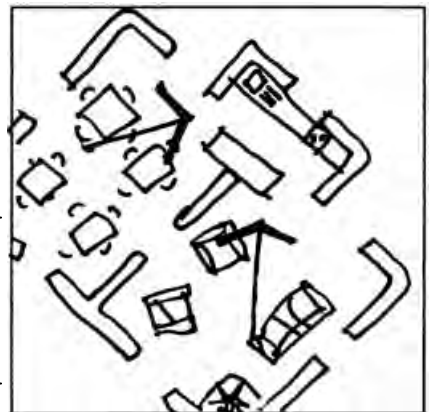
- resident kitchen can be seen from the dining room
- clear path between resident kitchen and dining room

#### AVOID:

- obstructing the view of the resident kitchen from the dining room
- obstructing the path between resident kitchen and dining room

#### CONSIDER:

- keeping the bench-top hob height low to enable easy viewing into the kitchen by residents and staff
- planning the kitchen layout and connection to the dining room to allow an overview and conversations whilst ensuring potentially dangerous parts of the kitchen are well protected

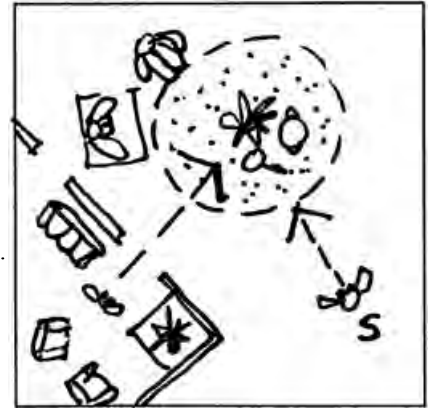


### 3.12 SEEING THE OUTSIDE COOKING/CAMPFIRE FROM THE LOUNGE ROOM

Ideally key areas inside (such as lounge room) and outside (such as a cooking area) should be visually connected. This will mean that a resident can easily see other places that will be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

- outside cooking area/campfire can be seen from the lounge room
- clear path between outside cooking area/campfire and lounge room
- staff have a good overview of outside areas



#### AVOID:

- obstructing the view of the outside cooking area/campfire from the lounge room
- obstructing the path between outside cooking area/campfire and lounge room

#### CONSIDER:

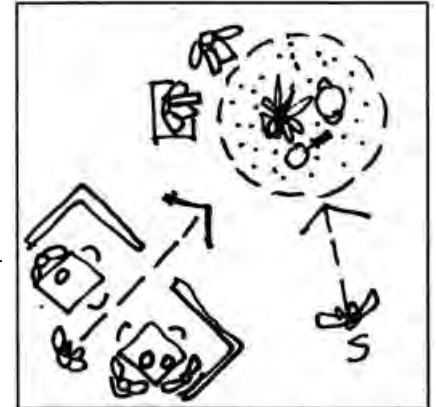
- locating and designing outside areas so they can be easily viewed and accessed by a range of staff at all times
- designing all staff access routes and service corridors to provide back up observational glimpses of all outdoor areas likely to be used by residents

### 3.13 SEEING THE OUTSIDE COOKING AREA/CAMPFIRE FROM THE DINING ROOM

Ideally key areas inside (such as the dining room) and outside (such as cooking area) should be visually connected. This will mean that a resident can easily see other places that will be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

- outside cooking area/campfire can be seen from the dining room
- clear path between outside cooking area/campfire and dining room



#### AVOID:

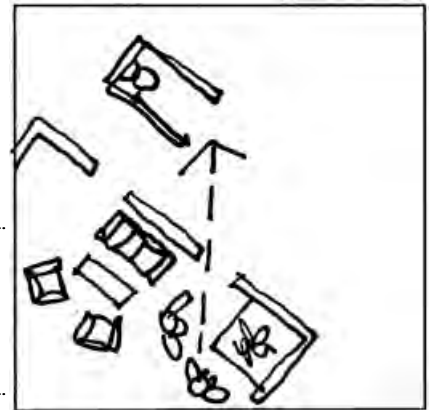
- obstructing the view of the outside cooking area/campfire from the dining room
- obstructing the path between outside cooking area/campfire and dining room

#### CONSIDER:

- locating and designing outside areas so that they can be easily viewed and accessed by a range of staff at all times
- designing all staff access routes and service corridors to provide back up observational glimpses of all outdoor areas likely to be used by residents

### 3.14 SEEING A TOILET FROM THE LOUNGE ROOM

A toilet is a room which needs to be used often and therefore needs to be easy to get to. If it is not only is close proximity to the lounge room but can be seen from the lounge room, it can act as an important prompt for residents.



#### ENSURE:

- toilet is visible but still private
- clear path between toilet and lounge room

#### AVOID:

- locating the toilet so that it dominates the lounge room view
- locating the toilet pan so that if the door is left open residents' privacy is compromised
- obstructing the view between lounge room and the toilet
- obstructing the path between lounge room and the toilet

#### CONSIDER:

- the location of screens and the placement of fixtures in the room to screen the toilet
- use of appropriately adjusted door closer so that the toilet door closes but residents can easily open the door

### 3.15 SEEING A TOILET FROM THE DINING ROOM

A toilet is a room which needs to be used often and therefore needs to be easy to get to. If it is not only is close proximity to the dining room but can be seen from the dining room, it can act as an important prompt for residents.

#### ENSURE:

- toilet is visible but still private
- clear path between toilet and dining room

#### AVOID:

- locating the toilet so that it dominates the dining room view
- locating the toilet pan so that if the door is left open resident privacy is compromised
- obstructing the view between dining room and the toilet
- obstructing the path between dining room and the toilet

**CONSIDER:**

- the location of screens and the placement of fixtures in the room to screen the toilet
- use of appropriately adjusted door closer so that the toilet door closes but residents can easily open the door

### 3.16 SEEING A TOILET FROM OUTSIDE SHELTERS

A toilet is a room which needs to be used often and therefore needs to be easy to get to. People may use outside areas as much as inside spaces and so it is vital that they are able to see the way to go to the toilet from outside shelters and areas where residents frequently gather. If it is not only in close proximity to outside shelters and areas but can be seen from them, it can act as an important prompt for residents.

**ENSURE:**

- toilet is visible but still private
- clear path between toilet and outside shelters

**AVOID:**

- locating the toilet so that it dominates the view from outside shelters
- locating the toilet pan so that if the door is left open resident privacy is compromised
- obstructing the view between outside shelters and the toilet
- obstructing the path between outside shelters and the toilet

**CONSIDER:**

- the location of screens and planting to screen the toilet
- the placement of the toilet pan
- use of appropriately adjusted door closers so that the toilet door closes but residents can easily open the door

### 3.17 SEEING STAFF FROM THE LOUNGE ROOM

Residents are likely to be reassured if they know staff are around and so good visual access between the point(s) where staff spend most of their time and the lounge room is important. As residents are likely to spend a lot of time in the lounge it will also be an advantage if staff can easily see residents and assist them if required.

**ENSURE:**

- good visual access to circulation routes around the lounge room

**AVOID:**

- a central staff base (which can be intimidating)

**CONSIDER:**

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)

**3.18 SEEING STAFF FROM THE DINING ROOM**

Residents are likely to be reassured if they can see where staff are and so good visual access between the point(s) where staff spend most of their time and the dining room is important. As residents are likely to spend a lot of time in the dining room it will also be an advantage if staff can easily see residents and assist them if required.

**ENSURE:**

- good visual access to circulation routes around the dining room

**AVOID:**

- a central staff base (which can be intimidating)

**CONSIDER:**

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)

**3.19 SEEING STAFF FROM OUTSIDE**

Residents are likely to be reassured if they can see where staff are and so good visual access between the point(s) where staff spend most of their time and outside areas is important. As residents are likely to spend a lot of time outside it will also be an advantage if staff can easily see residents and assist them if required.

**ENSURE:**

- good visual access to circulation routes, lounge room and dining room from outside

**AVOID:**

- a central staff base (which can be intimidating)

**CONSIDER:**

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)
- lighting of the staff base

### 3.20 SEEING OUTSIDE AREAS FROM THE LOUNGE ROOM

For many residents, outside areas may well be as significant as inside spaces. Ideally key areas inside such as the lounge room and outside (such as a cooking area, shelter, shady place and view to country) should be visually connected. This will mean that a resident can easily see other places that will be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

- good visual access to outside areas from the lounge room
- clear path between outside areas and the lounge room

#### AVOID:

- obstructing the view to outside areas from the lounge room
- obstructing the path to outside areas from the lounge room
- glare from the viewing window by careful siting of the lounge room and outside areas
- any obvious glare sources by carefully considering window locations, using lighter colours on inside walls around windows, and allowing for the ability to screen glare sources if necessary at certain times of the day (see 5.13 for a discussion of glare)

#### CONSIDER:

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)

### 3.21 SEEING OUTSIDE AREAS FROM THE DINING ROOM

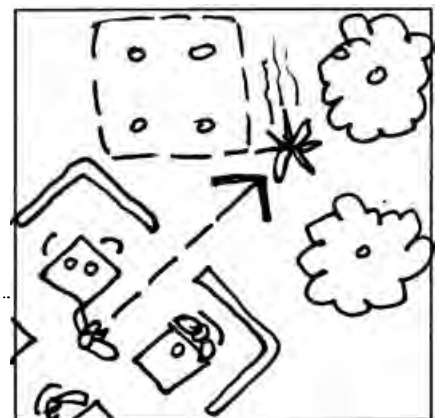
For many residents outside areas may well be as significant as inside spaces. Ideally key areas inside such as the dining room and outside (such as cooking area, shelter, shady place and view to country) should be visually connected. This will mean that a resident can easily see other places that will be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

- good visual access to outside areas from the dining room
- clear path between outside areas and the dining room

#### AVOID:

- obstructing the view to outside areas from the dining room
- obstructing the path to outside areas from the dining room
- glare from the viewing window by careful siting of the dining room and outside areas



- any obvious glare sources by carefully considering window locations, using lighter colours on inside walls around windows, and allowing for the ability to screen glare sources if necessary at certain times of the day (see 5.13 for a discussion of glare)

**CONSIDER:**

---

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)

## 3.22 SEEING A SHADY PLACE FROM THE LOUNGE ROOM

Outside areas may well be as significant as inside spaces. Ideally key areas inside, such as the lounge room, and outside, such as a shady place, should be visually connected. This will mean that a resident can easily see another place that may be of interest to them, and can also see how they can go from one of these places to another.

**ENSURE:**

---

- good visual access to a shady place from the lounge room
- clear path between a shady place and the lounge room

**AVOID:**

---

- obstructing the view to a shady place from the lounge room
- obstructing the path to a shady place from the lounge room
- glare from the viewing window by careful siting of the lounge room and shady place

**CONSIDER:**

---

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)

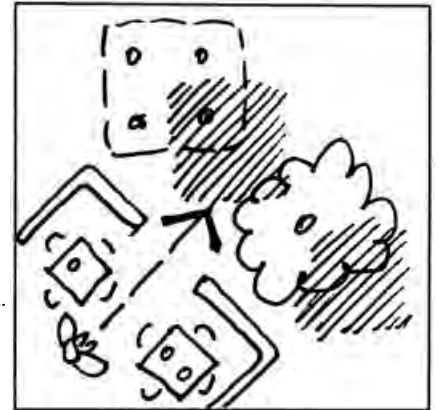


### 3.23 SEEING A SHADY PLACE FROM THE DINING ROOM

Outside areas may well be as significant as inside spaces. Ideally key areas inside, such as the dining room, and outside, such as a shady place, should be visually connected. This will mean that a resident can easily see another place that may be of interest to them, and can also see how they can go from one of these places to another.

#### ENSURE:

- good visual access to a shady place from the dining room
- clear path between a shady place and the dining room



#### AVOID:

- obstructing the view to a shady place from the dining room
- obstructing the path to a shady place from the dining room
- glare from the viewing window by careful siting of the dining room and shady place

#### CONSIDER:

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)

### 3.24 SEEING COUNTRY FROM THE LOUNGE ROOM

A distant view to country can be very important. Ideally key areas inside, such as the lounge room, should allow the opportunity for this view rather than requiring people to go outside to see country.

#### ENSURE:

- good visual access to country from the lounge room

#### AVOID:

- obstructing the view of country from the lounge room
- glare from the viewing window by careful siting of the lounge room

#### CONSIDER:

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)

### 3.25 SEEING COUNTRY FROM THE DINING ROOM

For many people a view to country and the surrounding landscape can be very important. Ideally key areas inside, such as the lounge room, should allow the opportunity for this view rather than requiring people to go outside.

#### ENSURE:

- good visual access to country from dining room

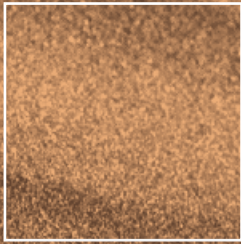
#### AVOID:

- obstructing the view of country from the dining room
- glare from the viewing window by careful siting of the dining room

#### CONSIDER:

- the general transparency of building (planning, the placement of windows, window sill height and glazed doors)



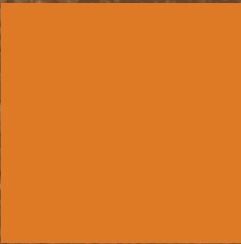
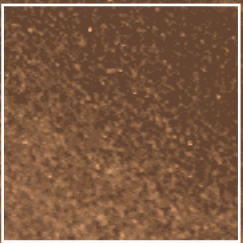
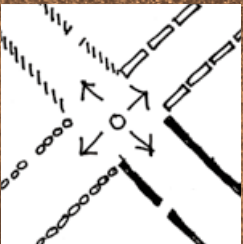
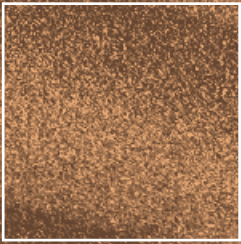
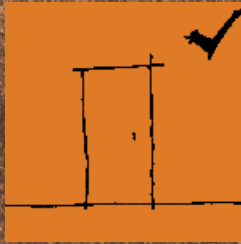
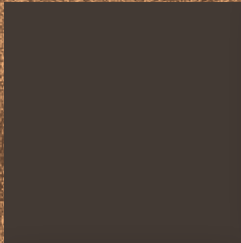
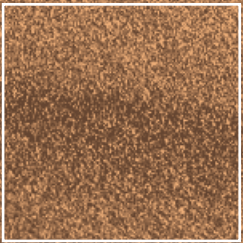


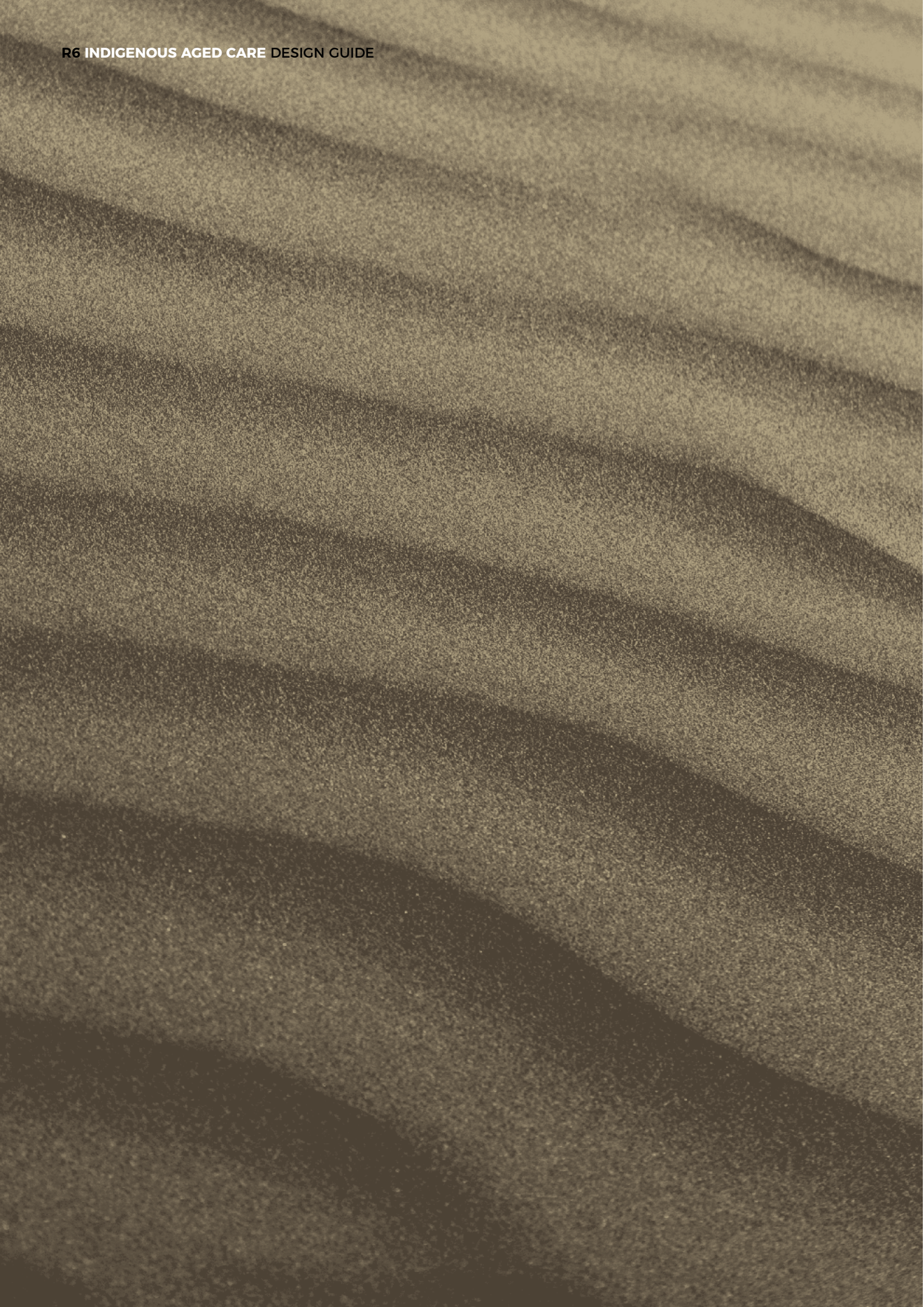
# THE 10 PRINCIPLES IN DETAIL



## CHAPTER 4

# HIDING UNIMPORTANT THINGS





## 4. HIDING UNIMPORTANT THINGS

A resident can have difficulty coping with a large amount of stimulation. The environment should be designed to reduce the impact of visual and auditory stimulation that is unnecessary for the well being of the residents. Doors for the delivery of linen and the removal of garbage, for example, are not directly relevant to the life of a resident and should be hidden. This approach both reduces stimulation and avoids tempting resident into situations that would cause them difficulties. It also allows the older person to focus on places and functions that are likely to be meaningful for them.

### 4.1 DOORBELLS

The sound of a doorbell can be especially disturbing for residents if they are unable to answer the front door or leave the facility. In these instances it can highlight that the front door is a barrier, as residents do not have the freedom to come and go (as residents had in their own homes). This is especially the case for people with dementia, but can be a problem for other residents too. The sound of the doorbell could also be intrusive and disturb residents. This could result from its tone or the location of the bell in the facility.



#### ENSURE:

- doorbell to be used by visitors only (not deliveries)

#### AVOID:

- deliveries coming through the front door
- loud, piercing tones

#### CONSIDER:

- separating service and visitor entries so that door bell is relevant to residents
- need for doorbell

## 4.2 NOISE FROM NON-RESIDENT KITCHEN

By definition, residents are not able to enter non-residents' kitchens. Noise can be generated by music, the banging of pots and pans or loud conversation. As this occurs behind closed doors, it can be very frustrating for residents as they are unable to participate and, at the same time, the noise could interfere with other things they are doing, reducing the older person's ability to function to the best of their abilities.



### ENSURE:

- non residents' kitchen is separated from all resident areas

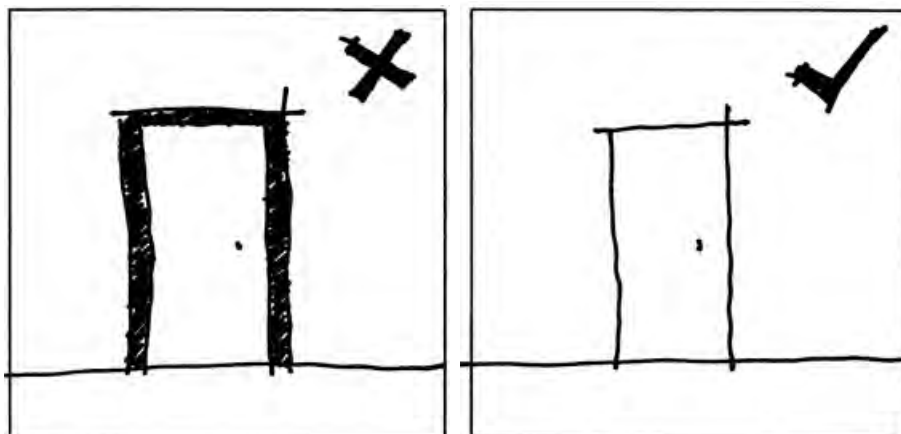
### AVOID:

- direct sound paths from kitchen to resident areas

### CONSIDER:

- planning/location of kitchen
- placement of doors and windows
- services access
- acoustic isolation measures

## 4.3 DOORS TO CLEANERS' ROOMS, STORE ROOMS



Residents have no need to open doors to cleaners' cupboards. More importantly, these cupboards will contain equipment that could be harmful. It is important that residents' attention is drawn only to those doors which they can open and may lead to somewhere of interest, rather than to those which may be locked, are irrelevant or present a potential danger to the resident or visitors.

### ENSURE:

- doors to cleaners' cupboards are unobtrusive
- doors to cleaners' cupboards and doors to residents' areas are not the same

**AVOID:**

---

- doors to cleaners' cupboards in residents' areas

**CONSIDER:**

---

- planning/location of cleaners cupboards
- locating cleaners cupboards in staff zones

## 4.4 ACCESS TO WARDROBES

It is important that residents have the opportunity to put their clothes or possessions away. Sometimes, however, too many choices aren't helpful and can leave a person feeling frustrated and confused. Limiting the number of things that can be easily accessed in a wardrobe is a good way of minimising this.

**ENSURE:**

---

- residents have access to a wardrobe
- simple layout of wardrobes

**AVOID:**

---

- large wardrobes with many wardrobe doors
- overfilling a wardrobe with contents
- locking all wardrobe doors

**CONSIDER:**

---

- hiding some wardrobe doors
- reducing the number of wardrobes

## 4.5 DELIVERIES OF FOOD AND OTHER GOODS

A residential aged care facility requires many deliveries. These are back of house functions and need to remain that way. For the older person, the most important thing is receiving their meal at the table. The meal may already demand much concentration and energy from the resident. The introduction of unnecessary noise and the visual distraction of trolleys interrupt residents' lives and compromise their ability to focus on the important things such as eating their meal. For staff, this separation will make their job easier as the likelihood of inappropriate involvement by residents in these areas is minimised.

### ENSURE:

- there are separate entrances and circulation routes for deliveries from resident areas

### AVOID:

- deliveries through resident areas

### CONSIDER:

- having door bells, that will be used by delivery people, that are only heard in staff office areas
- zoning activities within the building to ensure service areas (such as laundry washing and drying, food preparation and bulk supplies and cleaning stores) do not conflict with resident areas

## 4.6 PUBLIC ADDRESS AND STAFF PAGING SYSTEMS

The noise from public address and staff paging systems can be disturbing. Bells, lights and public announcements can interrupt residents' daily life and cause distraction and confusion. They often give information which is not directed to the residents, and so provide an unnecessary interruption.

A staff call system plays an important role in a facility as it assists residents to contact staff and enables staff to respond to residents' needs. It must be reliable. There are many types of staff call systems which are available. All have advantages and disadvantages and it is important to do research to determine which is the most appropriate system in a particular location. There are also a number of additional items which are available and can be linked to a staff call system (such as a floor mat or bed sensor). These can significantly enhance the ability of the staff to do their work and play an important role in meeting resident's needs.





**ENSURE:**

- staff paging systems are unobtrusive
- the staff call system is operational and can be maintained

**AVOID:**

- loud, bells, flashing lights and public announcements

**CONSIDER:**

- whether a public address system is required

## 4.7 ACTIVITY AT FRONT DOOR

Activity at the front door can be disturbing for residents if they are not able to come and go as they wish. It is important that such activity is screened so that residents are not constantly faced with unnecessary distractions and lost opportunities. Residents can become concerned if loved ones (be they friends, family or staff) are leaving and the noise of a group of people gathering at a door can create noise which is distracting.

**ENSURE:**

- planning allows for a discreet entry not easily observed by the main public areas of the facility

**AVOID:**

- direct entry into lounge or dining rooms

**CONSIDER:**

- ways in which front door can be screened

## 4.8 ACTIVITY AT SERVICE ENTRY

As with activity at the front door, activity at the service entry is unhelpful for residents. These functions relate to the back of house services of a unit which should be carried out unobtrusively. The service entry should be screened and hidden so that it is not a focus for residents and instead their attention is drawn to other more fulfilling areas of the unit. For staff, this separation will make their job easier as the likelihood of inappropriate involvement by residents in this area is minimised.

### ENSURE:

- separate unobtrusive service entry

### AVOID:

- deliveries through the front door
- noise from service entry interrupting residents

### CONSIDER:

- if there is no separate service entry, using side gates and doors for deliveries
- timing of deliveries to minimise intrusions

## 4.9 NOISE FROM DOORS CLOSING

The sound of doors closing in a unit can be very distracting for a resident. It is important that doors can be closed quietly and door closers are adjusted to close doors quietly.

### ENSURE:

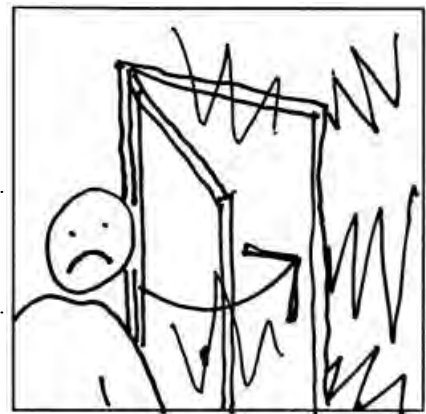
- doors close quietly

### AVOID:

- door closers that are poorly adjusted

### CONSIDER:

- installing cushioning seals around doors



## 4.10 CORRIDORS

Corridors can become confusing if they are repetitive and this can lead to frustration. The presence of mirrors in a corridor can be particularly disturbing as they can give a false sense of space and disorientate people as they inadvertently follow reflections. This can not only occur with mirrors in corridors but with those that are placed in bedrooms and can be seen from corridors.

### ENSURE:

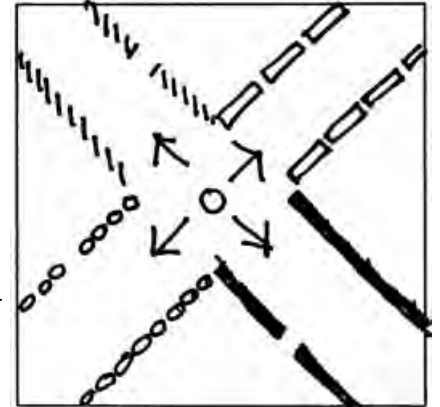
- corridors are not repetitive

### AVOID:

- mirrors in corridors

### CONSIDER:

- identifying separate parts of a corridor (see 5.3 for a description of these issues)

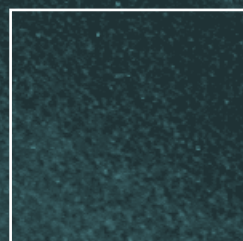
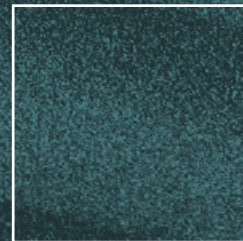
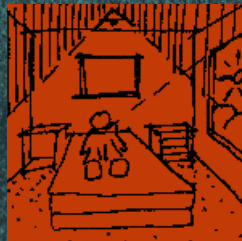
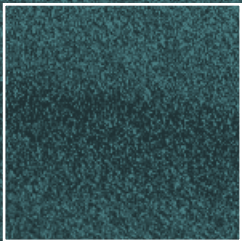
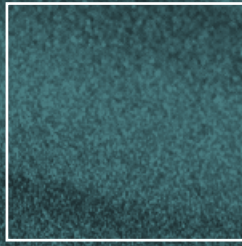


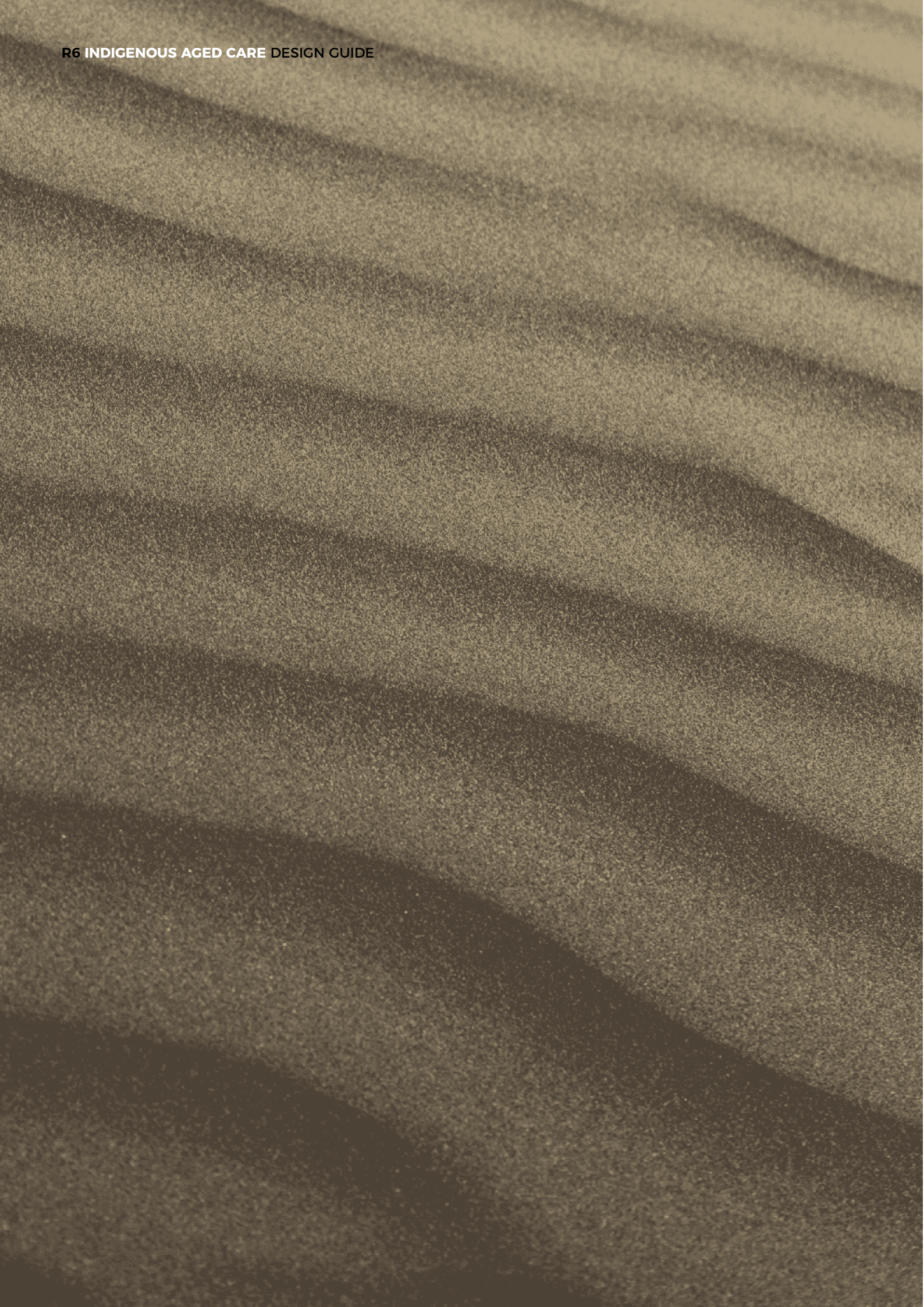


# THE 10 PRINCIPLES IN DETAIL

## CHAPTER 5

# EMPHASISING IMPORTANT THINGS





## 5. EMPHASISING IMPORTANT THINGS

Cues such as images, smells and sounds can provide prompts for residents to help them recognise where they are and what they should do. It is essential to highlight those places and functions that are likely to be meaningful for residents. (Conversely it is unhelpful to emphasise stimuli that are unnecessary for the well being of the resident).

Highlighting useful stimuli encourages people to focus on things that they can still do and the places that are likely to offer them something of interest. Stimuli that are important can include outside places such as a campfire or traditional shelter, or a view to country. Inside it could be a particular room (such as a lounge room), the smell from a kitchen or campfire, a dish rack with dishes, a bedroom door, or the toilet.

### 5.1 RECOGNISING THE DINING ROOM

In most residential settings for older people the dining room is a key social place. Therefore it is important that it can be easily recognisable through visual connection and /or through signs or symbols so that residents find it easy to locate the dining room. An indication from outside the room as to what is inside can help highlight the room for residents.

#### ENSURE:

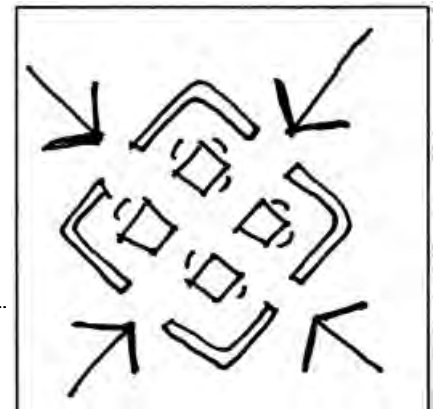
- the dining room is recognisable
- the use of multiples cues such as visual, auditory and olfactory

#### AVOID:

- barring entry to the dining room

#### CONSIDER:

- the transparency of the dining room (for example perforated screens, glass, small inside windows and low walls may increase the transparency between rooms whereas curtains, solid walls and furniture may decrease the transparency)
- introducing signs or symbols near the dining room approach such as a painting of food on the wall, menu board or hall table
- promoting food smells, the sight of tables being laid



## 5.2 RECOGNISING THE LOUNGE ROOM

In most residential settings for older people the lounge room is a key social place. Therefore it is important that it can be easily recognisable through visual connection and /or through signs or symbols so that residents find it easy to locate the lounge room. An indication from outside the room as to what is inside can help highlight the room for residents.

### ENSURE:

- the lounge room is recognisable
- the use of multiples cues such as visual, auditory and olfactory

### AVOID:

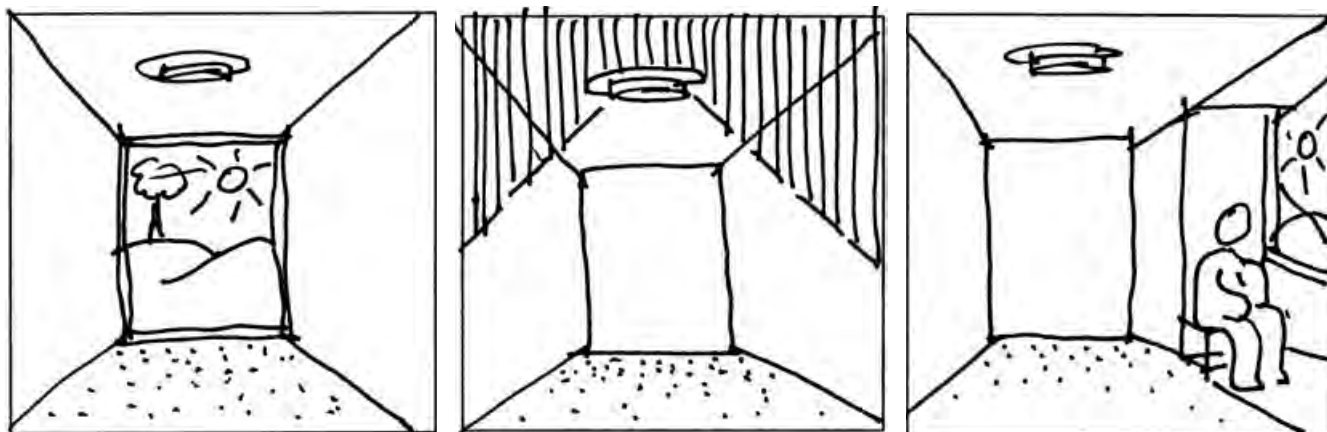
- barring entry to the lounge room

### CONSIDER:

- transparency (see 5.1 for a description of these issues)
- introducing signs or symbols near the lounge approach such as arts and crafts by residents, newspapers and magazines, photos of recent outings
- promoting music, song and chatter



## 5.3 IDENTIFYING PARTS OF A CORRIDOR



There can be many corridors within a unit and each corridor can be quite long if it leads to a number of rooms. It is therefore important that the corridors do not all appear the same, and that each corridor is broken up into different parts, to highlight, for example, a sitting alcove, a view, or a door leading to outside. This can be done in many ways, for example, by using lighting (both natural and artificial), colour, a change in ceiling height or treatment, varied placement of windows, framing of a view or by varying the width of the corridor.



**ENSURE:**

- corridors have identifiable parts
- a range of features are included in a corridor

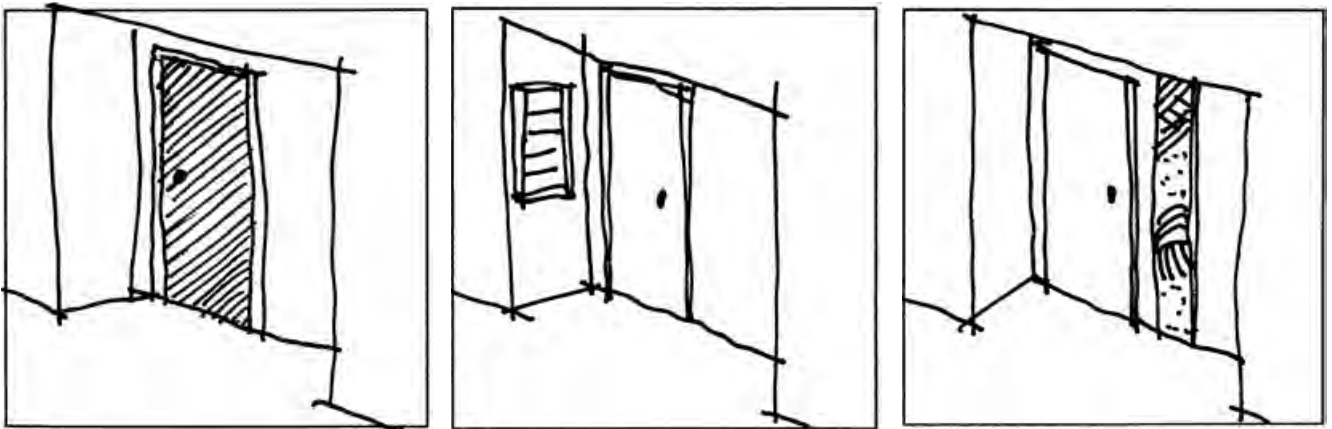
**AVOID:**

- repetitive corridors

**CONSIDER:**

- introducing features such as lighting (both natural and artificial), colour, a change in ceiling height or treatment, sitting alcove, skylight, views, paintings, framing of a view, varying the width of the corridor, varying the placement of windows

## 5.4 RECOGNISING BEDROOMS



It is important to be able to identify the room before the door is opened so that residents do not find it difficult to find their room. The finish on bedroom doors can be varied (in texture or colour) as can the approach to a bedroom (for example with some doors being recessed). Name plates, photos, art work and shadow boxes which allow a person to display some of their favourite things outside their door can all be used to identify bedrooms as belonging to a particular person.

Personal spaces (such as a bedroom) also need to be readily identifiable, although the extent to which and the way in which a resident may want to personalise this space can differ greatly. Once a bedroom door is opened it is often easy to recognise a room as belonging to a particular resident. Furniture, paintings, belongings, clothing all can be used to identify a person's bedroom.

**ENSURE:**

- residents can identify their room from outside the door
- residents can personalise their rooms

**AVOID:**

- repetition (for example of approach to the bedroom, door finish, colour, layout)

**CONSIDER:**

- colour, name plates, photos, art work and shadow boxes

## 5.5 RECOGNISING SHARED EN-SUITES/BATHROOMS/TOILETS

Shared en-suites, bathrooms and toilets need to be clearly recognisable. These rooms will be used frequently, and if they can be easily found when they are needed it will reduce the stress and anxiety in older people. The finish to doors to shared en-suites, bathrooms and toilets should be different from bedroom doors. Any signage should be meaningful and appropriate in size, language, contrast and colour. Symbols as well as/instead of words should also be considered.

**ENSURE:**

- ensuite/bathroom/toilet doors are recognisable

**AVOID:**

- ensuite/bathroom/toilet doors being the same colour and finish as bedroom doors

**CONSIDER:**

- colour, contrast, plates, sign, symbol, lighting

## 5.6 RECOGNISING THE RESIDENT KITCHEN FROM THE DINING ROOM OR LOUNGE ROOM

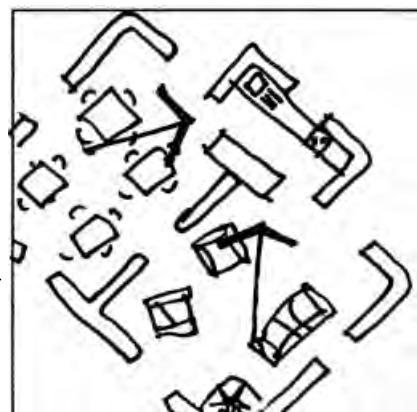
A resident kitchen can play an important part of the life of the facility. Therefore it is important that it can be easily seen and recognised from the lounge and dining room so that residents find it easy to move freely between these spaces. If there is no visual connection between these rooms an indication from outside the room as to what is inside can also help identify the room for residents.

**ENSURE:**

- resident kitchen is recognisable
- the use of multiples cues (include visual, auditory and olfactory)

**AVOID:**

- isolating the resident kitchen

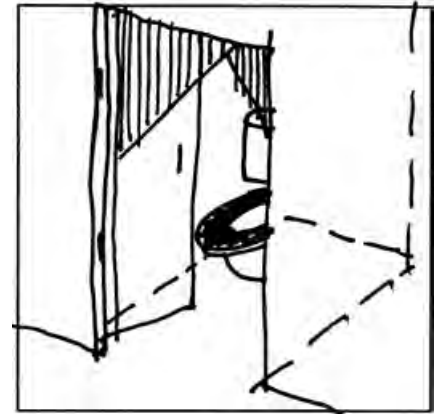


**CONSIDER:**

- placing resident kitchen near lounge and dining
- introducing themed artwork near the kitchen approach
- promoting food smells

## 5.7 SEEING THE TOILET PAN

If residents are able to see the toilet pan as soon as the shared en-suite, bathroom or toilet door is opened it will assist them to recognise the room and to use it. Placing the toilet pan in a prominent position in a room will reduce the chance of confusion as residents mistake the room for another purpose and so continue to look for a toilet. In particular at night, the visibility of a toilet pan will help an older person to maintain independence. This can reduce inappropriate use of other parts of a room and minimise discomfort and embarrassment for the older person, their family and staff.



**ENSURE:**

- toilet pan is visible from doorway of shared en-suite, bathroom or toilet
- contrast between the toilet pan, floor and walls
- contrasting toilet seat

**AVOID:**

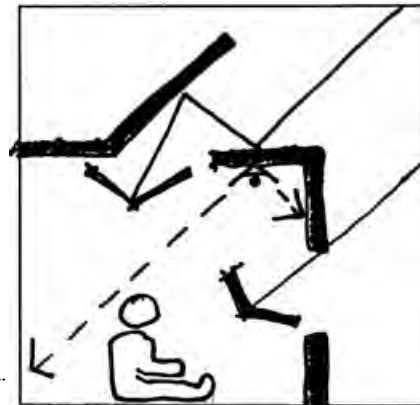
- inappropriate obscuring of toilet pan

**CONSIDER:**

- lighting over the toilet
- a low level of night lighting to the toilet and en-suite area
- skylight over toilet
- positioning of pan in the room

## 5.8 LIGHTING THE LOUNGE ROOM

Lighting plays a key role in making a place visible and also pleasant to be in. There should be sufficient natural lighting in the lounge room so that artificial lighting is not required during the daytime. This will increase the usability of the room and ensure that residents are able to see the room and what is in it at all times, rather than being reliant on someone turning on the light for them. Natural and artificial lighting should be designed to avoid glare to ensure that residents can see easily within the room and to outside.



### ENSURE:

- sufficient natural lighting for daytime use
- artificial lighting for night time use and as a supplement to daytime

### AVOID:

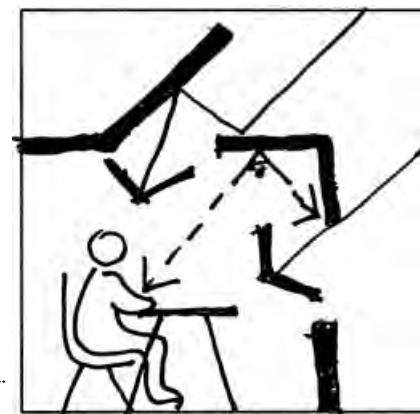
- glare (see 5.9, 5.13)

### CONSIDER:

- varied lighting using dimmers, task lighting for reading and craft (see item 10.23 for lighting control)

## 5.9 LIGHTING THE DINING ROOM

Lighting plays a key role in making a place visible and also pleasant to be in. There should be sufficient natural lighting in the dining room so that artificial lighting is not required during the daytime. This will increase the usability of the room and ensure that residents are able to see the room and what is in it at all times, rather than being reliant on someone turning on the light for them. Natural and artificial lighting should be designed to avoid glare to ensure that residents can see easily within the room and to outside.



### ENSURE:

- sufficient natural lighting for daytime use
- artificial lighting for night time use and as a supplement to daytime

### AVOID:

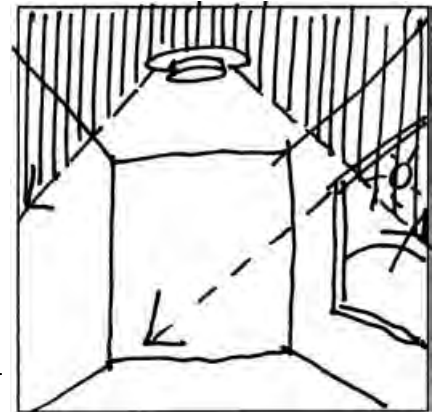
- any obvious glare sources by carefully considering window locations, using lighter colours on inside walls around windows, and allowing for the ability to screen glare sources if necessary at certain times of the day (refer 5.13 for a discussion of glare)

**CONSIDER:**

- varied lighting using dimmers, task lighting over dining tables (see 10.23 for a discussion of lighting control)

## 5.10 LIGHTING THE CORRIDORS

Lighting plays a key role in making a place visible and also pleasant to be in. There should be sufficient natural lighting in the corridors so that artificial lighting is not required during the daytime. This will increase usability and ensure that residents are able to safely find their way, rather than being reliant on someone turning on the light for them. Natural and artificial lighting should be designed to avoid glare to ensure that residents can see easily within the room and to outside.



**ENSURE:**

- important doors in corridor are highlighted
- sufficient natural lighting for daytime use
- artificial lighting for night time use and as a supplement to daytime

**AVOID:**

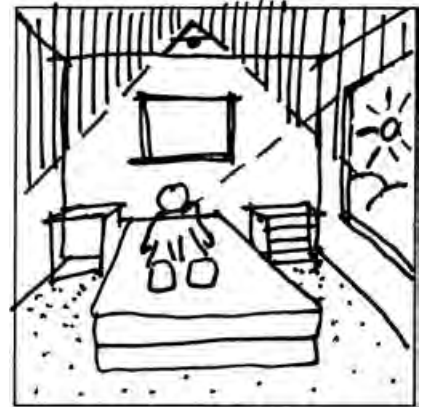
- any obvious glare sources by carefully considering window locations, using lighter colours on inside walls around windows, and allowing for the ability to screen glare sources if necessary at certain times of the day (refer 5.13 for a discussion of glare)

**CONSIDER:**

- constant low level lighting for night time

## 5.11 LIGHTING THE BEDROOMS

Lighting plays a key role in making a place visible and also pleasant to be in. Natural and artificial lighting needs to be provided so that spaces can be used during the day and at night. There should be sufficient natural lighting in the bedrooms, however, so that artificial lighting is not required during the daytime. This will increase the usability of the room and ensure that residents are able to see the room and what is in it at all times, rather than being reliant on someone turning on the light for them. Natural and artificial lighting should be designed to avoid glare to ensure that residents can see easily within the room and to outside.



### ENSURE:

- sufficient natural lighting for daytime use
- general artificial lighting for night time and as a supplement to
- location of power points to allow for lamps for task lighting

### AVOID:

- any obvious glare sources by carefully considering window locations, using lighter colours on inside walls around windows, and allowing for the ability to screen glare sources if necessary at certain times of the day (refer 5.13 for a discussion of glare)
- poorly positioned power points for supplementary lighting which result in cords crossing the room leading to trips and falls

### CONSIDER:

- some constant low level lighting for night time
- task lighting for reading and / or craft work (see 10.23 for a discussion of lighting control)

## 5.12 LIGHTING THE RESIDENT KITCHEN

Lighting plays a key role in making a place visible and also pleasant to be in. There should be sufficient natural lighting in the resident kitchen, however, so that artificial lighting is not required during the daytime. This will increase the usability of the room and ensure that residents are able to see the room and what is in it at all times, rather than being reliant on someone turning on the light for them. Natural and artificial lighting should be designed to avoid glare to ensure that residents can see easily within the room and to outside.

### ENSURE:

- sufficient lighting for safe use
- artificial lighting for night time use and as a supplement to daytime

### AVOID:

- down lighting that is positioned so that it reflects off kitchen sinks
- poorly positioned lighting so that people are working at benches in their own shadows
- any obvious glare sources by carefully considering window locations, using lighter colours on inside walls around windows, and allowing for the ability to screen glare sources if necessary at certain times of the day (refer 5.13 for a discussion of glare)

### CONSIDER:

- under cupboard lights to light bench surfaces with less chance of shadowing on benches
- reducing any glare sources by the use of lighter colours on inside walls around windows, and providing screens to reduce the glare when necessary at certain times of the day

## 5.13 AVOIDING GLARE

Natural and artificial lighting should be designed to avoid glare to ensure that residents can see easily within a room and to outside. In particular this will have an impact on the type of lamp and light fitting that are selected, the selection of surfaces and finishes and the use of glass (which can reflect the light.)

### ENSURE:

- ability to control glare from windows
- light fittings and shades that protect from glare

### AVOID:

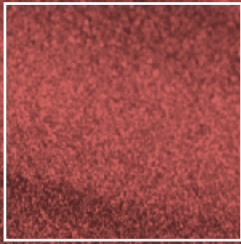
- highly reflective surfaces and finishes

### CONSIDER:

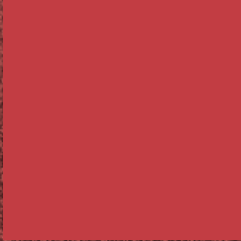
- light paint colours around windows to reduce contrast around windows
- orientation of windows
- adjustable internal window shading treatment such as curtains or blinds
- outside awnings





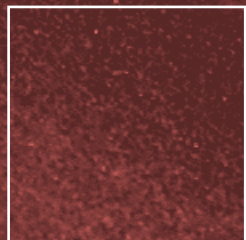
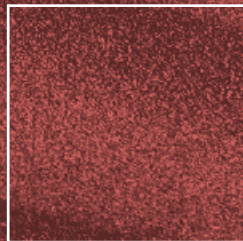
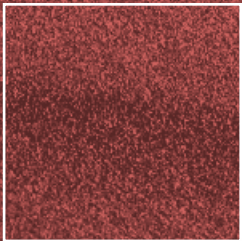


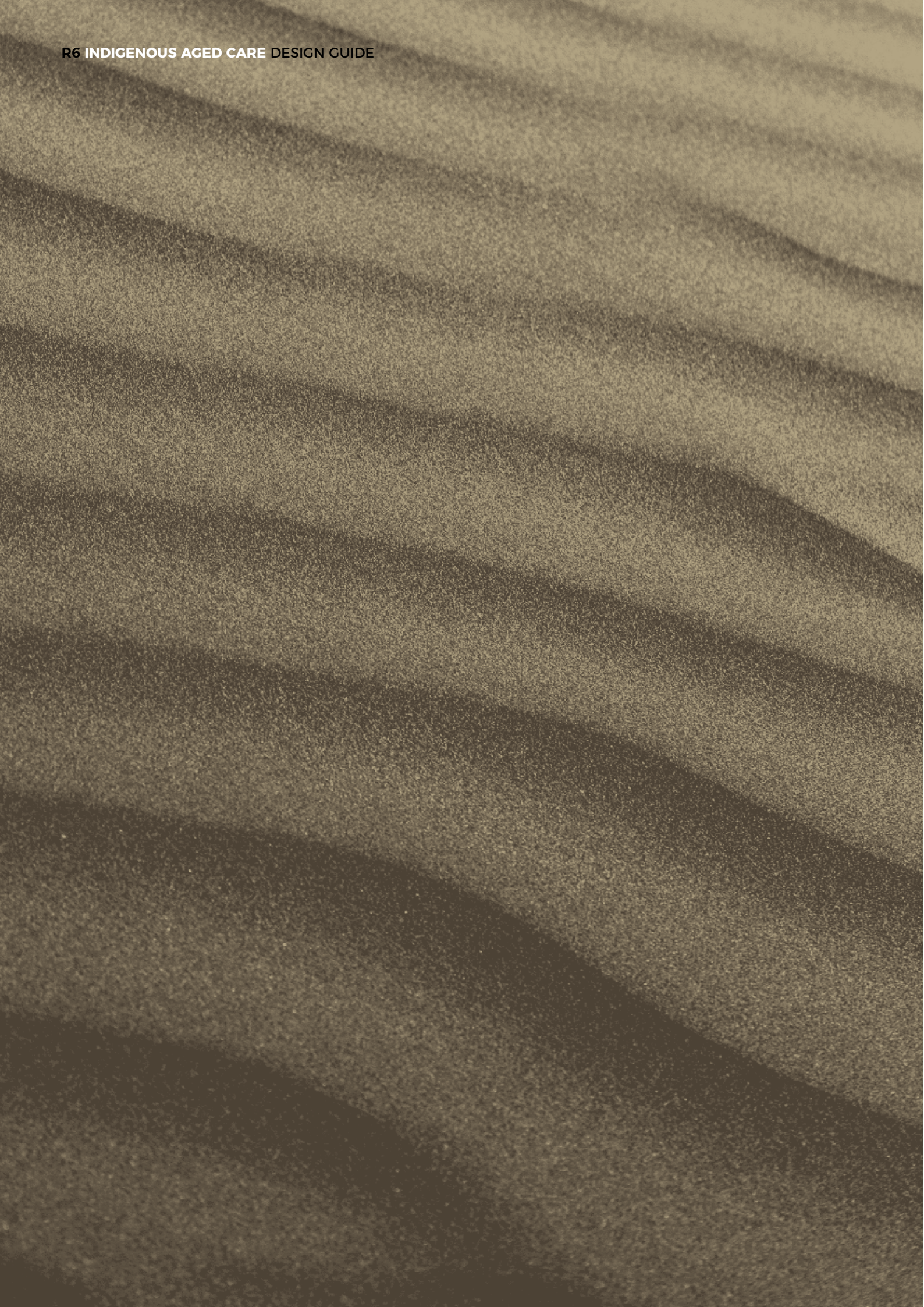
# THE 10 PRINCIPLES IN DETAIL



## CHAPTER 6

# MOVING ABOUT AND ENGAGING





## 6. MOVING ABOUT & ENGAGING

Residents move about for different reasons and in different ways. Sometimes residents potter or wander about waiting for something to take their interest. At other times residents are hoping to find something in particular, or are planning to go to a certain destination. Some residents with dementia simply feel the need to be on the move.

Opportunities for movement should be planned without encouraging wandering as a goal in itself. It should be easy for residents to move about both inside and outside in an environment in which hazards have been minimised and destinations emphasized.

If residents are able to move about freely it will increase their quality of life and sense of well being as they go to places they enjoy at a time of their own choosing. It can also give residents the opportunity to spend time alone or with others.

### 6.1 CONTINUOUS MOVEMENT OUTSIDE

It is important that residents are able to move freely and continuously when outside and reach destinations that are meaningful. They should not end up at a dead end where they can go no further and cannot easily see how to go back. Paths need to be laid out so that residents can see their way back to their starting point easily, so that a pleasant walk outside doesn't become a nightmare as they feel lost and confused about where they are and where to go. This will also give residents more confidence to explore the outside environment, providing a greater level of comfort and reducing stress



Another aspect of encouraging residents to move about freely is to ensure that not only the path layout but the paths themselves are well designed. Attention needs to be given to the selection of path surfaces, edges, width, camber, drainage, and obstacles.

#### ENSURE:

- paths are continuous
- paths do not contain hazards such as potholes, slippery or uneven surfaces or overhanging branches
- that path edges are clearly marked with contrasting coloured materials or textures

#### AVOID:

- dead ends, paths that lead to nowhere

#### CONSIDER:

- widening paths occasionally to provide sitting areas and places off the flow but without dead ends

- using lighter or contrasting colours to mark the edges of paths
- using concrete or a concrete base to pavers to prevent settling and to ensure a smooth continuous surface (refer also to Principle 1).

## 6.2 PATH WIDTH

Many residents in residential aged care facilities use walking aids such as wheelchairs or rollers. It is important that two people can walk together or pass each other along the path.

### ENSURE:

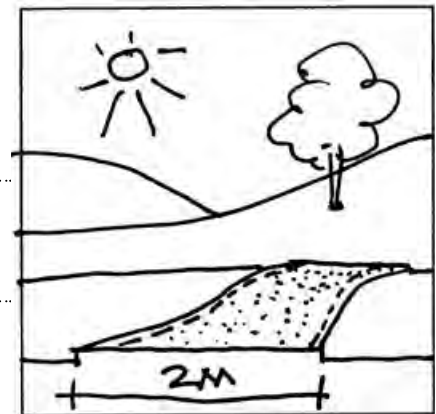
- path is two metres wide

### AVOID:

- narrow pathways, sharp turns

### CONSIDER:

- widening the path occasionally to allow stopping without blocking the path flow



## 6.3 PATH SURFACE

An even path surface will reduce the likelihood of residents tripping as they walk outside. Paths should be free from undulations, holes and ragged edges.

### ENSURE:

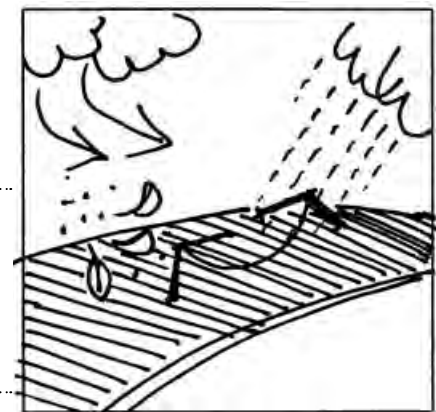
- path surfaces are even and well maintained
- continuous materials, such as concrete, are used for path surfaces

### AVOID:

- slippery surfaces
- sand bedded paving bricks which may move over time
- uneven and undefined path edges
- glare from path night lighting

### CONSIDER:

- raising the path so that the surface is well drained and remains dry
- selecting a surface that is most familiar to residents and their families
- connecting pathways are well lit at night
- protecting paths from driving rain and wind



## 6.4 OBSTACLES

Obstacles along a path present a great hazard to residents. Trees, plants and bushes can project onto paths (reducing their width) and creating tripping hazards. Twigs and leaves falling from trees can also be dangerous for residents. Branches which hang over the path can also be a hazard if they hang near head height

### ENSURE:

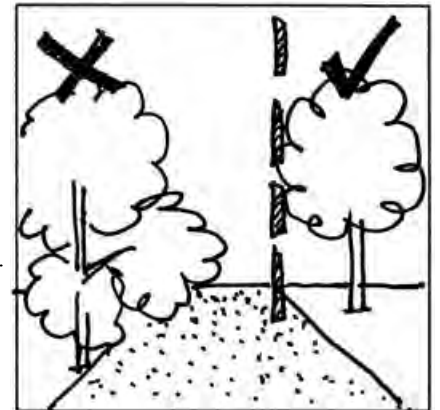
- plants close to paths are well maintained
- overhanging branches are regularly pruned

### AVOID:

- thorny plants near paths
- plants which grow too large near paths

### CONSIDER:

- replacing inappropriate plants near pathways



## 6.5 STEP FREE ACCESS OUTSIDE

As many residents use mobility aids, step free access is important so that residents can easily move about outside. Step free access outside means that there are no steps between different surfaces and no changes of level between inside and outside or between outside areas (such as a shelter and a path). Steps with risers of varying heights and small steps or ridges that change level are unacceptable.

### ENSURE:

- no steps or uneven surfaces outside

### AVOID:

- any changes in levels (for example ridges, hobs, small steps)

### CONSIDER:

- altering any existing steps to ramp of suitable gradient



## 6.6 SUITABLE GRADIENTS

It is not only important that ramps are used to respond to changes in level, but that these ramps are of a suitable gradient. If a ramp is too steep, it will be difficult for both residents and carers (who may be pushing residents) to use them.

### ENSURE:

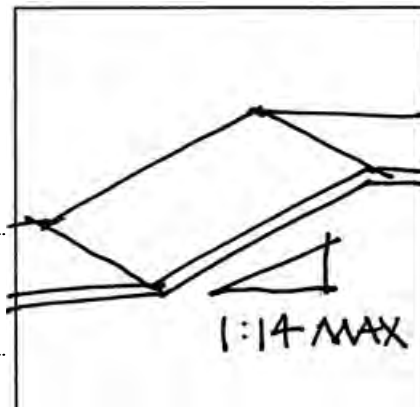
- ramps comply with AS 1428.1 - 2009

### AVOID

- trees or vegetation likely to drop leaves over or near ramps making them slippery and unsafe
- uneven slopes on ramps

### CONSIDER

- making areas at the top and bottom of longer ramps not just to allow safe circulation but also to provide a good place for people to stop and have a rest



## 6.7 RAMP - HANDRAILS

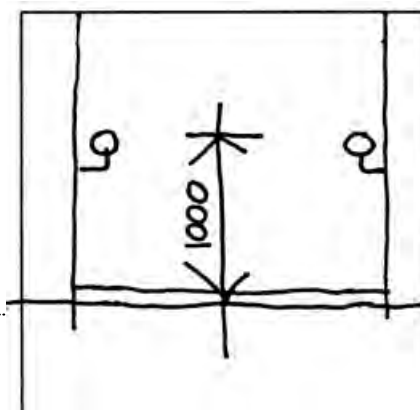
Handrails provide support as a person uses the ramp. (Walking along a ramp is more difficult than walking along a path.) As a person may only have use of one hand or arm it is important that handrails are on both sides of a ramp. They need to be of an appropriate profile and diameter and be fixed at the correct height to enable them to be used effectively.

### ENSURE:

- a handrail at appropriate height on both sides of a ramp and in accord with AS1428.1-2009

### AVOID:

- obstructing handrails with fixtures or furnishings



## 6.8 PLACES OF INTEREST OUTSIDE

The goal of designing the path layout is not to keep residents moving, but rather to give them a rewarding experience. Residents may not have a clear idea of what they would like to do or what they are looking for. They may also have forgotten where the place they are looking for is located. If places of interest are easy to see it can give them an idea of what they might like to do.

This journey should offer residents opportunities to engage with others or to sit quietly, for example to take in a view. In this way residents are offered an experience that it is interesting and engaging.



### ENSURE:

- there is good view into the lounge room, dining room and of outside places to sit such as shaded verandah areas or outdoor shelters

### AVOID:

- paths with no view to other areas

### CONSIDER:

- changing landscaping to create a varied outside environment
- at some point along important paths ensuring there is a close view (residents and activities), medium view (possible destinations within the unit) and long view (view to country or the world outside the unit)

## 6.9 SECURE PERIMETER

A secure perimeter will allow residents to be outside without the risk of leaving the facility (intentionally or unintentionally). It will also deter inappropriate people from outside entering the facility grounds and approaching residents.

### ENSURE:

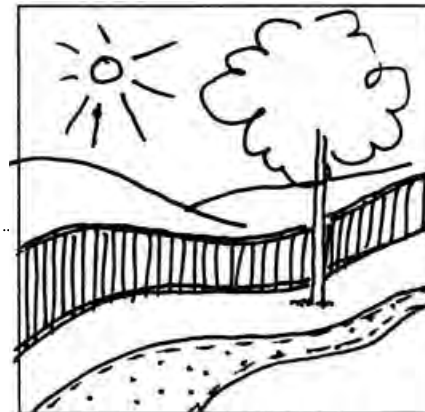
- any fence is no less than 1.8m high
- any fence is continuous and well maintained
- any fence design does not allow for climbing (in or out)

### AVOID:

- fences and gates with openings or horizontal members which can be used as foot holds for climbing
- planting near the fence which can be used for climbing

### CONSIDER:

- designing the fence so that it is integrated with the landscape topography or is hidden by vegetation so that the height is not visually imposing
- protecting the fence from vehicle damage by mounding or rocks



## 6.10 PLACES TO REST

A resident can become tired while walking and may need a place to rest to prevent falls and injury. There are many ways people may like to do this.

### ENSURE:

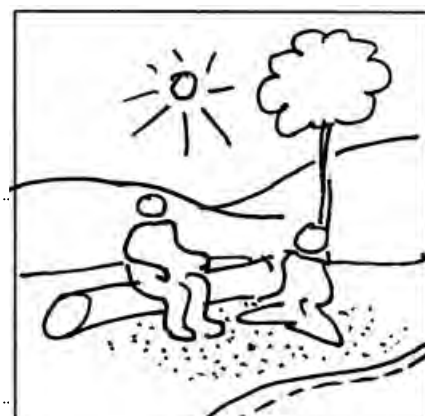
- seating is provided at regular intervals
- there are a variety of ways people can rest (eg on sand, a log, a bench)

### AVOID:

- seating with sharp edges and rough surfaces

### CONSIDER:

- a variety of different seats (heights, materials and locations)
- allowing for wheelchair stopping points near seating





## 6.11 USING OUTSIDE AREAS: SUN AND SHADE

There will be times when sunshine is sought after and others when shade is required. Residents can become hot and dehydrate if they are outside in summer or cold if they are outside in winter. Opportunities to be in the shade or in the sun are therefore important if residents are to enjoy being outside.

### ENSURE:

- places along the path offer residents shade and sun

### AVOID:

- making outside sitting areas in places that are windy in summer and/or winter

### CONSIDER:

- the height of shade structures and where the shade will fall in summer hours
- when sun will be available in winter and where it will fall around the edges of the buildings and outside areas



## 6.12 ACCESS TO TOILET

Residents may wish to spend a large amount of time outside. It is therefore important that there is ready access to a toilet while outside.

### ENSURE:

- the toilet is at an appropriate height with grab rail supports
- a direct and unobstructed path to the toilet from outside area

### AVOID:

- design layouts that reveal the toilet pan when the door is open

### CONSIDER:

- carefully siting the toilet to make it convenient to residents and staff whilst not dominating the outside area that it serves

## 6.13 ACCESS TO DRINKING WATER

As people spend a large amount of time outside they can become thirsty, especially in hot climates. Placing a tap or drinking fountain on the path will make it easy for residents to have a drink.

### ENSURE:

- drinking fountains are at the appropriate height
- drinking fountains have large controls that are easy to use

### AVOID:

- fountain systems that will fail in moderate to high mineral salt water

### CONSIDER:

- water quality and the need for drinking water treatment
- the use of rainwater in areas with poor quality bore or river water
- appropriate disposal of the waste water run off from the water fountain



## 6.14 CONTINUOUS MOVEMENT INSIDE

The need for uninterrupted and clear circulation is as important inside as it is outside. It is important the residents are able to move freely and continuously without confusion. Destinations should be obvious. Residents should not end up at a dead end where they can go no further and cannot easily see how to go back. Corridors need to be laid out so that residents can see their way back to their starting point easily, so that a pleasant walk doesn't become frustrating or a cause of anxiety. This will also give residents more confidence to explore more of the inside environment, while providing a level of comfort so that this does not become stressful.

### ENSURE:

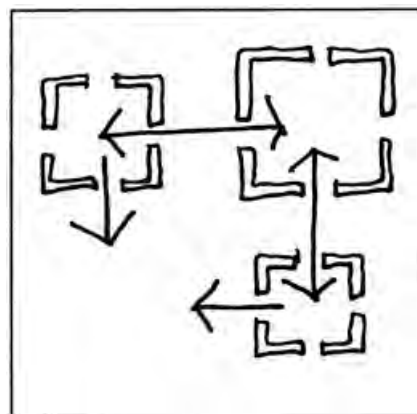
- corridors are kept to a minimum
- clear sight lines at various points along any corridors

### AVOID:

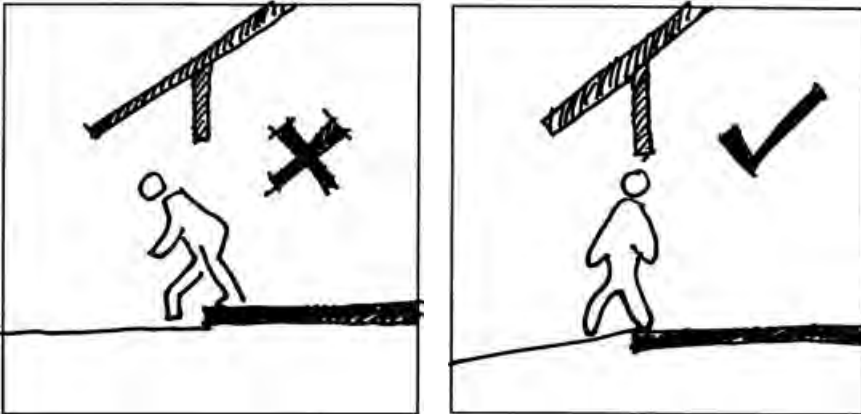
- long corridors
- dead ends
- corridors that lead to nowhere

### CONSIDER:

- providing clear sight lines at various points along corridors
- the use of landmarks and other wayfinding devices to help residents recognise their location



## 6.15 STEP FREE ACCESS TO THE UNIT



Entry to the unit needs to be step free, without a change of level, so that it is as easy as possible for residents to enter and leave the unit.

### ENSURE:

- there are no steps or uneven surfaces at entry to the unit

### AVOID:

- any changes in levels (for example ridges)

### CONSIDER:

- altering any existing steps to ramp of suitable gradient

## 6.16 STEP FREE ACCESS INSIDE THE UNIT

There should be no change of level in a facility so that it is as easy as possible for residents to move about the unit.

### ENSURE:

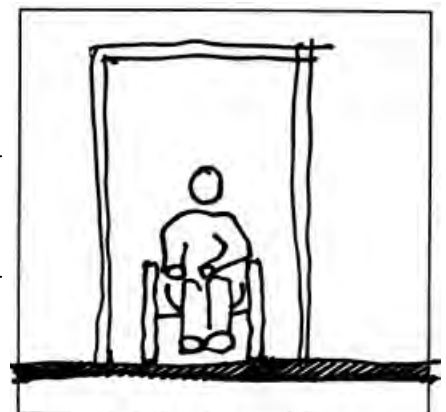
- there are no steps or uneven surfaces inside the unit

### AVOID:

- any changes in levels (for example door thresholds or shower hobs)

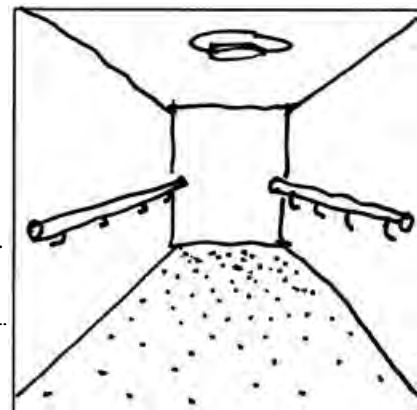
### CONSIDER:

- altering any existing steps to ramp of suitable gradient, removing hobs



## 6.17 CORRIDOR HANDRAILS

Handrails provide support for a person who is unsteady on their feet. While ideally there should be handrails at both sides of a corridor, as a corridor is a level surface the provision of a handrail on one side will assist access. Handrails need to be of an appropriate profile and diameter and be fixed at the correct height to enable them to be used effectively. It is vital that the handrail is not obstructed by the placement of furniture, air conditioner compressor units and/or trolleys.



### ENSURE:

- there is a handrail at appropriate height on at least one side of all corridors

### AVOID:

- obstructing handrails with fixtures or furnishings

### CONSIDER:

- retrofitting handrails at appropriate height on both sides of corridors

## 6.18 PLACES OF INTEREST INSIDE

The goal of designing the circulation within a building is not to keep residents moving, but rather to give them a rewarding experience. Residents may not have a clear idea of what they would like to do or what they are looking for. They may also have forgotten where the place they are looking for is. If places of interest are easy to see, or have clear markers along the way, they can reinforce the destination and make the journey more interesting. For example, if when leaving the bedroom, you can immediately glimpse some sun filled area with activity in the distance, rather than simply entering a grey, lifeless corridor, there is a greater chance you will arrive at the sun filled place.

This journey should offer residents opportunities to engage with others or to sit quietly, for example to take in a view. In this way residents are offered an experience that it is interesting and engaging.

### ENSURE:

- there is good view to lounge room, dining room, outside verandah areas or outdoor shelter

### AVOID:

- corridors with no view to other areas

### CONSIDER:

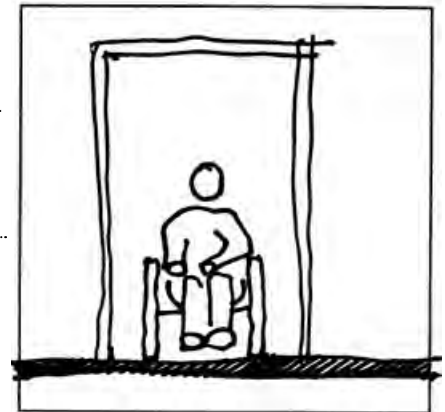
- familiar markers along the way to important areas of the unit

## 6.19 DOORWAYS

Residents using walking aids need to be able to move easily from one part of the unit to another. Having doorways that are wide enough for wheelchairs to pass through is essential to facilitate their movement.

### ENSURE:

- all doorways allow for the use of mobility aids and the specific entry and exit pathways on each side of the door will allow for moving beds in and out of rooms
- all doors can be fully opened to allow wheelchair access



### AVOID:

- partially blocking doorways with fixtures or furnishings

### CONSIDER:

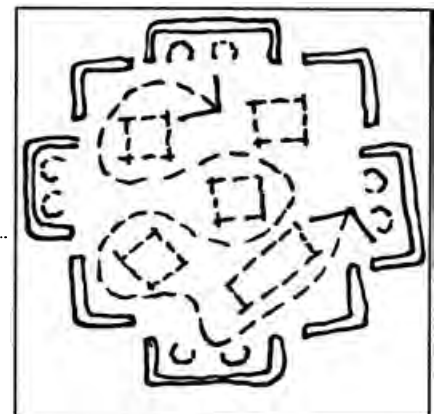
- moving possible obstacles away from doorways
- an additional quarter width door for the movement of larger furniture or equipment (eg electric beds with side rails attached and possibly a staff member wheeling an oxygen cylinder alongside the bed through the doorway)

## 6.20 SIZE OF ROOMS

It is important that rooms are designed to allow the appropriate equipment and furniture. This may include special beds, patient lifting equipment, personal storage, mobility aid 'parking' or storage from walking sticks and walkers to motorised scooters.

### ENSURE:

- layouts have been done for each room which shows typical furniture arrangements and circulation space
- passageways, corridors and annexes to main public spaces have the opportunity to park or store mobility aids if they cannot be accommodated in the room



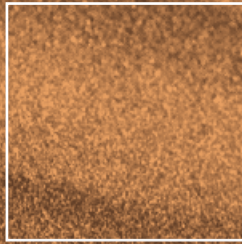
### AVOID:

- designing rooms which have not been shown to accommodate a range of furniture and mobility aids
- designing or furnishing rooms in a way that cannot be altered to suit residents' needs

### CONSIDER:

- providing storage for furniture and mobility aids so that they can be safely stored when not in use



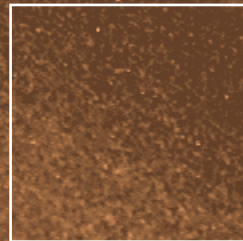
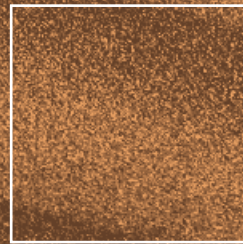
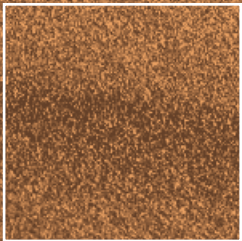


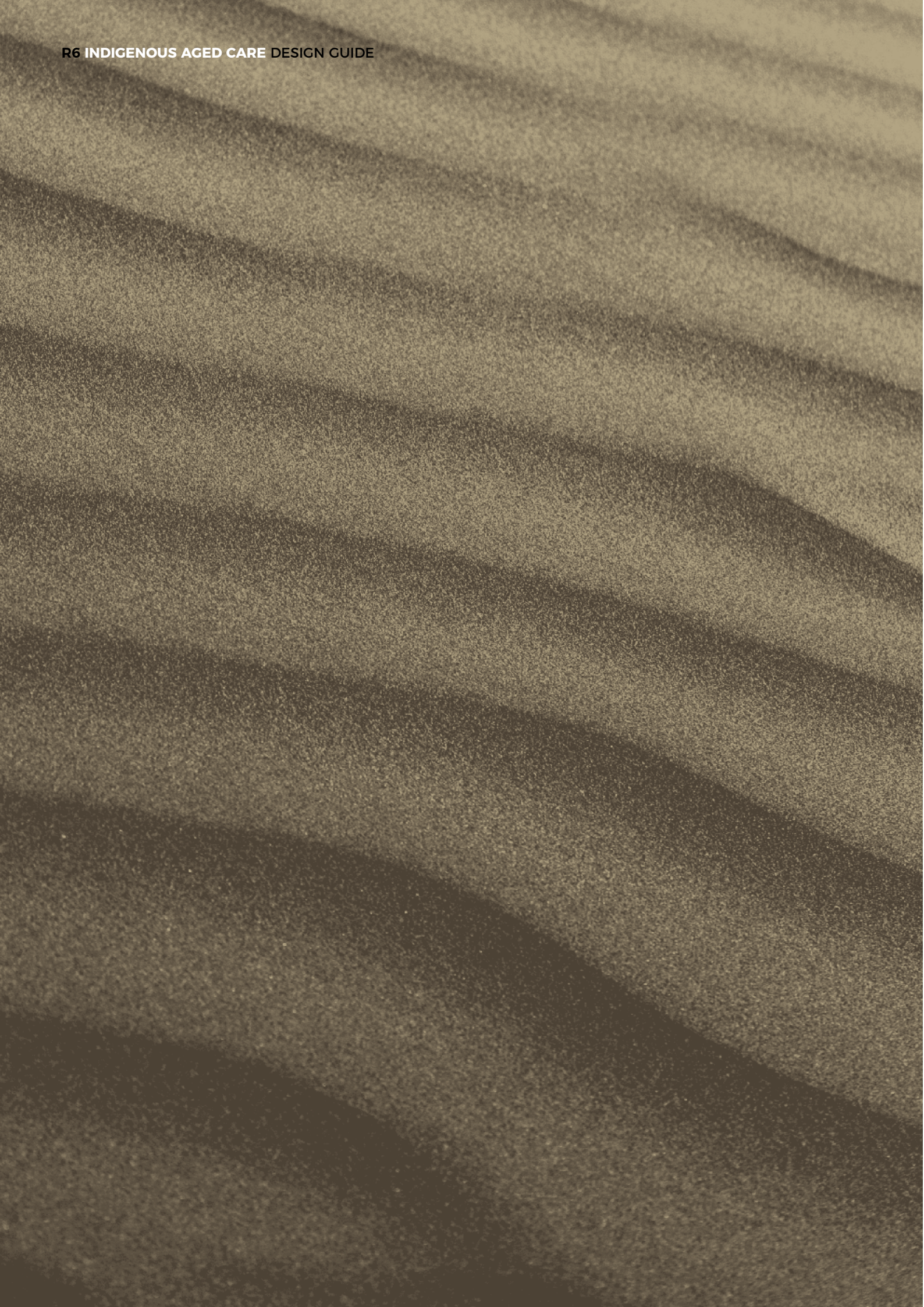
# THE 10 PRINCIPLES IN DETAIL

CHAPTER 7



# CREATING A RECOGNISABLE AND MEANINGFUL PLACE







## 7. CREATING A RECOGNISABLE AND MEANINGFUL PLACE

A familiar environment is one that is recognisable and meaningful for residents. The outside appearance, building scale, unit layout, room size and the selection of materials are all important in this regard, as are furniture, furnishings and decoration.

The types of rooms included in a unit (such as a kitchen or dining room) are also important when creating a familiar setting. Familiarity is also a key consideration in the design of the outside environment, where verandahs, traditional shelters (such as wiltjas) and trees can be important in creating a recognisable and meaningful environment.

A familiar environment will help an older person feel that they are still in control of a situation and are able to function effectively, rather than feeling isolated and out of place. As a result, people will be more able to use their remaining abilities, whatever they may be, to the full.

### 7.1 COLOURS

Residents are likely to spend a significant amount of time in the lounge and dining room. It is therefore important that these rooms are familiar to residents, as this can contribute to a sense of well being and calm. Colour plays a key part in creating an atmosphere in a room, as do the furnishings and decorations. If these are familiar to residents the impact of the whole room will be more recognisable.

#### **ENSURE:**

- colour selection and layout for the lounge and dining areas are domestic, not commercial or institutional.

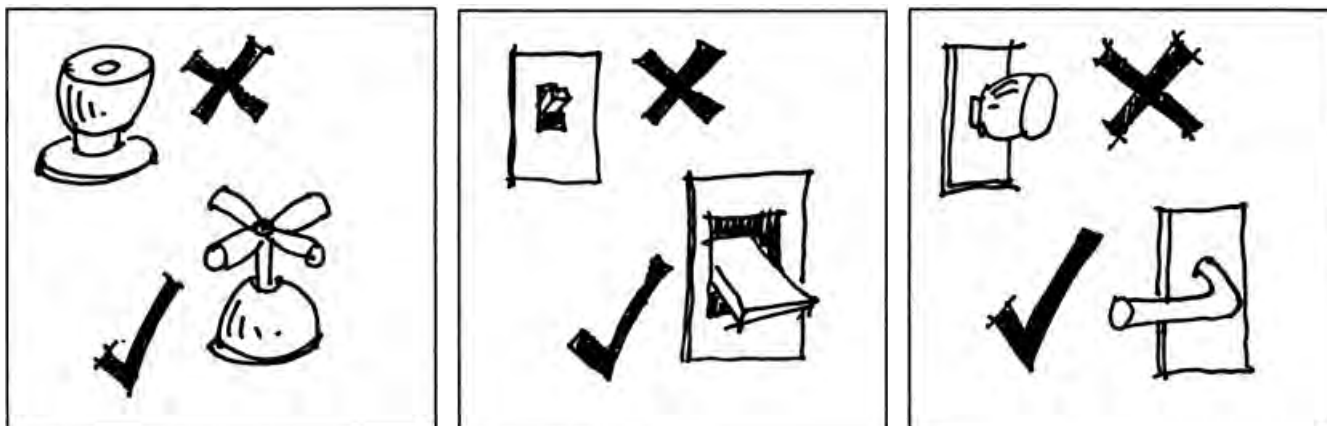
#### **AVOID:**

- dark colours throughout the lounge and dining areas

#### **CONSIDER:**

- colours which reduce outside glare in the lounge and dining areas
- materials and colours that may have special significance to the residents (sports teams, traditional colour combinations)

## 7.2 TAPS, LIGHT SWITCHES AND DOOR HANDLES



It is important that taps, light switches and door handles are familiar to residents as these are all things that need to be used by them daily. If residents wish to wash their hands or get a drink of water, they will need to recognise the tap. Similarly, using easily operated light switches and door knobs is vital if residents are to be able to go in and out of rooms safely.

There are many designs available for taps. They need to be of a suitable size (so they can be easily seen and used by people who may have arthritis) and of a design, typically been used in houses. Many of the mixer type tap designs on the market can be confusing as their shape and operation which use one handle to select water flow and temperature mix will be unfamiliar to residents. Capstan style tap handles with  $\frac{1}{4}$  or  $\frac{1}{2}$  turn mechanism are best, both in terms of recognition and for use with arthritic hands. Coloured indicators showing water temperature on the handles should be clear to residents.

Switches need to contrast with the wall they are on so they can easily be seen. The style of the switch needs to be one that is commonly used in houses. Larger rocker type switches, that look similar to traditional switches in colour and material, will greatly assist the resident without losing familiarity.

Similarly the design of door handles need to be one that is commonly used and of a finish that contrasts with the door so it can easily be seen. While knobs will be recognisable, these can be difficult to use when a person has limited hand movement so should be avoided. Lever type handles are preferred. The size of door handles should be domestic, rather than commercial.

### ENSURE:

- taps are  $\frac{1}{4}$  or  $\frac{1}{2}$  turn type
- capstan style handles are used
- hot and cold indicators on the handles are clear and bold
- mix hot and cold water through a common spout at basins and baths

- lever type door handles are used
- privacy latches (if used) are large and clear marked

**AVOID:**

- mixer taps with single handles that control water flow and temperature
- dark light switches
- architrave light switches as they are too small to be seen easily
- cylindrical shaped door handles and round door knobs

**CONSIDER:**

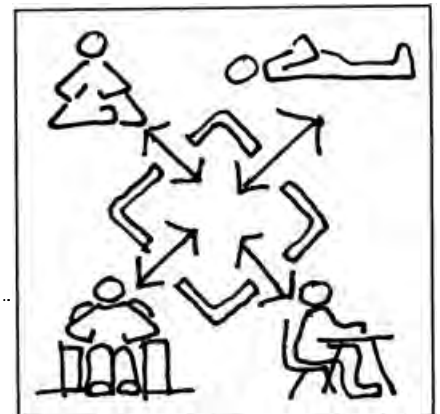
- larger rocker type light switches
- outside garden taps that use ball valve type mechanisms with 180 degree lever handles to allow easy control of water by people with arthritis and less hand/arm control

## 7.3 FURNITURE

Residents are likely to spend a large amount of time in the lounge and dining room. It is therefore important that these rooms are familiar to residents, as this can contribute to a sense of well being and calm. The presence of familiar furniture will not only help to create a warm and inviting atmosphere in the room, but will encourage residents to use the spaces and enjoy them.

**ENSURE:**

- there is a variety of furniture types i.e. several styles of chairs
- a variety of furniture heights
- a variety of furniture coverings and finishes to reduce staff maintenance and cleaning of surfaces and fabrics



**AVOID:**

- commercial or institutional furniture selection
- repetitive furniture

**CONSIDER:**

- the domestic lounge and dining room as the model for furniture selection
- how the furniture variety will encourage people to find their favourite chair
- furniture that is appropriate for inside and outside and can be easily moved

## 7.4 DECORATING BEDROOMS

If residents' bedrooms are to be familiar to them, it will be vital that they are able to decorate them. This decoration can take many forms and will depend on the residents' life experiences, hobbies, likes and dislikes. For some people, a blanket may suffice, for others photos of family and friends will be important. In a shared room, it is essential that residents are able to personalise a part of the room if they wish.



### ENSURE:

- access to shelving and bench tops where personal items can be placed / displayed
- hooks and rails on walls to hang photos and other objects

### AVOID:

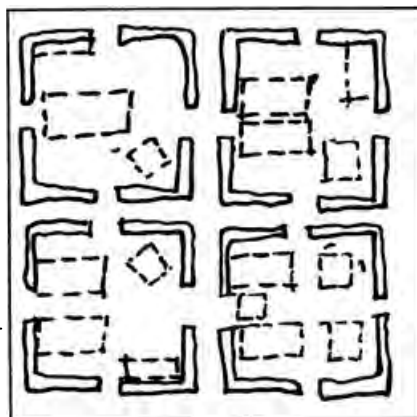
- decorating rooms prior to residents' having an opportunity to personalise the room

### CONSIDER:

- areas of pin board or fabric covered materials that will allow an easily changed and maintained surface for pinning photos and pictures onto the walls
- built in cupboards with drawers, shelves and hanging space

## 7.5 FURNITURE IN BEDROOMS

If residents' bedrooms are to be familiar to them, it will be vital that they are able to choose to furnish them themselves. The furniture people wish to bring will depend on the residents' life experiences, hobbies, likes, and dislikes. For some people, a simple piece of furniture may suffice, for others having a number of pieces of furniture will be important. In a shared room, it is essential that residents are able to personalise a part of the room if they wish.



### ENSURE:

- there is a variety of furniture types i.e. several styles of chairs if the bedroom is shared
- a variety of furniture coverings and finishes to reduce staff maintenance and cleaning of surfaces and fabrics

### AVOID:

- commercial or institutional furniture selection
- repetitive furniture and décor / colours

### CONSIDER:

- the domestic bedroom as the model for furniture selection

## 7.6 MAKING AND FURNISHING OUTSIDE PLACES

Many residents are likely to spend a significant amount of time outside (rather than only gathering in the lounge and dining room). Outside areas should be designed and “furnished” with the same attention to detail as inside areas. The main “living rooms” of the facility may be outside for a good part of each day.

It is therefore important that outside areas are familiar to residents, as this can contribute to a sense of well being and calm. This will be determined by where the outside areas are located: their orientation, the planting and the furnishing of the area. Shady places in summer and warm sheltered places in winter will be important components of used outside places.



### ENSURE:

- there are a range of well located, designed and furnished outdoor places for people to use and enjoy

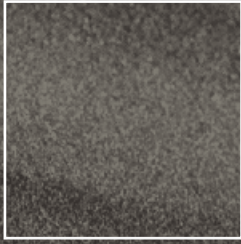
### AVOID:

- windy, dusty or poorly located outside places

### CONSIDER:

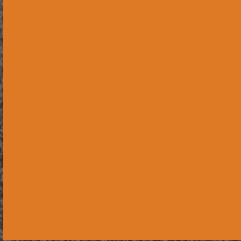
- how verandah areas attached to buildings and outside areas between buildings can receive the same level of “furnishing” and detailed design consideration as inside areas of the buildings



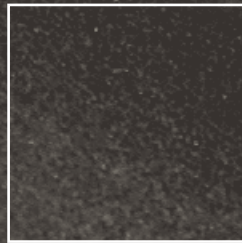
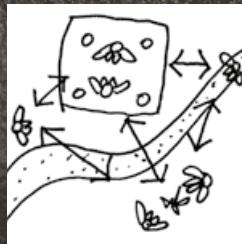
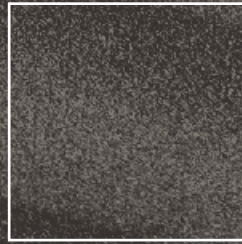
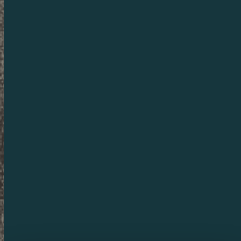


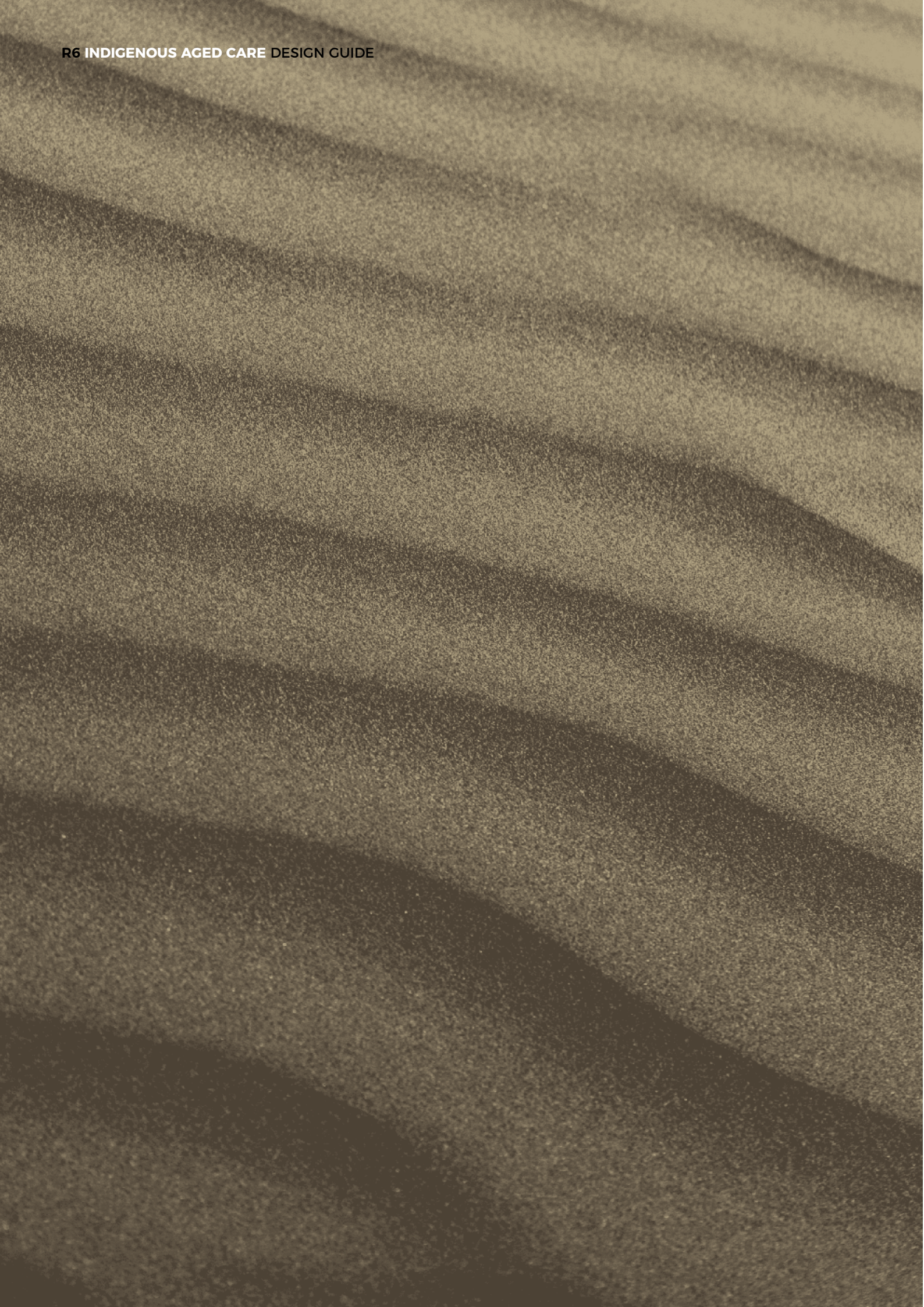
# THE 10 PRINCIPLES IN DETAIL

## CHAPTER 8



# CHOOSING TO BE ON YOUR OWN OR WITH OTHERS





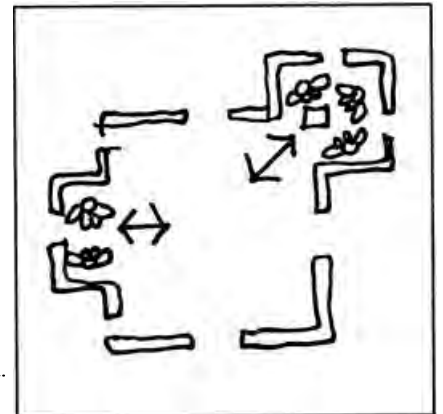


## 8. CHOOSING TO BE ON YOUR OWN OR WITH OTHERS

Residents need to be able to choose to be on their own or spend time with others and their living environment needs to provide a range of opportunities for social interaction. For some people it will be vital to retain and express their individuality, for others it will be important to be part of the community. Spaces are needed where residents can sit quietly alone, with one or two friends, or in larger groups. This needs to be possible both inside and outside.

### 8.1 PLACES TO SIT INSIDE

Any unit needs to have a number of places where residents, friends, staff and families can sit, either on their own or with others. Small areas or nooks are an important way to give people many choices for places to be. They can be an area to the side of a corridor, a space at the end of a corridor, a bay window in a larger room, or a little room off a lounge or dining room. The more of these small areas or nooks there are in a unit, the greater the opportunity for residents to enjoy privacy or community.



#### ENSURE:

- large lounge or dining rooms are edged with nooks and smaller areas for small groups and individuals
- nooks and the smaller edge rooms have a good view of the main room activities

#### AVOID:

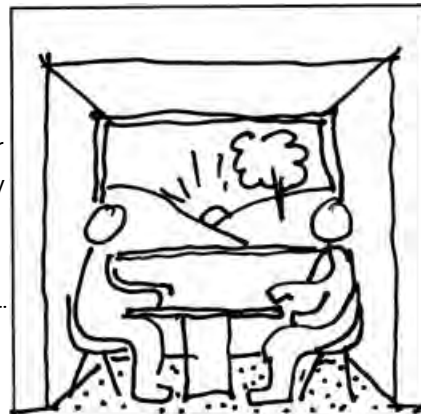
- large undifferentiated spaces

#### CONSIDER:

- varying corridor and hall widths to accommodate small sitting places

## 8.2 PLACES TO SIT WITH VIEWS INSIDE

If small areas or nooks have views of pleasant or interesting scenes, not only will they be places where residents, friends, staff and families can sit, they will be places which can offer them a rich experience. They can have an inside focus (where people watching or looking at a painting is a feature) or an outside focus (where the view is interesting and attractive).



### ENSURE:

- a good view, both inside and outside from these smaller sitting places

### AVOID:

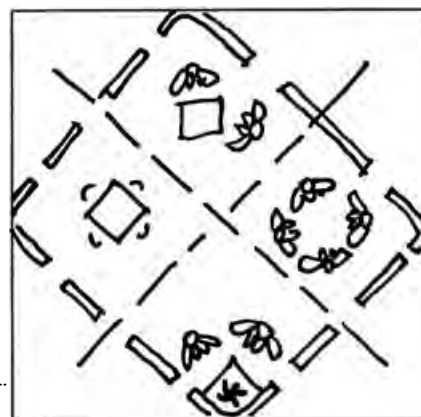
- sitting places that look nowhere

### CONSIDER:

- where possible incorporating a close, mid and far view from sitting places

## 8.3 SMALL GROUP ACTIVITIES INSIDE

People can do different things and feel different emotions when they gather in a small group. For example, in a small group they may have a private conversation, listen to music or play cards. It is important that small groups of people can comfortably gather in the lounge or dining room with out re-arranging the furniture (If the furniture has to be rearranged for people to gather in this way it is less likely to happen and so opportunities for people to experience a more private gathering will be lost).



### ENSURE:

- furniture layouts accommodate small groups

### AVOID:

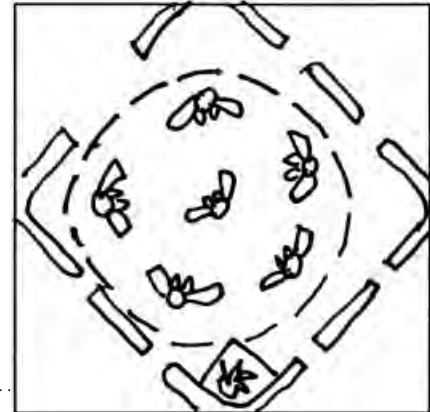
- undifferentiated furniture arrangements that cater only for large groups

### CONSIDER:

- the varied use of main dining and lounge areas for different group sizes
- flexible furniture design to suit different group sizes

## 8.4 LARGE GROUP ACTIVITIES INSIDE

When people gather in a large group they can do different things and feel different emotions. For example, in group of more than five people they may watch a movie or listen to a musical performance. It is important that larger groups of people can comfortably gather in the lounge or dining room without rearranging the furniture (If the furniture has to be rearranged for people to gather in this way it is less likely to happen and so opportunities for people to experience a more public gathering will be lost).



### ENSURE:

- there are spaces adequate to accommodate larger group activities

### AVOID:

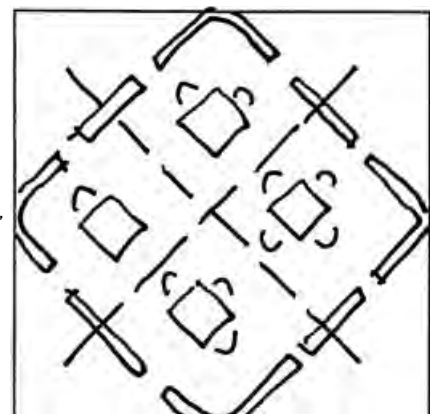
- fixed furniture that precludes larger group activities

### CONSIDER:

- the varied use of main dining and lounge areas for different group sizes
- flexible furniture design to suit different group sizes

## 8.5 EATING INSIDE IN SMALL GROUPS

Food often plays an important part in the lives of residents and their families. Eating with a small number of people is a very different experience to eating in a group of five or more people. People's preferences for who they eat with will vary as they will be influenced by their life experiences and their culture. Residents' preferences can also change according to the climate and the day, as some days are a cause for celebration or quiet reflection. It is important that residents have the opportunity to eat inside in a small group when they choose, as this is one way that they can influence how they live their lives.



### ENSURE:

- dining room can accommodate discreet small or individual dining
- furniture to suit small group and individual dining

### AVOID:

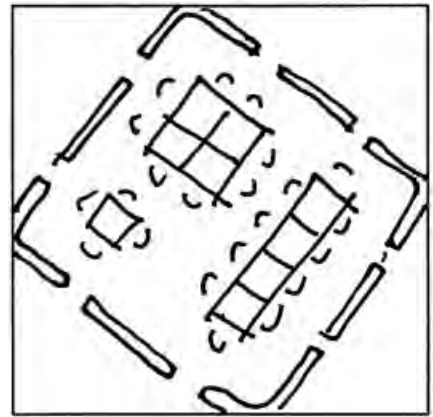
- large open dining rooms with undifferentiated furniture layouts only suited to dining in large groups
- fixed furniture that precludes individual or small group dining

**CONSIDER:**

- the varied use of main dining area for different group sizes
- flexible furniture design to suit different group sizes

**8.6 EATING INSIDE IN LARGER GROUPS**

Food often plays an important part in the lives of residents and their families. Eating with a small number of people is a very different experience to eating in a group of five or more people. People's preferences will vary as they will be influenced by their life experiences and their culture. Residents' preferences can also change according to the climate and the day, as some days a person feels like lively conversation rather than quiet reflection. It is important that residents have the opportunity to eat inside in a large group when they choose, as this is one way that they can influence how they live their lives.

**ENSURE:**

- dining area configuration can accommodate larger group dining
- furniture to suit larger group dining

**AVOID:**

- fixed furniture that precludes large dining groups

**CONSIDER:**

- flexible furniture design to suit different group sizes

**8.7 EATING ALONE**

Some people will prefer to eat alone, either all the time or sometimes. It is important that residents have the opportunity to eat alone when they choose, as this is one way in which they can influence how they live their lives. This possibility needs to be provided both inside and outside.

**ENSURE:**

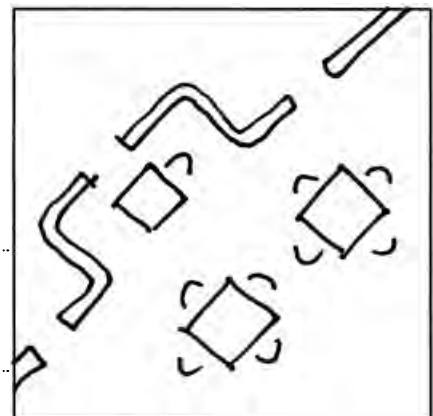
- opportunity for discreet individual dining

**AVOID:**

- large open dining rooms with undifferentiated furniture layouts only suited to dining in large groups
- fixed furniture that precludes individual dining

**CONSIDER:**

- flexible furniture design to suit individual use

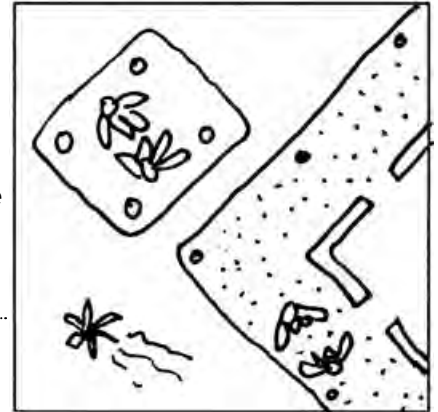


## 8.8 GATHERING IN SMALL GROUPS OUTSIDE

Residents should be able to choose to socialise in different ways. Sometimes people may choose to spend time on their own or in a small group, at others they will wish to be with a large group of people. Certain activities are better suited to small groups, such as having a conversation. The environment needs to allow residents opportunities to gather in small groups so that residents can choose what is best for them at a particular time.

### ENSURE:

- the widths of verandah areas can accommodate small groups and still allow safe circulation past the group
- there are seasonal outside places for small groups (shaded summer places and sunny winter places)



### AVOID:

- fixed structures and seating that preclude large groups gathering
- wind and sun exposed seating and tables outside

### CONSIDER:

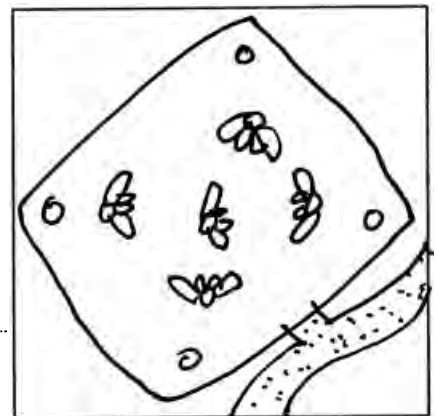
- the outside furnishings that support small group gatherings such as a small fire area, water nearby, views of inside areas and longer views of country or the outside world

## 8.9 GATHERING IN LARGE GROUPS OUTSIDE

Residents should be able to choose to socialise in different ways. Sometimes people may choose to spend time on their own or in a small group, at others they will wish to be with a large group of other people. Certain activities are better suited to large groups, such as ceremony. The environment needs to allow residents opportunities to gather in large groups so that residents can choose what is best for them at a particular time.

### ENSURE:

- there are seasonal places for large groups to gather (shaded summer and sunny winter places)



### AVOID:

- fixed structures and seating that preclude large groups gathering
- wind and sun exposed seating and tables

**CONSIDER:**

- temporary structures such as awnings or fabrics that may make a larger outside meeting area possible for short periods of time (celebrations, birthdays, meetings)

**8.10 WATCHING DISCREETLY OUTSIDE**

There will be times when residents want to take part in the life of the unit by observing the goings on at a distance, rather than being in the centre of things. The outside areas need to provide opportunities for residents to observe the happenings at the unit discreetly.

**ENSURE:**

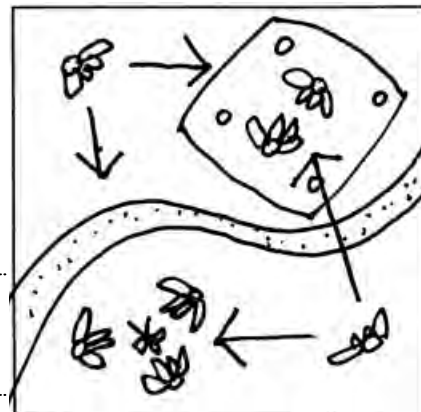
- small nooks or sitting areas with views

**AVOID:**

- single large undifferentiated spaces

**CONSIDER:**

- creating a variety of smaller places to discreetly observe daily life



**8.11 SEEING AND BEING SEEN OUTSIDE**

There are many ways in which we can relate to each other. One of these is to observe and be observed. It is not always necessary to join a group to take part in its activity. There are times when we do not wish to be a part of a group but also do not wish to be isolated. Sitting apart and observing what is going on can be pleasant as well as instructive, and can be a satisfying way of engaging passively in the life of the community.

**ENSURE:**

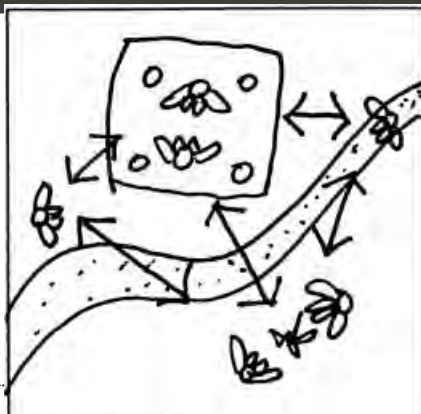
- waltzas, verandahs and landscape which offer privacy

**AVOID:**

- single large undifferentiated spaces

**CONSIDER:**

- creating a variety of smaller places to discreetly observe daily life



## 8.12 EATING OUTSIDE IN SMALL GROUPS

Residents should be able to choose to eat with different numbers of people. Eating with a small number of people is a very different experience to eating in a group of five or more people. People's preferences will vary as they will be influenced by their life experiences, their culture and the climate. It is important that residents have the opportunity to eat outside in a small group when they choose, as this is one way in which they can exercise choice and independence.

### ENSURE:

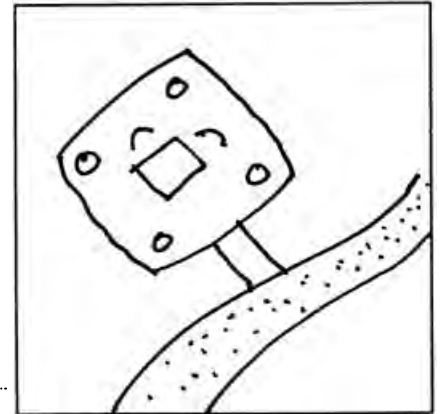
- outdoor areas that can accommodate small group dining

### AVOID:

- wind and sun exposed seating and tables outside

### CONSIDER:

- flexible outdoor furniture design and shelters that can be adapted to suit different group sizes



## 8.13 EATING OUTSIDE IN LARGE GROUPS

Residents should be able to choose to eat with different numbers of people. Eating with a large number of people is a very different experience to eating in a group of five or more people. People's preferences will vary as they will be influenced by their life experiences, their culture and the climate. It is important that residents have the opportunity to eat outside in a large group when they choose, as this is one way that in which they can exercise choice and independence.

### ENSURE:

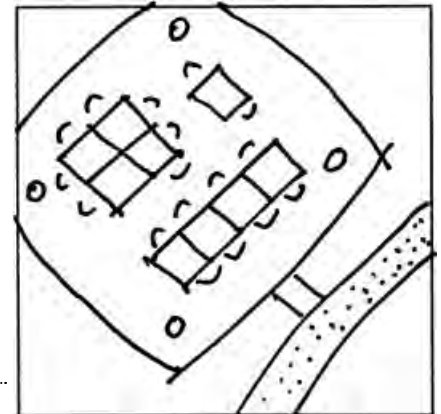
- outdoor areas that can accommodate large group dining

### AVOID:

- wind and sun exposed seating and tables outside

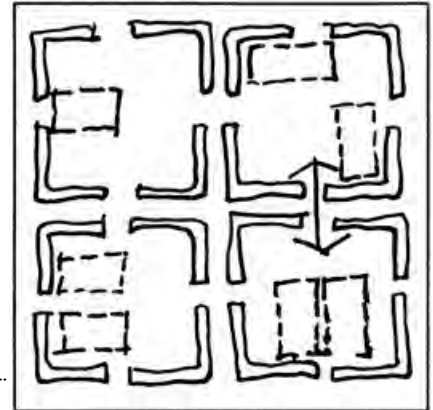
### CONSIDER:

- flexible outdoor furniture design and shelters that can be adapted to suit different group sizes



## 8.14 MORE THAN ONE BED IN A BEDROOM

Many people may prefer to share a bedroom rather than be on their own. Being with people will be a higher priority than having space on one's own or a room of a particular size. Bedrooms need to be designed to cater for more than one bed to be placed in the room so that there is flexibility in sleeping arrangements. This will also allow people to more easily use bedrooms respecting relationships, including avoidance relationships, skin groups and care needs. This will allow for married couples or friends to share a room.



### ENSURE:

- bedrooms are large enough to accommodate more than one person
- a range of room sizes, furniture layouts and how the rooms will be used are considered during the local consultation process

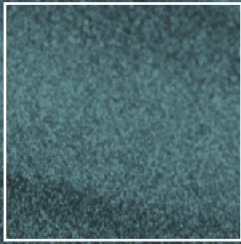
### AVOID:

- all bedrooms being designed so that they are only suitable for a single use

### CONSIDER:

- a variety of different sized bedrooms
- furniture layouts and access to all parts of the room



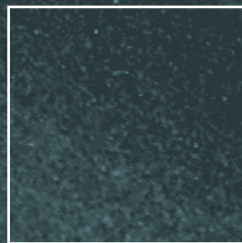
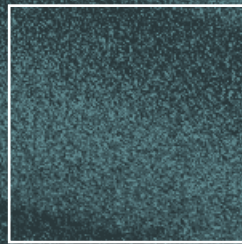
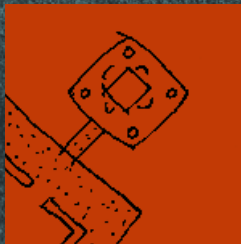
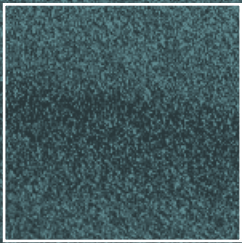


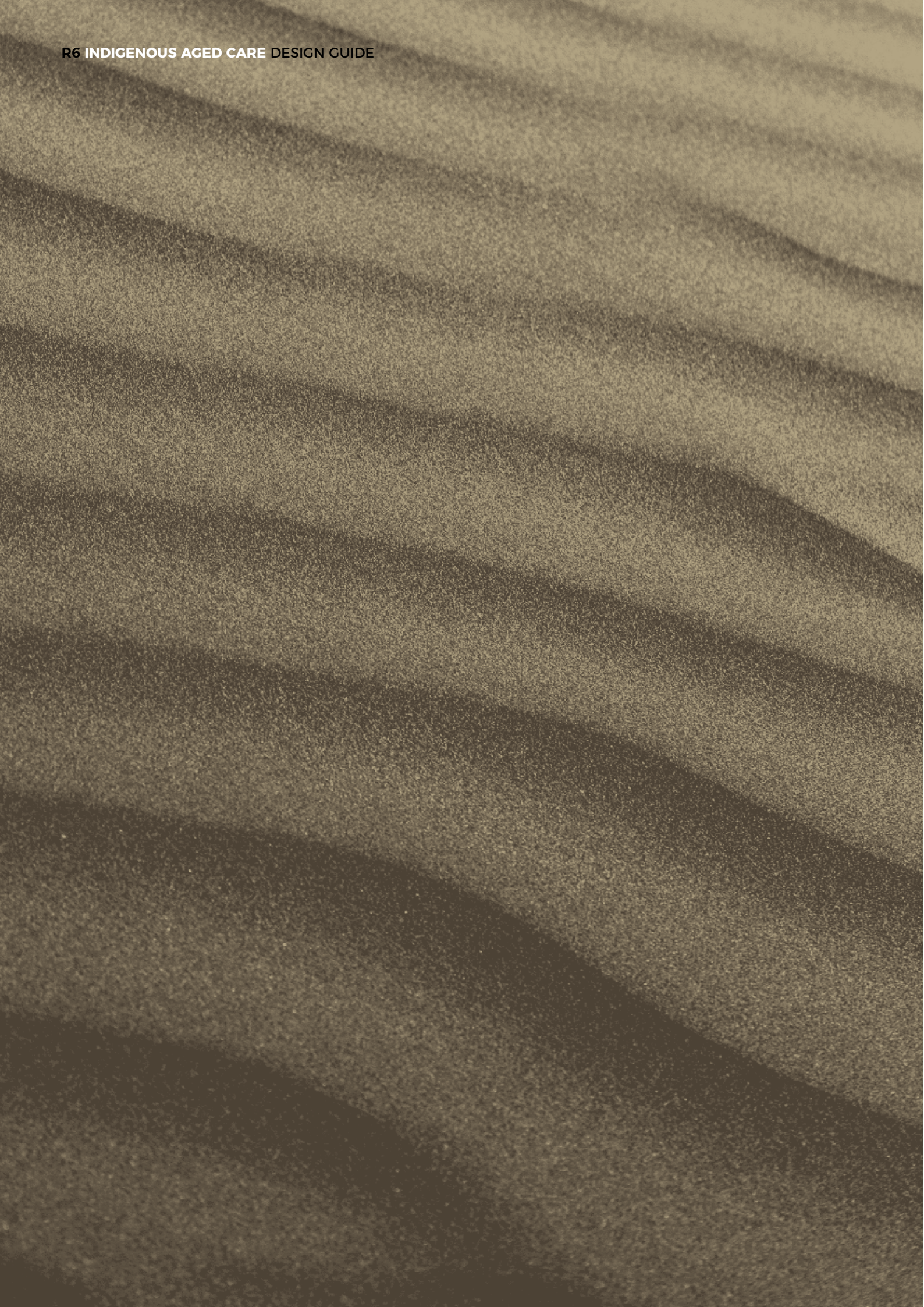
# THE 10 PRINCIPLES IN DETAIL



## CHAPTER 9

# BEING PART OF THE COMMUNITY

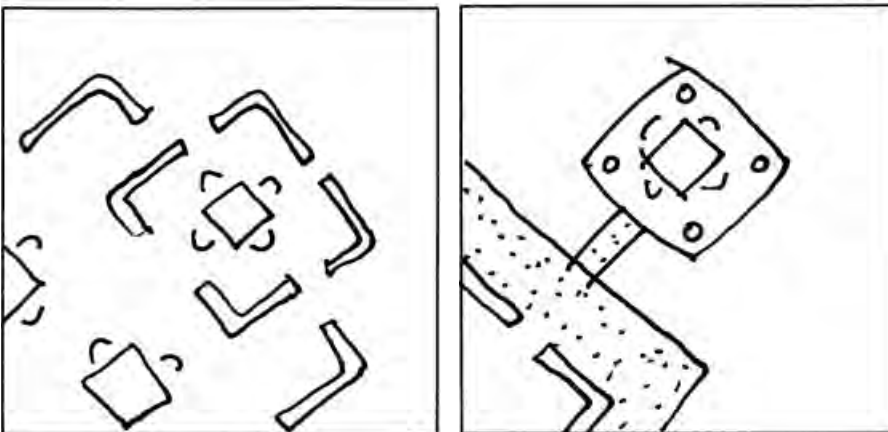




## 9. BEING PART OF THE COMMUNITY

Interaction and maintaining relationships with people in the local community is important both for residents and the wider community. The location of the site for the facility will impact on this, as will the availability of transport. It will be important to make visitors feel welcome and to offer opportunities for them to engage meaningfully with residents, ideally continuing their pastimes and hobbies. This will help an older person to continue friendships and links with their community and maintain an interest in the wider world.

### 9.1 DINING WITH FAMILIES



Sharing a meal together is a pleasure for many people. Much of life in a residential setting is communal and although this is often familiar and desirable, it is important that residents and their families also have the opportunity to gather in a more private setting to eat and relax if they wish to. This setting could be a room inside the unit or an area outside. The inclusion of such places are likely to encourage family and friends to visit a facility as they feel welcome and are able to interact with their loved one in the way they are used to.

#### ENSURE:

- one or more outdoor areas or rooms which can be used by families to dine with a resident

#### AVOID:

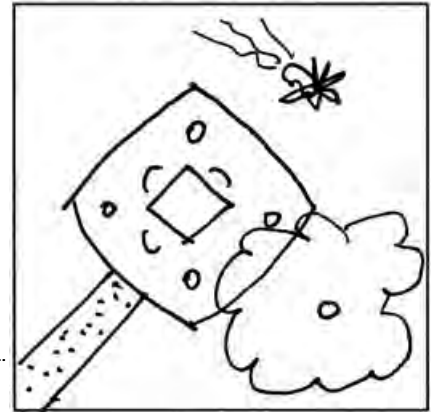
- distractions near the area such as main circulation pathways

**CONSIDER:**

- flexible furnishings, flexible screening to accommodate small or large groups

## 9.2 FAMILIAR PRIVATE DINING

While the first step is to provide a more private setting inside or outside where residents can eat and relax if they wish to, the way in which this is designed is important. For these places to be most meaningful, they need to be familiar and include elements that allow them to be easily used. An outside area should have access to a cooking campfire and shade, and should have plants and trees that are recognisable and potentially useful as a source of local traditional food (bush tucker).

**ENSURE:**

- area is attractive and comfortable

**AVOID:**

- changing furniture layouts frequently
- distractions nearby

## 9.3 MAINTAINING COMMUNITY LINKS

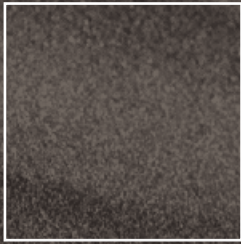
Maintaining community links is important if residents are to have the opportunity to maintain their relationships and lifestyle. The location of the site for the facility, the facility's relationship to street frontage, the way the facility addresses the street and surrounding country, the availability of public transport, the facility's proximity to local shops, and its relationship to surrounding communities are among the many aspects of design that will be influenced by the desire to maintain community links.

**ENSURE:**

- transport to local shops and amenities is available
- local community groups are welcome at the facility
- residents are encouraged to participate in local community activities

**AVOID:**

- unrestricted access by local community visitors

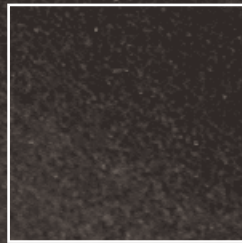
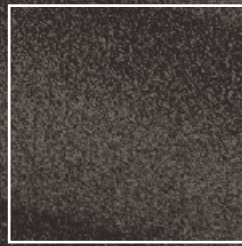
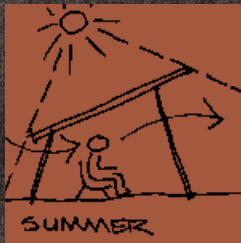
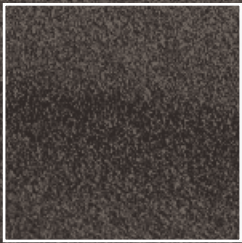


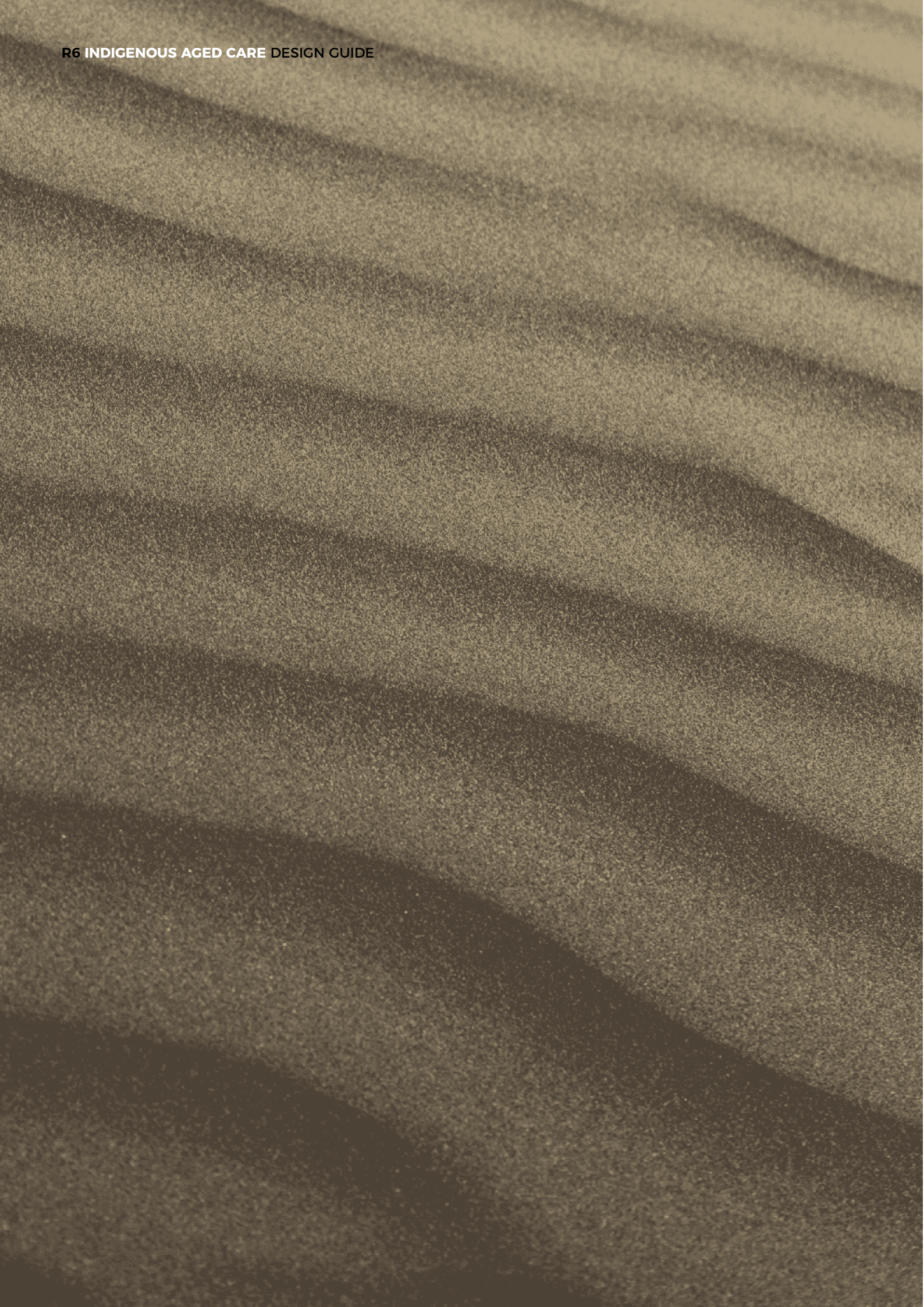
# THE 10 PRINCIPLES IN DETAIL



## CHAPTER 10

# DOING WHAT YOU WANT TO DO





# 10. DOING WHAT YOU WANT TO DO

The environment should be as homelike as possible, recognising that residents are there to live, and so should be enabled to live meaningfully. An environment that focuses on way of life allows residents to make decisions and exercise choice and independence, both in the way they spend time and what they do. The environment should allow residents to continue to do the things that they have done throughout their lives.

These activities will vary enormously as it will be influenced by residents' expectations and life experiences, but could include things as diverse as making artefacts, or doing the washing. They will not necessarily relate to a particular task but to a way of life.

All the spaces found in a familiar house should be provided, such as a lounge room, dining room, kitchen and outside area, so that residents can continue to do what they wish to. In this way residents will have the chance to live lives that are fulfilling and to use their remaining abilities.

## 10.1 RESIDENT KITCHEN

A small kitchen may be important to allow residents to continue to use their remaining skills and encourage them to pursue tasks of daily living that are familiar to them. Whilst safety concerns need to be addressed (see Principle 1, items 1.7, 1.8, 1.9) these should not limit possible access to a kitchen for all residents.

### ENSURE:

- a small kitchen for resident use is provided

### AVOID:

- kitchens which do not contain items and fixtures that would be familiar to residents

### CONSIDER

- providing galley style kitchens if there is insufficient room to provide a separate kitchen for resident use

## 10.2 MEAL PREPARATION

It is important that if a facility contains a kitchen for residents, they are able to use it to do meaningful things. Making a meal with friends or family can reinforce the independence of residents. It may help retain skills and ensure favourite foods are not lost or forgotten.

### ENSURE:

- residents are able to enter and use a kitchen

### AVOID:

- kitchens which are unnecessarily placed off limits for residents

### CONSIDER

- ways to remove objects that could be dangerous, and so allow for unrestricted use of the kitchen by residents and visitors (see Principle 1, items 1.7, 1.8, 1.9)

## 10.3 MAKE SNACKS AND DRINKS

Enjoying snacks and drinks between dining room meals can be a part of daily life for many people. Creating opportunities for residents and their families to be involved in making snacks or drinks can retain an informality associated with home life where meal times are not regimented.

### ENSURE:

- residents are able to enter and use a kitchen

### AVOID:

- kitchens which are unnecessarily placed off limits for residents

### CONSIDER

- ways to remove objects that could be dangerous and so allow for unrestricted use of the kitchen by residents and visitors (see Principle 1, items 1.7, 1.8, 1.9)



## 10.4 CLEAN AND TIDY BEDROOM

Tidying personal places, organising personal belongings and doing even light cleaning may reinforce a resident's familiarity and sense of belonging in their living place as they are able to influence the day to day activities that take place there. Encouraging residents to be involved in keeping their bedroom clean and tidy may also allow residents to continue to use their remaining skills and to encourage them to pursue tasks of daily living that are familiar to them.

### ENSURE:

- residents are given the opportunity to do the tasks they wish to contribute to keeping their bedroom clean and tidy

### AVOID:

- adopting a cleaning regime which alienates residents

### CONSIDER

- times and ways of cleaning bedrooms to involve residents, this may involve decision making rather than undertaking cleaning tasks.

## 10.5 PERSONAL LAUNDRY

Having the ability to wash even a few, light personal items may help the resident retain the feeling of independence. Families may also like to take advantage of a laundry. A large tub, slip resistant flooring, water resistant power points and tempered water supply can make the activity safe for the resident.

### ENSURE:

- a small laundry for resident use is provided

### AVOID:

- laundries with "commercial" items and fixtures that would be unfamiliar familiar to residents

### CONSIDER

- introducing washing, drying and folding of clothes into the daily lifestyle of residents so that residents can participate as they are able

## 10.6 GARDENING AND OUTDOOR AREAS

For many residents gardening or creating outdoor areas may have been a large part of their lives. Having a small area where residents can garden and/or be outside will give residents, and their families, opportunities for meaningful activity, and a sense of the familiar.

### ENSURE:

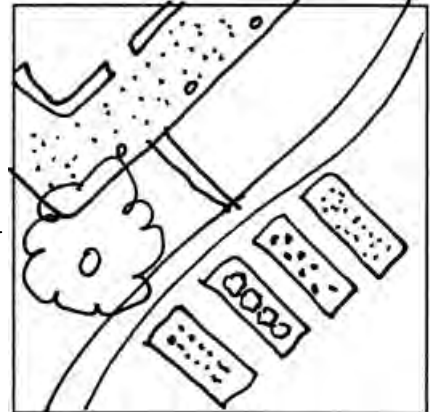
- gardens do not impede paths (and avoid trip hazards)
- some raised garden beds are provided to improve residents' participation

### AVOID:

- types of plants and gardens that would be unfamiliar to residents

### CONSIDER

- linking gardens to living areas so the results of the gardening can easily be appreciated by staff and residents
- providing, close to any garden area, a small garden store room with simple tools and supplies



## 10.7 ACCESS TO LOUNGE

The lounge room may be an important place for residents and their families and friends as they continue to try and do all the things they want to do in daily life. It can be a place to relax, to enjoy a chat, to gather to share stories, to listen to music.

### ENSURE:

- residents are able to access and use the lounge easily

### AVOID:

- restricting access to a lounge room

### CONSIDER

- designing the lounge room to invite use through scale, layout, finishes and vision into room
- managing use of the lounge room to invite use for example by ensuring that the lights are on in the evening, temperature control, sun shaded by blinds
- the heights and design of all furniture
- a variety of lighting to highlight features in the room

## 10.8 ACCESS TO DINING ROOM

The dining room may be an important place for residents and their families and friends to enjoy meals together. It can be a place to relax, to enjoy a chat, to gather to share stories, and to eat a meal.

### ENSURE:

- residents are able to access and use the dining room easily

### AVOID:

- restricting access to a dining room

### CONSIDER

- design of the dining room to invite use through scale, layout, finishes for easy cleaning, vision into the room
- managing use of the dining room to invite use for example by ensuring that the lights are on in the evening
- the heights and design of all furniture
- lighting over dining tables

## 10.9 ARTS AND CRAFTS

Art and craft work for many residents may be an ongoing and important part of their lives. The work may vary greatly in size, materials needed, equipment and space requirements.

Carving work may best be done out doors and may need a supply of timber, tools for crafting and a shaded, wind protected area to work. Wood shavings and chips could be recycled into a fire and the fire may be needed for heating tools used for decoration of the carved object.

Painting may require a table, paints (with a mixing and clean up area) and good light. Spills and splatters will occur often so this activity ideally would not be carried out in main public spaces or bedroom areas.

There should be places around the building to exhibit / display all the art and craft produced. Rather than a room or gallery consider placing art and craft throughout the facility.

### ENSURE:

- some area(s) are provided inside the facility for the making of art and craft
- areas are provided for storage of materials and washing up
- areas are provided inside the facility for the display of resident produced art and craft

**AVOID:**

---

- surfaces which are hard to clean and therefore likely to limit craft activities

**CONSIDER**

---

- using verandahs and well furnished outside areas for craft work

## 10.10 SORRY BUSINESS

Death ceremonies practiced by Indigenous people vary around Australia. Facilities should be able to accommodate a range of ceremonies associated with death (sometimes called sorry business). An area for larger gatherings, sometimes for many days, may be required without disrupting the other residents. Access, food preparation and general facilities such as showers and toilets may all need to be designed to cope with these events.

**ENSURE:**

---

- an area for larger gatherings is provided which can be used without disturbing others
- meal preparation and service areas are designed to cater for large groups of people if required

**AVOID:**

---

- inappropriate and insensitive use of rooms (especially bedrooms) after a person has died

**CONSIDER**

---

- the range of ceremonies that could be required in or near a facility and how the facility may help accommodate these infrequent events
- how residents can be encouraged and supported to participate in sorry business away from the facility

## 10.11 SEPARATION BY GENDER OR SKIN GROUP

The ability for residents to live together, either by gender or by other important local clan grouping is important to accommodate in the types and size of accommodation provided.

### ENSURE:

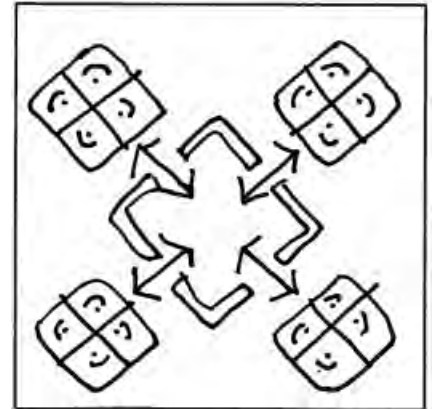
- flexibility in group size and location. The facility needs to be able to cater for different group sizes in different places at different times. During the planning of the facility, indicate options for various groupings

### AVOID:

- circulation routes which do not allow for alternative ways of moving about a facility

### CONSIDER:

- providing separate men's and women's areas for sleeping, gathering, eating and ablutions
- creating separate entrances to the facility
- planning public areas so that avoidance relationships can be maintained



## 10.12 OUTSIDE SHELTER

Many residents will have had much of their living experience outside of buildings. Outside shelters will be a familiar setting for many residents and a place where they wish to spend much of their time. Outside shelters are easy to keep clean, are good places for art and craft activities, are economical to build and easy to maintain, remake or modify as needs change.

### ENSURE:

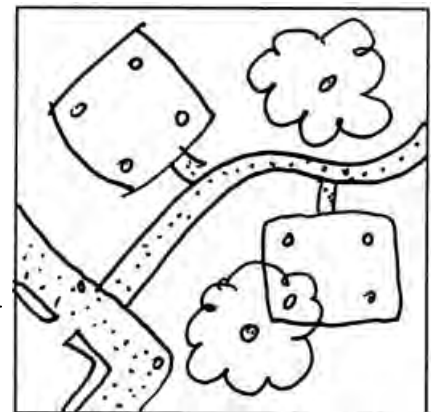
- outside shelters are close to main inside common areas
- outside shelters are accessed by well made paths
- are well sited to maximise sun in winter, avoid cold winds and provide shade in summer

### AVOID:

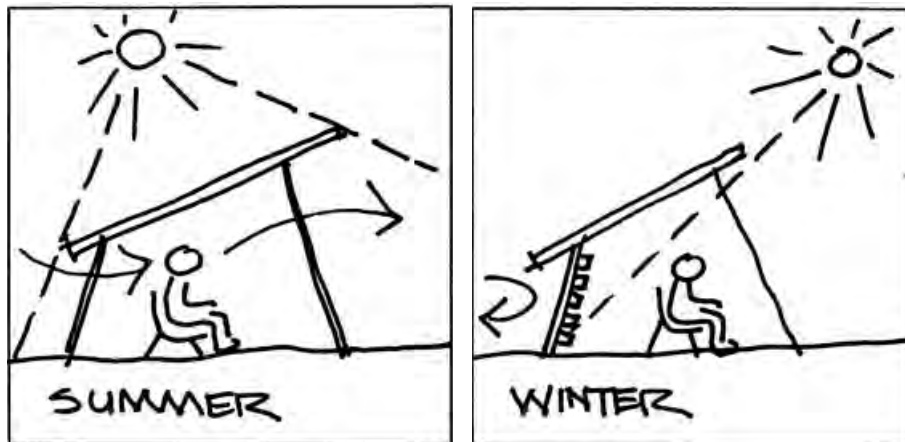
- outside shelters which are difficult to maintain
- outside shelters that pose a high fire risk

### CONSIDER:

- how the design of outside shelters can best moderate harsh conditions (sun, winds and cold)
- outside shelters which can be easily altered, added to or relocated to respond to seasons or deaths



## 10.13 SLEEP/REST IN A WARM/COOL PLACE OUTSIDE



Many residents will have had much of their living experience outside of buildings. Building edges and outside shelter are often sought after as places to rest or sleep. They allow direct sun in winter and often cooling breezes in summer.

### ENSURE:

- outside places are separated from noisy activities but have a good view of people moving around the facility
- outside places are sun protected and catch summer breezes
- outside places are cold wind protected in winter

### AVOID:

- outside places which are difficult to maintain

### CONSIDER

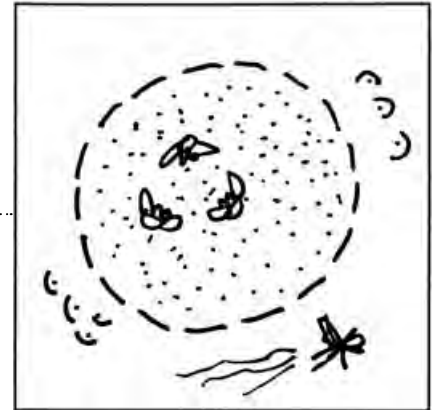
- how the design of outside places can best moderate harsh conditions
- the surface of outside places can allow for mobility aids to be used and beds to be rolled out
- locating outside places near fire areas

## 10.14 GOOD CLEAN SAND FOR SITTING AND DANCING

Dancing and music may be an important part of people's lives and they will wish to continue these activities. A good place for dancing, for both older people and younger visitors, will encourage this important and familiar activity.

### ENSURE:

- there is an area with good clean sand for both sitting and dancing on
- places for sitting and dancing are located out of the path of strong winds



### AVOID:

- nearby fire pits or changes in surface that may present a fall hazard

### CONSIDER:

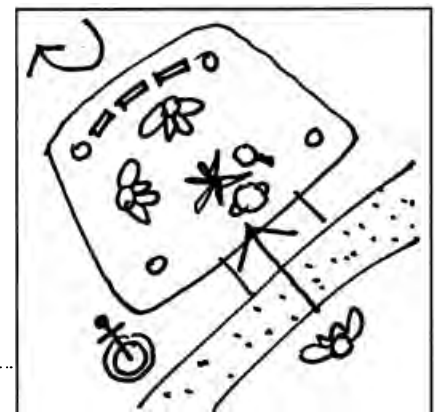
- providing places for people to change in private or at least out of the gaze of the audience

## 10.15 CAMPFIRES TO WARM, MAKE TEA, COOK MEAT OR CREATE ARTIFACTS

In many rural and remote areas fires will be a familiar and integral part of life for many Indigenous people. Careful design and carefully considered safety procedures (see Principle 1) should ensure that the joy and importance of the campfire are not excluded from the facility. The campfire as an activity should be considered an integral part of the furnishing of any outside place. If not considered at the planning stage, independent fires will be made by residents in poor locations that present a greater safety risk.

### ENSURE:

- there is direct observation of fire areas by staff
- there is clear ground around the fire with no level changes or material changes that may present trip hazards
- fire areas are out of prevailing winds and are dust protected
- fire areas have shade nearby
- there is a yard tap stand nearby that has double tap points to allow for drinking water from one tap and allows the other to have a permanently attached hose to extinguish any remnant fire if needed



### AVOID:

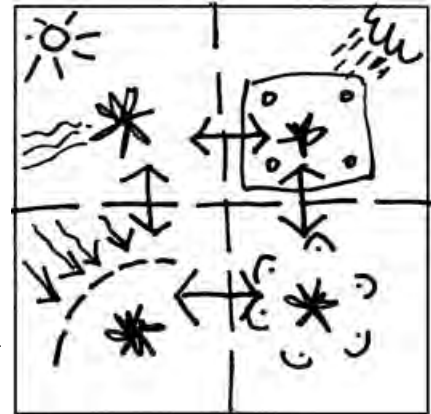
- fire pits or changes in surface that may present a fall hazard

**CONSIDER:**

- a variety of camp fire places as these will fit the day's weather, the particular activity planned or the group size rather than providing one formal fire pit
- fire protection devices, however if poorly designed and sited these may either not be used by residents and independent fires established that prove to be a greater risk, or increase the risk of burns and accident by their design
- where the firewood will come from and where can it be stored safely

**10.16 MOVING A FIRE TO SUIT THE SUN AND WIND**

Built "formal" fire areas are rarely used because they are in the wrong place (see the above item). People's use of fire relates strongly to seasons, the day's weather conditions and the activity the fire is being used for. The ability to move a fire (or have staff move a fire) is a better way to conceive the design of a fire area. Fires are often small and can be moved on a sheet or corrugated iron or the fire dismantled and rebuilt in a new location.

**ENSURE:**

- staff are involved in the making and using of any fire so that it is made in a place where supervision is possible and other key dangers can be avoided
- there is clear ground around the fire with no level changes or material changes
- fire areas are out of prevailing winds and dust protected
- fire areas have shade nearby
- there is a yard tap stand nearby that has a double tap points to allow for drinking water from one tap and a hose to extinguish any remnant fire if needed

**AVOID:**

- fire pits or changes in surface that may present a fall hazard

**CONSIDER:**

- locating other activities, such as artifact production, painting or craft making, near the fire to increase an overview of the area by staff and to increase positive and protective staff/resident interaction
- a variety of camp fire places as these will fit the day's weather, the particular activity planned or the group size rather than providing one formal fire pit



## 10.17 ENJOYING A VIEW TO COUNTRY

Many residents will have strong association with their traditional land or “country”. This may be the most important planning criterion for the facility as a whole and for the design of both inside and outside places within each unit. Consider the various ways residents might gain from use of surrounding country, for example:

- overall orientation within the facility may be helped by having clear views of hills, large rocks, and significant trees when needing to decide where to go next as these landscape features, more than use of colour or buildings or signs, may help act as the primary means of wayfinding
- determining activity locations through the day
- linking to dancing, sorry business and art making places
- determining the arrangement of men, women and various skin group associations within the facility.



### ENSURE:

- traditional and or important country or landscape features are considered in the orientation of, and movement within the facility as a primary means of wayfinding when determining activity locations through the day

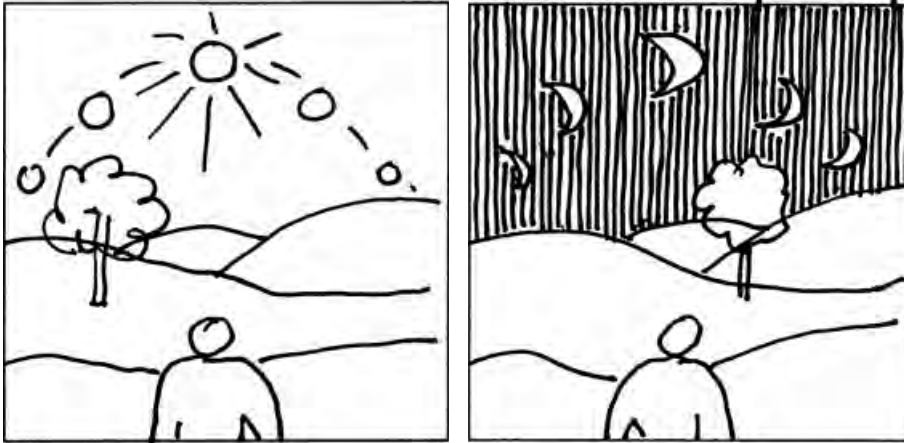
### AVOID:

- siting a facility in a way which does not respect country (eg areas which may not be allowed to be used or viewed by some people)

### CONSIDER:

- planning with surrounding country to locate dancing, sorry business and places for art and craft
- planning with surrounding country to locate and arrange of men, women and various skin group associations within the facility

## 10.18 WATCHING THE PATH OF THE SUN, THE MOON AND THE STARS



Many residents may have spent much of their lives outside of buildings and will gain orientation from the observation of the position of the sun, moon and stars. Creation stories and people's worldviews are often intrinsically linked to these elements. Observation of the night sky is important, particularly in rural and remote areas where there is the possibility of a dark sky at night.

### ENSURE:

- lighting design does not limit the observing of the night sky

### AVOID:

- glare and unnecessarily high levels of outside lighting

### CONSIDER:

- limiting the level of night lighting of outside areas and light spill from inside rooms to improve the view of the night sky
- keeping safety lighting directed to the floor surfaces or entries rather than floodlighting the entire area
- giving outside "dark place" options, separated from more used public areas, for people wanting to observe the night sky

## 10.19 ACCESS TO APPROPRIATE HEATING

Heating is important for the health of the residents. General, low level background heating may be provided by the main building services. For resident bedrooms, heating should be able to be easily and simply adjusted and be safe to use with no directly exposed elements or flames.

### ENSURE:

- that the building incorporates passive features to reduce the amount of direct active heating needed
- heating systems can be locally controlled (ie turned off)
- noise and drafts from heating systems are minimised.



### AVOID:

- total dependence on mechanical systems for indoor comfort

### CONSIDER:

- systems that have low energy use and are simple to maintain and operate
- providing estimates of running and maintenance costs at the design stage for system options
- systems that can operate within limits of available power and gas supplies

## 10.20 CONTROL OVER HEATING

Residents' individual control over heating to bedrooms and communal areas will contribute significantly to the comfort of the residents.

### ENSURE:

- residents have easy access to temperature and airflow to bedrooms and common areas
- control knobs or switches are easy to see, reach and turn or switch

### AVOID:

- central mechanical air conditioning systems that have no individual room control
- multi function remote control devices as the primary control for residents to turn on/off and adjust heating systems

### CONSIDER:

- providing thorough documentation showing the control for all heating systems. This should be laminated and wall mounted in the staff office to explain the system

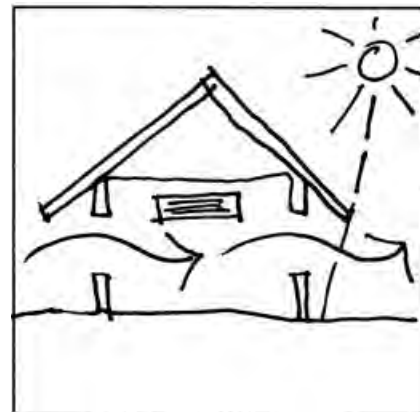


## 10.21 ACCESS TO APPROPRIATE COOLING

Cooling is important for the health of the residents. General, low level background cooling may be provided by the main building services, but bedroom and local cooling to suit individual preferences should be easily adjusted, effective in the particular environmental conditions and allow for air exchange as well as cooling.

### ENSURE:

- that the building incorporates passive features to reduce the amount of active cooling and ventilation intervention
- cooling and ventilation systems can be locally controlled (ie adjusted and turned off)
- noise and drafts from cooling systems are minimised



### AVOID:

- total dependence on mechanical systems for indoor comfort

### CONSIDER:

- systems that have low energy use and are simple to maintain and operate
- providing estimates of running and maintenance costs at the design stage for system options
- systems that can operate within limits of available power and water supplies

## 10.22 CONTROL OVER COOLING

Residents' individual control over cooling to bedrooms and communal areas will contribute significantly to the comfort of the residents.

### ENSURE:

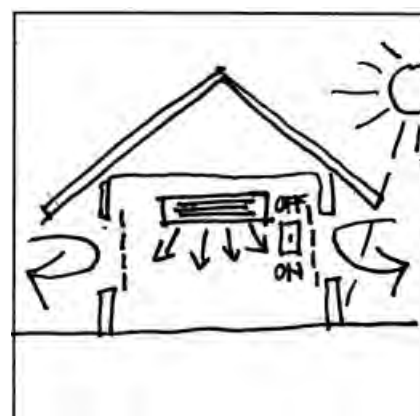
- residents have easy access to temperature and airflow to bedrooms and common areas
- control knobs or switches are easy to see, reach and turn or switch

### AVOID:

- central mechanical air conditioning systems that have no individual room control
- multi function remote control devices as the primary control for residents to turn on/off and adjust cooling systems

### CONSIDER:

- providing thorough documentation showing the control for all cooling systems. This should be laminated and wall mounted in the staff office to explain the systems



## 10.23 CONTROL OVER LIGHTING

Residents' individual control over lighting to bedrooms and communal areas will contribute significantly to the comfort level of the residents. Residents need to have personal and easy access to switching/control of artificial lighting. All windows and glazed areas need to be fitted with adjustable screening to control glare and natural light levels.

### ENSURE:

- light switches are located within easy reach of residents
- curtains / screens can adequately screen glazed areas and be easily operated by residents

### AVOID:

- complex / centralised switching arrangements for lighting where residents require control
- avoid automatic sensor lights as they may confuse the residents

### CONSIDER:

- dimmers to all light switches to accommodate variable lighting levels

## 10.24 CONTROLLING VENTILATION

Natural ventilation is a significant contributing factor to the quality of the internal environment to both bedrooms and common rooms. Individual resident control over the level of ventilation is important.

### ENSURE:

- all window and door openings can be easily operated by residents
- all windows have mechanisms to be able to adjust and secure the window from a closed position to an open one

### AVOID:

- large and heavy windows or doors
- windows and doors that have only fully open or closed operation





## **APPENDICES**



### **APPENDIX 1**

# **INDIGENOUS ENVIRONMENTAL ASSESSMENT TOOL**



### **APPENDIX 2**

# **STAFF AND SUPPORT AREAS**



### **APPENDIX 3**

# **ELECTRICAL SAFETY**







## APPENDIX 1

# INDIGENOUS ENVIRONMENTAL ASSESSMENT TOOL

## Using the IEAT

In some cases, the questions may not be applicable. If so, the cell next to the question will be shaded so that it cannot be filled in.

## Glossary of Terms

### Unit

The building or buildings where residents live

### Outside area

A place where residents can gather. A verandah is not considered to be an outside area when it is the main circulation path or corridor.

### Outside shelter

A traditional shelter (eg wiltja, gazebo or other built structure)

### Shady place

Not a built structure. Any place where shade is available eg under a tree, a place under the eaves of a building or the shadow cast by a building.

1	UNOBTRUSIVELY REDUCING RISK	N/A	NO	YES	ADD IF UNOBTRUSIVE
1.1	Are residents prevented from getting over/under fence or out of the gate without the assistance of a staff member? <small>(No = fence or gate is inadequate/non existent)</small>		0	1	1
1.2	Are people who don't live in the unit prevented from getting over/under the fence or in the gate without the assistance of a staff member? <small>(No = fence or gate is inadequate/non existent)</small>		0	1	1
1.3	Is the fence at least 1.8m high? <small>(N/A = no fence)</small>	1	0	1	1
1.4	Is the front door leading out of the facility secure?		0	1	1
1.5	Are bedroom windows restricted in the extent to which they open so that people cannot climb out or in?		0	1	1
1.6	Is there a way to keep residents away from an open fire inside? <small>(N/A = no fire available)</small>	1	0	1	1
1.7	Is there a way to keep residents out of the residents' kitchen if required? <small>(N/A = no residents' kitchen available)</small>	1	0	1	1
1.8	Can appliances be locked away in the residents' kitchen? <small>(N/A = no residents' kitchen available)</small>	1	0	1	1
1.9	Is there a lockable knife draw in the residents' kitchen? <small>(N/A = no residents' kitchen available)</small>	1	0	1	1
1.10	Is the cook top in the residents' kitchen a gas cook top? <small>(N/A = no residents' kitchen available)</small>	1	0	1	1
1.11	Is there a hidden switch to turn off electricity to power points and the stove in the residents' kitchen? <small>(NA = no residents' kitchen available)</small>	1	0	1	
1.12	If residents are involved in meal preparation are the pots and pans used small enough for them to lift easily? <small>(N/A = no residents' kitchen available or residents not involved in meal preparation)</small>	1	0	1	
1.13	Is there a way to keep residents away from a cooking campfire? <small>(N/A = no cooking campfire available)</small>	1	0	1	
<b>Sub total scores</b>					
<b>Total max score</b>			23		
Less not applicable items (Deduct 2 points for items 1.3, 1.6, 1.7, 1.8, 1.9, 1.10)					
<b>Total Possible</b>					
<b>Total positive scores</b>					
<b>Total additional points</b>					
<b>TOTAL SCORE ACHIEVED (Part 1)</b>					

1	UNOBTRUSIVELY REDUCING RISK	N/A	NO	YES
1.14	Are all outside floor areas safe from being slippery when wet (water or urine)? Transfer score from BUILDING SERVICES SURVEY		0	1
1.15	Are all inside floor areas (other than wet areas) safe from being slippery when wet (water or urine)? Transfer score from BUILDING SERVICES SURVEY		0	1
1.16	Are all inside wet area floors safe from being slippery when wet (water or urine)? Transfer score from BUILDING SERVICES SURVEY		0	1
1.17	Is fire protection documentation current? Inspect records of Annual Survey and Statement of Compliance. Inspect on site Fire Safety Log Book		0	1
1.18	Are unit waste water systems free from blockages?		0	1
1.19	Are all critical items in the en-suites fully functioning? Transfer score from BUILDING SERVICES SURVEY		0	1
1.20	Are all critical items in the bathrooms fully functioning? Transfer score from BUILDING SERVICES SURVEY		0	1
1.21	Are all critical items in the resident toilets fully functioning? Transfer score from BUILDING SERVICES SURVEY		0	1
1.22	Are all critical items in the resident kitchens fully functioning? (N/A = no residents' kitchen available) Transfer score from BUILDING SERVICES SURVEY	1	0	1
1.23	Is the building electrically compliant?		0	1
1.24	Is the switchboard functioning?		0	1
1.25	Is the gas service compliant? (N/A = gas not available)	1	0	1
	<i>Building Services Survey Score</i>	N/A	0-50 %	51-100 %
1.26	Are items for ease of use and maintenance in the en-suites fully functioning? Transfer score from BUILDING SERVICES SURVEY		0	1
1.27	Are items for ease of use and maintenance in the bathrooms fully functioning? Transfer score from BUILDING SERVICES SURVEY		0	1
1.28	Are items for ease of use and maintenance in the resident toilets fully functioning? Transfer score from BUILDING SERVICES SURVEY		0	1
1.29	Are all other required items in the resident kitchens fully functioning? (N/A = no residents' kitchen available) Transfer score from BUILDING SERVICES SURVEY	1	0	1
<b>Sub total scores</b>				
<b>Total max score</b>			16	
Less not applicable items				
<b>Total Possible</b>				
<b>TOTAL SCORE ACHIEVED (Part 2)</b>				

<b>1 UNOBTRUSIVELY REDUCING RISK</b>		<b>0-50%</b>	<b>51-75%</b>	<b>76-99%</b>	<b>100%</b>
<b>1.30</b>	Is the temperature of the water from all taps accessible to residents limited so that it cannot scald? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.31</b>	Are all areas used by residents well lit? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.32</b>	Are the walls outside sound? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.33</b>	Are the walls inside sound? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.34</b>	Are the ceilings sound? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.35</b>	Are the floors sound? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.36</b>	Are the windows sound? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.37</b>	Are the doors sound? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.38</b>	Are the screens sound? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.39</b>	Are the lights functioning? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.40</b>	Are the power points functioning? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>1.41</b>	Are the fans functioning? Transfer score from BUILDING SERVICES SURVEY	1	2	3	4
<b>Sub total scores</b>					
<b>Total max score</b>		48			
<b>TOTAL SCORE ACHIEVED (Part 3)</b>					
<b>SUMMARY OF SCORES</b>					
<b>Score Achieved (Part 1)</b>					
<b>Score Achieved (Part 2)</b>					
<b>Score Achieved (Part 3)</b>					
<b>TOTAL SCORE ACHIEVED (1+2+3)</b>					

<b>2 FOCUSING ON THE SMALL SCALE</b>		<b>30+</b>	<b>30 - 17</b>	<b>16 - 11</b>	<b>10 or Less</b>
<b>2.1</b>	How many people live in the unit?	0	1	2	3
		<b>NO</b>	<b>YES</b>		
<b>2.2</b>	Is the scale and detailing inside the unit similar to that of a typical house?	0	1		
<b>2.3</b>	Is the scale and detailing of the outside of the unit similar to that of a typical house?	0	1		
<b>Sub total scores</b>					
<b>Total max score</b>		5			
<b>TOTAL SCORE ACHIEVED</b>					

<b>3 SEEING AND BEING SEEN</b>			<b>NONE</b>	<b>SOME</b>	<b>ALL</b>
<b>3.1</b>	What proportion of residents can see the way to the lounge room as soon as they leave their bedroom?		0	1	2
<b>3.2</b>	What proportion of residents can see the inside of the lounge room from circulation routes?		0	1	2
<b>3.3</b>	What proportion of residents can see the way to the dining room as soon as they leave their bedroom?		0	1	2
<b>3.4</b>	What proportion of residents can see the inside of the dining room as soon as they leave their bedroom?		0	1	2
<b>3.5</b>	What proportion of residents can see the way to their bedroom from the lounge room?		0	1	2
<b>3.6</b>	What proportion of residents can see their bedroom door from the lounge room?		0	1	2
		<b>N/A</b>	<b>NO</b>	<b>YES</b>	
<b>3.7</b>	Can the exit to outside (garden) be seen from the lounge room? If there is more than one lounge room answer with reference to the one most used by most residents. (If no lounge room, answer = No)		0	1	
<b>3.8</b>	Can the exit to outside (garden) be seen from the dining room? If there is more than one dining room answer with reference to the one most used by most residents. (If no dining room, answer = No)		0	1	
<b>3.9</b>	Can the dining room be seen into from the lounge room? If there is more than one lounge or dining room answer with reference to those used by most residents (If dining and lounge is one room, answer = Yes) (If no lounge or dining room, answer = No)		0	1	
<b>3.10</b>	Can the resident kitchen be seen into from the lounge room? If there is more than one lounge room answer with reference to the one used by most residents. (N/A = no resident kitchen available) (If no lounge room, answer = No)	1	0	1	
<b>3.11</b>	Can the resident kitchen be seen into from the dining room? If there is more than one dining room answer with reference to the one used by most residents. (NA = no resident kitchen available) (If no dining room, answer = No)	1	0	1	
<b>3.12</b>	Can an outside cooking area / campfire be seen from the lounge room? If there is more than one lounge room answer with reference to the one used by most residents. (N/A= no outside cooking area available) (If no lounge room, answer = No)	1	0	1	
<b>3.13</b>	Can an outside cooking area / campfire be seen from the dining room? If there is more than one dining room answer with reference to the one used by most residents. (N/A = no outside cooking area available) (If no dining room, answer = No)	1	0	1	
<b>Sub total scores</b>					
<b>Total max score</b>		19			
Less not applicable items					
<b>Total Possible (Part 1)</b>					
<b>TOTAL SCORE ACHIEVED (Part 1)</b>					

3	<b>SEEING AND BEING SEEN</b>	<b>N/A</b>	<b>NO</b>	<b>YES</b>
3.14	Can a toilet be seen from the lounge room? If there is more than one lounge room answer with reference to the one used by most residents. (If no lounge room, answer = No)		0	1
3.15	Can a toilet be seen from the dining room? If there is more than one dining room answer with reference to the one used by most residents. (If no dining room, answer = No)		0	1
3.16	Can a toilet be seen from outside shelters and areas where residents most frequently gather?		0	1
3.17	Can the lounge room area(s) see and be seen from where staff spend most of their time? If there is more than one lounge room answer with reference to the one used by most residents. (If no lounge room, answer = No)		0	1
3.18	Can the dining room be seen into from the point(s) where staff spend most of their time? If there is more than one dining room answer with reference to the one used by most residents. (If no dining room, answer = No)		0	1
3.19	Can the outside (garden) be seen from the point(s) where staff spend most of their time?		0	1
3.20	Can the outside area (garden) be seen from the lounge room? If there is more than one lounge room answer with reference to the one used by most residents. (If no lounge room, answer = No)		0	1
3.21	Can the outside area (garden) be seen from the dining room? If there is more than one dining room answer with reference to the one most used by most residents. (If no dining room, answer = No)		0	1
3.22	Can an outside area/shady place be seen from the lounge room? If there is more than one lounge room answer with reference to the one used by most residents. (If no lounge room, answer = No)		0	1
3.23	Can an outside area/shady place be seen from the dining room? If there is more than one dining room answer with reference to the one most used by most residents. (If no dining room, answer = No)		0	1
3.24	Is a view to "country" possible from the lounge room? If there is more than one lounge room answer with reference to the one used by most residents. (If no lounge room, answer = No)		0	1
3.25	Is a view to "country" possible from the dining room? If there is more than one dining room answer with reference to the one most used by most residents. (If no dining room, answer = No)		0	1
<b>Sub total scores</b>				
<b>Total max score</b>			12	
<b>Total Possible (Part 2)</b>				
<b>TOTAL SCORE ACHIEVED (Part 2)</b>				
<b>3. SUMMARY OF SCORES - Seeing and being seen</b>				
<b>Score Achieved (Part 1)</b>				
<b>Score Achieved (Part 2)</b>				
<b>TOTAL SCORE ACHIEVED (1+2)</b>				

4	HIDING UNIMPORTANT THINGS	N/A	NO	YES
4.1	Is the doorbell disturbing for the residents? (N/A = no doorbell)	1	0	1
4.2	Is the noise from the non-resident kitchen distracting for the residents? (N/A = no non resident kitchen)	1	0	1
4.3	Are doors to cleaners' cupboards, storerooms and other areas where residents may find danger easily seen?		0	1
4.4	Is the cupboard or wardrobe that the resident uses full of a confusing number of clothes and/or irrelevant objects?		0	1
4.5	Are deliveries of food, linen etc. which could disturb residents taken across resident areas such as the lounge or dining room?		0	1
4.6	Is the public address, staff paging or call system disturbing for residents? (eg uses loud speakers, flashing lights, bells, etc) (N/A = no non public address, staff paging or call system)	1	0	1
4.7	Is the activity at the front entry visible to the residents?		0	1
4.8	Is the service entry (where food, linen etc is delivered to) easily visible to the residents?		0	1
4.9	Is the noise from doors closing disturbing for the residents?		0	1
4.10	Do the corridors contain mirrors or other features which could be disturbing for the residents? (N/A=no corridor available)	1	0	1
<b>Sub total scores</b>				
<b>Total max score</b>			10	
Less not applicable items				
<b>Total Possible</b>				
<b>TOTAL SCORE ACHIEVED</b>				



5	EMPHASIZING IMPORTANT THINGS	N/A	NO	YES				
5.1	Is the dining room recognisable? (If no dining room, answer = No)		0	1				
5.2	Is the lounge room recognisable? (If no lounge room, answer = No)		0	1				
5.3	Are different parts of the corridor clearly recognisable? (N/A = no corridor available)	1	0	1				
5.4	From outside the rooms, do bedrooms have a sign, symbol or display that identifies them as belonging to a particular individual?		0	1				
5.5	Are the shared en-suites/bathrooms/toilets clearly marked with a sign, symbol or colour coded door?		0	1				
5.6	Is a resident kitchen looked into from the lounge or dining room? If not is it clearly marked with a sign or symbol? (N/A = no resident kitchen available)	1	0	1				
5.7	Is the toilet visible as soon as the en-suite/toilet/bathroom door is opened?		0	1				
5.8	Can you see the stimuli in the lounge room without the turning artificial lights on in the daytime? (If no lounge room, answer = No)		0	1				
5.9	Can you see the stimuli in the dining room without the turning artificial lights on in the daytime? (If no dining room, answer = No)		0	1				
5.10	Can you see the stimuli in the corridors without the turning artificial lights on in the daytime? (N/A = no corridor available)	1	0	1				
5.11	Can you see the stimuli in the bedrooms without the turning artificial lights on in the daytime?		0	1				
5.12	Can you see the stimuli in the resident kitchen without the turning artificial lights on in the daytime? (N/A = no resident kitchen available)	1	0	1				
	<i>Building Services Survey Score</i>				0-50 %	51-75 %	76-99 %	100 %
5.13	Avoiding Glare. Is the lighting free of glare, eg from bare bulbs, off shiny surfaces? Transfer score from BUILDING SERVICES SURVEY			1	2	3	4	
<b>Sub total scores</b>								
<b>Total max score</b>					16			
Less not applicable items								
<b>Total Possible</b>								
<b>TOTAL SCORE ACHIEVED (Part 2)</b>								

6	MOVING ABOUT AND ENGAGING	N/A	NO	YES
6.1	Outside, is there a clearly defined and <u>easily</u> accessible (i.e. no locked exit) path outside that guides the resident back to their starting point?		0	1
6.2	Outside, are the paths wide enough to allow two wheelchairs to pass?		0	1
6.3	Outside, is the path surface even?		0	1
6.4	Outside, are the paths clear of obstacles (eg trees, thorny plants) along and over the path?		0	1
6.5	Outside, is there step free access to all areas?		0	1
6.6	Inside and outside, are all ramps of a gradient suitable for wheelchair use? (N/A = no ramps available) Transfer score from BUILDING SERVICES SURVEY	1	0	1
6.7	Inside and outside, are there handrails on both sides of all ramps? (N/A = no ramps available) Transfer score from BUILDING SERVICES SURVEY	1	0	1
6.8	Outside, does the external path allow the resident to see into areas that might invite participation in an appropriate activity?		0	1
6.9	Outside, is the path within a secure perimeter?		0	1
6.10	Outside, are there chairs, benches, sand or logs along the path where people can sit and enjoy the fresh air?		0	1
6.11	Outside, are there both sunny and shady areas along the path?		0	1
6.12	Outside, does the path take residents past a toilet?		0	1
6.13	Outside, does the path take residents past a tap or drinking fountain?		0	1
<b>Sub total scores</b>				
<b>Total max score</b>			13	
Less not applicable items				
<b>Total Possible (Part 1)</b>				
<b>TOTAL SCORE ACHIEVED (Part 1)</b>				

6	MOVING ABOUT AND ENGAGING	N/A	NO	YES		
6.14	Inside, is there a clearly defined route within the unit that avoids dead ends and allows the resident an easy return to their starting point?		0	1		
6.15	Is access to the unit step free?		0	1		
6.16	Is access inside the unit step free?		0	1		
6.17	Inside, are there handrails on at least one side of all corridors and can they be used? (N/A = no corridors available)	1	0	1		
6.18	Inside, does the route within the unit allow the resident to see into areas that might invite participation in an appropriate activity?		0	1		
			0-50 %	51-75 %	76-99 %	100 %
6.19	Inside, are all doors wide enough to allow a wheelchair access? Transfer score from BUILDING SERVICES SURVEY		1	2	3	4
6.20	Inside, are rooms large enough and of a suitable layout to allow for the use of equipment such as mobility aids			0	1	
<b>Sub total scores</b>						
<b>Total max score</b>					10	
Less not applicable items						
<b>Total Possible (Part 2)</b>						
<b>TOTAL SCORE ACHIEVED (Part 2)</b>						
<b>6. SUMMARY OF SCORES - Moving about and engaging</b>						
<b>Score Achieved (Part 1)</b>						
<b>Score Achieved (Part 2)</b>						
<b>TOTAL SCORE ACHIEVED (1+2)</b>						

<b>7</b>	<b>CREATING A RECOGNISABLE AND MEANINGFUL PLACE</b>	<b>None</b>	<b>Up to 50%</b>	<b>More than 50%</b>
<b>7.1</b>	Are there colours in the furnishings or the decoration of the lounge and dining room that are familiar to the majority of residents?	0	1	2
<b>7.2</b>	Are there taps, light switches, door knobs in the unit that are to be used by residents that are of a design that are familiar to the majority of residents?	0	1	2
<b>7.3</b>	Are there any pieces of furniture in the lounge and dining room that are of a design that is familiar to the majority of residents?	0	1	2
<b>7.4</b>	How many residents have decorated their bedrooms so that is clearly their room or bed space?	0	1	2
<b>7.5</b>	How many residents have their own furniture in their bedrooms?	0	1	2
<b>7.6</b>	Are there outside areas/shady places that are familiar to the majority of residents?	0	1	2
<b>Sub total scores</b>				

### 7. CREATING A RECOGNISABLE AND MEANINGFUL PLACE

<b>Total Max Score</b>	12
<b>TOTAL SCORE ACHIEVED</b>	

8	<b>CHOOSING TO BE ON YOUR OWN OR WITH OTHERS</b>	Less than 1 per 30	1 per 30	1 per 15	1 per 8 or better
8.1	Inside, how many small areas or nooks are provided for residents to sit in?	0	1	2	3
8.2	How many of these inside areas or nooks have views of pleasant or interesting scenes (outside, the living room, the staff base)?	No Nooks None 0	1 Nook Score 1	2 Nooks Score 2	3 Nooks Score 3
		<b>NO</b>	<b>YES</b>		
8.3	Do the lounge and dining rooms support small group activities (2-4 people) without re-arranging the furniture?	0	1		
8.4	Do the lounge and dining rooms support large group activities (5+ people) without re-arranging the furniture?	0	1		
8.5	Does the dining room provide opportunities for residents to eat in small groups (2-4 people)?	0	1		
8.6	Does the dining room provide opportunities for residents to eat in a large group (5+ people)?	0	1		
8.7	Are there opportunities for people to eat alone (inside or outside)?	0	1		
8.8	Does the outside area provide opportunities for residents to gather in small groups (2-4 people)?	0	1		
8.9	Does the outside area provide opportunities for residents to gather in large groups (5+ people)? (eg for ceremony)	0	1		
8.10	Does the outside area provide opportunities for residents to observe the happenings at the unit discreetly?	0	1		
8.11	Does the outside area provide opportunities for residents to see and be seen?	0	1		
8.12	Does the outside area provide opportunities for residents to eat in small groups (2-4 people)?	0	1		
8.13	Does the outside area provide opportunities for residents to eat in large groups (5+ people)?	0	1		
8.14	Do more than half the bedrooms allow for more than one bed in the room?	0	1		
<b>Sub total scores</b>					

**8. CHOOSING TO BE ON YOUR OWN OR WITH OTHERS**

<b>Total Max Score</b>	18
<b>TOTAL SCORE ACHIEVED</b>	

<b>9 BEING PART OF THE COMMUNITY</b>		<b>N/A</b>	<b>NO</b>	<b>YES</b>
<b>9.1</b>	Is there an outside area or room somewhat removed from the main dining room where families can share meals with their relatives?		0	1
<b>9.2</b>	Is this room/area familiar in nature, to reassure family members and friends and encourage them to visit and to participate in the care of the resident? (N/A if no room)	1	0	1
<b>9.3</b>	Is the facility in a location which allows community links to be easily maintained?		0	1
<b>Sub total scores</b>				
<b>Total max score</b>			3	
Less not applicable items				
<b>Total Possible</b>				
<b>TOTAL SCORE ACHIEVED</b>				

<b>10 DOING WHAT YOU WANT TO DO</b>		<b>N/A</b>	<b>None</b>	<b>Up To 50%</b>	<b>More To 50%</b>
<b>How many residents does the unit design (inside and outside) allow to:</b>					
<b>10.1</b>	Have access to a resident kitchen? (N/A = no resident kitchen)	1	0	1	2
<b>10.2</b>	Be involved in main meal preparation?		0	1	2
<b>10.3</b>	Be involved in making snacks or drinks?		0	1	2
<b>10.4</b>	Be involved in keeping bedroom clean and tidy?		0	1	2
<b>10.5</b>	Be involved in personal laundry?		0	1	2
<b>10.6</b>	Be involved in gardening?		0	1	2
<b>10.7</b>	Have constant and easy access to a lounge? (eg lights on, heating/cooling on, not locked)		0	1	2
<b>10.8</b>	Have constant and easy access to a dining room? (eg lights on, heating/cooling on, not locked)		0	1	2
<b>10.9</b>	Have the opportunity to participate in the arts and crafts (eg painting, woodwork)?	1	0	1	2
<b>10.10</b>	Respond to sorry business?		0	1	2
<b>10.11</b>	Be separated according to gender or skin groups?		0	1	2
<b>10.12</b>	Have access to a good outside shelter?		0	1	2
<b>10.13</b>	Sleep/rest in a warm/cool place outside?		0	1	2

10	<b>DOING WHAT YOU WANT TO DO</b> How many residents does the unit design (inside and outside) allow to:	N/A	None	Up To 50%		More To 50%	
10.14	Have access outside to good clean sand for sitting and dancing?		0	1	2		
10.15	Have campfire(s) to make tea, a spear, cook meat, create art and artifacts, or get warm? (NA=fire not meaningful to residents)	1	0	1	2		
10.16	Move a fire to suit the sun and wind? (N/A = fire not meaningful to residents)	1	0	1	2		
10.17	Enjoy a view to country?		0	1	2		
10.18	Watch the path of the sun, the moon and the stars?		0	1	2		
	<i>Building Services Survey Score</i>			0-50 %	51-75 %	76-99 %	100 %
10.19	Have access to appropriate heating? Transfer score from BUILDING SERVICES SURVEY			1	2	3	4
10.20	Control heating? Transfer score from BUILDING SERVICES SURVEY			1	2	3	4
10.21	Have access to appropriate cooling? Transfer score from BUILDING SERVICES SURVEY			1	2	3	4
10.22	Control cooling? Transfer score from BUILDING SERVICES SURVEY			1	2	3	4
10.23	Control lighting? Transfer score from BUILDING SERVICES SURVEY			1	2	3	4
10.24	Control ventilation? Transfer score from BUILDING SERVICES SURVEY			1	2	3	4
<b>Sub total scores</b>							

**10. DOING WHAT YOU WANT TO DO**

<b>Total max score</b>	60
Less not applicable items Deduct 2 points per item	
<b>Total Possible</b>	
<b>TOTAL SCORE ACHIEVED</b>	

## SUMMARY OF IEAT SCORES

Transfer individual sheet totals to this sheet

	DATE:				
SECTION	Total Potential Score	Less N/A Items	Total Initial Score Achieved	Total Improved Score 1	Total Improved Score 2
1. <b>Unobtrusively Reducing Risk</b> (Parts 1, 2 and 3)	87				
2. <b>Focusing on the small scale</b>	5				
3. <b>Seeing and being seen</b> (Part 1 and 2)	31				
4. <b>Hiding unimportant things</b>	10				
5. <b>Emphasizing important things</b>	16				
6. <b>Moving about engaging</b>	23				
7. <b>Creating a recognisable and meaningful place</b>	12				
8. <b>Choosing to be on your own or with others</b>	18				
9. <b>Being part of the community</b>	3				
10. <b>Doing what you want to do</b>	60				

Note: the IEAT scores are relative scores and should be compared within each Principle above over time. Facilities may have structural reason why some base scores are low but improvement can still be made by using the detail contained in each item within the Guide and score for each Principle above will improve, or remain high, over time.



## APPENDIX 2

## STAFF AND SUPPORT AREAS

ROOM	Typical Purpose	Typical Response	Special considerations	References
<b>Clean Utility</b>	Storage, preparation and dispensing of medication dressings and other treatments	<ul style="list-style-type: none"> <li>• Hot and cold water</li> <li>• Hand basin</li> <li>• Soap dispenser, paper towel holder</li> <li>• Slip resistant floor (eg sheet vinyl)</li> <li>• GPO's</li> <li>• Heating and cooling</li> <li>• Exhaust</li> <li>• Cupboards</li> <li>• Bench with splash back</li> <li>• Telephone</li> <li>• Artificial lighting</li> <li>• Natural lighting (desirable)</li> <li>• Blinds (if windows in room)</li> <li>• Drug fridges</li> <li>• Medications storage</li> <li>• Schedule 8 drugs secure store</li> </ul>	<ul style="list-style-type: none"> <li>• Separate drug room</li> <li>• Access to drugs/medications in other collocated facilities eg health clinic/hospital</li> <li>• Capacity of medication storage to be determined by supply/restocking program</li> <li>• Guaranteed UPS (uninterrupted power supply) to drugs fridge</li> <li>• After hours internal environment control, for this area only, in arid and tropical regions</li> <li>• Controlled access/locking</li> </ul>	<p>AHFDG Standard Components Room Data Sheets</p> <p>CLUR - 8</p> <p>(also 12 and 14 for larger rooms)</p> <p>QRACFDG - Room Data Sheet -5.16</p>

ROOM	Typical Purpose	Typical Response	Special considerations	References
<b>Dirty Utility</b>	Central collection point for soiled linen and bed pans etc, cleaning of soiled items and emptying of bed pans. Testing and disposal of resident's samples?	<ul style="list-style-type: none"> <li>· Acoustic privacy to prevent noise disturbing others</li> <li>· Fixtures: pan sanitiser (or equivalent), slop-hopper, trough</li> <li>· Hot and cold water</li> <li>· Hand washing basin</li> <li>· Soap dispenser, paper towel holder</li> <li>· Lever/hands free taps</li> <li>· Slip resistant floor (eg sheet vinyl)</li> <li>· Water resistant vertical surfaces eg tiles</li> <li>· Floor waste</li> <li>· GPO's</li> <li>· Heating and cooling</li> <li>· Exhaust</li> <li>· Cupboards</li> <li>· Bench</li> <li>· Room for linen skips</li> <li>· Mop and broom rack</li> <li>· Artificial lighting</li> <li>· Natural lighting (desirable)</li> <li>· Blinds (if windows in room)</li> </ul>	<ul style="list-style-type: none"> <li>· Consider impact of local water quality on all fittings and appliances</li> </ul>	<p>AHFDC - Standard Components Room Data Sheets</p> <p>DTUR - S (also 10, 12 &amp; 14 for larger rooms)</p> <p>QRACFDG - Room Data Sheet -5.17</p>

ROOM	Typical Purpose	Typical Response	Special considerations	References
<b>Facility Kitchen</b> (staff access only)	Preparing meals for residents and community members	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent noise disturbing others</li> <li>• Fixtures: Commercial cook top, range-hood, oven, dishwasher</li> <li>• Sinks</li> <li>• Hand washing basin</li> <li>• Soap dispenser, paper towel holder</li> <li>• Lever/hands free taps</li> <li>• Hot and cold water</li> <li>• Slip resistant floor (eg sheet vinyl)</li> <li>• Water resistant vertical surfaces eg tiles</li> <li>• Floor waste</li> <li>• GPO's</li> <li>• Telephone</li> <li>• Appliance storage</li> <li>• Cooling</li> <li>• Exhaust</li> <li>• Dry Storage</li> <li>• Cool storage</li> </ul>	<ul style="list-style-type: none"> <li>• Consider dual function of external catering ie 'meals on wheels'</li> <li>• Additional storage capacity to be determined by the restocking supply program</li> <li>• Size of delivery vehicles, access to the facility and onsite handling of supplies</li> <li>• Cool room/freezers in addition to upright fridges and freezers</li> <li>• Special attention to detailing to restrict insect and other vermin attack</li> <li>• Waste management given local facilities and handling capacity</li> <li>• Consider impact of local water quality on all fittings and appliances</li> </ul>	AHFDG n/a QRACFDG Kitchen - 5.8 Dry Store - 5.9 Cool Room - 5.10 Freezer Room - 5.12
<b>Facility Laundry</b> (staff access only)	Washing and drying clothing, linen for residents and community members	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent noise disturbing others</li> <li>• Fixtures: Commercial level machines and dryers at suitable heights</li> <li>• Separation of clean and dirty areas</li> <li>• Hand-washing basin</li> <li>• Soap dispenser, paper towel holder</li> <li>• Lever/hands free taps</li> <li>• Hot and cold water</li> <li>• Slip resistant floor (eg sheet vinyl)</li> <li>• Water resistant vertical surfaces e.g. tiles</li> <li>• Floor waste</li> <li>• GPO's</li> <li>• Telephone</li> <li>• Cooling</li> <li>• Exhaust</li> <li>• Linen skips</li> <li>• Linen storage</li> </ul>	<ul style="list-style-type: none"> <li>• Separate clean and dirty linen stores</li> <li>• Maintenance of equipment (washing machines &amp; dryers)</li> <li>• Capacity for external community laundry</li> <li>• Consider impact of local water quality on all fittings and appliances</li> </ul>	AHFDG n/a QRACFDG Minor Laundry - 5.12 Laundry - 5.13 Dirty Linen Store - 5.18 Linen Store - 5.22

ROOM	Typical Purpose	Typical Response	Special considerations	References
<p><b>Staff Room</b></p>	<p>Lunch room, place for breaks</p>	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent conversations being overheard</li> <li>• Carpet suggest not carpet, tiled or sheet vinyl floor</li> <li>• GPO's</li> <li>• Table and chairs</li> <li>• Kitchenette with temperature controlled hot water</li> <li>• Cold water</li> <li>• Soap dispenser, paper towel holder</li> <li>• Microwave</li> <li>• Refrigerator</li> <li>• Telephone</li> <li>• Artificial lighting</li> <li>• Natural lighting (desirable)</li> <li>• Blinds (if windows in room)</li> </ul>	<ul style="list-style-type: none"> <li>• Dual function as meeting and training room</li> <li>• Access to private shaded outdoor space</li> </ul>	<p>Australasian Health Facility Design Guide – Standard Components Room Data Sheets</p> <p>SRM 15 (also 18,25,30 &amp; 35 for larger rooms)</p> <p>QRACFDG</p> <p>Staff Room - 5.5</p>
<p><b>Staff Change Room, WC's, Showers</b></p>	<p>Facilities for use of staff (and not residents, visitors or families)</p>	<ul style="list-style-type: none"> <li>• Privacy control</li> <li>• Acoustic privacy</li> <li>• Fixtures: WC basin, toilet roll holder, mirror capstan taps, flexible shower</li> <li>• Temperature controlled hot water, cold water</li> <li>• Soap dispenser, paper towel holder</li> <li>• Slip resistant floor (eg sheet vinyl)</li> <li>• Water resistant vertical surfaces eg tiles</li> <li>• Floor waste</li> <li>• GPO's</li> <li>• Heating and cooling</li> <li>• Exhaust</li> <li>• Lockers</li> <li>• Hooks, shelves</li> <li>• Artificial lighting</li> <li>• Natural lighting and venting (desirable)</li> <li>• Blinds (if windows in room)</li> </ul>	<ul style="list-style-type: none"> <li>• Consider impact of local water quality on all fittings and appliances</li> </ul>	<p>Australasian Health Facility Design Guide – Standard Components Room Data Sheets</p> <p>Staff Change Room - CHST - 10 (refer also 35 for larger room)</p> <p>Staff WC - WCST</p> <p>Staff Shower - SHST</p> <p>QRACFDG</p> <p>Staff WC - 4.6</p> <p>Staff Toilet &amp; Shower - 4.7</p>

ROOM	Typical Purpose	Typical Response	Special considerations	References
<b>Staff Laundry</b>	Washing staff's personal items of clothing and linen Would this be separate from the Facility Laundry...or could be a part of dirty utility Y/N?	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent noise disturbing others</li> <li>• Fixtures: trough, capstan taps, washing machine, dryer</li> <li>• Temperature controlled hot water, cold water</li> <li>• Soap dispenser, paper towel holder</li> <li>• Slip resistant floor (eg sheet vinyl)</li> <li>• Water resistant vertical surfaces eg tiles</li> <li>• Floor waste</li> <li>• GPO's</li> <li>• Heating and cooling</li> <li>• Exhaust</li> <li>• Hooks, shelves</li> <li>• Artificial lighting</li> <li>• Natural lighting (desirable)</li> <li>• Blinds (if windows in room)</li> </ul>	<ul style="list-style-type: none"> <li>• Consider impact of local water quality on all fittings and appliances</li> </ul>	Australasian Health Facility Design Guide – Standard Components Room Data Sheets No data / room layout sheets in either DG for this?
<b>Training Room</b>	Conducting training of staff in person and remotely eg using aged care channel	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent noise disturbing others</li> <li>• Carpet as above, tiled or sheet vinyl floor</li> <li>• Kitchenette with temperature controlled hot water</li> <li>• Cold water</li> <li>• Soap dispenser, paper towel holder</li> <li>• Refrigerator</li> <li>• GPO's and data points</li> <li>• Table and chairs</li> <li>• Computers</li> <li>• Telephone</li> <li>• Heating and cooling</li> <li>• Natural ventilation</li> <li>• Artificial lighting</li> <li>• Natural lighting</li> <li>• Blinds</li> </ul>	<ul style="list-style-type: none"> <li>• Dual function as staff and meeting room</li> <li>• Access to shaded outside sitting area</li> </ul>	AHFDG As per meeting room QRACFDG As per meeting room

ROOM	Typical Purpose	Typical Response	Special considerations	References
<p><b>Meeting Room</b></p>	<p>Room to hold meetings</p>	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent conversations being overheard</li> <li>• Carpet as above, tiled or sheet vinyl floor</li> <li>• GPO's and data points</li> <li>• Table and chairs</li> <li>• Telephone</li> <li>• Heating and cooling</li> <li>• Natural ventilation</li> <li>• Artificial lighting</li> <li>• Natural lighting</li> <li>• Blinds</li> </ul>	<ul style="list-style-type: none"> <li>• Dual function as staff and training room</li> <li>• Access to outside meeting area</li> </ul>	<p>Australasian Health Facility Design Guide – Standard Components Room Data Sheets</p> <p>Meeting - MEET - 9 (refer also 12.15,20&amp;30 for larger rooms)</p> <p>QRACFDG</p> <p>Meeting Room - 1.3</p>
<p><b>Staff Base</b></p>	<p>Writing up and keeping resident records</p>	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent conversations being overheard</li> <li>• Carpet as above, tiled or sheet vinyl floor</li> <li>• GPO's and data points</li> <li>• Desks and chairs</li> <li>• Computers</li> <li>• Filing Cabinets</li> <li>• Telephone</li> <li>• Heating and cooling</li> <li>• Artificial lighting</li> <li>• Natural lighting (desirable)</li> <li>• Blinds (if windows in room)</li> </ul>	<ul style="list-style-type: none"> <li>• Accommodating function in staff office</li> <li>• Linking to outside areas and key entries and exits for observation</li> <li>• Day lighting is useful in areas where power fluctuations and outages are common</li> <li>• DECT phone communication system where appropriate</li> <li>• Call bells near each bed and in bathroom, option for enlarging for alarms for wandering residents</li> <li>• Staff duress alarm</li> </ul>	<p>Australasian Health Facility Design Guide – Standard Components Room Data Sheets</p> <p>Staff Station - SSTN - 10 (refer also 12.14&amp;20 for larger rooms)</p> <p>QRACFDG n/a</p> <p>AHFDG</p> <p>Part E. Building Services &amp; Environment Design</p> <p>Section 2 - Communication</p> <p>QRACFDG</p> <p>Section 7.7 Telecommunications</p>

ROOM	Typical Purpose	Typical Response	Special considerations	References
<b>Office / Interview Room Interview room could be a separate room?</b>	Office for manager which can also be used as a confidential area for meeting with families and staff	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent conversations being overheard</li> <li>• Carpet as above, tiled or sheet vinyl floor</li> <li>• GPO's and data points</li> <li>• Desks and chairs</li> <li>• Computers</li> <li>• Filing Cabinets</li> <li>• Telephone</li> <li>• Heating and cooling</li> <li>• Natural ventilation</li> <li>• Artificial lighting</li> <li>• Natural lighting</li> <li>• Blinds</li> </ul>	<ul style="list-style-type: none"> <li>• Day lighting is useful in areas where power fluctuations and outages are common</li> </ul>	<p>Australasian Health Facility Design Guide – Standard Components Room Data Sheets</p> <p>Interview Room - INTF-12</p> <p>Office - OFF-S9 (refer also S12 for larger room)</p> <p>QRACFDG</p> <p>Office - 1.4</p>
<b>Cleaner's Room</b>	Storage of equipment and some supplies for cleaner, cleaning of equipment	<ul style="list-style-type: none"> <li>• Acoustic privacy to prevent noise disturbing others</li> <li>• Fixtures: cleaner's sink</li> <li>• Hot and cold water</li> <li>• Soap dispenser, paper towel holder</li> <li>• Hand basin</li> <li>• Lever/hands free taps</li> <li>• Slip resistant floor (eg sheet vinyl)</li> <li>• Water resistant vertical surfaces e.g. tiles</li> <li>• Floor waste</li> <li>• Exhaust</li> <li>• Bench</li> <li>• Room trolleys</li> <li>• Mop and broom rack</li> <li>• Artificial lighting</li> <li>• Natural lighting (desirable)</li> <li>• Blinds (if windows in room)</li> </ul>	<ul style="list-style-type: none"> <li>• Additional storage capacity to be determined by restocking supply program. In rural and remote areas delays between ordering and supply may be significant.</li> <li>• Security of cleaning products</li> </ul>	<p>Australasian Health Facility Design Guide – Standard Components Room Data Sheets</p> <p>Cleaner's Room - CLRM-5 (refer also 10 for larger room)</p> <p>QRACFDG</p> <p>Cleaner's Room and Store - 5.15</p>
<b>Storage Rooms</b>	Storage of items eg mobility aids, furniture, residents' possessions	<ul style="list-style-type: none"> <li>• Tiled or sheet vinyl floor</li> <li>• Shelving</li> <li>• Cupboards</li> <li>• Exhaust</li> <li>• Artificial lighting</li> </ul>	<ul style="list-style-type: none"> <li>• Day lighting is useful in areas where power fluctuations and outages are common</li> </ul>	<p>Australasian Health Facility Design Guide – Standard Components Room Data Sheets</p>

ROOM	Typical Purpose	Typical Response	Special considerations	References
<b>Drug Store</b>	Storage, preparation and dispensing of medication. To be considered in context of other support services/facilities eg clinic	<ul style="list-style-type: none"> <li>• Storage of medications.</li> <li>• Size to be determined by frequency of restocking</li> <li>• Drugs fridge on dedicated GPO circuit (with possible UPS backup on this circuit)</li> <li>• Drug safe - subject to category 8 medications to be stored</li> <li>• Bench to prepare drugs</li> <li>• Hand basin / sink</li> <li>• H&amp;C water</li> </ul>	<ul style="list-style-type: none"> <li>• Capacity of medication storage to be determined by supply/restocking program. In rural and remote areas delays between ordering and supply may be significant.</li> </ul>	AHFDG Drug Store - STDR-5 (refer also 10 for larger room) Drug Store (accountable Drugs) - STAD QRACFDG Medical Room 5.23
<b>Stationary / Patient Record Store</b>	For storage of office stationery and archives. What about patient records?	<ul style="list-style-type: none"> <li>• Fixed shelving for paper and stationery</li> <li>• Space for photocopier/fax</li> <li>• Safe location for IT control equipment</li> <li>• 24 hour a/c for IT equip</li> <li>• UPS for GPO circuit for IT equip</li> </ul>		AHFDG Photocopy/stationery Store - STPS-8 (refer also 10 for larger room)  QRACFDG Paper Store - 1.7
<b>General / Bulk Store</b>	For storage of bulk items not used on regular basis in Facility. Could be split into 2x stores for in larger facilities. (refer also equipment store).	<ul style="list-style-type: none"> <li>• Fixed shelving - various depths/ heights</li> <li>• Larger delivery area and access doors</li> <li>• Clear floor space for bulk delivery/storage</li> <li>• GPO suitable for charging equip etc</li> </ul>	<ul style="list-style-type: none"> <li>• Additional storage capacity to be determined by restocking supply program</li> </ul>	AHFDG Bulk Store - STBK-20 (refer also 40 for larger room) General Store STGEN -8 (refer also 9 for larger room) QRACFDG General Store - 5.20 Loading Dock - 6.5
<b>Equipment Store</b>	For easily accessible storage of wheelchairs and other patient support items	<ul style="list-style-type: none"> <li>• Fixed shelving - various depths/ heights</li> <li>• GPO for charging equip etc</li> </ul>		AFHDG Equipment Store - STEQ-14 (refer also 20 for larger room) QRACFDG Equipment Store - 5.19
<b>Workshop / maintenance store</b>	For storage of equipment and materials for the management and maintenance of the facility and grounds	<ul style="list-style-type: none"> <li>• Fixed shelving</li> <li>• Work bench</li> <li>• Equipment store</li> <li>• Machinery Store</li> </ul>		AFHDG n/a QRACFDG Workshop - 5.25



ROOM	Typical Purpose	Typical Response	Special considerations	References
<b>Consult / Treatment Room</b>	For individual medical consultation	<ul style="list-style-type: none"> <li>• Couch</li> <li>• Hand basin</li> <li>• Desk and chairs (2x)</li> <li>• GPO</li> <li>• Natural and artificial lighting</li> </ul>		AHFDG Consult Room - CON-12  QRACFDG Consult Room - 5.2
<b>Power supply</b>	Emergency power supply	<ul style="list-style-type: none"> <li>• Carefully define emergency power loads eg drug fridges, lighting</li> <li>• Calculate emergency loads</li> <li>• Circuits installed to match emergency load centres</li> </ul>	<ul style="list-style-type: none"> <li>• Consider battery bank, charged off mains power first</li> <li>• Consider solar recharge</li> <li>• Consider fuel generator last</li> </ul>	QRACFDG Section 7.6.3 To provide emergency power for the facility.
<b>Infection control</b>	Throughout the facility	<ul style="list-style-type: none"> <li>• Hand washing points</li> <li>• Rubbish collection points</li> <li>• Overall waste flow through the facility</li> <li>• Separating resident paths and waste paths</li> </ul>		AHFDG Part D. Infection Prevention & Control

## BUILDING CODES AND STANDARDS

All Australian governments aim to provide buildings that ensure safety and health. State and territory governments have their own legislation and regulations to achieve this goal. The Building Code of Australia (BCA) and Australian Standards (AS) give detailed information about these requirements. The following table sets out this regulatory system and shows the position of this Guide in relation to these codes, standards or guidelines.

## APPENDIX 3

# ELECTRICAL SAFETY

## SAFETY SWITCHES

A safety switch works by detecting a current leakage. When the safety switch detects this current leakage, it turns the power off almost immediately. While you may still receive an electric shock, the duration will be very short-lived, reducing the risk of serious injury. Safety switches protect people whereas circuit breakers protect the building and electrical wiring. Where electricity is supplied through a power point (socket outlet), the risk must be minimised by the use of a safety switch.

The type of electrical installation will determine what type of safety switch protection is required:

- New installations - non-portable RCD protection
- Existing installations - portable or non-portable RCD protection

## TESTING AND MAINTENANCE OF SAFETY SWITCHES

A safety switch must be tested and maintained.

In the case of a non-portable safety switch or an safety switch that is operated in a fixed position:

- a push-button test that is sufficient to ensure that the tripping mechanism does not fail must be undertaken at least once every 12 months, and
- an operating time-test in accordance with AS/NZS 3760 In-service safety inspection and testing of electrical equipment must be undertaken at least once every three years.

## RECORDS OF SAFETY SWITCH TESTING

### Construction wiring and non-portable RCD's

The inspection results for non-portable RCDs as required by AS 3760 must be recorded and kept available for audit.

Information to be recorded includes:

- the name of the person or company who performs the test,
- the test date,
- expiry date; and
- identification of faulty equipment and action taken to repair or the removal of the faulty equipment from site.

For more information about electrical safety of switchboards and safety switches refer to the National Indigenous Housing Guide (NIHG)

- Section A1      Electrical Safety
- Item A1.1      Safety switches

For more information on the many factors that may impact on electrical safety refer to the National Indigenous Housing Guide (NIHG)

See NIHG items:

- A1.2 Electrical Earth Connection
- A1.3 Cabling
- A1.4 Rodents, insects and electrical cabling
- A1.5 Power points wired incorrectly
- A1.6 Power points and light switches in wet areas
- A1.7 Power points: general durability
- A1.8 Lights

