

DELIVERING FOR AGED CARE

Creating projects that enhance Aged Care living

OUR CORE VALUES

○ Better Outcomes

○ Insightful Thinking

○ Thoughtful Actions

○ Sustainable Solutions



About Davis Langdon

Davis Langdon is a worldwide consultancy firm providing independent, professional services to the property, development, construction, infrastructure and related industries.

We employ a broad base of motivated, professional staff whose skills and depth of experience ensures the excellence of our service, and also combines to bring new focus to delivering outcomes for our clients.

Established in Australia over 55 years ago and in New Zealand over 57 years ago, Davis Langdon is now part of a worldwide organisation. With over 400 staff in 13 offices across Australia and New Zealand and around 110 offices in over 28 countries employing over 5,000 professional and support staff, we have access to an immense body of knowledge and experience.



www.davislangdon.com

MARKET LEADING EXPERIENCE

We provide the full spectrum of Aged Care sector property and project services, bringing to the table a wealth of experience, skills and knowledge. With a national footprint, our portfolio of clients includes market leading private providers, religious, charitable and community-based organisations. We have been involved in the successful delivery of over 5,000 new Residential Aged Care Facility (RACF) beds and 1,200 Independent Living Units (ILU). As a result, we have developed a detailed understanding of project issues and the factors critical to success in this rapidly growing sector.

RESPONDING TO SECTOR GROWTH

The number of people aged 70+ in Australia is rapidly increasing, along with an anticipated increase

in demand on Aged Care and Independent Living facilities. The population within this demographic will increase by 1.1 million or 56% by 2020 (ABS). Demand for RACF beds in Australia is expected to increase from approximately 208,000 to 325,000 beds in this same period based on demographics and penetration rates of 10.4% (Report on the Aged Care Act).

EMERGING TRENDS

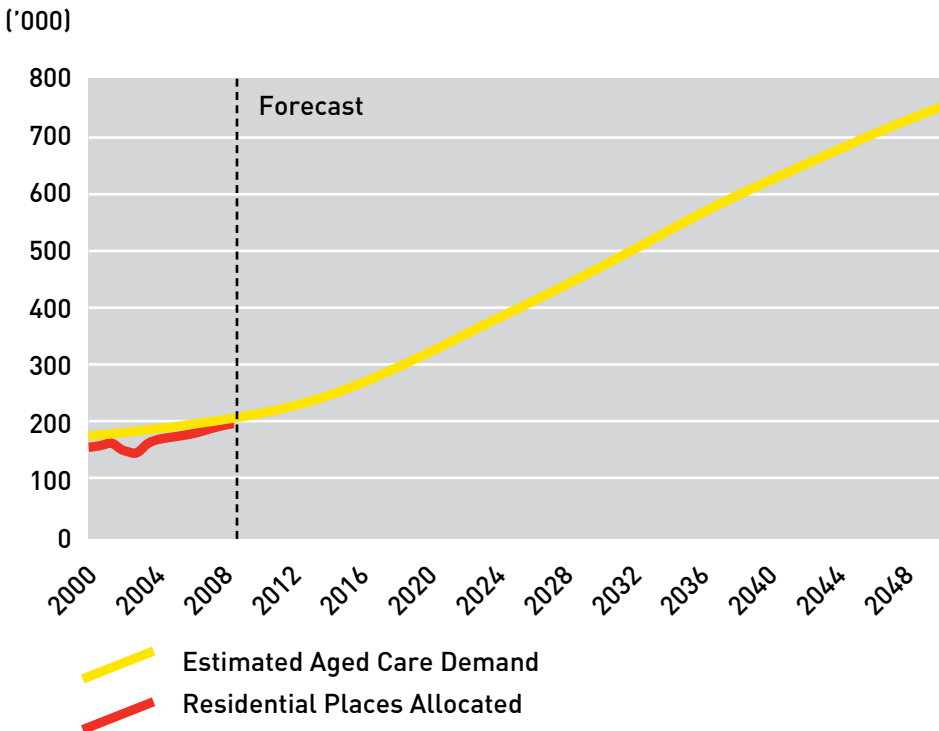
We understand that residents are demanding more of their providers in terms of extra services, activities, technology access and sustainable design. At the same time we understand the challenges of delivering on these demands, balanced with developing and operating viable facilities within an increasingly competitive landscape. In order to manage these risks and navigate the project lifecycle, clients need exceptional organisations working for them with the specialist experience, skills and knowledge unique to the sector.

BENEFITS THAT DAVIS LANGDON OFFERS

We believe that there are a number of significant and tangible benefits available to our clients when they utilise Davis Langdon to address their project and property requirements. These include:

- significant experience and track record in successfully delivering Aged Care projects within every Australian state and territory, which provides greater certainty in outcome
- a workforce presence across the country that supports the delivery of service locally and nationally
- a flexible management structure that is readily adaptable to the needs of our clients
- the ability to tailor our service to the needs of the client and the project including the expansion of the range of services offered
- exposure to a wide range of solutions and industry best practice which we can implement on your projects
- an ISO 9001 accredited Quality Assurance system and reliable web based business and service delivery systems
- as a result of providing a range of relevant project services through a single service provider and office we are able to provide:
 - a) cost effective service delivery for our clients
 - b) a more expedient delivery of services
 - c) a simplified client communications and administration interface

National Aged Care Allocations and Demand



Source: ABS, Report on the Operation of the Aged Care Act 1997

COMPREHENSIVE SERVICES

We can provide assistance in a single discipline or any combination of integrated independent services, according to your needs:

- Project Management
- Cost Management
- Building Surveying including Commonwealth Certification Instrument
- Urban Planning
- Condition and compliance audits
- Engineering services review
- Property advice for acquisition or disposal
- Specification Consulting – for architects on a project or for clients rolling out a program of work

PROFESSIONAL PROJECT MANAGEMENT

Taking responsibility, on your behalf, for overall project delivery is not an add-on to architectural services or business management but a coordination and leadership role requiring specific experience, skills, management tools and reporting techniques. The quality of project management services provided on a project has been found time and time again to have a direct relationship with the project outcomes.

Aged Care projects are usually subject to intense interest by multiple parties. We place particular emphasis on timely, comprehensive and clear reporting – in person, in print and through our web-based project management system.

We find every project, whilst recognising some common threads, requires the development of a specially tailored solution. The right answers come from asking the right people the right questions. We appreciate the professional culture of the Aged Care sector, and the financial and operational context that its projects sit within.

During the feasibility and master planning phases of your project, our specialist project managers assist you:

- to create a project team which is strong, focussed and effective
- to engage with all stakeholders in the project and make them participants in its ultimate success – we are aware of and understand the varying perspectives, priorities and anxieties of different stakeholders
- to document a brief which is rigorous and realistic
- to uncover and test alternatives or options
- to ensure that you are building for the future, not the past

For the design and tender phases, our knowledge of the industry enables you to select the most suitable consultants and contractors. We understand the contractual pitfalls unwary clients can fall into and ensure that all engagements are based on appropriate terms and value for money decisions.

We actively manage the design process to keep the project within brief and budget, and on schedule. We can conduct an independent pre-tender documentation review to better manage cost and scope risks going into construction. We have the in-house capability to conduct value and risk management reviews to help you select the design and procurement methods best suited to your needs.

As contract superintendent during construction, our particular focus is on the normal matters of managing the contractors' intent and progress as well as on quality and contract compliance. Safety, respect for the ongoing operations around the project and adherence to timelines are particularly critical. Our extensive experience gives us an informed appreciation of the special needs, hazards and 'hot buttons' in Aged Care and with contractors.

EFFECTIVE COST MANAGEMENT

Davis Langdon enjoys esteem throughout the industry for its cost planning and cost management.

Feasibility assessments, design, construction and operation of your building are all closely aligned to clear and accurate budgeting thus allowing informed decisions to be made that do not adversely affect the overall project costs.

In particular, we provide:

- dialogue with both service providers and/or design teams which are informed by thorough knowledge and understanding of the Aged Care sector requirements – this ensures that budgetary disciplines are maintained and that design options are properly evaluated for cost
- an extensive Aged Care specific cost database – our current experience in Retirement Villages, ILUs and RACF in each of the Australian states, together with commissions in all regions of New Zealand, means that we have an excellent appreciation not just of building costs, but of regional variations and key local factors
- experience with technical and engineering elements whilst keeping focus on operational requirements, enabling us to manage all budgetary aspects of the development
- area and cost efficiency benchmarks for Aged Care projects – our library of projects developed over many years, provides and allows comparison of cost and area data for all types of template and custom design
- life cycle costing, including sustainability and 'green' knowledge
- understanding of the Commonwealth Certification process and Building Regulations through the use of in-house Davis Langdon resources to reduce the risk of cost variances from an early stage

BUILDING SURVEYING

Interpretation of the Building Code requirements into design, best value and safe solutions demands attention to detail. Davis Langdon has the capability to provide not only national building legislation input to a project but also advice on the requirements of the Commonwealth Certification Assessment Instrument.

With the advent of innovative designs to meet the changing requirements of our ageing population and commercial realities of the industry, more buildings are pushing the boundaries of the deemed to satisfy requirements of the Building Code of Australia (BCA). Our experience allows assessment of designs to meet the performance requirements of the BCA whilst managing compliance risks and results in designs tailored to the specific requirements for the project. Our early involvement in a project assists in minimising compliance costs and design delays by clarifying project requirements to meet state and national building legislation requirements.

Advantages to our clients:

- minimising the impact of regulation requirements on the design whilst ensuring the facility meets safety standards
- advice on the likely future code requirements to enable proactive management
- establishment of essential services manuals and undertaking annual audits to confirm satisfactory maintenance of safety equipment and installations
- performance-based designs that maximise advantages from the Building Codes
- liaison and negotiation with statutory authorities
- independent certification of designs (Private Building Certification) and issuing of building permit approvals and occupancy permits
- fire safety measures that meet or exceed code requirements
- provision of BCA audits of existing facilities and feasibility advice as well as due diligence reports

- Commonwealth Certification Assessments and consultancy to assist in meeting requirements of the Department of Health and Ageing for new or existing facilities

ACCESS AND OCCUPATIONAL HEALTH & SAFETY

The regulatory demands on designers, building owners and operators are ever increasing and changing. Complementing our multi disciplinary inputs to Aged Care projects are Access Consultancy and Occupational Health and Safety (OH&S) consultancy services. These provide management of building access requirements based on the BCA, State Building Legislation, Australian Standards inclusive of the pending Disability (Access to Premises – Buildings) Standards and the spirit and intent of the Disability Discrimination Act 1992 (DDA) and relevant state based OH&S legislation.

Development of access policy documents assist in the development of briefs for the design team to understand the needs of access for people with disabilities and the requirements of how to design specific aspects of developments or implement operational management plans. Our risk assessment reviews assist with addressing specific access issues/barriers on projects and ensure potential claims under the Disability Discrimination Act are minimised and the access needs of the majority of building users are practically catered for.

OH&S consultancy assists meeting obligations under OH&S legislations. Hazard analysis and risk assessments enable potential hazards to be systematically identified, analysed and rated using a risk hierarchy model and risk control measures to be developed and implemented.

For the Aged Care sector we provide effective solutions to promote independence, safety and well being in all aspects of everyday life for nursing homes, independent living or apartments. Assessments focus on the client's needs for safe access within the built environment, and includes advice on the prevention of falls, equipment

needs and services. Our expertise includes facilities for people with dementia and related disorders and the creation of sensory environments for people with dementia.

MANAGING THE PROCESS

- **DEFINE THE BRIEF**
We develop a functional technical brief which reflects the business investment decisions and deliver that brief into the project team.
- **BUILD THE TEAM**
We define priorities and objectives, charge and manage team members to work effectively and co-operatively by deploying web-based systems to ensure the team is always up to date.
- **EFFECTIVE COMMUNICATIONS**
We implement a single point of contact for communications and reporting to facilitate decision making, provide an early warning system and a positive environment for ideas and innovation.
- **CHANGE CONTROL**
Deliver effective, managed, flexible and disciplined change and document control systems.
- **RISK AND VALUE MANAGEMENT**
Integrate formal processes for identification, measurement and management of risk and value into the project management approach.
- **PROGRAM MANAGEMENT**
Define and manage an overall master program as well as design, procurement and construction programs with opportunities and risks clearly defined.
- **PROCUREMENT ADVICE**
Offer procurement advice, recommending the most appropriate procurement route to meet stakeholder objectives.
- **CONSTRUCTION ADVICE**
Explore issues of buildability, business and physical constraints and operational issues to ensure best value.
- **PERFORMANCE MANAGEMENT**
Create a project culture and structure that ensures procedures are rigorously adopted and allows for continual improvement.

URBAN PLANNING

For developers in the Aged Care sector, planning considerations are a balance of providing the appropriate level of facilities on site and minimising the impact of the development on the surrounding neighbourhood. Multiple stakeholders and a variety of planning requirements in each state have to be managed and this is where our planners can help clients to avoid unnecessary pitfalls. The high level of success they have in planning projects in general attest to their diligence in arriving at a solution at the local community level.

PROPERTY SERVICES

These services are designed to enable owners and purchasers of Aged Care facilities to make informed decisions to maximise returns from their assets. We provide practical advice and information tailored to the needs of individual properties and their owners.

Our focus is on the complete life cycle of the development, from development to disposal. By regularly monitoring the performance and compliance of a facility we can minimise risk and ensure it delivers the desired property outcomes. We achieve this through using processes developed during extensive experience in local and global markets:

- investment decision making advice
- technical and physical due diligence of land and buildings as well as building condition and compliance reports
- facility management consultancy
- maintenance and capital expenditure asset management plans
- contractual documentation of property transactions
- tax depreciation schedules and replacement costs
- property OH&S risk management assessments

SPECIFICATION CONSULTING

Designed to accurately communicate the scope and corporate vision of the Aged Care provider to those carrying out the construction, our unique specification systems and processes have been proven with a range of clients throughout the world.

Our Integrated Construction Suite (ICS) is a proprietary document management system in which master specifications, client's design guides, equipment specifications and any other required documents are managed in a web-based, database-driven system that provides full document control and a complete integrated audit trail of the process. These master documents are then developed into project specific information as the design and documentation process evolves. Documents are linked with the client's standard drawings and details and with a visual library of standard materials and assemblies to allow the user to research standards while developing the documentation.

The ICS system ensures that the client's corporate brand is effectively and consistently delivered on all projects, wherever they are and regardless of delivery method.

GREEN CONSIDERATIONS

We see environmentally sustainable development as a value which should permeate all aspects of a project. Like properly dealing with OH&S or DDA compliance, good design is a basic performance criterion. We help you to avoid the two most common failings: of nominating measures and standards which are unrealistic for budgetary or site-specific reasons; or at the other extreme, of ruling out all ESD initiatives as 'unrealistic' and missing perfectly achievable opportunities.

The traditional business case for green construction has rested firmly on the financial savings delivered through energy and water efficiencies as well as productivity benefits. However, the rationale for green Aged Care

facilities and Independent Living Units encompasses not just economic advantage, but also improved occupant wellbeing and community benefit through decreased environmental impacts. We have specialist staff to assist you and your consultant team to create a facility which makes a genuine contribution to the environment and community.

WHAT WE DO

○ BUSINESS CASE PROJECT INCEPTION

- > business case planning
- > feasibility studies
- > project brief development
- > procurement strategy

○ DESIGN AND DOCUMENTATION

- > project and cost management
- > value risk and quality management
- > building surveying
- > specification consulting
- > decanting strategy
- > independent design review
- > urban planning
- > Commonwealth Certification Instrument Assessment

○ IMPLEMENTATION

- > project management
- > superintendency
- > risk management services
- > cost management
- > Commonwealth Certification Instrument Assessment

○ COMMISSIONING OCCUPATION

- > depreciation valuation
- > asset registers
- > relocations management

○ OPERATION

- > post occupancy review
- > ongoing compliance assessments

○ PROPERTY DISPOSAL ACQUISITION

- > technical due diligence
- > facilities make good
- > capex planning
- > replacement valuations



24-32

LIFESTYLE
MANOR



OUR OFFICES

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OUR SERVICES

Project Management

Cost Management

Building Surveying

Urban Planning

Specification Consulting

Infrastructure Verification Services

Technical Due Diligence

Property Performance Assessments

Make Good Assessments

Certification Services

Sustainability Services

Access Consulting

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Arabian Gulf, Bahrain, Botswana, Brunei, China, Croatia, England, France, Germany, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Kazakhstan, Lebanon, Malaysia, Mozambique, Nigeria, Pakistan, Philippines, Qatar, Saudi Arabia, Scotland, Singapore, South Africa, South Korea, Spain, Thailand, The Netherlands, United Arab Emirates, United States of America, Vietnam and Wales

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