



# Rotary House Refurbishment

## Residents and Families Questions and Answers

### **Q: I am hearing about a lot of activity in North Adelaide, what is happening?**

Helping Hand is delighted to be refurbishing Rotary House and creating thoughtfully designed spaces for residents to enjoy. On Level Two and Level Three the refurbishment will include:

- An upgrade of resident suites with new décor and furnishings including an electric king size single bed, an occasional chair and table, generous storage, built in fridge, two smart TVs, individually controlled heating/air conditioning and an upgraded hot water service
- A reading room
- A games room
- A theatrette
- A music room
- Updated dining areas and serveries, offering more choice and an enhanced dining experience
- Activation of third-floor balcony which will be open to all residents

These activity spaces will be available for use by all residents and families in North Adelaide. Once the refurbishment of Level Two and Three are complete, the upgrade will continue throughout the building until the entire home is upgraded.

The refurbishment of Rotary House forms part of our overall precinct plan for North Adelaide. Over time our vision is to create a vibrant community precinct by linking together our retirement village and residential care homes.

Rotary House was built in 1972 and has not had any significant improvements since that time apart from a small upgrade in 2007. The fabric of the building is ageing and to ensure longevity it's time to invest in refurbishing the home for current and future residents, and for staff.

### **Q: When is the work in Rotary House starting?**

Work on the refurbishment of Rotary House will begin approximately mid-September 2024. The first phase will be starting on Level Two.

Once Level Two is completed, refurbishment will begin on Level Three. We will share more detailed information with you on the timeline and phasing when it is available.

### **Q: How long will the refurbishment in Rotary House take?**

This is a big project, to continue to provide safe and high-quality care, and to minimise disruption the refurbishment will be carefully staged.

We anticipate the refurbishment on Level Two and Level Three will take approximately two-years, finishing around mid 2026.

We will keep you informed throughout this process and will provide more information on the staging and timelines as it becomes available.



***Q: Why is Helping Hand doing this? What are the benefits to residents of the Rotary House refurbishment?***

This is fantastic news for our North Adelaide residents. The refurbished suites on Level Two and Three have been designed so residents can age safely in place with comfort and dignity.

Plus, the new common areas will provide more opportunities for social activities and events, while the refurbished dining areas will add more choice and variety into our overall dining experience.

Once the refurbishment of Level Two and Three are complete the upgrade will continue through the building until the entire home is updated. All residents will enjoy a fresher, more contemporary home.

***Q: How noisy will the refurbishment be?***

We understand that this can be disruptive and noisy. Like we have done in the past, the project team will work closely with site staff to minimise disruption and keep everyone informed of the key stages of the project. This refurbishment will be delivered in partnership and collaboration with staff, residents, and families.

The Lifestyles Team will be running daily activities and have noise cancelling headphones available for residents. The local team will work with residents to ensure the safe delivery of care.

***Q: Will residents have to move out of North Adelaide during the refurbishment?***

No, residents will **NOT** be asked to move out of North Adelaide during the refurbishment. Our priority remains on the delivery of good quality care to each resident; however, a small group of residents may be asked to temporarily move rooms while the work is being carried out.

***Q: Will residents have to temporarily change rooms during refurbishment?***

Residents may need to temporarily move rooms during the refurbishment. This will ensure the refurbishment can continue as quickly and safely as possible for both staff and residents. If this is the case, we will give you plenty of advance notice, and planning will include close consultation with any impacted residents and their families.

***Q: If I temporarily move rooms who will help me move, do I have to pack my things?***

If you temporarily move rooms Helping Hand staff can help to pack your belongings and relocate you to your temporary room. Our team will also help you to unpack and settle in.

You will not have to do anything; Helping Hand staff will make all the necessary arrangements and ensure your personal belongings are looked after.

***Q: If I temporarily move rooms, can I take my furniture with me?***

Helping Hand staff will discuss this with you. If there is enough space in the temporary room to accommodate your furniture and for staff to safely deliver services, then we will do our best to relocate your furniture into the temporary room with you.



***Q: If I move into one of the newly refurbished suites on Level Two and Three, will I get new furniture?***

Yes, all the refurbished suites come complete with new furniture and have been designed to feel like home. This includes extensive cupboard and display space and wardrobe space to make the transition as smooth as possible. The refurbished suites come with more furniture items than were previously provided, this includes:

- a new electric king single bed
- an occasional chair and table
- two smart TVs
- quality curtains and blinds
- fitted robes and cabinets for generous storage

As part of the refurbishment, we will also be looking at updating furniture in the common rooms and dining areas.

***Q: When I move back into my refurbished suite, can I take my furniture with me?***

Helping Hand is providing accessibly designed furniture in the new suites to make the process of moving easier. This means there is no need for large items of furniture, so it may not be possible to move all furniture back into the refurbished suite. This will be discussed with you and your family on an individual basis and where possible we will do our best to accommodate your wishes.

While the refurbished suites may not be able to accommodate bulky items of furniture you will still be able to personalise your home through the display of personal items including photos, artwork, small ornaments, bedding, throws and other soft furnishings.

***Q: What if I am sick and I do not feel able to move?***

Your care and safety is our priority. If you are feeling unwell, please let Helping Hand staff know and we'll work with you to schedule a time when you feel able and ready to move.

***Q: Will my neighbours be the same if I move?***

Helping Hand recognises that everyone is individual and has their own needs and wants. If you are asked to temporarily move rooms, then we will have a discussion with you to understand what is important to you, and your preferences. This could be a certain view you would like, the aspects of the room or being close to amenities or the lift.

If you are keen to stay close to your current neighbours please advise staff during this discussion and if it's possible we will do our best to keep you close together. Families and representatives will be invited to join in this discussion.

***Q: If I temporarily move, will I have the same team of Helping Hand staff?***

If you are asked to temporarily move rooms where possible we will do our best to keep you on the same floor so you can stay with familiar staff.

If you change floors then it may not be possible to keep the same staff, however we will introduce you to any staff you're not familiar with and will do our best to ensure the move is only for a short period.



***Q: If I temporarily move how long before I am able to move back into my old room?***

At this stage we are still working through more detailed timeframes. If you are asked to temporarily move rooms, we will keep you informed of the progress of the work and will advise you well in advance of your room being ready to move back into.

As we are taking a staged approach to the refurbishment, we are aiming to complete each phase as quickly as we can.

***Q: How will I be supported if I am impacted by the refurbishment?***

The Lifestyles team will continue to run a range of activities throughout each day. Helping Hand will also look at other ways to help avoid disruptions such as offering noise cancelling headphones.

We will keep you informed in advance about any periods of heavy noise and when this will be happening.

***Q: If I move to another level in Rotary House, can I still use the same dining room?***

As a small number of residents may temporarily move it may mean we look at extending the times of meal services or opening up other spaces.

As part of the refurbishment, we will also be updating the dining spaces so, there may be times when a dining room is unavailable due to construction.

We will ensure that all residents are informed about any changes to meal services or dining spaces well in advance as we understand how important meals are to your general health and wellbeing.

***Q: How can residents and families provide ideas and suggestions on ways to improve the dining experience?***

Helping Hand has intentionally done a lot of consultation to enhance the overall dining experience. However, we are always keen to improve and recognise new opportunities constantly arise. If you have any ideas or suggestions on how we can improve amenities for all residents, please speak to a member of staff.

***Q: What if I am asked to temporarily move but I don't want to?***

We understand that living in an environment where construction work is happening can be noisy and disruptive. By taking a staged approach to the work it means that we can complete the work in as short a time as possible, and as safely as possible. Please be assured Helping Hand will only ask residents to temporarily move rooms while their rooms are being refurbished.

The temporary room will be within Rotary House but further away from the construction work. This means residents will be less impacted by noise and ensures the safety of residents, staff and visitors.

Under Government guidelines Helping Hand can ask residents to temporarily move while it's completing work to upgrade the care home and this needs to be accommodated. Where this occurs, we will work closely with residents and families to do our best to ensure we can meet requirements where possible and that it is a smooth and seamless process.



***Q: What if I move rooms but don't want to move back into my old room once it's been refurbished?***

Where possible we will work with each resident to understand what is important to you and try to accommodate your wishes. If you do not wish to move back into your old room once it's been refurbished, please let a member of staff know and we will have an individual discussion with you and your family.

***Q: What if I want to move into one of the new suites? How will new suites be allocated?***

We are seeking expressions of interest in the newly refurbished suites on Level Two and Three. Once we have received those, we will work through with those residents what the process will be for the new suites.

***Q: If a resident chooses to move into one of the newly refurbished suites, will they have to pay more?***

For residents wanting to move to one of the refurbished suites on Level Two or Three sooner than the schedule for their room upgrade, we may be able to offer you a vacant refurbished suite.

This will be deemed a 'voluntary room move' and as such a top up room charge may be applicable. Please contact us on 1300 653 600 and ask to speak to our Admissions team if you want further information regarding this.

***Q: Will Rotary House be accepting new residents while the refurbishment is happening?***

It will depend on where the room is located and the stage of the refurbishment work. This will be decided on a case-by-case basis as rooms become available.

***Q: Will the name of the Care Home change after the upgrade?***

No. We value the legacy and local commitment to creating this care home so the name Rotary House will remain.

***Q: Who will be doing the refurbishment? Will you be using local suppliers?***

We have partnered with Woods Bagot Architects and Kennett Builders on the project. Kennett are a well-known and established South Australian building company.

Our partnership with Woods Bagot Architects and Kennett Builders gives us the assurance that the refurbishment will be delivered to a high standard.

***Q: Who at Helping Hand is managing this project?***

We are fortunate to have experienced staff, both on site and in our Adelaide office, who will be leading the refurbishment project. The team have a wealth of knowledge and experience

- Samantha Giorgatzis, Executive Manager Strategy and Engagement – Executive Sponsor
- Daniel Rosato, Group Manager Property Development - Overall responsibility for delivering the project on time



- Nick Larby, Property Services Manager - Coordinating and managing day to day building work in Rotary House
- Marcia Penn, Residential Services Manager – Responsible for managing and supporting resident's care and services throughout the development.

***Q: Who should residents or families speak to if they have any questions or concerns?***

Please speak to Residential Services Manager Marcia Penn on **8224 7878** or email [Mpenn@helpinghand.org.au](mailto:Mpenn@helpinghand.org.au) or Care Services Manager Sam Mates on [Smates@helpinghand.org.au](mailto:Smates@helpinghand.org.au).

**Dated: August 2024, v2.0**