

# CUSTANCE

## CAPABILITY STATEMENT

### AGED CARE + SENIORS LIVING

OCTOBER 2020



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**Sydney** | Level 2, 228 Pitt Street, Sydney NSW 2000 | +61 2 9051 0177  
**Brisbane** | 33 Doggett St, Teneriffe QLD 4005 | +61 406 278 219  
**Wellington** | 360 Paremata Haywords Rd, Porirua, Wellington NZ 5381 | +64 4801 8002

**Nominated Architect** | Craig Shelsher NSW: 8259 | QLD:5612

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## OUR EXPERIENCE + EXPERTISE

Custance Associates were founded in New Zealand over 30 years ago and established in Australia in January 2000. We are a highly experienced, multi-disciplinary practice offering a wealth of experience encompassing architectural and interior projects for private owners and investors, multinational corporations, developers and government departments.

Our definitive point of difference lies in the personal commitment our directors make to the success of each project we undertake by remaining in a 'hands on' role from inception to completion.

Managing Director Craig Shelsher (Sydney and Brisbane) and Richard Wilkinson - Brisbane Director possess over 35 years' combined experience, and their problem solving, creativity, innovative thinking and wealth of experience are applied across all stages of every project. This approach forms a key component in the success of our projects and the satisfaction of our clients, demonstrated by our high level of repeat business.

We are passionate about place making and pride ourselves on our design capabilities, technological integration, team collaboration and strategic thinking.

We have a proven ability to navigate successful paths through client and community groups and local government bodies and are experienced in delivering high end documentation from concept through to construction, ensuring the tendering process and building works are limited in variations and the expected quality is achieved. Custance are committed to building long-term business partnerships, not just delivering single building projects.

Custance collective experience covers an extensive range of sectors across both architecture and interiors including:

- Multi-unit Residential
- Aged Care + Seniors Living
- Masterplanning
- Commercial
- Affordable + Social Housing
- Education
- Student Housing
- Childcare
- Houses
- Defence

A selection of recent clients relevant to this sector include:

- Opal
- Fresh Hope Care
- Bupa
- Aveo
- NSW Government (FaCS, LaHC)
- University of Sydney
- Anglicare
- Link Housing
- St George Community Housing
- Bridge Housing
- Hume Housing
- Justice Mental Health
- JIRT
- NSW Health
- Department of Education
- NESA
- ICAC
- Judicial Commission NSW
- Parliamentary Counsels Office



CROWN STREET HOTEL, SURRY HILLS



## CUSTANCE + AGED CARE

We recognise the aged care sector is fast growing and rapidly changing, driven largely by Australia's sizeable baby boomer cohort. Those aged above 65 are set to make up 20% of the population within 10 years' time, with innovative development in the aged care and retirement living space critical.

A crucial factor that requires direct consideration across the industry is that currently around 52% of all permanent residents in care have a diagnosis of dementia. In the same way they have influenced society and culture over the last 20 years, the baby boomers will now make their substantial presence felt on the future of healthcare and on the "face" of aged care in the years ahead.

We welcome the opportunity to collaborate with aged care providers on the best way to rise to the challenges presented in delivering a fresh, innovative and user focused approach to aged care in Australia, creating dynamic environments that offer a new benchmark in amenity, lifestyle and choice to Australia's seniors along with their carers and families.

We are passionate about using our collective knowledge, experience and empathy to transform peoples' lives by offering them spaces that have enduring value and are committed to delivering projects that have economic, social and environmental sustainability. We have assisted our clients in the development of various seniors and community housing facilities, focusing on liveable housing design for ageing Australians, people with disabilities or temporary injuries and families with young children.

Our team are passionate about creating caring environments. We appreciate the particular requirements unique to this sector and are experienced in providing architectural services across each of the following:

- High care
- Low care
- Dementia Care
- Community and Seniors Housing (Affordable)
- Government Group Homes
- Respite Care
- Retirement lifestyle
- Community Care
- Adaptable/Independent Living Units
- Rehabilitation units

Your projects will be assigned to an experienced senior staff member as a project leader. There are no "hand offs" at Custance across project stages. The allocated Design Leader remains as the active client contact for the project duration. Our design leaders are highly experienced individuals who work closely with our directors to provide an outstanding level of service to all of our clients – no matter the size of your project. The experience of our leadership team means we can understand and question your requirements, help you communicate to and manage your stakeholders, propose alternatives, manage and coordinate consultants and contractors on your behalf and understand your drivers and needs – including both budget and time constraints – and provide quality design outcomes. As our client, you will experience our commitment to understanding and delivering your projects to meet your specific needs.





## COMPANY STRUCTURE

The company has two Directors; Craig Shelsher is the Managing Director and Richard Wilkinson is the Director of the Brisbane studio. Under the Directors there are two Associates, then Architects, Interior Designers, Technicians and Business Development.



**CRAIG SHELHER**

Managing Director



**RICHARD WILKINSON**

Director - Brisbane



**CEILIDH HIGGINS**

Senior Associate



**CLARISSA LUNDY**

Associate



**JOHN PICKERSGILL**

Architect



**KELLY JOWELL**

Business Development



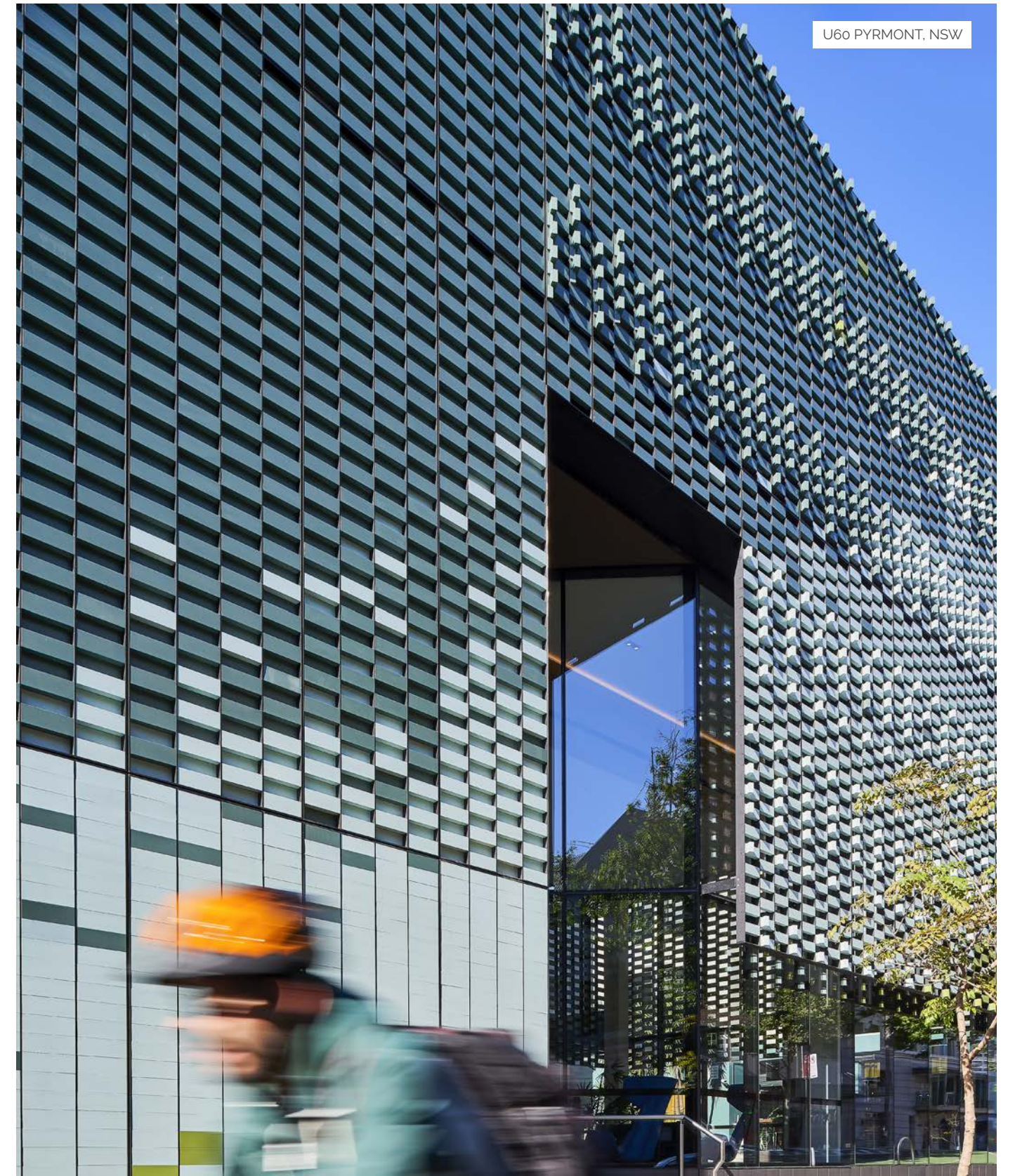
**PHILLIP JI**

Architect



**MADDISON GRISDALE**

Interior Designer





## CUSTANCE DIRECTORS

### CRAIG SHELSHER MANAGING DIRECTOR



#### Qualifications

Bachelor of Architecture (Hons),  
University of Technology Sydney

Diploma Drafting Architecture,  
University of Technology Sydney

#### Professional Registration

NSW Architects Registration  
Board 8259

#### Professional Membership

Australian Institute of Architects  
Member (A+)

Possessing over 25 years' industry experience, Craig has designed and led projects across a vast array of sectors including aged care, community housing, government, education and commercial. With a solid reputation for delivering highly innovative and robust design solutions, Craig has directed large scale projects for clients including Opal and Bupa in addition to leading a broad range of work for NSW Government departments LaHC and FaCS, including two Seniors Housing developments at Queanbeyan and Wentworthville both currently under construction. Craig provides peer reviews for local authorities for development applications consisting of residential under SEPP 65 and has extensive experience sitting on design review panels including Green Square and Waterloo. Craig's recent experience working with aged care providers has led to an in-depth knowledge of RACF design standards and operations. His recent work with Opal has afforded him the opportunity to refine the technology and innovation that is essential for the advancement of the sector to further enhance the lives of those who reside in these facilities. His continued involvement in the property industry "Wipeout Dementia" campaign to support critical research at the Centre for Healthy Brain Ageing (UNSW) has given Craig a unique insight into the needs and requirements of those requiring this type of care and importantly, the impact on and needs of associated carers and family members which need to be considered in the design of high care environments.



#### Qualifications

Bachelor of Architecture (Hons),  
University of Portsmouth

Diploma Architecture + Environment,  
University of Portsmouth

Post Graduate Diploma Professional  
Practice  
Kingston University

#### Professional Registration

Chartered UK Architect No. 077923G

#### Professional Membership

Australian Institute of Architects  
Member (A+)

### RICHARD WILKINSON DIRECTOR - BRISBANE

Joining CUSTANCE in 2019 as a Senior Associate in Sydney, his success in managing large scale projects and developing strong client relationships led to Richard's appointment as Director of Custance Brisbane, with responsibility for leading our Brisbane operations and spearheading our expansion into Queensland.

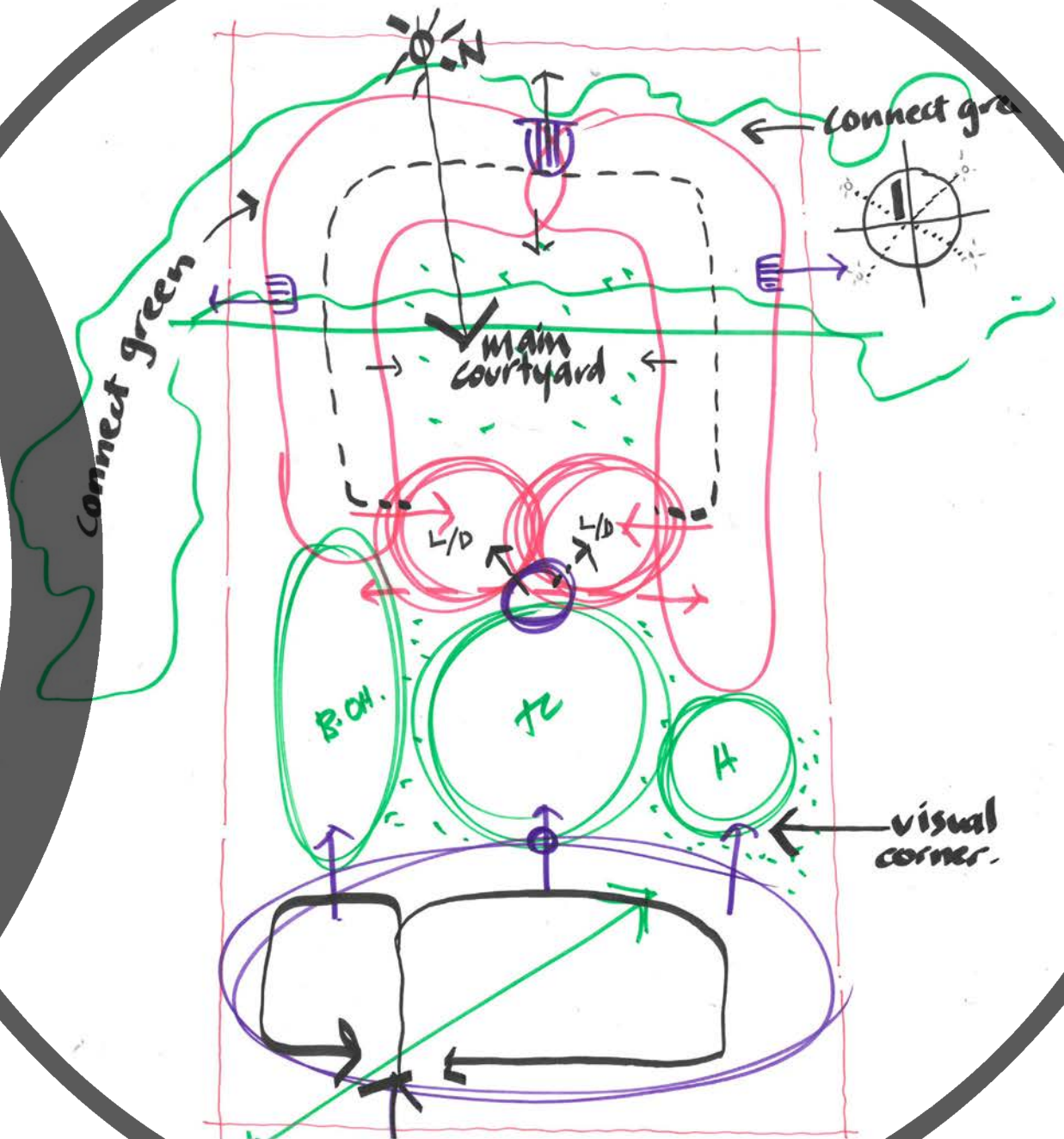
Richard is a talented designer and technically orientated Architect who has extensive experience in managing projects across a range of sectors, including large scale projects in the multi-unit residential, aged care, health and defence sectors. Across nearly 15 years industry experience in the UK and Australia, working in both large international award winning practices and small boutique studios, he has developed an in-depth knowledge of the entire design and construction process.

Richard manages and delivers projects from conception to completion; he specialises in developing high quality solutions which ensure his clients' expectations are exceeded. His expertise lies in delivering complex projects to tight deadlines and strict budgets. He does this through exceptional communication and collaboration with clients, stakeholders and the design team. He knows that developing respectful working relationships among key parties is an invaluable asset to complex projects.

Richard is passionate and committed to incorporating all aspects of sustainability, ensuring that every project is driven from first principle 'bio-climatic' design and incorporates the latest innovative technologies and developments.



## PHILOSOPHY AND APPROACH





## PHILOSOPHY

Custance methodology is based around our defined vision "to help people and organisations thrive". That means we strive to create a physical "platform" for an organisation to operate at its best through time. As a design company, our specific purpose is to identify and define the unique culture & purpose of each organisation and embody these attributes into a building/fitout design. We call this Purpose Fit.

We believe any competent designer should achieve a fit for purpose solution for a client. A Purpose Fit is more. It is the intersection of People, Place & Process (see Methodology Principles Diagram over), it's tailored for a specific solution to specific challenges and opportunities. It embodies the culture and core values of the client. It tells a story that directly relates to the stakeholders using the space and also tells a story to external clients and visitors. It's more than graphics on a wall; It's integral to the entire build and permeates every element if well resolved.

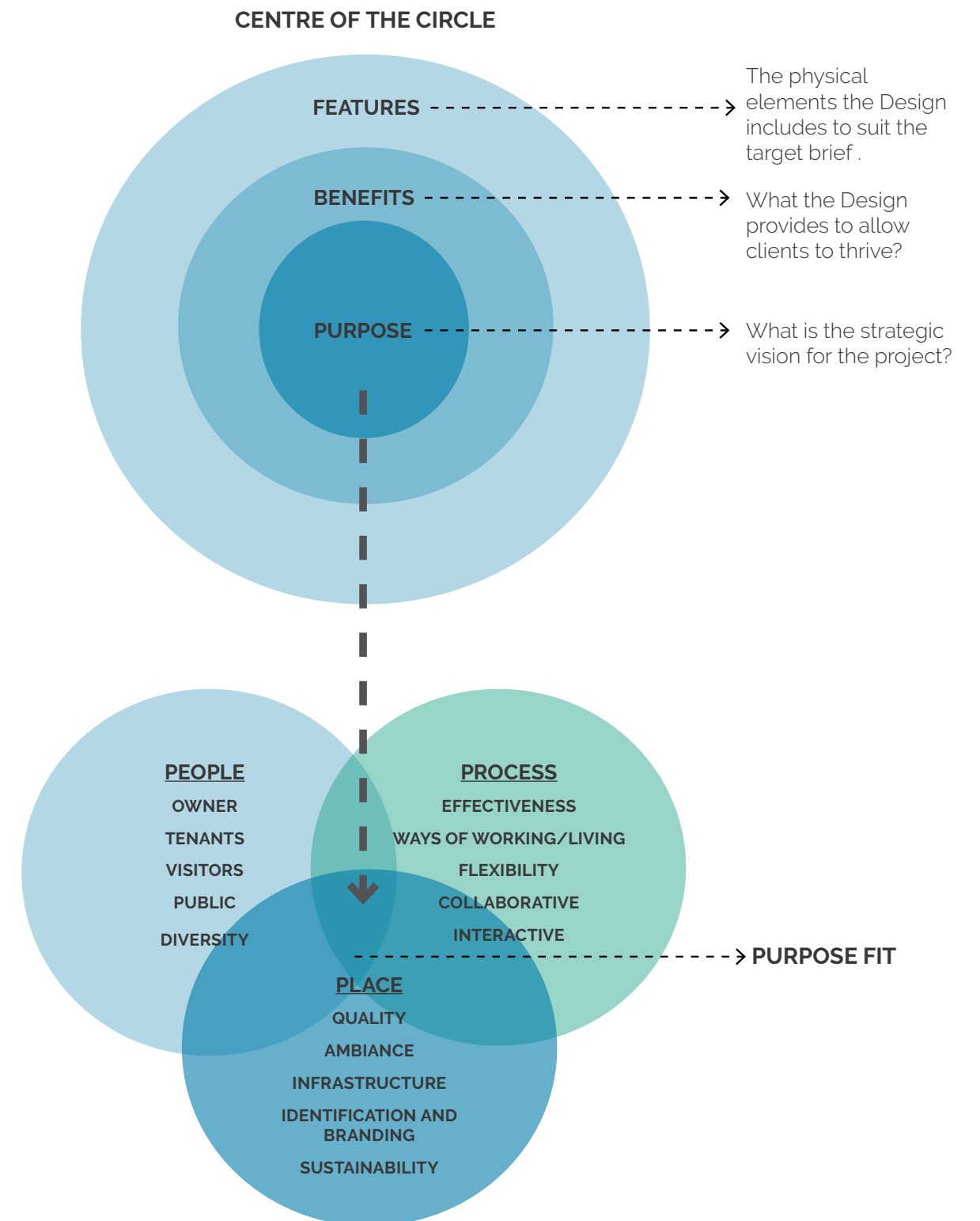
In achieving this Purpose Fit we undertake several processes as part of our design methodology but the core element is defining what we call 'The Centre of the Circle' (See Methodology Principles Diagram over) This is a distilled statement of the organisation's purpose in one phrase - What is this project strategic goal for? Sounds simple but usually requires much work and thought to define. This Centre of the Circle is what we use as a design theme and a basis for a design filter so we can collectively ask "Is what we are planning, selecting or designing aligned with the Centre or not?"

In any project, there are key value management decisions along the design path; issues such as client identification and branding, user comfort and facilities, level of sustainability, future flexibility and overall return on investment. These can involve leasing agents, consultants, owners, potential users, and authorities. Is this a long term commitment or a value add short term proposition?

It doesn't matter if the project is a fitout, a new build or a refurbishment. An owner occupied or tenant occupied space. This approach helps define what are the core values we need to adhere too in order to satisfy our clients goals for each project.

By identifying the Centre of the Circle, we are able to run a consistent approach & theme throughout a project that has a specific meaning and impact to the stakeholders and benefits to external clients & visitors. It allows value management decisions to be made wisely with a holistic view on long term owner returns and tenant benefits.

All of our work tells a story embedded with layers of meaning in the design. Each is different. Each design is a Purpose Fit for the particular project.









## CONSTRUCTION SMARTS + VALUE ADD

### BATHROOM PRE-FABRICATION

Custance have extensive experience in pre-fabrication with our Icon project being fully modular – designed and engineered. For this project we worked with Platinum Pacific on the building system and bathroom pods.

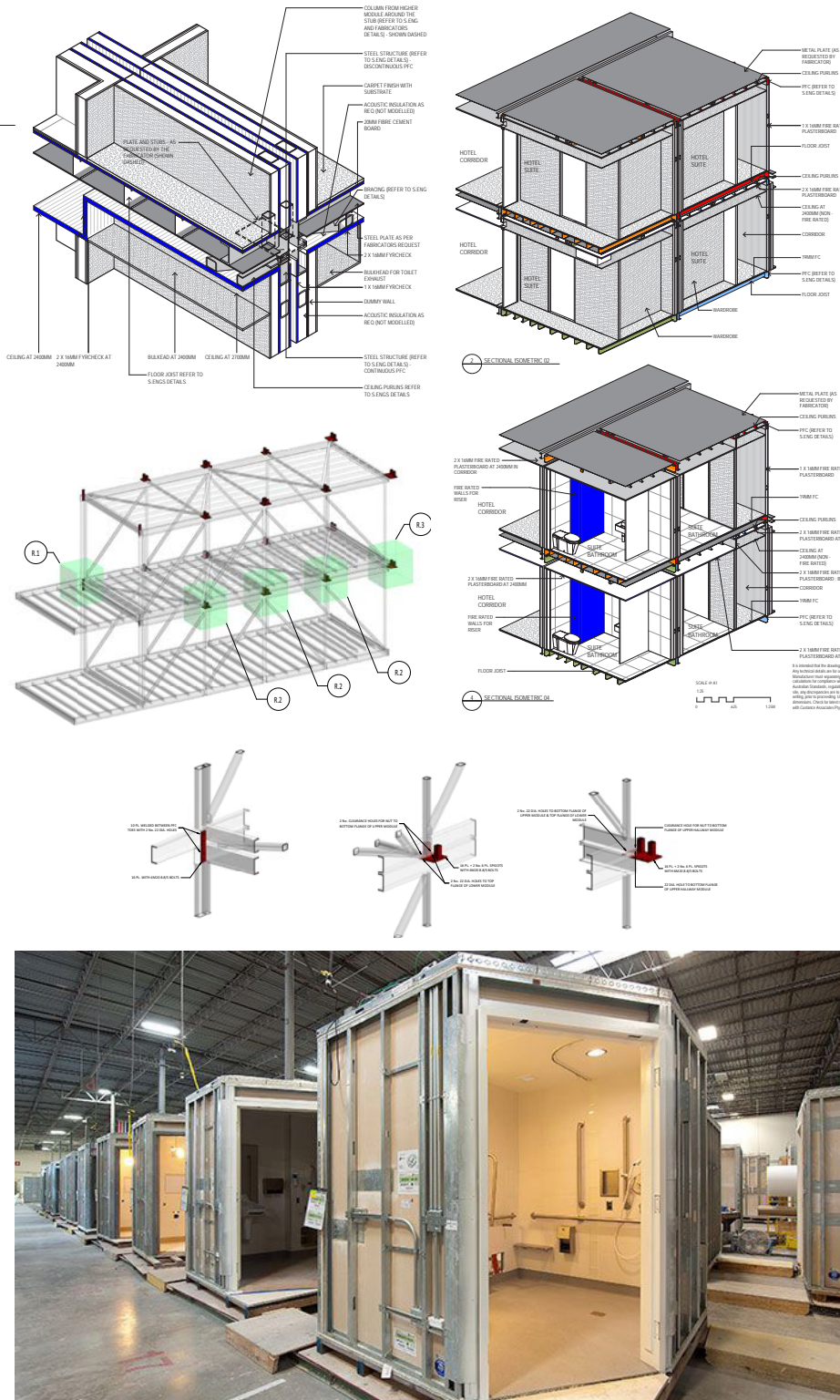
When committing to modular systems early in the process the project can be co-ordinated to a high level and a quality plug-and-play product can be installed. It is important to co-ordinate and work with experienced builders who delivered accessible bathrooms in the past, especially within the healthcare sector.

Timeframes vary per project but the average time for healthcare / aged care projects of similar size are around 110 days. This includes the design process, manufacturing and installation time.

#### Advantages

- Better control and organisation on site
- Significant cost savings due to repetition and faster construction times
- Fine-tuned assembly process
- Higher degree of in-house quality control
- Reduce construction defects
- Factory waste material is typically less than 1.5% compared with 7%+ on a traditional construction site
- High quality delivered workmanship
- Reliable schedule: transportation and installation

Custance is confident that if a local manufacturer with experience in health/aged care is used, then a pre-fabricated product can be delivered to a high standard.



### CROSS LAMINATED TIMBER (CLT)

Custance is aware of the rise in popularity in CLT built buildings and we know of suppliers who provide an end to end solution.

Australia's ageing population is increasing the demand for aged care facilities and timber building systems have the potential to deliver significant construction cost savings.

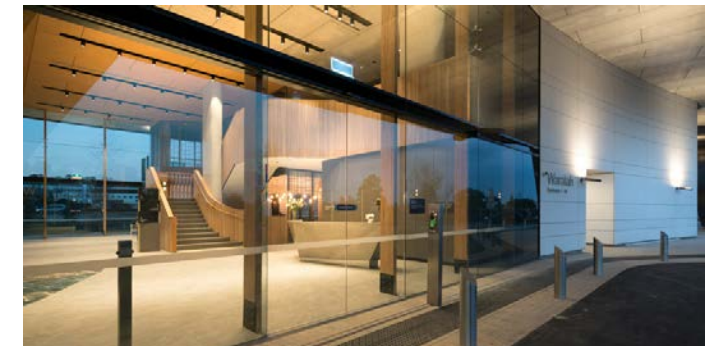
Aged care (Class 9c) buildings are generally low to mid-rise in height making them ideally suited to timber construction.

Building in timber translates into time, cost (average 16% lower than steel frame) and sustainability efficiencies - not to mention the health benefits. We believe it will potentially add a point of difference for aged care providers in its residential offering and sales and marketing strategy.

Custance believes CLT construction can have an important role in the delivery of aged care facilities and in potentially reducing costs and reduction in construction program.



AVEO, BELLA VISTA - STRONGBUILD



AVEO, BELLA VISTA - STRONGBUILD



INTERNATIONAL HOUSE, SYDNEY (TZANNES ARCHITECTS)



INTERNATIONAL HOUSE, SYDNEY (TZANNES ARCHITECTS)



## DIGITAL CAPABILITY

We have a long-established digital capability based in Revit software, and we are equipped with the capabilities to integrate BIM for enhanced project outcomes. We utilise Revit, a 3D BIM capable software as our primary design and documentation tool internally on every project.

Modelling has become a key part of our design methodology with all staff up to senior associate level using digital tools. By implementing Revit and providing a collaborative environment, Custance achieve improved design outcomes, communication opportunities and co-ordination efforts. We will implement Revit on every project regardless of any requirement for BIM deliverables and 3D coordination.

Since 2012 we have used Autodesk Revit as our primary design and documentation software across all stages of our projects. BIM ensures the most accurate and detailed information, gives an indepth understanding of the project and the ability to make informed decisions at every point of the design and built process. We believe in the use and progress of technology within design and construction and our experienced and professional team are consistently researching and assessing new ways of integrating digital technology to provide further value for you and your project.

### BIM Advantages

Implementing Revit on our projects provides a collaborative and integrated digital environment, producing improved design outcomes, communication, co-ordination and project management. To support our Revit platform, we also employ digital tools such as Revizto, Dynamo and Grasshopper to enhance design flexibility within our projects whilst ensuring the brief and project requirements are met. These tools allow for automation of object placement and manipulation, data management and processing, space and room data, solar studies, sheet creation, FSR and area calculations etc.

### Enhanced Coordination

When the consultant teams are also working within Revit, coordination and delivery can be improved using the shared 3D model. Integration of consultant's 3D information into one co-ordinated model is essential in the detection of clashes allowing building conflicts to be identified and resolved before the project

commences on site, avoiding costly rectification works which reduces disputes and time.

### Digital Evolution

Our studio design leaders lead by example and ensure that the latest new developments are incorporated into our projects. They follow the evolutions closely, participate in seminars and conferences and continuously train both themselves and our team.

We apply the knowledge we have gathered with regards to 3D-modelling, BIM, visualization, automation and data extraction during the various phases of the design process, from competition and sketch design to implementation phase. We have recently also engaged an external consultant who produced new Revit templates and audited our library content. We continually strive to enhance our services using digital tools to supplement our hands-on client centric culture.

We have developed a Revit/BIM Management Plan (BMP) which is customised for each project and sets out the client's project requirements, processes and stakeholders and consultant collaboration throughout your project. The BMP also identifies the use of standard templates, content and processes for integration of consultant information, ensuring smooth coordination of all disciplines.

### Project Delivery

Our BIM workflow allows us to deliver projects from inception and feasibility through to on site to ensure continuity and peace of mind for our clients. Our team is knowledgeable and experienced with industry standard building contracts and procurement methods and can advise on the most suitable implementation for each specific project. Custance undertakes and tailors Revit and BIM workflows to match the chosen procurement strategy for specific company processes, milestones, budget and deliverables.

### 3D Printing

Custance utilises 3D printing throughout the design process. A 3D print makes your ideas tangible. By printing a building, you have a detailed scale model in your hands that everyone can understand. It is sometimes difficult to make a good representation based on just drawings. The scale model brings your

ideas to life and is an important tool in attracting potential customers or investors.

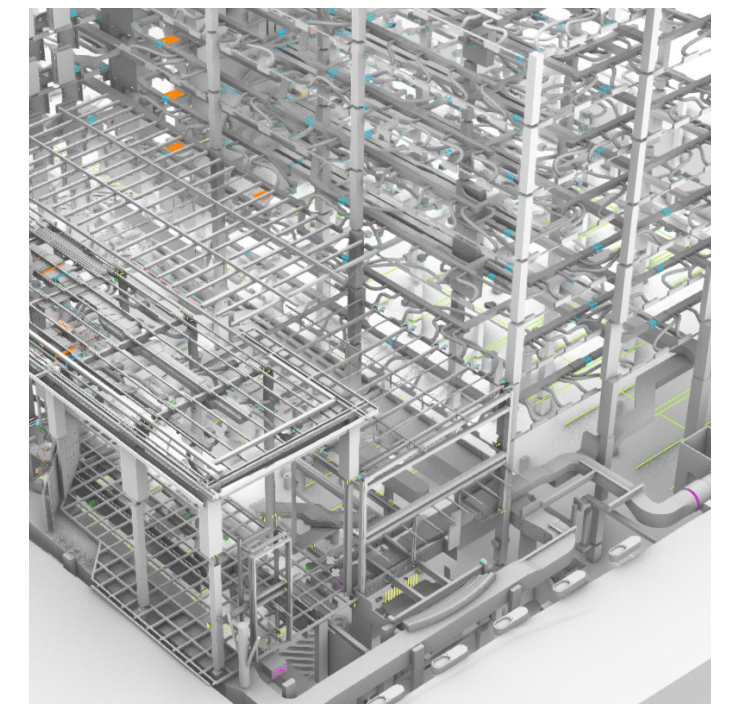
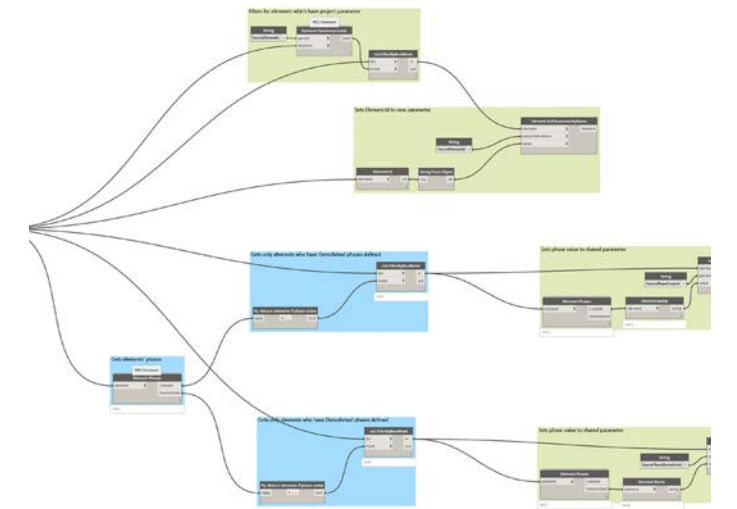
In addition to communicating ideas with customers, the print is also a proof of concept. 3D printing offers the possibility to quickly make prototypes. You can easily change textures, finishes and colours. By detecting errors early in the process, you prevent high costs and stress later.

### Virtual Reality

Due to our use of Revit for 3D-modelling, we are able to offer a range of virtual reality (VR) solutions dependant on the individual client and project requirements that range from high end marketing VR with our partners, through to our in-house design development environments with the Enscape software platform. These afford opportunities to add a point of difference to any sales and marketing strategy and offers our client and stakeholders the ability to explore and really understand the design ensuring efficient design development processes, resulting in significant time savings. We are strong believers in continuously testing and refining our designs to achieve the very best user outcome and virtual reality helps to experience the building as part of the design process.

### Quality Assurance

Custance culture of striving to constantly improve results in high satisfaction among our clients and ensures the development of long-term relationships. As part of our ISO 9001 accreditation, Custance is continuously improving its Quality Assurance systems across all business activities. This is especially true of our BIM policies and systems and we have a developed BIM Management Plan (BMP) which sets out the client and project requirements and processes and how we collaborate with stakeholders and consultants throughout every project. The BMP also identifies use of standard templates, content and processes for integration of consultant information, ensuring smooth coordination of all disciplines. Our dedicated BIM technologies working group updates our workflows with all advances in technology, processes and legislation and undertakes regular training and upskilling to ensure we are kept at the forefront of BIM implementation.





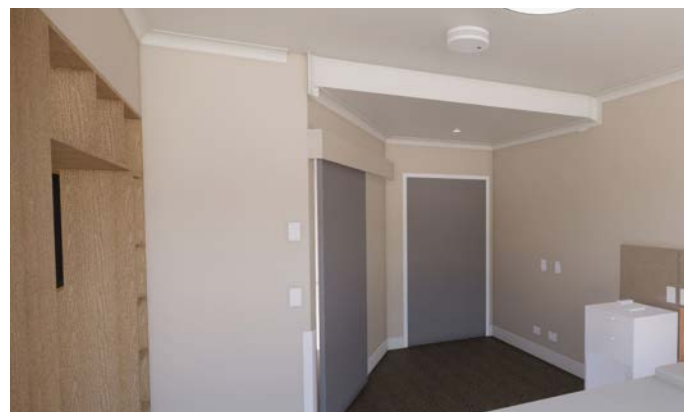
## ENSCAPE

Enscape integrates seamlessly into our Revit 3D software. One click starts Enscape; you are just seconds away from walking through your fully rendered project – no uploading to the cloud or exporting to a separate program. Any changes you make in your CAD program are instantly visible in Enscape.

Enscape accelerates our workflows to lightning speeds, with real-time link and super-fast rendering times.

Enscape is an invaluable tool for Custance and allows us to make informed design decisions and to quickly trial and test a design change.

A perfect tool to be used in Client meetings and project team workshops to allow understanding of the proposed building instantly. Allows us to make sure all of the design team are on the same page.. The live updates make it possible to incorporate and visualise client feedback instantly.



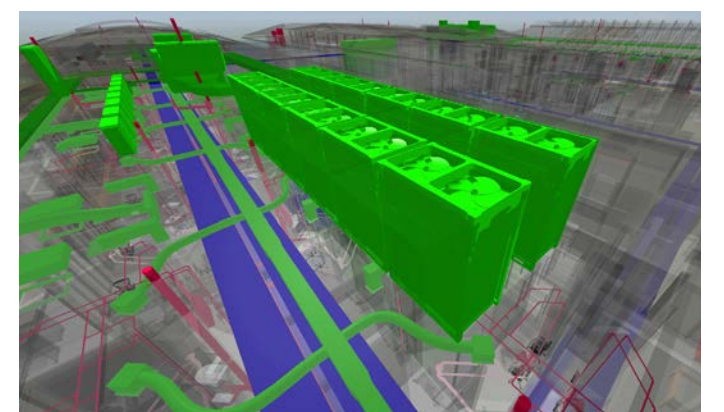
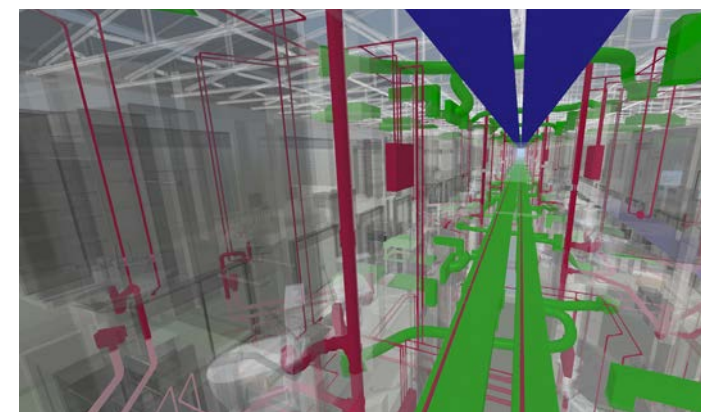
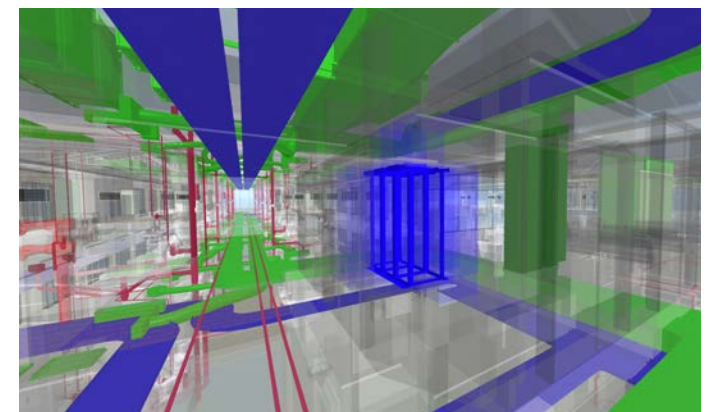
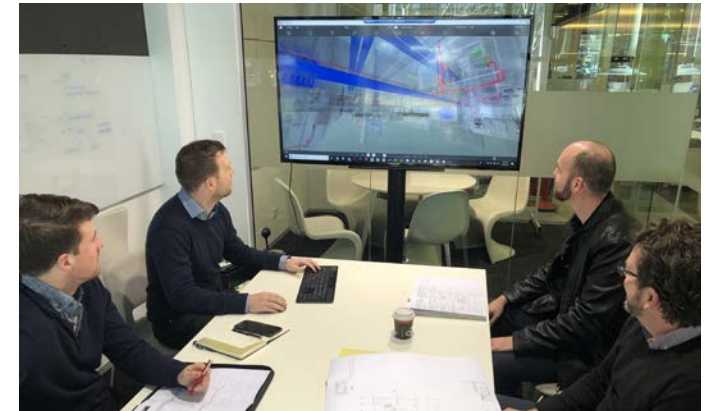
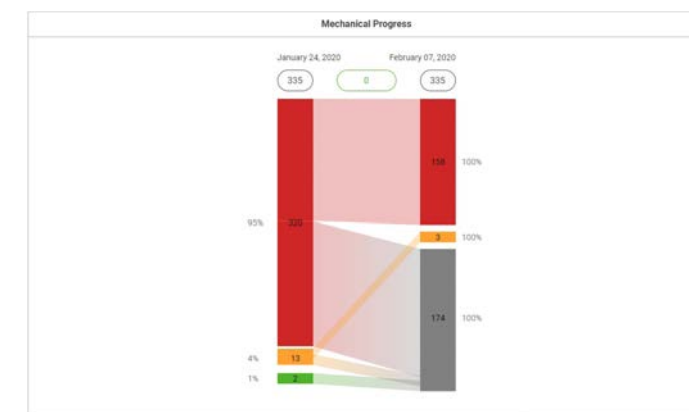
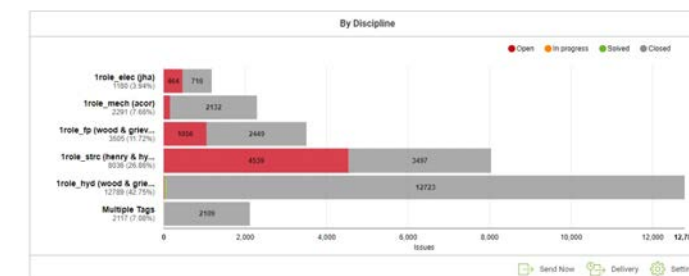
## REVIZTO

For large, complex projects we also utilise Revizto, a cloud based model collaboration tool, which allows us to assign and track co-ordination issues and tasks.

This is a significant benefit for allowing all parties to view the model and enhances project understanding, as well as providing feedback as the design develops.

Revizto is an easy to learn, user friendly software which we encourage all of our project team to use. We are able to issue licenses for use by our client and project management teams, which does not require the use of Revit.

Revizto allows the creation of management charts to control and analyse any aspect of the project including coordination progress, consultant activity and resolution of clashes in a timely manner (see examples below)





REVIT MODEL IN ENSCAPE - OPAL, MARSDEN PARK RACF





## ROOM DATA SHEETS

Custance have extensive experience in working with detailed Client Room Data Sheets. We understand the importance and value of standardisation for surety of product and ensuring the expected quality time and time again.

Custance have already built 'kit of parts' (KOP) aligned to major aged care providers' RDS and have included an example of a single room and associated ensuite. This is the level of Revit modelling for use with modular repetition that will bring value and efficiency to aged care projects.

We have included an example of an automatically generated schedule from Revit that can be generated for every room to provide surety of coordination of all services within each room and act as a return brief to our Clients.

The following projects are examples where Custance have successfully worked with detailed room data sheets:

- Opal, Marsden Park
- Opal, St. Clair
- Necropsy - University of Sydney
- Land and Housing Corporation
- Queensland Diagnostic Imaging
- Aldi Supermarkets
- Ausgrid Warehouse
- Westfield Kotara
- 197 Church St, Parramatta
- Icon, Brisbane
- 100 Balmain

## BEDROOM - SINGLE - TYPE A2 (LEFT HAND SIDE END BEDROOM)

## ARCHITECTURE &amp; INTERIOR

Size (m<sup>2</sup>):

- Each single bedroom **approx 22-27** is 21.75m<sup>2</sup> internal including ensuite. **Ensuite pelmet to be hinged for easy door replacement.**
- Min grid width **4900** 4100mm from centreline to centreline of bedroom party walls, to all single Bedrooms. Adjust as required for actual wall thickness to maintain internal room clearances from internal face of walls.
- Min length 5800mm from inner face of ensuite / corridor wall to inner face of exterior window wall.
- Minimum clearance of **8700** 3370mm from front face of robe to face of wall at resident bedhead opposite.
- Minimum 3300mm long unobstructed wall required at resident bedhead from end of ensuite to exterior wall inner face.
- Refer to plans for critical minimum dimensions.
- Minimum bedroom ceiling height 2700mm from FFL, except at bulkhead to ensuite wall where ceiling height is 2500mm.

## Function:

- For high care and immobile residents
- Sound insulation in accordance with BCA Part F5, Clause F5.4

## Occupants:

- Residents with varying degree of mobility, with low to moderate dementia

## Relation to other areas:

- Ensuite adjacent, with line of sight from bed to WC pan

## Wall:

- Either stud walls with columns (if load bearing) or load bearing with false wall in front (top hat and PS) to allow for services provision where required (bedhead wall and TV wall section)

## Skirting:

- 150mm painted timber skirting for non-dementia specific bedrooms
- 150mm covered vinyl skirting for dementia specific bedrooms. Refer to interior design schedule for skirting colour

## Ventilation:

- Naturally ventilated & Air conditioning
- OAC to determine ducted A/C or split system A/C for resident bedroom on each project
- A/C controller panel wall mounted next to light switch near bedroom door @1500mm to centre from FFL

## Windows:

- Operable windows - either sliding or casement. Opening restrictors to windows above ground floor level as per regulations [TBC]
- Additional high level window above bed where possible to corner / end bedrooms, for additional light. Preferably fixed not operable

## Window size:

- Window to be centred between bedhead wall & robe opposite. Windows not centred to allow a consistent rhythm on the external facade
- Width - **2000mm minimum** 2410mm wide windows provided to match doors on ground floor to provide a consistent facade rhythm. Wider preferred if possible. Opal to approve
- Height - 2100mm minimum. Top of window to finish @ 2400mm from FFL
- Sill - bottom window sill at max 300mm from FFL. Sill profile to finish flush with window architrave. Architrave to be painted plasterboard.
- \*See general window requirements to front section

## Ceiling:

- Min bedroom ceiling height 2700mm (excluding entry passageway except at bulkhead to ensuite wall where ceiling height is 2500mm)

**Picture Hanging:** Proprietary picture hanging system to bedhead wall only. Contractor to nominate proposed system for Opal Aged care (OAC) approval

**Floor Finish:** Vinyl or carpet, as per interior designer's schedule

**Wall Finish:** Paint, or wall paper if specified by interior designer's schedule

## FURNITURE, FITTINGS &amp; EQUIPMENT

## Group 1: Supplied &amp; installed by Contractor

All joinery items below:

- 1 x Wall mounted bedhead panel - refer to drawings
- 1 x Wardrobe 2200mm h x 1500mm w x 600mm deep. 150mm h kick plate with 50mm setback to both front and any exposed side. Refer to drawings. Painted plasterboard bulkhead over - Shadow angle above robe to bulkhead.
- Note: all resident keys to lockable cupboard within the robes to be keyed to differ. Staff to have a master key in the event that a resident loses their key.
- 1 x 150mm wide side panel next to robe on window side only. In single rooms - see attached drawings.
- 1 x Built in shelves above TV 1650mm w x 350mm h x 350mm deep, with cable slot at the back centre of bottom shelf for Frontal / equipment chords to connect to TV - see attached drawings
- 1 x built in stack of shelves adjacent to TV on Ensuite wall 1850mm h x 350mm w x 350mm d. Cable holes to the side of top 2 shelves (to TV side) for equipment chords to pass across to TV if required.
- 1 x Painted MDF window pelmet to span width of room (bedhead wall to robe bulkhead). (Curtain and curtain tracks by others). Pelmet 200mm d with 150mm clear internal space to wall for curtain tracks etc. Cornice fixed at ceiling line to front of pelmet.

## Bedroom signage panels:

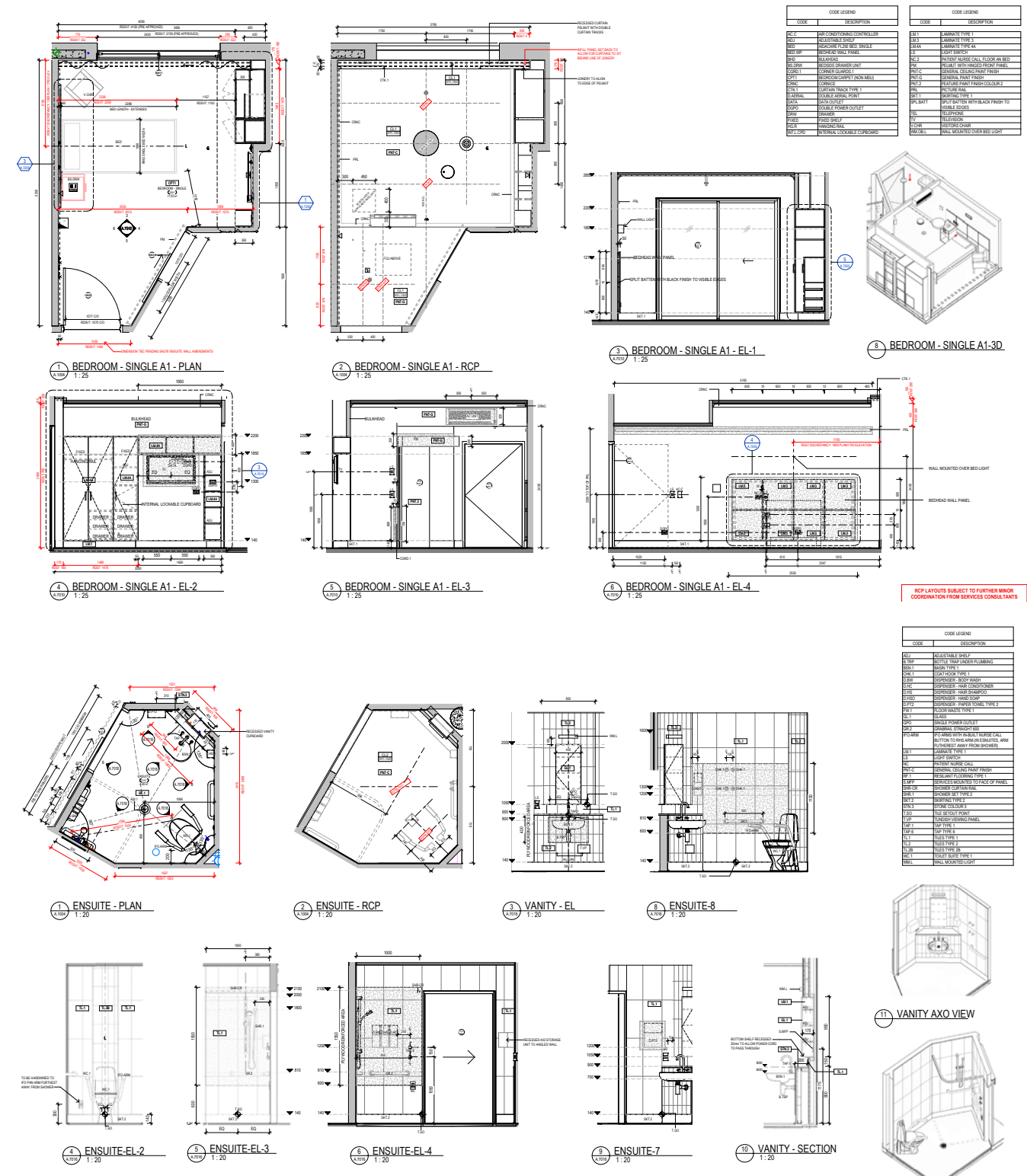
- 1 x Signage panel per bedroom outside bedroom door for non-dementia specific bedrooms. Refer to drawings
- 1 x Lockable Memory Box per resident outside bedroom door, recessed into wall - for Dementia Specific bedrooms. Refer to drawings
- Note: All memory boxes to be keyed alike (staff to retain memory box keys)

## Group 2: Supplied by Proprietor, installed by Contractor

- 1 x Flat screen TV including adjustable support bracket (1 per resident). Min size 43 inch TV

## Group 3: Supplied &amp; installed by Proprietor

- 1 x Bed, Hi-Lo electric (1 per resident)
- 1 x Bedside lockerdrawer unit (1 per resident)
- 1 x Chair - visitors (1 per resident)
- 1 x Telephone (by OAC) (1 per resident)
- 1 x over bed table
- Window curtains





## QUALITY, SAFETY AND ENVIRONMENT

### Quality Assurance

Custance culture of striving to constantly improve results in high satisfaction among our clients and ensures the development of long-term relationships. As part of our ISO 9001 accreditation, Our certification is included below.

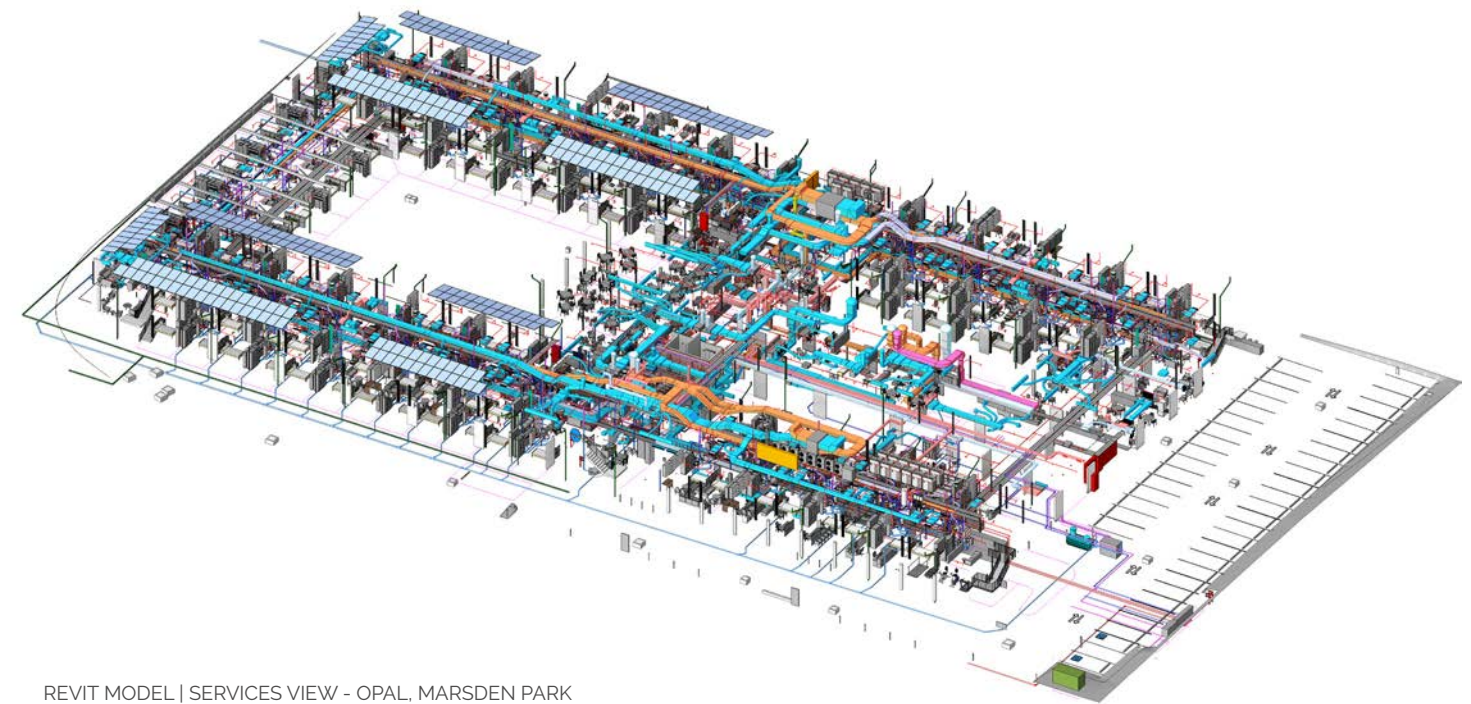
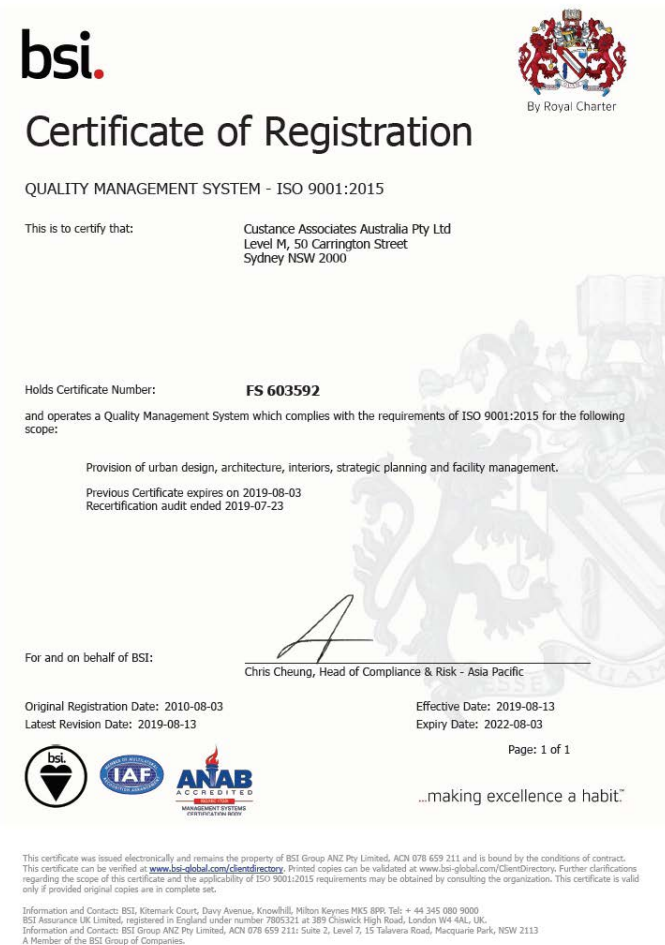
Custance is continuously improving its Quality Assurance systems across all business activities. This is especially true of our BIM policies and systems and we have a developed BIM Management Plan (BMP) which sets out the client and project requirements and processes and how we collaborate with stakeholders and consultants throughout every project. The BMP also identifies use of standard templates, content and processes for integration of consultant information, ensuring smooth coordination of all disciplines. Our dedicated BIM technologies working group updates our workflows with all advances in technology, processes and legislation and undertakes regular training and upskilling to ensure we are kept at the forefront of BIM implementation.

### Safety

Custance is committed to implementing a structured approach to workplace health and safety in order to achieve a consistently high standard of safety performance. We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by our operations. We also meet our obligations to our clients, their employees, visitors and users of our buildings and fitouts through Safety in Design. Safety in Design (SiD) is about integrating hazard identification and risk assessment methods early in the design process, to eliminate or minimise risks of injury throughout the life of a building. We are committed to ensuring we comply with the Work Health and Safety Act 2011 (the Act). We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards as far as possible. We have in place a WHS Policy and Safety Management Plan as well as templates for SiD reports which can be provided upon request.

### Environment

Custance is committed to conducting all its operations in an environmentally responsible manner. We have an Environmental Sustainability Policy, which aims to integrate a philosophy of sustainable development into all our activities and to establish and promote sound environmental practice in our operations and in the buildings and fitouts we design. A copy of our policy can be provided upon request. Our Senior Associate Ceilidh Higgins is a GreenStar Accredited Professional with the Australian Green Building Council. She is able to provide advice to our design teams and to our clients on sustainable design matters including certifications such as GreenStar and WELL Building.



REVIT MODEL | SERVICES VIEW - OPAL, MARSDEN PARK



ENSCAPE IMAGE | DINING / LIVING AREAS - OPAL, MARSDEN PARK



**AGED CARE + SENIORS  
LIVING PROJECTS**





## OPAL AGED CARE [RACF] - MARSDEN PARK

~~100% DOCUMENTATION PROJECT~~

**Sector:** Aged Care

**Size:** 8,500m<sup>2</sup> GFA

**Location:** Marsden Park, NSW

**Services:** Full Architecture & Interior Design  
& 100% Documentation Services

**Status:** ~~Construction Documentation~~

**Value:** \$32.5 million

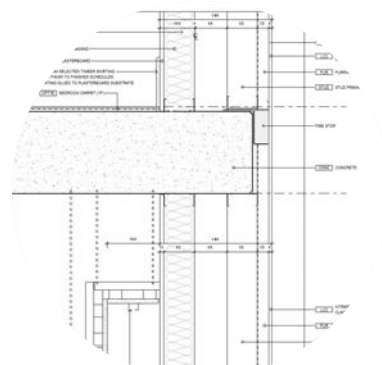
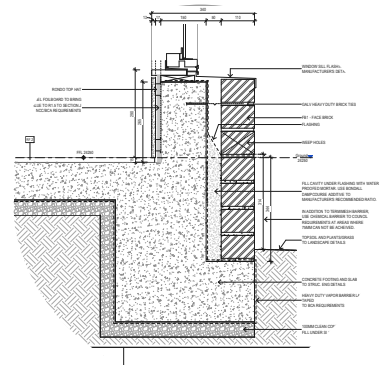
~~Custance have been appointed to work with Opal and Pact PM as lead consultant on an aged care development located within the Marsden Park community. The Home is a fully documented, two storey, 148 Bed RACF located in Stockland's Elara masterplan at Marsden Park.~~

~~The new residential aged care facility for Opal at Marsden Park incorporates some key themes identified in the client's brief. These include:~~

- ~~▪ Resident independence and choices~~
- ~~▪ Resident privacy and dignity~~
- ~~▪ Resident access to indoor and outdoor spaces~~
- ~~▪ Encouraging emotional regeneration~~
- ~~▪ Creating a homely noninstitutional building~~
- ~~▪ Creating visual and physical connections to nature and between residents~~
- ~~▪ Interaction between residents, families and the surrounding community~~
- ~~▪ Creating energy efficient buildings~~

~~The front of house, back of house and resident areas have been organised around three distinct courtyards. The Town Square courtyard serves as an extension of the main entrance, reception and café providing outlook and amenity and including a children's play space for visiting children and their parents. The MSU Garden provides a separate, private and secure programmed outdoor space for the MSU residents. The landscape design promotes healthy living encouraging connections to nature. The Main Courtyard provides extensive outdoor recreation space for all other residents whilst also ensuring high levels of daylighting, controlled solar access and natural ventilation to resident's rooms.~~

~~Roof gardens provide additional amenity and activity spaces to residents as part of the "Lifestyle Wing". This incorporates a shaded bowling green and outdoor dining room. The facility is planned as five resident neighborhoods or building "wings" each with between 16 and 36 beds. This provides the optimum living model for residents and operational model for staffing. A centrally located main building houses the common spaces such as the living and dining rooms and food serveries. This building serves as the "main house" being the major destination for residents on a daily basis. Buildings are orientated north to south ensuring the optimum level of solar access and daylight. More than 95% of resident rooms face north, west or east. All resident living and dining spaces are orientated towards north to ensure the highest level of amenity to these important hub spaces used throughout the day.~~





## OPAL AGED CARE [RACF] - ST CLAIR

~~100% DOCUMENTATION PROJECT~~

**Sector:** Aged Care

**Size:** 7,500m<sup>2</sup> GFA

**Location:** St Clair NSW

**Services:** Full Architecture & Interior Design  
& 100% Documentation Services

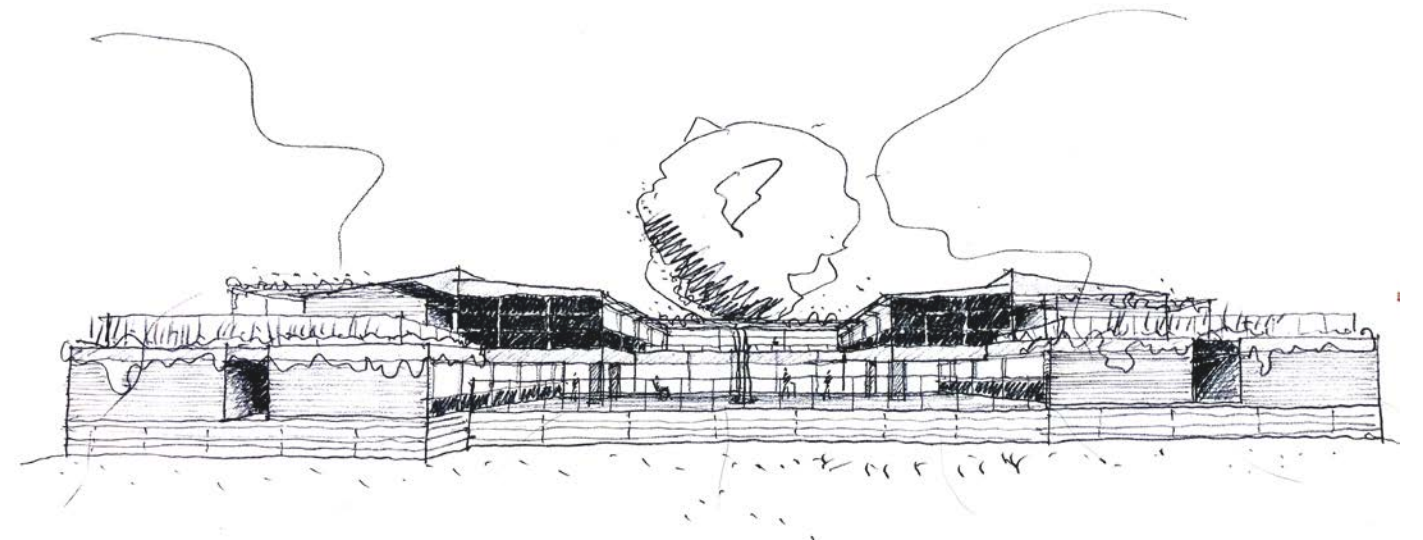
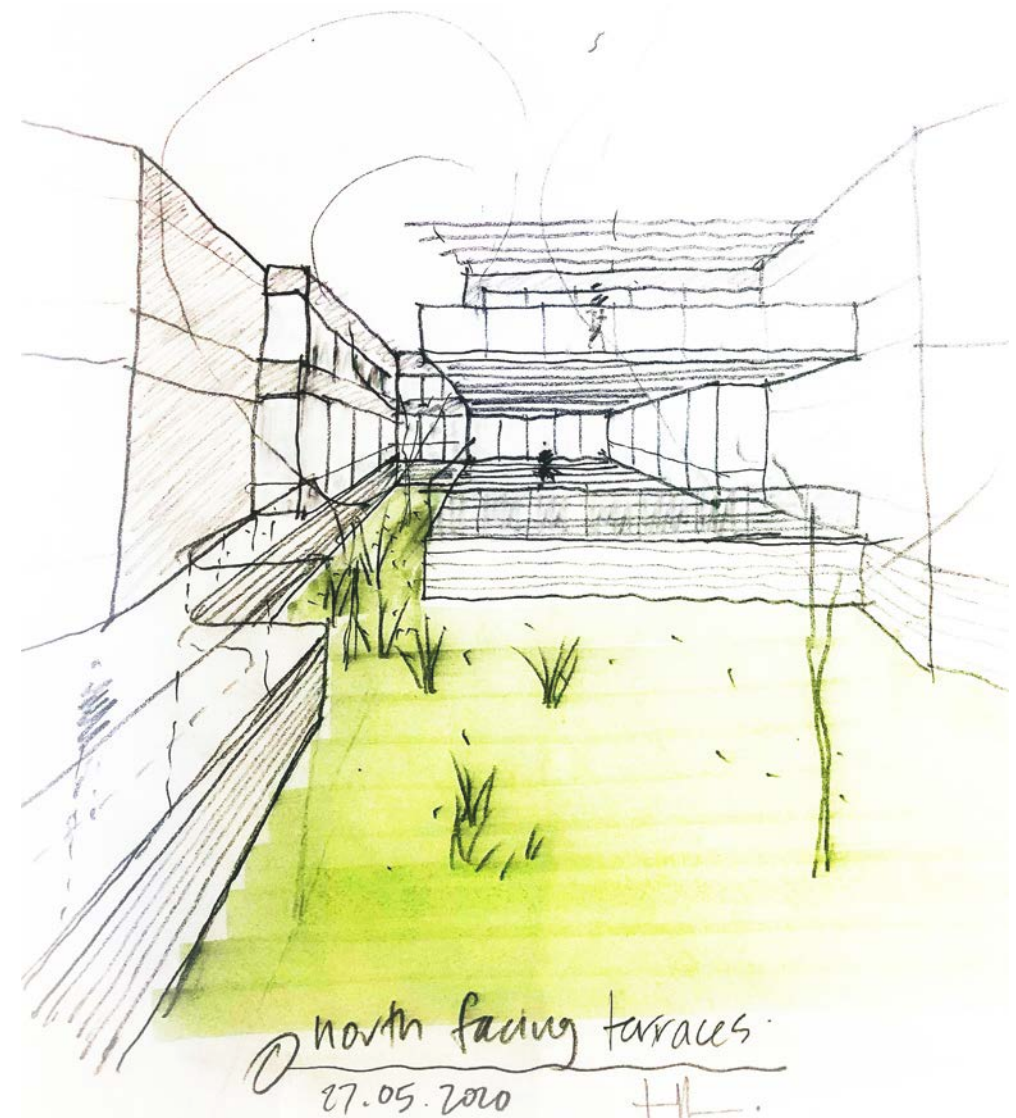
**Status:** ~~Schematic Design~~

**Value:** \$27 million

~~Custance have been appointed to work with Opal and Pact PM as lead consultant on an aged care development located within the local St Clair community. The home will be a fully documented, two-storey, 120-bed facility.~~

~~The RACF is to accommodate High Care residents, with a dementia wing of 16 beds. The car parking area is to be on grade. The design of the facility is to be domestic in character and scale - the bedrooms will be single rooms with single ensuites, with the opportunity for suites and or companion rooms as required. All new infrastructure services are to be integrated into the RACF, with parking to accommodate staff, residents and visitors. The RACF will possess kitchen and laundry facilities with serveries.~~

~~External areas will include landscaping, parking, service entry, outdoor resident areas, shaded areas, dementia courtyard, and a main entry porte-cochere. The RDS Masters Schedule (V7) outlines the facilities key areas which include the main entry / reception and activated 'town centre', residential bedroom wings (and associated support services) residential living areas, residential memory support unit (MSU), back of house services, loading dock and facility goods deliveries and carpark and services entry.~~









## ENGADINE APARTMENTS / SENIORS LIVING

**Sector:** Multi-unit Residential / Seniors

**Size:** 119 units

**Location:** Engadine, Sydney

**Services:** Full Architecture & Interior Design

**Status:** Built

**Value:** \$35 Million

~~Bounded by the Royal National Park to the east and Heathcote National Park to the west, the site sits within the Commercial Core Precinct of Engadine. The precinct is undergoing a transition with a future desired character which focuses on retail, commercial, residential and civic functions.~~

~~The first building facing Old Princes Highway is six storeys in height including a retail/commercial podium for street activation.~~

~~The second building (centre of site) is identified as the 'Cultural' building and is five storeys in height. The third building (rear of site) is identified as the 'Seniors Living' building and is also five storeys in height. The building is accessed via single loaded cores that have open aired galleys to each apartment. Creating communal environment and meeting requirements throughout the development was fundamental in the design process.~~





## BUPA [RACF] - NARWEE

**Sector:** Aged Care

**Size:** 5,000m<sup>2</sup>

**Location:** Narwee, Sydney

**Services:** Full Architecture & Interior Design  
& Documentation Services

**Status:** D+C Tender Stage

**Value:** \$35 Million

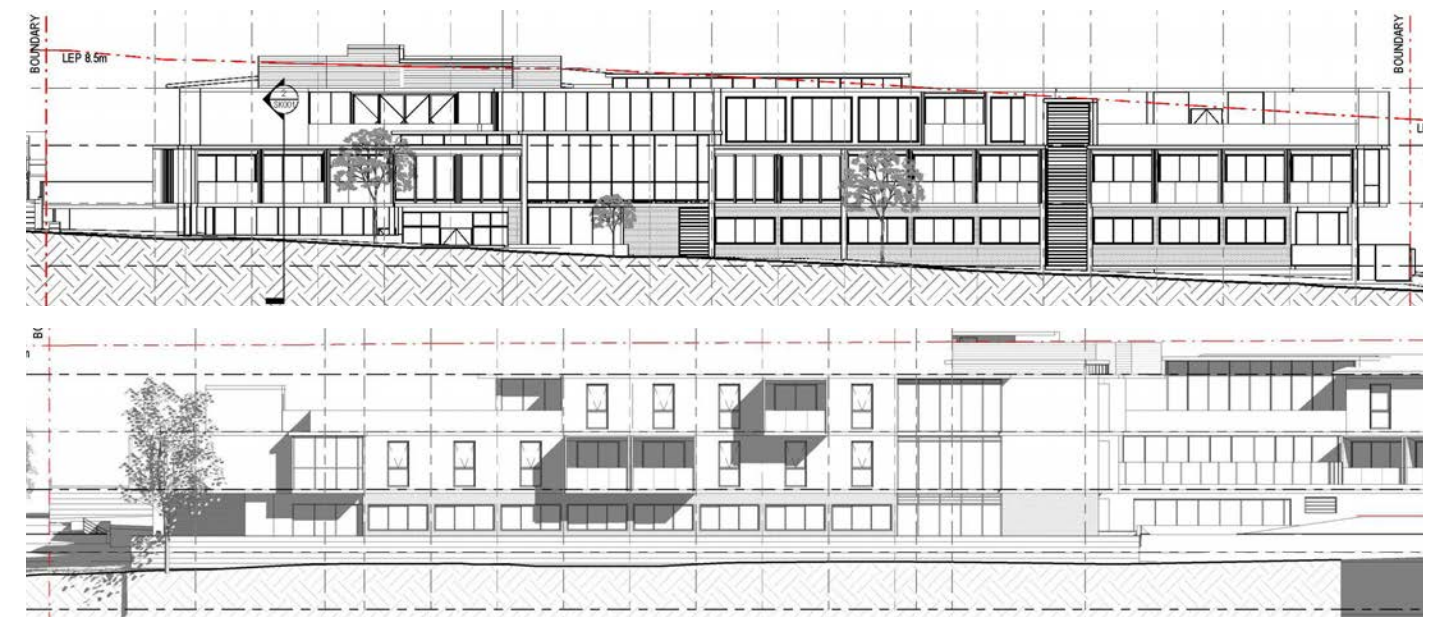
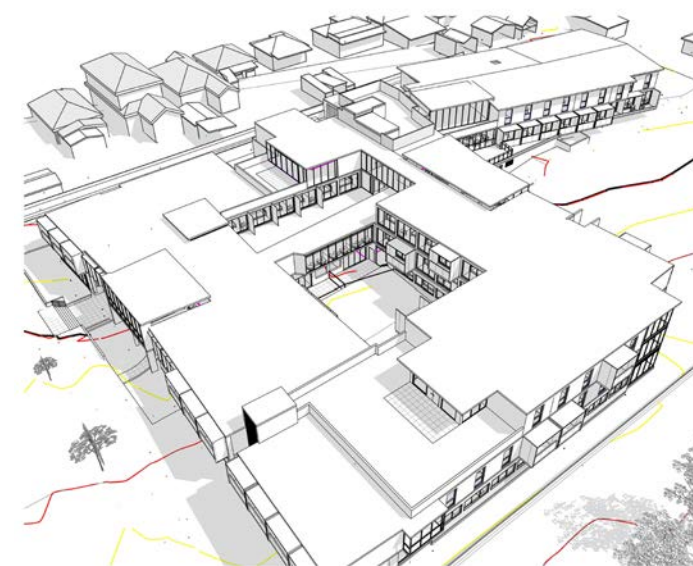
~~In 2017 Bupa committed to delivering an aged care facility in the suburb of Narwee, located within a residential precinct just off the M5 motorway. Demand for a community based facility in the area was high, with the existing facility unable to keep pace with demand and facing a myriad of compliance and safety issues.~~

~~The facility was closed and demolished to make way for a modern 144 bed RACF that could incorporate community services, residents living with dementia and high and low care. The client outlined their vision to deliver a leading edge model that would create a precedent for their future residential facilities whilst still working with the constraints of the site and Bupa's spatial requirements.~~

~~Without compromising on design standards, Custance were able to incorporate fresh and innovative ideas into the designed scheme. Key points were visual connection to the outdoors from anywhere in the building, corridors with active ends, and diversity of open spaces providing varied outlooks with inclusion of natural materials, abundant light, vertical and horizontal visual connection and upper level gardens creating tranquillity and ambience for the upper level occupants. To ensure minimal variations on changes to the documentation, Custance managed and coordinated all the specialist consultants on the project. The package submitted for DA was a completely co-ordinated and integrated set of drawings, at a standard equivalent to construction certificate compliance. The package was delivered within programme with no variations requested by the architects.~~









## BUPA [RACF / ILU] - PAGEWOOD

**Sector:** Aged Care

**Size:** 3,700 m<sup>2</sup>

**Location:** Pagewood, Sydney

**Services:** Briefing, Concept, Detailed Design

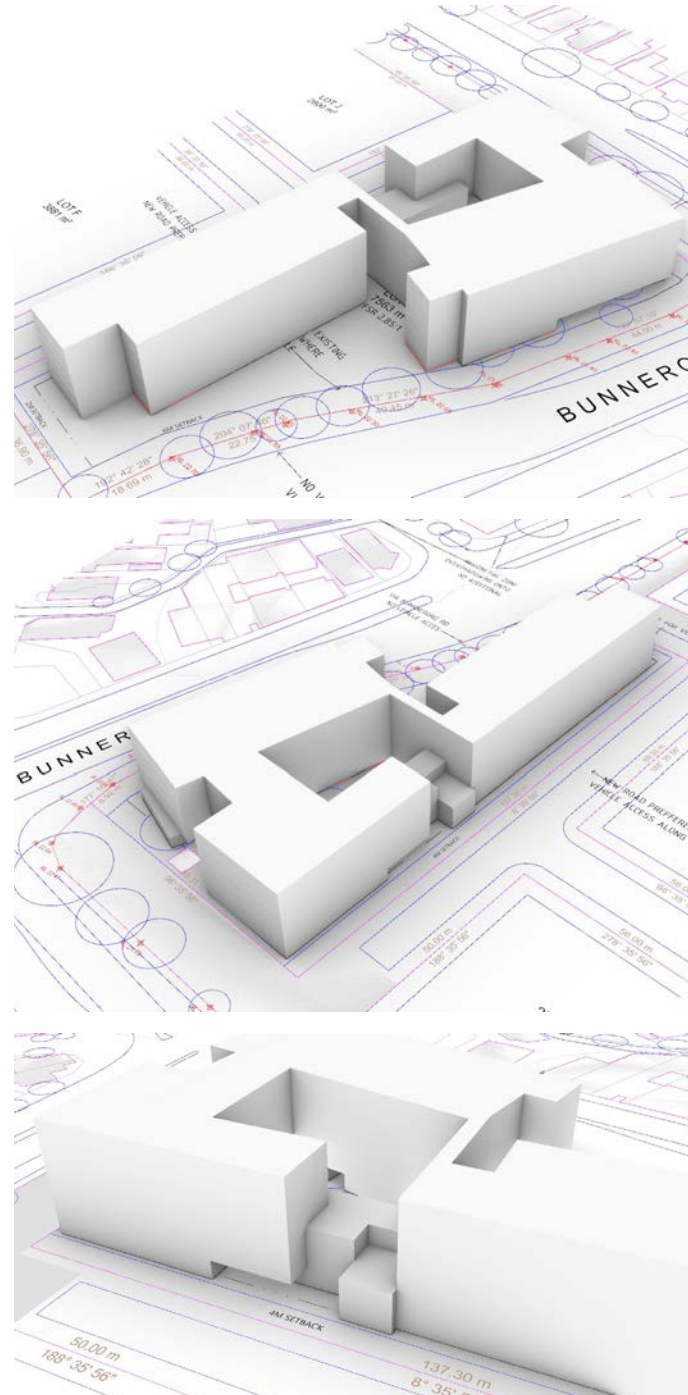
**Status:** Feasibility

**Value:** \$13 million

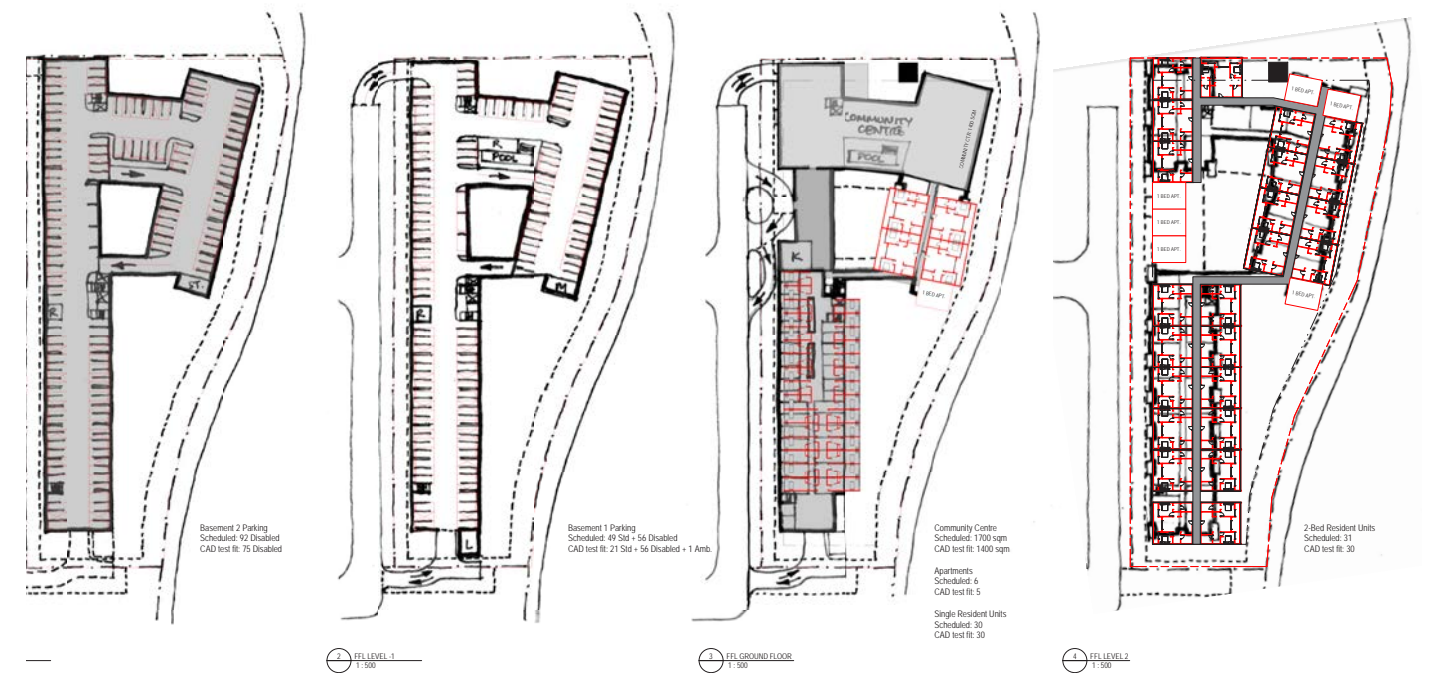
~~Working with a vision of delivering significant intergenerational contributions to housing supply,~~

~~Bupa were offered an opportunity to provide a combined ILU/RACF on a site as part of an overall master plan.~~

~~Custance undertook rigorous assessments to determine the feasibility of an integrated development. The integrated ILU/RACF typology was a new business model for Bupa. Difficult site constraints and yield expectations were some of the issues dealt with during the feasibility.~~



PERSPECTIVE VIEWS



SKETCH PLAN



MASTER PLAN



## BUPA [RACF] - MAROUBRA 1

**Sector:** Aged Care

**Size:** 7,900 m<sup>2</sup>

**Location:** Maroubra, Sydney

**Services:** Briefing, Concept, Detailed Design

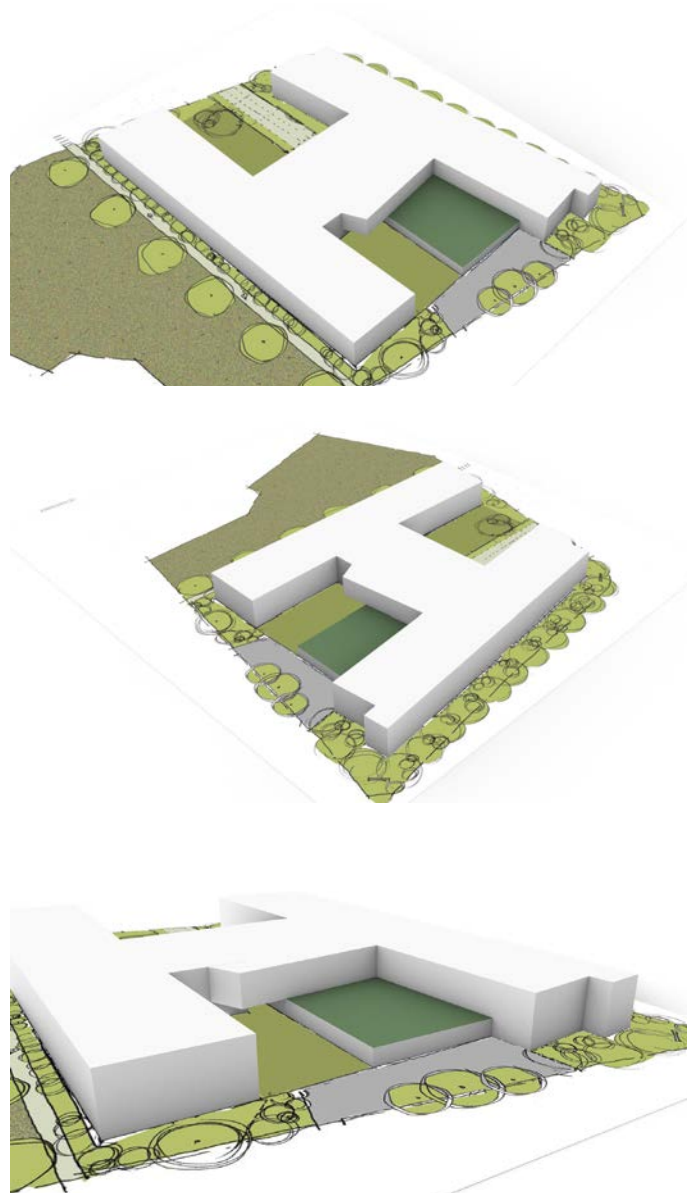
**Status:** Feasibility

**Value:** \$18 million

~~Custance were asked to provide a feasibility and business case study for the site. Working with BUPA, the masterplan included a RACF.~~

~~The influence of the 'H' shape was derived in part from the walk up 1960's style apartment typology, the two longer legs of the 'H' being the typical 60's apartment footprint (long, elongated and generally orientated east-west) with the central area connecting the two legs and encapsulating the Maroubra Beach lifestyle with fresh, clean materials and plenty of air and light designed into the heart of the facility.~~

~~The 'H' design solution could easily be configured to accommodate the necessary services, entry, wellbeing areas and car parking. Placing these at ground level created a well defined floor plate allowing beds to be placed into wings and living spaces located centrally. All beds received either morning or afternoon sunlight with the open spaces enjoying northern sun.~~



PERSPECTIVE VIEWS



GROUND FLOOR



LEVEL 1-2



## BUPA [RACF] - MAROUBRA 2

**Sector:** Aged Care

**Size:** 4,660 m<sup>2</sup>

**Location:** Maroubra, Sydney

**Services:** Briefing, Concept, Detailed Design

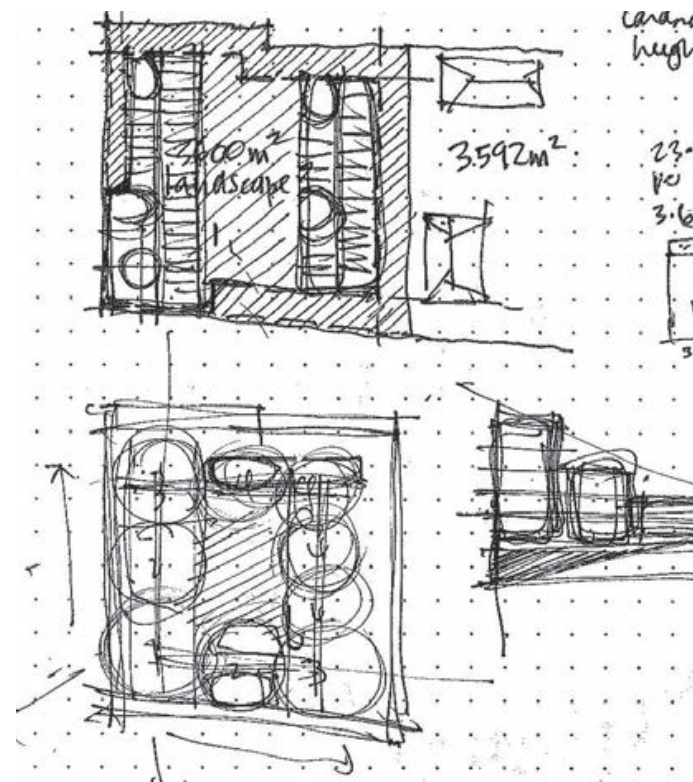
**Status:** Feasibility

**Value:** \$16 million

~~On A BUPA-owned site set in the eastern suburb of Maroubra, Custance were asked to provide a design solution for a new RACF.~~

~~Given the constraints of the site, the solution was based around European building typologies. Inspiration for the concept came from extending the Active Street Edge to site and an east-west finger-like post-war building typography was utilised.~~

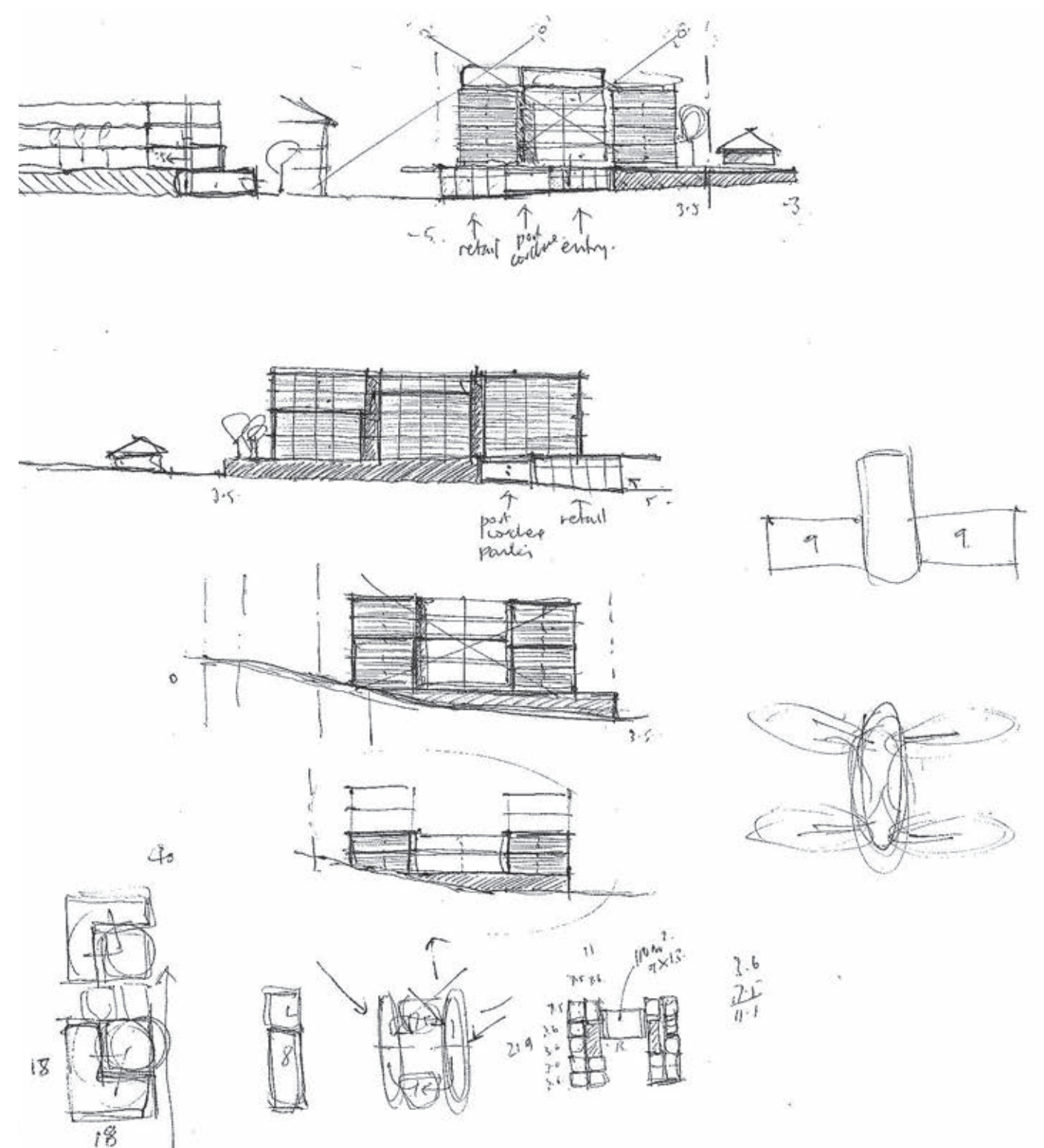
~~The massing was articulated to break the building form into smaller compartments in relation to the smaller scale residential character, the podium serving as a base to the building, with entry to parking and foyer at a lower level.~~



CONCEPT SKETCHES



GROUND FLOOR PLAN



CONCEPT SKETCHES



## AVEO [ILU] - PENINSULA

**Sector:** Aged Care

**Size:** 10 ILU's

**Location:** Bayview, Sydney

**Services:** Briefing, Concept, Detailed Design

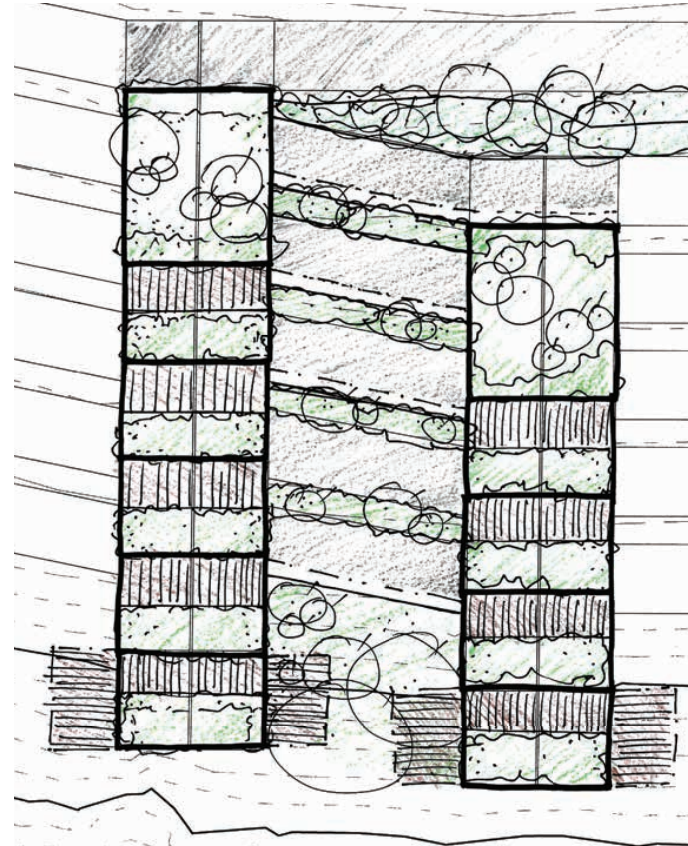
**Status:** Feasibility

**Value:** Undisclosed

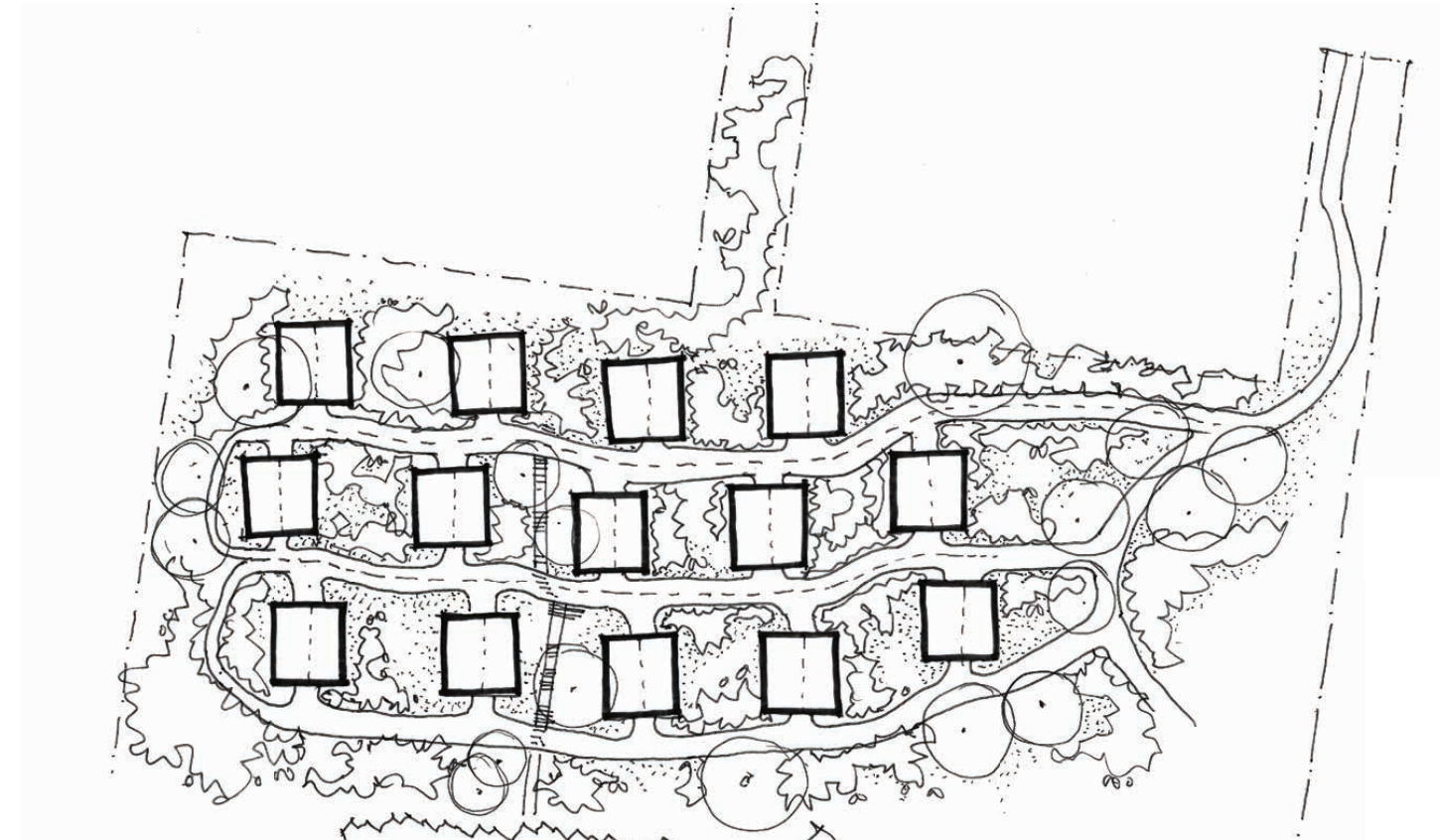
Custance were approached by AVEO to provide design innovations for several of their sites in Bayview, all with difficult terrain issues and engineering complexities.

The AVEO Peninsula project involved providing an ILU development on a steep site with accessible parking and amenities crucial to the success of the project. The need for existing trees to be retained added to the complexity.

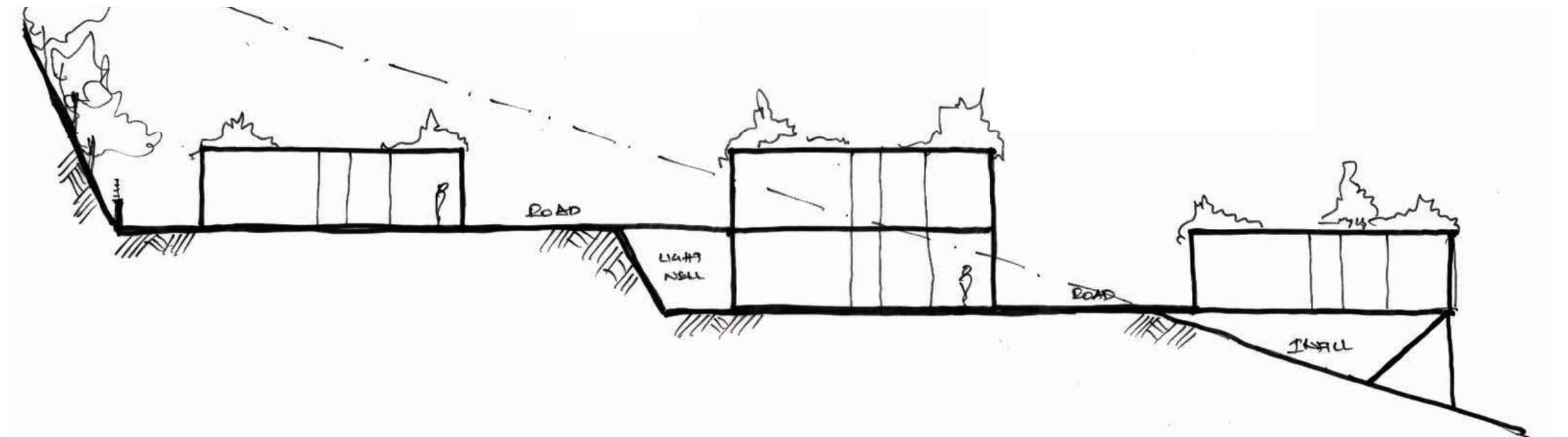
The ILUs were created in a 10 unit stepped built form configuration with direct road access to individual units. 5-6 major roads in a network lead directly to the ILU parking bays with potential for visitor parking opposite the units. The road network doubled as a pedestrian network with a pedestrian walkway throughout the site. Roof top gardens and landscaping balanced the impact created on site. Each ILU was designed as a two bedroom, two bathroom + study with private parking and an external deck and terrace overlooking the valley, with the layout allowing for good natural light and ventilation.



LINEAR UNIT CONFIGURATION



SEPARATED UNIT CONFIGURATION





**SELECTED PROJECTS**





## 60 UNION STREET, PYRMONT

100% DOCUMENTATION PROJECT



**Sector:** Commercial

**Size:** 20,000 m<sup>2</sup>

**Location:** Pyrmont, Sydney

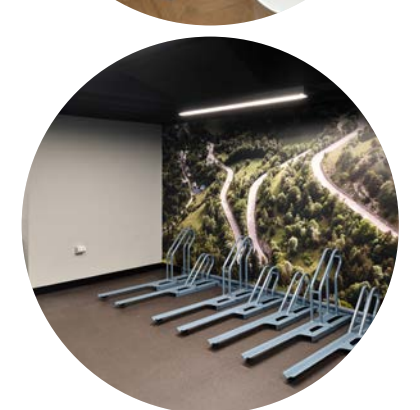
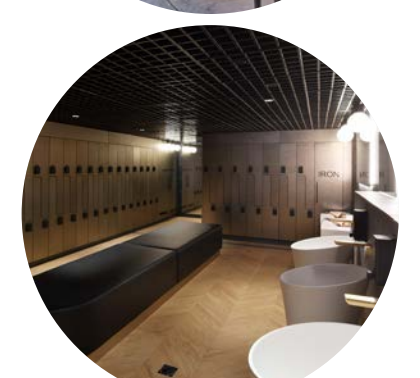
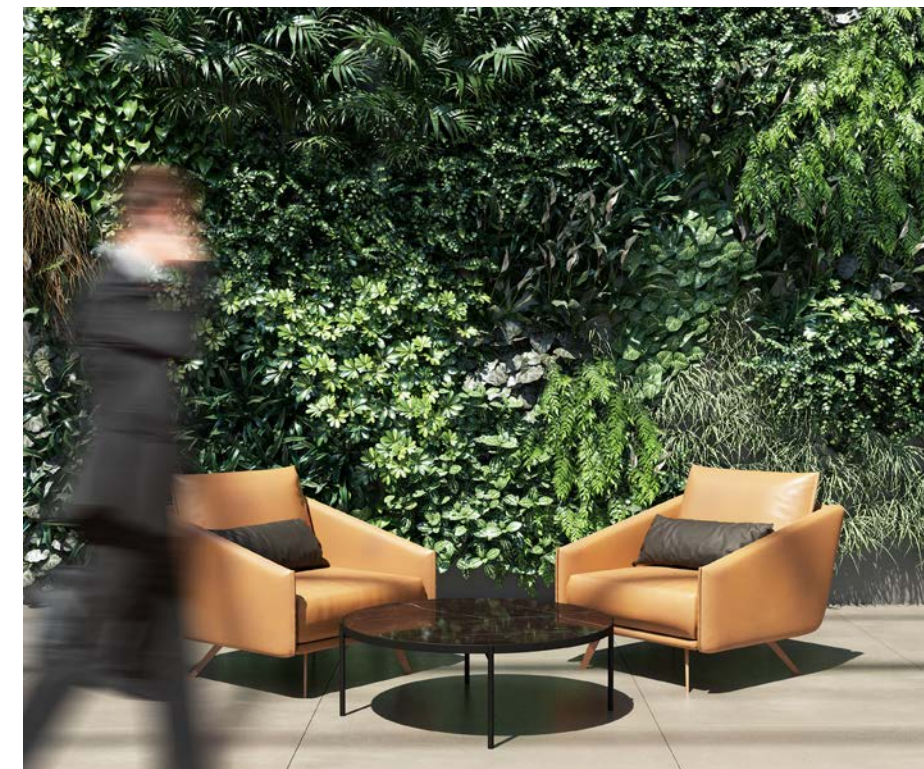
**Services:** Full Architecture & Interior Design services including consultant co-ordination

**Status:** Built

**Value:** \$50 Million

**Custance were engaged by AFIAA, a Swiss Investment company, to reposition the existing building as a true A Grade facility and a viable alternative to CBD competitors.**

The entire 17,000m<sup>2</sup> of commercial space was upgraded with new services, finishes, core toilets, lift lobbies and a new luxurious basement End of Trip facility. A new two-story grand entry lobby was developed with a custom designed perforated screen to mark the Pyrmont gateway corner. The lobby includes a naturally ventilated atrium with a three-storey green living wall. The basement retail level was also completely refurbished. Currently Custance is undertaking the Level 8 Rooftop design with a multi-functional space. This can accommodate for yoga classes in the morning, day-time events and evening movie nights overlooking the harbour.





## CHALLENGES

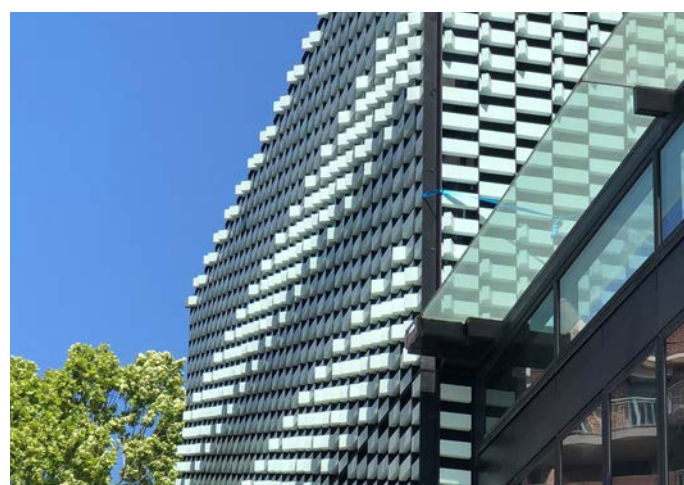
- Upgrading existing building to align with current and future office culture and working environments
- Design solution for the entry building
- Services integration
- Location and integration of world class EOT facilities
- Fire/smoke resolution for lower floors
- Managing some consultants who underperformed to ensure program and documentation facets were met.

## VALUE ADD

- Incorporated/designed a façade system using "off the shelf" components. This was a value engineering solution that maintained budget and achieved a highly desirable architectural element for the building.
- Directors involved throughout the project, able to directly answer client/project manager enquiries and provide solutions as requested.
- Documentation thoroughly co-ordinated, design meetings every week to ensure that services were integrated correctly and efficiently into the design.
- The entire building was modelled in Revit. The model can be used in the future for BMS as required. The model also assisted the client and contractor to completely understand the project design intent and construction method.

## ENVIRONMENT and SUSTAINABILITY

- Complete overhaul of mechanical systems (cooling systems). Existing vents replaced to reduce ongoing costs on the tenants and building.
- Landscape elements (10m high green wall and trees) were installed to reduce VOCs in the foyer space.
- Mechanically controlled glass blades installed at either end of atrium. Building Manager able to control environment of foyer space throughout the year.
- New LED lighting installed in all commercial floors reducing costs and emissions for tenants and building.
- Fixtures and fittings in bathrooms all meeting minimum water requirements.





# 100 BALMAIN

100% DOCUMENTATION PROJECT

Sector: Residential + Heritage

Size: 3,400 m<sup>2</sup>

Location: Balmain, Sydney

Services: Full Architecture & Interior Design  
& Documentation Services

Status: Built

Value: \$50 Million

Custance were approached to design an adaptive reuse of the existing Unilever office building in Balmain, creating 25 residential apartments with 400m<sup>2</sup> of retail space and basement car park.

The heart of project philosophy was a harmonisation of old and new that provided a better outcome for the community, including the ability for the site to be utilised by the neighbourhood, with the key principle to work with an existing historic building and determine a connection with the new build. Primary considerations were optimal solar access and ventilation and sympathy and respect for the local context with the addition of an architectural element which adds "value" to the neighbourhood, giving back to the community in a design sense whilst responding and opening up to the existing park.





## CHALLENGES

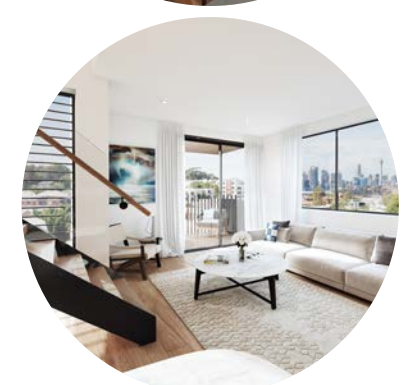
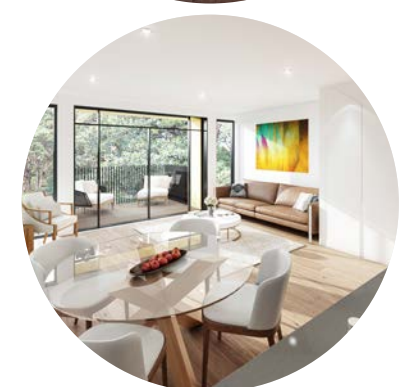
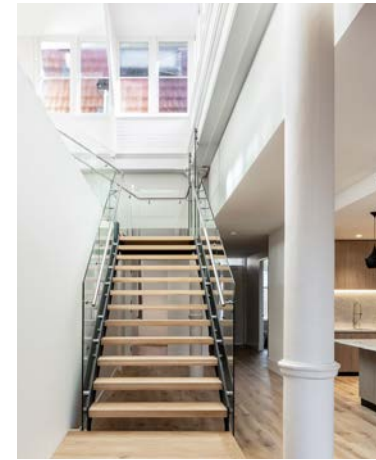
- Heritage item restoration and integration with adjacent new development
- Limited and difficult site conditions — accuracy was paramount
- Integration of new residential dwellings into heritage building
- Complete point cloud survey completed to ensure accuracy and design intent could be achieved over entire site.
- Parking access and design due to difficult site constraints.
- Planning and layout of new apartments given the constraints around the site.
- Designing a building that respected and fitted into conservation area — careful consideration of external materials
- Builder wanting to constantly change the detailing to reduce costs — designing a high-end product with a modest budget.

## VALUE ADD

- Entire development designed and documented on Revit
- Director on call to address any issues or design enquiries
- Flexible with details as long as the quality and aesthetics not compromised
- Custance were able to document and manage all consultants efficiently and effectively to ensure minimal variations occurred on site.

## ENVIRONMENT and SUSTAINABILITY

- Passive design solutions were provided to ensure amenity for each unit achieved solar access and natural ventilation
- Concrete floors provided additional mass to cool units in summer and heat in winter.
- Fixtures and fittings meet standards for minimal water usage
- Tanks provided on site to water garden and used to wash down external areas
- High rated insulation used throughout the development, in particular roof areas and external walls
- Substantial deep soil planting





## CROWN STREET HOTEL

### 100% DOCUMENTATION PROJECT

**Sector:** Boutique Hotel

**Size:** 1,500 m<sup>2</sup>

**Location:** Surry Hills, Sydney

**Services:** Full Architecture & Interior Design & Documentation Services

**Status:** Tender

**Value:** \$5 Million

**287-289 Crown Street forms the book end to a row of residential terraces and units. In the immediate surroundings of the building there is an eclectic mixture of architectural gems and ruins.**

The brief was to transform a budget motel into a high quality boutique motel & wine bar that will service the needs of city dwellers and international guests for years to come. To finance this conversion the owners required a capitalisation of their property which included an increase to the FSR and the height.

The building is refined and structured complimenting the pattern of terraces along Reservoir Street, with a signature roof representing the eclectic, artistic & creative community. The design of this roof feature enabled us to add more usable space while creating a distinctly recognisable building that contributes to the Crown Street precinct.

The new concrete, steel, glass and bronze building with a luxurious & seductive interior will create a unique experience where Art Deco is re-imagined and texture is brought to life.

### CHALLENGES

- Planning proposal put forward to increase the height and FSR.
- Constraints with the site, urban context and position along Crown Street all contributed to the challenges
- Services throughout the building required thorough co-ordination with the specialist consultants
- Branding for the new hotel. Branding specialists engaged to ensure the branding aligned with the design

- Value engineering the construction methodology to ensure the budget was retained
- Prefabrication options for construction were explored
- Construction methodology due to site location

### VALUE ADD

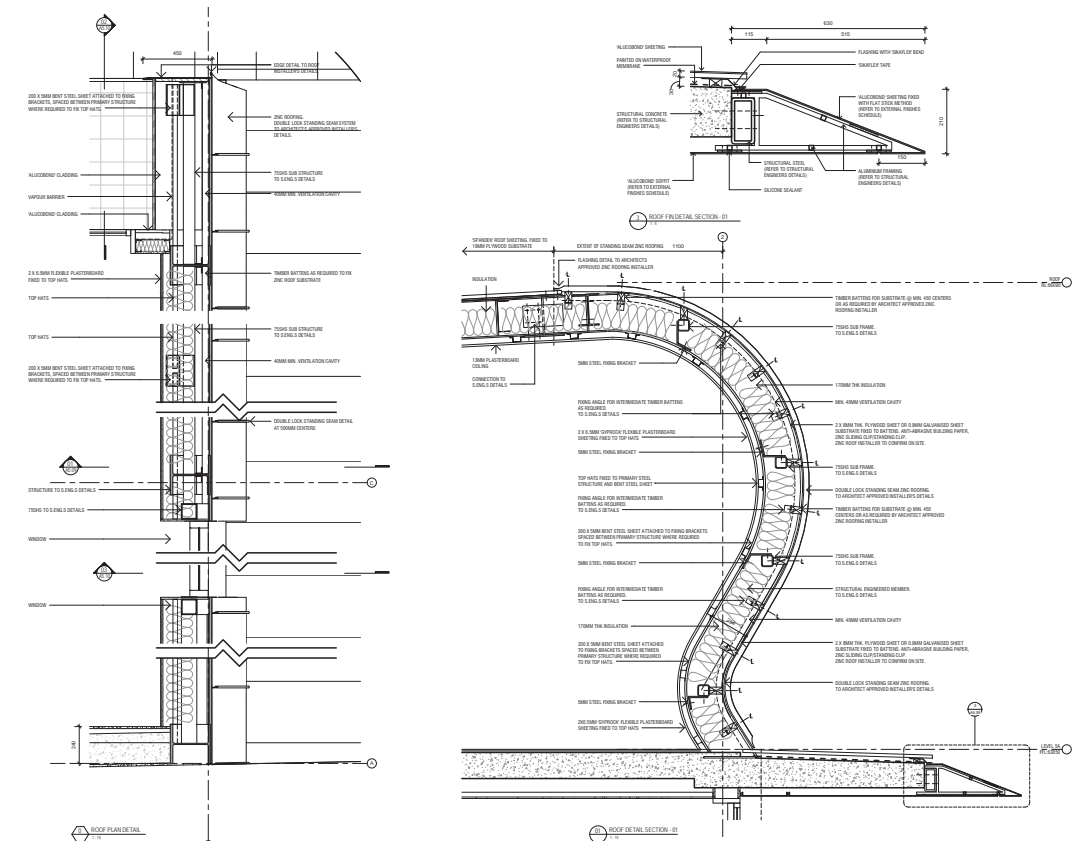
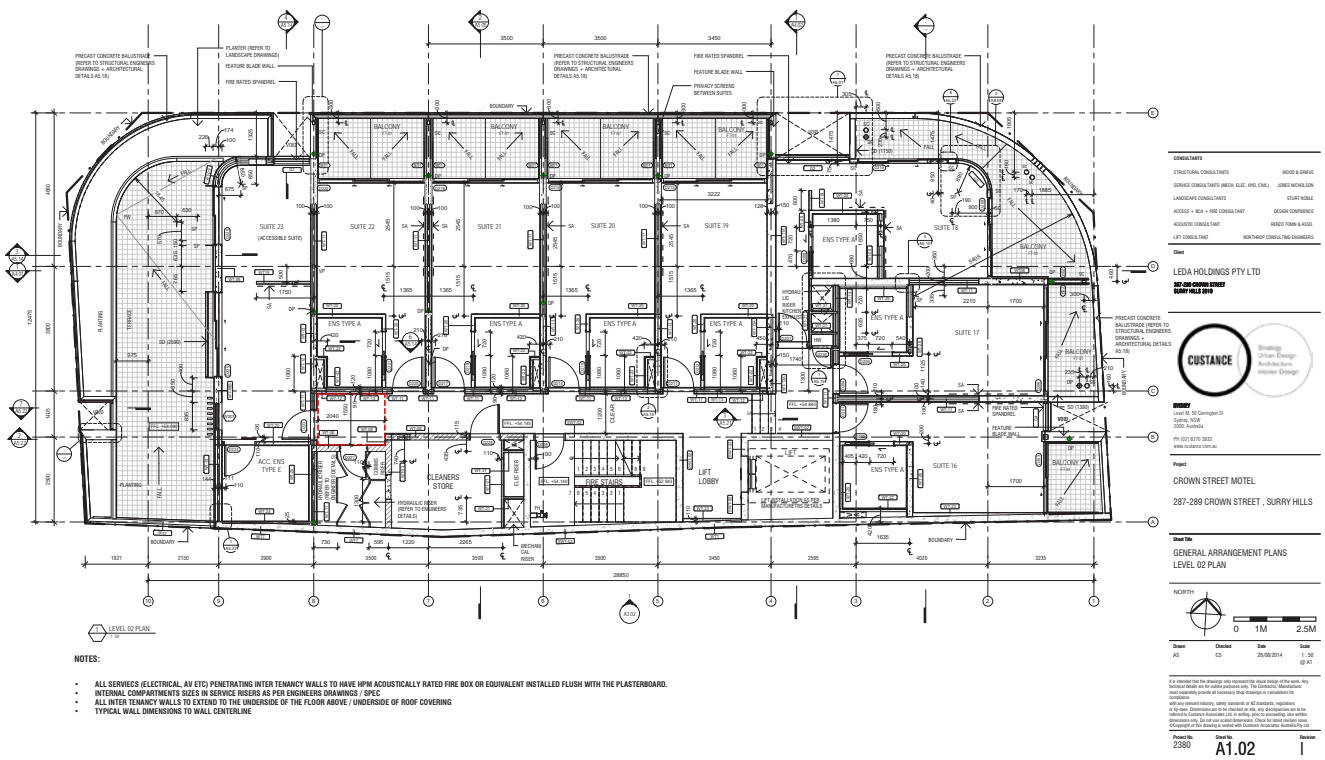
- Increase height and FSR achieved for the client.
- Community benefit by replacing the existing motel and adding a new signature hotel into the area
- Client was able to achieve their aspirations
- Custance were able to achieve full documentation in Revit. This assisted the contractor and QS greatly.
- Director involved throughout project

### ENVIRONMENT and SUSTAINABILITY

- Passive systems incorporated (ventilation, solar access etc)
- Fixture and fittings WELL rated
- Onsite water detention for reuse on site (landscaping, toilets)
- Community engagement and public spaces









## STANWELL TOPS CONFERENCE CENTRE

~~100% DOCUMENTATION PROJECT~~

**Sector:** Commercial

**Size:** 306m<sup>2</sup> office + 160m<sup>2</sup> forecourt

**Location:** Stanwell Tops

**Services:** Full Architecture & Interior Design  
& Documentation Services

**Status:** ~~Built~~

**Value:** \$1.5 Million

~~Custance were approached to design a new gateway commercial building at the entry of the retreat centre. The site sits within pristine Australian landscape with beautiful mature native tree species surrounding the site.~~

~~The concept was based on the 'verandah' with a roof that floated like the canopy of the trees. The expressed roof form was a direct result of the shape of the site. The building will be used to house the retreats commercial operations, with the office space spread over two floors. The reception is positioned under the 'verandah'.~~

~~The concept reinforced the existing entry point into the site providing a clear and identifiable entry building which relates to site and environment. Bush fire resistant materials were used throughout. Materials selected were raw and natural enabling the building to sit comfortably within its environment.~~





## CHALLENGES

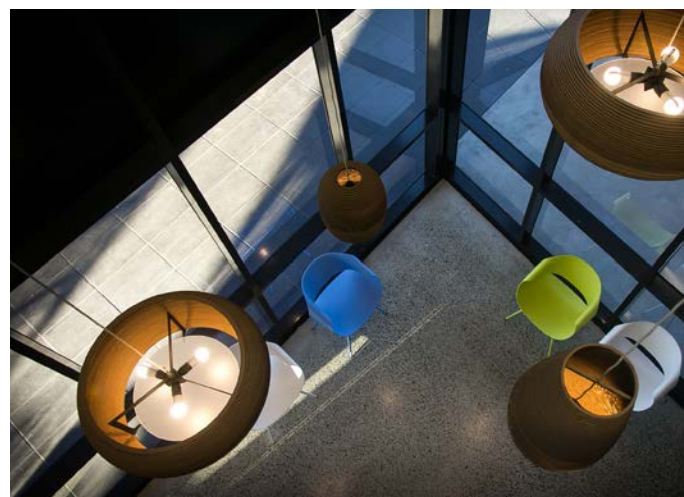
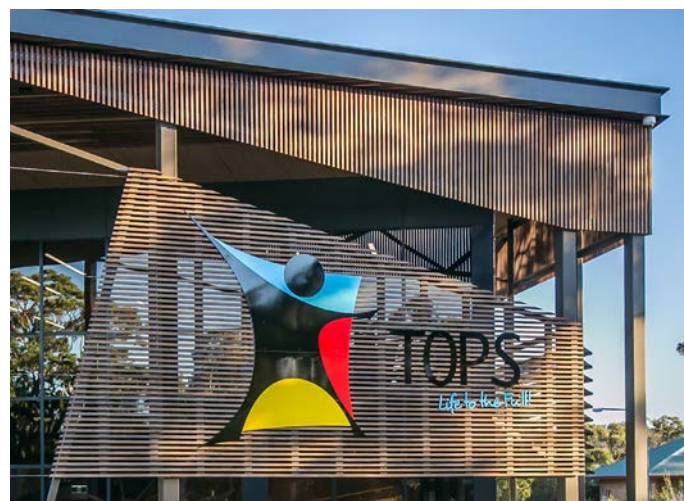
- Working in a pristine environment
- Integration with existing infrastructure
- Fire rating of new building
- Working within Budget — an ECI process was implemented
- Accessibility
- Strategic Feasibility Plan to relocate the current administration facilities

## VALUE ADD

- New entry building clearly identified
- Resort now a Destination
- Built entirely in Revit
- Cost effective design solution with quality architectural outcome
- Minimal variations due to ECI and selection of materials
- Strong Concept / idea taken through to construction

## ENVIRONMENT and SUSTAINABILITY

- Passive systems incorporated (shade, concrete, ventilation, solar access etc)
- Fixture and fittings WELL-rated
- Community building
- Sustainable external materials used





## LAHC, QUEANBEYAN

~~100% DOCUMENTATION PROJECT~~

**Sector:** Seniors Living

**Size:** 18 units, 1,861m<sup>2</sup>

**Location:** Queanbeyan, Sydney

**Services:** Full Architecture & Interior Design including consultant co-ordination

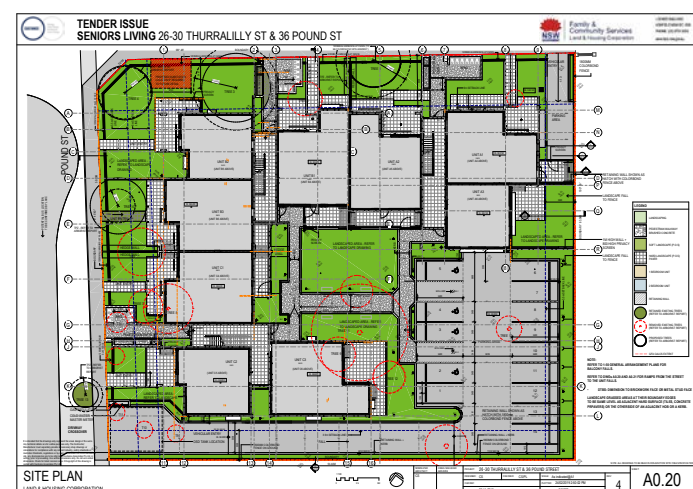
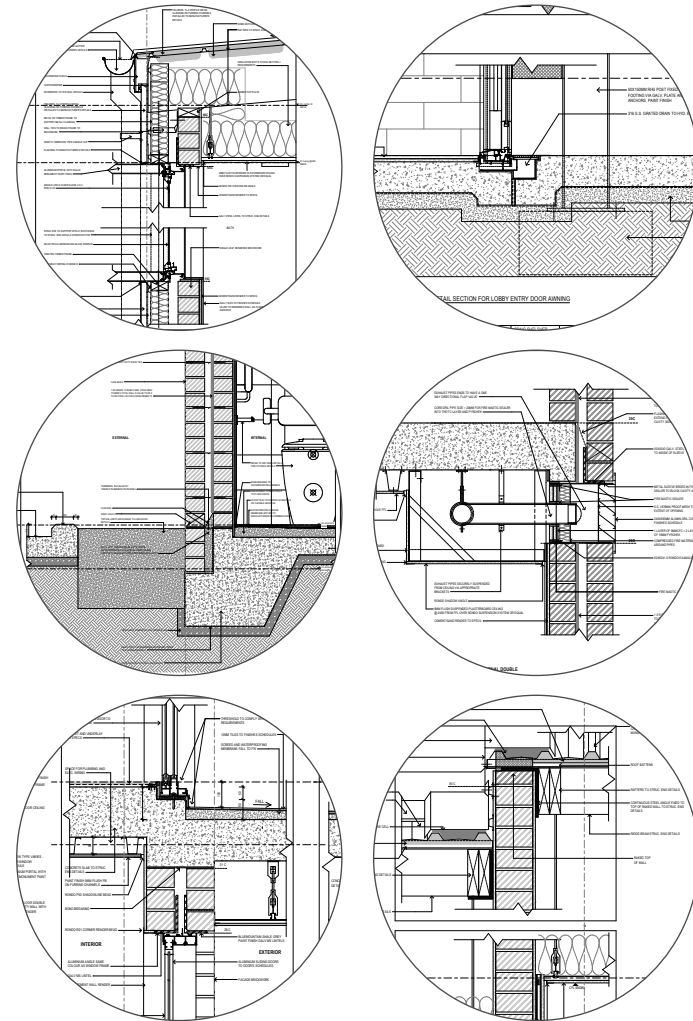
**Status:** ~~Built~~

**Value:** \$5.4 Million

~~Custance were engaged by the Land and Housing Corporation (LaHC) to provide innovative design solutions for several of their sites across NSW. All sites are owned by LaHC and designed under the SEPP Seniors Living.~~

~~The engagement included concept options, sketch phase, DA documentation (part 5 planning approval process), tender documentation and construction inspections. Custance created a two-storey building which is sympathetic in height, scale and character.~~

~~The undulating roof forms, differing unit typologies, indent entries and inventive use of materials created housing with a sense of individuality rather than a repetitive and monolithic typology, providing the occupants with a sense of ownership and personalisation. Spaces are well lit and designed to enrich the experience of the occupants, with easily maintained landscaping designed to complement the architecture.~~





## CHALLENGES

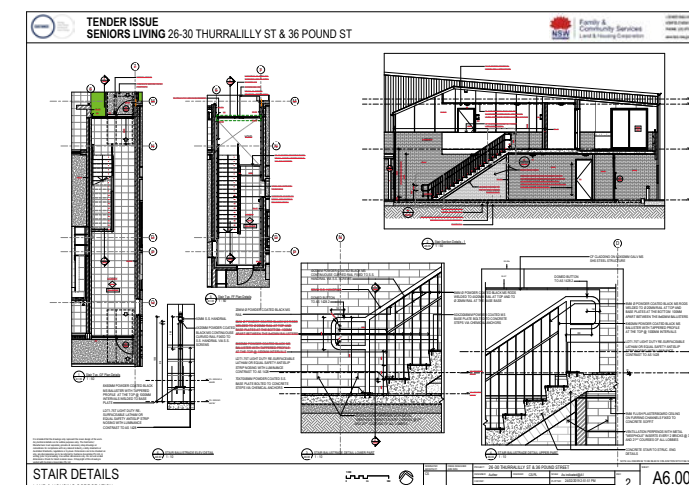
- Reassessing the conventional government housing approach. Inventive use of materials created housing with a sense of individuality rather than a repetitive and monolithic typology, providing the occupants with a sense of ownership and personalisation;
- Educating the client on alternative building solutions which comply with both the Australian Standards and BCA. Custance has taken the time to and effort in this project to guarantee the end-user experience is central within the design;
- Identifying conflicts between the AS4654.2-2012 and AS4299-1995 regarding waterproofing requirements. A significant cost reduction was achieved through director led co-ordination with the certifier and stormwater engineer;
- Maintaining focus on design solutions and buildability whilst adhering to tight budgetary constraints.

## VALUE ADD

- Tender documentation exceeded client expectations;
- Although a smaller scale project, the directors remained hands on throughout, ensuring the success of the new design direction;
- Thorough communication and discussion regarding design development and solutions between all senior staff guaranteed project quality;
- Building the design in Revit ensured an agile transition between all phases of the project;
- Based on this project Custance created a Revit template for seniors living projects to significantly streamline the design and documentation process. The templates focus on the required room data sheets, design standards and components;
- The documentation led to minimal RFI's during the tender process;
- Custance worked closely with consultants on a day to day basis with the project delivered well within deadline.

## ENVIRONMENT and SUSTAINABILITY

- Incorporation of photovoltaic system to create full solar powered communal areas;
- A high rating under NatHERS was achieved;
- Implementation of energy efficient heaters and hot water units;
- Landscape irrigation utilised water from showers and sinks;
- Environmental Site Management plan was developed with consultants to eliminate environmental risks on site;
- To address sustainability Custance is advocating the need for green resources in the form of photovoltaic systems, durable landscaping, rainwater harvesting, energy efficient cooling and heating;
- As resources become scarce, we are passionate about exploring innovative building solutions which impact less upon the environment.





## LAHC, WENTWORTHVILLE

~~100% DOCUMENTATION PROJECT~~

**Sector:** Seniors Living

**Size:** 13 units, 2,090m<sup>2</sup>

**Location:** Wentworthville, NSW

**Services:** Full Architecture & Interior Design including consultant co-ordination

**Status:** ~~Under Construction~~

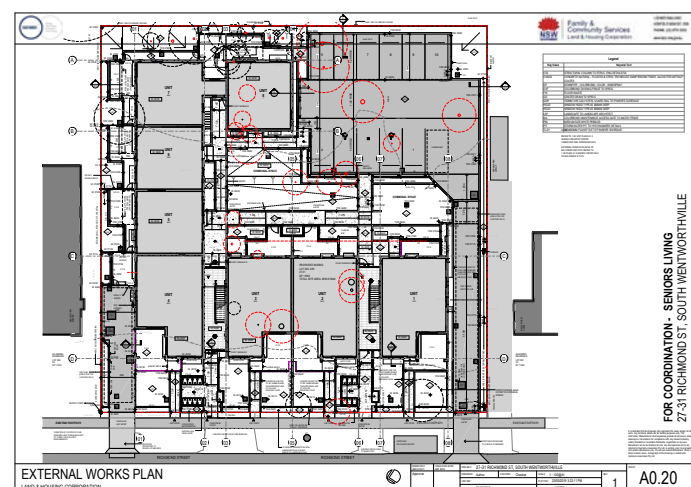
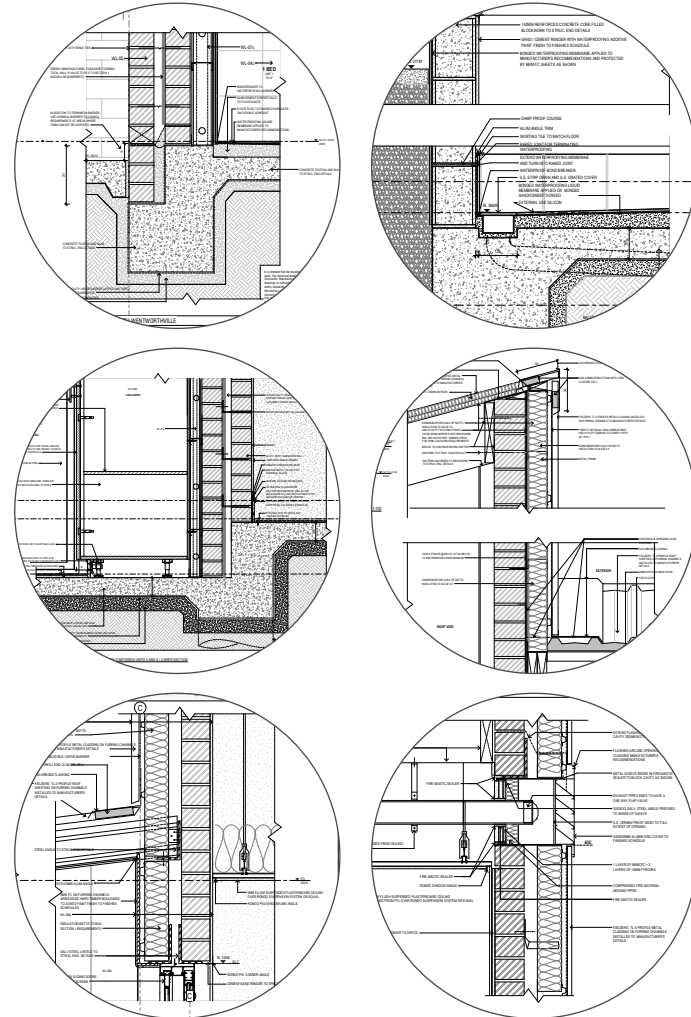
**Value:** \$4 Million

**This site went recently for tender. Delivered on time and with the documentation being one of the best seen by the client.**

~~During the early stages of the project Custance managed to increase the required yield from 12 to 13 senior living units on the site. The quality standard remained at a high level. With a full commitment from the entire team, including the director, the conventional design has been challenged to make sure an outcome has been achieved which is aesthetically satisfying and at the same time within the budget required.~~

~~An 'individualised' pattern along the streetscapes was intentionally created. The pattern reflects the scale (width) of the housing surrounding the site. The dwellings have been orientated to street, as do the neighbours. The second storey has been intentionally disconnected in material to the ground.~~

~~The one storey masonry represents the single storey housing around the site. Visually, the second storey has a lightweight component reflective of the lightweight housing and articulation of built form.~~





## ~~CHALLENGES~~

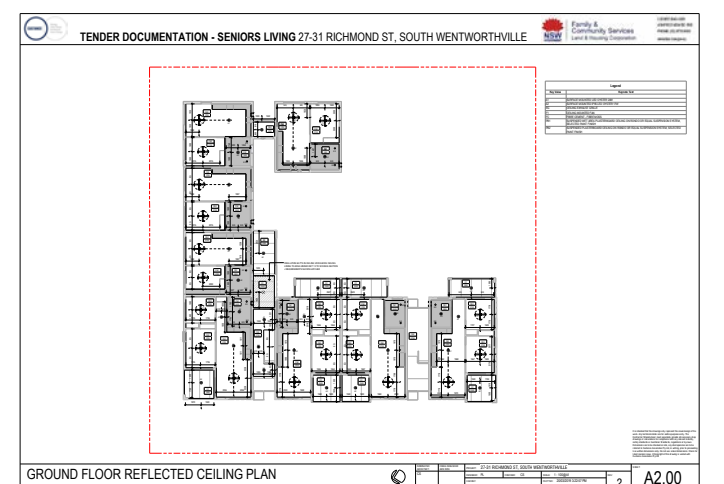
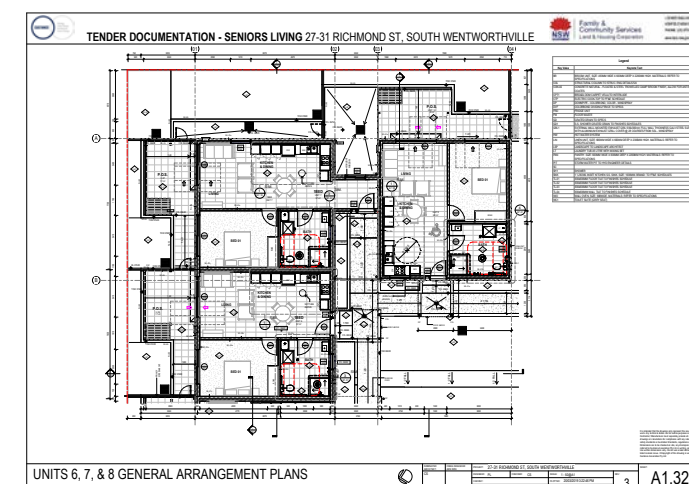
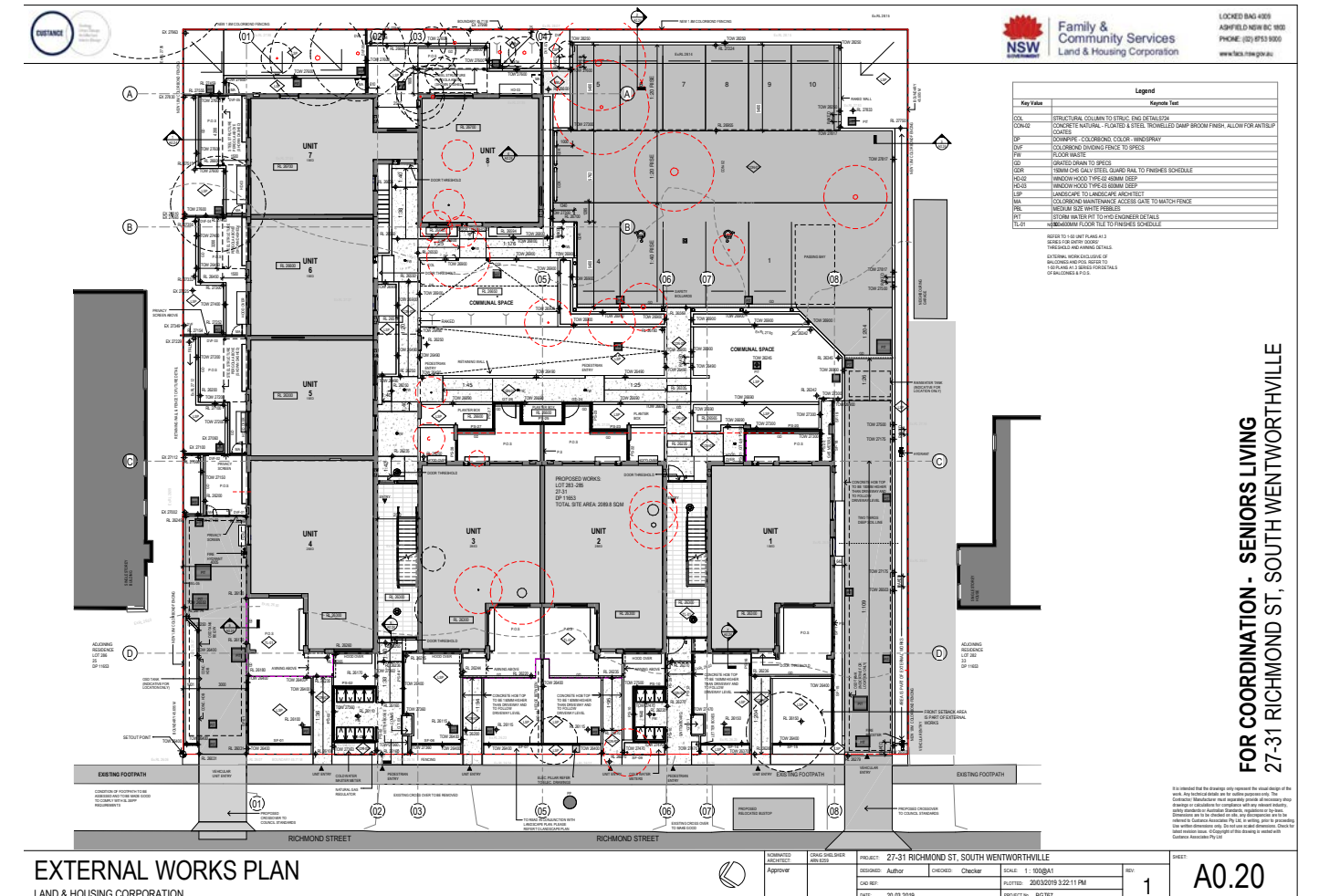
- Conventional design was challenged to ensure the outcome was not only aesthetically pleasing but also adhered to tight budgetary requirements;
- Given the floor to floor height restrictions, extensive co-ordination with the structural and mechanical engineer was required to eliminate all risks with services;

~~VALUE ADD~~

- Custance managed to increase the yield by 10% without compromising on quality standards;
- Utilising a similar building methodology as Queanbeyan East, Custance were able to deliver a more streamlined process resulting in improved cost management, delivery times and design accuracy;
- Senior staff worked consistently together to quickly identify risks and create opportunities for improved design outcomes;
- Throughout the project there was clear and open communication with the consultants, resulting in a well co-ordinated building;
- Collaboration with the QS in the early stages of the project enabled the project team to establish building methodologies and resolutions quickly, eliminating risks before the DA was submitted. This resulted in tender documentation that was extremely well received by the client and tenderers.

## ~~ENVIRONMENT and SUSTAINABILITY~~

- ▲ Incorporation of photovoltaic system to create full solar-powered communal areas;
- ▲ Co-ordination with the hydraulic engineer and landscape architect made it possible to design irrigation using water from showers and sinks; maximized the on-site rainwater re-use;
- ▲ A high rating was achieved under NatHERS.





## GOVERNMENT HOUSING

### 100% DOCUMENTATION PROJECTS

**Sector:** Social Housing

**Size:** 10 Sites - 120 Dwellings

**Location:** Regional

**Services:** Full Architecture & Interior Design including consultant co-ordination

**Status:** Built

**Value:** \$55 Million

**With the declining housing availability in Australia the Government implemented a number of initiatives and stimulus packages.**

The Nation Building Program was one of these packages. Custance was instrumental in delivering housing within the Northern NSW region. The housing types were designed around sound ecological principles and understanding place.

Custance provided design, construction documentation and advise during construction for twelve sites each consisting of 10-12 houses per site. It should be noted that delivery of these projects was 10 day design and 44 day tender doc turnaround. The projects were delivered on time and on budget. The dwelling types, including landscaping and parking were built on a \$175,000 per dwelling construction budget. The house types used throughout the northern region were either constructed from light weight or reverse brick to respond to the local environmental climate conditions.

Custance have completed social housing throughout regional NSW areas including:

- Dibbs Street, Lismore
- McKenzie Street, Lismore
- Lewis Street, Glenn Innes
- Wheat Street, Casino
- Stapleton Ave, Casino
- Leith Street, Kempsey
- Sawtell Road, Toormina
- Hargrave Street, Soudan Heights
- Waratah Street, Casino

### CHALLENGES

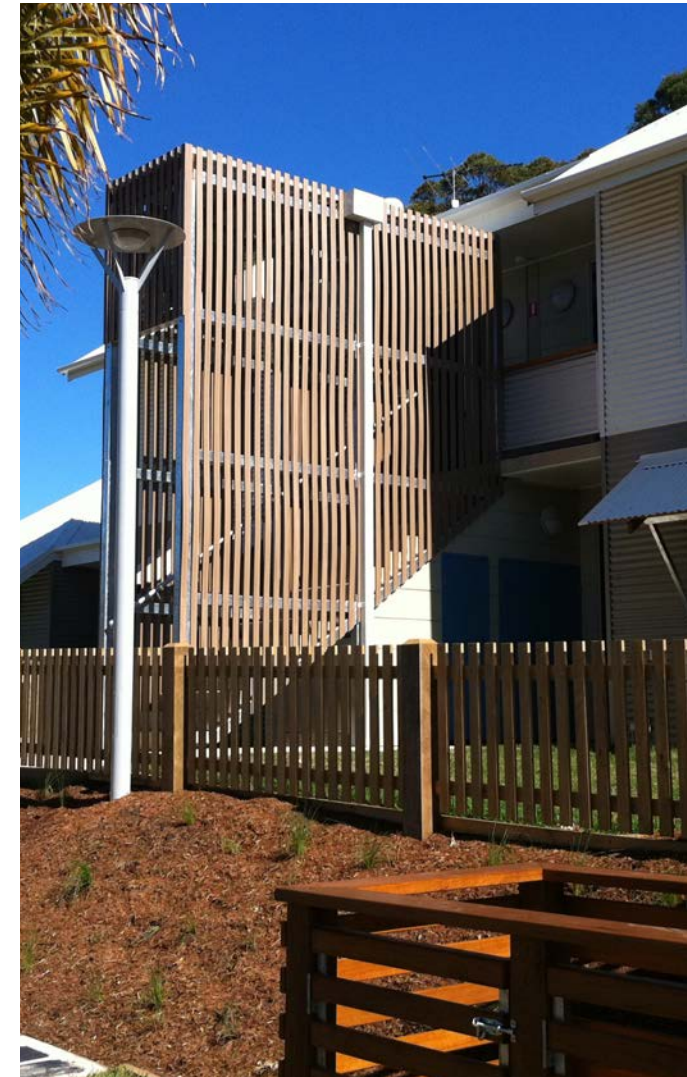
- Delivering each project to 100% documentation within 44 days.
- Coordination of all consultants for fast track project
- Custance engaged all consultants and project managed the program and payments
- Interstate sites
- Work design into tight budgets
- Challenge Client to use correct wall types for different regions.

### VALUE ADD

- Custance director hands on with all projects including design, documentation and delivery
- Highly sustainable designed solutions for each project (passive design principles incorporated)
- Consultant team proactive and could work quickly with Architect to achieve programme

### ENVIRONMENT and SUSTAINABILITY

- Passive solutions for all dwellings (solar access, ventilation, water conservation, solar panels etc...)
- Retained existing native trees.





## SYDNEY UNIVERSITY BIONICS IMPLANTABLES LABORATORY

**Sector:** University Research & Manufacturing Facility

**Size:** 4,000m<sup>2</sup>

**Location:** Level 4, J13, Darlington Campus, Sydney

**Services:** Architecture, Interior Design, Principal Cons.

**Status:** Built

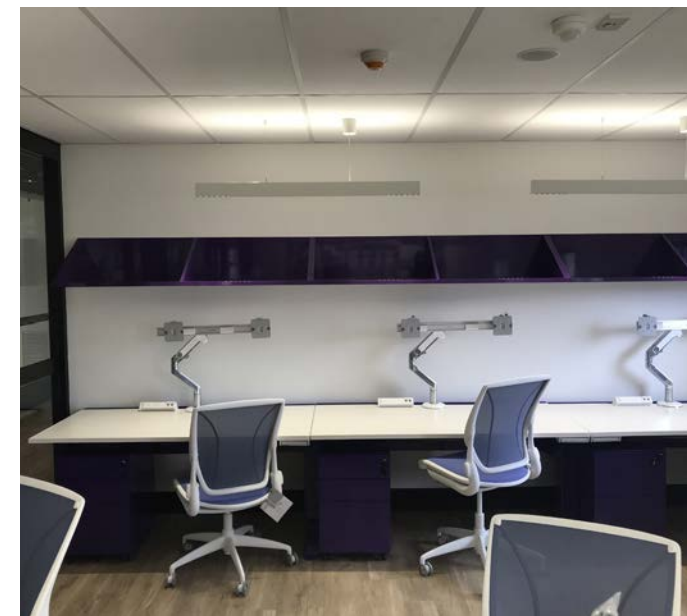
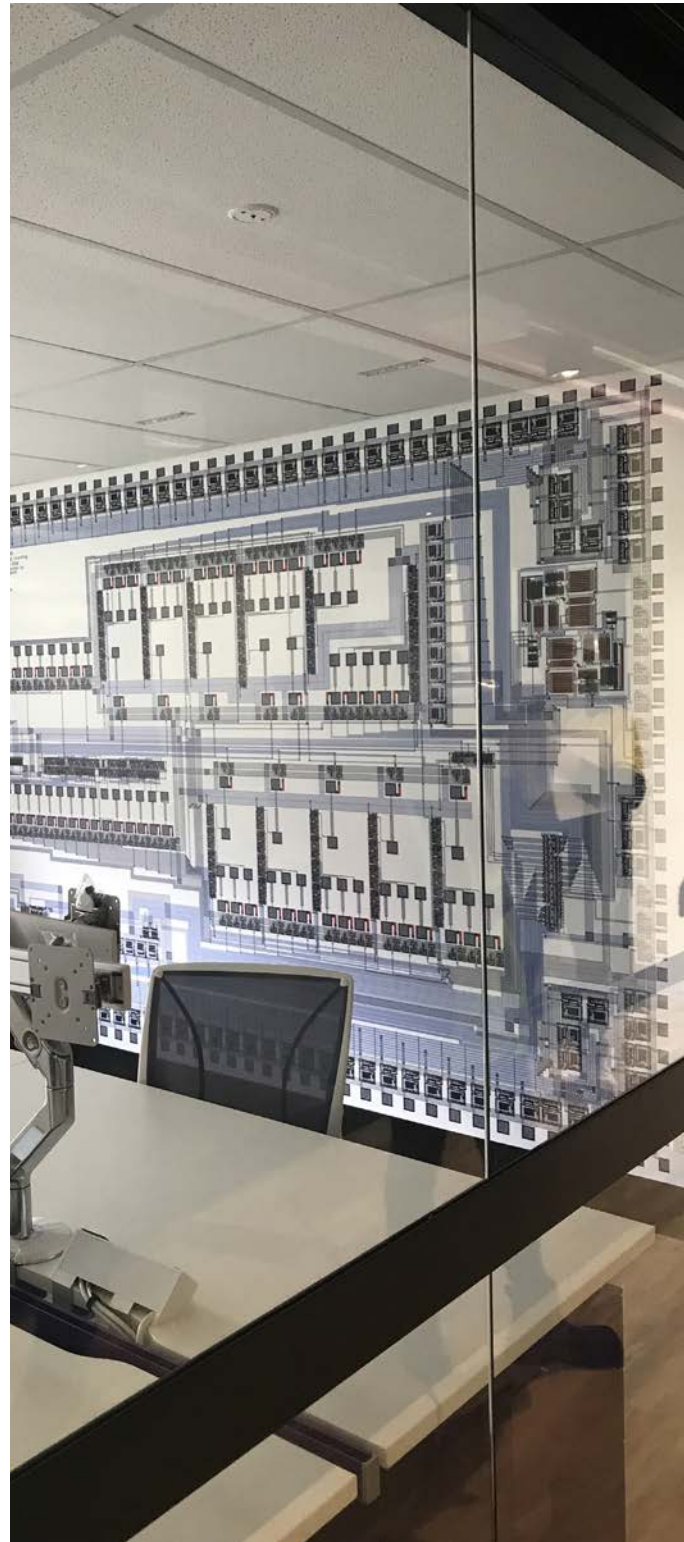
**Value:** \$3 Million

**Level 4 of J13 is being transformed into a new biomedical research facility. The first laboratory completed is the Sydney Bionics Studio.**

The centrepiece of the Bionics Studio is a cleanroom, certified to NATA standards for the manufacture of Bionic implantable eyes.

The Bionics Studio consists of the Cleanroom, Greyroom, Laser room, prep area and supporting office and meeting space.

Working closely with the stakeholders, Custance created a new standard in laboratory design for the University, with a design that celebrates the work of the Bionics team, centred upon the idea of symbolising sight through light, illustrated via the colour spectrum. Custance were engaged by Lend Lease, the managing contractor to provide architectural and design coordination services for this highly complex project.





## INDEPENDENT COMMISSION AGAINST CORRUPTION (ICAC)

**Sector:** Commercial Office Fitout

**Size:** 2,500m<sup>2</sup> over two floors

**Location:** 255 Elizabeth St, Sydney

**Services:** Strategic Planning, Blocking & Stacking, Interior Design, Principal Design Consultant

**Status:** Built

**Value:** \$5 Million

~~Investigate, expose and minimise corruption in the NSW public sector, this is the role of the ICAC. The new workplace and public hearing rooms at 255 Elizabeth Street provided a conceptual response in the built form to the core function of the commission.~~

~~Through heavy sloping walls, the juxtaposition of light and dark, layered vs raw, and creative lighting, the design was purposely modelled to represent the concept of ICAC – shining the light on corruption, and making the process transparent to the public of NSW in its built form. The incorporation of the 'streetlight' in all main internal circulation corridors, added an animated visual interpretation of ICAC, whilst functioning as a custom designed tool for power/data reticulation. Custom legal workstations along with integrated storage to central corridors were designed to cater for the large judicial paper file requirements of the investigative process.~~

~~A dynamic spatial arrangement showcased the large Public Hearing Room reinforcing this concept of 'transparency'. Custance prominently positioned this room in the forefront of the public space, creating a dark oblique wall with narrow windows providing subtle glimpses inside, reinforcing the weight of ICAC and the light of justice – a strong concept Custance continued throughout the fit out. This dynamic arrangement provided unique public waiting areas surrounding the hearing room, support spaces for legal representatives, clients and public alike. The heavy feature sloping walls continued into the workplace creating a back drop for a variety of ancillary spaces. It was a strong client requirement to create a warm, enjoyable work environment. Meeting/quiet rooms features coloured wall graphics reflecting into the carpet along with soft lighting to enliven these spaces.~~





## FISHER & PAYKEL

**Sector:** Government

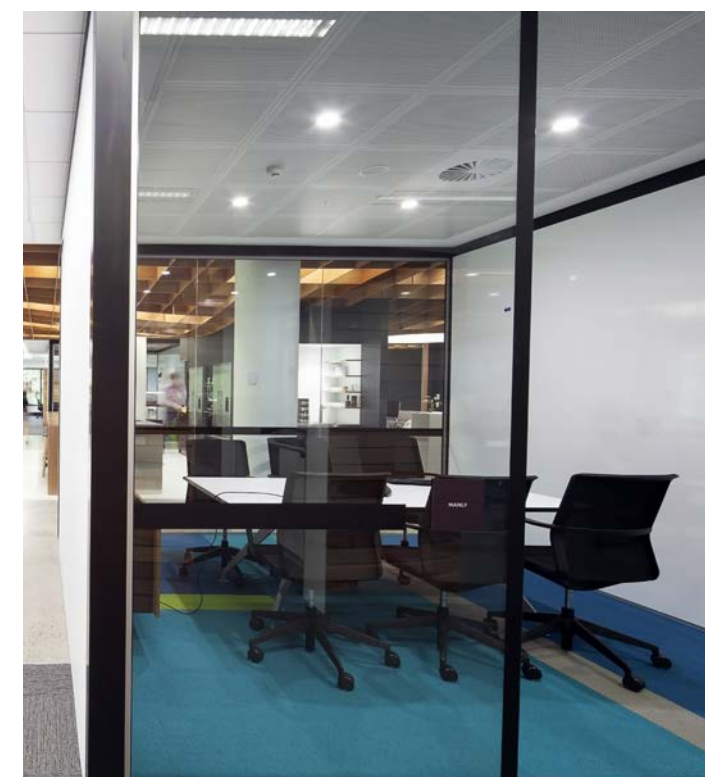
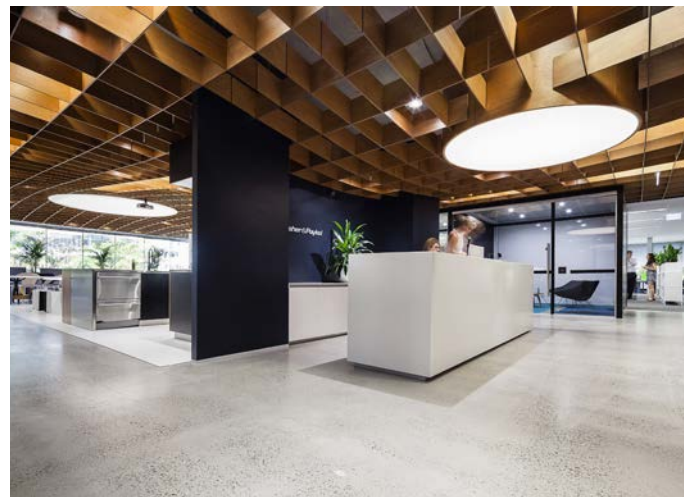
**Size:** 2,500m<sup>2</sup>

**Location:** Liverpool, Sydney

**Services:** Full interior and architectural design services

**Status:** Built

**Value:** \$5 Million





## JUSTICE MENTAL HEALTH

**Sector:** Government

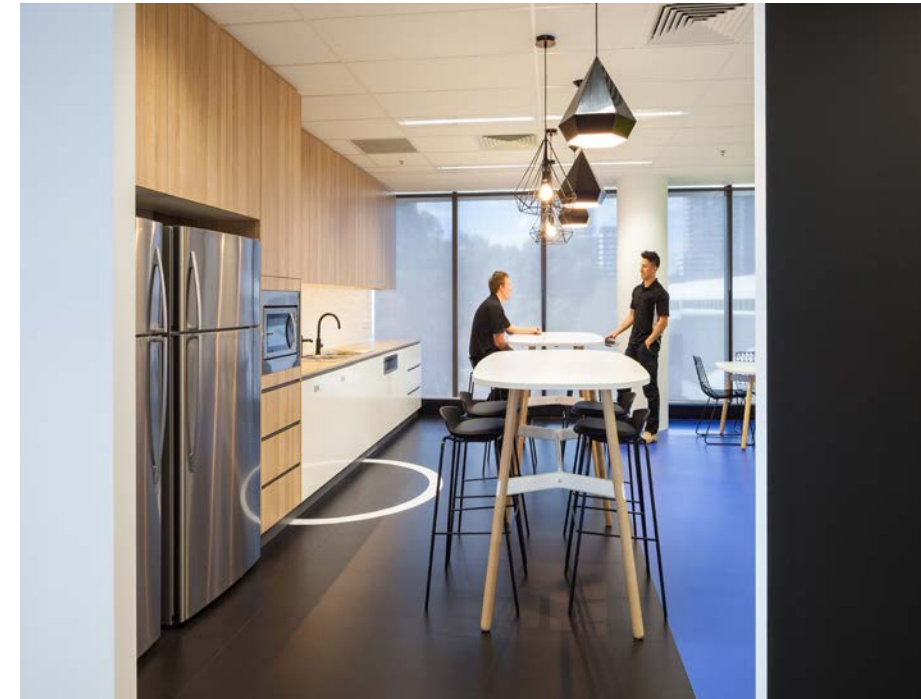
**Size:** 2,500m<sup>2</sup>

**Location:** Liverpool, Sydney

**Services:** Full interior and architectural design services

**Status:** Built

**Value:** \$5 Million





## TWEED HEADS HOSPITAL NEW MRI FACILITY

**Sector:** Commercial Building Refurbishment

**Size:** 70m<sup>2</sup>

**Location:** Tweed Heads

**Services:** Design & Construct with Architectural & Interior Design services

**Status:** Built

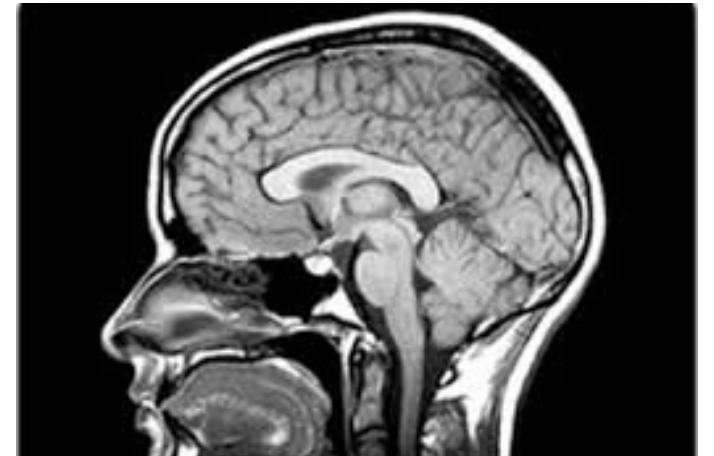
**Value:** \$0.3 Million

**Custance was engaged to provide architectural & interior design services to a Design & Construct team of Premier (builder), Primary Healthcare (services provided) and Siemens (equipment supplier).**

The project was to infill and enclose an existing internal open courtyard, and refurbish adjacent space to provide an MRI facility within Tweed Heads Public Hospital.

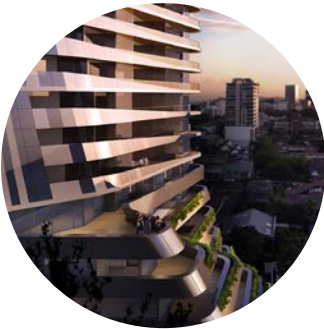
Architectural works included concrete slabs for floor & roof, so the hospital could build other facilities above the new MRI as well as relocating a three storey steel staircase to roof top plant rooms to an alternative location.

Interior Design works included detailed plan layouts of specialist equipment & elevations of all internal walls, incorporating all medical services panels. Shielding for the MRI enclosure was calculated in the wall thicknesses that were carefully detailed & set out to ensure specified clearances for the equipment were achieved.



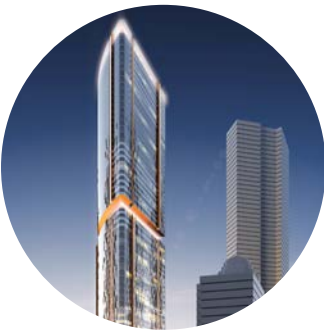


PROJECT EXPERIENCE



<b>Sector:</b> Multi-unit Residential
<b>Size:</b> 21,000m <sup>2</sup>
<b>Location:</b> Crows Nest, Sydney
<b>Services:</b> Planning Proposal
<b>Status:</b> Awaiting Approval
<b>Value:</b> Non-disclosed

286 Pacific Highway is a landmark project for Crow’s Nest and the Sydney skyline. As the tower envelope is intrinsically informed by the solar access to the park and neighbouring cottages, the penthouse terraces enjoy a maximised usable area and wide sweeping views across the harbour and beyond. Given its location the tower achieves aspects along the stretch of Sydney harbour from Parramatta to Manly.



<b>Sector:</b> Mixed-Use
<b>Size:</b> 1,088 units and 6,070m <sup>2</sup> retail and Commercial
<b>Location:</b> Queen St, Brisbane
<b>Services:</b> Competition
<b>Status:</b> Shortlisted
<b>Value:</b> Non-disclosed

Custance was one of four architectural firms invited to participate in a design competition to develop an iconic piece of architecture that would to accentuate the gateway into Brisbane CBD.

The concept of 'weaving' guided the design; the intertwining of the people and place, the unity of nature and culture, and the tapestry of traditional and modern.



<b>Sector:</b> Master planning
<b>Size:</b> 20,000m <sup>2</sup>
<b>Location:</b> Rockdale, NSW
<b>Services:</b> Feasibility
<b>Status:</b> Continuing
<b>Value:</b> Non-disclosed

Following on from Chapel Street, Custance were engaged to provide initial design advice on the civic precinct within Rockdale Town Centre. The project required extensive studies and masterplanning to determine best use and 're-invigoration' of the Civic Precinct.



<b>Sector:</b> Multi Residential
<b>Size:</b> 132 units
<b>Location:</b> Kingswood, NSW
<b>Services:</b> Full Architecture & Interior Design & Documentation Services
<b>Status:</b> DA Approved
<b>Value:</b> \$45 Million

Custance was invited to provide full architectural services (feasibility through to tender) to execute the contract through to final completion. The feasibility stage specifically focussed on achieving the yield, open space and parking requirements within the planning restrictions.

The Concept Design and Development Application (DA) stage addressed the LEP requirements, and additional FSR was achieved. The DA stage included co-ordination with engineers, council meetings, developed design, concept options, co-ordination with the planner and Project Manager.



<b>Sector:</b> Affordable and Social Housing
<b>Size:</b> 11,000m <sup>2</sup>
<b>Location:</b> Bowral
<b>Services:</b> Full Architecture & Interior Design & Documentation Services
<b>Status:</b> DA
<b>Value:</b> Undisclosed

An 88 unit development comprising of 1 and 2 bedroom apartments. The housing was to be delivered under an agreement where a Community Housing Provider was to manage the complex.

An integrated design approach was taken to ensure that there was consistency in housing types and materials. This was achieved through developing a logical master plan so that you could not distinguish between affordable and social housing ownership.



<b>Sector:</b> Affordable Housing
<b>Size:</b> 1,640m <sup>2</sup>
<b>Location:</b> Bankstown
<b>Services:</b> Full Architecture & Interior Design & Documentation Services
<b>Status:</b> Built
<b>Value:</b> \$6 Million

Hume Community Housing, along with a private development approached Custance to deliver a 32-unit development in Bankstown.

Each unit has been designed with high level adaptable living requirements.

Being budget driven, the building was split in two and a public open area has been created between the buildings.



<b>Sector:</b> Multi Residential
<b>Size:</b> 132 units
<b>Location:</b> Bondi Junction, Sydney
<b>Services:</b> Full Architecture & Interior Design & Documentation Services
<b>Status:</b> DA Stage
<b>Value:</b> \$40 Million

Bondi Junction, the gateway to famous Bondi Beach. The site is located on a major intersection within Bondi Junction. An iconic 'gateway' building has been proposed reinforcing the significance of the site and its contribution to place.

The architecture derived from its surrounding context and environmental principles. The buildings shifting in material, shape and form as you move around the site.



<b>Sector:</b> Affordable Housing
<b>Size:</b> 12 sites
<b>Location:</b> NSW
<b>Services:</b> Full Architecture & Interior Design & Documentation Services
<b>Status:</b> Built
<b>Value:</b> \$3.8 Million

St George Community Housing (SGCH) engaged Custance to deliver 12 affordable housing sites. Over time, SGCH's purpose has evolved to include the provision of not only secure, affordable housing but a range of other innovations that support people to improve their lives and engage within their communities.

The housing has a degree of flexibility, which meets the needs of people of different ages and mobility over time, and avoids barriers that may discriminate against residents or visitors.



## TESTIMONIALS

### BUPA Projects

*"Bupa engaged Craig and the Custance team to assist with a couple of challenging projects.*

*It was Craig's visual design approach that enabled the project options to be recognised in a much clearer and less complicated manner.*

*Their team's flexibility to work within client brief constraints and often at a moment's notice, was highly valued by the Bupa executive team."*

**Kathryn Wilson**  
Development Manager  
BUPA

### 100 Balmain

*"Craig from Custance designed a very unique piece of architecture on our project at 100 Reynolds street Balmain.*

*The abundance of lavish internal space sets it apart from the majority of today's modern apartment design. Externally, the design is sympathetic to its quiet setting and is a seamless addition to the neighbourhood. We have found Craig and his team at Custance to be skilful and impressive."*

**Joseph Oh**  
Development Manager  
LEDA Holdings

### University of Sydney - Bionic Laboratory

*'Tomorrow morning I and my students and staff will take possession of an absolutely magnificent new laboratory. Words cannot describe how pleased and grateful I am with this outcome, and how stunned we all were when seeing it unveiled. "Thank you" doesn't quite do it.*

*Ceilidh and Greg's grand vision of colour and light was nothing short of genius. The result is truly inspiring and spectacular.'*

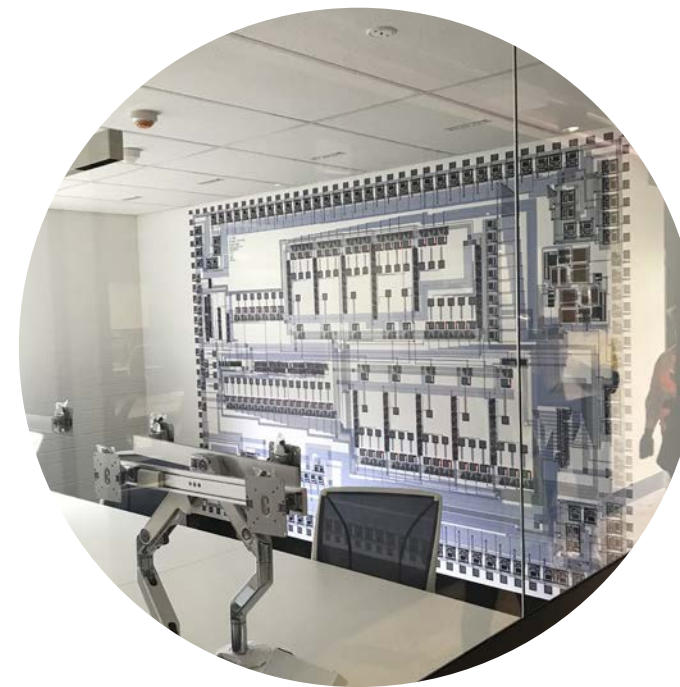
**Gregg Suaning**  
Professor of Biomedical Engineering | Interim Head of School | Biomedical Engineering | The University of Sydney

*'Custance were selected due to their demonstrated experience in technically complex tertiary educational facilities completed on other parts of the campus and their committed methodology to stakeholder management. Lendlease has been extremely pleased with the performance of Custance in this regard, with a dedicated director and a design team leader being hands on during all stages of every package of works.*

*They have captured stakeholder requirements efficiently and have taken the time to understand how the stakeholders required to use their spaces and their work process through site inspections and interviews with well-considered questions and observations. They have capably and patiently led multi-disciplinary workshops with CIS and stakeholders and coordinated design input from sub-consultants. This has resulted in comprehensive return briefs with well-integrated services components being produced which has assisted stakeholder understanding and signoffs as well as early accurate costing.*

*Custance demonstrated their ability to complete detailed and technically complex interior and exterior design development and tender documentation and to coordinate the architectural, structural, compliance and services aspects of these work packages. They actively participated in value management workshops with Lend lease and CIS to ensure design was a purpose fit for the stakeholders needs whilst balancing budget costing requirements. Most importantly, Custance have been responsive throughout the entire ETP Decant project, responding effectively to changing stakeholder needs and programs and meeting deadlines. They have been good team players in helping coordinate a very complex project.'*

**Ugo Marchori**  
Project Manager | Lendlease Building NSW | The University of Sydney- Capital Works Project





## TESTIMONIALS

### Stanwell Tops Conference Centre

*"The project discussions commenced some 2 years prior with significant milestones delivered by Custance in timeframes as identified. The project was dealt with in a professional and visible manner. The building has met all operational parameters and is an aesthetically beautiful centre piece of our site which clearly displays the expertise of Custance in design both externally and internally."*

**David Tolman**  
Executive Director  
The Tops

### FACS, Nyngan

*"In my opinion, Custance Associates have performed very well in the delivery of their services for the project, which includes concept design, detailed documentation and technical advice during construction phase. The project is currently running on time and on budget. All performance report submitted to NSW Procurement on Custance Associates have indicated their overall performance at a Good – superior level."*

**Yasemin Akca**  
Project Manager, Development Services  
Government Property NSW

### NBJP

*'As our architect I would like to acknowledge your efforts with both projects they are amazing assets in which our District executive really think the designs will be of great benefit to our client's and I agree that these two homes are incredible.'*

*On a personal note I have now handed over many projects and have to say these 2 are my favourites. Thanks again for all your hard work on these projects.'*

**Leslie Johnston** | Project Implementation Manager  
Western, Murrumbidgee, Far West, Southern & Illawarra  
Shoalhaven and Riverside Closure Program  
Asset Management & Procurement Directorate  
Corporate Services Division

### Justice Mental Health

*'Our Chief Executive, Gary Forrest, and Executive Director Governance & Commercial Services, Rajiv Anand, have asked that I convey their and my appreciation for all your hard work with the acquisition, design and fit out of our new Justice Health Offices at Sydney Olympic Park.'*

*We are all very impressed with the final product, and appreciate that time, budget and our own knowledge constraints brought particular challenges that you met with professionalism and dedication.'*

**Bryce Clare**  
Manager Corporate Services | Governance and Commercial | Justice Health & Forensic Mental Health Network





OUR CLIENTS

  
specialist aged care









  
Family & Community Services  
Ageing, Disability & Home Care











































  
INDEPENDENT COMMISSION  
AGAINST CORRUPTION



  
Land & Housing Corporation







