



# **MAJOR PROJECT 05-0113 – SENIORS LIVING DEVELOPMENT, OXFORD FALLS**

## **SOCIAL IMPACT STUDY**

Prepared for Tiffany Developments Pty Ltd

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## 1.0 INTRODUCTION

This report concerns a proposal by Tiffany Developments Pty Ltd to develop a retirement housing facility on land with frontage to Oxford Falls Road and Barnes Road, Oxford Falls.

The site is zoned B2 and adjoins land developed for urban purposes at Oxford Falls.

The site contains a number of existing buildings, including six dwellings, a tennis academy and courts.

The aim of the proposal is to provide residents with lifestyle options that will allow them to live independently and as they progress through needing higher levels of housing and care, in the company of their family and friends.

While the proposed facility will be available to all persons over 55, it is expected that the majority of incoming residents will fall into the healthy aged group and are likely to be about 60 years old when initially settling into the facility. Ultimately, the facility is expected to accommodate around 800 persons.

The proposed provision of accommodation is as follows:

- 391 self care apartments comprising 9 one bedroom, 140 two bedroom and 242 three bedroom apartments;
- 100 serviced apartments (low care);
- 60 bed nursing home (high care).

A total of 656 car parking spaces are proposed, comprising 508 for the apartments, 112 for visitors and 36 for staff.

The built form ranges between one to four storeys in height.

The proposal will be staged as a continuous program over five years after infrastructure is completed (nine months).

The proposal takes advantage of a number of existing buildings on-site, including the Tennis Academy, Spali Home, Grainger Home, various sheds and other buildings. These will be recycled to provide facilities and support services for residents.

The proposed development has been designed to allow residents to be as active and involved as they wish to be. All residents will have access to a wide range of recreational, retail, office and support facilities. These facilities and services are intended to enable residents to reside on the site for as long as they wish to do so.

Residents living in the low care facility (serviced apartments) and residents living in the independent living apartments will be provided with access to general laundry and cleaning, on-site staff to provide emergency assistance, assistance with personal care, assistance with mobility and communication, meals (including special diets), social activities and support for people with dementia.

The high care facility will provide residents with additional services such as mobility aids, basic medication, therapy services, and registered nurses to assess, plan and manage residents' care.

A number of support facilities and services will be available at the time the first residents move into the resort, as summarised in Table 1.

Table 1: Provision of support facilities and services

<b>Facility</b>	<b>Location</b>
Gymnasium, mini market, accommodation for medical and nursing staff, café, care taker and other maintenance staff accommodation.	Tennis Academy building
Retail centre comprising mini supermarket, hair and beauty care, ATM machine, fitness/diet centre, multi-purpose store including news agency, postage, dry cleaning/laundry service, books, video hire, tours and travel agency, and theatre bookings. Services of full time entertainment and travel agent.	Basement level of serviced apartment building
Gymnasium that can also be used for various functions e.g. dancing, entertainment, live shows, etc.	Basement level of serviced apartment building
Heated indoor swimming pool, aquarobics and other water activities	Basement level of serviced apartment building
Craft workshop that can be used for woodwork, metal, ceramics and painting	Basement level of serviced apartment building
Club house and lounges, library, billiards room, lecture theatre	Spali House
A full time handyman and several permanent gardeners will be located on-site, and a green and hot house will be provided for residents to participate in gardening	Basement level of serviced apartment building, Spali House
Two buses, one of which will be used permanently as a shuttle for residents to go shopping, etc., and the other to be used for tours, outings, etc. When not used for tours, the second bus would be available for shopping trips.	

The following recreation facilities are proposed for the development when completed:

- Two full sized tennis courts and one half sized court, to be recycled from existing courts on site;
- A number of recreation spaces distributed across the site including lounges, libraries, card rooms, lecture theatre, games rooms and “clubs with bars”;
- A level walking route of approximately one kilometre around the centre of the site;
- A bicycle route along the perimeter and crossing the site.

Once population numbers reach a sufficient threshold, additional facilities will be introduced to include an on-site pharmacy<sup>1</sup> in the medical centre building, a croquet lawn and bowling green. The croquet lawn and bowling green will be located adjacent to the Spali House.

Most of the facilities on-site will be located a short and level distance to the self care, low care facility and nursing home. Where they are not, a bus will be available to take residents to these facilities. In all cases, pedestrian access ways into and within the site will comply with AS1428.1 and the SEPP (Housing for Seniors or People with a Disability) 2004.

This report addresses the social impact of the proposal. A key area of impact relates to the support service needs of prospective residents, particularly those in serviced self care accommodation. The report will consider the extent to which facilities and services proposed on-site will address the support service needs of residents, and it will also consider the availability of other services in the community that would be available to residents of the development, and the adequacy of such services.

The report is laid out as follows:

- Section 2: Demand for aged persons housing in Warringah;
- Section 3: Director General's Requirements for assessment of the proposal, notified to the applicant on 16 August 2006;
- Section 4: Compliance with SEPP (Housing for Seniors or People with a Disability) 2004;
- Section 5: Additional requirements for consideration;
- Section 6: Conclusion and Statement of Commitments.

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<sup>1</sup> A local pharmacy will be used until such time as the on-site pharmacy is able to be provided.

## 2.0 DEMAND FOR AGED PERSONS HOUSING IN WARRINGAH

### 2.1 Trends in ageing

By 2051, between 44-48% of Australians will be older than 50, according to the Australian Bureau of Statistics. The number of people aged 65 and over will increase rapidly, from 2.4 million in 2004 to between 7 and 9 million people in 2051. While in 2004 one in eight persons was aged 65 and above, by 2051 it is anticipated that slightly more than one in four persons will be aged 65 and above.<sup>2</sup>

Associated with this increased growth in numbers of older persons is the prospect of a broad range of social and economic implications, including those for workforce participation, changes to education requirements, and what this means for housing, tourism and recreation, as well as health and aged care.<sup>3</sup>

It is acknowledged that older people are living longer, most enjoy a healthy and active lifestyle, and many will remain in the wider community and will continue to care for themselves. Many will eventually require assistance with heavy laundry, housework and shopping, depending on their general state of health, but they may still be able to cook for and keep themselves and their homes clean and tidy, with many of their support needs being met by an external provider who visits the home rather than live in. Currently most care for frailer older people is provided by informal carers, although a significant proportion is increasingly provided by privately arranged or commercial services.

The Department of Planning's research shows that over the age of 75 years:

- 52% of people need assistance with home maintenance;
- 43% of people need assistance with transport;
- The proportion of people needing assistance with personal or health care is much lower.<sup>4</sup>

Byles<sup>5</sup> notes that in most cases, "aged care" is primarily required for people over the age of 80 years. In contrast, the concept of "Healthy Ageing" is strongly relevant to the current generation of retirees who are aged in their sixties and early seventies. Healthy Ageing represents the beginning of a change in social attitudes, which recognises that

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<sup>2</sup> ABS Media Release: November 29, 2005.

<sup>3</sup> About the House, September-October 2002 issue, pp22-23.

<sup>4</sup> Department of Planning, Housing for Seniors or People with a Disability (SEPP Seniors Living) 2004: page 16

<sup>5</sup> Associate Professor Julia Byles, Director, Hunter Ageing Research, University of Newcastle. Submission to House of Representatives Standing Committee on Ageing: Inquiry into long term strategies to address the ageing of the Australian population over the next 40 years.

most older people are highly independent and active, have an excellent quality of life, and contribute substantially to the quality of life of others and to the productivity of society as a whole. A positive implication of Healthy Ageing with respect to population ageing is the continued productivity of older people.

The economic and social development that has preceded population ageing in Australia means that each subsequent cohort of older people has more financial, personal and social resources than the previous cohort. This effect is partly due to improved standards of living, greater educational opportunities, health promotion activities and risk reduction, and greater and more interesting leisure opportunities.

Kendig and Neutze<sup>6</sup> note that the housing of the next generation of older persons will be influenced by the tenure experiences of the early baby boomers. Many of this generation – the primary target group of the proposed lifestyle village at Oxford Falls – have lived alone, in shared accommodation, in then newly built flats, and finally in typically large homes in middle or outer suburbs. Ages at marriage and childbearing have been rising, and many baby boomers later divorced and some remarried. They benefited from massive employment opportunities and booming property values during the 1970's and 1980's. Females in particular benefited from rising educational standards, longer periods of work during the usual childrearing years, better paid occupations, and more exposure to the women's movement.

Overall, the baby boomer cohort will have more resources and higher expectations of their housing than their predecessors in old age. They will bring to old age more superannuation and more large, debt free and valuable housing in low density suburbs. Their housing choices are likely to be shaped by personal histories of more frequent housing moves, assertive consumerism, and varied housing earlier in life.

The housing preferences of baby boomers will require retirement villages to operate on a larger scale, responding to the “needs and wants” of this market – their experience and adventures, convenience and access, security, comfort, quality, value, socialisation, stimulation and fulfilment. In the U.S.A., retirement communities that are in step with boomers' lifestyle changes have been integrating mixed residential, with swimming centres, tennis courts, retail, restaurants, cafes and other recreational attractions within level walking distance of the home. Many of them are medium density developments which not only make better use of land, but provide flexible housing options, level access and security.

## **2.2 Demographic trends in Warringah LGA**

Data is drawn from the Census of Population and Housing unless otherwise stated.

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<sup>6</sup> Kendig, H & Neutze, M “Housing implications of population ageing” Productivity Commission and Melbourne Institute of Applied Economic Research, Canberra, 1999 page 437

## 2.2.1 Trends in ageing

The proposed lifestyle resort in Oxford Falls will target active young (60 year old) retirees, who are likely to be drawn primarily from within a 10-15 km radius of the subject site. Most of this catchment lies within the Warringah LGA, although realistically some prospective residents may also come from Pittwater, Manly and Kuring-gai LGAs.

Table 2 shows the growth of numbers of persons aged 55 and over in Warringah between 1991 and 2001. The formation of Pittwater Council in 1992 accounts for reduced numbers in Warringah from 1996 onwards.

Table 2: Growth in older persons in Warringah between 1991 and 2006

	<b>1991</b>		<b>1996</b>		<b>2001</b>		<b>2006</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
55-59	7750	4.5	6445	5.22	7323	5.74	7,681	5.74
60-64	7610	4.42	5063	4.1	5694	4.46	6,571	4.91
65-69	7011	4.07	4912	3.98	4491	3.52	5,287	3.95
70-74	5750	3.34	4707	3.82	4423	3.47	4,147	3.10
75-79	4531	2.63	3626	2.94	4165	3.26	4,049	3.03
80-84	2911	1.69	2507	2.03	2964	2.32	3,532	2.64
85-89	1494	0.87	1350	1.09	1672	1.31	2,173	1.62
90 plus	630	0.37	624	0.51	817	0.64	1,093	0.82
TOTAL pop	172091	21.9	123367	23.7	127613	24.72	133,838	25.81

Warringah's population has grown both numerically, and in the proportion of persons aged over 55 years. The increase has been proportionately greatest in the 55-59 age group, followed by the 80 plus age group.

Table 3 shows the Department of Planning's population projection for the Warringah LGA by age.<sup>7</sup>

Table 3: Projected population and selected characteristics: Warringah.

	<b>2011</b>		<b>2016</b>		<b>2021</b>		<b>2026</b>		<b>2031</b>	
55-59	8,060	5.76%	8,640	6.20%	8,970	6.39%	8,930	6.32%	8,870	6.24%
60-64	7,570	5.41%	7,310	5.25%	7,810	5.56%	8,130	5.75%	8,100	5.70%
65-69	6,390	4.57%	6,920	4.97%	6,700	4.77%	7,190	5.09%	7,500	5.28%
70-74	5,000	3.58%	5,730	4.11%	6,270	4.47%	6,160	4.36%	6,620	4.66%
75-79	3,810	2.72%	4,420	3.17%	5,100	3.63%	5,690	4.03%	5,650	3.98%
80-84	3,180	2.27%	3,030	2.17%	3,580	2.55%	4,230	2.99%	4,800	3.38%
85+	3,550	2.54%	3,840	2.76%	3,960	2.82%	4,530	3.21%	5,450	3.84%

<sup>7</sup> Transport and Population Data Centre, NSW SLA Population Projections, 2005 Release – SLA Summary, Version 1.0



From the above, the numbers and proportions of older persons in Warringah LGA are projected to increase, with growth being exponential over the period under consideration.

### **2.2.2 Characteristics of the Warringah population at the 2006 Census**

The Warringah population had a higher percentage of persons born in Australia than the Sydney Statistical Division (67.99 compared to 60.37%), and a correspondingly higher proportion of English speakers than the Sydney SD (80.69% compared to 63.99%).

Table 4 shows the educational levels of the Warringah population.

Table 4: Non-school qualification attained by Warringah population

<b>Level of education</b>	<b>Warringah %</b>	<b>Sydney SD %</b>
Post graduate degree	5.69	7.11
Graduate diploma/certificate	2.62	2.34
Bachelor degree	25.64	25.52
Advanced diploma	17.85	14.11
Certificate	27.87	25.99
Not stated/not applicable	20.33	24.94

From the above, the Warringah population's educational levels appear to be generally equivalent to that of the Sydney SD.

Table 5 shows the percentage of employed persons by age in the 55 and over age categories.

**Table 5: Employed persons by age and classification in Warringah**

Category	Warringah		Sydney SD	
	55-64	65 plus	55-64	65 plus
Agriculture, forestry & fishing	17.72%	6.33%	19.16%	9.47%
Mining	30.00%	3.33%	16.20%	2.87%
Manufacturing	14.92%	3.88%	13.92%	2.18%
Electricity, gas, water & waste services	20.61%	2.86%	15.66%	1.41%
Construction	12.06%	2.24%	11.47%	1.99%
Wholesale trade	13.72%	3.27%	12.54%	2.37%
Retail trade	12.74%	3.07%	9.70%	1.94%
Accommodation & food services	7.16%	1.62%	7.11%	1.48%
Transport, postal & warehousing	17.64%	3.84%	14.77%	2.13%
Information media & telecommunications	8.96%	2.04%	8.19%	1.38%
Financial & insurance services	10.08%	2.57%	7.81%	1.56%
Rental, hiring & real estate services	11.86%	4.99%	13.01%	4.21%
Professional, scientific & technical services	12.47%	3.50%	11.02%	2.64%
Administrative & support services	12.76%	3.51%	12.16%	2.13%
Public administration & safety	15.84%	2.38%	12.88%	1.63%
Education & training	16.60%	3.25%	16.31%	2.56%
Health care & social assistance	17.76%	3.62%	15.92%	2.89%
Arts & recreation services	9.55%	3.61%	10.35%	3.04%
Other services	11.99%	3.74%	11.89%	2.65%
Inadequately described/Not stated	11.69%	6.04%	10.62%	4.19%
<b>Total</b>	<b>13.29%</b>	<b>3.21%</b>	<b>12.10%</b>	<b>2.30%</b>

The overall workforce participation rate for Warringah's older population is higher than that of the Sydney SD, that is, 16.5% compared to 14.41%. Warringah's older population also enjoys a higher rate of participation than that of the Sydney SD across most employment classes. In many of the employment classes, older persons in Warringah comprise 20% or more of the workforce for that category e.g. mining, electricity/gas/water supply.

Table 6 shows the occupation by age for the Warringah population.

Table 6: Occupation by age in Warringah

Occupation	Warringah 55-64%	Warringah 65 plus%	Sydney SD 55-64%	Sydney SD 65 plus%
Managers	13.37	2.71	13.58	2.71
Professionals	12.39	3.05	11.5	2.45
Technicians & trades workers	10.93	2.49	10.82	1.77
Community & personal services workers	9.25	2.03	10.82	1.77
Clerical & administrative workers	17.2	3.6	13.65	2.23
Sales workers	11.52	3.33	9.31	1.89
Machinery operators & drivers	19.05	4.95	15.78	2.26
Labourers	15.78	4.46	13.72	2.68
Not stated/inadequately described	13.35	8.31	12.04	5.7
TOTAL	13.28	3.2	12.1	2.3

The older population in Warringah is generally better represented across all occupation classes compared to the Sydney SD population, but particularly in the less skilled classes.

Table 7 shows weekly family income for the Warringah population.

Table 7: Weekly family income

	Warringah	Sydney SD
Negative/Nil income	0.69%	1.09%
\$1-\$149	0.67%	1.12%
\$150-\$249	0.42%	1.06%
\$250-\$349	1.10%	2.29%
\$350-\$499	3.20%	5.57%
\$500-\$649	6.07%	7.85%
\$650-\$799	3.34%	4.57%
\$800-\$999	4.71%	5.65%
\$1,000-\$1,199	9.76%	9.82%
\$1,200-\$1,399	6.27%	6.34%
\$1,400-\$1,699	8.20%	7.95%
\$1,700-\$1,999	7.99%	7.26%
\$2,000-\$2,499	9.92%	8.74%
\$2,500-\$2,999	11.56%	8.24%
\$3,000 or more	13.84%	10.09%
Partial income stated(c)	10.63%	10.30%
All incomes not stated(d)	1.62%	2.04%

The Warringah population has significantly fewer families on low incomes (earning under \$500 per week) and far more wealthier families (earning more than \$1,400 per week) than the Sydney SD population:

- The percentage of families in Warringah earning less than \$500 per week in 2006 was 6.09%, compared to 11.14% in the Sydney SD;
- By contrast, the percentage of families in Warringah earning more than \$1,400 per week was 51.51% compared to 42.28% in the Sydney SD.

Table 8 shows vehicle ownership levels in Warringah.

Table 8: Vehicles per dwelling in Warringah

	Warringah	Sydney SD
No. motor vehicles per dwelling		
None	8.82%	13.19%
1 motor vehicle	37.08%	38.53%
2 motor vehicles	37.70%	32.16%
3 motor vehicles	9.18%	8.50%
4 or more motor vehicles	4.09%	3.76%
<i>Total</i>	96.87%	96.14%
No. of motor vehicles not stated	3.13%	3.86%

Warringah has a higher rate of multiple car ownership per dwelling compared to the Sydney SD, particularly with respect to the category of two cars per household.

## **2.3 Profile of residents of Oxford Falls Lifestyle Resort**

Based on general trends in ageing and in the Warringah LGA, the number and proportion of older people is expected to grow in future.

The profile of prospective residents of the proposed development is likely to reflect the following:

- A largely younger, healthier and more active “aged” population, typically comprising early baby boomers;
- Mainly Australian born and English speaking;
- Well educated;
- With an increasing tendency towards involvement in work related activities; and
- High incomes;
- Above average rate of vehicle ownership.

## 2.4 Supply of aged persons housing in Warringah

There are 33 aged persons housing developments in Warringah offering a range of self care and aged care facilities with low and high level care services. Table 8 shows these facilities and accommodation provision.<sup>8</sup>

Table 8: Aged persons housing in Warringah LGA

Facility name	Address	Self care (units)	Low level care (units/beds)	High level care (beds)
Austral House Nursing Home	4 Austral Ave, North Manly	0	0	35
William Charlton Village	181 Allambie Rd, Allambie Hts	25	29	0
Eurobodalla Homes	11 Aquatic Drive, Allambie Hts	31	0	0
Fred Hutley	183 Allambie Rd, Allambie Hts	108	0	0
Furlough House	72 Ocean St, Narrabeen	82	0	0
Allambie Lutheran Homes	3 Martin Luther Pce, Allambie Hts	55	27	0
Druids Friendly Society	2 Martin Luther Pce, Allambie Hts	20	0	0
Elizabeth Jenkins	21 Eastbank Ave, Collaroy	0	100	41
MacDonald Homes	74 Howard Ave, Dee Why	24	0	0
Pacific Lodge	15 Fisher Road, Dee Why	0	59	0
Wesley Gardens	2b Morgan Rd, Belrose	0	206	140
War Widows Guild	5-7 Wheeler Pde, Dee Why	28	0	0
Belrose Country Club	2 Dawes Rd, Belrose	200	26	0
Dee Why Gardens	155 Fisher Rd North, Cromer	203	34	0
Forestville Retirement Village	51 Cook St, Forestville	33	35	0
Gleneaon Retirement Village	Gleneaon Ave, Belrose	221	50	0
Maybrook Manor	6 Jersey Pce, Cromer	98	0	0
Narrabeen Village	1259 Pittwater Rd, Narrabeen	14	0	0
RSL Veterans	90 Veterans Pde, Narrabeen	500	335	147
Scalabrini Village	167 Allambie Rd, Allambie Hts	12	23	48
Alexander Aged Care	16 Victor Rd, Brookvale	0	0	37
St Davids Village	45 Cook St, Forestville	90	40	0
The Pines	42 Booralie Rd, Terrey Hills	16	0	69
WG Taylor	156 Ocean St, Narrabeen	24	74	0
Warringah Place	1039 Pittwater Rd, Collaroy	109	0	0
Willandra Retirement Village	81 Willandra Rd, Cromer	225	43	0
Willandra Bungalows	51 Little Willandra Rd, Cromer	90	0	0
Tredinnick Village	75 Cook St, Forestville	60	0	0
Chesalon Nursing	63 Thomas St, North Manly	0	0	50

<sup>8</sup> This information is drawn from Warringah Council's Retirement Housing Guide, 2008, and supplemented with independent investigations.

Home				
Collaroy Aged Care Facility	24 Mactier St, Narrabeen	0	0	40
Manly Vale Aged Care Facility	Cnr Condamine/Gordon Sts, Manly Vale	0	0	100
Palm Grove Nursing Home	71a McIntosh Rd, Narrabeena	0	0	54
Plateau View Aged Care Facility	Cnr Telopea/Veterans Pde, Collaroy	0	0	48
<b>TOTAL</b>		2268	1081	809

There are a further 17 aged care housing facilities in Pittwater and Manly LGAs combined offering the following<sup>9</sup>:

- Self care accommodation: 963 units of accommodation;
- Low level of care units: 429 units/beds;
- High level of care units: 480 beds.

The bulk of this accommodation is in the Pittwater LGA.

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<sup>9</sup> Source: Warringah Council Retirement Housing Guide, 2008

### **3.0 DIRECTOR GENERAL'S REQUIREMENTS FOR ASSESSMENT OF THE PROPOSAL**

On 16 August 2006, the Director General notified the applicant, amongst others, that a Social Impact Study (SIS) was to be prepared to address the social context of the development and was to address the following:

- Demonstrate compliance with State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004;
- The Social Impact Study is to address the social context of the development including infrastructure requirements, access, community services and facilities, and staging and monitoring of infrastructure works;
- Cumulative impacts are to include an assessment of existing capacity and impacts of the development on social infrastructure, including health services and schools in consultation with service providers and Council.

The relevant sections of SEPP (Housing for Seniors or People with a Disability) 2004 to be addressed in this report are as follows:

- Clause 25(5)(b)(iii) – availability of services and infrastructure;
- Clause 26(1) – residents to have access to nominated services and facilities;
- Clause 26(2)(a) – access to comply with minimum gradient requirements;
- Clause 26(2)(b) – availability of public transport service to meet certain minimum requirements;
- Clause 43(1) – requirement for a bus service to local centres;
- Clause 44 – availability of facilities and services.

Staging of the development is described in Section 1. It is intended that most facilities and services be available to residents from the initial stage of development.

Regarding cumulative impacts, consultation regarding service capacity has occurred with various aged care and health providers – see Section 5.0. It is noted that the proposal will not generate demand for school services.

## **4.0 COMPLIANCE WITH SEPP (HOUSING FOR SENIORS OR PEOPLE WITH A DISABILITY) 2004**

### **4.1 Access to services and facilities**

#### **4.1.1 Requirements of Clause 25(5)(b)(iii)**

Clause 24 of the SEPP (Housing for Seniors or People with a Disability) 2004 requires that application be made for a Site Compatibility Certificate for development of seniors housing on land that adjoins land zoned primarily for urban purposes.

Clause 25(5)(b)(iii) requires that the Director- General must not issue a Site Compatibility Certificate unless he is satisfied that the proposed development is compatible with the surrounding land uses having regard to the services and infrastructure that are or will be available to meet the demands arising from the proposed development (particularly retail, community, medical and transport services having regard to the location and access requirements set out in Clause 26) and any proposed financial arrangements for infrastructure provision.

#### **4.1.2 Compliance**

The closest retail and commercial centres to the site include:

- Forestway shopping centre, at Forest Way, Frenchs Forest. This centre is a major shopping centre, and is located approximately one kilometre west of the subject site;
- Skyline shopping centre, at the corner of Frenchs Forest Road East and Patanga Road, about 400-500 metres south of the subject site;
- Shopping centre at the corner of Warringah and Bantry Bay Roads, approximately 800 metres south west of the subject site.

The proposal complies with respect to access to services provided within the site.

It is anticipated that there will be a high proportion of car ownership by residents, particularly for those living in self care accommodation. Car pooling and private group transport is also an option.

Table 9 shows access of the proposed development to the provision of commercial and retail facilities, both on and off the site.



Table 9: Access to retail and commercial services

<b>Facility</b>	<b>Provided on-site</b>	<b>Available at Forest Way<sup>10</sup></b>	<b>Available at Skyline shops</b>	<b>Available at Bantry Bay Road shops</b>
Corner shop	Yes	No	No	No
(Convenience store) mini supermarket	Yes	No	Yes	No
Public telephone	Yes	Yes	Yes	Yes
Butcher	Yes, in supermarket	Yes	No	No
General groceries	Yes	Yes	Yes	No
Other groceries	Yes	Yes	Yes	Yes
Newsagent	Yes	Yes	Yes	No
Bank	ATM	Yes	No	No
Chemist	Yes <sup>11</sup>	Yes	Yes	Yes
Post Office	Yes	Yes	Yes	No

Table 10 shows access of the proposed development to community services facilities.

Table 10: Access to community services facilities

<b>Facility</b>	<b>Provided on-site</b>	<b>Provided elsewhere</b>
Community information services	Yes	Aged Services, Warringah Council, 725 Pittwater Rd, Dee Why; Northern Beaches Neighbourhood Services, 30 Howard Ave, Dee Why
Libraries	Yes	Main library at Howard Avenue, Dee Why; Warringah Library – Home library service
Council staff	No	Warringah Council offices, Pittwater Rd, Dee Why.

Access to Warringah Council offices by the resort's community bus will be provided on demand. Access is also available via Route 136, which picks up and sets down opposite Warringah Council offices.

Table 11 shows access of the proposed development to recreation facilities and services.

<sup>10</sup> There are two supermarkets at Forest Way (Franklins and Woolworths).

<sup>11</sup> To be provided once population numbers on-site reach an adequate threshold.

**Table 11: Access to recreation facilities and services**

<b>Facility</b>	<b>Provided on-site</b>	<b>Provided elsewhere</b>
Cinema	Yes	Hoyts, Warringah Mall, Brookvale
Theatre <sup>12</sup>	Yes	Glen Street Theatre, Glen Street, Belrose
Public parks	Yes	Patanga Road, Beacon Hill; Golden Grove Park, Beacon Hill
Swimming pools (heated)	Yes	Warringah Aquatic Centre, Aquatic Dve, Frenchs Forest
Senior citizens centre <sup>13</sup>	Yes	Forest Seniors Club, cnr Starkey St & Warringah Road, Forestville; Dee Why Senior Citizens Club, Howard Avenue, Dee Why
Bowling clubs <sup>14</sup>	Yes	Clubs at Belrose (Forest Way), Dee Why (Esbury Avenue), and Forestville (Forestville Avenue).
Golf course	No	Golf courses at Cromer (Cromer Rd) and Allambie Heights (Wakehurst Parkway)
Croquet lawn	Yes	N/a
Neighbourhood centres offering social activities <sup>15</sup>	Yes	Northern Beaches Neighbourhood Services, 30 Howard Avenue, Dee Why

The resort's community buses will provide access to recreation facilities off site, on demand. Alternative access will be by public transport (Route 136) and taxis.

The proposed resort provides for considerable recreational and open space opportunities on-site:

- Gym;
- Indoor heated and/outdoor swimming pool;
- Bowling greens and croquet lawns
- Two tennis courts;
- Bicycle and walking routes;
- Large tracts of passive open space throughout the site where residents can rest and relax.

These facilities will, to a significant degree, cater to the recreational demands of residents.

Table 12 shows access of the proposed development to general practitioners.

<sup>12</sup> The proposed gym will be able to be used for various functions such as dancing, entertainment and live shows.

<sup>13</sup> Various "clubs" with bars to be provided on the site, including lounges, card rooms, lecture theatres, games rooms.

<sup>14</sup> To be provided over a three year period.

<sup>15</sup> As for senior citizens centres.

Table 12: Access to general practitioners

<b>Practitioner</b>	<b>Provided on-site</b>	<b>Provided elsewhere</b>	<b>House calls available</b>
Resident doctor	Yes: to be available from time first residents move in	N/a	N/a
Sole practitioner	N/a	Cnr Inverness/Frenchs Forest Road East	No details
Forest Way Family Medical Centre	N/a	Forest Way, Frenchs Forest	Yes, for existing customers
Warringah Road Family Medical Centre	N/a	Warringah Road, Frenchs Forest	No
Frenchs Forest Medical Centre	N/a	Frenchs Forest Rd	No

A resident doctor is to be available from the time that first residents move into the resort. There is at least one medical practice off site that does house calls to the Oxford Falls area. This service would be used as a back up facility.

Table 13: Access to food services

<b>Type</b>	<b>Provided on-site</b>	<b>Provided from elsewhere</b>
Home delivered	Two restaurants, bistro, take away shops, fish shop, etc.	<u>Skyline Chinese Restaurant</u> , 20 Frenchs Forest Rd: free home deliveries for orders (minimum charges apply). <u>Asian Inn</u> , Bantry Bay Road: free home deliveries (minimum charges apply). <u>India Time Restaurant</u> , Bantry Bay Road: free home deliveries (minimum charges apply). <u>Forest Woodfired Pizza</u> , Warringah Road: free home deliveries at night (minimum charges apply). <u>Forest Thai</u> , Warringah Road: free home deliveries at night, minimum order \$20 <u>Northern Beaches Food Services</u> , 6 Jackson Rd, Warriewood: despatch of meals to frail aged and disabled (\$6 per meal)
Centre based <sup>16</sup>	N/a	<u>Forestville Community Restaurant</u> , Forestville Senior Citizens Centre, 3 Starkey St, Forestville (transport available) <u>Manly Community Restaurant</u> , Manly Senior Citizens Centre, cnr Pittwater & Balgowlah Rds, Manly (limited transport) <u>Avalon Luncheon Club</u> , 1 Bowling Green Lane, Avalon (transport available) <u>Narrabeen Community Restaurant</u> , Berry Hall, 1395 Pittwater Rd, Narrabeen
In-home	Will be provided by stores on-site	Woolworths and Franklins, Forest Way: \$8.60 for five bags, and \$8.80 for up to 10 bags respectively.
Communal	To be provided in low and high care facility	See centre based above.
Other	N/a	Numerous restaurants, clubs, hotels, cafes, take away food services in Forest Way shopping centre, Skyline shopping centre, Dee Why, Warringah Mall, Manly, etc.

<sup>16</sup> Source: Warringah Council's Services Guide for Older Residents. Options are generally low cost.

The site has good access to existing food services in the community, as well as excellent access to food services to be provided on the site itself.

A range of personal and home care, home nursing and other services are proposed to be provided on-site. These include:

- Personal/home care services: these services are to be provided to the low and high care residential facilities (hostel and nursing home). Services to be provided in the low care facility and the independent living apartments include assistance with general laundry and cleaning, assistance with personal care, and assistance with mobility and communication. These services will also be available in the high care facility;
- Home nursing services: Additional services to be provided in the high care facility include therapy, nursing, and provision of basic medication;
- Other services: each of the two facilities will have on-site staff to provide emergency assistance, meals, social activities and support for people with dementia. The high care facility will provide additional nursing services to assess, plan and manage residents' care.

Alternative access to facilities and services off the site would be as follows:

- The resort's community buses, which will have the capacity to carry more than 15 persons, will make a minimum of two return trips per day, seven days a week, to any of the nominated shopping centres above and Warringah Mall. The bus will make at least one trip between 8 am and 12 pm, and at least one trip between 12 pm and 6 pm to these destinations;
- State Transit Authority Bus Route 136, which operates between Chatswood Interchange and Manly Wharf, linking North Steyne, Dee Why Beach and Frenchs Forest (including Forestway shopping centre as a stop – see Attachment 1 for route and timetable). This route travels along Iris Street, with the closest pick up and set down points to the site being on Iris Street and Oxford Falls Road, and which are approximately 400 metres from the site. Other STA services in close proximity to the site include Routes 142 and E66 operating along Allambie Road between Wynyard, Manly Wharf and Skyline shops on Frenchs Forest Road, and Routes 169, 172 and 173 operating along Warringah Road and Frenchs Forest Road between Manly, Narrabeena, Skyline shops and the city;
- Pedestrian access from the subject site to these stops would be via Oxford Falls Road. It is noted that the upper part of Oxford Falls Road, where it joins with Iris Road, has a steeper gradient. There are formal pedestrian paths along Iris Road and Oxford Falls Road south of its intersection with Iris Road. Pedestrian paths along Oxford Falls Road north of its intersection with Iris Road are informal;
- The use of taxis: both Manly Warringah Cabs and Wheelchair Accessible Taxis pick up in the Oxford Falls area.

Residents in self care accommodation at the Oxford Falls Resort would have access to personal and home care, and home nursing services provided by external providers, over

and above those services provided under Government provided or funded community based care programs e.g. Home and Community Care Program (jointly funded and administered by the Commonwealth and State governments) and Community Aged Care and Extended Aged Care at Home programs funded and administered by the Commonwealth. Tiffany Developments will enter into agreements with service providers to ensure that residents have access to required services.

Home nursing services provided by the Northern Sydney Home Nursing Service based at Mona Vale Hospital are provided by registered nurses and include assistance with post-operative wound care, injections and normal nursing care. Services are short term, that is, until the patient's situation has improved. There is no fee for this service and no wait time.

There are a number of private services that would be available to residents of the Oxford Falls Resort – refer Table 14. They were sourced from Warringah Council's Service Guide for Older Residents and supplemented by the author's independent research. These services are generally available at short notice.

Table 14: Private services

<b>Name</b>	<b>Services provided</b>	<b>Hours</b>	<b>Rates</b>	<b>Availability</b>
AM Home Help	Personal care, nursing care, help with appointments, permanent/temporary live in	Unlimited	\$20-45/hour	Immediate
ARV Home Support Services	Help with housekeeping, shopping, cooking, paying bills, transport, personal & respite care	Unlimited	\$30-60/hour	1-14 days
Combined Care for the Elderly	Respite care, dementia care, cleaning, lawn mowing, shopping, laundry, meal preparation, general maintenance	Unlimited	\$32.30-\$75/hour	24 hours
Dial an Angel	Cleaning, housekeeping, chauffeuring, handyman work, gardening, pet care, home nursing, respite care	Unlimited	Varies by service	Immediate
Just Better Care	Home help, chauffeuring, caretaking, handyman work, gardening, pet care, home nursing, respite care	Unlimited	Starts at \$35/hour	Often same day
Silver Circle Home Support Services	Housekeeping, personal care, transport, companionship, respite care, home repair and modification.	Unlimited	\$31.50-50/hour	2 days

In summary, there is a wide range of support services in the community that can both address the full spectrum of aged care needs and which have considerable capacity to respond to additional demand for these services. As such, there is likely to be no

cumulative impact on existing services' ability to address demand for these services that may arise from the Oxford Falls Resort.

All services and facilities to be provided on site will be fully funded by the developer and/or through resident contributions.

Having regard to the provisions for issuing a Site Compatibility Certificate, it is evident that the proposal is compatible with the capacity of surrounding services and infrastructure to meet any demand for same arising from the proposal as demonstrated above and also in Section 4.2 below.

## **4.2 Written evidence of provision of access to facilities**

### **4.2.1 Requirements of Clause 26**

Clause 26 requires that a consent authority must not consent to a development application made pursuant to this Chapter unless the consent authority is satisfied, by way of written evidence, that residents of the proposed development will have access that complies with subclause (2) of the SEPP to:

- (a) shops, bank service providers and other retail and commercial services that residents may reasonably require;
- (b) community services and recreation facilities; and
- (c) the practice of a general medical practitioner.

### **4.2.2 Compliance**

The Statement of Commitments at Section 6 outlines the range of services and facilities that are to be provided on the site. These services and facilities address the requirement to provide suitable access to retail and commercial, community and recreation, and medical services.

The issue of site accessibility has been addressed in the Access Report (October 2008) prepared by Mark Relf. This report notes that, in all cases, pedestrian access ways into and within the site will comply with AS1428.1 and the SEPP (Housing for Seniors or People with a Disability) 2004.

The proposal provides for two community buses, which will have the capacity to carry at least 15 persons, and will make a minimum of two return trips per day, seven days a week, to any of the nominated shopping centres at Section 4.1.2 above and to Warringah Mall. All of these centres have level access. The bus will make at least one trip between 8 a.m. and 12 p.m., and at least one trip between 12 p.m. and 6 p.m. to these destinations. A second bus will be available for commuter trips when not being used for tour purposes.

There is an accessible path between all dwellings (less than 1:14) to the bus pick up point.

## **4.3 Transport services to local centres**

### **4.3.1 Requirements of Clause 43**

This Clause requires that a consent authority must not consent to a development application to carry out development for self care accommodation on land that adjoins land zoned primarily for urban purposes unless the consent authority is satisfied that a bus capable of carrying at least 10 passengers will be provided to the residents of the proposed development. This bus is to provide access to the services nominated under Clause 26(1) (shops, banks, etc.) and is to be available at least once a day between 8 a.m. and 12 p.m. and between 12 p.m. and 6 p.m.

### **4.3.2 Compliance**

The proposal complies with this requirement – see 4.2.2.

## **4.4 Availability of facilities and services**

### **4.4.1 Requirements of Clause 44**

This Clause requires the consent authority to be satisfied that any facility or service provided as part of the proposal be carried out on land adjoining land zoned primarily for urban purposes to be available to residents when the housing is ready for occupation. Where the development is staged, facilities or services may be provided proportionately according to the number of residents in each stage.

### **4.4.2 Compliance**

The Statement of Commitments guarantees that most facilities and services to be provided will be available to residents when the housing is ready for occupation.

## **5.0 ADDITIONAL REQUIREMENTS FOR CONSIDERATION**

### **5.1 Social context of the development**

#### **5.1.1 Director-General's requirement**

The Social Impact Study is to address the social context of the development including infrastructure requirements, access, community services and facilities, and staging and monitoring of infrastructure works.

#### **5.1.2 Compliance**

The social context of the proposal, in particular access to community services and facilities, is discussed in detail at Section 4.

The proposal will be staged over five years as follows:

- 105 self care apartments will be built during the first two years of construction. Refurbishment of the Tennis Academy will be completed six months prior to the completion of these apartments allowing for services assigned to this building to be established and operating by the time residents move in;
- A further 105 self care apartments will be built during the second and third years of the development over 12 months, with the last phase of 105 self care apartments being built in the third and fourth years of the development over a 12 month period;
- The new amenities building, comprising the bulk of remaining community facilities and services to be provided, will be built over an eight month period commencing 16 months after construction of the initial apartments commence construction. The new amenities building will be completed two years after construction of the project commences, being available within a couple of months after the first self care block is completed;
- The serviced apartments (low care) will be constructed over a 10 month period commencing in the third year of the development;

The nursing home (high care) will be built over a seven month period in the final year of the development.

The proposal complies with the requirement to consider the proposal's social context.



## **5.2 Cumulative impacts**

### **5.2.1 Director-General's requirement**

Cumulative impacts are to include an assessment of existing capacity and impacts of the development on social infrastructure, including health services and schools in consultation with service providers and Council.

### **5.2.2 Compliance**

The day to day community service and health needs of residents will be provided for on site. Where necessary, augmentation of these services can be carried out at short notice by private service providers.

A major new metropolitan hospital is to be built at the intersection of Warringah Road and the Wakehurst Parkway, Frenchs Forest. It will provide as many health care services as possible on the Northern Beaches to avoid the need for residents to travel to other hospitals e.g. Royal North Shore. Completion of the project is expected around 2012<sup>17</sup>

This hospital will be located in close proximity to the proposal.

The proposal will have no impact on the provision of school services.

Overall, the proposal will not have a cumulative impact on the ability of existing services to supply the market.

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<sup>17</sup> NSW Department of Health, 5 December 2007

## **6.0 CONCLUSION AND STATEMENT OF COMMITMENTS**

The proposed retirement housing facility at Oxford Falls Road aims to provide residents with lifestyle options that will allow them to live independently, and as they progress through needing higher levels of housing and care, in the company of family and friends.

Due to the size and scale of the proposed development, it will provide a wide range of support services and facilities on the site, some of which extend well beyond the level of service normally associated with developments of this type. The proposal will take advantage of a number of existing buildings on-site that will be recycled to provide some of these support facilities and services.

Demographic trends in Warringah LGA point to increased numbers of aged persons since 1991, and population projections show that the number of aged persons is likely to increase exponentially over the next 15 years.

The age cohort occupying the Oxford Falls lifestyle resort is likely to be drawn mostly from early baby boomers. Residents of the development are likely not only to be younger, but also healthy, active aged persons some of whom will be employed. They are also likely to be earning above average incomes, and will be highly mobile.

The proposed development will provide a high level of access to retail, commercial, recreation and community support services, including the services of a medical practitioner, on the site. Internal access to various parts of the site will comply with the requirements of the SEPP (Housing for Seniors or People with a Disability) 2004.

In addition, residents will have access to a wide range of these services off the site, both in the immediate and in the wider area. Residents who do not have access to private transport, will be able to use one of two community buses, one of which will be permanently dedicated to providing daily access to shopping, commercial, recreation and community facilities.

Residents will have access to a wide range of food, home care and nursing, and domestic services. There will be home delivered food options from restaurants, bistros and take away establishments on the site. In addition, there are several services, including local restaurants, which would deliver meals to the site.

Personal and home care services, personal nursing services, and domestic services will be available both internally and externally from both public and private providers.

The proposal has been considered against the Director-General's requirements for social impact, including issues of significance under the SEPP (Housing for Seniors or People with a Disability) 2004. The overall level of service and access to these services is

considered to be adequate, in the light of the type of housing to be provided and the needs of residents, the ability of the development to provide many services on-site, and the likely income profile of residents.

In assessing the social impact of the proposal, regard has been had to the existence of capacity in service provision in the wider community, together with the likelihood that residents will be able to satisfy their need for such services on site. This confirms that there will be no cumulative impact on these services, nor will the proposal generate a social impact that cannot be managed.

As a result, to the extent that this proposal may generate a social impact, such impact is considered to be acceptable.

### Statement of Commitments

The following facilities and services are to be provided by the applicant:

- Medical centre, including on-site pharmacy;
- Serviced office;
- Overnight accommodation for visiting relatives and friends;
- Retail centre comprising mini supermarket, hair and beauty care, ATM machine, fitness/diet centre, multi-purpose store including news agency, postage, dry cleaning/laundry service, books, video hire, tours and travel agency including full time entertainment and travel agent, theatre bookings;
- One licensed restaurant, bistro and barbecue areas, take away food shop, internet coffee shop;
- Gymnasium that can also be used for dancing, entertainment, live shows;
- Heated indoor swimming pool;
- Craft workshop;
- Full time resident caretaker and full time estate manager;
- Full time on-site security, including video surveillance and emergency call services;
- Club house and lounges, library, billiards room, lecture theatre;
- Full time handyman and several permanent gardeners, and a green and hothouse for residents to participate in gardening;
- Two buses, with at least one permanently used to shuttle residents between the resort and shopping destinations;
- Two full sized and one half sized tennis court;
- Several recreation spaces distributed across the site including lounges, libraries, card rooms, lecture theatres, games rooms and “clubs with bars”;
- Level walking route of about one kilometre around the centre of the site;
- Bicycle route along the perimeter and crossing the site

The developer is prepared to enter into a legal agreement to ensure that services are provided in accordance with the above list and staged as per details provided at Section 5.1.2.

## 7.0 REFERENCES

About the House September-October 2003 issue

Australian Bureau of Statistics Census of Population and Housing Basic Community Profile Warringah LGA 1991 - 2006

Byles, J Submission to House of Representatives Standing Committee on Ageing: Inquiry into long term strategies to address the ageing of the Australian population over the next 40 years

Department of Planning Fact Sheet: State Environmental Planning Policy – Seniors Living 2004

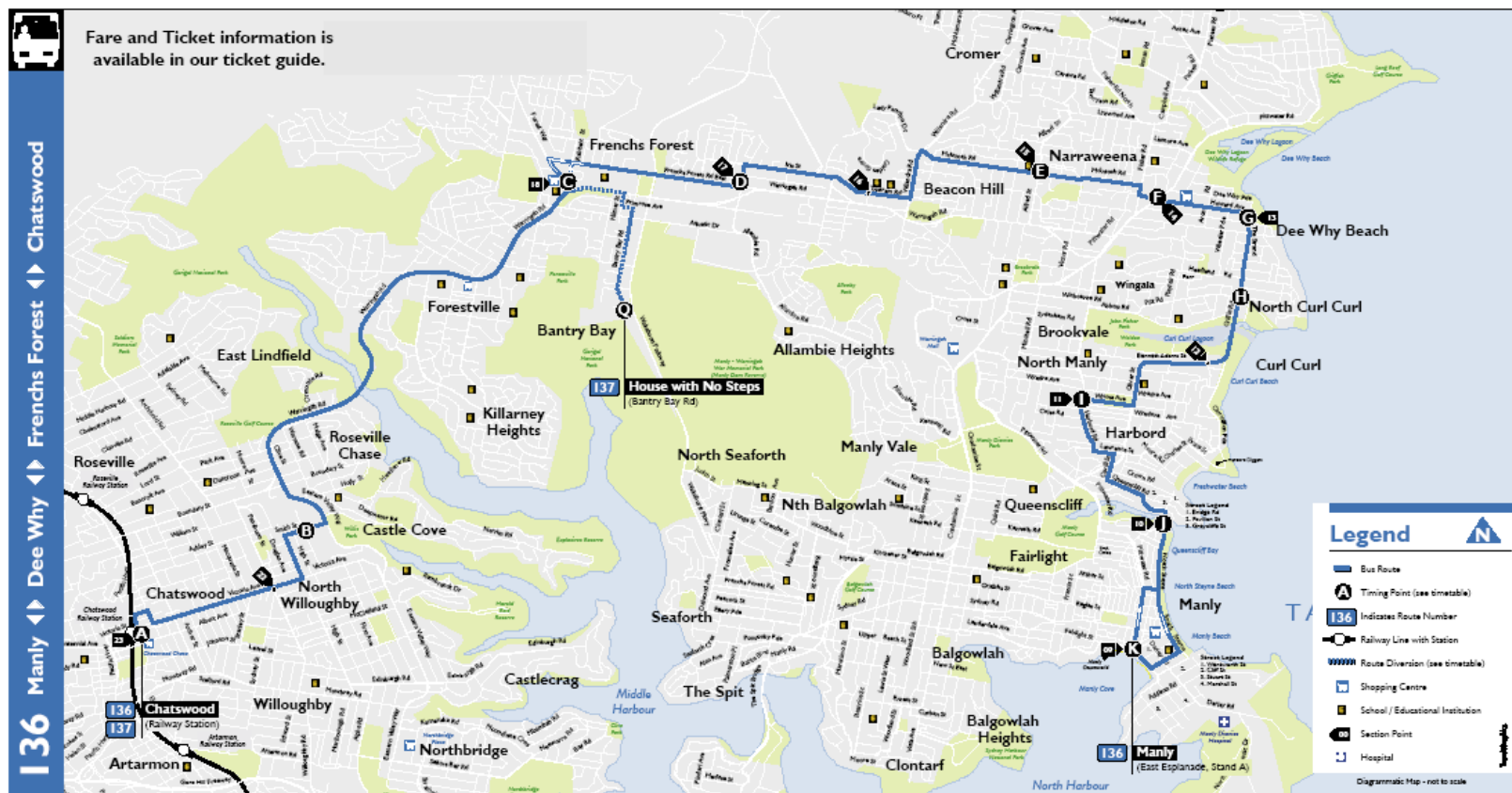
Kendig, H and Neutze, M “Housing implications of population ageing” Productivity Commission and Melbourne Institute of Applied Economic Research 1999

Transport and Population Data Centre NSW SLA Population Projections, 2005 Release – SLA Summary Version 1.0 (DOP)

Warringah Council Retirement Housing Guide 2008

Warringah Council Services Guide for Older Residents 2008

Attachment 1: Service map and timetable for route 136



## DISCOUNTED MULTI-RIDE TICKETS

**DayTripper** is an all in one day pass for CityRail (Sydney Suburban Area), all Sydney Buses and Sydney Ferries (not cruises or JetCats). Available from the driver.

**TravelTen** tickets offer generous discounts on the standard fare. They allow ten separate trips to be taken whenever you want. Use a Blue TravelTen for trips up to 2 sections. Use a Brown TravelTen for trips 3 to 5 sections. Use a Red TravelTen for trips 6 to 9 sections. Use a Green TravelTen for trips 10 to 15 sections.

**TravelPass** tickets allow unlimited trips for a weekly, quarterly or yearly period on various combinations of services operated by CityRail, Sydney Buses and Sydney Ferries. TravelPass tickets also offer substantial savings over the standard fare.

TravelTen and TravelPass tickets are available from Sydney Buses TransitShops and ticket agents displaying the Sydney Buses Ticket Stop sign.

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Travel on State Transit services is subject to the Transport Administration Act 1988 including Regulations and Orders, and the Passenger Transport Act 1990.

State Transit reserves the right to amend this timetable without prior notice. To ensure that problems do not occur due to amendments, please contact us if you have not used our services for a long period of time.

State Transit endeavours to ensure services depart at the specified times. Times may vary according to traffic conditions.



**136**

**137**



**Wheelchair  
Accessible  
Bus Service**

## MANLY TO CHATSWOOD VIA FRENCHS FOREST



### Route 136

Daily daytime service between Chatswood, North Willoughby, East Chatswood, Frenchs Forest, Beacon Hill, Narraweena, Dee Why, North Curl Curl, Harbord, Queenscliff and Manly. Daily evening service between Dee Why and Manly only.

### Route 137

Monday to Friday limited industrial service between Chatswood and the House With No Steps, Bantry Bay.

# SERVICES TO MANLY



136

Time Period

Chatswood Station  
(Interchange)

East Chatswood  
(Smith & Gibbs Sts)

Frenchs Forest  
(Forestway)

Skyline Shops  
(Patanga Rd)

Narraweena  
(McIntosh Rd & Alfred St)

Dee Why  
(Howard Ave)

Dee Why Beach  
(The Strand)

North Curl Curl  
(Griffin & Pitt Rds)

Harbord  
(Wyuna Ave & Oliver St)

Queenscliff  
(Collingwood St)

Manly Wharf  
(East Esplanade)

A  
Stand  
L

B

C

D

E

F

G

H

I

J

K

Monday to Friday


AM

5:25	5:33	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....
6:15	6:24	6:35	6:41	6:51	6:55	6:57	7:01	7:06	7:11	7:16	7:48
7:45	7:53	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....
6:55	7:04	7:15	7:21	7:32	7:36	7:40	7:45	7:50	7:56	8:03	8:08
7:32	7:44	7:55	8:01	8:12	8:16	8:20	8:24	8:29	8:35	8:42	8:58
7:55	8:07	8:18	8:24	8:35	8:39	8:43	8:47	8:52	8:58	9:04	9:32
8:25	8:37	8:48	8:54	9:05	9:09	9:12	9:16	9:21	9:26	9:32	10:02
8:55	9:07	9:18	9:24	9:35	9:39	9:42	9:46	9:51	9:56	10:02	10:32
9:25	9:37	9:48	9:54	10:05	10:09	10:12	10:16	10:21	10:26	10:32	11:02
9:55	10:07	10:18	10:24	10:35	10:39	10:42	10:46	10:51	10:56	11:02	11:32
10:25	10:37	10:48	10:54	11:05	11:09	11:12	11:16	11:21	11:26	11:32	12:02
10:55	11:07	11:18	11:24	11:35	11:39	11:42	11:46	11:51	11:56	12:02	12:32
11:25	11:37	11:48	11:54	12:05	12:09	12:12	12:16	12:21	12:26	12:32	1:02
11:55	12:07	12:18	12:24	12:35	12:39	12:42	12:46	12:51	12:56	1:02	1:32
12:25	12:37	12:48	12:54	1:05	1:09	1:12	1:16	1:21	1:26	1:32	2:02
12:55	1:07	1:18	1:24	1:35	1:39	1:42	1:46	1:51	1:56	2:02	2:32
1:25	1:37	1:48	1:54	2:05	2:09	2:12	2:16	2:21	2:26	2:32	3:02
1:55	2:07	2:18	2:24	2:35	2:39	2:42	2:46	2:51	2:56	3:02	3:32
2:25	2:37	2:48	2:54	3:05	3:09	3:12	3:16	3:21	3:26	3:32	4:03
2:55	3:07	3:18	3:24	3:35	3:39	3:42	3:46	3:51	3:56	4:03	4:33
3:15	3:27	3:38	3:44	3:55	4:00	4:03	4:07	4:12	4:17	4:23	4:53
s3:30	s3:42	s3:53	s3:59	s4:11	s4:15	.....	.....	.....	.....	.....	.....
3:45	3:57	4:08	4:14	4:25	4:29	4:33	4:37	4:42	4:47	4:53	5:18
4:10	4:22	4:33	4:39	4:51	4:55	4:58	5:02	5:07	5:12	5:18	5:47
4:40	4:52	5:03	5:09	5:20	5:24	5:27	5:31	5:36	5:41	5:47	6:02
4:55	5:07	5:18	5:24	5:35	5:39	5:42	5:46	5:51	5:56	6:02	6:17
5:10	5:22	5:33	5:39	5:50	5:54	5:57	6:01	6:06	6:11	6:17	6:41
5:35	5:47	5:58	6:04	6:15	6:19	6:22	6:26	6:31	6:36	6:41	.....
6:00	6:12	6:23	6:29	6:39	6:43	6:45	6:49	.....	.....	.....	.....

am - normal type / pm - bold type



## SERVICES TO MANLY

 <b>136</b> Time Period PM ▼	Chatswood Station (Interchange)	East Chatswood (Smith & Gibbs Sts)	Frenchs Forest (Forestway)	Skyline Shops (Patanga Rd)	Narraweena (McIntosh Rd & Alfred St)	Dee Why (Howard Ave)	Dee Why Beach (The Strand)	North Curl Curl (Griffin & Pitt Rds)	Harbord (Wyuna Ave & Oliver St)	Queenscliff (Collingwood St)	Manly Wharf (East Esplanade)
	A	B	C	D	E	F	G	H	I	J	K
	Stand L										
	Monday to Friday Continued...										
	6:20	6:32	6:43	6:49	6:59	7:03	7:05	7:09	7:14	7:19	7:24
	6:58	7:07	7:18	7:24	7:34	7:38	7:40	7:44	7:49	7:54	7:59
♿	7:47	7:56	8:06	8:10	8:18	8:21	8:23	8:27	8:31	8:35	8:39
	8:28	8:35	8:45	8:49	8:57	9:00	9:02	9:06	9:10	9:14	9:18
♿	9:13	9:20	9:30	9:34	9:42	9:45	9:47	9:51	9:55	9:59	10:03
♿	.....	.....	.....	.....	.....	10:35	10:37	10:41	10:45	10:49	10:53
♿	.....	.....	.....	.....	.....	11:20	11:22	11:26	11:30	11:34	11:38

### EXPLANATIONS

#### Sign Description

- ♿ Wheelchair-accessible
- b Does not take up pupils of Mackellar & Stella Maris
- e School children not taken up unless travelling beyond Dee Why Shops
- h Trip starts at Harbord Road Shops, Wyuna & Harbord Road 5 minutes earlier
- s Operates School days only


### ROUTE 136 STOPPING PATTERN

Picks up and sets down customers at all stops to Clive Street East Roseville, then picks up and sets down customers at Forestway Shops, and then at all stops to Manly.

### CHRISTMAS / NEW YEAR PERIOD


Between Christmas & New Year (excluding Public Holidays) a reduced peak hour timetable may operate.

## SERVICE TO HOUSE WITH NO STEPS

 <b>137</b> Time Period AM ▼	Chatswood Station (Interchange)	House With No Steps (Bantry Bay Rd)
	A	Q
	Stand L	
	Monday to Friday	
	7:17	7:43

am - normal type / pm - bold type

## SERVICES TO MANLY

Time Period	 <b>136</b>										
	Chatswood Station (Interchange)	East Chatswood (Smith & Gibbs Sts)	Frenchs Forest (Forestway)	Skyline Shops (Patanga Rd)	Narraweena (McIntosh Rd & Alfred St)	Dee Why (Howard Ave)	Dee Why Beach (The Strand)	North Curl Curl (Griffin & Pitt Rds)	Harbord (Wyuna Ave & Oliver St)	Queenscliff (Collingwood St)	Manly Wharf (East Esplanade)
	A	B	C	D	E	F	G	H	I	J	K
	Stand L										
Saturday											
AM	.....	.....	.....	.....	.....	6:02	6:04	6:08	6:12	6:16	6:20
▼	.....	.....	.....	.....	.....	6:42	6:44	6:48	6:52	6:56	7:00
	.....	.....	.....	.....	.....	7:29	7:31	7:35	7:40	7:45	7:50
	7:33	7:42	7:53	7:59	8:09	8:13	8:15	8:19	8:24	8:29	8:34
	8:13	8:22	8:33	8:39	8:49	8:53	8:55	8:59	9:04	9:09	9:15
	8:55	9:05	9:16	9:22	9:33	9:37	9:40	9:44	9:49	9:54	10:00
	9:25	9:37	9:48	9:54	10:05	10:09	10:12	10:16	10:21	10:26	10:32
	9:55	10:07	10:18	10:24	10:35	10:39	10:42	10:46	10:51	10:56	11:02
	10:25	10:37	10:48	10:54	11:05	11:09	11:12	11:16	11:21	11:26	11:32
	10:55	11:07	11:18	11:24	11:35	11:39	11:42	11:46	11:51	11:56	12:02
	11:25	11:37	11:48	11:54	12:05	12:09	12:12	12:16	12:21	12:26	12:32
	11:55	12:07	12:18	12:24	12:35	12:39	12:42	12:46	12:51	12:56	1:02
PM	12:25	12:37	12:48	12:54	1:05	1:09	1:12	1:16	1:21	1:26	1:32
▼	12:55	1:07	1:18	1:24	1:35	1:39	1:42	1:46	1:51	1:56	2:02
	1:25	1:37	1:48	1:54	2:05	2:09	2:12	2:16	2:21	2:26	2:32
	1:55	2:07	2:18	2:24	2:35	2:39	2:42	2:46	2:51	2:56	3:02
	2:25	2:37	2:48	2:54	3:05	3:09	3:12	3:16	3:21	3:26	3:32
	2:55	3:07	3:18	3:24	3:35	3:39	3:42	3:46	3:51	3:56	4:02
	3:25	3:37	3:48	3:54	4:05	4:09	4:12	4:16	4:21	4:26	4:32
	3:55	4:07	4:18	4:24	4:35	4:39	4:42	4:46	4:51	4:56	5:02
	4:25	4:37	4:48	4:54	5:05	5:09	5:12	5:16	5:21	5:26	5:32
	4:55	5:07	5:18	5:24	5:35	5:39	5:42	5:46	5:51	5:56	6:02
	5:38	5:50	6:01	6:07	6:18	6:22	6:25	6:29	6:34	6:39	6:44
	6:18	6:30	6:41	6:47	6:57	7:01	7:03	7:07	7:12	7:17	7:22
	6:58	7:07	7:18	7:24	7:34	7:38	7:40	7:44	7:49	7:54	7:59
	7:42	7:51	8:02	8:06	8:14	8:17	8:19	8:23	8:27	8:31	8:35
	8:28	8:35	8:45	8:49	8:57	9:00	9:02	9:06	9:10	9:14	9:18
	9:13	9:20	9:30	9:34	9:42	9:45	9:47	9:51	9:55	9:59	10:03
	.....	.....	.....	.....	.....	10:32	10:34	10:38	10:42	10:46	10:50
	.....	.....	.....	.....	.....	11:19	11:21	11:25	11:29	11:33	11:37

### EXPLANATIONS


Sign	Description
	Wheelchair-accessible

### ROUTE 136 STOPPING PATTERN

Picks up and sets down customers at all stops to Clive Street East Roseville, then picks up and sets down customers at Forestway Shops, and then at all stops to Manly.

am - normal type / pm - bold type

## SERVICES TO MANLY

Time Period	 <b>136</b>										
	Chatswood Station (Interchange)	East Chatswood (Smith & Gibbs Sts)	Frenchs Forest (Forestway)	Skyline Shops (Patanga Rd)	Narraweena (McIntosh Rd & Alfred St)	Dee Why (Howard Ave)	Dee Why Beach (The Strand)	North Curl Curl (Griffin & Pitt Rds)	Harbord (Wyuna Ave & Oliver St)	Queenscliff (Collingwood St)	Manly Wharf (East Esplanade)
	A	B	C	D	E	F	G	H	I	J	K
	Stand L										
Sunday & Holidays											
AM	.....	.....	.....	.....	.....	7:07	7:09	7:13	7:17	7:21	7:25
▼	.....	.....	.....	.....	.....	7:47	7:49	7:53	7:58	8:03	8:08
♿	7:33	7:42	7:53	7:59	8:09	8:13	8:15	8:19	8:24	8:29	8:34
♿	8:13	8:22	8:33	8:39	8:49	8:53	8:55	8:59	9:04	9:09	9:15
♿	8:55	9:05	9:16	9:22	9:33	9:37	9:40	9:44	9:49	9:54	10:00
♿	9:25	9:37	9:48	9:54	10:05	10:09	10:12	10:16	10:21	10:26	10:32
♿	9:55	10:07	10:18	10:24	10:35	10:39	10:42	10:46	10:51	10:56	11:02
♿	10:25	10:37	10:48	10:54	11:05	11:09	11:12	11:16	11:21	11:26	11:32
♿	10:55	11:07	11:18	11:24	11:35	11:39	11:42	11:46	11:51	11:56	12:02
♿	11:25	11:37	11:48	11:54	12:05	12:09	12:12	12:16	12:21	12:26	12:32
♿	11:55	12:07	12:18	12:24	12:35	12:39	12:42	12:46	12:51	12:56	1:02
PM	12:25	12:37	12:48	12:54	1:05	1:09	1:12	1:16	1:21	1:26	1:32
▼	12:55	1:07	1:18	1:24	1:35	1:39	1:42	1:46	1:51	1:56	2:02
♿	1:25	1:37	1:48	1:54	2:05	2:09	2:12	2:16	2:21	2:26	2:32
♿	1:55	2:07	2:18	2:24	2:35	2:39	2:42	2:46	2:51	2:56	3:02
♿	2:25	2:37	2:48	2:54	3:05	3:09	3:12	3:16	3:21	3:26	3:32
♿	2:55	3:07	3:18	3:24	3:35	3:39	3:42	3:46	3:51	3:56	4:02
♿	3:25	3:37	3:48	3:54	4:05	4:09	4:12	4:16	4:21	4:26	4:32
♿	3:55	4:07	4:18	4:24	4:35	4:39	4:42	4:46	4:51	4:56	5:02
♿	4:25	4:37	4:48	4:54	5:05	5:09	5:12	5:16	5:21	5:26	5:32
♿	5:00	5:12	5:23	5:29	5:40	5:44	5:47	5:51	5:56	6:01	6:07
♿	5:38	5:50	6:01	6:07	6:18	6:22	6:25	6:29	6:34	6:39	6:44
♿	6:18	6:30	6:41	6:47	6:57	7:01	7:03	7:07	7:12	7:17	7:22
♿	6:58	7:07	7:18	7:24	7:34	7:38	7:40	7:44	7:49	7:54	7:59
♿	.....	.....	.....	.....	.....	8:17	8:19	8:23	8:27	8:31	8:35
♿	.....	.....	.....	.....	.....	9:00	9:02	9:06	9:10	9:14	9:18
♿	.....	.....	.....	.....	.....	9:45	9:47	9:51	9:55	9:59	10:03
♿	.....	.....	.....	.....	.....	10:32	10:34	10:38	10:42	10:46	10:50
♿	.....	.....	.....	.....	.....	11:19	11:21	11:25	11:29	11:33	11:37

### EXPLANATIONS

Sign	Description
♿	Wheelchair-accessible

### ROUTE 136 STOPPING PATTERN

Picks up and sets down customers at all stops to Clive Street East Roseville, then picks up and sets down customers at Forestway Shops, and then at all stops to Manly.

am - normal type / pm - bold type

# SERVICES TO CHATSWOOD

136

Time Period

AM

PM

Manly Wharf  
(East Esplanade)

Queenscliff  
(Collingwood St)

Harbord  
(Wyuna Ave & Oliver St)

North Curl Curl  
(Griffin & Pitt Rds)

Dee Why Beach  
(The Strand)

Dee Why  
(Howard Ave)

Narrabeena  
(McIntosh Rd & Alfred St)

Skyline Shops  
(Patanga Rd)

Frenchs Forest  
(Forestway)

East Chatswood  
(Smith & Gibbs Sts)

Chatswood Station  
(Interchange)

K  
Stand  
A

J

I

H

G

F

E

D

C

B


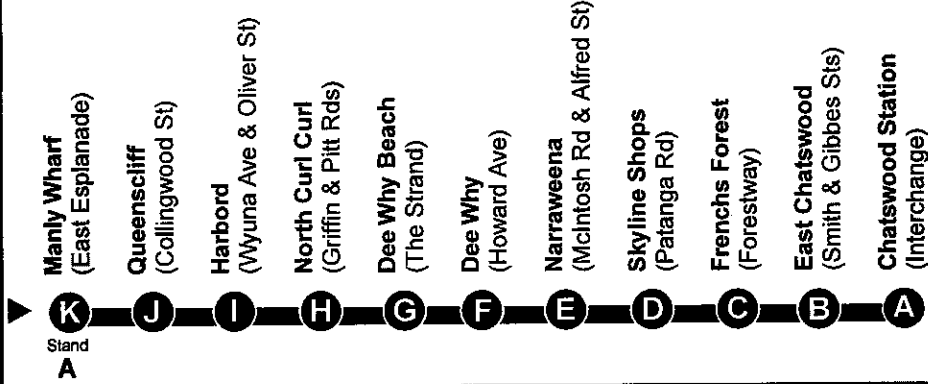
A

Monday to Friday

5:50	5:54	5:58	6:02	6:06	6:08	6:11	6:20	6:26	6:37	6:46
6:20	6:25	6:30	6:35	6:39	6:41	6:45	6:55	7:01	7:12	7:24
6:40	6:45	6:50	6:55	6:59	7:01	7:05	7:15	7:25		
6:55	7:00	7:05	7:10	7:14	d7:17	d7:21	d7:32	d7:42	d7:57	d8:10
7:03	7:08	7:13	7:18	7:22	d7:25	d7:29	d7:40	d7:50	d8:04	d8:17
7:15	7:21	7:26	7:31	7:35	7:38	7:42	7:53	8:02	8:15	8:28
7:30	7:36	7:41	7:46	7:50	7:53	7:57	8:08	8:15	8:28	8:41
j7:45	j7:51	j7:56	j8:01	j8:05	j8:08	j8:12	8:23	8:30	8:43	8:56
8:17	8:23	8:28	8:33	8:37	8:40	8:44	8:55	9:02	9:15	9:28
8:47	8:53	8:58	9:03	9:07	9:10	9:14	9:25	9:32	9:43	9:55
9:17	9:23	9:28	9:33	9:37	9:40	9:45	9:56	10:02	10:13	10:25
9:42	9:48	9:53	9:58	10:02	10:05	10:10	10:21	10:27	10:38	10:50
10:12	10:18	10:23	10:28	10:32	10:35	10:40	10:51	10:57	11:08	11:20
10:42	10:48	10:53	10:58	11:02	11:05	11:10	11:21	11:27	11:38	11:50
11:12	11:18	11:23	11:28	11:32	11:35	11:40	11:51	11:57	12:08	12:20
11:42	11:48	11:53	11:58	12:02	12:05	12:10	12:21	12:27	12:38	12:50
12:12	12:18	12:23	12:28	12:32	12:35	12:40	12:51	12:57	1:08	1:20
12:42	12:48	12:53	12:58	1:02	1:05	1:10	1:21	1:27	1:38	1:50
1:12	1:18	1:23	1:28	1:32	1:35	1:40	1:51	1:57	2:08	2:20
1:42	1:48	1:53	1:58	2:02	2:05	2:10	2:21	2:27	2:38	2:50
2:12	2:18	2:23	2:28	2:32	2:35	2:40	2:51	2:57	3:08	3:20
2:42	2:48	2:53	2:58	3:02	3:05	3:12	3:23	3:29	3:40	3:52
									4:04	4:16
e3:12	3:18	3:23	3:28	3:32	3:35	3:42	3:53	3:59	4:10	4:22
g3:42	g3:48	g3:53	g3:58	g4:02	g4:05					
3:45	3:51	3:56	4:01	4:05	4:08	4:15	4:26	4:32	4:43	4:55
									5:05	5:17
4:10	4:16	4:21	4:26	4:30	4:33	4:40	4:51	4:57	5:08	5:20
4:42	4:48	4:53	4:58	5:02	5:05	5:10	5:21	5:27	5:38	5:50
5:12	5:18	5:23	5:28	5:32	5:35	5:40	5:51	5:57	6:08	6:20
5:42	5:48	5:53	5:58	6:02	6:05	6:10	6:21	6:27	6:38	6:47
6:02	6:08	6:13	6:18	6:22	6:25	6:30	6:40	6:46		
6:32	6:37	6:42	6:47	6:51	6:53	6:57	7:07	7:13	7:24	7:33
7:07	7:12	7:17	7:22	7:26	7:28	7:32	7:42	7:48	7:59	8:06
7:43	7:48	7:53	7:58	8:02	8:04	8:07	8:15	8:19		

am - normal type / pm - bold type

## SERVICES TO CHATSWOOD

 <b>136</b> Time Period PM ▼											
	Monday to Friday Continued...										
	8:12	8:16	8:20	8:24	8:28	8:30	8:33	8:41	8:45	8:55	9:02
♿	8:52	8:56	9:00	9:04	9:08	9:10	9:13	9:21	9:25	.....	.....
d	9:32	9:36	9:40	9:44	9:48	9:50	9:53	10:01	10:05	.....	.....
e	10:10	10:14	10:18	10:22	10:26	10:28	.....	.....	.....	.....	.....
g	10:54	10:58	11:02	11:06	11:10	11:12	.....	.....	.....	.....	.....
j	11:45	11:49	11:53	11:57	12:01	12:03	.....	.....	.....	.....	.....

### EXPLANATIONS

#### Sign Description

- ♿ Wheelchair-accessible
- d From Howard Avenue Dee Why, school children not to be taken up unless travelling to Forestway & Chatswood
- e First stop Queenscliff Bridge
- g Trip starts Manly School 10 minutes earlier and operates school days only
- j School children not to be taken up unless travelling beyond Beacon Hill High


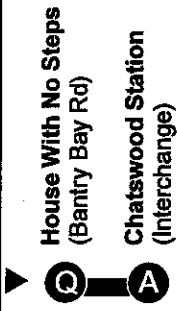
#### ROUTE 136 STOPPING PATTERN

Picks up and sets down customers at all stops to Rabbett Street Forestway, then picks up and sets down customers at Clive Street East Roseville, and then at all stops to Chatswood.


#### ROUTE 137: SATURDAY, SUNDAY & PUBLIC HOLIDAYS

NO SERVICE

## SERVICE TO CHATSWOOD

 <b>137</b> Time Period PM ▼		
	Monday to Friday	
	4:12	4:38

# SERVICES TO CHATSWOOD

<div>  <div>136</div> </div>											
Time Period											
<div> <div> <div>Manly Wharf (East Esplanade)</div> <div>Queenscliff (Collingwood St)</div> <div>Harbord (Wyuna Ave &amp; Oliver St)</div> <div>North Curl Curl (Griffin &amp; Pitt Rds)</div> <div>Dee Why Beach (The Strand)</div> <div>Dee Why (Howard Ave)</div> <div>Narrabeena (McIntosh Rd &amp; Alfred St)</div> <div>Skyline Shops (Patanga Rd)</div> <div>Frenchs Forest (Forestway)</div> <div>East Chatswood (Smith &amp; Gibbs Sts)</div> <div>Chatswood Station (Interchange)</div> </div> <div> <div>K</div> <div>J</div> <div>I</div> <div>H</div> <div>G</div> <div>F</div> <div>E</div> <div>D</div> <div>C</div> <div>B</div> <div>A</div> </div> <div>Stand A</div> </div>											
Saturday											
AM	6:35	6:39	6:43	6:47	6:51	6:53	6:56	7:04	7:08	7:18	7:25
	.....	.....	.....	.....	.....	7:22	7:25	7:34	7:40	7:51	8:00
	6:14	6:18	6:22	6:26	6:30	6:32	.....	.....	.....	.....	.....
	8:00	8:05	8:10	8:15	8:19	8:21	8:25	8:35	8:41	8:52	9:01
	8:42	8:47	8:52	8:57	9:01	9:03	9:07	9:17	9:23	9:34	9:46
	9:12	9:17	9:22	9:27	9:31	9:34	9:39	9:50	9:56	10:07	10:19
	9:32	9:38	9:43	9:48	9:52	9:55	10:00	10:11	10:17	10:28	10:40
	10:12	10:18	10:23	10:28	10:32	10:35	10:40	10:51	10:57	11:08	11:20
	10:42	10:48	10:53	10:58	11:02	11:05	11:10	11:21	11:27	11:38	11:50
	11:12	11:18	11:23	11:28	11:32	11:35	11:40	11:51	11:57	12:08	12:20
	11:42	11:48	11:53	11:58	12:02	12:05	12:10	12:21	12:27	12:38	12:50
	12:12	12:18	12:23	12:28	12:32	12:35	12:40	12:51	12:57	1:08	1:20
	12:42	12:48	12:53	12:58	1:02	1:05	1:10	1:21	1:27	1:38	1:50
	1:12	1:18	1:23	1:28	1:32	1:35	1:40	1:51	1:57	2:08	2:20
	1:42	1:48	1:53	1:58	2:02	2:05	2:10	2:21	2:27	2:38	2:50
	2:12	2:18	2:23	2:28	2:32	2:35	2:40	2:51	2:57	3:08	3:20
	2:42	2:48	2:53	2:58	3:02	3:05	3:10	3:21	3:27	3:38	3:50
	3:12	3:18	3:23	3:28	3:32	3:35	3:40	3:51	3:57	4:08	4:20
	3:42	3:48	3:53	3:58	4:02	4:05	4:10	4:21	4:27	4:38	4:50
	4:12	4:18	4:23	4:28	4:32	4:35	4:40	4:51	4:57	5:08	5:20
	4:42	4:48	4:53	4:58	5:02	5:05	5:10	5:21	5:27	5:38	5:50
	5:12	5:18	5:23	5:28	5:32	5:35	5:40	5:51	5:57	6:08	6:20
	5:42	5:48	5:53	5:58	6:02	6:05	6:10	6:21	6:27	6:38	6:47
	6:12	6:18	6:23	6:28	6:32	6:34	6:38	6:48	6:54	7:05	7:14
	6:57	7:02	7:07	7:12	7:16	7:18	7:22	7:32	7:38	7:49	7:58
	7:22	7:27	7:32	7:37	7:41	7:43	7:47	7:57	8:02	8:12	8:19
	7:43	7:48	7:53	7:58	8:02	8:04	8:07	8:15	8:19	.....	.....
	8:12	8:16	8:20	8:24	8:28	8:30	8:33	8:41	8:45	8:55	9:02
	8:52	8:56	9:00	9:04	9:08	9:10	9:13	9:21	9:25	.....	.....
	9:32	9:36	9:40	9:44	9:48	9:50	9:53	10:01	10:05	.....	.....
	10:12	10:16	10:20	10:24	10:28	10:30	.....	.....	.....	.....	.....
	10:55	10:59	11:03	11:07	11:11	11:13	.....	.....	.....	.....	.....
AM	11:45	11:49	11:53	11:57	12:01	12:03	.....	.....	.....	.....	.....
	12:25	12:29	12:33	12:37	12:41	12:43	.....	.....	.....	.....	.....

am - normal type / pm - bold type

## SERVICES TO CHATSWOOD

136

Time Period

AM

PM

Manly Wharf  
(East Esplanade)

Queenscliff  
(Collingwood St)

Harbord  
(Wyuna Ave & Oliver St)

North Curl Curl  
(Griffin & Pitt Rds)

Dee Why Beach  
(The Strand)

Dee Why  
(Howard Ave)

Narraweena  
(McIntosh Rd & Alfred St)

Skyline Shops  
(Patanga Rd)

Frenchs Forest  
(Forestway)

East Chatswood  
(Smith & Gibbs Sts)

Chatswood Station  
(Interchange)

K  
Stand  
A

J

I

H

G

F

E

D

C

B

A

Sunday & Holidays

7:35

7:40

7:45

7:50

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6:53

6:56

7:04

7:08

7:18

7:25

8:42

8:47

8:52

8:57

9:01

8:30

8:34

8:44

8:50

9:01

9:10

9:12

9:17

9:22

9:27

9:31

9:03

9:07

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9:23

9:34

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### EXPLANATIONS

Sign	Description
	Wheelchair-accessible

### ROUTE 136 STOPPING PATTERN

Picks up and sets down customers at all stops to Rabbett Street Forestway, then picks up and sets down customers at Clive Street East Roseville, and then at all stops to Chatswood.

am - normal type / pm - bold type

## SECTIONS

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### Route 136

- 09 Manly
- 10 Queenscliff Beach
- 11 Harbord West Shops
- 12 Curl Curl
- 13 Dee Why Beach
- 14 Dee Why
- 15 Narraweena
- 16 Beacon Hill
- 17 Skyline Shops
- 18 Forestway Shops
- 21 East Roseville
- 22 North Willoughby
- 23 Chatswood

### Route 137

- 05 Chatswood
- 06 North Willoughby
- 07 East Roseville
- 11 House With No Steps

## HOW TO USE THIS TIMETABLE

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- Step 1: Use the map to locate the closest timing point **before your stop** on your bus route. The timing points are marked with a large letter in a circle (eg. **A**).
- Step 2: Now find the timetable which suits your travel direction shown at the top of the page, then find your timing point letter.
- Step 3: Choose the day of your journey. These days are shown in a black band across the timetable.
- Step 4: Listed under this letter are the times buses will be close to your stop. **PM** times will appear in **bold**.

The times included in this schedule are correct at the time of printing.

Some variations in running times may be encountered due to operating conditions so please consider this in your trip planning.

## LOST PROPERTY

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Please take all items with you before you exit the bus. If you find an item left on the bus please hand it to the driver.

Lost property enquiries for this service can be made to Brookvale Depot on 9941 5821 between 8:30am and 3:30pm. Please keep your bus ticket to help identify the bus involved. The route number, time and direction of travel will also be of assistance in tracking your lost property item.