

# CARDINAL FREEMAN VILLAGE

Supporting Documentation

## Appendix C

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Consultation Outcomes Report

Prepared by **Straight Talk**

straight Talk



Hear every voice  
Know where you stand

# Cardinal Freeman Village Redevelopment

Consultation Outcomes Report for Part 3(a) Environmental  
Assessment for Proposed Redevelopment of Cardinal  
Freeman Village

## DATE

8 March 2010

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## DOCUMENT NAME

Consultation Outcomes Report

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## Executive Summary

This report provides details of the consultation activities undertaken by Aevum during the preparation of the concept plan application for redevelopment of Cardinal Freeman Village.

Aevum recognises that redevelopment of the Village needs to be undertaken in a way that minimises impacts on existing residents and delivers a high quality, appropriate design solution that will enhance the experience of existing and future residents in their retirement years.

Aevum has therefore worked very closely with existing Village residents in explaining the need for and details of the proposed application as well as in responding to issues raised by residents. Consultation activities have both met and exceeded the Director General's requirements under Part 3A.

Following a number of resident meetings and briefings, inspection and discussion of specific impacts for individual units, Aevum has prepared extensive documentation which addresses particular issues as well as a comprehensive Statement of Commitments to support the application.

Activities undertaken by Aevum to consult with local residents and local neighbouring properties have included:

- Meetings with the Residents Committee
- Display and discuss session for residents
- Display and discuss session for local neighbouring properties
- Consultation with Council
- Consultation with Department of Planning
- Preparation of materials including display panels, fact sheets, detailed plans and a three dimensional model
- Preparation of detailed plans identifying perceived impacts and proposed mitigation measures for all units which residents identified as having an unacceptable impact as a result of the proposed redevelopment.

The opportunity to work closely with residents has resulted in the development of an excellent working relationship between the Residents Committee and the project team and allowed the project team to more fully understand residents concerns and issues.

Many of these have been addressed in the Construction Management Plan which clearly identifies a staging plan for ensuring that access for residents is improved and maintained from before the commencement of construction together with a proactive approach to managing noise, traffic and dust arising from construction.

Resident feedback on the consultation process has been very positive and, while there are still elements and aspects of the proposal that residents and Aevum do not agree upon, there remains a respectful relationship based on trust and working together that Aevum

values highly and believes will help contribute to the construction process minimising impacts on residents as the proposal proceeds.

The outcomes of consultation activities have been reflected in the development of designs for:

- Paths and access ways
- Landscaping and external furniture
- Vehicular movements
- Setbacks and building design
- Village green
- Café and activity centre
- Balconies and options for clothes drying
- Environmental sustainability elements
- Modifications to existing units to mitigate potential impacts

# 1 Background

## Project overview

Cardinal Freeman Village ('the Village') is a senior's facility located at 137 Victoria Street, Ashfield. The Village is owned and operated by Aevum Living, an experienced aged care operator and one of the largest providers of for-profit retirement living and aged care accommodation in Australia.

Aevum is finalising a master plan to guide staged redevelopment of the Cardinal Freeman Village.

With the ageing population, the retirement living and aged care industry is growing and changing. Residents want housing choice to enable ageing in place as well as high quality facilities. The existing facilities in the Village were built in the 1970's and 80's and much of the infrastructure is now operating beyond its design life. Accordingly, accommodation facilities and supporting infrastructure need to be upgraded to meet Australian Standards and to ensure that the Village continues to meet regulatory requirements and licence conditions.

The Village is currently home to 300 seniors and will remain operational throughout the redevelopment period. The redevelopment will upgrade existing facilities and increase the amount of accommodation to provide a range of housing choices to 500 seniors.

The project has been declared a Major Project by the Minister for Planning. Accordingly, Aevum will lodge a Concept Plan Application and supporting Environmental Assessment Report in early 2010 with the Department of Planning for determination under Part 3A of the Environmental Planning and Assessment Act 1979.

The project has had a long planning pathway and Aevum has undertaken to prepare a master plan for staged redevelopment of the Village. Consultation has been ongoing throughout the planning process and began over two years ago with the first public exhibition of the redevelopment plans. Since then, Aevum has exhibited the plan and sought feedback from Ashfield Council Strategic Planning Committee, conducted focus groups to seek resident feedback into the design, and presented its plans to the Department of Planning as part of its Part 3A application. A series of reports have been prepared to document these consultation activities.

Aevum engaged Straight Talk to help coordinate consultation activities and seek feedback from Village residents, neighbouring residents and other local stakeholders on the master plan and identify key issues to be addressed through the environmental assessment process.

This report has been prepared by Straight Talk, with input from Aevum, to document:

- Consultation objectives
- Consultation process and activities
- Issues raised through consultation and Aevum's response
- Commitments for ongoing communication and consultation.

## **Director General's Requirements**

The Director General's Requirements outline that consultation must be undertaken, to an appropriate and justified level, in accordance with the Department of Planning's guidelines on consultation for Major Projects.

These guidelines stipulate that proponents must both undertake consultation and identify how issues that arise through consultation have or will be addressed through the environmental assessment process.

The Director General also highlighted concerns about the potential impact of the project on existing residents and services during the redevelopment process.

Accordingly, Aevum needed to consult Village residents and adjoining neighbours about the proposed redevelopment and construction mitigation measures to minimise impacts on resident wellbeing and day-to-day Village activities.



## 2 Objectives of consultation

Aevum recognise that effective consultation is an important part of the environmental assessment process associated with Major Projects. Aevum's approach to consultation was to proactively consult the community about the proposed development, so that issues could be identified and considered through the environmental assessment process and appropriate information conveyed to stakeholders to foster understanding of the project.

The objectives of consultation were to:

- Continue a process that has been ongoing for over two years as part of the Director General's requirements
- Communicate proactively with all relevant stakeholders (including existing Village residents, adjoining community residents and relevant community groups)
- Ensure stakeholders fully understood the nature of the project and the likely impacts and benefits
- Provide opportunities for stakeholders to meet the project team, ask questions and input to the environmental assessment process
- Build trust with stakeholders (particularly with Village residents) by communicating openly and transparently about the planning and development process
- Identify and respond to stakeholder issues and concerns
- Enable sustainable project design and decision-making by incorporating stakeholder knowledge, issues and concerns into technical studies, project design and decision making
- Demonstrate a commitment to on-going communication and consultation to support the redevelopment process
- Maintain a relationship with stakeholders through continued consultation.

Four main stakeholder groups were identified as having an interest or a 'stake' in the outcomes of the proposed redevelopment:

- Existing Village residents and their families
- Local community residents who reside adjacent to the Village
- Broader Ashfield community
- Ashfield Council councillors and officers.

### 3 Consultation process and activities

A range of consultation activities were planned and undertaken with different stakeholders, including government stakeholders and community stakeholders.

#### Government consultation

Aevum managed all consultations with relevant government departments and agencies to ensure that key agency requirements were identified and addressed. Consultation activities included:

- Presentations to Ashfield Council including councillors, council planners and staff
- Meeting with the Department of Planning as part of Aevum's Part 3A application.

#### Presentations to Ashfield Council

Six meetings were held with Ashfield Council.

**Meetings – Tuesday 15 April 2008, Wednesday 24 September 2008, Tuesday 3 February 2009, Wednesday 22 April 2009, Monday 6 July 2009, Tuesday 17 November 2009**

Presentations to Ashfield Council Strategic Planning Committee and meetings with strategic planning officers and building services officers were undertaken to:

- Enable Aevum to be informed about the progress of Council's Draft Local Environmental Plan
- Confirm Aevum's intention to lodge a Part 3A application
- Involve Council in the development of the concept plan
- Keep Council informed of the project process and invite them to comment on the concept design and consultation strategy.

#### Meeting with Department of Planning

**Meeting – Thursday 24 November 2008**

A meeting was held with the Department of Planning to discuss the Major Project declaration request.

#### Community consultation

Aevum and Straight Talk managed consultations over the last eighteen months with Village residents, adjoining community residents and community-based interest groups. Consultation included:

- Meetings with the Village Resident Committee
- Meetings with residents relocated during construction of Buildings A and B

- Presentations to Village residents
- Focus group testing with Village residents
- A 'display and discuss' open day with Village residents and community members
- Meetings with residents of directly affected Blocks E, K, J and G.

### Meetings with Cardinal Freeman Village Resident Committee

Three meetings were held with the Cardinal Freeman Village Residents Committee, a member based committee attended by a representative of every building block in the Village.

The meetings presented a consistent message and were focused upon refining particulars of the concept plan to respond to the interest of residents.

#### 1. Meeting - February 2009

The purpose of this meeting was to discuss the staging strategy for redevelopment. Some members of the Committee noted a preference for the Stage 2 works to be brought forward. This feedback was carefully considered, but the staging plan was determined for two reasons:

- Number of residents (in the nursing home and hostel) and the timing and transfer of residents
- The creation of care infrastructure and Village facilities to provide the best management response during redevelopment and to deliver benefits to the whole Village.

#### 2. Meeting - May 2009

The aim of the meeting was to:

- Discuss the proposed master plan and the environmental assessment process.

#### 3. Meeting - September 2009

The aim of the meeting was to:

- Provide an update on the environmental assessment process
- Receive feedback on ways to minimise impact during construction and communicate with residents
- Receive feedback on how best to consult with residents and the planned Village open day.

The Committee made suggestions about how to present information, particularly diagrams, plans and maps and emphasised the need to provide written copies of all information on display for residents to view at a later date. This feedback was taken on board and used to inform the planning and structure of the open day.

Further to these formal meetings, Straight Talk also met informally with the chair of the Village Resident Committee on **Tuesday 10 November and Wednesday 18 November 2009**

to understand resident concerns that had arisen after the open day and discuss how Aevum could respond to the issues of interest.

### Village resident presentations

Four presentations were held for Village residents.

**Presentations – Thursday 1 May 2008, Friday 20 June 2008, Wednesday 1 October 2008 and Thursday 28 May 2009**

The purpose of the presentations was to discuss:

- Progress with Ashfield Council
- Detail around proposed extent of the refurbishment and planned timing
- Way forward in commitments made by Aevum to produce a full master plan by July/August 2008.

### Focus group testing

Aevum undertook a qualitative research approach to determining resident requirements for consideration within the concept plan. Focus group testing with Village residents was carried out to determine the current attitudes to:

- Village amenity
- Security
- Unit and building design
- Car park
- Heritage items.

The outcomes of this testing, undertaken by an independent consultant specialising in social research, were used to inform the development of the concept plan.

### Village open day

A 'display and discuss' session was held on **Saturday 26 September 2009** in the activities room at the Village. The open day was split into two different sessions:

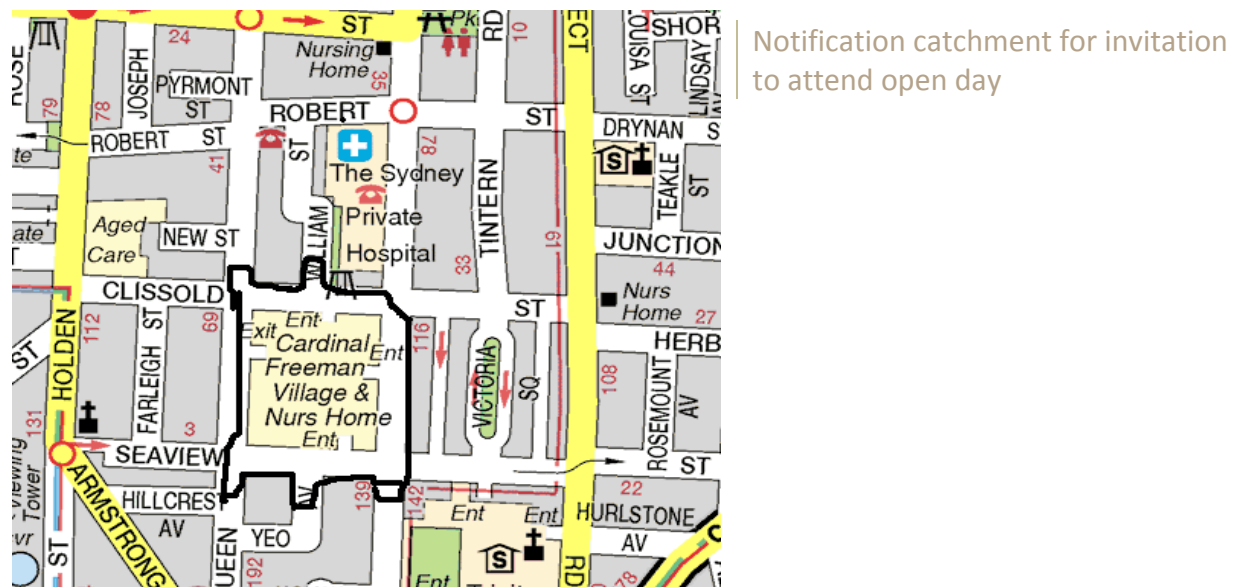
- Morning session from 10.00am – 12.30pm was dedicated specifically to Village residents and their families and included an introductory presentation from Aevum
- Afternoon session from 1.00pm – 2.30pm was dedicated to surrounding residents and key stakeholders.

This separation of stakeholders was to ensure that Village residents had the best opportunity to ask questions and provide feedback directly to the project team. It ensured that all members of the project team were available to talk with and listen to Village residents, without having to compete for attention with other members of the community. Aevum has been trying to achieve an appropriate balance between the needs of Village

residents and those of adjoining residents with respect to the concept plan and the impact of construction.

Prior to the consultation, posters advertising the open day were displayed in the Village and an A5 flyer invitation was distributed to residents. A different A5 flyer was distributed to residents in the streets adjoining the Village. Copies of the poster and the flyers are provided in Appendices 1 and 2.

Due to the fact that the redevelopment will have a low external impact, only those adjoining properties in Clissold, Queen, Seaview and Victoria streets were invited to attend the open day. The map below shows the distribution catchment within which A5 flyers were distributed to approximately 200 properties.



Letters were also sent to key stakeholders inviting them to attend the open day or offering them a separate project briefing. A copy of this letter is attached in Appendix 3. Stakeholders included:

- Sisters of the Good Shepherd
- Bethel Lodge
- Trinity Grammar School
- Sydney Private Hospital
- Wests Ashfield
- St Vincent's Catholic Church
- Ashfield Probus Club
- Ashfield Access Committee
- Ashfield Seniors Action Committee.

The open day attracted a total of 105 participants with 97 Village residents (and families of residents) attending the morning session, and eight people attending the afternoon session, including two councillors from Ashfield Council and Council's senior strategic planner.

A series of A1 storyboards with images and explanatory information on the project along with a 3D model of the master plan, were on display. A copy of these storyboards is provided in Appendix 4.

The morning session included a presentation by the project team on the redevelopment with a facilitated question and answer session following the presentation. Attendees were then invited to look at the information on display at their leisure and to provide any initial feedback that they had to the project team who were available to answer any questions and to explain the information on display to residents.

Following the morning session Aevum hosted a BBQ lunch for attendees.

The information on display was also available for attendees of the afternoon session to look at and to talk to the members of the project team about.

The members of the project team that attended the open day were:

- Steve Mann (Aevum)
- Jon Spencer (Aevum)
- Paul Burkett (Aevum)
- Deb Drummond (Aevum)
- Greville Ingham (Greengate)
- Phillip Thalys (Hill Thalys Architecture and Urban Projects)
- Dan Brindle (BBC Consulting Planners)
- Geoff Troup (Suters Architects)
- Abbie Jeffs (Straight Talk)
- Nick Daly (Straight Talk).

All participants were invited to provide feedback by talking directly to a member of the project team or completing a feedback form and returning it to Straight Talk within five days using a reply paid envelope. A copy of this feedback form is provided in Appendix 5.

## Building meetings with Blocks E, K, J and G

In response to feedback from residents about short and long terms impacts of construction and redevelopment, meetings were held between **Tuesday 8 and Thursday 10 December 2009** with residents of Blocks E, K, J and G who would be most affected by Stage 1 works. These meetings were attended by:

- Jon Spencer (Aevum)
- Lucy Cole Edelstein (Straight Talk)
- Phillip Thalys (Hill Thalys Architecture and Urban Projects).

Representatives from the Village Resident Committee also attended meetings. These meetings provided the opportunity to look at the concept plan in detail and to discuss specific design and construction impacts and address resident concerns. Aevum undertook to consider all issues and a number of concessions were subsequently made to the concept plan in response to resident concerns.

Aevum offered to undertake individual meetings with residents from other blocks, but representatives from the Village Resident Committee suggested that additional meetings were not required prior to lodging the Concept Plan Application with the Department of Planning.

Following each of the meetings, Aevum representative accompanied residents to individual units to discuss in more detail concerns and issues residents may have. Aevum gave undertakings to the residents to address some of these concerns and these are detailed in Chapter 6.

### Resident briefings with Blocks E, K, J and G

Following the meetings with residents of Blocks E, K, J and G in December 2009, resident briefings were held to update residents on progress of the master plan and to provide residents with the opportunity to comment on the plans and raise any issues that they have with the redevelopment. The resident briefing was held on **Monday 22 February 2010**.

These briefings were attended by

- Steve Mann (Aevum)
- Jon Spencer (Aevum)
- Lucy Cole-Edelstein (Straight Talk)
- Phillip Thalys (Hill Thalys Architecture)
- Kerry Hunter (Hill Thalys Architecture)
- Andrew Graham (EPM Projects).

At this meeting, Aevum presented detailed plans about the updated application and responses to the perceived impacts of the proposal on individual units. Chapter 6 provides more detail about the responses prepared by Aevum, and a copy of the notes of the meeting can be found at Appendix 6.

Residents asked a number of questions in relation to the height and design of buildings and the length of construction. Residents noted that the bus stop at Ashfield has been moved and that frail elderly residents now have difficulty accessing this facility. Aevum resolved to consider petitioning Sydney Buses to ask them to review the placement of this bus stop.

## 4 Outcomes

Thirty eight feedback forms/ submissions were received regarding the project. Thirty one were from residents of the Village. Of these:

- Twelve had lived in the Village for less than 12 months
- Five had lived in the Village between three and five years
- Six had lived in the Village between five and ten years
- Seven had lived in the Village between 10 and 20 years
- One had lived in the Village for more than 20 years.

Several submissions were received from family members of Village residents and four submissions, including one comprehensive response, were received from adjoining community residents. One response was received from Ashfield Council. Written feedback was also received from the chair of the Village Resident Committee.

Several adjoining community residents criticised the scope of the consultation process, particularly the limited timeframe within which residents had to return feedback to Aevum and the restricted size of the notification catchment to adjoining properties. One recognised that the Village is a significant land use within the Ashfield area and suggested an advert in the local paper and a staffed display at Ashfield Mall should be considered to give the wider community an opportunity to learn about the proposed redevelopment.

At the time of writing, none of the stakeholders who were sent letters had requested a project briefing or had provided feedback about the project.

### Feedback on issues needing further consideration

Village residents attending the open day were generally supportive of the proposed redevelopment and a number of residents recognised the need for long term planning to update the Village. Residents supported the protection of Glentworth House and associated enhancement of its heritage values. Residents also supported the new residential aged care facility (RAF), the Village Green, new community facilities and the design approach being used to maximise sunlight to new units.

The majority of Village residents appreciated the opportunity to attend the open day and supported ongoing open communication throughout the redevelopment process.

Following the open day residents, particularly those from Blocks E, K, J and G, raised a number of important issues to be further considered through the environmental assessment process.

The majority of resident issues pertained to:

- Construction impacts and amenity
- Maintenance fees during construction
- Redevelopment staging and duration of construction



- Relocation issues during construction
- Traffic (in particular parking)
- Landscaping and pathways
- Height.

## Summary of comments

Issues raised by Village residents particularly focused upon managing the amenity of those blocks directly adjacent to, or affected by, the proposed development sites. In particular these residents expressed concern about noise, dust and visual amenity impacts arising from construction and wanted more information about the staging of works. A small number of Village residents and adjoining community residents were less supportive and/or highly sensitive to the proposed redevelopment, particularly those, west of the proposed Village Green site who will be directly impacted by Stage 1 works, and those who were impacted by recent works associated with Blocks A and B.

While several Village residents identified the therapeutic value of having young children in the Village, there was significant opposition to the proposed children's playground on the basis that it would detrimentally impact the peace and quiet of the Village. Village residents wanted more information about the proposed operation and maintenance of the pool and wanted assurance that all community facilities would remain open and operational throughout the redevelopment period.

Village residents raised a number of issues, not all relating to the concept plan. For example, some residents were interested in the longer term impact that the redevelopment would have on resident fees and affordability. Others were interested in concessions to maintenance fees or other forms of compensation to mitigate the impact of construction.

Adjacent local residents who had previously opposed the urban design and density again raised concerns about the proposed redevelopment, particularly relating to construction management, and the heights and colours of buildings on Clissold Street.

**The table below outlines the issues identified through consultation. These issues were considered through the environmental assessment process and in some cases have resulted in design amendments to the concept plan or construction management commitments.** Aevum considered all issues identified through consultation and, where possible, issues were addressed through specific design amendments or policy commitments.

Numbers indicated in brackets highlight where feedback was received from more than one person. To provide additional context to feedback, some quotes are included in italics.

Issues identified through consultation:

Issue	Details	Aevum response	EA reference
Lighting	<ul style="list-style-type: none"> <li>• Need improved lighting throughout the Village, including in car parks (e.g. car park adjacent to Gate 8)</li> <li>• Need to design lighting to minimise 'light spill'/glare to adjoining properties (x 2)</li> <li>• Need lighting to comply with building standards</li> <li>• Need footpath and bus shelter lighting to be redesigned</li> <li>• Need further discussion with residents (including adjoining community residents) on detail design of lighting</li> </ul>	<ul style="list-style-type: none"> <li>• Crime Prevention Through Environmental Design report, landscape and lighting strategies have addressed these issues</li> <li>• All lighting has been designed to meet Building Council of Australia (BCA) codes, including requirements for seniors living</li> <li>• Attention to be paid to light overspill</li> <li>• Internal site lighting design will focus on safety and security as a primary objective</li> </ul>	Sections 3.12, 4.2.9, 4.3.10 and Appendix X in Volume 5
Accessibility	<p>Footpaths:</p> <ul style="list-style-type: none"> <li>• Need handrails on all footpaths throughout the Village, particularly on sloping pathways (x2)</li> <li>• Need improved footpaths to all Village entry/exit points</li> <li>• Need to give consideration to improving the continuity of flow of footpaths – to provide more winding footpaths</li> <li>• Need to ensure vehicular movements do not outweigh pedestrian movements</li> <li>• Need pedestrian crossings</li> </ul>	<ul style="list-style-type: none"> <li>• All path networks are designed to link all residents in an accessible manner to all key features of the site</li> <li>• All pathways greater than 1/20 slope will have handrails</li> <li>• Those without handrails will be designed with no greater gradient than 1/20</li> <li>• Where slopes are too great, lifted transitions through buildings will be provided</li> <li>• Rest points and meeting points will be provided for on the pedestrian network</li> <li>• Design will incorporate a choice of pedestrian paths throughout the Village</li> <li>• Pedestrian crossings will be provided</li> </ul>	Sections 3.11, 4.2, 4.3, 5.1.16 and Appendix E in Volume 5

Issue	Details	Aevum response	EA reference
	<p>Lifts:</p> <ul style="list-style-type: none"> <li>Need lifts in buildings to be designed for use by people in wheelchairs</li> <li>Need multiple lifts in buildings to ameliorate the risk of lifts being out of service</li> <li>Concern that lifts will break down</li> </ul>	<ul style="list-style-type: none"> <li>All buildings will be accommodated with capable lifts for people in wheelchairs and/or with mobility impairment</li> <li>Well maintained and capable lifts to service units will be provided whilst all unnecessary costs will be minimised</li> <li>All lifts will be fully maintained</li> </ul>	
	<p>Mobility impairment:</p> <ul style="list-style-type: none"> <li>Need easy access for people in wheelchairs throughout the Village</li> <li>Need steps to be '<i>designed out</i>' wherever possible and kept to a minimum</li> </ul>	<ul style="list-style-type: none"> <li>All units and access strategies will be designed for easy access and will keep steps to a minimum</li> </ul>	
Parking	<p>Design of parking:</p> <ul style="list-style-type: none"> <li>Need extra storage space for residents (e.g. in parking garages)</li> <li>Need to consider noise impact of cars accessing underground parking on units above (e.g. Victoria Lane)</li> </ul>	<ul style="list-style-type: none"> <li>Storage will be caged in or near car spaces. All other storage to be to Building code of Australia and Australian Standards requirements</li> <li>Basement car parks will be carefully designed, but there may be some impact on the units closest to ramps</li> </ul>	Section 3.6.10
	<p>Visitor parking:</p> <ul style="list-style-type: none"> <li>Need sufficient parking for residents and their visitors (x 2)</li> <li>Concern that parking will overflow to on-street parking in surrounding streets and adversely impact adjacent property owners (x 3)</li> </ul>	<ul style="list-style-type: none"> <li>All parking requirements will be designed to achieve sufficient provision within the site</li> </ul>	Sections 3.10, 4.2.8, 4.3.9 and 5.7

Issue	Details	Aevum response	EA reference
	<p>Quantity:</p> <ul style="list-style-type: none"> <li>Need sufficient parking spaces for additional development (x 2)</li> </ul>	<ul style="list-style-type: none"> <li>Currently there are approximately 0.35 resident spaces per unit</li> <li>Resident spaces will increase to over 0.6 spaces per unit</li> <li>Visitor spaces will be more than double existing based on an approximate ratio of 1 space for every 7 units</li> </ul>	As above
Rubbish bins	<ul style="list-style-type: none"> <li>Need additional rubbish bins throughout the Village and in the Village green areas (x 2)</li> <li>Need bins to be designed to be bird and animal proof <i>'to keep those pesky Ibis out'</i></li> </ul>	<ul style="list-style-type: none"> <li>Each block will have its own holding bay for rubbish bins</li> <li>New bins will be provided in convenient enclosures within or near to buildings</li> </ul>	Sections 3.6.11, 4.2.12 and 4.3.13
Seating	<ul style="list-style-type: none"> <li>Need additional seating throughout the Village (x 2)</li> </ul>	<ul style="list-style-type: none"> <li>New seating will be provided through landscape design</li> </ul>	Section 3.9
Bin bays and letterbox blocks	<ul style="list-style-type: none"> <li>Need all garbage bin and letter box areas to be fully covered to provide protection from rain (x 2)</li> <li>Need to ensure access to letter boxes is maintained</li> </ul>	<ul style="list-style-type: none"> <li>Bins and letter box areas will generally be located within each block</li> <li>Letterboxes will be combined with new shelters e.g. at upgraded Queen St bus stop</li> </ul>	Sections 3.6.11, 3.14, 4.2.13 and 4.3.14
Site entry	<p>Road safety mirrors:</p> <ul style="list-style-type: none"> <li>Need mirrors at vehicle entry/exit points to improve sight lines</li> </ul>	<ul style="list-style-type: none"> <li>Road design will be improved to create better sight lines at entry/exit points</li> <li>Mirrors will be used if in practice issues arise</li> </ul>	Section 5.7
	<p>Signage:</p> <ul style="list-style-type: none"> <li>Need signage at Village entry/exit points to assist visitors with way finding (e.g. Gate 8)</li> </ul>	<ul style="list-style-type: none"> <li>Landscape design will provide a regular grid and logical layout</li> <li>New way finding signage will be erected</li> </ul>	Section 3.9

Issue	Details	Aevum response	EA reference
Emergency aid and evacuation	<ul style="list-style-type: none"> <li>Need emergency bell system or a suitable alternative in all new buildings</li> </ul>	<ul style="list-style-type: none"> <li>Call alert system will be externally monitored 24/7</li> <li>All buildings comply with Building Code of Australia emergency evacuation standards for both able bodied people and those that need assistance during an evacuation procedure</li> <li>'Fire Drills' are conducted regularly in accordance with the evacuation plan</li> <li>Aevum will submit an Annual Fire Safety Statement to Council regularly</li> </ul>	Sections 3.12 and 3.13.4
Colour	<ul style="list-style-type: none"> <li>Need to consider appropriate colour palette for buildings (mid-tone and dark tones suggested) to help blend with landscape</li> <li>Concern about proposed light colour palette for buildings and adverse impact on visual landscape</li> <li>Further discussion needed with residents (including adjoining community residents) on detail colour design</li> </ul>	<ul style="list-style-type: none"> <li>Urban designers and architects Hill Thalys is advising on colour palette for buildings in conjunction with heritage advisers Graham Brooks and Associates</li> </ul>	Sections 3.6, 4.2 and 4.3
Food service	<ul style="list-style-type: none"> <li>Need to ensure food services and meal handling / distribution is coordinated to reduce meals being wheeled around the Village on trolleys (buggy suggested)</li> </ul>	<ul style="list-style-type: none"> <li>Kitchen and food service delivery model will address the current occupational safety issues and provide for the transfer of food from level to level in a safe and more convenient manner</li> <li>Food services will be centralised to allow most food delivery to be close to the most food dependent locations</li> <li>All kitchens will be designed near to accommodation to improve connections and accessibility for food delivery</li> </ul>	Sections 4.3

Issue	Details	Aevum response	EA reference
Village character	<ul style="list-style-type: none"> <li>Concern that Village becoming <i>'institutionalised'</i> and that amenity will be reduced</li> <li>Concern building design does not allow informal social connections between residents</li> <li>Residents currently interact across courtyards and concern that social interaction will be impacted by a wall of doors</li> <li>Need to consider how new residents will integrate with existing residents</li> </ul>	<ul style="list-style-type: none"> <li>Urban design has incorporated sound planning and urban design principles</li> <li>Buildings will have their own address</li> <li>Different architects have worked on the building design to provide a design that is both unique and does not look out of place with other residential flat buildings in the area</li> <li>The leafy character of the Village will be enhanced by new planting and increased mid-soil planting</li> <li>Pathways, landscaping, community facilities and buildings will provide for social interaction</li> <li>Building design will provide good space around the lifts for social interaction</li> <li>Building design features like side lights and fan lights will allow residents to see if lights are on</li> <li>Staged redevelopment will allow for gradual increase in resident numbers and will facilitate the integration of new residents into the existing community</li> </ul>	Sections 3.0

Issue	Details	Aevum response	EA reference
Building height and density	<ul style="list-style-type: none"> <li>Concern that increased density will adversely impact sense of 'community' within Village – <i>'over population of the total area which will no longer be a Village'</i></li> <li>Need to consider how height of buildings will detrimentally impact on 'Village' atmosphere</li> <li>Concern about height of Stage 1 buildings and associated impact on: <ul style="list-style-type: none"> <li>&gt; Residents in Block K – overshadowing and reduced privacy and amenity (x 3)</li> <li>&gt; Chapel and heritage values (x 3)</li> </ul> </li> <li>Consider limiting height of Stage 1 buildings to four storeys</li> <li>Concern about building heights (x 2) – <i>'highest Village in the west... possibly all of Sydney'</i></li> <li>Concern about scale of development relative to neighbouring area (x 2)</li> <li>Concern about overlooking from the Village to neighbouring properties</li> <li>Concern about height of Stage 4 buildings and associated impact on residents in Blocks A and B – reduced privacy and natural light</li> <li>Need to consider the impact on the horizon lines of proposed building heights – concern <i>'bland straight line will be created'</i></li> <li>Concern about increased density / extent of development ( x 3) - <i>'most residents want an affordable, caring, pleasant, safe home and do not want multi-storey apartments and hundreds more people impacting on the Village space and local facilities'</i></li> <li>Perception that there is no market demand for five storey seniors living (e.g. KuringGai)</li> </ul>	<ul style="list-style-type: none"> <li>Modelling has demonstrated new development will not adversely impact Blocks A, D and G, which will receive three hours sun in all cases but one- which is currently in shadow</li> <li>Sound visual design principles and heritage advice have been used to establish height principles</li> <li>Heights will not exceed existing height of chapel</li> <li>Five storeys is appropriate and creates the opportunity for generous parks and landscape areas</li> <li>Building design will maximise solar access</li> <li>Blocks A and B are designed to have north, east and west outlooks – new buildings are to the south</li> <li>Buildings will be well articulated and punctuated by landscape and trees</li> <li>All buildings will be designed in response to the unique conditions of the site – not a 'cookie cutter' approach</li> <li>More local facilities and buildings of six storeys or less will strengthen social interaction</li> <li>The plan provides many community facilities which will encourage socialisation and interaction</li> <li>Character and amenity concerns will be balanced with financial viability of redevelopment</li> </ul>	Sections 5.4, 3, 4.2.2 and 4.3.3

Issue	Details	Aevum response	EA reference
Energy efficiency / green building	<ul style="list-style-type: none"> <li>• Need to consider solar panels (x 2)</li> <li>• Need low energy/solar hot water systems to save on water and electricity (x 2)</li> <li>• Need double glazing on windows for noise and heat attenuation</li> <li>• Need to consider 'pulpmaster system' (liquefied green waste methane convertor)</li> <li>• Need provision for rainwater collection and reuse</li> </ul>	<ul style="list-style-type: none"> <li>• Most buildings will have solar hot water access - those that do not will have efficient gas heating systems</li> <li>• Designed to BCA Section J and BASIX</li> <li>• Blocks A and B started Aevum's solar initiative and this will continue as well as water harvesting</li> <li>• All buildings will harvest water for landscaping and toilet flushing</li> </ul>	Section 3.13
Gym	<ul style="list-style-type: none"> <li>• Concern about the necessity of the gym (x 2)</li> </ul>	<ul style="list-style-type: none"> <li>• The majority of residents supported the gym, which focus group participants also supported</li> </ul>	



Issue	Details	Aevum response	EA reference
Traffic and road capacity	<ul style="list-style-type: none"> <li>• Need to consider traffic generation (x 2)</li> <li>• Concern about increased traffic as a result of increased staff and Village residents</li> <li>• Need to consider traffic management associated with school buses on Seaview Street</li> <li>• Need to consider resident safety associated with increased traffic flow</li> <li>• Concern about capacity of Clissold Street – it is not very wide and location of entry/exist points needs to be considered (x 5)</li> <li>• Concern about entry/exit to Clissold Street immediately in front of a well used bus stop</li> <li>• Concern about two-way traffic movement within the Village and safety of residents</li> </ul>	<ul style="list-style-type: none"> <li>• Seniors are usually low traffic users - the demographic of the Village is aged 70 or over</li> <li>• The site will remain the same size and the number of aged care beds will increase by 12</li> <li>• Seaview Street will not be directly affected</li> <li>• Traffic generation typically after working hours and the change of staff is minimal-potentially 20 more staff</li> <li>• Traffic island will control left turn entry and exit into and out of the Village from Clissold Street</li> <li>• Traffic study indicates vehicle access from Clissold Street will not be an issue</li> <li>• Traffic limited to 10km/hr - new two way path network will mean that residents will not need to rely on road networks</li> <li>• Aevum will purchase and operate a golf buggy to transport residents safely around the site.</li> </ul>	Section 5.7

Issue	Details	Aevum response	EA reference
Children's playground	<ul style="list-style-type: none"> <li>• No support for children's playground (x 11)</li> <li>• Concern about noise and/or public liability associated with children's playground (x 4)</li> <li>• Recognise that playground and small children may provide therapeutic value</li> <li>• Concern that children's playground will: <ul style="list-style-type: none"> <li>&gt; Invite children to make noise</li> <li>&gt; Have a detrimental impact on peace and quiet of the Village (x2)</li> </ul> </li> <li>• Concern that supervision cannot be assured as parents may leave their children unattended whilst they visit a resident (x 2)</li> <li>• Need signage asking parents to respect residents and keep children quiet</li> <li>• Concern about necessity of playground - <i>'Village residents are generally too old to have young grandchildren and their adult children are in their 40s, 50s and 60s and do not visit in significant numbers'</i></li> </ul>	<ul style="list-style-type: none"> <li>• The playground will be removed from the Village Green</li> </ul>	Sections 3.9 and 4.2.7

Issue	Details	Aevum response	EA reference
Noise	<ul style="list-style-type: none"> <li>• Need to consider noise from school buses on Seaview Street</li> <li>• Construction should be limited to Monday and Friday, between the hours of 8.00am and 5.00pm</li> </ul>	<ul style="list-style-type: none"> <li>• This is outside Aevum's control and Seaview Street is not part of the plan</li> <li>• Limiting construction to weekdays will extend the duration of Stage 1 works by three months. By allowing works on Saturdays, the overall noise impact of the construction will be reduced</li> <li>• Aevum will adopt extra measures (additional to those on weekdays) to minimise noise impacts on Saturdays</li> <li>• A more detailed Noise Impact Plan will be prepared in consultation with residents</li> </ul>	Section 5.8.2
Pedestrian safety	<ul style="list-style-type: none"> <li>• Need crossing/s on Queen Street</li> </ul>	<ul style="list-style-type: none"> <li>• Council can be approached regarding the provision of a crossing</li> </ul>	Section 5.7
Coffee shop	<ul style="list-style-type: none"> <li>• Need cafe/coffee shop to be designed to ensure coffee machine is not in eating area because it is noisy</li> <li>• Concern about the necessity to demolish the coffee shop – <i>'it only needs a refurbishment and a new kitchen'</i></li> </ul>	<ul style="list-style-type: none"> <li>• Cafe will be purpose designed and will allow for future flexibility</li> <li>• Current building is a temporary solution and the facilities and kitchen do not operate efficiently</li> </ul>	Section 4

Issue	Details	Aevum response	EA reference
Public transport	<ul style="list-style-type: none"> <li>Need to redesign bus shelter on Queen Street so bus passengers can see bus arriving in time to indicate to the driver to stop (shelter with window facing north suggested)</li> <li>Need Village bus to operate daily and be wheelchair accessible and suitable for people with disabilities (x 2)</li> <li>Need increased community / Village bus services to cater for increased demand</li> <li>Need to consider temporary location of bus stops during construction and impact on residents</li> </ul>	<ul style="list-style-type: none"> <li>Bus stop redesign is part of Stage 1 works</li> <li>Bus service is being reviewed</li> <li>Bus stop will be temporarily re-located as with Blocks A and B works</li> </ul>	Section 5.7
Adequate staffing	<ul style="list-style-type: none"> <li>Need properly trained nursing staff after hours who can respond to major incidents (e.g. heart attacks and falls)</li> <li>Need enough trained nursing staff to keep the Village functioning – no cost shifting across Village</li> </ul>	<ul style="list-style-type: none"> <li>Nursing staff cannot always respond to incidents in the Village, hence the 24hr/7 call alert system</li> <li>All facilities will provide a care/medical service and will be properly staffed</li> </ul>	N/A
Community facilities	<ul style="list-style-type: none"> <li>Concern that throughout the redevelopment process community facilities will be temporary and substandard</li> <li>Need to involve residents in detail design of community facilities</li> <li>Consider internet café or wireless hot spot</li> </ul>	<ul style="list-style-type: none"> <li>Permanent community facilities will be provided - facilities such as the new dining hall will be constructed before existing facilities are demolished</li> </ul>	Section 3.14
Village green	<ul style="list-style-type: none"> <li>Need to provide seating and tables under shade in Village green</li> <li>Concern about the necessity of the central park/Village green</li> </ul>	<ul style="list-style-type: none"> <li>Pergola structures will be included to provide shade</li> </ul>	Section 4.2.7
Development standard	<ul style="list-style-type: none"> <li>Need to plan to exceed current Australian Standards, which are a minimal standard – <i>‘there is high demand for superior standard accommodation in the Inner West and it is in short supply’</i></li> </ul>	<ul style="list-style-type: none"> <li>The standard of accommodation will meet or exceed market expectations while maintaining mix among price brackets</li> </ul>	Section 3, 4.2 and 4.3

Issue	Details	Aevum response	EA reference
Television aerials	<ul style="list-style-type: none"> <li>Need to update aerials to accommodate switch to HD</li> </ul>	<ul style="list-style-type: none"> <li>All television systems will be designed to accommodate all future known advances in technology</li> </ul>	Section 3.13
Costs and benefits	<ul style="list-style-type: none"> <li>Concern about lack of benefits to residents of Blocks A and B and increased fees to follow</li> <li>Concern about fee increases associated with redevelopment (x 2)</li> <li>Concern about impact of ongoing construction on value of units and financial impact on residents who need to sell and move to aged care</li> </ul>	<ul style="list-style-type: none"> <li>Existing residents who are unaffected by the direct redevelopment will not incur additional fees however will enjoy the benefit of the new services</li> <li>Current resident contracts and contributions will not be amended adversely</li> </ul>	Section 5.12

Issue	Details	Aevum response	EA reference
Landscaping	<ul style="list-style-type: none"> <li>• Need to maintain trees, flowers and winding paths as they contribute to 'Village' atmosphere and encourage social interaction</li> <li>• Need appropriate landscaping to be maintained throughout the Village – <i>'residents in their 70s and 80s grew up with colourful annuals, roses and camellias etc. If new landscaping is dominated by 'low maintenance' greens, such as native plants, some residents may not be able to relate to open space areas in the same way they currently do'</i></li> <li>• Need to consider Council's position on native planting for bird species</li> <li>• Need watering system for gardens and landscaped areas</li> <li>• Need more greenery (e.g. roof tops planting)</li> <li>• Need landscaping around Village green to provide shade during summer</li> <li>• Need to provide some space for community gardening with raised beds and paved surrounds for wheelchairs (e.g. for residents to grow organic veggies)</li> <li>• Need 'heritage' gardens not modern gardens in front of Glentworth House</li> <li>• Concern about extent of building footprints and limited green space left</li> </ul>	<ul style="list-style-type: none"> <li>• Landscape has been carefully considered and planned to maintain if not slightly increase deep soil planting, retain as many significant trees and maintain the leafy character of the Village</li> <li>• There will be an opportunity for residents to customise their courtyards, balconies etc.</li> <li>• The planting scheme will provide a mix of exotics and natives which will continue the familiar planting structure around Blocks A and B</li> <li>• Native plants are a major component of the planting strategy</li> <li>• Where appropriate green roof tops have been incorporated e.g. pool</li> <li>• Community garden will be considered in detail planning and is considered a valuable recommendation</li> <li>• Garden to Glentworth House is expected to be made traditional</li> <li>• There will be less impervious and more deep soil than there is currently</li> </ul>	Section 3.9

Issue	Details	Aevum response	EA reference
Swimming pool	<ul style="list-style-type: none"> <li>Concern about necessity of swimming pool and associated maintenance costs (x 4)- <i>'increased fees for the majority of residents for minority use'</i></li> <li>Need further discussion with residents on maintenance and operation of pool based on Aevum's experience with other Villages</li> <li>Need to recognise pool is a therapeutic pool and not a swimming pool</li> </ul>	<ul style="list-style-type: none"> <li>The maintenance costs will be borne by occupants of the new units only</li> <li>It is expected that a pool maintenance contractor will be employed, funded out of new residents' contributions</li> <li>Pool rules will be established and agreed with the Village Residents Committee</li> </ul>	N/A

Issue	Details	Aevum response	EA reference
Design	<p>Design of interiors:</p> <ul style="list-style-type: none"> <li>• Need detail design of interiors and appropriate selection of fixtures and fittings to meet the needs of elderly people, including those in wheelchairs, suggestions include: <ul style="list-style-type: none"> <li>&gt; Easy access shelving/cupboards <ul style="list-style-type: none"> <li>- high and low cupboard shelves are difficult to access without standing on chairs</li> </ul> </li> <li>&gt; Easy open/close windows and locks (x 4) (e.g. hopper style suggested)</li> <li>&gt; Awnings over windows to prevent rain entering openings</li> <li>&gt; Distributed power points - not clustered together</li> <li>&gt; Lots of power points in appropriate places – in all accommodation including RAF low care accommodation rooms</li> <li>&gt; Full sized vanity units in bathrooms – not small wash basins (x 2)</li> <li>&gt; Refrigerators with adjustable and removable shelves</li> <li>&gt; Larger windows to bedrooms for natural light</li> <li>&gt; Practical placement of light switches</li> <li>&gt; Door openings onto balconies and into rooms</li> <li>&gt; Windows in all bathrooms</li> <li>&gt; Practical height placement of washing machines, dryers, cabinets etc</li> </ul> </li> <li>• Need further discussion with existing residents on interior detail design (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Aevum has undertaken focus group testing in the past and will undertake further consultation with residents during detail design to optimise layouts to suit the target market</li> <li>• All these recommendations are supported</li> <li>• Aevum welcomes suggestions and will invite residents to review the detail design through focus group participation</li> </ul>	Section 3.6, 4.2 and 4.3



Issue	Details	Aevum response	EA reference
	<p>Design of RAF:</p> <ul style="list-style-type: none"> <li>• Need to have one room accommodation options similar to the current Lodge building as not all residents are ready for ward-based nursing home treatment</li> <li>• Need a staff rest room</li> <li>• Need rooms and/or bed chairs for relatives of dying residents</li> <li>• Concern about lack of balconies and small size of rooms (x 2)</li> <li>• Concern that residents in low care accommodation will not benefit as they will <i>'move to something lesser than they have now'</i></li> </ul>	<ul style="list-style-type: none"> <li>• Seventy eight single ensuited rooms are proposed</li> <li>• The RAF has been designed for higher dependency</li> <li>• Service self care units and serviced apartments will cater for more independent residents in a unit setting</li> </ul>	Section 4.3
	<p>Design of building lobbies</p> <ul style="list-style-type: none"> <li>• Need appropriate design of open stairwells and foyers to minimise wind and cold</li> </ul>	<ul style="list-style-type: none"> <li>• Enclosed lobbies for security with covers, and more traditional unit lobbies will be provided</li> </ul>	Sections 4.2 and 4.3
	<p>Periphery wall:</p> <ul style="list-style-type: none"> <li>• Concern about design of wall on Clissold Street (x 2) – <i>'it is a noisy, unattractive busy street and wall needs to be solid without breaks'</i></li> <li>• Concern about lack of detail for fencing an corner of Victoria and Clissold streets</li> </ul>	<ul style="list-style-type: none"> <li>• The wall will be reconstructed and will not adversely impact the Village</li> <li>• Reconstruction of a cast iron replication of the existing fence at Victoria Street will be considered</li> </ul>	Sections 3.8 and 5.8.2

Issue	Details	Aevum response	EA reference
	<p>General building design:</p> <ul style="list-style-type: none"> <li>Concern that building designs are <i>'blocky' – 'all straight lines, painted in battle-ship or metallic prison colours, visually quite boring and unappealing'</i></li> <li>Concern that modern/contemporary colour palette and painted lightweight external linings out of character with surrounding area (x 2) (subdued colours and complimentary brick styles and architectural treatments suggested)</li> <li>Need to consider greater boundary setbacks to minimise impact</li> </ul>	<ul style="list-style-type: none"> <li>Two highly valued architectural firms have worked on the proposal to provide contemporary but differing responses with articulation and material choice carefully considered</li> <li>Further work in detail design phase will confirm brick selection</li> <li>A carefully considered set back strategy will provide a considered response with streetscape rhythm</li> </ul>	Sections 3.2, 3.6, 4.2 and 4.3
Chapel	<p>Servery:</p> <ul style="list-style-type: none"> <li>Concern that food smells will impact the chapel (x 2)</li> <li>Need to control odours to ensure that worship in the chapel is not impacted</li> </ul> <p>Diorama:</p> <ul style="list-style-type: none"> <li>The diorama is starting to peel and needs to be renovated</li> </ul>	<ul style="list-style-type: none"> <li>The servery will not be used for cooking - It will simply be a plating and collection area</li> <li>All food preparation will be from RAF main kitchen</li> <li>Food and mechanical consultants have advised that smells will not be a problem</li> <li>The diorama has not being renovated. However Aevum will look at restoring it</li> </ul>	

Issue	Details	Aevum response	EA reference
Development staging	<ul style="list-style-type: none"> <li>Concern about proposed staging – <i>‘nursing home has been altered three times since 1985 and was opened over 20 years ago and is in urgent need of repair’</i></li> <li>Concern about proposed staging – <i>‘Stage 5 and Stage 2 need to happen concurrently as Village atmosphere created in Stage 1 will be undermined for 10 years until Stage 5 is complete’</i></li> <li>Stage RAF before Stage 1 works</li> <li>Residents do not want to listen to construction noise for the rest of their lives – there should be a break between stages</li> </ul>	<ul style="list-style-type: none"> <li>Nursing home has recently been accredited and is functioning. While based on an old design it is not expected to be Aevum’s long term answer. The new facility will provide for the next 15-20 years</li> <li>Staging has been carefully designed to allow the Village to continue functioning while redevelopment progresses. Specifically this is to mitigate impact on residents and meet future expected market demand in a timely manner</li> <li>Closing of the old Nursing Home is expected to take at least two and a half years which will constrain commencement of construction of the new RACF. It is therefore likely that there will be a lag between Stage 1 and Stage 2, although the exact timing will only become apparent during the course of the project.</li> </ul>	Sections 3.14

Issue	Details	Aevum response	EA reference
Block K	<ul style="list-style-type: none"> <li>Proposed redevelopment is a <i>'blow'</i> and is <i>'upsetting and a complete disaster'</i> to residents in Block K - <i>'four of the 10 residents are long term residents who have lived in the Village for 18-19 years'</i></li> <li>Concern about reduced amenity and impact on residents of Block K associated with: <ul style="list-style-type: none"> <li>Residents not being able to open doors and windows or use balconies during construction works and associated noise and dust pollution</li> <li>Road widening and reduced privacy of living spaces to (x 2) - <i>'an unacceptable situation, less privacy, more noise'</i></li> <li>Height and overshadowing will block out sunlight and reduce privacy (x 3)</li> <li>Removal of large trees and reduced privacy</li> <li>Prolonged exposure to noise, vibration, site related vehicle noise and dust over two years and associated resident stress and distress</li> </ul> </li> <li>Proposed road widening not supported - ambulances can utilise existing roadway</li> <li>The location of driveway to access underground carpark is too close to the corner of Block K</li> </ul>	<ul style="list-style-type: none"> <li>Road widening will be to the advantage of all with additional visitor spaces</li> <li>Emergency and service vehicles currently find it difficult to manoeuvre through the Village, particularly to the existing nursing home</li> <li>The proposed road network will improve safety and access which is important</li> <li>The position of the driveway has being designed within the constraints of imposed by the configuration of the basement and Victoria Lane</li> </ul>	Sections 5.4, 5.3, 4.4.2, 4.3.2 and 5.8.2

Issue	Details	Aevum response	EA reference
Maintenance	<ul style="list-style-type: none"> <li>Concern that Glentworth House will fall into disrepair if existing maintenance problems are not addressed (x 2)</li> <li>Concern about maintenance in the Lodge</li> <li>Need to continue maintenance as usual throughout the redevelopment period. Existing maintenance issues associated with Glentworth House include: <ul style="list-style-type: none"> <li>&gt; Water damage to interiors – flaking paint work</li> <li>&gt; Poorly painted window frames, walls and ceilings in upstairs areas</li> <li>&gt; Poor quality timber work on upstairs gallery</li> <li>&gt; Disintegrating curtains on front windows of house and in meeting room used by residents</li> <li>&gt; Loose, scratched floor tiles on ground floor</li> <li>&gt; Inappropriate 1960s/70s plastic chairs need to be replaced with more appropriate seating for heritage setting (good quality garden timber bench or chapel pew suggested)</li> </ul> </li> <li>Other maintenance issues include: <ul style="list-style-type: none"> <li>&gt; Dirt on building stairwells and foyers</li> </ul> </li> <li>Need to streamline requests for normal maintenance - <i>‘without a three ring circus’</i> and lengthy delays</li> </ul>	<ul style="list-style-type: none"> <li>A detailed conservation plan is proposed</li> <li>The resident budget should also contribute to building maintenance</li> <li>Longer term, the Lodge will be replaced by the proposed care precinct and ongoing maintenance is proposed until then</li> </ul>	Section 3.7

## Feedback to manage construction and mitigate impacts

Aevum is committed to planning and managing construction works to minimise impacts on residents and to communicate regularly with residents throughout the redevelopment process. Aevum invited feedback about how construction works could be managed to minimise impacts on residents.

While there was general acknowledgement from some residents that the atmosphere of the Village will be impacted by construction, residents identified a number of constructive ways to help mitigate impacts.

A number of residents identified that elderly people can adapt and cope with change but they need to be informed so they know what to expect. Several residents noted that it is difficult for older people to feel at ease with change and that residents came to the Village for peace and freedom and will have their lives disrupted by the redevelopment, but emphasised the need to treat residents with respect.

The table below summarises the suggestions and feedback received and Aevum's response to these suggestions.

Suggestion	Details	Aevum response
Noise and dust mitigation	<ul style="list-style-type: none"> <li>Minimise dust and dirt and/or noise (x 5)</li> <li>Manage noise and dust – <i>'it was bad when Blocks A and B were being redeveloped and some residents were nearly driven out of their homes'</i></li> <li>Use solid hoardings , noise barriers – <i>'as many as possible'</i> and sound walls around construction zones</li> </ul>	<ul style="list-style-type: none"> <li>Solid hoarding will be erected around clearly defined building sites to assist in reducing noise impacts</li> <li>The problems encountered with Blocks A and B will be avoided through careful staging</li> <li>Mitigation measures will ensure that noise and vibration impacts arising from construction activities will comply with standards set out in AS2436 'Guide to Noise and Vibration Control on Construction, Demolition and Maintenance Sites'</li> <li>Building contractor will (under contract) be responsible for adhering to and monitoring of above standards</li> </ul>

Suggestion	Details	Aevum response
Signage	<ul style="list-style-type: none"> <li>• Install clear, very large print signage in and around unsafe areas</li> </ul>	<ul style="list-style-type: none"> <li>• Adequate signage will be installed as part of occupational safety measures</li> <li>• All text and written information updates will be in large print</li> </ul>
Newsletters and notifications	<ul style="list-style-type: none"> <li>• Distribute regular newsletters and correspondence with Village residents and adjoining community residents</li> <li>• Automatically notify all adjoining property owners and others impacted in any way by redevelopment processes – do not wait for them to <i>'put their name on a list'</i></li> <li>• Provide advance notice of <u>all</u> heavy noise works and other major works (e.g. concrete pours, excavations)</li> <li>• Provide information updates to <u>all</u> residents, including those in the Lodge and neighbouring private properties</li> <li>• Commit to open and transparent communication (x2) – to build trust between Village residents and Aevum</li> <li>• Ensure better communication across the Village (e.g. between the nursing home, the Lodge, and independent living units) – ensure everyone gets the same up-to-date information (x 2)</li> </ul>	<ul style="list-style-type: none"> <li>• An ongoing communications plan will address resident need for regular information updates</li> </ul>

Suggestion	Details	Aevum response
Construction contractor	<ul style="list-style-type: none"> <li>• Use good construction contractor/s who will be responsive to resident needs</li> <li>• Ensure construction contractor/s maintain a sense of humour</li> <li>• Ensure designated representatives from construction contractor/s are accountable and can be contacted by residents during construction hours</li> <li>• Ensure contracts include provision for community friendly work practices and penalties for non compliance</li> <li>• Provide opportunities for residents (including adjoining community residents) to meet construction contractor/s</li> <li>• Ensure construction contractor/s are courteous and do not: <ul style="list-style-type: none"> <li>&gt; Park or wait outside adjoining properties with vehicle motors idling, particularly outside of authorised construction times (e.g. early mornings) (x 2)</li> <li>&gt; Yell at each other or talk loudly into mobile phones outside adjoining properties, particularly outside of authorised construction times</li> <li>&gt; Unnecessarily use vehicles with continual beeping sounds</li> </ul> </li> <li>• Ensure construction contractor/s are aware of community friendly working protocols - <i>'before they breach the rules'</i></li> </ul>	<ul style="list-style-type: none"> <li>• A thorough selection process and review will be undertaken prior to an appointment of the contractor</li> <li>• Working in a community friendly way will be part of the contractor's responsibility upon which they will be assessed and selected</li> <li>• Aevum will manage the contractor closely and manage communication between the contractor and the residents</li> <li>• The contractor will be made aware of their responsibility to manage impacts on residents upon selection</li> </ul>
Staged construction	<ul style="list-style-type: none"> <li>• Contain development to keep <i>'it out of the way so that it does not interfere with access to resident walkways'</i></li> <li>• Coordinate and stage construction works to ensure development is not going on in various parts of the Village concurrently</li> <li>• Do not have continuous construction</li> </ul>	<ul style="list-style-type: none"> <li>• Staging has been carefully considered and will reduce impacts outside of immediate construction zones</li> <li>• Staging means construction is unlikely to be continuous</li> </ul>



Suggestion	Details	Aevum response
Safety	<ul style="list-style-type: none"> <li>• Ensure public safety at all times – <i>‘be acutely aware and conscious of the needs of Village residents who have ‘unseen’ disabilities such as impaired hearing and sight’</i></li> <li>• Ensure all temporary structures are placed securely and are able to withstand weather variations</li> <li>• Keep pathways clean and free of debris</li> </ul>	<ul style="list-style-type: none"> <li>• Construction management plan will require traffic control and management of vehicle and material movements to ensure safety</li> <li>• Occupational safety and site cleanliness will be enforced</li> </ul>
Construction times	<ul style="list-style-type: none"> <li>• Try to schedule heavy noise work in the middle of the day and during the week and not on Saturdays</li> <li>• No construction works before 8am – strict adherence to approved construction times</li> <li>• No construction works on weekends (x 2)</li> <li>• Guarantee compliance with construction times (x 2)</li> </ul>	<ul style="list-style-type: none"> <li>• Aevum will manage program activities with contractor to achieve minimal impact while completing works in the shortest possible time</li> </ul>
Community facilities	<ul style="list-style-type: none"> <li>• Maintain easy, safe access to community facilities during construction for all residents, including less able residents (x 3)</li> <li>• Ensure coffee shop stays open throughout the redevelopment process (x 2)</li> <li>• Ensure hairdresser stays open throughout the redevelopment process – including throughout Stage 1 works</li> <li>• Provide a golf buggy to help people get to new facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Construction plan will provide safe access to facilities</li> <li>• Hairdresser will be located in the service apartment building</li> <li>• Coffee shop and hairdresser will both remain open</li> </ul>

Suggestion	Details	Aevum response
Parking	<ul style="list-style-type: none"> <li>Assure residents that parking will be available during construction for Village residents and staff (x2)</li> <li>Manage construction crews to ensure they do not park in the parking spaces that remain for Village residents – <i>‘it is not sufficient for residents to not be charged for parking as they still have cars’</i></li> <li>Monitor and manage on-street parking in nearby streets (x 2)</li> <li>Restrict construction contractor/s from parking in William Street</li> <li>Ensure construction contractor/s do not park illegally, particularly on corners of Victoria Street (e.g. in no stopping zones)</li> </ul>	<ul style="list-style-type: none"> <li>Parking for affected residents will be accommodated on a case by case basis to minimise inconvenience</li> <li>On-street parking is Ashfield Council’s responsibility</li> <li>Construction management plan will address parking issues and the contractor will be made aware of illegal parking in the area</li> </ul>
Easy read plans	<ul style="list-style-type: none"> <li>Distribute easy-read (but detailed) plans for all stages to residents (including floor plans of buildings, number of floors, type of facilities and floor plan layout) to provide clarification on the layout and true scale of buildings</li> </ul>	<ul style="list-style-type: none"> <li>Presentations, newsletters and information will be distributed throughout the redevelopment</li> </ul>
Off site activities	<ul style="list-style-type: none"> <li>Organise bus and cinema trips for residents to get away from construction impacts</li> </ul>	<ul style="list-style-type: none"> <li>Off site activities will be provided</li> </ul>
Maintain access	<ul style="list-style-type: none"> <li>Maintain staff access (pedestrian and vehicle) throughout the redevelopment process</li> <li>Provide fire and ambulance services and residents with copies of plans during construction to ensure they know about changes to access and active work zones</li> <li>Ensure uninterrupted traffic flow at all times</li> <li>Ensure obstruction free pedestrian access at all times</li> </ul>	<ul style="list-style-type: none"> <li>Early works will be designed to maintain access and improve traffic access prior to main redevelopment works commencing</li> </ul>

Suggestion	Details	Aevum response
Small group meetings	<ul style="list-style-type: none"> <li>Meet regularly with small groups of affected residents throughout the redevelopment process</li> <li>Meet urgently with Building K to discuss Stage 1 works and impact minimisation (x 6) (particularly residents of units 268 / 273 / 267 and 272 with windows overlooking construction zone)</li> <li>Arrange local member and representative from Ashfield Council to attend meeting with residents of Block K</li> <li>Meet with adjoining property owner on William Street</li> </ul>	<ul style="list-style-type: none"> <li>Aevum already meets with residents regularly</li> <li>Aevum has committed to addressing needs of individual residents affected by the redevelopment</li> <li>A meeting with residents of Block K has been arranged</li> </ul>
Keep staff informed	<ul style="list-style-type: none"> <li>Update staff regularly because they have an impact on residents welfare and can communicate information to residents</li> </ul>	<ul style="list-style-type: none"> <li>Staff will be continually updated on the redevelopment</li> </ul>
Site management/ housekeeping	<ul style="list-style-type: none"> <li>Ensure site is kept clean and that rubbish is picked up daily from surrounding areas external to the Village where construction contractor/s park (x 2)</li> <li>Ensure mobile snack trucks do not park on footpaths or road outside adjoining properties early every morning</li> <li>Provide detail on storage areas</li> <li>Use empty area near Queen and Clissold Streets as a laydown or storage area</li> </ul>	<ul style="list-style-type: none"> <li>Construction management plan will address site management and housekeeping</li> </ul>
Project management plan	<ul style="list-style-type: none"> <li>Develop a project management plan</li> </ul>	<ul style="list-style-type: none"> <li>Construction management plan has been prepared by EPM who are very experienced in this industry and market</li> </ul>

Suggestion	Details	Aevum response
Manage relocations	<ul style="list-style-type: none"> <li>Have open discussion and communication with residents who will be relocated and follow up with a written statement of Aevum's responsibilities and resident's responsibilities associated with the relocation process – to manage expectations</li> <li>Give residents in Block E a choice to relocate at beginning of Stage 1 and not the end (x 3) – <i>'Residents deserve equal rights and it is inhuman to leave them in Block E while construction works are being undertaken'</i></li> <li>Relocate remaining residents in Block F (x 2) - they will be isolated if their building is used as an administration area during construction works associated with Stage 1 and have waited a long time to be relocated</li> <li>Have a contingency plan to relocate severely impacted residents (e.g. Blocks K and C) - <i>'periodic distraction with planned activities and outings'</i> is insufficient</li> <li>Provide residents (e.g. Blocks B and K) who have recently bought units, but were not informed of the likely impact of redevelopment a choice to relocate - residents should not be <i>'forced to live in a filthy, noisy building site without the facilities that attracted them to the Village which will be demolished and moved further away... it's a matter of misrepresentation'</i> (x2)</li> <li>Prior to residents moving into new buildings – test things to ensure residents have a hassle free transition – <i>'relocation is difficult for elderly people without the additional stress of things not working properly'</i></li> </ul>	<ul style="list-style-type: none"> <li>A relocation policy has been prepared</li> <li>The objective is to provide time, flexibility, choice and no financial impact on residents</li> <li>Managing amenity related construction impacts forms part of the environmental assessment</li> <li>The plan to redevelop has been known for some time though staging has changed</li> <li>Lessons learnt from redevelopment of Blocks A and B will form the basis of the move-in settlement plan</li> </ul>

## Feedback on issues requiring clarification

Clarification was requested in regards to a number of specific matters as detailed in the table below.

Issue	Detail requiring clarification	Aevum response
Timing and staging	<ul style="list-style-type: none"> <li>The location and timing of excavation works for the underground car park associated with Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>Staging plan to be provided to all residents with indicative dates</li> </ul>
Affordability and compensation	<ul style="list-style-type: none"> <li>Additional weekly resident costs associated with redevelopment</li> </ul>	<ul style="list-style-type: none"> <li>No additional costs to residents</li> </ul>
	<ul style="list-style-type: none"> <li>The costs associated with upkeep of community facilities and the impact it will have on resident fees</li> </ul>	<ul style="list-style-type: none"> <li>Costs will not change and are based on current contracts</li> </ul>

Issue	Detail requiring clarification	Aevum response
	<ul style="list-style-type: none"> <li>Provision for a reduction in fees to residents of impacted buildings (e.g. Block K) associated with inconvenience, noise, dust, construction and demolition works (x 2)</li> </ul>	<ul style="list-style-type: none"> <li>Aevum will consult with residents individually to provide necessary support to mitigate impacts</li> </ul>
	<ul style="list-style-type: none"> <li>Provision for residents to be provided with free washing/cleaning services for external windows and balconies and internal areas in buildings adjacent to construction zones (e.g. Block K)</li> </ul>	<ul style="list-style-type: none"> <li>This will be included with the construction contract and will be addressed on a case by case basis</li> </ul>
Community facilities and services	<ul style="list-style-type: none"> <li>Possibility of retaining Stephen's (cafe) and Noeleen's (hairdresser) services now and in the future</li> </ul>	<ul style="list-style-type: none"> <li>These services are to be relocated before existing facilities are decommissioned</li> </ul>
	<ul style="list-style-type: none"> <li>Provision for a wireless hotspot for residents to use the internet</li> </ul>	<ul style="list-style-type: none"> <li>Aevum will propose this to residents</li> </ul>
	<ul style="list-style-type: none"> <li>The community facilities in the RAF and whether there will be a games room and a cooking/craft room</li> </ul>	<ul style="list-style-type: none"> <li>Games room and cooking/craft room will be included in RAF</li> </ul>
	<ul style="list-style-type: none"> <li>Accessibility of the hydro pool and gym in the RAF and whether these facilities will be accessible for all Village residents</li> </ul>	<ul style="list-style-type: none"> <li>Hydro pool and gym will be accessible for all residents</li> </ul>
	<ul style="list-style-type: none"> <li>Whether parking will be provided in new buildings for residents in Blocks A and B</li> </ul>	<ul style="list-style-type: none"> <li>Spaces will be provided to replace all those lost in redevelopment</li> </ul>
Traffic	<ul style="list-style-type: none"> <li>Traffic movements on Clissold Street and William Street and the proposed median strip and location of entry/exit points to the Village</li> </ul>	<ul style="list-style-type: none"> <li>Minimal impact as identified in traffic report</li> </ul>
Development impact	<ul style="list-style-type: none"> <li>Overall development impact - comparison between existing and proposed resident / residence numbers and configuration</li> </ul>	<ul style="list-style-type: none"> <li>The impact of redevelopment is defined in the environmental assessment</li> </ul>

## 5 Statement of Commitments

Following consultation with residents, Aevum developed a Statement of Commitments to provide a public record of how mitigation, communication and management issues would be managed during construction.

Statement of commitments arising from consultation with residents during 2009 and 2010

Statement of commitments arising from consultation with residents	Status
Revise Relocation Strategy and make public	<p>Relocation strategy complete</p> <p>Available on website (insert date)</p> <p>Available to residents (insert date)</p> <p>Copy at (insert location)</p> <p>Key elements:</p> <ul style="list-style-type: none"> <li>Aevum will endeavour to relocate residents in units that are similar to existing ('like for like')</li> <li>Aevum will cover all costs associated with relocation including removal fees, service connections etc</li> </ul>
Aevum commits to no resident being financially disadvantaged as a result of the redevelopment proposal	<p>Independent valuing of all units will occur prior to construction commencing</p> <p>Should a resident wish to sell their unit and is unable to, Aevum commits to purchasing the unit at the price of valuation either prior to construction or at the time of selling, whichever is higher.</p>
Individual units impacted by the proposal will have bespoke mitigation measures developed in consultation with unit owners	<p>The "Response to issues raised" matrix provides a detailed assessment of perceived impact and potential mitigation measures for each individual unit potentially impacted by the proposal. These can be found in the Consultation Outcomes Report at (insert section).</p>

Statement of commitments arising from consultation with residents	Status
Free internet access will be provided for residents as part of the Village Green Café to be finished in Stage One	A computer terminal with internet access will be provided for the use of residents. It will be located adjacent to the new café.
Resident input into the design of shared facilities and elements of new units will be encouraged and incorporated	Resident input into detailed design of the proposal, in particular, shared facilities and advice regarding fitout of the new units will be incorporated via regular meetings with the Resident Committee
Construction impacts will be managed proactively and mitigation measures effected promptly	<p>A 1800 number will be established to provide free and prompt access for complaints and enquiries</p> <p>Project Liaison Officer will be on site at least one day each week</p> <p>Separate web page established to provide construction update information</p> <p>Monthly newsletter (commencing March 2010) will provide information about construction activities</p> <p>Complaints Management System will be introduced including comprehensive recording and reporting of all enquiries and how they are managed</p> <p>Regular reports to the Residents Committee on complaints and how they are managed and to discuss issues being raised by residents</p> <p>Cleaning of the external of Apartment Blocks including walls, windows and balconies as required (and in cases internal blinds) as a result of the impact of construction activities</p> <p>Provision of bus trips and day outings for residents to help ameliorate noisy or intrusive works</p> <p>A and B Class Hoardings erected to minimise noise impacts</p>

Statement of commitments arising from consultation with residents	Status
Continue close working relationship with residents	<p>Aevum will meet with residents on a regular basis. In the first instance it has been suggested by residents that this be via a monthly meeting with the Residents Committee, convened just to consider construction impacts and management, detail design issues and to review communication activities.</p> <ul style="list-style-type: none"> <li>• Aevum will report regularly to residents on:</li> <li>• Complaint management –number, nature and how they have been managed</li> <li>• Identification of systemic or ongoing issues</li> <li>• Progress with construction activities, schedule etc</li> <li>• Input into detail design</li> </ul>
Promotion of exhibition period and provide plans for residents	<p>A full set of the application documentation will be provided to the residents at the time of lodging with the Department of Planning. The first resident newsletter will be distributed at this time alerting all residents to the status of the application, where they can view the proposal, providing information on the Department of Planning's website and how residents can make submissions. Meetings for Blocks K, F, G and H will be held with the project team to discuss the proposal. Display and discuss session to be held with residents with information on the proposal and members of the project team available to answer questions. Display and discuss session available for local adjoining neighbours. Provision of a computer terminal with internet connection so residents are able to download the documentation should they wish.</p>



Statement of commitments arising from consultation with residents	Status

## 6 Ongoing communication and consultation

### Consultation to support environmental assessment and design

Residents have requested further consultation throughout the redevelopment process. Aevum will conduct the following activities to support the exhibition process:

- Distribution of a newsletter advising Village residents that the application is on exhibition and submissions invited
- Provision of a complete hard copy of the application for residents to be available in the Village
- Meet with and brief residents in each block of K, G and J to discuss the application, and in particular, to present the 'Response to issues raised' matrix for specific units
- Hold a Display and Discuss Session in the Village where members of the project team will be available to discuss the application

Consideration will also be given to establishing a small display that can be staffed at nominated times throughout the exhibition so residents can ask questions.

Subject to planning approval Aevum will also hold more focus groups and/or meeting with Village residents and adjoining community residents to discuss specific detail design issues, including:

- Interior design and fit-outs of units
- External colour palette of buildings
- External lighting features of buildings and amenities
- Relocation process.

### Communication and construction management

Aevum acknowledges resident concerns regarding the impact of construction related activities on their daily lives. Aevum wants to limit the impact that construction will have on both Village residents and adjoining community residents, and has develop a construction management plan to deal with key issues. The construction management plan includes:

- Traffic management controls, including provisions for parking
- Occupational health and safety controls to ensure safety of workers and Village residents
- Site management controls to manage site tidiness and appearance – both in and around the Village
- Site management controls to manage impacts from dust and noise

- Communications strategy to regulate the behaviour of construction contractor/s working on the project.

Open and ongoing communication with residents and their families will help ensure the success of the redevelopment by ensuring residents are notified and consulted about all construction works. Aevum is committed to open and transparent communication with both Village residents and adjoining community residents. Accordingly, Aevum undertake to:

- Prepare and distribute regular resident updates about construction timing, delays and upcoming works to Village residents and residents within a defined catchment of adjoining properties. Updates will include:
  - > Easy-to-read large print resident newsletters
  - > Posters with updates on construction progress and planned works
  - > A5 flyers
- Inform the Village Manager of all construction activities and associated issues
- Conduct meetings with residents in each building prior to construction works starting (starting with Block E) to provide the opportunity for one-on-one discussions with residents and family members about key issues and relocation
- Ensure willingness to comply with established community relations protocols is written into contracts for all appointed construction contractors
- Continue to meet with the Village Resident Committee as required
- Establish a complaints management and handling process to ensure all complaints are acknowledged and resolved within a timely manner
- Set up a project specific free-call 1800 hotline for residents to make enquiries and register complaints
- Appoint a dedicated member of the project team to be available (at nominated times) during construction periods to liaise with residents in person about redevelopment issues and be available during construction for residents to discuss works and any issues they may have
- Conduct one-on-one meetings with residents as required
- Provide continued opportunities for family involvement to support Village residents

The plan will include ongoing communication to keep residents informed of construction progress and to ensure that their needs are being met.

The management program includes:

- Minimise heavy works to between the hours of 8.00am and 5.00pm Monday to Friday with 'low-noise' activities on Saturdays (or as per project approval)
- Expedite heavy works wherever possible to minimise duration of noise/vibration
- Provide ease of access to 'quiet room' at a nominated location in the Village
- Provide complementary tea and meals where required

- Provide options for off-site activities and/or entertainment
- Coordinate extra cleaning services to manage dust near construction zones
- Provide adequate advance warning, and communicate options for temporary relocation, when heavy works are required
- Provide, where possible, the option for permanent relocation within the Village or to an alternative Aevum Village

To date this program has been implemented with the residents of the Hostel or 'Lodge', where the future construction program requires loud/vibration causing works.

Consultation has already occurred with residents as part of implementing the management plan. This has included

- Consulting with individual residents about their specific needs
- Recording feedback/entertainment options
- Giving advance warning to affected residents
- Notifying and consulting with families of affected residents

## **Resident relocation and support**

While construction staging will allow for considered and careful relocation of both services and residents, and construction will be planned to minimise the time residents spend adjacent to construction zones, it is inevitable that some residents will either need or wish to be relocated during the redevelopment process. Wherever possible residents will be relocated to similar accommodation on site or to other Aevum facilities.

Subject to the availability of suitable accommodation, Aevum will endeavour to meet the needs and preferences of residents who need to be relocated. Residents will be supported and their rights will be respected throughout the relocation process. Aevum will fund all aspects of resident relocation, including:

- Removalists
- Disconnection and reconnection of services
- Temporary storage
- Provision of any additional necessary support.

If no alternative accommodation can be found and a resident wishes to relocate elsewhere, Aevum will buy the accommodation from the resident in accordance with the terms of its contract with the resident.

A detailed Relocation Strategy prepared by EPM Projects is included at Appendix J, Vol.5 that outlines how resident relocations will be managed. It provides for individual home visits to be undertaken to consult with residents to understand their specific needs and preferences including relocation destination and changes to the desired level of care.

## 7 Pre-submission briefing for residents

The Village Residents Committee had requested that Aevum provide a briefing to them regarding the details of the final application prior to lodgement.

On Monday 22 February 2010 a meeting was held with the Executive of the Residents Committee, in the Activities Centre at the Village, to discuss:

- Roles and responsibilities
- Primary resident concerns
- Secondary resident issues
- Timing and staging
- Progress of the application process

A copy of the notes of this meeting are attached.

### Responses to issues raised

Aevum had prepared a large amount of documentation following the resident meetings in late November and December, at which time Phillip Thalys (Hill Thalys Architecture) and Jon Spencer (Aevum) had visited individual units to discuss specific perceived impacts. Examples of this documentation were presented and discussed and it was agreed that this was a good approach to helping residents understand the perceived impacts and how they could be managed.

This Chapter includes that documentation.

Following the consultations with residents in late 2009, the project team identified that residents needed to be able to understand:

- The existing situation (particularly with relation to views and shadowing) and
- The proposed situation and any changes that would occur as a result.

The 'Response to issues raised' matrix prepared for each resident's unit who had identified concerns reflects Aevum's commitment to fully understand and communicate any potential impacts of the development and the measures and commitments made by Aevum to respond to and/or offset these.

In addition to the matrix, the project team presented and discussed the staging plan for construction. This detailed plan was developed in response to resident's concerns about construction impacts but particularly, their desire to have accessible and safe pedestrian and disabled access maintained as a priority.

Consideration of issues:

At previous consultations, residents had requested a number of issues be considered by Aevum, with a view to mitigating the impacts of construction.

## Golf buggy

Access for residents is, at the best of times, difficult, because of the elderly and frail nature of many residents and because the site does not have fully compliant paths and networks.

Aevum gave considerable consideration to how a golf buggy could be used to support residents in accessing various parts of the Village and a plan showing where a buggy accessible path could be built and the problems with accessing much of the site (particularly the southern side of the Village) were discussed.

The residents present advised that they appreciated the consideration given to the issue but they didn't believe it would be feasible for a buggy to access all the site and recommended that this option not be further explored.

## Waiver of maintenance fees

Residents had requested that consideration be given to the waiver of some or all of the maintenance fees residents pay, during construction.

Aevum had considered this and presented an alternative approach, which was to separate the issues of maintenance and construction impacts. Aevum's position was that:

- Maintenance to the remainder of the Village would still be required and so waiving the fee was not ideal
- The real concern of residents was that construction impacts – principally dust and noise – would make living in the Village unpleasant during construction.

Aevum recognised that construction impacts could occur, and undertook that, if they did occur, mitigation measures would be provided. These could include provision of:

- Cleaning of the outside of apartment buildings including windows and balconies
- Where necessary, cleaning of window blinds and curtains
- Bus trips or outings on days when construction noise was going to be very loud
- Ongoing consultation with residents to ensure that impacts were understood and options for mitigation available.

This approach was supported by the residents.

## Height

Aevum and the project team discussed the approach to building heights and how building design had been developed to reflect and reinforce Glentworth House. Residents raised their concerns about height but agreed that the set backs were more amenable than their first impressions of the proposal.

## Undertakings

At this meeting, it was agreed:

- That a full copy of the application would be provided to the residents in hard and soft copy at the same time as it was submitted to the department

- That maps and documentation would be provided in A1 to assist residents with poor eyesight
- That Aevum project team members would be available to discuss the application with the residents architect, should it be required
- That the Master Plan for the site be provided to the residents at the time the application was submitted.

In addition, Aevum has developed:

- A Statement of Commitments which reflects discussions and issues raised by residents
- A comprehensive construction management plan which details staging and in particular the mitigation measures for managing noise and dust during construction
- An approach to the engagement of the preferred contractor which will include the participation of a Village resident representative
- An approach to managing construction with an emphasis on managing construction issues which will include on site liaison, complaints management protocols and regular meetings between the construction team and residents.

## **Appendix 1 – Open day poster**





**aevum**  
LIVING

Retirement Living & Aged Care

# Cardinal Freeman Village Draft Master Plan Community Consultation Session

Aevum invites you to attend a consultation session about the planned redevelopment of Cardinal Freeman Village.

The consultation session will provide an opportunity for you to:

- Learn more about the proposal from information on display
- Discuss aspects of the planned redevelopment with the project team
- Identify issues that need to be further considered through the planning process.

Members of the project team will be available to hear your feedback and answer any questions you may have about the proposal.

**Details of the consultation session are as follows:**

**Date: Saturday 26 September**

**Time: 10.00am - 12.30pm**

**Venue: Activities Centre, Cardinal Freeman Village**

Family members and friends are welcome to attend.

**Free sausage sizzle at the coffee shop from 11.00am onwards.**



For further information please contact Abbie Jeffs from the project team on 0413 839 777 or at [abbie@straight-talk.com.au](mailto:abbie@straight-talk.com.au)

## **Appendix 2 – Open day flyers**

## Cardinal Freeman Village Draft Master Plan Community Consultation Session

Aevum invites you to attend a 'display and discuss' consultation session about the planned redevelopment of Cardinal Freeman Village to provide Ashfield with world class aged care accommodation.

Aevum is currently undertaking comprehensive environmental assessment and refining a draft master plan for the village. The purpose of the consultation session is to provide an opportunity for local residents and other interested people to:

- Learn more about the proposal and the associated planning process from information on display
- Discuss particular aspects of the planned redevelopment with a range of specialists from the project team
- Identify issues that need to be further considered through the environmental assessment and planning process.

Members of the project team will be available to hear your feedback and answer any questions you may have about the proposal.

**Details of the consultation session are as follows:**

**Date: Saturday 26 September**

**Time: ANYTIME between 12.30pm and 2.00pm**

**Venue: Activities Centre, Cardinal Freeman Village**

For further information please contact Abbie Jeffs from the project team on 0413 839 777 or at [abbie@straight-talk.com.au](mailto:abbie@straight-talk.com.au)

## Cardinal Freeman Village Draft Master Plan Community Consultation Session

Aevum invites you to attend a 'display and discuss' consultation session about the planned redevelopment of Cardinal Freeman Village to provide Ashfield with world class aged care accommodation.

Aevum is currently undertaking comprehensive environmental assessment and refining a draft master plan for the village. The purpose of the consultation session is to provide an opportunity for local residents and other interested people to:

- Learn more about the proposal and the associated planning process from information on display
- Discuss particular aspects of the planned redevelopment with a range of specialists from the project team
- Identify issues that need to be further considered through the environmental assessment and planning process.

Members of the project team will be available to hear your feedback and answer any questions you may have about the proposal.

### **Details of the consultation session are as follows:**

**Date: Saturday 26 September**

**Time: ANYTIME between 1.00pm and 2.30pm**

**Venue: Activities Centre, Cardinal Freeman Village**

For further information please contact Abbie Jeffs from the project team on 0413 839 777 or at [abbie@straight-talk.com.au](mailto:abbie@straight-talk.com.au)

## **Appendix 3 – Stakeholder letter**

17 September 2009

Dear [Add]

For a number of years Aevum have been preparing a masterplan to guide redevelopment of Cardinal Freeman Village to provide a world class retirement village and aged care facility to service Sydney's inner west. A draft master plan has now been developed and Aevum is interested in hearing your views about the proposed changes.

Aevum is an experienced retirement village and aged care operator. We have a long term and ongoing commitment to Cardinal Freeman Village to ensure we provide the highest level of services, facilities and housing choice to cater for the needs of current and future residents.

There is a need to upgrade the current facilities to meet the needs of our current residents and the ageing population in the local area. The village currently provides housing for 300 seniors and on completion, the proposed redevelopment will provide state of the art accommodation for 500 residents.

Aevum has undertaken a number of detailed technical studies to support a project application for staged redevelopment over a ten year timeframe.

I would like to extend to you an invitation to attend a 'display and discuss' consultation session on the proposed redevelopment. The session will provide an overview of the proposal and representatives of the project team will be available to answer any questions you may have. It will be held on Saturday 26<sup>th</sup> September in the Activities Centre at Cardinal Freeman Village, 137 Victoria Street in Ashfield from 1.00pm until 2.30pm.

This session will provide an opportunity to introduce the project to the community and for stakeholders to discuss the project in detail with members of the project team. Aevum will consider all feedback received prior to finalising the project application. It will then be submitted to the Department of Planning for determination under Part 3A of the Environmental Planning and Assessment Act.

We hope that you are able to join us at the consultation session and we look forward to hearing your feedback. If you require any further information please do not hesitate to contact me on 8223 0900 or at [jspencer@aeum.com.au](mailto:jspencer@aeum.com.au).

Kind regards

Jon Spencer  
Senior Development Manager  
Aevum

## **Appendix 4 – Information storyboards**



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 1 WELCOME AND INTRODUCTION

Aevum welcome's you to today's 'display and discuss' consultation session.

The purpose of the session is to provide you with an opportunity to:

- Obtain information about the planned redevelopment of Cardinal Freeman Village
- Discuss particular aspects of the planned redevelopment with a range of specialists from the project team
- Identify issues that need to be further considered through the environmental assessment and planning process.

Please take your time to review the information on display and talk with members of the project team about the aspects of the proposal that interest you most.

**You can give us feedback about the proposal by either talking to one of the project team or by filling out the provided feedback form.**

The feedback received will help us identify the issues that need further investigation through the environmental assessment and planning process.



Artist's impression

### Project Team

Aevum has employed a very experienced team of award winning consultants to prepare a master plan for Cardinal Freeman Village, which will guide its redevelopment.

The project team is currently preparing a Concept Plan and a Project Application and completing a range of technical studies to understand the potential impacts associated with the proposal and identify appropriate mitigation measures. Findings from these studies will support the Concept Plan.

### About Aevum

Aevum is the owner and operator of Cardinal Freeman Village.

Retirement living and aged care is Aevum's core business.

Aevum is one of the largest providers of for-profit retirement accommodation in Australia and own and manage 2,109 retirement units and 202 aged care beds across 21 villages nationally.

**Aevum is an experienced operator and has been providing retirement living and aged care services for over thirty five years.**

Proponent



Development Management



Urban Design + Village Green Architecture

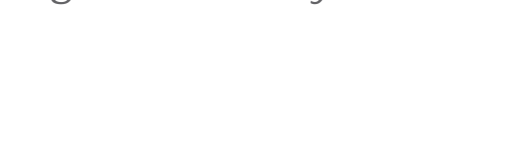


Aged Care Architecture



Planning

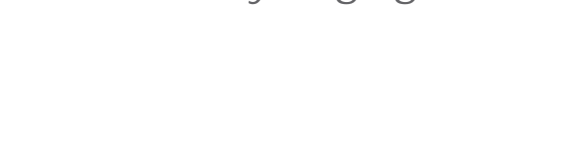
Aged/Disability Access



Heritage



Community Engagement



Traffic



Acoustic



Landscape Design



Aged Care Landscape Design



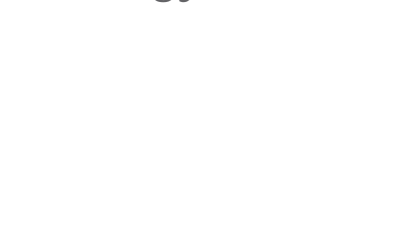
Structural + Civil Engineering



Geotechnical



Ecology





# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 2 VISION FOR CARDINAL FREEMAN VILLAGE

This vision will provide Ashfield with retirement living and aged care accommodation that meets current Australian design standards and will be achieved through:

- Provision of a wide variety of modern retirement living and aged care accommodation options, including beds in a new nursing home catering for all levels of care including dementia
- New kitchen and laundry facilities capable of providing wider services to the whole village
- Improved:
  - Vehicular access and traffic flow through the village and on-site parking
  - Accessible pedestrian walkways throughout the village providing convenient and safe access to gardens, community facilities and the chapel
  - Village entry for emergency services
  - Security through increased casual surveillance, better sight lines, lighting at night
  - Building design excellence through solar access, lifts, basement parking, energy efficiency, cross flow ventilation
  - Heritage conservation through reinstatement of views and curtilage adjacent to Glentworth House and the Chapel
- Creation of private open space and new community facilities for personal enjoyment of residents.

*"To be a contemporary village that provides continuum of care that meets the needs of our current and future residents"*



*Caption for above image*

### Need for Redevelopment

Cardinal Freeman Village is the only retirement living and aged care facility providing continuum of care in Sydney's inner west.

The retirement living and aged care industry is changing. Residents want housing choice to enable ageing in place as well as high quality facilities. Regulatory requirements and licence conditions are also becoming more stringent and consequently accommodation needs to be upgraded to current Australian Standards.

Ageing infrastructure in the village needs to be improved to meet these needs and to provide modern aged care accommodation and facilities.

**Aevum is committed to providing long term appropriate care and needs to ensure that Cardinal Freeman Village provides the services, facilities and housing choice to cater for the needs of both current and future residents.**



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 3 PLANNING AND APPROVAL PROCESS

The proposal is classified as a Major Project under State Environmental Planning Policy (Major Projects) 2005 and will be assessed under Part 3A of the Environmental Planning and Assessment Act 1979 by the Minister for Planning, the Hon Kristina Keneally.

The Proposal qualified for Major Project status on the basis of:

- The village is the largest integrated aged care facility with all five levels of care in Sydney's inner west
- The village provides accommodation for residents from a wide region with 55 percent from the inner west and 45 percent from other areas
- The site is large enough to provide integrated ageing in place solutions for the whole region
- The proposal provides for growth in care and seniors accommodation and additional jobs for the region in an area identified for urban renewal close to existing urban services
- The village is readily accessible by public transport services
- The proposal includes restoration and ongoing management of two high value heritage buildings and their landscaped curtilage.

The Minister has directed Aevum to consider a number of technical matters associated with the redevelopment, including:

- The impact on existing residents and services during the period of redevelopment
- Detailed staging plans to demonstrate how housing and services can continue to be provided during the redevelopment

- Relocation strategies and any alternative housing that will be available, if required, to enable the redevelopment.

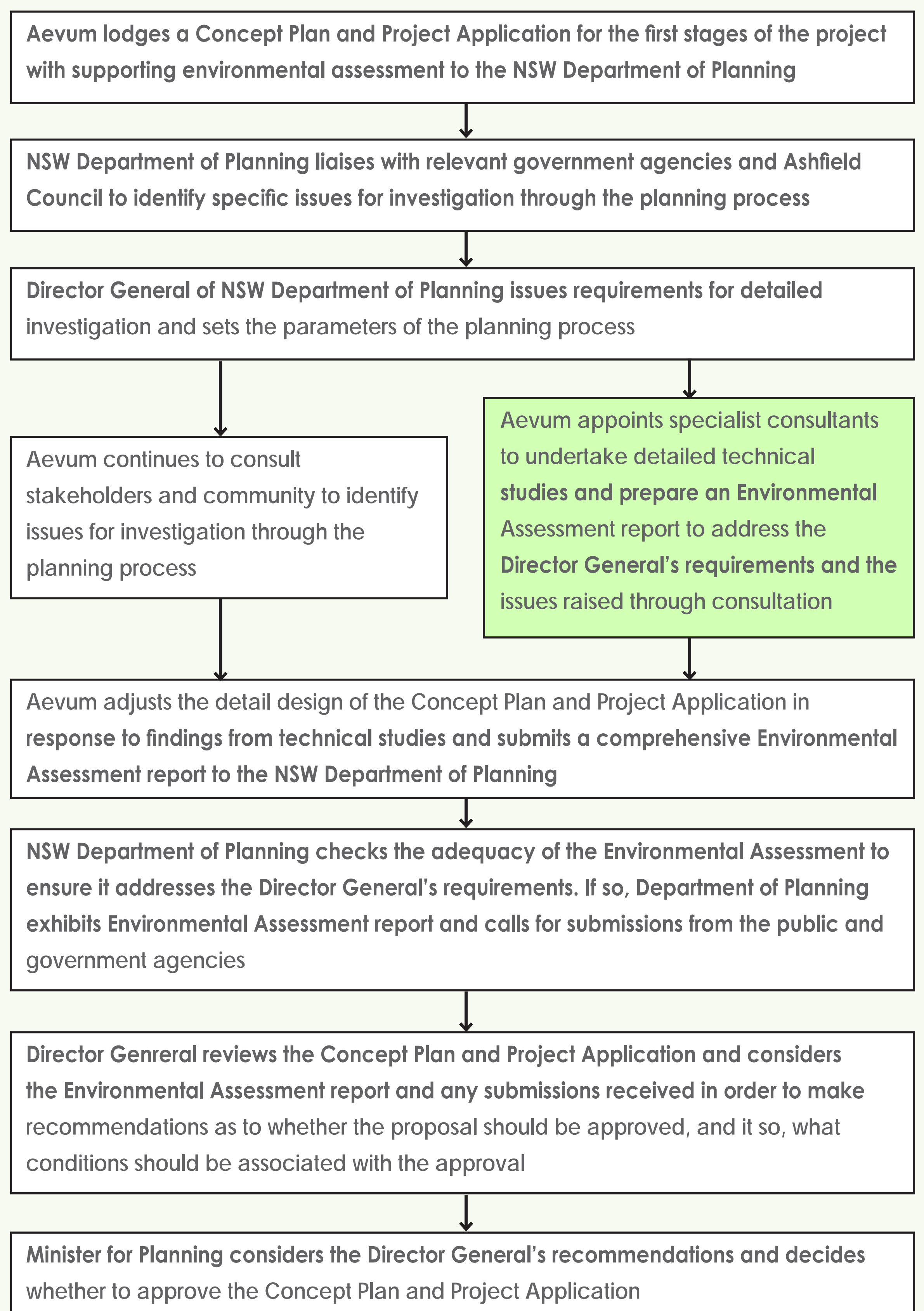
Aevum will continue to work closely with Ashfield Council and local residents throughout the planning process.

The Concept Plan outlines the scope of the overall master plan and sets out proposals

for the staged implementation of the project.

The Project Application will seek approval for the Village Green Precinct and the Care Precinct.

It could take between three and six months for the Department of Planning to assess the application and make a determination.



Approval Process Flowchart



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 4 MASTERPLAN DESIGN PRINCIPLES

The master plan has been designed on the basis of best practice design principles:

### Village Context, History and Heritage

- Preserve the heritage significance of historical buildings on site
- Consolidate accommodation to improve access to heritage gardens and reveal views of entry Glentworth House
- Reinstate views and heritage curtilage adjacent to Glentworth House and the chapel
- Provide opportunities for reuse of the chapel for community use.

### Village Layout

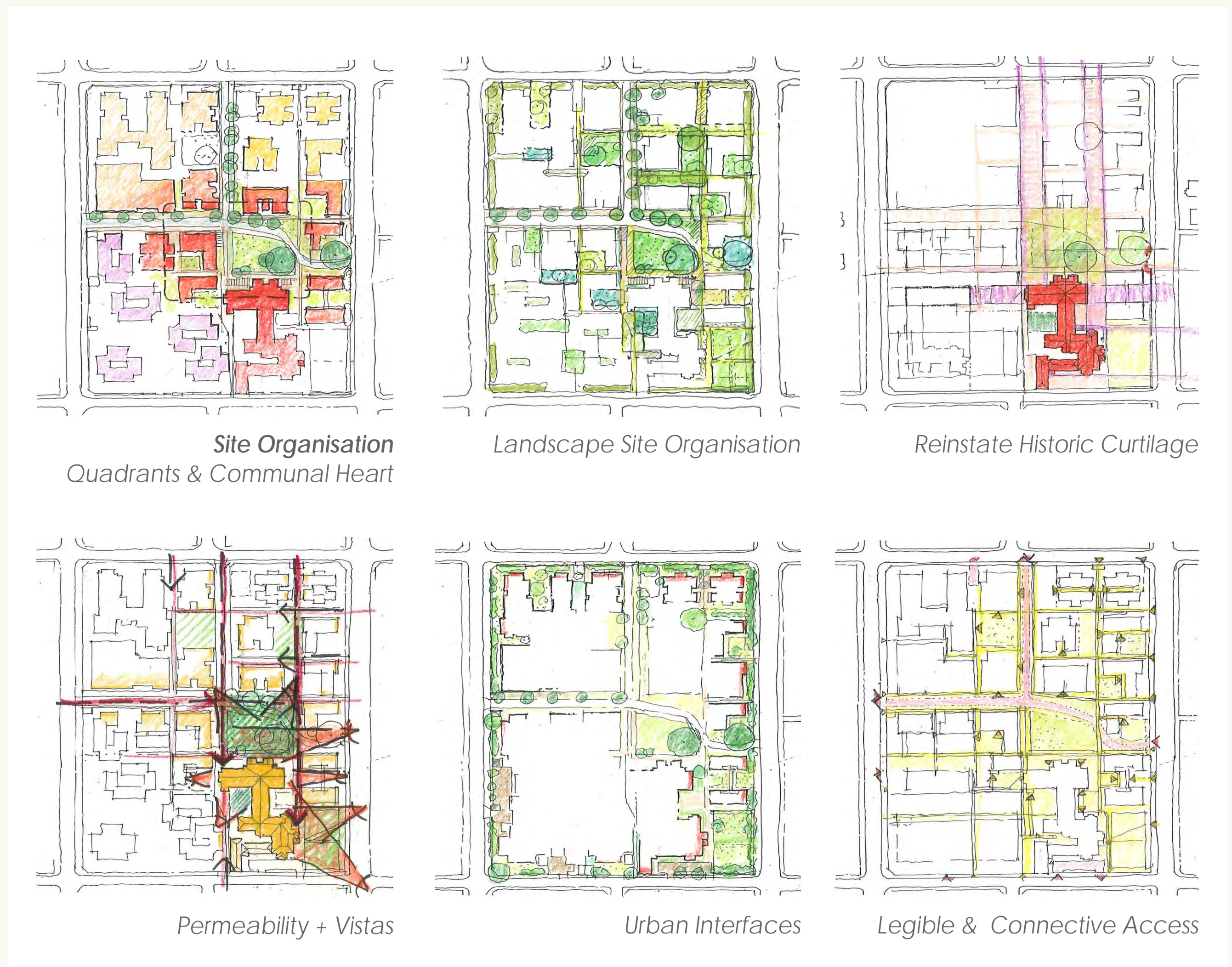
- Align and simplify internal streets and pathways to improve wayfinding and improve service and emergency vehicle access
- Locate buildings around courtyard spaces to encourage social interaction.

### Access and Parking

- Regrade and widen pathways to improve access for less-abled residents and visitors
- Install new pedestrian gates (at the existing location) along Victoria Street to activate the street and improve pedestrian access
- Regrade and widen main vehicle routes to efficiently service operational areas
- Provide basement level parking for all new buildings
- Provide a new two-way entry from Queen Street and a new street connection to Clissold Street
- Provide additional secure basement-level parking.

### Landscape Setting and Public Open Space

- Increase consolidated landscaped area to provide improved garden settings
- Provide open space in the foreground of Glentworth House and the chapel



- Adopt water wise planting to help drought proof landscaped areas
- Retain significant trees where possible to maintain the green character of the village and ensure landscape remains a major feature of the village
- Create a village green as a new central community space and focal point for community interaction.

### Building Design and Heights

- Use the parapet of the chapel to govern height of new buildings to a maximum of 5 storeys in the centre of the site, stepping down to 3-4 storeys on edges with setbacks and landscaping
- Ensure new buildings are compatible with and have minimal privacy and overshadowing impacts on adjoining residential areas
- Incorporate environmental design features into building design (e.g. cross flow

ventilation, solar access) and utilise energy efficient appliances, collect and reuse rainwater.

### Security Through Design

- Install closed circuit security cameras to monitor village entry points
- Improve lighting of pathways and roads.

### Community Facilities

- Village shop / convenience store for village residents
- Cafe for residents and their visitors
- Children's playground in the village green
- Fitness centre / gym and swimming pool
- Community dining hall, including cinema space
- Craft workshop
- Lounge / library / meeting rooms
- Consulting rooms
- Multipurpose auditorium
- Bus



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 5 FINDINGS FROM STUDIES

### Traffic and Transport

*A traffic study was undertaken to assess vehicular access, internal road design, car parking provision and external traffic impacts associated with the proposed redevelopment.*

It concluded that:

- The level of traffic generated by the proposal will have a marginal and acceptable impact on the planned internal and surrounding road system
- No significant external traffic improvement works to roads or pedestrian pathways will be needed within the immediate vicinity of the village
- Minor traffic improvement works needed include:
  - A narrow concrete median in Clissold Street (east of William Street) to restrict traffic entering and leaving the village
  - Improved internal and external signage of the village entry point on Queen Street
- The proposed approximately 200 additional parking spaces, including extra provision for visitor parking.

### Heritage

*A heritage impact assessment was undertaken to determine the impact of the proposed redevelopment on the village's European heritage.*

It concluded that:

- Glentworth House and the adjoining chapel building, are items of local heritage significance



*Caption for above image*

- The redevelopment will have no adverse impact and will reinstate the heritage values of the site
- The setting of the heritage buildings will be enhanced as:
  - Existing buildings will be removed to create generous garden spaces in front of Glentworth House and the chapel
  - View lines will be reinstated and enhanced, emphasizing the heritage values
  - New buildings will be appropriately sized and sited to ensure they do not dominate the site.

### Ecology

*An ecological survey was done to determine whether long-nosed bandicoots, an endangered community in Ashfield, live in the village and if there were any potential*

*impacts associated with the proposed redevelopment on local bandicoot habitat.*

- No signs of the occurrence of the long-nosed bandicoot were detected at or in the vicinity of the village
- Landscaped areas within the village do provide potential habitat for bandicoots
- Redevelopment has potential to increase suitable habitat for bandicoots if potential habitat areas are managed correctly. Future management should consider provision of artificial shelter habitat and restriction on the use of pesticides that are known to be toxic to bandicoots.

*A large number of other technical studies have been completed. Please talk to the project team to learn about the findings of studies in regards to specific issues of interest to you.*



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 6 MASTERPLAN OVERVIEW AND STAGING

*The master plan proposes additional aged care accommodation to maintain a continuum of care and provide diverse housing choices to meet the demand of the ageing population in the area over the next 25 years.*

*"Aevum is committed to keeping residents informed about the timing of upcoming works and minimising the disruption associated with construction works"*

### Timing and Staging

To minimise impact on village residents and the surrounding area it is proposed to undertake renewal works in contained stages over an estimated 10 year redevelopment period.

#### Stage 1: Village Green

Scheduled to commence in mid 2010 and be completed in late 2012.

#### Stage 2: Care Precinct

Scheduled to commence in early 2013 and be completed in late 2014.

#### Stage 3: Victoria Precinct 1

Scheduled to commence in early 2015 and be completed in late 2016.

#### Stage 4: Victoria Precinct 2

Scheduled to commence in early 2017 and be completed in mid 2018.

#### Stage 5: Heritage Precinct

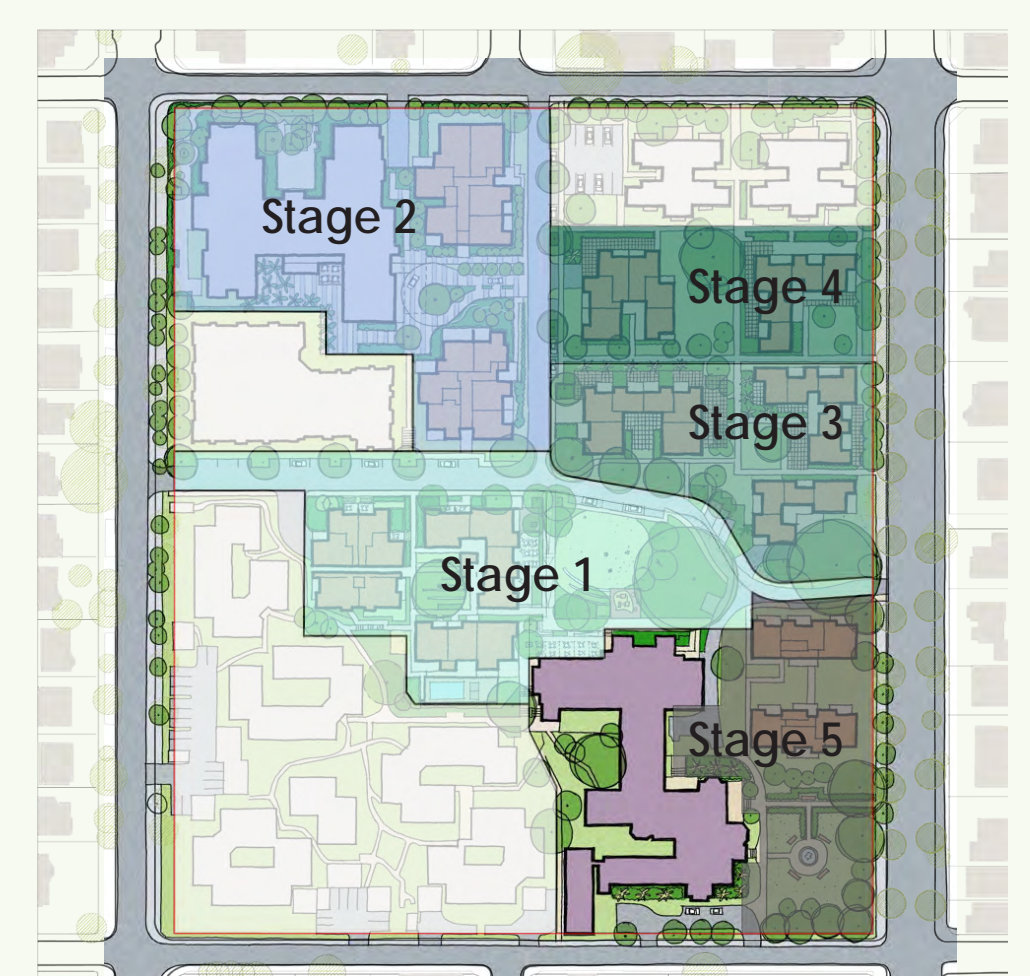
Scheduled to commence in mid 2019 and be completed late 2020.

Construction timing is contingent on a number of factors that are beyond the control of the project team, such as approvals, weather and the economic climate.

Business-as-usual maintenance works will continue throughout the village during the redevelopment period.



Artist's Impression of Proposed Masterplan



Proposed Staging Diagram



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 7 STAGE 1 - VILLAGE GREEN PRECINCT

Stage 1 includes:

- 58 independent living units in three (5 storey) buildings with basement parking and lift access
- Construction of:
  - Village green
  - Reception
  - Administration offices
  - Sales and marketing suite
  - Cafe
  - Guest accommodation
  - Activities room
  - Pool and gym
  - Village shop
  - Multipurpose auditorium
  - Servery kitchen
  - Amenities

- This stage will include the demolition and relocation of residents in Building E
- Scheduled to commence in mid 2010 and be completed in late 2012.

Stage 1 works have been prioritised as they allow:

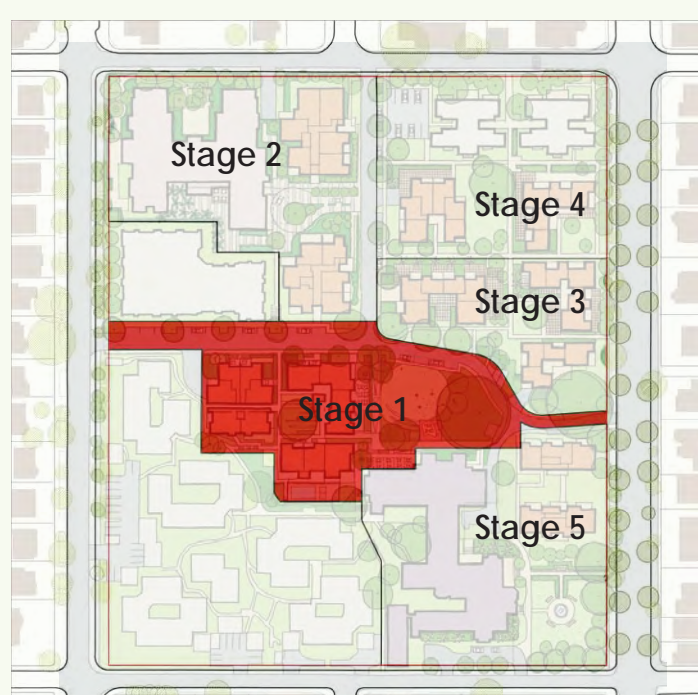
- All other stages to be managed and contained within discrete sites, to further minimise impacts on residents
- All central roads and services to be upgraded early in the redevelopment to manage access issues
- New and upgraded community facilities to be provided at the start of the project for the benefit of existing residents.



*Caption for above image*



*Caption for above image*



*Stage 1: Village Green Precinct*



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 8 STAGE 2 - CARE PRECINCT

Stage 2 includes:

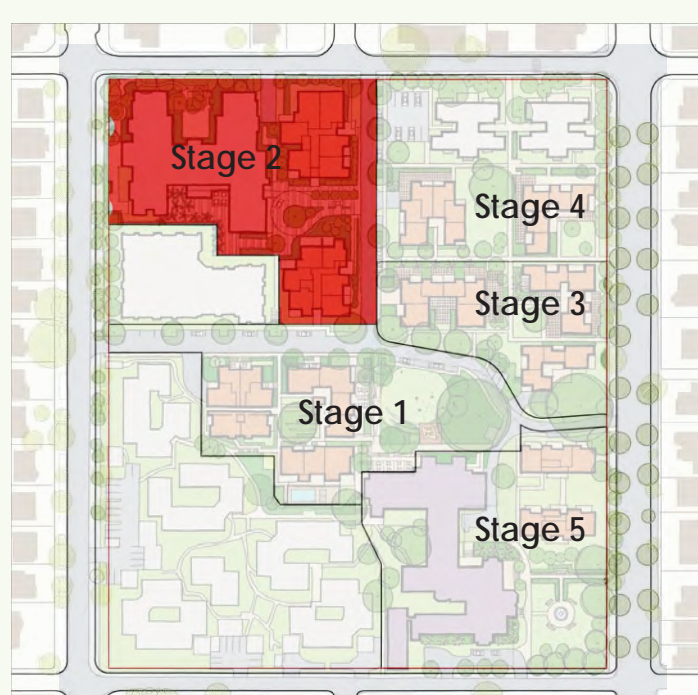
- New 132 bed aged care facility (4 storey) with a range of affordable low care and high care services, including some individual, en-suite rooms
- A specialised state-of-the-art dementia care facility with dedicated open space courtyard
- 46 independent living units in two (4-5 storey) buildings with basement parking and lift access
- Dedicated consultation room, plus other facilities including hairdresser and kiosk
- Improved facilities for staff
- A new laneway connection to connect Clissold Street and Victoria Lane
- Short-stay guest accommodation
- This stage will include the demolition of and relocation of residents in Building F
- Scheduled to commence in early 2013 and be completed in late 2014.



*Caption for above image*



*Caption for above image*



*Stage 2: Care Precinct*



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 9 STAGES 3, 4 AND 5 - VICTORIA STREET AND HERITAGE PRECINCTS

### Stage 3 includes:

- 62 independent living units in three buildings (3,4 and 5 storey) with basement parking and lift access
- This stage will include the demolition and relocation of residents in Building D and the Lodge
- Scheduled to commence in early 2015 and be completed in late 2016.

### Stage 4 includes:

- 43 independent living units in two (3-4 story) buildings with basement parking and lift access
- This stage will include the demolition and relocation of residents in Building C
- Scheduled to commence in early 2017 and be completed in mid 2018.

### Stage 4 includes:

- 43 independent living units in two (3-4 story) buildings with basement parking and lift access
- This stage will include the demolition and relocation of residents in Building C
- Scheduled to commence in early 2017 and be completed in mid 2018.



*Caption for above image*



*Caption for above image*



Stage 3: Victoria 1 Precinct, Stage 4: Victoria 2 Precinct, and Stage 5: Heritage Precinct



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 10 CONSTRUCTION MANAGEMENT

Cardinal Freeman Village will remain operational during the redevelopment process.

While construction will be undertaken in close proximity to existing residents, Aevum is committed to managing works to minimise impacts on resident wellbeing and allow normal day-to-day village activities to occur in a safe environment.

A detailed construction management plan will guide all construction works and will ensure:

- Construction zones are enclosed and contained with semi-permanent, solid hoarding to avoid prolonged direct exposure to construction works by residents and minimise the visual presence of works
- All building materials are stored within restricted, designated, properly secured areas
- Strict controls are in place to minimise the impact of noise and vibration, control dust and manage storage and deliveries, waste disposal and other disruptive activities
- Safety procedures are strictly adhered to in order to protect construction workers, residents and village visitors
- Traffic controls are in place within the village and in adjoining streets
- Truck movements are coordinated to minimise the volume of truck traffic and ensure they use the shortest routes within the village
- All construction works are managed between:
  - 8.00am to 5.00pm Monday to Friday
  - 8.00am to 1.00pm Saturday

*"The safety and amenity of village residents and staff will be a priority during all phases of redevelopment"*



Caption for above image

*"Residents will be consulted before, during and after the redevelopment process"*

- No works on Sunday or public holidays

- A 24-hour contact is available for emergency contact

- A free-call 1800 hotline will be set up for residents to obtain up-to-date information and register complaints.

Throughout the redevelopment pedestrian and vehicle access will be maintained to ensure uninterrupted access across the site.

To provide respite from construction works, off-site outings and activities will be planned for residents exposed to disruptive construction activities.

There will be continual communication with residents to ensure that their needs are being met and issues are being effectively managed.



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 11 RESIDENT RELOCATION

Staging will allow for considered and careful relocation of services and residents.

Construction will be planned to minimise the time residents spend adjacent to construction zones.

In order to minimise the disruption to residents daily lives, every effort will be made to avoid moving residents. However, it is anticipated that some residents will need to be relocated during the redevelopment process.

Wherever possible residents will be relocated to similar accommodation on site or to other Aevum facilities.

Individual home visits will be undertaken to consult with residents to understand their specific needs and preferences including relocation destination and changes to the desired level of care.

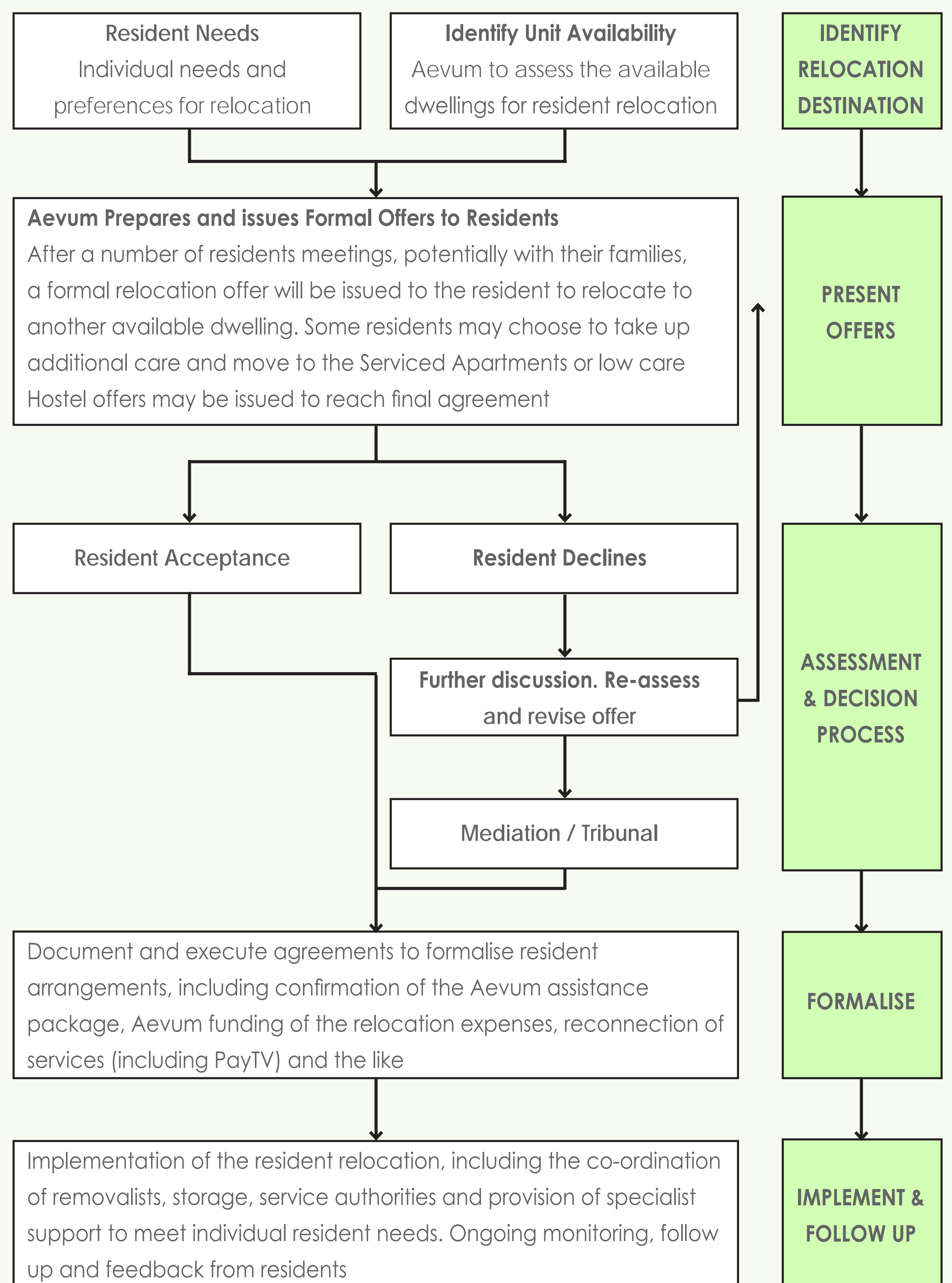
Subject to the availability of suitable accommodation, Aevum will endeavour to meet the needs and preferences of residents who need to be relocated.

Residents will be supported and their rights will be respected throughout the relocation process.

Aevum will fund all aspects of resident relocation, including:

- Removalists
- Disconnection and reconnection of services
- Temporary storage
- Provision of any additional necessary support.

*“Aevum understand that relocation can be a difficult and stressful experience for residents and is committed to supporting to residents at all times”*



Approval Process Flowchart



# CARDINAL FREEMAN VILLAGE

137 Victoria Street, Ashfield NSW 2131

## 12 ONGOING COMMUNICATION AND NEXT STEPS

**Open and ongoing communication with residents and their families will help ensure the success of the redevelopment by ensuring residents are notified and consulted about all construction works.**

The Cardinal Freeman Village Residents Committee identified the need for:

- Regular resident updates about construction timing, delays and upcoming works (e.g. big print newsletters (in 'Grapevine' format) and posters with clear, legible diagrams)
- The village manager to be informed of all construction activities and associated issues
- Meetings with residents in each building prior to construction (starting with Block E) to provide the opportunity for one-on-one discussions with residents and family members about key issues and relocation
- A regular point of contact to be available during construction for residents to discuss works and any issues they may have
- Continued opportunities for family involvement to support village residents.

**Aevum will communicate with residents through:**

- **Regular easy-to-read resident newsletters and posters with updates on construction progress and planned works**
- **Resident presentations to the Village Resident Committee**
- **Meetings with residents in individual buildings to discuss specific needs**
- **One-on-one meetings with residents as required.**

**A free-call 1800 hotline will be set up for residents to make enquiries and register complaints.**



*One-on-one meetings with residents will be provided as required*

During construction periods, a dedicated member of the project team will be available (at nominated times) to liaise with residents in person about redevelopment issues.

### Next Steps

Thank you for coming along to the 'display and discuss' consultation session.

**Aevum encourage you to give your feedback through either:**

- **Filling out the provided feedback form and leaving it in the box provided**
- **Taking a feedback form home and posting it back using the reply paid envelope by Friday 2 October 2009**
- **Talking directly to a member of the project team.**

Your feedback will be used to help finalise the Concept Plan and Project Application. A consultation report will be included in

the supporting environmental assessment report that will be lodged with the NSW Department of Planning.

Aevum anticipates lodging the Concept Plan and Project Application in the coming months.

The Department of Planning will publicly exhibit the Concept Plan and Project Application and supporting environmental assessment report and will call for written submissions from the public and government agencies.

During the public exhibition, Aevum will arrange for a copy of the Concept Plan and Project Application to be available at the village office for residents to view.

**If you live adjacent to Cardinal Freeman Village and would like to receive copies of resident newsletters with information about planned construction works, please leave your details at the registration desk.**



## **Appendix 5 – Feedback form**

## Cardinal Freeman Village Draft Master Plan Community Consultation Feedback Form

Thank you for attending today's 'display and discuss' consultation session. We would appreciate your comments on the proposed redevelopment.

Straight Talk will independently collate the feedback received for inclusion in the environmental assessment report that will be lodged with the NSW Department of Planning to enable them to assess the proposal.

All of the feedback you provide will remain confidential and no individual will be identifiable in any of the reporting associated with the consultation process.

- 1. Are there any key issues that you think need to be further considered when finalising plans for the redevelopment of the village?**

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- 2. Aevum is committed to planning and managing construction works to minimise impacts on residents and to communicating regularly with residents throughout the redevelopment process. What things do you think could help to minimise impacts on resident wellbeing and allow normal day-to-day village activities to occur during the redevelopment period?**

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**3. Do you have any other comments or suggestions you would like to make about the proposal?**

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**4. Which best describes you? (tick one or more)**

- ☐ A resident of Cardinal Freeman Village  
☐ A family member of a resident of Cardinal Freeman Village  
☐ A resident from the surrounding area  
☐ Other (organisation, councillor etc) \_\_\_\_\_

**5. If you are a resident of Cardinal Freeman Village approximately how long have you lived in the village: (tick one)**

- ☐ ≤ 12 months    ☐ 1-5 years    ☐ 5-10 years    ☐ 10-20 years    ☐ 20+ years

**Contact details (optional)**

Name \_\_\_\_\_

Postal Address \_\_\_\_\_

Email \_\_\_\_\_

Telephone \_\_\_\_\_

Thank you for your feedback. Please hand it to a member of the project team or place it in the box provided. If you would like more time to consider your response, please use the reply paid envelope to send us your completed form **by Friday 2 October 2009**.

## **Appendix 6 – Responses to issues raised**







## **Appendix 6 – Responses to issues raised**



## Stage 1 Village Green

### 1.3 VILLAGE CHARACTER

The design team is aware that the current form of Cardinal Freeman Village is both familiar and loved by its residents.

It is also acknowledged that the Village does need to provide its residents with services in buildings that are designed for their intended use, can continue to provide that high quality service for the next 20 years, can accommodate technology changes, can exceed statutory requirements where possible - but most importantly remain 'home' for each individual resident.

#### Village Character

##### History

Much consideration has been made regarding the Village character. Interestingly, Cardinal Freeman Village has in fact changed markedly over its history. There have been substantial demolitions, additions and rebuilding stages. The Sisters of the Good Shepherd in particular were adventurous and pragmatic with their work resulting in often bold changes to the site where they perceived it necessary.

The Chapel is an exemplar of how to directly adjoin what was a 'modern' building of monumental scale to an existing gracious residential home. This was a hugely significant 'change' to the character of Glentworth House at the time. A change that is publicly recognised for its skill and continues to be greatly admired today by the community.

Some other interventions, however, were not perhaps as successful but do reflect the prevailing approach to development at particular given times. There are positives and negatives to be found in each.

The unique character of the Village today is the result of these often disparate building types and styles coming together on the one site layered over time. A character that is loved by the residents and wider community.

#### Design Approach to Character

We are seeking to build upon those exemplars of change and redress some of the less successful.

Therefore, the form of the Village Green is proposed to be different to the existing four buildings it replaces - just as the current village is markedly different to the two original gracious homes Glentworth House and Bellevue, the girls home, College, and Chapel before it.

At the heart, however, Cardinal Freeman will still be a village. That will not change.

What will change is an up-to-date component offering a different retirement model to the buildings it will replace. These will become the homes of new residents just as the villas, serviced apartments, hostel and nursing home are home to those residents today.

Village character and social interaction go hand in hand. This has been considered in such things as:

- using design elements of Glentworth House and the Chapel that emphasise their importance to the setting and enable them to re-engage with the Village (eg using as the eaves as a continued height datum, opening the undercroft to a northern park);
- providing centrally located, generous and well laid out communal facilities that are more easily accessible to all residents and provide new areas to gather;
- providing new large courtyards;
- providing new wider and accessible paths with areas to stop and chat;
- improving landscaping so a high quality residential environment is provided whether at home or moving throughout the Village; and
- providing generous lobbies on each level that allow space for some seating and room to park a mobility scooter (see Figures 2.1.4 to 2.1.6).

These considerations provide many opportunities that encourage social interaction between residents on the same floor, within a building, and/or between new and existing residents throughout CFV building-to-building.

It is within the residents' control and choosing as to whether they develop any of these social networks and/or retain the (often long-standing) ones they have already established.

#### Beyond the Village Green

Furthermore, design consideration has been made beyond the Village Green - to look at those units that are directly adjacent to the Village Green. How does the character of the proposed Village Green affect or change the character of Buildings K, J and G in particular.

We have recognised these existing residents will have continuing relationships within their own buildings, with CFV as a whole and a new relationship to the proposed Village Green.

Our overall design approach and recommendations to Aevum for the adjacent buildings have looked at ways that:

- will enable these units to benefit from the many positive attributes that are proposed (such as opening up the northern sun and vistas) where the existing building design may otherwise preclude those units from reaping an advantage, and/or
- implement a direct design intervention as a response to issues raised during the consultation process - this has involved individual visits to the affected units.

#### Staging

Much thought has also gone into how to manage the delivery of new, much-wanted facilities that provides for a substantially increasing demand in a way that enables as many residents as possible to benefit but disrupts as few residents as possible in the process.

Therefore, the design team has approached the upgrading and rejuvenation of the Village in two ways:

- 1 To formulate a long-term, strategic, co-ordinated, whole-of-site plan (the Concept Plan) and
- 2 To manage the structural changes by dividing it into smaller pieces as stages (Village Green as Stage 1).

#### Stage 1 - Village Green

By confining the proposed work only to the Village Green, the following will result:

- No changes will be made to any other precincts on the site (apart from general maintenance and those specific units next to the Village Green mentioned above);
- All other buildings on the site will be retained;
- All the communities within the remaining buildings will be retained;
- No change will be made to the established social interactions that occur between residents within the remaining buildings - any change would be of the residents choosing;
- Aevum are able to deliver all residents new facilities without changing the existing character of the Village as a whole.
- While taller buildings already exist on the site in Buildings A and B and elsewhere in Ashfield. The new buildings are confined to this current stage around the Village Green and will be occupied only by existing residents who choose to do so or by new residents who will move into the units after completion. No other residents will be affected at the end of construction.

#### Benefits of Staging

Staging provides time for both new residents and those already enjoying CFV to:

- adjust to the change to this one Precinct, and
- be fully informed about the long-term strategy and make informed decisions as to whether the proposed village does and can meet their present and future needs.

Only 2 residential buildings are ever demolished in each of the Care Precinct, the Victoria 1, and the Victoria 2 stages. The final Heritage Stage will see more buildings demolished to make way for re-instating the formal garden to Glentworth House.

Staging enables a co-ordinated response to incrementally upgrade the Village. It addresses the issue of character balanced with the requirements of existing residents who will continue to live in the Village.

QUEEN STREET

VICTORIA STREET

CLISSOLD STREET

SEAVIEW STREET

STAGE 1 VILLAGE GREEN  
DEVELOPMENT  
NOT FOR CONSTRUCTION



REV.	DATE	AMENDMENTS	REV.	DATE	AMENDMENTS
A	2010.03.06	Submission Issue			
B	2010.03.07	Amend scale reference			

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**DRAWING TITLE**  
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