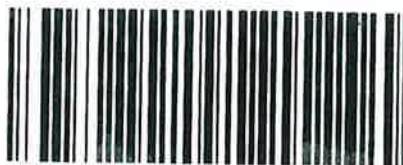




**Family &  
Community Services**  
Ageing, Disability & Home Care



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Mr Michael Woodland  
Director  
Metropolitan and Regional Projects South  
Department of Planning & Infrastructure  
GPO Box 39  
SYDNEY NSW 2001

Department of Planning  
Received  
7 DEC 2011  
Scanning Room

Dear Mr Woodland

Re: Comments in relation to Achieve Australia Limited's residential development at 74-76 Belmore Street, Ryde (MP10\_0110)

I refer to your correspondence addressed to me seeking comments from Ageing, Disability and Home Care (ADHC) regarding the redevelopment of the ADHC funded Crowle Home large residential centre (LRC) located at West Ryde, operated by Achieve Australia Limited (Achieve).

**Background**

In December 2010 the NSW Government announced *Stronger Together 2* the final stage of its ten year plan for disability services. Included in the funding package was the commitment to redevelop or close all large residential centres by 2018.

Many of these facilities are outmoded and have reached the end of their economic life. They do not comply current standards in the Building Code of Australia for disability access and present occupational health and safety risks.

ADHC has already closed or replaced a number of large residential centres and has been investigating how facilities such as Crowle might be replaced with contemporary accommodation that meet standards and principles outlined in the *Disability Services Act (DSA) 1993* and the United Nations Convention on the Rights of Persons with Disabilities.

Achieve has completed a detailed business proposal with support from ADHC to construct several new dwellings between 2012 - 2015. The business proposal presumes that the current site of the Crowle Home will be redeveloped for residential housing. The proposal includes the option for residents to live in the housing that is to be constructed in the proposed Crowle Gardens Development at Belmore Street, Ryde or to be relocated elsewhere in dispersed housing located in the community.

ADHC also anticipates that the full cost of providing new and contemporary accommodation for current Crowle Home residents will be funded by the proceeds gained from the commercial redevelopment of the Crowle Home site.

### **Social Impact**

ADHC believes that the redevelopment of the Crowle site will have a positive social impact on the current residents because they will receive improved living conditions and accommodation options that are more integrated in the community and which greatly enhance their capacity for exercising choice and achieving personal goals.

### **Housing**

ADHC considers that the principles set out in the *NSW Disability Services Act 1993* are a primary consideration in determining the form that disability residential accommodation should take.

Key principles outlined in that legislation are that disability services such as disability accommodation should enable people with a disability to experience:

- norms and patterns of every day life that are as similar as possible to the rest of the community
- maximum physical and social integration in the life of their local community
- opportunities and lifestyles which are valued by the community generally and that are appropriate to their chronological age, and
- services provided in a way that results in the least restriction of their rights and opportunities.

The congregate housing similar to that currently offered in the Crowle centre has been described by the NSW Ombudsman as being incapable of complying with the above requirements.

All of the new dispersed housing that is to be built in the community replacing the current accommodation at the Crowle Home will be required to conform to the ADHC Design Standards for disability accommodation. This ensures that the accommodation meets the functional requirements of a wide variety of people with different disabilities.

ADHC is currently revising the Design Standards. For your information I have attached a copy of the Draft Design Guidelines for Group Homes. ADHC has no expectation that these Guidelines would be applied to any of the

residential accommodation that is to be built in the new development to provide housing for the general community.

Not everyone with a disability requires specialist disability housing. Many can be supported to live in housing used by the general community. Achieve can meet their objective to house some people with disability in the housing that they retain in the new development without the need for all or any of it to comply with the proposed ADHC Design Guidelines.

### **Individualised Support**

ADHC is currently progressively implementing the Lifestyle Planning Policy across all NSW disability services, which is the best practice guideline used to inform individualised support services for people with a disability. This ensures a person-centred approach to individual planning for clients. Achieve has committed to developing and implementing a person-centred approach to their Individual Planning Policy that is consistent with the requirements of the Lifestyle Planning Policy.

### **Relocation Strategies**

ADHC has worked intensively with Achieve regarding their change management and stakeholder management plans. ADHC commissioned Elton Consulting during 2011 to work with Achieve to develop plans that encompass all aspects of preparing their stakeholders including residents, staff and resident's relatives for the transition to new service arrangements.

There are specific strategies regarding the relocation of residents. The stakeholder and change management plans have identified challenges and approaches to overcome them, clear objectives with key performance indicators to measure the success, stakeholder engagement principles, specific approaches for the engagement of each stakeholder category, a delivery plan and a realistic budget.

If you require further information please contact John Ryan, Executive Director, Contemporary Residential Options Directorate, ADHC on 9300 3889.

I trust this information is of assistance.

Yours sincerely



Don Ferguson  
**Regional Director**  
**Metro North**

5-12-2011