

# Consultation Outcomes Report

Narwee Parklands Care Community

Prepared on behalf of Opal HealthCare



#### **'Gura Bulga'**

Liz Belanjee Cameron

'Gura Bulga' – translates to Warm Green Country. Representing New South Wales.

By using the green and blue colours to represent NSW, this painting unites the contrasting landscapes. The use of green symbolises tranquillity and health. The colour cyan, a greenish-blue, sparks feelings of calmness and reminds us of the importance of nature, while various shades of blue hues denote emotions of new beginnings and growth. The use of emerald green in this image speaks of place as a fluid moving topography of rhythmical connection, echoed by densely layered patterning and symbolic shapes which project the hypnotic vibrations of the earth, waterways and skies.

Ethos Urban acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture.

We acknowledge the Gadigal people, of the Eora Nation, the Traditional Custodians of the land where this document was prepared, and all peoples and nations from lands affected.

We pay our respects to their Elders past, present and emerging.

#### **Contact**

Nathan Williams

nwilliams@ethosurban.com  
0414 569 380

#### **This document has been prepared by:**

Kate McClure

06/12/2022

#### **This document has been reviewed by:**

Georgie Hunt

06/12/22

#### **Version No.**

#### **Date of issue**

#### **Prepared By**

#### **Approved by**

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GH

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Ethos Urban Pty Ltd | ABN 13 615 087 931 | 173 Sussex Street Sydney NSW 2000 (Gadigal Land) | +61 2 9956 6962 | ethosurban.com

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## 1.0 Executive summary

This consultation outcomes report has been prepared by Ethos Urban on behalf of Opal HealthCare (the Applicants) to outline the engagement undertaken and key issues raised by community and stakeholders, as part of the preparation of the State Significant Development Application (SSDA) for 59-67 Karne Street North, Narwee project.

Full consideration has been given to the NSW Department of Planning and Environment's (DPE) Secretary's Environmental Assessment Requirements (SEARs) during engagement.

The engagement process ensured that all stakeholders had the opportunity to learn about the proposal, and provide feedback, prior to lodgement.

Communication and engagement activities detailed within this report include the following groups:

- Canterbury Bankstown City Council
- Government Agencies as identified in the SEARs
- Surrounding community and neighbouring residents

The detail contained within this report demonstrates that the proponent has conducted transparent and effective engagement for this proposal and remains committed to further facilitating conversations during exhibition of the EIS.

## 2.0 Introduction

### 2.1 About the project

Opal HealthCare is seeking to develop a 165-bed residential care facility on a currently vacant site located at 59-67 Karne Street North, Narwee, NSW. The future vision for the site is to create a high-quality care community that will meet the needs of care for seniors in the Canterbury-Bankstown LGA.

The proposed Care Community will cater for High Care residents with a dedicated Memory Care Neighbourhood (MCN). The development comprises up to 11 x 15 residential neighbourhoods and an overall building height of 3 storeys plus secure basement parking. Of the 165 beds, 137 will be Single Rooms, 10 Companion Rooms (20 beds) and 4 Suites (8 beds). All with ensuites with patios or balconies aside from the MCN facilities.

Also delivered within the site will be various public and communal areas to service the care facility, plus a social hub, children's playground, music rooms, outdoor dining and gardens. The aim is for the project to be appropriate for high care residents whilst embodying a domestic, non-institutional character.

Car-parking numbers are to be designed to meet the DA requirements for staff parking, resident parking, and visitors parking, including an ambulance bay and loading dock provisions.

#### Location

The site is approximately 7,149 m<sup>2</sup> in area made up of two Lots as shown below.



**Figure 1: Plan of Site located at 59-67 Karne Street North, Narwee**



## 3.0 Assessment requirements

### 3.1 Secretary's Environmental Assessment Requirements (SEARS)

Engagement with the Community and other relevant stakeholder groups is a statutory requirement of an SSDA of this Capital Investment Value and nature. The scope of engagement responds to the Industry-Specific SEARs for Seniors Housing which is set out below:

#### **27. Engagement**

*Detail engagement undertaken and demonstrate how it was consistent with the Undertaking Engagement Guidelines for State Significant Projects. Detail how issues raised and feedback provided have been considered and responded to in the project. In particular, applicants must consult with:*

- the relevant Department assessment team.
- any relevant local councils.
- any relevant agencies (including the Western Parkland City Authority for development within the Western Parkland City).
- the community.
- if the development would have required an approval or authorisation under another Act but for the application of s 4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s 4.42 of the EP&A Act, the agency relevant to that approval or authorisation.

## 4.0 Engagement approach

### 4.1 Purpose of engagement

The following table sets out three key items to guide the engagement approach for the Opal HealthCare SSDA planning process:

- The purpose of engaging
- The specific goals that support those purposes, ensuring that these are measurable
- What success looks like.

**Table 1 Purpose of Engagement**

Purpose	Goal	Success Criteria
<b>Inform community and stakeholders about the project</b>	To inform the stakeholders and the public about the project and the opportunity to engage. To ensure that a significant proportion of the stakeholders and community are reached and able to access the information. To create stakeholder and public satisfaction with the information process.	<b>Reach</b> - number of key stakeholder groups and community target groups who responded. <b>Accessibility</b> of information for all community members. <b>Diversity</b> of information delivery modes. Stakeholder and community <b>awareness</b> of engagement.
<b>Understand reactions and implications or consequences of a proposal</b>	To understand the views of stakeholders and communities.	<b>Reach</b> – number of key stakeholder groups and community target groups who responded. <b>Representation</b> – adequacy and diversity of representation across the target groups.
<b>Improve the quality of Opal HealthCare's proposal and designs</b>	Better outcomes and amenity for the future neighbours and users of the Opal HealthCare facility	<b>Line of sight</b> from engagement output and the plans.
<b>Social licence to operate</b>	To create understanding or reasons for change. To create support for the licence to operate.	Key stakeholders and communities speak from a level of understanding about the project intent or act in support of colleagues and other stakeholders. Participation levels are maintained and sustained.

#### 4.1.1 Engagement Guidelines for State Significant Projects

The engagement delivered adhered to the NSW Department of Planning and Environment's (2021) *Engagement Guidelines for State Significant Projects* by:

- Engaging with relevant government agencies, council and community;
- Informing the community about opportunities to engage;
- Explaining how community feedback will be considered and documented;
- Providing relevant information in plain English so that potential impacts and implications can be readily understood; and
- Providing channels of communication to gather feedback.

### 4.1.2 International Association of Public Participation framework

The engagement delivered reflected the IAP2 best practice standards by adhering to the following Ethos Urban principles for good engagement outcomes:

- Engagement needs a clear definition and language is inclusive and clearly understood by all participants.
- Our engagement practice will adhere to IAP2's seven core values
- The purpose of the engagement must be clearly understood before activity proceeds and the purpose of the engagement must be linked to the project.
- Transparency of decision making is key to maintain trust with the community. We will endeavour to clearly articulate the negotiable and non-negotiable elements of a project.
- Engagement does not always mean that a community will respond positively to a decision but the rationale why a decision was made must be articulated to all stakeholders.
- Evaluation should be linked to the purpose of the engagement, ongoing and tied to improving processes and delivering on values.
- We will always communicate to participants how their input affected the decision.

## 4.2 Who we consulted

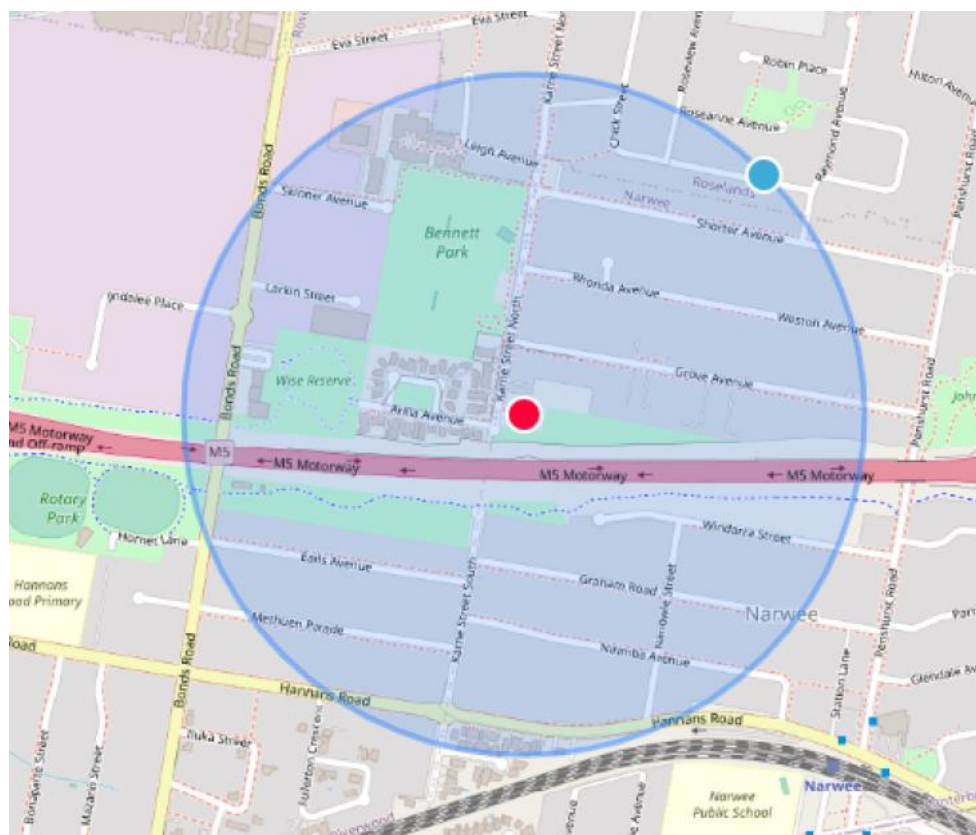
For the Engagement Strategy, Ethos Urban mapped stakeholders including organisations, government authorities, community groups, individuals, and other organisations who might be interested or impacted by the proposed development. Below shows those who were consulted with after taking into account the scale and significance of the project:

Stakeholder Group	Stakeholder	Level of Engagement	Role/Connection
<b>Internal Opal HealthCare Stakeholders</b>	Marketing and Communications	Empower	<ul style="list-style-type: none"><li>• Strategic input</li><li>• Leadership and champions</li><li>• Collaborate on consultation</li><li>• Decision-making</li></ul>
<b>Council</b>	Planning Officers	Consult	<ul style="list-style-type: none"><li>• Collaborate on consultation</li><li>• Strategic input</li></ul>
<b>Community Groups &amp; Organisations</b>	NARWEE Residents Group ( <a href="#">Facebook</a> group)	Consult	<ul style="list-style-type: none"><li>• Community networks connections</li><li>• Project champions</li><li>• Issues and opportunities identification</li><li>• Future aspirations and visioning</li><li>• Input to project</li><li>• Participation in consultation</li></ul>
<b>Residents</b>	Residents living and business located within 500m of the site (see map below)	Consult	<ul style="list-style-type: none"><li>• Community networks connections</li><li>• Issues and opportunities identification</li><li>• Future aspirations and visioning</li><li>• Input to project</li><li>• Participation in consultation</li></ul>



## 4.2.1 Engagement catchment

Figure 2 shows the distribution area for the project and represents a 500m radius from the site. Addresses within the area received letters and flyers updating them about the project and inviting them to engagement activities.



**Figure 2 – letter distribution catchment area – 500m**

## 5.0 Engagement process

### 5.1 Communication tools

Throughout the 6-week community engagement period, from **27 September to 11 November**, the project team offered opportunities to find out about the project and provide feedback. Table 2 summarises the communication tools employed to inform the community and stakeholders of these.

**Table 2 - Communication tools**

Tool	Description	Target Audience	Reach
Website	A dedicated space within the Opal HealthCare website provided information about the project, planning process, engagement events, and how to contact and get involved. <a href="https://www.opalhealthcare.com.au/residential-aged-care/narwee-parklands">https://www.opalhealthcare.com.au/residential-aged-care/narwee-parklands</a>	All	251
Frequently Asked Questions	Developed 9 FAQs for the project webpage, which explained key terms, and the planning, design, and construction process.		
Stakeholder & Community Invite Letters	<ul style="list-style-type: none"> <li>Initial letterbox drop on <b>27 September</b> to inform residents and stakeholders of the project and advertise the community webinar (Appendix A)</li> <li>Additional postcard drop on <b>2 November</b> to point readers to the website for more information (Appendix B)</li> </ul>	Residents, stakeholders and community groups in the catchment area (Figure 2)	Approx. 1,304 letterboxes
Social media (Appendix C)	<ul style="list-style-type: none"> <li>A Facebook post on <b>13 October</b> to advertise rescheduled community webinar and drive more RSVPs.</li> <li>A Facebook post on <b>2 November</b> to coincide with letterbox drop and point readers to additional information on project website.</li> </ul>	Narwee Residents Group (Facebook)	3 likes, 1 comment 2 likes
PowerPoint presentation slides	Detail the objectives, vision, and key deliverables of the site, created for the webinar and uploaded to the project website on <b>1 November</b> (Appendix D)	Key Stakeholders Community Webinar attendees	24

## 5.2 Engagement activities

### 5.2.1 Stakeholder meetings

Stakeholder briefings undertaken in relation to this site relate to the Aboriginal Cultural Heritage Assessment Report produced for the State Significant Development Application package. Full details of the community and stakeholder outreach undertaken can be found in a separate report, however of most relevance to this Consultation Outcomes Report was an onsite meeting held at the end of **October 2022** with 20 individuals and groups represented.

### 5.2.2 Council meeting

The project team met with Council staff on **26 September** to discuss the proposal. Following the meeting Council provided a consolidated set of written feedback, summarised in section 6.1 with project response.

### 5.2.3 Community information session webinar

A 1.5-hour webinar was scheduled for **11 October** to provide community members the opportunity to learn about the project, provide feedback on key topics and ask questions. Although it was promoted via letters to the catchment area which was delivered on 27 September providing two weeks to register, there was very little interest with only one registration received.

The decision was made to reschedule the webinar to **18 October** to allow for further promotion via social media. However, this did not result in any further registrations and the webinar was cancelled, with an email to the registered attendee to discuss the project and gather any feedback.

#### **5.2.4 Website project brochure**

In place of the webinar, Ethos Urban sought to upload the detailed PowerPoint presentation to the project website and promote through an additional postcard letterbox drop and social media post. The presentation can be found on the website here:

<https://www.opalhealthcare.com.au/residential-aged-care/narwee-parklands>

#### **5.2.5 Community enquiries**

Questions and feedback from the community were welcomed throughout the engagement period, via an 1800 number and project email. These opportunities were promoted in both letterbox drops, and on the project website.

Three enquiries were received:

- Interest in offering onsite optometry services at the facility once open (20 October, via phone)
- Seeking further information about the project (2 November, via email)
- When will the facility open? (9 November, via phone).

#### **5.2.6 Agency feedback**

Feedback was sought from the following agencies in response to SEARs:

- Department of Planning and Environment NSW
- Transport for NSW
- Local Land Services
- Independent Planning Commission
- Environment Protection Authority
- Roads and Maritime
- State Emergency Service
- Fire and Rescue NSW
- NSW Police Force.

However, no response was provided from these agencies.

## 6.0 Summary of feedback received

This section provides a summary of the community and stakeholder consultation undertaken to inform the SSDA.

### 6.1 Council feedback

The below table summarises feedback from Council and how it was responded to.

Topic	Summary of feedback	Project response
Streetscape and public domain interface	<ul style="list-style-type: none"> <li>Provide Karne Street elevation showing the relationship to the surrounding context and demonstrating appropriate bulk and scale.</li> <li>Buffer the interface with the dog park.</li> </ul>	<ul style="list-style-type: none"> <li>The proposal has been designed to address Karne Street North, with the vehicular and pedestrian access points facing the street. The built form has the communal landscaped area and bedroom windows facing the street which will allow passive surveillance to the street and public domain.</li> <li>The proposal provides ground floor setbacks varying from 1.5-7m and upper floor setbacks to the north facing the neighbouring residential dwellings varying from 7-9.9m, ensuring that the built form steps away from the site boundary and is well separated from neighbouring development. A garden facing the north of the site and other landscaped area further recesses the building and provides articulation to the building façade which reduces the appearance of built form.</li> <li>Further, the development is situated to the south and west of residential dwellings which ensure that over 3 hours of sunlight is provided to the dwellings and private open spaces of neighbouring development.</li> <li>A fence is proposed to the site boundary adjacent to the dog park.</li> </ul>
Internal amenity	<ul style="list-style-type: none"> <li>Provide the furniture plan to demonstrate functional internal circulation.</li> <li>Ensure internal areas comply with the requirements of the Disability (Access to Premises – Buildings) Standard and relevant BCA performance requirements.</li> <li>Provide the proposed materials schedule and size of windows and openings.</li> <li>Demonstrate cross ventilation, good solar orientation, and solar access in the plans.</li> </ul>	<ul style="list-style-type: none"> <li>Indicative furniture is provided to demonstrate functional internal circulation within rooms and communal areas.</li> <li>The Access and BCA Reports accompanying the application demonstrates that the proposal satisfies the requirements of the relevant Australian Standards and the BCA.</li> <li>A materials schedule, cross ventilation plan and shadow diagrams are provided as part of the Design Report accompanying the application.</li> </ul>
Architecture expression	<ul style="list-style-type: none"> <li>Recommended provision of roof articulation for visual interest.</li> <li>Accommodate design requirements for physical ageing and dementia, including tonal contrasts between walls, floor junctions, doorways, benchtops and floors for legibility.</li> </ul>	<ul style="list-style-type: none"> <li>Roof articulation has been implemented in the design to provide visual interest, refer to the roof plan and elevations for further detail.</li> <li>Internal design details including colours and tones of will be confirmed at detailed design stage. The Applicant welcomes these details to be provided as a condition of consent.</li> </ul>

Topic	Summary of feedback	Project response
	<ul style="list-style-type: none"> <li>Include the port cochere roof in the elevations and demonstrate adequate ceiling heights.</li> </ul>	<ul style="list-style-type: none"> <li>The elevations include the port cochere roof and the ceiling heights have adequate clearance for an ambulance.</li> </ul>
Traffic and assets	<ul style="list-style-type: none"> <li>Provide minimum 1m clearing at the dedicated parking spot for the ambulance.</li> <li>Provide an adequate turning path for the ambulance to drive in a forward direction to the port cochere and turn around and exit the site in a forward direction.</li> <li>Preferred to install a mini roundabout in the shape of a circle or oval to streamline traffic.</li> <li>Ensure adequate sight distance to pedestrians is kept clear at the exit of the driveway.</li> <li>Reconstruct Karne Street North footpath to a minimum 5m.</li> <li>Height clearance of the basement to allow for waste collection by Council's HRV truck</li> <li>Provide bicycle parking and designate Accessible, Staff and Visitor car parks.</li> </ul>	<ul style="list-style-type: none"> <li>A clearing area of 1m around the ambulance bay is provided to facilitate the movement of patients and paramedics.</li> <li>An adequate turning path is provided in the porte cochere area to allow the ambulance to enter and exit in a forward direction.</li> <li>Due to the constraints of the site, a mini roundabout is not able to be provided. Appropriate manoeuvring paths are provided in the driveway to enable front in and front out travel.</li> <li>A 2m clearance is provided between the site boundary and the driveway separating wall.</li> <li>The architectural plans depict the proposed works within the property boundary. The Karne St Street North footpath and vehicular crossing wing design requests can be addressed as a condition of consent.</li> <li>The architectural plans include sections of the basement which are used to confirm appropriate height clearances. Private waste collection to be implemented in lieu of Council waste collection.</li> <li>Accessible, staff and visitor parking is designated in the basement. 5 bicycle spaces are provided adjacent to the porte-cochere.</li> </ul>
Environmental management	<ul style="list-style-type: none"> <li>Arborist report and any other environmental assessments to be provided.</li> <li>Consider a potential third layout option that retains trees 6 and 7.</li> <li>Vegetation on the Biodiversity Values Map is significant and must be retained and protected, with no encroachment to the tree protection zone.</li> <li>A surcharge pit draining water onto Council land is not supported.</li> <li>Tree planting to reflect prevailing species and the Castlereagh Ironbark Forest Ecological Community.</li> </ul>	<ul style="list-style-type: none"> <li>An Arborist Report and other environmental management documentation have been provided as part of this application.</li> <li>Tree 6 has been retained as part of this application, with tree protection zones and other measures provided to retain this tree.</li> <li>No built form encroachment to the biodiversity values area is made.</li> <li>The design of the stormwater system does not involve drainage onto Council land.</li> <li>Tree species including the quantity and size are detailed on the Landscape Plans.</li> </ul>
Waste management, waste and recycling	<ul style="list-style-type: none"> <li>Waste Management Plan to be submitted, including increasing resource recovery of waste material, reduce waste to landfill, and costs related to disposal.</li> <li>Facilities will also be needed for collecting paper/cardboard for recycling, separate food waste, and clinical waste.</li> <li>Calculate the estimated weekly generation of waste as per Table F3 of the NSW EPA's 'Better practise guide for</li> </ul>	<ul style="list-style-type: none"> <li>An operational WMP is submitted with this application.</li> <li>Table F3 from the NSW EPA's 'Better practise guide for resource recovery in residential developments' 2019 has been utilised in the Waste Management Plan (WMP).</li> <li>Commercial waste and recycling will be collected and managed by a private waste contractor.</li> <li>The WMP confirms that a bin storage area of 45m2 is to be provided. A garbage storage area of 45m2 is</li> </ul>

Topic	Summary of feedback	Project response
	<p>resource recovery in residential developments' 2019.</p> <ul style="list-style-type: none"> <li>Commercial waste and recycling services to be organised through a private contractor.</li> <li>Bin storage room to be a sufficient size and reflect Council's design considerations.</li> <li>Provide a storage room/s to store bulky waste items waiting for collection.</li> <li>Waste chutes to be used for waste and not recycling, and to terminate directly to bins in the bin room.</li> <li>Basement height clearance and turning room to provide for Council's waste collection HRV truck.</li> <li>Sweep path analysis to confirm a service vehicle can enter and exit the site in a forward direction.</li> <li>Minimum headroom as determined in AS2890.2 Parking Facilities: Off-Street Commercial Vehicle afforded in plans.</li> </ul>	<p>provided in the basement with access to the loading area.</p> <ul style="list-style-type: none"> <li>The proposal is capable of meeting the nominated design considerations.</li> <li>A waste holding room 20m<sup>2</sup> in size can be utilised to hold and store bulky waste items for collection.</li> <li>The garbage chute rooms are capable of accommodating 240L bins.</li> <li>The WMP notes that all general waste will be transferred manually by Opal HealthCare home cleaning staff to the waste holding area on an as required basis.</li> <li>Chute and chute room details are shown in the architectural plans accompanying this application.</li> <li>A loading area will be provided in the basement, suitable for rigid trucks ranging in size up to 10 metres long, for garbage collection and deliveries. 3.9 metres height clearance will be provided in all areas used by service vehicles (suitable for the largest service vehicle used by the operator, for garbage collection). Service vehicles will be able to enter and exit the site in a forward direction.</li> <li>A swept path analysis forms part of the traffic impact assessment forming part of this application.</li> <li>The proposal is compliant with the relevant Australian Standards, including that of minimum headroom in AS2890.2.</li> </ul>
Flood management	<ul style="list-style-type: none"> <li>Consider management of residual flood hazard to ensure residents' safety.</li> <li>Undertake a Flood Impact and Risk Assessment.</li> <li>On-site Detention Basin requested in accordance with Council's DCP.</li> <li>Consider installation of a drainage pipe and creation of an accompanying drainage easement along the northern boundary.</li> </ul>	<ul style="list-style-type: none"> <li>A flood assessment has been carried out to determine the impact of the proposed development on the existing site's flooding, refer to the flood report conducted by TTW for further details regarding overland flooding throughout the site.</li> </ul>
Water sensitive urban design (WSUD) and stormwater management	<ul style="list-style-type: none"> <li>Implement WSUD principles where practicable, including passive irrigation from stormwater.</li> <li>Recommended using recycled water for toilet flushing, car washing, clothes washing, irrigation etc.</li> <li>Provide further information and detailed stormwater management options for assessment.</li> <li>Confirm existing Council stormwater systems through field survey.</li> <li>Assess discharge from site to ensure no adverse impact to Council's stormwater system.</li> </ul>	<ul style="list-style-type: none"> <li>Matters relating to water efficient fittings and fixtures, rainwater harvesting and WSUD are discussed in the civil and stormwater management report/s accompanying the application.</li> </ul>



Topic	Summary of feedback	Project response
Other comments	<ul style="list-style-type: none"> <li>Demonstrate implementing technology or systems to reduce energy demand.</li> </ul>	<ul style="list-style-type: none"> <li>An ESD Report outlining the proposal's response to energy usage is provided as part of this application.</li> </ul>

## 6.2 Community feedback

The project team offered multiple opportunities for information and feedback over the 6-week engagement period, but the community expressed limited interest in the project and no feedback was provided.

One of the three enquiries noted in 5.2.5 sought further detailed information about the project, as outlined below.

Question	Response provided
<i>What is the proposed height for each of these buildings?</i>	Whilst the overall maximum building height limit for the site is 9.5m, the north-eastern corner of the site is proposed to be the same at 9.5m / 3 storeys. The development floor plates are on consistent levels
<i>What are the respective setbacks from the northern boundary?</i>	At its closest point, the building is setback 3m from the northern boundary.
<i>Are windows and/or verandas proposed to be incorporated in the north-facing walls?</i>	Rooms along this boundary will be oriented east-west to reduce potential overlooking. Terraces are proposed for Level 1 with a 7.4m setback from the boundary with appropriate landscaping and tree retention to ensure continued amenity and privacy for surrounding neighbours.
<i>What is the proposed location of mechanical plant?</i>	This is proposed to sit within the northern and north-eastern portion of the site and will be limited to no more than 20% of the surface area of the roof, with a maximum height of 11.5m. The design will be appropriately selected to ensure there are no adverse noise or amenity impacts to surrounding neighbours.
<i>"Detailed shadow and visual impact statements have been undertaken to ensure the proposal responds to the adjoining properties and public open space" How will the proposed building heights meet the objectives of this statement?</i>	<p>The team has worked a series of design iterations, incorporating valuable feedback received from local Council and the State Design Review Panel to ensure the proposal is appropriate and responds sensitively to the surrounding streetscape and is in keeping with the local Narwee character.</p> <p>Further information on this process including the detailed overshadowing studies as well as the visual impact statement will be available when the proposal is publicly exhibited by the Department of Planning and Environment in the coming months.</p>

## 7.0 Conclusion

This Consultation Outcomes Report provides a detailed account of the stakeholder and community engagement activities undertaken prior to lodgement of the State Significant Development Application (SSDA) for the redevelopment of the Narwee Parklands Care Community at 59-67 Karne Street North, Narwee on behalf of Opal HealthCare.

The scope of engagement responds to the site-specific Secretary's Environmental Assessment Requirements (SEARs) which were issued on 22 June 2022. The SEARs are broadly consistent with the industry-specific SEARs. Ethos Urban has developed and implemented an engagement process that meets the minimum requirements in notifying and informing all relevant stakeholders, providing an accessible opportunity to for the community to gain accurate information about the project and ask questions as well as ensuring feedback can be considered.

The project will provide a range of uses including much needed specialist aged care and community uses and improved connections with the public domain.

The consultation activities reached local community members and Council. This outreach included delivering letter notifications to XXX residents as well as a follow up postcard to the same group, Facebook notifications to the local residents community group, a detailed presentation accessible on the project website and a meeting with Council to discuss items relating to the planned proposal in a well-connected and convenient location.

The program has provided opportunity for the community and stakeholders to have a clear understanding of the project and have been provided with the opportunity to meet the project team including technical experts, offer feedback and elect to keep informed as the project continues.

# Appendix A Webinar invitation letter

## A.1 Letter



27 September 2022

Dear Neighbour,

**RE: Narwee Parklands Care Community**

We are writing to provide you with an update on the proposed development of a residential aged care community on the vacant site located at 59-67 Karne Street North, Narwee, NSW, including information about opportunities for community engagement.

Opal HealthCare is a leading provider of residential aged care in Australia, with Care services built on dignity, purpose and belonging. The vision for Narwee Parklands Care Community is to create a high-quality care community that will meet the needs of care for seniors in the Canterbury-Bankstown local government area.

Proposed facilities and services include:

- Quality Care Community comprising 165 residential aged care beds and supporting onsite services, including Seniors Wellness Centre, allied health consulting areas and recreational amenities
- Activated public and communal spaces that embrace the surrounding natural setting, with accessible signage and wayfinding for residents and their visitors to enjoy
- Dedicated community social services such as transportation buses, hobby groups, and resident committees

Designing and building quality Care Communities with inviting environments and engaged spaces means residents can live their best lives, with the comfort that Opal is here to provide the love, care and comfort that residents and families need through all stages of ageing.

### **Ongoing Consultation and Our Commitment to You**

Opal HealthCare is committed to ensuring the community is consulted throughout the development process and your feedback is important to us. Ethos Urban has been engaged to support the community consultation in this project to ensure the project builds and maintains proactive dialogue with local community and stakeholders.

We would like to invite you to an online Community Information Session on Tuesday, 11 October 2022, from 6pm to 7.30pm. This is an opportunity to learn more about the project, meet the team, provide feedback on key topics, and ask any questions you may have.

**Online community webinar – Tuesday, 11 October, 6:00 – 7:30pm via Zoom**



To register, scan the QR code or visit the link below:

<https://bit.ly/3f7TYqU>

Should you have any questions about the project or the upcoming information session, please get in touch by calling 1800 531 535 or emailing [consultation@ethosurban.com](mailto:consultation@ethosurban.com).

For more information about the project, please visit <https://www.opalhealthcare.com.au/residential-aged-care/narwee-parklands>.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Tony'.

Tony Chung

Senior Development Manager, Opal HealthCare

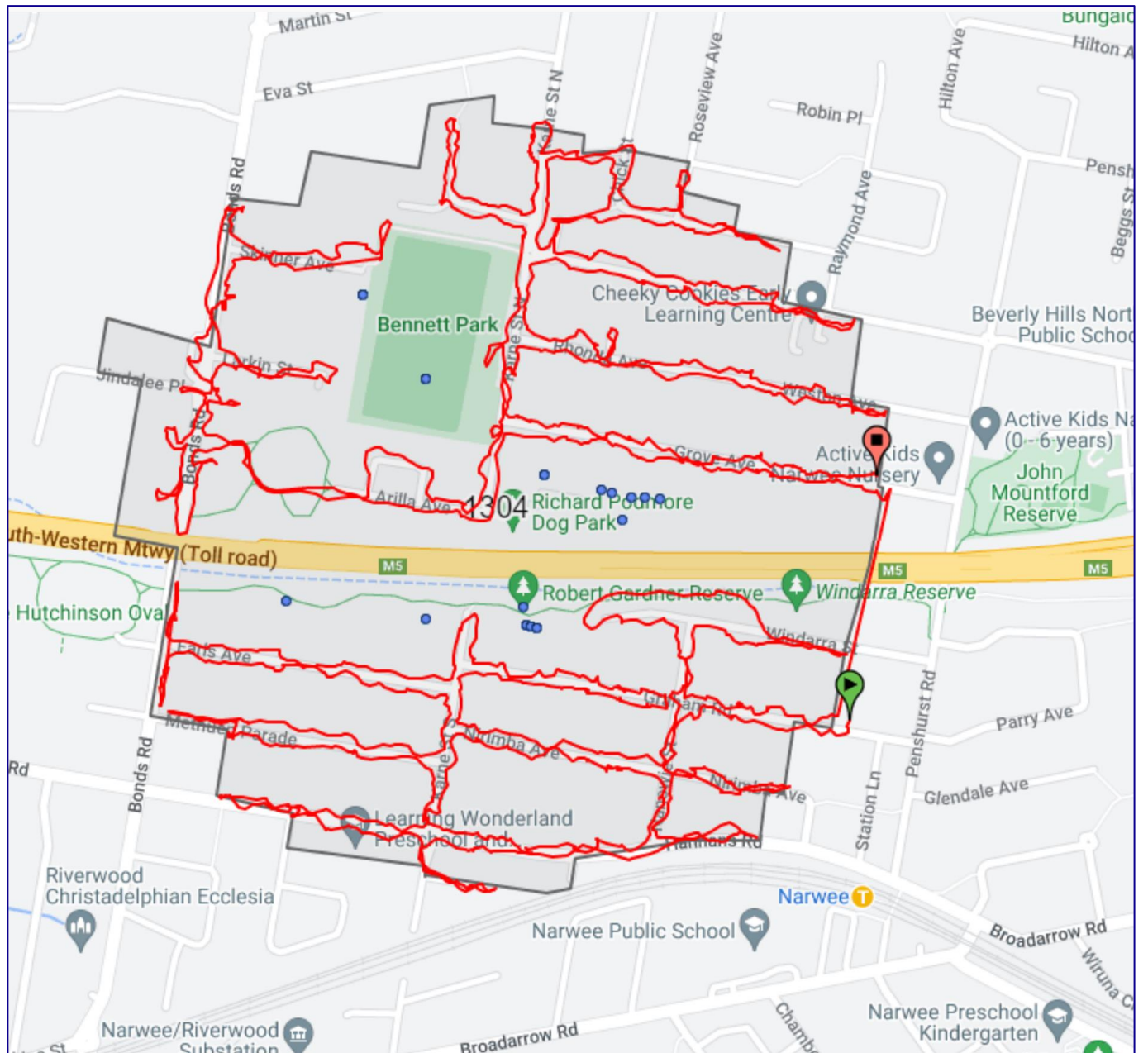
173 Sussex St, Sydney  
(Gadigal Land) NSW 2000

E. [sydney@ethosurban.com](mailto:sydney@ethosurban.com)  
W. [ethosurban.com](http://ethosurban.com)

T. +61 2 9956 6962

ABN. 13 615 087 931

## A.2 Distribution area – webinar letter





## Appendix B Postcard

### B.1 Front side



### B.2 Back side

Opal HealthCare is preparing to lodge a State Significant Development Application for an Aged Care Community at 59-67 Karne Street North, Narwee.

Our vision for Narwee Parklands Care Community is to enable residents to live with dignity, purpose and belonging while receiving high quality care delivered by capable and compassionate team members.

#### Proposed amenities and services include:

- 165 Residential Aged Care places
- State-of-the-art Wellness Centre and Custom-designed Memory Care neighbourhood
- Activated public and communal spaces with accessible signage and wayfinding
- Dedicated social and community services such as bus outings, resident committees and intergenerational connections

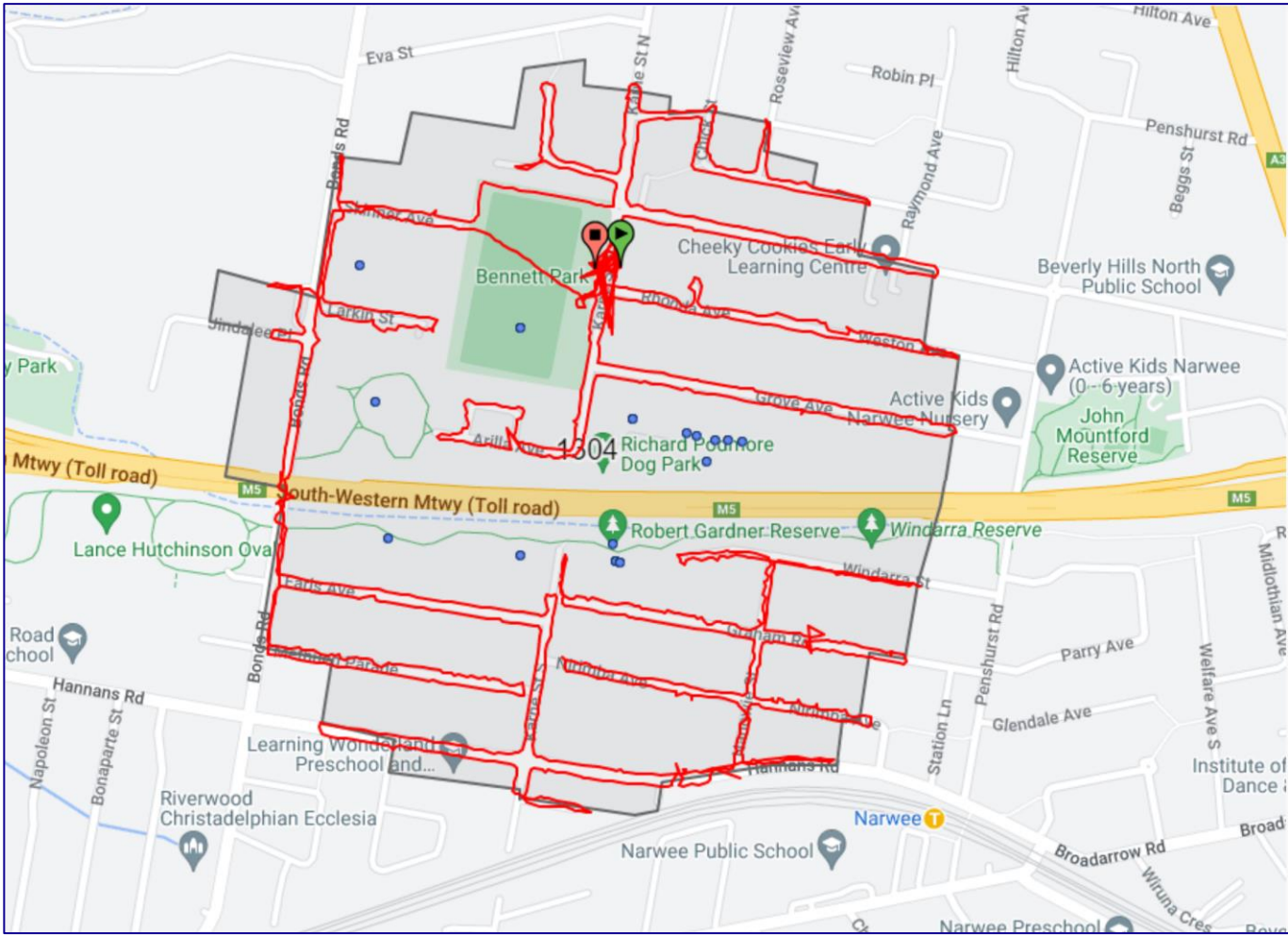


#### Learn more

Scan the QR code or visit

[www.opalhealthcare.com.au/residential-aged-care/narwee-parklands](http://www.opalhealthcare.com.au/residential-aged-care/narwee-parklands)  
for more information about the proposal


B.3 Distribution area – Postcard






## Appendix C Social media posts

### C.1 13 October

 **NARWEE Residents Group**

 **Ethos Urban**  
16 h · 🌐

Opal HealthCare is proposing to develop a new residential aged care community on the vacant site located at 59-67 Karne Street North, Narwee.


Join us at an online community webinar on Tuesday 18 October, 6-7:30pm to learn more. [Click here to register via Zoom](#) - <https://ethosurban.zoom.us/meeting/register/tZltcO6orzwwGd2V6dpNKHsch3rj2ylqSviI>.


Our vision for Narwee Parklands Care Community is to enable residents to live with dignity, purpose and belonging while receiving high quality care delivered by capable and compassionate team members.


Proposed amenities and services include:


- Quality Care Community comprising 165 residential aged care beds and supporting onsite services, including Seniors Wellness Centre, allied health consulting areas and recreational amenities
- Activated public and communal spaces that embrace the surrounding natural setting, with accessible signage and wayfinding for residents and their visitors to enjoy
- Dedicated community social services such as transportation buses, hobby groups, and resident committees

Visit <https://www.opalhealthcare.com.au/residential-aged-care/narwee-parklands> for further information or get in touch with the team by calling 1800 870 549 or emailing [consultation@ethosurban.com](mailto:consultation@ethosurban.com).




 2

 Like

 Comment

## C.2 2 November

**Ethos Urban**  
52 m · 🌐

As you may be aware from recent communications, Opal HealthCare is proposing to develop a new residential aged care community on the vacant site located at 59-67 Karne Street North, Narwee.


Our vision for Narwee Parklands Care Community is to enable residents to live with dignity, purpose and belonging while receiving high quality care delivered by capable and compassionate team members.

Click the link below to view our community information pack\* and learn more about the proposed amenities and services for the site, project timeline and more.



<https://cdn.opalhealthcare.com.au/.../Narwee%20Opal...>

Get in touch with any questions by calling 1800 870 549 or emailing [consultation@ethosurban.com](mailto:consultation@ethosurban.com).

*\*Please note due to limited interest, this information pack has been produced to replace the community webinar scheduled in October.*



View from Communal Courtyard  
Artistic impression only. Subject to design changes and planning approval

 Like  Comment



## Appendix D PowerPoint presentation

**Opal HealthCare**

**Ethos Urban**

# Narwee Parklands Care Community

Information Pack  
November 2022

Our purpose is to *bring joy to those we care for*



### Opal HealthCare

- For over 40 years, Opal HealthCare has grown to become a leading residential aged care provider, with over 90 care communities across Australia
- Our Care Communities are centred on nurturing deep human connections and we design and build inclusive environments and engaging spaces to achieve reablement and restorative care goals
- Our residents enjoy allied health care services, Wellness Centres, intergenerational and animal programs plus community giving events and volunteering



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## Our Vision

For Opal HealthCare to be the first choice for people to live their best life in care.

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## Narwee Parklands Care Community

**Our vision for Narwee Parklands Care Community is to enable residents to live with dignity, purpose and belonging while receiving high quality care delivered by capable and compassionate team members**

The proposed Care Community will:

- Meet the growing need for seniors living in the Canterbury-Bankstown LGA
- Respond to the open space in keeping with local character and landscaping
- Take advantage of proximity to local sites such as Roselands Shopping Centre and other key community facilities
- Generate local jobs growth and employment opportunities



Artist impression. Subject to design changes and planning approval

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## The site

Opal HealthCare owns the vacant site located at 59-67 Karne Street North, Narwee

- Site area: 7,159.6m<sup>2</sup>
- Zoning: R3 Medium Density Residential
- Height limit: 9.5m (Housing SEPP)
- Floor space ratio: 1:1 (Housing SEPP)

BUPA previously owned and operated an aged care facility on the site. The facility was demolished in 2017



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## The site today



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## Proposed amenities and services

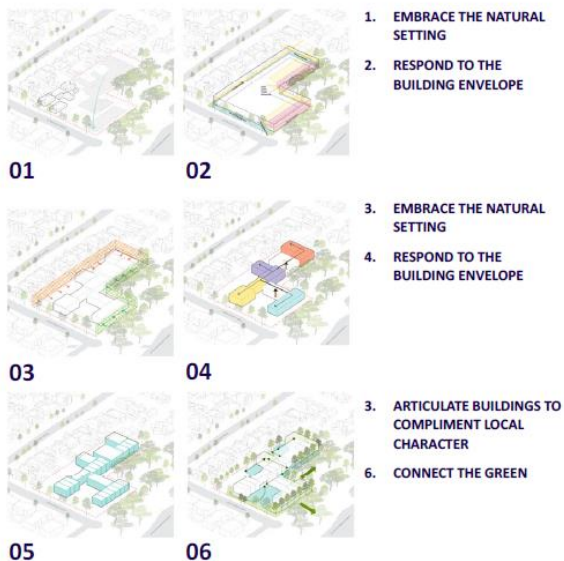
- 165 Residential Aged Care places
- State-of-the-art Wellness Centre and Custom-designed Memory Care neighbourhood
- Activated public and communal spaces with accessible signage and wayfinding
- Dedicated social and community services such as bus outings, resident committees and intergenerational connections



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## Design principles



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## Community gathering points

- The development will include vibrant garden areas and recreational zones across the entry point, town centre, memory care neighbourhood, wellness and community courtyards for all to enjoy – residents, visitors, team members
  - Café
  - BBQ facilities
  - Multifunctional deck
  - Exercise areas
  - Children’s play area
  - Water features
  - Shaded tables and seating areas



Artist impression. Subject to design changes and planning approval

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## Height and density

- The buildings will range from one to three-storeys, with a maximum of up to 9.5m for building and up to 11.5m for mechanical plants.
- Detailed shadow and visual impact assessments have been undertaken to ensure the proposal appropriately responds to adjoining properties and public open space.

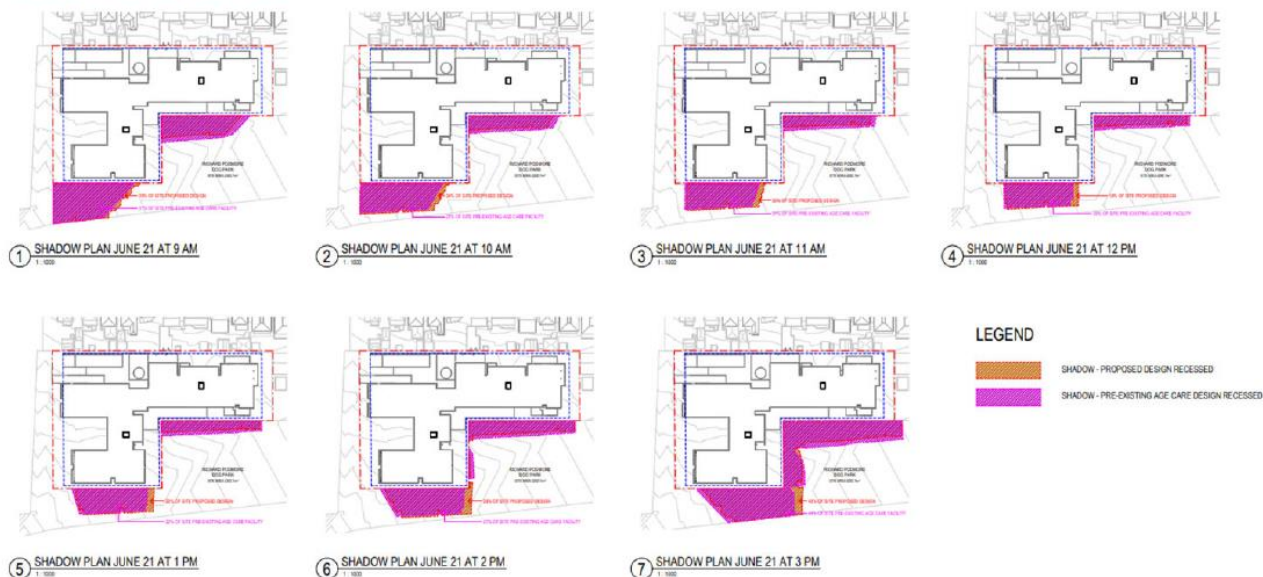


Artist impression. Subject to design changes and planning approval

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## Shadow studies



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## Parking and traffic

- There will be 30 onsite car parking spaces for staff and visitors and 1 ambulance bay next to the entry
- Access to the Care Community will be via Karne Street North



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## Landscaping

Thoughtful urban landscaping has been designed to:

- Complement the existing streetscape
- Provide seamless views into Richard Podmore Dog Park
- Protect and enhance native plant species



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## Sustainability

The proposal will provide a high quality and sustainable aged care community that exceeds relevant industry recognised building sustainability performance standards.

Key sustainability initiatives include:

- Improve on current NCC Energy Efficiency requirements
- On-site solar PV system to offset reliance on fossil fuel
- Holistic commitments covering energy, water, material use and other aspects, including health and wellbeing



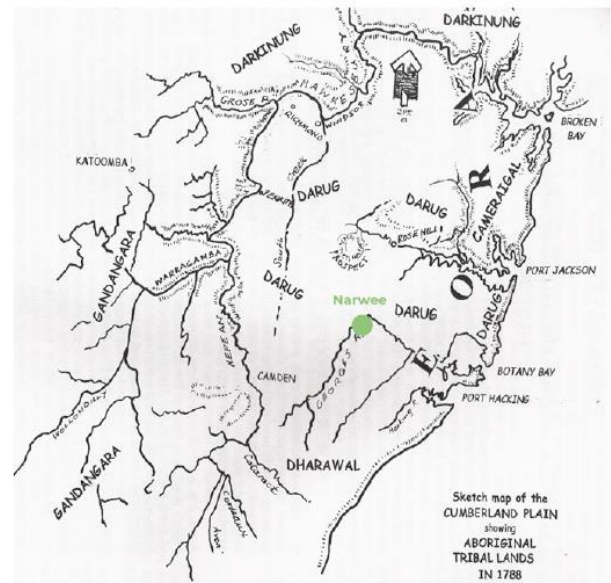
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## Connecting with Country

- The site sits on Dharawal Country and is filled with rich stories and history
- Opal HealthCare have engaged WSP to undertake the Connecting with Country engagement
- Aboriginal design principles include:
  - Connecting the Site to Country
  - Opening up the Site
  - Celebrate Country
  - Tell our Stories
- Landscaping will facilitate storytelling, wayfinding and cultural practices such as weaving or healing gardens, or spaces specific for Aboriginal people to celebrate their culture.

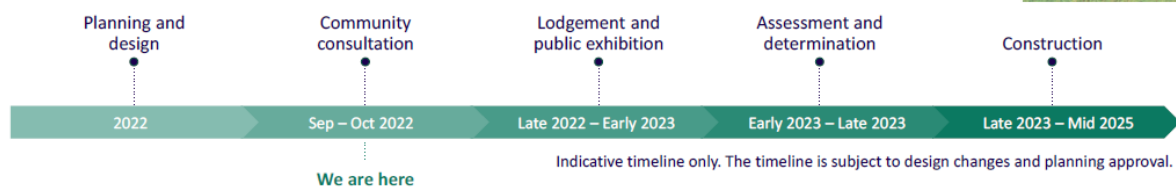


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## Project timeline and State Significant Planning Pathway

- This proposal is subject to the State Significant Development planning pathway due to its scope, which includes a residential care facility and has a Capital Investment Value of more than \$30million
- There is a rigorous process to prepare and submit an SSDA, including detailed technical studies to account for impacts on surrounding neighbours
- The Department of Planning and Environment will assess the SSDA and Canterbury-Bankstown City Council will continue to be involved in the process



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## What's next?

- The proposal will be lodged in late 2022 to early 2023
- You will have the opportunity to provide formal feedback via the public exhibition process, run by the Department of Planning and Environment
- Get in touch:
  - Visit: [opalhealthcare.com.au/residential-aged-care/narwee-parklands](https://opalhealthcare.com.au/residential-aged-care/narwee-parklands)
  - Email: [consultation@ethosurban.com](mailto:consultation@ethosurban.com)
  - Phone: 1800 870 549



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# Thank you

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