

# Community Engagement Summary Report

Opal HealthCare St Ives Botanica Care Community - Modification Application – November 2025

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# Introduction

This report has been prepared to document stakeholder and community consultation undertaken to inform the modification application for the approved State Significant Development (SSD) Application (SSD-48028209) for the St Ives Botanica Care Community.

Opal HealthCare's St Ives Botanica Care Community received development consent for its State Significant Development (SSD) application on 31 July 2025 by the Independent Planning Commission.

While the development application was being assessed, Opal HealthCare was approached by the property owners of 293 and 295 Mona Vale Road, St Ives. Opal HealthCare acquired the properties in mid-2025 and has undertaken design work to incorporate the two properties into the development via a northern wing that would provide an additional 62 resident places to the Care Community.

On 19 August 2025, Opal HealthCare met with the NSW Department of Planning, Housing and Infrastructure (DPHI) to discuss the applicable planning pathway for the design modification. DPHI advised the development application can be submitted as an (s4.55) modification to the approved SSD, and that public consultation will need to occur in line with its guidelines for SSDs.

The approved SSD (SSD-48028209) for St Ives Botanica Care Community includes:

- Demolition of existing dwellings at 285-289 Mona Vale Road and 1 Flinders Avenue St Ives and earthworks
- A three-storey building providing 148 resident places, with the main entrance on Mona Vale Road
- A basement providing 42 carparking spaces, three motorbike spaces, four bicycle spaces, as well as a laundry, kitchen, and team room
- Communal spaces including a welcoming 'Town Centre', wellness centre, dining lounges, terraces, green space and other areas.

This report summarises the engagement undertaken for the modification application is in line with DPHI's engagement guidelines for SSDs and outlines:

- The planning requirements for stakeholder engagement
- The engagement process undertaken, including key meetings with stakeholders
- A summary of feedback received, and issues raised, by specific stakeholders
- How feedback has been considered in the development of the modification application

This report also addresses the next steps in ongoing stakeholder and community engagement.

# Background

## Modification Description

Opal HealthCare has prepared a modification application to reflect its expanded footprint as a result of the recent acquisition of 293 and 295 Mona Vale Road, St Ives.

The proposed modification includes the addition of a northern wing to the approved development. The proposed northern wing extension would be a three-storey building, with additional setbacks at the third storey, consistent with the height and design of the approved development.

The northern wing would be connected by a (north-west to south-east) land bridge on the first storey. An additional (east to west) link has been incorporated into the design across all levels to connect back-of-house services.

The proposed northern wing includes:

- An additional 62 resident places
- 21 additional underground car spaces
- Extensive landscaping and open spaces.

The proposed modification also includes some minor changes to the approved development:

- An additional 6 resident places on the third storey of the building – the purchase of 293 and 295 Mona Vale Road removes overlooking issues, providing an opportunity to add bedrooms and balconies and relocate roof top plant.
- Incorporation of all bedrooms on the lower ground floor into a combined memory care household, with better connectivity with team and services in an adjoining area.
- Amendments to service areas on lower ground floor.
- Rationalisation of resident kitchens and common areas throughout.

# Community Engagement Requirements for Modification Applications

Community engagement for proposed modifications adhere to [DPHI's State Significant Development Guidelines – Preparing a Modification Report](#), which is Appendix E of [State Significant Development Guidelines](#).

Section 3.5 of the guidelines for preparing a modification report outlines the community engagement requirements as follows:

## **“3.5 Community engagement**

If community engagement was carried out for the modifications, this section must summarise:

- the engagement that was carried out
- the key issues raised during this engagement and where they have been addressed in the modification report
- any changes to the approved engagement that would be carried out if the modifications are approved.

This summary should be prepared having regard to the relevant guidance in the community engagement section of the [Department's State Significant Development Guidelines – Preparing an Environmental Impact Statement](#) as well as [Undertaking Engagement Guidelines for State Significant Projects](#).

Any detailed community engagement reports should be included as an appendix to the modification report.”

# Engagement Overview

## Engagement Objectives

Our objectives are to engage stakeholders to seek their feedback and to meet the engagement requirements set out in the NSW Department of Planning, Housing and Infrastructure's guidelines for preparing a modification report for state significant developments and are detailed below.

- To be clear and transparent about the potential design and operational impacts resulting from the modification.
- To identify and inform neighbours, property owners, community members, and other key stakeholders about the purpose and benefits of the proposal, as well as proactively identifying potential concerns.
- To provide stakeholders with information that is timely, accessible and easy to understand, as well as opportunities for their engagement using techniques that meet their needs.
- To provide the project team with a summary of stakeholder feedback for analysis and consideration during the design process.
- To provide clear and early notification to stakeholders about the proposal and outline avenues to find information and provide feedback.
- To listen and respond to community feedback in a timely manner, demonstrating how feedback was used to shape the project or considered during decision-making.

## Engagement Activities

The project team identified stakeholder groupings and prepared engagement activities to reflect their likely level of interest in the project, as follows:

- New adjoining neighbours emerged as a result of the purchase of 293 and 295 Mona Vale Road (refer Figure 1). Engagement activities included:
  - × Letter of introduction and door knock notification (**Appendix A**) distributed on Tuesday 28 October 2025.
  - × Door knock and in-person meetings on Wednesday 29 October 2025 and Monday 3 November 2025.
  - × Response to questions about proposed design received during in-person meetings.
- Neighbours and community members who have previously engaged with the project by either attending a previous community drop-in, in-person briefing at home, or via email were notified by:
  - × Email notification about the SSD approval and proposed modification (**Appendix B**) distributed on Monday 27 October 2025.

- × Responses to feedback about the proposal from 283 Mona Vale Road.
- × Responses to feedback about the approved stamped plans from 3 Flinders Avenue.
- Nearby residents who were notified during the consultation for the SSD application (refer Figure 1) were notified (**Appendix C**) about the outcome of the SSD application and the proposed modification by:
  - × Letterbox drop on Tuesday 28 October 2025.
- Local, state and federal government representatives were notified about the outcome of the SSD application and the proposed modification by:
  - × Letters (**Appendix D**) delivered via email on 27 and 28 November 2025.
  - × Follow up phone calls to their offices on 6 November 2025.

In addition to updating the project webpage (**Appendix E**), the project team was available to respond to questions and receive feedback via the email address: [feedback@h-advisors.global](mailto:feedback@h-advisors.global).

**Figure 1: Map of stakeholders in neighbourhood**



# Community Feedback

Opal HealthCare received the feedback on the proposed modification as outlined in Table 1 below.

**Table 1: Stakeholder Groupings and their feedback**

| Stakeholder Groupings                       | Stakeholders who provided feedback  |
|---|---|
| New adjoining neighbours                    | <ul style="list-style-type: none"> <li>Feedback was received in-person and via email from 39, 41 and 45 Douglas Street.</li> </ul>  |
| Neighbours and community previously engaged | <ul style="list-style-type: none"> <li>Feedback was received via email from 283 Mona Vale Road (Body Corporate on behalf of all six property owners).</li> <li>Feedback was received via email from 283 Mona Vale Road (One individual property owner).</li> <li>Feedback was received via multiple emails from 3 Flinders Avenue.</li> </ul> |
| Nearby residents                            | <ul style="list-style-type: none"> <li>No feedback was received from nearby neighbours.</li> </ul>  |
| Government representatives                  | <ul style="list-style-type: none"> <li>A project briefing was requested by the NSW Member for Davidson.</li> </ul>  |

As recommended in the [State Significant Development Guidelines – Preparing an Environmental Impact Statement](#), the following feedback categories have been considered when analysing the feedback received:

- The strategic context, including identifying the key natural and built features that are valued in the area and could be affected by the project.
- The design of the project and any alternatives considered.
- Any relevant statutory issues.
- Community engagement (e.g. the level or quality of engagement carried out during the preparation of the EIS, the community engagement that should be carried out if the project is approved).
- The economic, environmental and social impacts of the project.
- The justification and evaluation of the project as a whole (e.g. consistency of project with Government plans, policies or guidelines; merits of the project).
- Issues that are either beyond the scope of the project (e.g. broader policy issues) or not relevant to the project.

The project team received feedback from the community in response to the notifications issued, via email and at in-person meetings. Table 2 below outlines the feedback received from each stakeholder grouping.

**Table 2: Stakeholder Groupings and Feedback Categories**

| Stakeholder Groupings    | Feedback Categories  |
|--------------------------|--|
| New adjoining neighbours | <ul style="list-style-type: none"> <li>The design of the project and any alternatives considered.</li> <li>Any relevant statutory issues.</li> <li>The economic, environmental and social impacts of the project.</li> <li>The justification and evaluation of the project as a whole (e.g. consistency of project with Government plans, policies or guidelines; merits of the project).</li> </ul> |

| Stakeholder Groupings                       | Feedback Categories   |
|---|---|
|   | <ul style="list-style-type: none"> <li>Issues that are either beyond the scope of the project (e.g. broader policy issues) or not relevant to the project.</li> </ul>   |
| Neighbours and community previously engaged | <ul style="list-style-type: none"> <li>The design of the project and any alternatives considered.</li> <li>The economic, environmental and social impacts of the project.</li> <li>Issues that are either beyond the scope of the project (e.g. broader policy issues) or not relevant to the project.</li> </ul> |
| Nearby residents                            | N/a   |
| Government representatives                  | N/a   |

The DPHI's feedback categorisation guide led to the identification of the categories and sub-categories in Table 3 below.

**Table 3: Community Feedback Categories and Sub-categories**

| Categories   | Sub-categories   |
|--|--|
| The design of the project and any alternatives considered.   | <ul style="list-style-type: none"> <li>Traffic, transport and parking</li> <li>Vehicular and pedestrian access</li> <li>Building height</li> <li>Overlooking and privacy</li> <li>Shadowing</li> <li>Setbacks</li> <li>Vegetation</li> </ul> |
| Any relevant statutory issues.   | <ul style="list-style-type: none"> <li>Housing SEPP - Seniors housing</li> </ul>   |
| The economic, environmental and social impacts of the project.   | <ul style="list-style-type: none"> <li>Property value</li> <li>Streetscape</li> <li>Vistas and outlook</li> <li>Construction</li> </ul>  |
| The justification and evaluation of the project as a whole (e.g. consistency of project with Government plans, policies or guidelines; merits of the project). | <ul style="list-style-type: none"> <li>Demand for seniors housing in St Ives</li> </ul>  |

The proposal's response to community feedback is outlined in Table 5: Proposed design responses to feedback.

# Stakeholder Meetings and Correspondence

As part of the modification application, the project team reached out to the following stakeholders:

- Department of Planning, Infrastructure and Housing (DPHI)
- Ku-ring-gai Council (KC)

Table 4 below outlines the feedback received from each stakeholder.

**Table 4: Outcomes of stakeholder meetings and correspondence**

| Stakeholder | Date of contact | Correspondence/ Meeting | Purpose/Feedback   |
|-------------|-----------------|-------------------------|--|
| DPHI        | 06/08/2025      | Email to DPHI           | <ul style="list-style-type: none"> <li>• Meeting request from project team to discuss proposed s4.55 modification.</li> </ul>  |
| DPHI        | 13/08/2025      | Email from DPHI         | <ul style="list-style-type: none"> <li>• Proposal to meet with DPHI staff to discuss suitability of s4.55 modification.</li> </ul>   |
| DPHI        | 19/08/2025      | Meeting with DPHI       | <ul style="list-style-type: none"> <li>• Project team members met with DPHI staff to outline the proposed modifications to the approved development.</li> <li>• DPHI emphasised the need to reference the design amendments made following the Response to Submissions for the approved development, when designing the northern wing, such as increased setbacks and improved solar access for adjoining properties.</li> </ul> |
| DPHI        | 19/08/2025      | Email to DPHI           | <ul style="list-style-type: none"> <li>• Project team sent DPHI staff a presentation to outline the proposed modification.</li> </ul>  |
| DPHI        | 4/11/2025       | Email to DPHI           | <ul style="list-style-type: none"> <li>• Project team requested Biodiversity Development Assessment Report (BDAR) waiver for modification application.</li> </ul>  |
| DPHI        | 4/11/2025       | Email from DPHI         | <ul style="list-style-type: none"> <li>• DPHI advised the BDAR waiver has been progressed.</li> </ul>  |
| KC          | 17/09/2025      | Email to KC             | <ul style="list-style-type: none"> <li>• Project team followed up a phone with an email to discuss on-site stormwater detention (OSD) and permissible site discharge (PSD) requirements.</li> </ul>  |
| KC          | 17/09/2025      | Email from KC           | <ul style="list-style-type: none"> <li>• KC provided spreadsheet outlining OSD and PSD requirements.</li> </ul>  |

# Proposed Design Responses to Feedback

The feedback received has been considered in the preparation of the modification application. Feedback has been referenced by the project team through the progression of design. The proposed design responses to feedback have been itemised in Table 5 below.

**Table 5: Proposed design responses to feedback**

| Feedback sub-category           | Summary of feedback  | Proposed design response  |
|---------------------------------|--|---|
| Traffic, transport and parking  | <ul style="list-style-type: none"> <li>• A property owner along Mona Vale Road requested information about:               <ul style="list-style-type: none"> <li>○ Impacts of proposed increased use of underground parking, raising concerns about increased noise and exhaust fumes.</li> <li>○ The differences between the lived experience and the traffic analysis report findings.</li> <li>○ The impacts of visibility for drivers exiting 283 Mona Vale Road driveway.</li> </ul> </li> <li>• A property owner from Flinders Avenue raised concern about the potential for increased on-street parking due to the access gate at 1 Flinders Avenue.</li> </ul> | <ul style="list-style-type: none"> <li>• Noise and fumes are addressed in the Noise and Vibration Impact Assessment.</li> <li>• A Revised Traffic Generation Assessment can be found in the revised Traffic Impact Assessment. Noise assessment within the Noise and Vibration Impact Assessment.</li> <li>• The traffic analysis also included a safety assessment which can be found in the SSDA approved Traffic Impact Assessment.</li> <li>• An additional 21 underground car parking spaces are included in the modification, which staff will be encouraged to use.</li> </ul> |
| Vehicular and pedestrian access | <ul style="list-style-type: none"> <li>• The Body Corporate of a residential complex on Mona Vale Road requested consideration of the relocation of the driveway to the north, closer to Douglas Street and away from the dwellings of Mona Vale Road.</li> <li>• A property owner in a residential complex on Mona Vale Road requested information about the rating of the noise barrier for the driveway.</li> <li>• A property owner of Flinders Avenue expressed concern about pedestrian access via 1 Flinders Avenue.</li> </ul>   | <ul style="list-style-type: none"> <li>• Consent has been granted for the driveway location via SSD 48028209. The proposed modification includes the use of the driveway in its approved location.</li> <li>• Once detailed design is completed for the noise barrier, information will be provided to the resident.</li> <li>• Consent for SSD 48028209 includes pedestrian access gates on Flinders Street. Main access has been anchored to Mona Vale Road.</li> </ul>   |
| Building height                 | <ul style="list-style-type: none"> <li>• Property owners along Douglas Street raised concerns about the height of buildings in relation to nearby residential buildings.</li> </ul>  | <ul style="list-style-type: none"> <li>• Building heights would be consistent with SSD 48028209, with maximum height of 9.5 metres (up to 11.5m including plant and lift overrun).</li> </ul>   |
| Overlooking and privacy         | <ul style="list-style-type: none"> <li>• Property owners along Douglas Street raised concerns about the impacts of overlooking and privacy.</li> </ul>   | <ul style="list-style-type: none"> <li>• Balconies and windows would be screened and setbacks would exceed requirements to provide further distance from neighbouring living and outdoor areas. Refer to the Architectural Drawings for balcony and window locations and setback distances.</li> </ul>  |

| Feedback sub-category          | Summary of feedback   | Proposed design response   |
|--------------------------------|---|--|
| Shading                        | <ul style="list-style-type: none"> <li>Property owners in Douglas Street raised concerns about shading impacts on their rear garden and pool area.</li> </ul>   | <ul style="list-style-type: none"> <li>The shading analysis has revealed there would be some shading of a neighbouring property to the east, which would be limited to the building along the eastern boundary, as well as some shading of the rear south-eastern corner of the back yard.</li> </ul>  |
| Setbacks                       | <ul style="list-style-type: none"> <li>Property owners in Douglas Street requested consideration to setback distances to reduce shading and overlooking.</li> <li>A property owner in Flinders Avenue expressed concern about setback distances at 1 Flinders Avenue.</li> </ul>  | <ul style="list-style-type: none"> <li>Setbacks proposed are consistent with planning controls. The Architectural Drawings show proposed setback distances.</li> <li>Consent for SSD 48028209 has been granted, which includes setback distances on Flinders Avenue.</li> </ul>  |
| Vegetation                     | <ul style="list-style-type: none"> <li>Property owners along Douglas Street expressed their desire to retain or remove certain trees that either provided screening or caused visual impacts.</li> <li>A property owner in Flinders Avenue expressed concern over the removal of tall trees and vegetation from 1 Flinders Avenue.</li> </ul>   | <ul style="list-style-type: none"> <li>The landscape plan indicates the species of trees across the site and indicates those that are proposed for removal. It is important to note that healthy trees that are non-invasive and provide visual screening have not been targeted for removal.</li> <li>Consent for SSD 48028209 has been granted, which includes the landscape plan for the development. Extensive plantings will be undertaken across the entire site.</li> </ul> |
| Housing SEPP - Seniors housing | <ul style="list-style-type: none"> <li>A property owner in Douglas Street expressed concern around the differences between residential planning controls and those permitted under the SEPP.</li> </ul>   | <ul style="list-style-type: none"> <li>The proposed modification is a permitted use under the Housing SEPP and the planning controls proposed are aligned with the SEPP.</li> </ul>  |
| Property value                 | <ul style="list-style-type: none"> <li>A property owner in Douglas Street raised concern about the potential impact on property value.</li> </ul>   | <ul style="list-style-type: none"> <li>The proposed modification provides additional housing for an increasing local demographic. Building design and finishes, setback distances, and extensive planting of gardens aim to contribute positively to the neighbourhood.</li> </ul>   |
| Construction                   | <ul style="list-style-type: none"> <li>A Body Corporate of a residential complex on Mona Vale Road requested information about: <ul style="list-style-type: none"> <li>Dilapidation reports.</li> <li>Entry and exit points planned for excavation vehicles.</li> <li>Rodent management plan during demolition.</li> <li>Construction hours.</li> <li>Excavation start date.</li> <li>Contact details for site manager and project manager.</li> <li>Location of site amenities – placed away from adjoining properties.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>The project team provided responses to the questions answered by referencing the consent conditions. The start of demolition and construction of SSD 48028209 is to be advised but would not commence until the consent conditions have been satisfied.</li> </ul>  |
| Streetscape                    | <ul style="list-style-type: none"> <li>A property owner in Flinders Avenue expressed concern about</li> </ul>   | <ul style="list-style-type: none"> <li>Consent for SSD 48028209 has been granted, which includes the landscape plan for the development.</li> </ul>  |

| Feedback sub-category                 | Summary of feedback  | Proposed design response  |
|---------------------------------------|--|---|
|                                       | changes to the streetscape, including vegetation removal.  | Extensive plantings will be undertaken across the entire site.  |
| Vistas and outlook                    | <ul style="list-style-type: none"> <li>Property owners along Douglas Street expressed concern about the impact to vistas and outlooks from their windows and gardens.</li> </ul>                       | <ul style="list-style-type: none"> <li>The Architectural Drawings and Landscape Plan show the proposed building design and finishes, setback distances, and extensive planting of gardens which aim to screen the buildings where possible and reduce the negative impact to vistas and outlooks of adjoining properties.</li> </ul>  |
| Demand for seniors housing in St Ives | <ul style="list-style-type: none"> <li>Property owners along Douglas Street questioned the need for aged care in St Ives given the recent number of developments in the immediate vicinity.</li> </ul> | <ul style="list-style-type: none"> <li>The proposed modification will contribute to meeting the strategic need for additional housing diversity including the provision of seniors housing in an accessible location.</li> <li>The proposal would provide increased opportunities to 'age in place' for existing St Ives residents, and meet a demand generated by a growing and ageing population in the Ku-ring-gai LGA, demonstrated by seniors (aged 70-84) representing the largest change in the age structure in the LGA between 2016 and 2021 (+2124 persons).</li> </ul> |

# Next Steps

In preparing the modification application for St Ives Botanica (SSD 48028209), the project team has informed the local community, adjoining landowners, and government authorities about the proposal, and sought and analysed feedback to help further progress the concept plan for the modification application.

Stakeholder and community feedback has been referenced during the progression of design and outlined in this report. Through this report, the project team has demonstrated how it has engaged with the range of stakeholders and how feedback has progressively been incorporated into the designs and plans lodged with the SSD application.

The team will continue to respond to stakeholders and the community during the statutory exhibition of the modification application, as well as during future stages of the planning and development process, as outlined in Table 6.

During the statutory exhibition, all community and stakeholder feedback will be directed to the Department of Planning, Housing and Infrastructure (as per requirements), however, the project team will be available to assist community members and stakeholders to find relevant information in the various technical studies that are included in the modification application.

**Table 6: Indicative forward plan**

| Indicative date                       | Indicative communication or engagement activity   |
|---------------------------------------|---|
| Mid to late November 2025             | Notify new adjoining neighbours and previously engaged community members via email when Opal HealthCare has lodged the modification application with the DPHI.  |
| From late November 2025 (TBC by DPHI) | Respond to requests for clarification about the modification application and direct community to DPHI for submissions.  |
| From early 2026                       | Notify new adjoining neighbours and previously engaged community members about the outcome of the medication application.   |
| From early 2026                       | Should consent be provided, notify neighbours, previously engagement community members, nearby neighbours and government representatives about the next steps, ahead of construction and in compliance with relevant consent conditions about engagement and communication. |
| Ongoing                               | Opal HealthCare will continue to engage neighbours during construction of St Ives Botanica Care Community.  |

# Appendices

# Appendix A: Letter of Introduction



27 October 2025

To the Property Owners  
39, 41, 43, 45 Douglas Street  
ST IVES NSW 2075

Dear Neighbours,

**Invitation to meet in-person about proposed modification to St Ives Botanica Care Community**

We are writing to introduce ourselves as your new neighbour following our purchase of 293 and 295 Mona Vale Road, St Ives. We would also like to meet with you in-person to discuss our proposed modification to St Ives Botanica Care Community.

Opal HealthCare is one of the most reputable providers of residential aged care in Australia. Proudly evolving over 50 years, we believe every person in our care deserves to live with dignity and respect.

We have recently received development consent for St Ives Botanica Care Community. While our proposal was being assessed, the property owners of 293 and 295 Mona Vale Road approached us to offer their properties for sale. We were fortunate to acquire the two properties in May 2025 and have started to design a northern wing extension for our approved development.

**We would like to meet with you in-person to discuss our preliminary design for the proposed northern wing. Could you please contact our Community Engagement Team to arrange a convenient time and date?**

We will be in the area on Wednesday 29 October between 6pm and 7pm. We will drop by to knock on your door to try to arrange a suitable time to meet if we haven't heard from you.

While we prepare our modification application for the proposed northern wing, we will proceed with early works for construction of the approved development. We aim to be a good neighbour from the outset. During construction, we will keep you up to date on our progress, and importantly, provide advanced notice of major activities.

Over the coming months, our contractors will prepare for construction by placing construction sheds and equipment on the site. The work will then involve removing the existing residences, including the driveways and underground services. These early works will prepare the site for excavation of the basement and underground parking area.

Our early works contractors will provide detailed information in the coming weeks – and throughout construction – about the work.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Mohammed Ashari".

**Mohammed Ashari**  
**Senior Development Manager**

opalhealthcare.com.au

# Appendix B: Email Notification - Community



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## Proposed modification to St Ives Botanica Care Community

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**From** AU-APA-Feedback <feedback@h-advisors.global>

**Date** Mon 27/10/2025 2:51 PM

**To** AU-APA-Feedback <feedback@h-advisors.global>

Good afternoon,

We are writing to let you know that our development application for St Ives Botanica Care Community at 285-289 Mona Vale Road and 1 Flinders Avenue has recently been approved and we are currently preparing for construction.

While our proposal was being assessed, the property owners of 293 and 295 Mona Vale Road approached us to offer their properties for sale. We were fortunate to acquire the two properties in May 2025 and have started to design a northern wing extension for our approved development.

Following a meeting with the NSW Department of Planning, Infrastructure and Housing, we were advised the planning pathway is via a modification application to our approved development of St Ives Botanica Care Community.

While we prepare our modification application for the proposed northern wing, we will proceed with early works for construction of the approved development.

### Construction Update

Over the coming months, our contractors will prepare for construction by placing construction sheds and equipment on the site.

The work will then involve removing the existing residences, including the driveways and underground services. These early works will prepare the site for excavation of the basement and underground parking area.

Our early works contractors, will provide detailed information in the coming weeks – and throughout construction – about the work.

### St Ives Botanica Care Community - Approved development summary

The approved development includes:

- Demolition of existing dwellings at 285-289 Mona Vale Road and 1 Flinders Avenue St Ives and earthworks
- A three-storey building providing 148 resident places, with the main entrance on Mona Vale Road.
- A basement providing 42 carparking spaces, three motorbike spaces, four bicycle spaces, as well as a laundry, kitchen, and team room.
- Communal spaces including a welcoming 'Town Centre', wellness centre, dining lounges, terraces, green space and other areas.

**Proposed modification - Proposed northern wing extension**

The proposed modification includes:

- Demolition of existing dwellings at 293 and 295 Mona Vale Road.
- A three-storey northern wing extension providing 62 additional resident places across the entire Care Community.
- An additional 21 car parking spaces in the basement.
- Land bridges to connect the northern wing to the approved buildings.
- Extensive vegetation and open spaces around the proposed northern wing.

**We invite your feedback**

We welcome your feedback as we prepare our preliminary designs for the proposed northern wing. We aim to lodge the modification application with the Department of Planning, Infrastructure and Housing in the coming months.

Please contact our Community Engagement Team at [feedback@h-advisors.global](mailto:feedback@h-advisors.global) with any questions and to provide your feedback.

Kind regards,

The Community Engagement Team for Opal HealthCare St Ives Botanica Care Community

# Appendix C: Letterbox drop



27 October 2025

Dear Neighbour,

## **Update about St Ives Botanica Care Community and proposed modification**

We are writing to let you know that our development application for St Ives Botanica Care Community at 285-289 Mona Vale Road and 1 Flinders Street St Ives has recently been approved and we are currently preparing for construction.

While our proposal was being assessed, the property owners of 293 and 295 Mona Vale Road approached us to offer their properties for sale. We were fortunate to acquire the two properties in May 2025 and have started to design a northern wing extension for our approved development.

Following a meeting with the NSW Department of Planning, Infrastructure and Housing, we were advised the planning pathway is via a modification application to our approved development of St Ives Botanica Care Community.

While we prepare our modification application for the proposed northern wing, we will proceed with early works for construction of the approved development.

## **Construction Update**

Over the coming months, our contractors will prepare for construction by placing construction sheds and equipment on the site.

The work will then involve removing the existing residences, including the driveways and underground services. These early works will prepare the site for excavation of the basement and underground parking area.

Our early works contractors will provide detailed information in the coming weeks – and throughout construction – about the work.

## **St Ives Botanica Care Community - Approved development summary**

The approved development includes:

- Demolition of existing dwellings at 285-289 Mona Vale Road and 1 Flinders Avenue St Ives and earthworks
- A three-storey building providing 148 resident places, with the main entrance on Mona Vale Road.
- A basement providing 42 carparking spaces, three motorbike spaces, four bicycle spaces, as well as a laundry, kitchen, and team room.

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- Communal spaces including a welcoming 'Town Centre', wellness centre, dining lounges, terraces, green space and other areas.

#### **Proposed modification - Proposed northern wing extension**

The proposed modification includes:

- A three-storey northern wing extension providing 62 additional resident places across the entire Care Community.
- An additional 21 car parking spaces in the basement.
- Land bridges to connect the northern wing to the approved buildings.
- Extensive vegetation and open spaces around the proposed northern wing.

#### **We invite your feedback**

We welcome your feedback as we prepare our preliminary designs for the proposed northern wing. We aim to lodge the modification application with the Department of Planning, Infrastructure and Housing in the coming months.

Please contact our Community Engagement Team at [feedback@h-advisors.global](mailto:feedback@h-advisors.global) with any questions and to provide your feedback.

Yours sincerely

A handwritten signature in black ink, appearing to read "Mohammed Ashari".

**Mohammed Ashari**  
**Senior Development Manager**

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# Appendix D: Notification – Government



27 October 2025

Cr Christine Kay  
Mayor and St Ives Ward Councillor  
Ku-ring-gai Council  
818 Pacific Highway  
GORDON NSW 2072  
Via email: [ckay@krq.nsw.gov.au](mailto:ckay@krq.nsw.gov.au)

Dear Cr Kay

## **Construction update and proposed modification to St Ives Botanica Care Community**

We are writing to let you know that our development application for St Ives Botanica Care Community at 285-289 Mona Vale Road and 1 Flinders Avenue has recently been approved and we are currently preparing for construction.

Opal HealthCare is one of the most reputable providers of residential aged care in Australia. Proudly evolving over 50 years, we believe every person in our care deserves to live with dignity and respect.

While our proposal was being assessed, the property owners of 293 and 295 Mona Vale Road approached us to offer their properties for sale. We were fortunate to acquire the two properties in May 2025 and have started to design a northern wing extension for our approved development.

We would like to invite you an in-person briefing to discuss our preliminary design for the proposed northern wing and update you about our construction program.

Following a meeting with the NSW Department of Planning, Infrastructure and Housing, we were advised the planning pathway is via a modification application to our approved development of St Ives Botanica Care Community. While we prepare our modification application for the proposed northern wing, we will proceed with early works for construction of the approved development.

In the coming weeks, our Community Engagement Team will meet with our new neighbours to discuss the proposed modification. We will also write to previously engaged stakeholders and nearby residents to advise them of the proposal, seek their feedback, and update them about our construction program.

Over the coming months, our contractors will prepare for construction by placing construction sheds and equipment on the site. The work will then involve removing the existing residences, including the driveways and underground services. These early works will prepare the site for excavation of the basement and underground parking area.

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Our Community Engagement lead, Jody Connor from H/Advisors, will be in touch with your office to enquire about your interest in a meeting. In the meantime, you can contact Jody on 0418 600 374 or via [feedback@h-advisors.global](mailto:feedback@h-advisors.global).

Yours sincerely,

A handwritten signature in black ink, appearing to read "Mohammad Ashari".

**Mohammad Ashari**  
**Senior Development Manager**

[opalhealthcare.com.au](http://opalhealthcare.com.au)



27 October 2025

Cr Martin Smith  
St Ives Ward Councillor  
Ku-ring-gai Council  
818 Pacific Highway  
GORDON NSW 2072  
Via email: [martinsmith@krq.nsw.gov.au](mailto:martinsmith@krq.nsw.gov.au)

Dear Cr Smith

**Construction update and proposed modification to St Ives Botanica Care Community**

We are writing to let you know that our development application for St Ives Botanica Care Community at 285-289 Mona Vale Road and 1 Flinders Avenue has recently been approved and we are currently preparing for construction.

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Yours sincerely,

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**Mohammad Ashari**  
**Senior Development Manager**

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28 October 2025

Mr Matt Cross, MP  
Member for Davidson  
Suite 8A, 12 Tryon Road  
LINDFIELD NSW 2070  
Via email: [davidson@parliament.nsw.gov.au](mailto:davidson@parliament.nsw.gov.au)

Dear Mr Cross

**Construction update and proposed modification to St Ives Botanica Care Community**

We are writing to let you know that our development application for St Ives Botanica Care Community at 285-289 Mona Vale Road and 1 Flinders Avenue has recently been approved and we are currently preparing for construction.

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Yours sincerely,

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**Mohammad Ashari**  
**Senior Development Manager**

[opalhealthcare.com.au](http://opalhealthcare.com.au)



27 October 2025

Ms Nicolette Boele, MP  
Member for Bradfield  
Suite 1, Level 2, 280 Pacific Highway  
LINDFIELD NSW 2070  
Via email: [Nicolette.Boele.MP@aph.gov.au](mailto:Nicolette.Boele.MP@aph.gov.au)

Dear Ms Boele

**Construction update and proposed modification to St Ives Botanica Care Community**

We are writing to let you know that our development application for St Ives Botanica Care Community at 285-289 Mona Vale Road and 1 Flinders Avenue has recently been approved and we are currently preparing for construction.

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Yours sincerely,

A handwritten signature in black ink, appearing to read "MA", written over a light blue horizontal line.

**Mohammad Ashari**  
**Senior Development Manager**

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# Appendix E: Updated Webpage

## St Ives Botanica

289 Mona Vale Road, Sydney, NSW 2075

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New resident enquiry  
📞 1300 247 061

[New Resident Enquiries](#)

[Read Customer Reviews](#) ↓

## St Ives Botanica Care Community

Opal HealthCare is one of the most reputable providers of residential aged care in Australia. Our focus is on providing a friendly and inviting atmosphere for all our residents, their families and our neighbours.

Our vision is to create a Care Community in St Ives that enables our residents to live with dignity and purpose, while receiving high quality care delivered by capable and compassionate team members.

St Ives has a rich history and is well known for its strong sense of community, beautiful homes and gardens, and local bushland areas.

Our goal is to provide exceptional care in high quality buildings that respond to, and respect, the local natural and built environment. We have selected St Ives due to the need for high quality care for local people who want to continue living locally. As we all age, it is also vital to remain connected with local places and services, as well as our family and friends.

We are delighted to share that early works for construction will soon start.

### Next steps

While our proposal was being assessed, the property owners of 293 and 295 Mona Vale Road approached us to offer their properties for sale. We were fortunate to acquire the two properties in May 2025 and have started to design a northern wing extension for our approved development.

The proposed northern wing would complement the main buildings and include an additional 62 bedrooms over three storeys. An additional 21 underground car parking spaces would also be included.

We are now preparing our modification application for the proposed northern wing, as we proceed with preparations for early works of the approved development. We will lodge the modification application with the NSW Department of Planning, Infrastructure and Housing in late 2025.

Please contact us with any questions: [feedback@h-advisors.global](mailto:feedback@h-advisors.global)

*(The artist impressions of St Ives Botanica Care Community are subject to change)*



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