



WILLOWTREE COMMUNICATIONS

Opal Bella Vista Care Community

COMMUNITY AND STAKEHOLDER ENGAGEMENT REPORT

State Significant Development (SSD-53300464)

Property at: 28 Norbrik Drive, Bella Vista

Prepared by Willowtree Communications Pty Ltd
on behalf of Opal HealthCare

18 December 2025

Willowtree Communications acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing and ongoing connections to land, waters, and community.

We acknowledge the Cammeray gal people, the Traditional Custodians of the land where this document was prepared, as well as the Traditional Owners of the Land where the proposed development will be located, the Dharug people. We pay our respects to Elders past, present and emerging.

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TABLE OF CONTENTS

Executive Summary	3
1. OVERVIEW	4
1.1 Purpose of Report.....	4
1.2 The Site.....	4
1.3 Project Details	5
1.4 Context	6
2. Response to Secretary’s Environmental Assessment Requirements.....	9
3. ENGAGEMENT APPROACH.....	10
3.1 Engagement Area.....	10
3.2 Engagement Tools	11
3.3 Stakeholder Identification	12
3.4 Community Engagement Activities	13
3.5 Aboriginal Community or Cultural Knowledge Holders Engagement.....	15
4. ENGAGEMENT OUTCOMES	16
4.1 Local Councils, Government Agencies, and Authorities Engagement.....	16
4.2 Community Engagement Feedback.....	18
4.3 Community Survey Feedback.....	19
5. RESPONSE TO COMMUNITY ISSUES RAISED DURING ENGAGEMENT	23
6. CONCLUSION	25
Appendix A - Aveo Village Newsletter	28
Appendix B- Community Newsletter	26
Appendix C - Community Survey (including responses)	28

TABLES

Table 1: Engagement Requirements extract SEARs - SSD-53300464	9
Table 2: Engagement Tools	12
Table 3: Stakeholder Groups.....	13
Table 4: Summary of Community Engagement Activities	14
Table 5: Local Councils, Government Agencies, and Authorities Engagement.....	16
Table 6: Community Engagement Feedback.....	18
Table 7: Summary of Community Survey Feedback.....	19
Table 8: Response to issues raised by the community.....	23

FIGURES

Figure 1: Approved Masterplan Modification - Site outlined in yellow.....	4
Figure 2: Ground Floor Plan and Artist's impression of Opal Bella Vista Care Community	5
Figure 3: Site Location and context map	6
Figure 4: Site and Surrounding Area	7
Figure 5: Norwest Strategic Centre - Structure Plan	8
Figure 6: IAP2 Public Participation Spectrum	10
Figure 7: Engagement Area.....	11

Executive Summary

This Community and Stakeholder Engagement Report documents the comprehensive consultation process undertaken for the proposed Opal Bella Vista Care Community, a new Residential Aged Care Facility to be located at 28 Norbrik Drive, Bella Vista (SSD-53300464). The engagement program was conducted in accordance with the Secretary's Environmental Assessment Requirements (SEARs) and the Department of Planning, Housing and Infrastructure's Undertaking Engagement Guidelines for State Significant Projects.

Project Overview

The proposal involves the construction and operation of a 135-bed residential aged care facility within the existing Aveo Bella Vista Haven masterplan. The five-storey facility will include a dedicated 16-bed memory care neighbourhood, comprehensive resident amenities, landscaped outdoor areas, and basement car parking for 35 vehicles. The development aims to address the growing demand for aged care services in the Hills District, supporting aging in place in an LGA where the population is projected to increase by 80% between 2016 and 2036.

Engagement Approach

The consultation program employed multiple engagement channels to ensure all stakeholders had meaningful opportunities to provide input. Key activities included community newsletters distributed to over 400 properties, an online survey, direct engagement with government agencies and authorities, targeted consultation with Aveo Bella Vista Haven residents, and dedicated phone and email feedback channels. The engagement area encompassed properties within 500 metres of the site, and relevant community groups.

Key Stakeholder Feedback

Despite comprehensive outreach efforts, the community response was limited, with eight survey responses received over an extended period. It is noted that, in 2023, the Council's earlier consultation on the Norwest Strategic Centre recognised the site as suitable for senior housing.

Key concerns raised by respondents centred on the operational relationship between Aveo and Opal HealthCare, road maintenance responsibilities, traffic impacts through the shared access route, and the scale of the development. Government agencies and authorities, including The Hills Shire Council and the Norwest Association Limited, provided technical feedback through formal consultation processes.

Project Response and Refinements

Feedback received has been carefully considered and addressed through the project design and operational planning. Key responses include clarification of arrangements between Aveo and Opal HealthCare, confirmation that appropriate agreements are in place for shared infrastructure maintenance, and demonstration through traffic assessments that operational impacts will be minimal.

Next Steps

The proposal will proceed to formal submission of the State Significant Development Application to the Department of Planning, Housing and Infrastructure. The project team remains committed to ongoing engagement, with a further information session with Aveo Bella Vista Haven residents planned for early 2026.



1. OVERVIEW

1.1 Purpose of Report

This Community and Stakeholder Engagement Report has been prepared by Willowtree Communications on behalf OHCA Property Holdings Pty Ltd (Opal HealthCare), the proponent for the proposed development for the Opal HealthCare Bella Vista Residential Aged Care Facility at 28 Norbrik Drive, Bella Vista (SSD-53300464).

The engagement process was undertaken as a key component of the Environmental Impact Statement for the State Significant Development Application, in accordance with the Planning Secretary’s Environmental Requirements (SEARs) issued on 28 January 2025.

This report details the engagement approach and rationale, demonstrates consistency with the Undertaking Engagement Guidelines for State Significant Projects (DPHI, 2024), the tools and communication methods used, and a summary of the issues raised. It also outlines how feedback has been considered and responded to in the refinement of the development proposal.

1.2 The Site

Site Planning Background

The Opal HealthCare site is part of the wider Aveo Bella Vista Masterplan area, approved under **992/2016/JP** on the 18 August 2016, which is proposed to develop over 10 stages. This SSDA relates to Stage 3 (Building C) identified for a Residential Aged Care Facility (RACF) which is located to the east of the site following Modification E of 992/2016/JP, which approved the relocation of Building C (refer **Figure 1**).

To date the following stages have been delivered:

- Stage 1a of the proposed development incorporated Building A and Building B consisting of 147 independent living units (ILUs), basement parking, and associated landscaping and driveways of the Masterplan. It also involved the construction of a detention lake.
- Stage 2 incorporated a Pool building



Figure 1: Approved Masterplan Modification - Site outlined in yellow

Source: Jackson Teece, 2023



1.3 Project Details

The proposal involves the construction and operation of the Opal Bella Vista Care Community at 28 Norbrik Drive, Bella Vista (refer **Figure 2**) involving the following:

- Site preparation works;
- Construction of a 5-storey Residential Aged Care Facility (RACF), comprising of:
 - 135 one-bed units, including 15-bed high care and memory care wing at ground floor level;
 - Back of house, including commercial kitchens and laundry facilities at basement level
 - Staff administration area;
 - Resident amenities including central social hub, café, function room, shared resident spaces, gym and wellness rooms;
- Outdoor courtyard, activity space, shared garden areas, and children’s play area
- Augmentation and extension of existing services including electrical supply, hydraulic services, and fire services;
- Construction of basement car parking for 35 spaces;
- Construction of 9 on grade parking spaces, drop off bay, and ambulance bay; and
- Provision of associated landscaping.

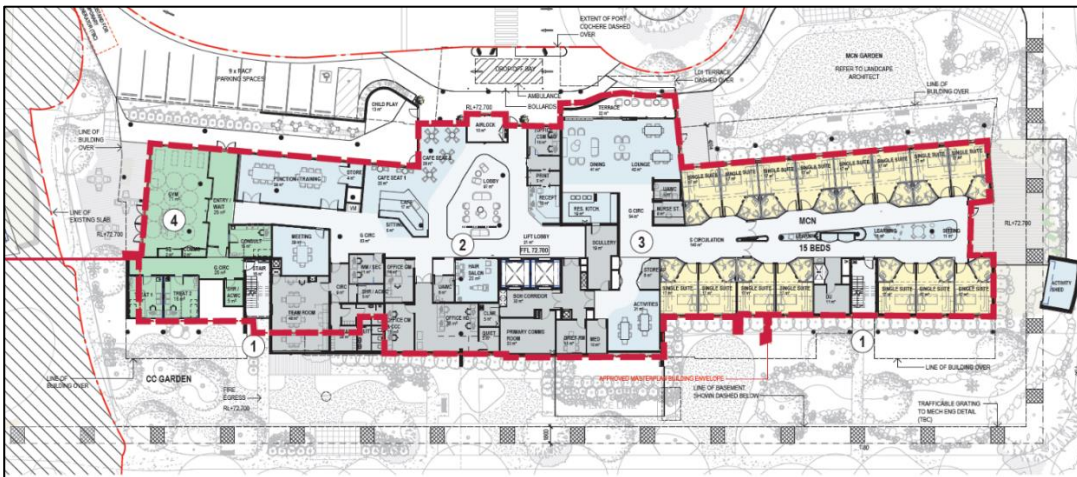


Figure 2: Ground Floor Plan and Artist's impression of Opal Bella Vista Care Community
 Source: Jackson Teece Architects



1.4 Context

The Site is strategically positioned within the Circa Commercial Precinct at Bella Vista, forming part of the rapidly developing Norwest Strategic Centre in Sydney’s North West (refer **Figure 3**). This locality has experienced significant growth following the opening of the Bella Vista and Norwest Metro Stations in 2019, both situated approximately 2km from the Site. These transport investments have catalysed substantial residential and commercial development, with numerous major projects recently completed, under construction, or approved.

The northern surrounds of the Site, within the Circa Commercial Precinct, accommodate a diverse mix of complementary land uses, including a shopping centre, hotel, multiple eateries, Norwest Private Hospital, and a range of smaller medical and health-related facilities. These services will readily support the daily, convenience, and health needs of future residents and staff of the proposed Residential Aged Care Facility, as well as visiting family and guests. The Site also benefits from regional road connectivity, located near the interchange of the Westlink M7 Motorway and Old Windsor Road and proximity to the North West T-way.

To the east, south, and west, the Site is bordered by established low-density residential neighbourhoods within Bella Vista, Kings Langley, and Glenwood.

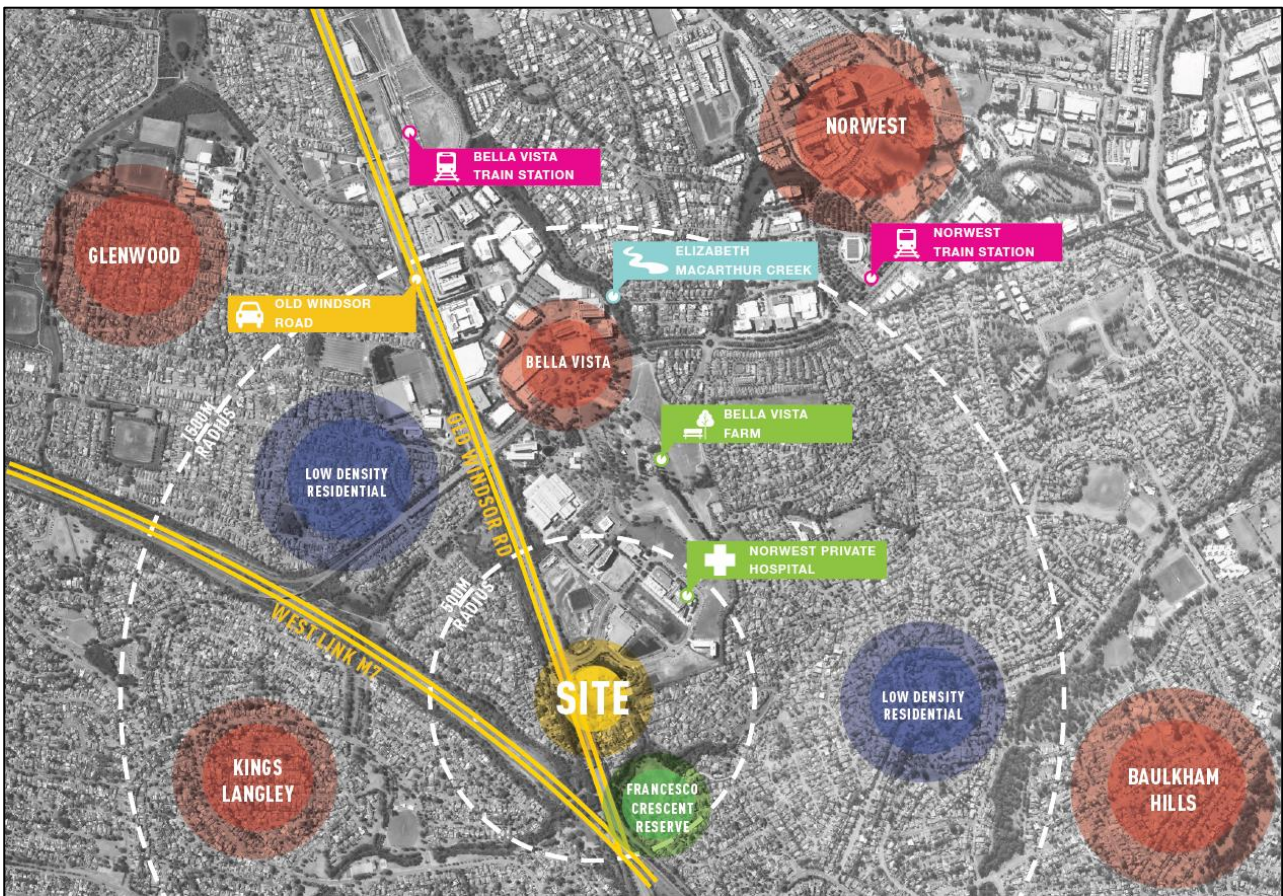


Figure 3: Site Location and context map
 Source: Jackson Teece, 2025

Neighbourhood context

The immediate surroundings of the site are characterised by a diverse mix of health services, retirement living, residential neighbourhoods, commercial activities, schools, and childcare centres.

- To the north along Norbrik Drive, the Circa Retail Shopping Centre serves as a community hub with a Woolworths supermarket, pharmacy, and several restaurants. Swing City Golf & Entertainment, also located north, offers recreational facilities including mini golf, a driving range, and arcade.



- The eastern boundary features the Quest Bella Vista apartment hotel at 24 Norbrik Drive, with the Norwest Private Hospital and medical precinct concentrated further northeast.
- To the south, the land transitions into established low-density residential development with detached housing. Old Windsor Road forms the western boundary, creating a defined edge with the residential area beyond.
- To the west, Old Windsor Road runs along the property boundary, acting as a major arterial corridor. Beyond Old Windsor Road lies additional residential development, with the road serving as both a connector and buffer between the site and the western residential neighbourhoods.

The area benefits from substantial recreational infrastructure, particularly Bella Vista Farm to the north, which provides extensive parkland with picnic facilities, barbecues, walking and cycling paths, accessible amenities, shaded seating, and parking. Additional recreation opportunities are available at Bella Vista Oval and Village Green Reserve, located off Bella Vista Drive, featuring a basketball half-court and open grass areas.

The site's location is connected through major arterial roads, with and pedestrian access to public transport and local destinations including retail, medical, and recreational facilities.



Figure 4: Site and Surrounding Area

Source: Willowtree Communications, Nearmaps 2025

Local Planning

Hills Future 2036 - Council's Local Strategic Planning Statement (2019) serves as the Hills Shire Council's strategic planning framework, guiding land use planning over the next 17 years. The document projects a population increase of approximately 128,400 people between 2016 and 2036, representing 80% growth in population. The site is located in the southern part of the Norwest Strategic Centre.

The LSPS identifies Norwest as one of the three strategic centres within the LGA, combining a mix of business and commercial uses with varied housing densities. Market Town forms the focal point for shopping and services, with capacity for further residential development. The emerging health precinct around Norwest Private Hospital (opened 6 September 2009) will grow, with potential along Lexington Drive for large floor plate campus-style office spaces. Connections from employment areas to metro stations will be enhanced through pedestrian/cycle links and road improvements. Norwest Station operates as part of Sydney's Metro North-west line (opened 26 May 2019), which extended to Sydenham on 19 August 2024.



The LSPS identifies key priorities that directly supports medium density housing and seniors housing provision, including:

- **Planning Priority 8 - Plan for a diversity of housing:**

This priority gives effect to the Central City District Plan by providing housing supply, choice and affordability with access to jobs, services and public transport. Planning for diverse housing typologies enables residents to relocate within their local area while maintaining community connections. Council supports medium density residential development in areas serviced by infrastructure and housing for seniors and people with a disability in accordance with the Housing Strategy 2019. Location remains vital to liveability, with smaller seniors housing developments requiring easy access to supermarkets, post offices, healthcare facilities and pharmacies. The Hills Shire is working with Hornsby Council and state agencies to investigate the impact of the State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 in rural areas.

Community engagement on planning and development in the Hills Shire has been ongoing over the last two decades as the planning for each new suburb was progressed, and in some instances revised following opportunities to increase densities in response to the improved connectivity of the area provided by the Metro. Most recently, the Hills Shire Council's exhibition of the North Structure plan (May-June 2023) provided the community and businesses with an opportunity to give feedback on the future of the precinct. The Norwest Strategic Centre Structure Plan recognised the role of the subject site for senior housing (refer **Figure 5**).

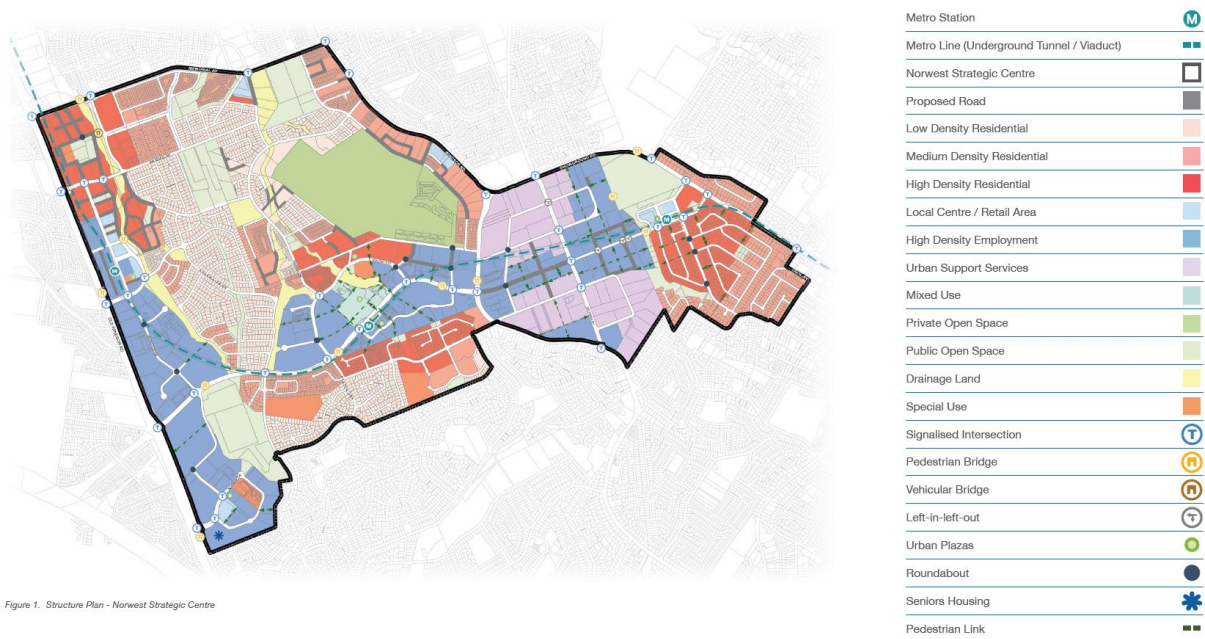


Figure 1. Structure Plan - Norwest Strategic Centre

Figure 5: Norwest Strategic Centre - Structure Plan

Source: Hills Shire Norwest Precinct Plan, 2024



2. Response to Secretary’s Environmental Assessment Requirements

This Engagement Report has been prepared to address the engagement requirements outlined in the industry specific Secretary's Environmental Assessment Requirements (SEARs) issued for the Opal HealthCare Bella Vista RACF (SSD-53300464) on 28 January 2025.

2.1 SEARs Engagement Requirements

Assessment Requirements #4 of the SEARs mandates that the Environmental Impact Statement must detail all engagement undertaken and demonstrate consistency with the *Undertaking Engagement Guidelines for State Significant Projects*. Furthermore, the assessment must clearly articulate how stakeholder feedback has been considered and incorporated into project design.

This report will accompany the EIS during public exhibition and provides a summary of the consultation undertaken, the feedback received, and how this input has been considered in the progression of the proposal. Reference to the relevant SEARs consultation requirements is provided in the table below.

Additional details regarding technical consultation carried out will be included in the EIS.

Table 1: Engagement Requirements extract SEARs - SSD-53300464

SEARs reference	Requirement	Supporting Documentation
4. Engagement	<ul style="list-style-type: none"> • Demonstrate that engagement and consultation activities have been undertaken in accordance with the Undertaking Engagement Guidelines for State Significant Projects and identify how issues raised, and feedback received have been considered in the design of the project. <ul style="list-style-type: none"> ○ 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 must be consulted. 	Engagement Report

As industry-specific SEARs set out the key considerations of agencies, these are addressed in the relevant technical studies and highlight in the EIS. For this reason, this engagement outcomes report has a focus on Council and community stakeholder engagement.



3. ENGAGEMENT APPROACH

In accordance with the Undertaking Engagement Guidelines for State Significant Projects, the approach to engagement included an analysis of the proposal, together with the surrounding stakeholder landscape, to identify the appropriate level of participation under the IAP2 Public Participation Spectrum (ref **Figure 6**). This ensured engagement activities were tailored to be proportionate to each stakeholder’s potential impact and influence, ensuring a focus on those most directly affected.

This approach met the Secretary’s Environmental Assessment Requirements (SEARs) by engaging with surrounding landowners and occupiers likely to be impacted by the proposal, including residents of the existing Bella Vista Haven retirement living community.

IAP2’S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public’s role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

		INCREASING IMPACT ON THE DECISION				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Figure 6: IAP2 Public Participation Spectrum

Source: IAP2 International Federation 2014

3.1 Engagement Area

The engagement area (**refer to Figure 7**) for this proposal was defined through an analysis of the site context and surrounding land uses to ensure that consultation was meaningful and proportionate,

Key considerations included site topography, distance to the site, access routes to the site and surrounding development activity to ensure all potential impacts such a visual, noise and traffic are considered. Additionally key community groups within the broader locality were also incorporated. This ensured the engagement process captured surrounding landowners and residents or businesses likely to be impacted by the proposal, as well as community groups with a demonstrated interest in the area.



By clearly defining this engagement area at the outset, the project team was able to target engagement activities to relevant stakeholders, maintain transparency, and support early opportunities for input ahead of the application's formal submission.



Figure 7: Engagement Area
Source: NSW Explorer / Willowtree Communications

3.2 Engagement Tools

To support the planning and design of the proposed redevelopment, a range of engagement tools were used to communicate with and gather feedback from stakeholders. These tools were selected to ensure engagement was proportionate to the scale of the project, responsive to the local context, and aligned with the SEARs requirements, particularly the need to consult with surrounding landowners and occupiers, community groups, and relevant authorities.

The tools provided multiple opportunities for residents, community organisations, and other interested parties to learn about the proposal and share their views in a timely and accessible way. A summary is provided in **Table 2** as follows.



Table 2: Engagement Tools

Engagement Tool	Purpose
DPHI request for SEARs	Formal engagement process by identifying key consultation requirements and stakeholders to be engaged as part of the assessment process.
Direct consultation with project team	Maintained a clear line of communication with key stakeholders, allowing specific issues to be raised, clarified, and addressed.
In-person Information Session	An opportunity for existing Bella Vista Haven residents to attend an in-person information session will be scheduled at a later date, allowing residents to view project materials and speak directly with members of the project team.
Community Newsletter/s	Delivered an overview of the proposal and invited feedback participation via Social Survey or project email address; distributed by letterbox drop and email. Also included details regarding online briefing sessions.
Social Impacts Survey	Included in Community Newsletter via QR Code and gathered structured feedback on key aspects of the proposal, helping to quantify community sentiment and identify potential issues.
Online briefing	Enabled stakeholders to hear more about the proposal, ask questions, and share feedback directly with the project team.
Project email address	Offered an ongoing point of contact for stakeholders to submit written feedback (in addition to the Community Survey) and ask any additional questions.
Project phone line	Provided an alternative channel for stakeholders to ask questions and share feedback

3.3 Stakeholder Identification

Stakeholders were identified in accordance with the SEARs and the Engagement Area defined in **Section 3.1**. Identification was based on proximity to the site, potential to be affected by the proposal, regulatory responsibilities, and the specific interests of individuals.

For the purposes of this report, stakeholders have been grouped into the following categories:

- Local Councils, Government Agencies, and Authorities
- The Community
- Aboriginal Community

The engagement approach was designed to be proportionate to the potential impacts of the proposal and tailored to each group, providing clear and accessible opportunities for feedback. The following table outlines each stakeholder category and the corresponding level of engagement undertaken.



Table 3: Stakeholder Groups

Stakeholders	IAP2 Level of Engagement
Local Councils, Government Agencies, and Authorities	
<ul style="list-style-type: none"> • Department of Planning, Housing and Infrastructure • The Hills Shire Council • Norwest Association 	Involve
The Community	
Aveo Bella Vista Haven Retirement Living community Residents who reside within Bella Vista Haven	Consult
Nearby Residents <ul style="list-style-type: none"> • Residents on streets within the engagement area 	Inform
Nearby Businesses/Organisations <ul style="list-style-type: none"> • Norwest Private Hospital • Quest Bella Vista • Circa Retail Shopping Centre • Swing City Golf and Entertainment • The Bond (Commercial Premises) • The Vista (Commercial Premises) 	Inform
Community Groups <ul style="list-style-type: none"> • Norwest Community Association 	Consult
Aboriginal Community or Cultural Knowledge Holders	
<ul style="list-style-type: none"> • Deerubbin Local Aboriginal Land Council 	Involve

3.4 Community Engagement Activities

The community engagement activities for proposal were designed to provide clear, accessible, and inclusive opportunities for residents, local businesses, and community groups to understand the proposal and provide feedback.

Activities included distribution of a community newsletter which included an online survey on social impacts, invitations to attend an in-person and online briefing sessions, and direct correspondence with surrounding residents, landowners, and local organisations. A dedicated project email address was also maintained to encourage ongoing input and respond to enquiries. These activities aimed to support meaningful participation, ensure local perspectives were captured, and inform the design of the proposal prior to submission.

The table below provides a summary of community engagement activities undertaken with nearby residents, businesses, and community groups within the vicinity of the site.



Table 4: Summary of Community Engagement Activities

Activity	Date/s (2025)	Stakeholder Group	Details
Community Newsletter (Appendix A)	9 Sep - 12 Sep	<ul style="list-style-type: none"> Nearby Residents Nearby Businesses Community Groups 	Delivery of 400 newsletters via letterbox drop to residential properties shown in Figure 7 and direct email to Hills Shire Council, Deerubbin Local Aboriginal Land Council, Nearby Business and Community Groups
Aveo Residents Newsletter (Appendix B)	10 Sep	<ul style="list-style-type: none"> Bella Vista Haven Retirement Living community* 	A digital copy of the newsletter was provided to Aveo Bella Vista Haven management who issued the newsletter to all residents via email or letterbox drop on 17 September to Bella Vista Haven residents.
Social Impact Survey (Appendix C)	9 Sep - 1 Nov	<ul style="list-style-type: none"> All 	<p>An online survey was created, with access through a QR code provided in the newsletter.</p> <p>8 responses were collected between 9 September - 1 November.</p> <p>*The survey was extended until 1 November, following a conversation with Bella Vista Haven Residents Committee President, to facilitate a longer feedback timeframe for residents</p>
Direct email correspondence	9 Sep - 10 Sep	<ul style="list-style-type: none"> Local Councils, Government Agencies, & Authorities The Community Aboriginal Community 	<p>Direct emails were sent to 9 stakeholders to provide information about the proposal, advised that community engagement had commenced, and how to provide feedback, along with attaching the community newsletter.</p> <p>Responses were provided by 1 stakeholders listed below:</p> <ul style="list-style-type: none"> Norwest Community Association advised they've reviewed the proposal and do not wish to be engaged any further.
Online Briefing	17 Sep 6pm - 6:45pm	<ul style="list-style-type: none"> The Community 	Online briefing wasn't attended by any members of the community.
Direct Phone correspondence	19 Sep	<ul style="list-style-type: none"> Bella Vista Haven Residents 	Phone call from Bella Vista Haven Residents Committee President, asking if we could keep the survey open for a few more weeks so residents could complete the survey. Willowtree confirmed they were happy to keep the survey open until 1 November.
Information Session	Date to be confirmed**	<ul style="list-style-type: none"> Bella Vista Haven Residents 	**Due to the commercial relationship between Opal and Aveo, initial consultation with Aveo Bella Vista Haven Retirement Living community residents has been undertaken by Aveo to inform residents of the proposed Care Community. A further information session with specific project details will be conducted by the project team with these residents at a later date.



3.5 Aboriginal Community or Cultural Knowledge Holders Engagement

An email was sent to the Deerubbin Local Aboriginal Land Council on 9 September which included:

- A copy of the community newsletter outlining the proposal details
- An invitation to provide feedback on the proposed development.
- Contact details for the project team to facilitate further discussion if required

No response was received from the Deerubbin Local Aboriginal Land Council at the time of preparing this report.

It is further noted that the Principles of Connecting with Country have been considered and embedded within the proposal, as documented in the Architectural Report and Landscape Design Report. The EIS also outlines the Aboriginal Objects Due Diligence Assessment concluded that potential impacts are not significant and therefore there is no requirement to provide an Aboriginal Cultural Heritage Assessment under the relevant planning framework.



4. ENGAGEMENT OUTCOMES

4.1 Local Councils, Government Agencies, and Authorities Engagement

Engagement with Local Councils, Government Agencies, and Authorities involved targeted consultation to address regulatory requirements, gather expert advice, and ensure alignment with statutory and planning obligations relevant to the proposal. This section provides a summary of the engagement undertaken with these stakeholders. Further details regarding agency and authority engagement are included in the Environmental Impact Statement (EIS).

Table 5: Local Councils, Government Agencies, and Authorities Engagement

Stakeholder	Engagement overview	Summary of feedback provided	Project response
Department of Planning, Housing and Infrastructure (DPHI)	<ul style="list-style-type: none"> Briefing with DPHI held on 10 September 2025 Meeting held on 21 November to discuss concept approval conditions 	<p>Department of Planning, Housing and Infrastructure (DPHI) Feedback</p> <p>Following the pre-lodgement meeting on 10 September 2025, DPHI provided feedback regarding design changes from the approved concept plan. Key Issues Identified: DPHI identified inconsistencies between the current proposal and the approved concept, including:</p> <ul style="list-style-type: none"> Relocation of the fire staircase Reconfiguration of internal floor plans Changes to the external façade Variations in room and balcony/terrace sizes that may affect GFA and FSR Potential changes to RLs 	<p>The project team has acknowledged these inconsistencies and will ensure they are adequately addressed in the Environmental Impact Statement. The team considers the changes to be minimal and maintains that the proposal remains substantially consistent with the concept approval. A detailed assessment of these variations will be included in the application documentation, along with a strategy for resolving them through modification of the concept consent if required.</p> <p>This feedback has been incorporated into the project's assessment approach, ensuring full transparency about design evolution while maintaining compliance with the planning framework.</p>
Deerubbin Local Aboriginal Land Council	<ul style="list-style-type: none"> Direct email correspondence including community newsletter and invitation to provide additional feedback. 	<p>Invitation to provide additional feedback</p> <p>No response was provided by Deerubbin Local Aboriginal Land Council following an invitation to provide additional feedback on the proposal and community newsletter. It is noted that protocols for consideration of cultural heritage have been followed, and the guidelines on Connecting with Country were developed in consultation with the Aboriginal Community by the NSW Government Architect's Office.</p>	<p>Principles of Connecting with Country have been considered and embedded within the proposal, as documented in the Architectural Report and Landscape Design Report.</p> <p>The Aboriginal Objects Due Diligence Assessment concluded that potential impacts are not significant and therefore no further assessment was required.</p>



Stakeholder	Engagement overview	Summary of feedback provided	Project response
The Hills Shire Council	<ul style="list-style-type: none"> Pre-lodgement consultation meeting held on 15 August 2025 	<p>Pre-lodgement meeting</p> <p>A comprehensive pre-lodgement meeting was held with The Hills Shire Council on 15 August 2025, where Council detailed feedback on the proposed development.</p> <p>Council's comments addressed the following key areas:</p> <ul style="list-style-type: none"> Planning compliance with concept approval DA 992/2016/JP Engineering requirements including survey, stormwater, traffic and groundwater Flooding assessment and emergency response planning Landscaping and tree preservation Environmental health including acoustics, construction management and contamination Resource recovery and waste management 	<p>The project team acknowledged Council's comprehensive feedback and all matters raised have been addressed in the Environmental Impact Statement. Detailed responses to each of Council's requirements, including technical assessments and design solutions, are provided in Section 6 of the EIS.</p>
Norwest Association Limited (NAL)	<ul style="list-style-type: none"> Previous consultation regarding easement matters Development Application submitted to Norwest Planning and Design Review Panel on 28 October 2025 Direct email correspondence including community newsletter and invitation to provide additional feedback 	<p>Easement Matters</p> <p>Previous consultation with NAL has been undertaken regarding easement encroachments, with NAL indicating in-principle support subject to formal application with DA-level documentation to vary the existing landscaping and signage easements.</p> <p>Norwest Planning and Design Review Panel</p> <p>An application to seek written consent was submitted on 28 October 2025 to NAL to support the State Significant Development application (SSD-53300464) to DPHI.</p> <p>Invitation to provide additional feedback</p> <p>Advised they would review the newsletter and would let us know if they wanted to provide any additional comments.</p>	<p>Consultation with NAL is ongoing and approval letter is provided under separate cover.</p>



4.2 Community Engagement Direct Feedback

Throughout the consultation period, multiple engagement channels were established to facilitate community input, including community newsletters, direct emails to residents, notifications to local community groups, an online community survey, and dedicated phone and email feedback lines. Despite these comprehensive engagement efforts, limited feedback was received from the community. The feedback that was provided has been summarised in the table below, along with responses addressing the feedback.

Table 6: Community Engagement Feedback

Stakeholder	Engagement details	Summary of feedback provided	Project Response
Bella Vista Haven Retirement Living community			
Bella Vista Haven Retirement Village Residents Committee	<ul style="list-style-type: none"> Direct Phone Call <p>Note: Initial consultation with Aveo Bella Vista Haven Retirement Living community residents has been undertaken by Aveo. A further information session will be conducted by the project team with these residents at a later date.</p>	Phone call from Bella Vista Haven Residents Committee President on 19 September, asking if we could keep the survey open for an extended period, as they didn't receive the letter until 17 September.	Willowtree confirmed they were happy to keep the survey open until 1 November, to ensure residents had enough time to review the newsletter and provide their feedback.
Community Groups			
Norwest Community Association	Direct emails to provide information about the proposal, advised that community engagement had commenced, and asked if they'd like to provide additional feedback.	<ul style="list-style-type: none"> Advised they had reviewed the email, and that they did not wish to provide feedback on the proposal. 	<ul style="list-style-type: none"> N/A



4.3 Community Survey Feedback

8 respondents participated in the online survey in total. Their feedback covered the range of topics presented in the survey, reflecting both areas of concern and perceived benefits. The table below provides respondents answers against each of the core survey questions., along with a summary of their additional feedback. A full list of questions and detailed responses are provided in **Appendix C**.

Table 7: Summary of Community Survey Feedback

Questions	Summary of feedback
1. Where do you live or work?	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Bella Vista Haven Retirement Village (5) • Sharleen Court (0) • Prestige Ave (1) • Patrine Place (0) • Zane Close (0) • Crestview Drive (0) • Norwest Business Park (1) • Other (0)
2. What gender do you identify as?	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Female (3) • Male (4) • Prefer not to say (0)
3. What is your age?	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • 18 to 24 (0) • 25 to 34 (0) • 45 to 54 (0) • 55 to 64 (0) • 65 to 74 (3) • 75 or older (3)



Questions	Summary of feedback
4. Are you of Aboriginal or Torres Strait Islander descent?	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Yes (0) • No (7)
5. What best describes your connection to the area:	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Nearby resident (living within 500m from the site) (6) • Regular visitor to the area (0) • Worker in the area (0) • Other (please specify) (1) <ul style="list-style-type: none"> ○ Live here
6. How long have you lived or worked in the local area?	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Less than 12 months (0) • More than 12 months but less than 5 years (5) • More than 5 years (2) • Other (please specify) (0)
7. How supportive are you of the proposal? (can you explain why)	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Very supportive (2) • Supportive (0) • Neutral (2) • Unsupportive (3) • Very unsupportive (0) <p>Summary of feedback</p> <ul style="list-style-type: none"> • Lack of disclosure: Resident wasn't informed at move-in that the planned ongoing care facility would not be operated by Aveo • Access priority: Unclear whether Bella Vista Haven residents will receive priority access to the care facility when needed • Road maintenance costs: Concerns about who will pay for repairs to the access road, which will experience increased traffic from the care facility • Traffic/infrastructure: The care facility lacks a separate vehicle access road, meaning all traffic will use the shared route through Aveo's site • Scale concerns: The ongoing care facility appears to be larger than originally planned



Questions	Summary of feedback
<p>8. Are there any activities associated with this project that would concern you. (Please select all that apply)</p>	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Impacts from construction (3) • Impacts to parking from new Residential Aged Care Facility (4) • Visual impacts from proposed building (2) • Privacy of my own property (1) <p>Summary Key Concerns</p> <ul style="list-style-type: none"> • No additional feedback provided
<p>9. Which of the following do you consider the most positive impacts of the proposed development? (Please select all that apply)</p>	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • A new purpose-built residential aged care facility (5) • An integrated design fitting with the surrounding area (4) • Landscaping surrounding the building (6) • Basement car parking for residents, staff, and visitors (4) • Other (please specify) (0)
<p>10. Do you have any concerns with this development in the local area? (select all that apply)</p>	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Impacts on existing services/facilities (3) • Impacts on traffic (5) • Interface with surrounding development (2) • Change in local character (0) • Other (please specify) (2) <p>Summary of other concerns</p> <ul style="list-style-type: none"> • Costs associated with common property
<p>11. What do you think are the potential benefits of the proposal</p>	<p>Question options (# of answers)</p> <ul style="list-style-type: none"> • Meeting the needs of aged care (7) • Proximity to medical precinct (5) • Proximity to public transport (4) • Local employment opportunities (2) • Other (please specify) (0)



Questions	Summary of feedback
<p>12. Do you have any other feedback or suggestions relating to mitigating or enhancing the impacts of the proposal?</p>	<p>Design Feedback</p> <ul style="list-style-type: none"> • Aged care unit should be repositioned to face Norbrik Drive. • Vehicle entrance should be directly off Norbrik Drive (not through the existing community) <p>Safety Concerns</p> <ul style="list-style-type: none"> • Traffic proximity to neighbouring Aveo Bella Vista Haven retirement buildings poses a danger to elderly residents • A separate vehicle entrance is essential <p>Additional Concerns</p> <ul style="list-style-type: none"> • The overall footprint of the development appears excessive • Unclear principles/arrangements for how common area costs will be shared between the retirement community and aged care facility • Would have like to have been invited to the Online Community Information Session



5. RESPONSE TO COMMUNITY ISSUES RAISED DURING ENGAGEMENT

Community feedback received during the engagement process was carefully reviewed and considered by the project team. Key themes and concerns raised by both the community and were documented and assessed in relation to the proposal’s design, operation, and potential impacts. Where appropriate, this feedback has informed refinements to the proposal. A summary of the key issues raised, along with the corresponding responses or considerations, is provided in the table below.

Table 8: Response to issues raised by the community

Topic	Response
Aveo and Opal HealthCare Interface	
Bella Vista Haven Residents were not informed at move-in that the ongoing aged care facility would not be operated by Aveo	<ul style="list-style-type: none"> The aged care community will be operated by Opal HealthCare, a specialist aged care provider. While the facility forms part of the Aveo Bella Vista Haven masterplan and shares certain infrastructure (such as site access and basement car parking), it will operate independently with separate management, services, and utilities. This ensures specialist aged care expertise while maintaining appropriate integration with the retirement village.
Concerns about who will be responsible for road repair costs due to increased traffic from the aged care facility	<ul style="list-style-type: none"> Appropriate agreements between Aveo and Opal HealthCare are in place to address common areas. These arrangements will ensure that maintenance costs associated with the aged care facility's operations are appropriately allocated and do not unfairly burden existing retirement village residents.
Traffic, Access and Parking	
The aged care facility lacks a separate vehicle access road, creating	<ul style="list-style-type: none"> Access to the aged care community is via the Bella Vista Haven Retirement Living Village entrance off Norbrik Drive, with shared basement car parking provided. The vehicle access via the Bella Vista Haven Retirement Village is part of a master plan that included safe access to the site, noting the site’s western Boundary is a major arterial and access off Norbrik Drive is located at an appropriate distance from the intersection of Norbrik Drive and Windsor Road Traffic impact assessments indicate minimal operational traffic impacts from the care community.
Safety concerns regarding the distance between traffic and existing residential buildings, which poses a danger to elderly residents	<ul style="list-style-type: none"> The layout of the site has been considered as part of the master plan with appropriate separation of pedestrian and vehicle traffic and reduced speeds reflecting the highly localised nature of the ‘internal road’ role
Development Scale	
The overall footprint of the aged care facility appears excessive and larger than originally planned	<ul style="list-style-type: none"> The proposal comprises a five-storey, 135-bed residential aged care community, including a dedicated 15-bed memory care neighbourhood. This scale has been designed to meet the growing need for aged care services in the Hills District while integrating appropriately within the existing Aveo Bella Vista Haven masterplan



Topic	Response
	<ul style="list-style-type: none"> The design includes extensive landscaping, outdoor amenities, and appropriate setbacks to minimise impact on neighbouring properties and existing retirement village buildings.
Communication Delays	
<p>Bella Vista Haven residents were unable to attend online community information session.</p>	<ul style="list-style-type: none"> There was a delay in Aveo distributing the specific newsletter to Bella Vista Haven resident due to a staff member on leave. Willowtree agreed to keep the survey open for extended period to ensure they were able to provide appropriate feedback. Aveo has undertaken a specific information session with Bella Vista Haven residents to provide some more information about the proposed Care Community as part of the masterplan and answer any questions they may have. A further information session will be conducted by the project team with these residents, about the specific at a later date.



6. CONCLUSION

The preliminary, pre-lodgement phase of engagement for this proposal has been proportional and multi-faceted, ensuring that all relevant stakeholders had the opportunity to provide input on the proposal.

Consultation undertaken with key government agencies and stakeholders, included the NSW Department of Planning, Housing and Infrastructure, The Hills Shire Council, and Norwest Association Limited. These discussions have been valuable in shaping the proposal and ensuring alignment with relevant planning frameworks and local considerations. Further agency considerations have been addressed in technical reports supporting the EIS, and as the proposal is in keeping with the approved master plan for the site, no major issues have been raised.

Concerted efforts were made to engage with the wider community through multiple channels, including community newsletters, direct emails, notifications to local community groups, invitations to online information sessions, Social Impact survey, and dedicated phone and email feedback lines. Despite these comprehensive engagement initiatives, there was a limited response from the broader community, suggesting general acceptance of the proposal or a lack of significant concerns requiring formal feedback.

Specific and targeted engagement was undertaken with residents of Aveo Bella Vista Haven, recognising their proximity to the proposed development and the potential for direct impact. This engagement ensured that residents had multiple opportunities to raise concerns, ask questions, and provide feedback.

The feedback received through this preliminary engagement process has been valuable in refining the proposal with a particular focus on the interface between Aveo and Opal operations and is now suitable to progress to DPHI for assessment. Further community engagement will be undertaken as part of the Department of Planning, Housing and Infrastructure's formal exhibition process, providing additional opportunities for the community to make submissions on the project. In addition, in recognition of the master planned site, the engagement with Aveo residents will be ongoing through approval and delivery processes.



Appendix A- Community Newsletter



Community Newsletter #1

Re: Proposed Residential Aged Care Community at 26-30 Norbrik Drive, Bella Vista

Dear Neighbour

We are writing to inform you about a proposal by Opal HealthCare to develop a residential aged care community within the Bella Vista Haven Retirement Living Village located at 26-30 Norbrik Drive, Bella Vista.

About the proposal

The proposed development is designed to help meet the growing need for aged care services in the Hills District. It will provide high-care accommodation and a dedicated memory care neighbourhood and will be owned and operated independently by Opal HealthCare. The purpose-built 135-bed care community will include a range of landscaped and communal spaces to support health, wellbeing, and connection. Further project details are over page.




Location Plan: Opal HealthCare site within Bella Vista Haven Retirement Living site

Source: Jackson Teece / Willowtree Communications

Have your say

Opal HealthCare has engaged Willowtree Communications to carry out community engagement and gather feedback from the local community and assess social impacts as part of the State Significant Development Application. Your input will help inform refinements to the proposal before it is submitted to the Department of Planning, Housing and Infrastructure (DPHI) for assessment.

<p>Community survey on social impacts</p>  <p>You are invited to provide feedback on the proposal by scanning the QR code to complete a short survey by 26 September 2025.</p>	<p>Attend an online information session</p> <p>You are invited to attend an online information session to learn more about the proposal and speak directly with the project team.</p> <ul style="list-style-type: none"> • Date: Wednesday 17 September 2025 • Time: 6pm – 7pm • Location: Online (link provided upon registration) <p>You can register for the information session by scanning the QR code or emailing us at engage@willowtc.com.au.</p>
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Project details

The proposed development includes:

- A five-storey, 135 bed residential aged care community, including a dedicated 16-bed memory care neighbourhood
- An outdoor dining area with an integrated outdoor kitchen and BBQ
- A variety of activated resident spaces, including a function room, a state-of-the-art wellness centre, on-site café and a beauty salon
- New landscaping shaded outdoor areas, a courtyard for residents living with dementia, and dedicated main entrance and drop-off point
- Access is via Bella Vista Haven Retirement Living Village of Norbrik Drive and basement car parking is provided for residents, team, and visitors



Above: Visual perspective looking southwest towards Old Windsor Road

Source: Jackson Teece / Willowtree Communications

Next steps

Following engagement with the community, Council and relevant government agencies, the project team will refine the proposal for submission to DPHI. Further community and stakeholder engagement will be undertaken as part of DPHI's detailed assessment process under Project Reference Number **SSD-53300464**.

If you would like more information, have questions about the proposal, or prefer to provide feedback directly, please contact the engagement team at engage@willowtc.com.au or **0451 211 995**.

Translating and interpreting service

If you need help understanding this information, please email us at engage@willowtc.com.au, or contact the on National Translating and Interpreting Service on 131 450 and ask them to call us on **0451 211 995**.



Appendix B – Aveo Village Newsletter



Bella Vista Haven Retirement Living Newsletter

Re: Opal HealthCare's Proposed Residential Aged Care Community

Dear Neighbour

We are writing to inform you about a proposed State Significant Development (SSD) within the Bella Vista Haven Retirement Living Village located at 26-30 Norbrik Drive, Bella Vista.

About the proposal

Opal HealthCare is proposing to develop an existing area within the Aveo Bella Vista Haven Retirement Living Village, to create a new, purpose-built residential aged care community. It will be owned and operated independently by Opal HealthCare, with separate access and operations.

The proposed development is designed to help meet the growing need for aged care services in the Hills District, and will provide high-care accommodation and a dedicated memory care neighbourhood, while also delivering a range of landscaped and communal spaces to support health, wellbeing, and connection.



Location Plan: Opal HealthCare site within Bella Vista Haven Retirement Living site

Source: Jackson Teece / Willowtree Communications

Have your say

Opal HealthCare has engaged Willowtree Communications to carry out community engagement and gather feedback from the Bella Vista Haven community. Your input will help shape the final proposal before it is submitted to the Department of Planning, Housing and Infrastructure (DPHI) for assessment. You can provide your feedback by scanning the QR Code, via the link over the page or via clicking the link provided in your email.



Project details

The proposed development includes:

- A five-storey, 135 bed residential aged care community, including a dedicated 16-bed memory care neighbourhood
- An outdoor dining area with an integrated outdoor kitchen and BBQ
- A variety of activated resident spaces, including a function room, a state-of-the-art wellness centre, on-site café and a beauty salon
- New landscaping shaded outdoor areas, a courtyard for residents living with dementia and dedicated main entrance and drop-off point
- Access is via Bella Vista Haven Retirement Living Village off Norbrik Drive, and basement car parking is provided for residents, team, and visitors.



Above: Visual perspective looking southwest towards Old Windsor Road

Source: Jackson Teece / Willowtree Communications

Provide your feedback on social impacts



You are invited to provide preliminary feedback on the proposal by scanning the QR code to complete a short survey by **27 September 2025**. You can also provide your feedback by clicking the link provided in your email.

If you would like to learn more about the proposal, discuss a specific aspect of the project, you can email the team at engage@willowtc.com.au or give them a call on **0451 211 995**.

Next steps

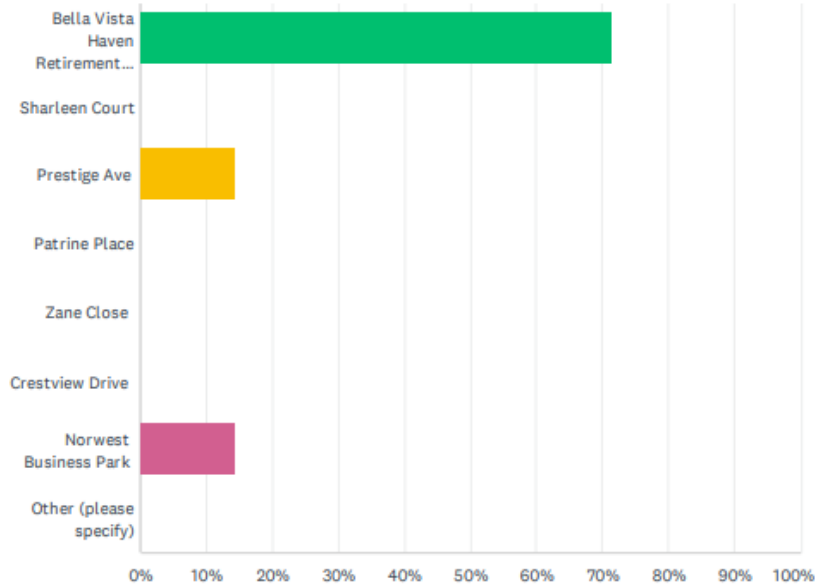
Following engagement with the community, Council and relevant government agencies, the project team will refine the proposal for submission to DPHI. Further community and stakeholder engagement will be undertaken as part of DPHI's detailed assessment process under Project Reference Number **SSD-53300464**.



Appendix C – Community Survey (including responses)

Q1 Where do you live or work? (select all that apply)

Answered: 7 Skipped: 1



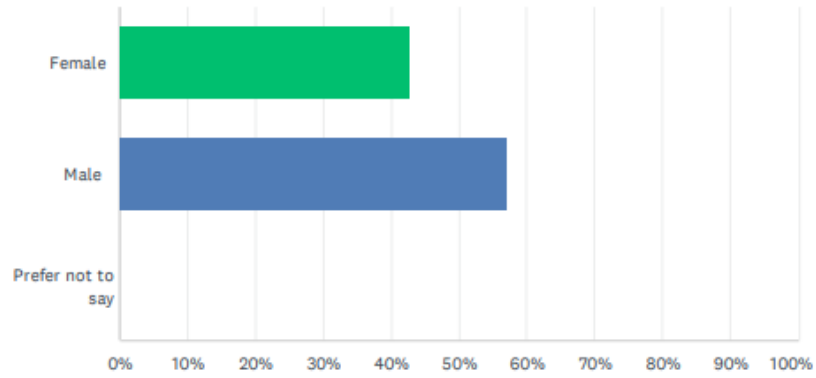
ANSWER CHOICES	RESPONSES
Bella Vista Haven Retirement Village	71.43% 5
Sharleen Court	0.00% 0
Prestige Ave	14.29% 1
Patrine Place	0.00% 0
Zane Close	0.00% 0
Crestview Drive	0.00% 0
Norwest Business Park	14.29% 1
Other (please specify)	0.00% 0
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	



Q2 What gender do you identify as?

Answered: 7 Skipped: 1

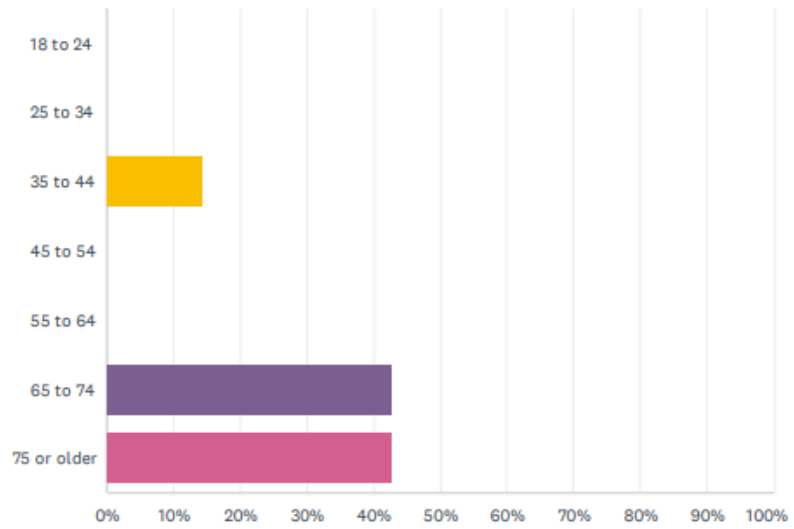


ANSWER CHOICES	RESPONSES	
Female	42.86%	3
Male	57.14%	4
Prefer not to say	0.00%	0
TOTAL		7



Q3 What is your age?

Answered: 7 Skipped: 1

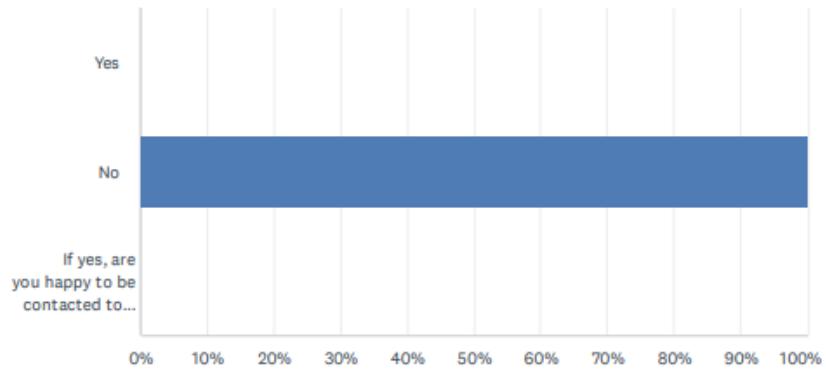


ANSWER CHOICES	RESPONSES	
18 to 24	0.00%	0
25 to 34	0.00%	0
35 to 44	14.29%	1
45 to 54	0.00%	0
55 to 64	0.00%	0
65 to 74	42.86%	3
75 or older	42.86%	3
TOTAL		7



Q4 Are you of Aboriginal or Torres Strait Islander descent?

Answered: 7 Skipped: 1



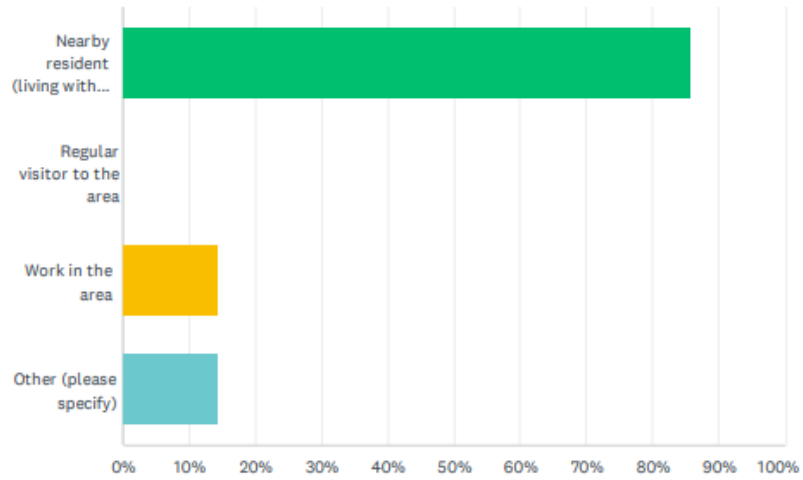
ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 7
If yes, are you happy to be contacted to discuss the development?	0.00% 0
TOTAL	7

#	IF YES, ARE YOU HAPPY TO BE CONTACTED TO DISCUSS THE DEVELOPMENT?	DATE
	There are no responses.	



Q5 What best describes your connection to the area? (select all that apply)

Answered: 7 Skipped: 1



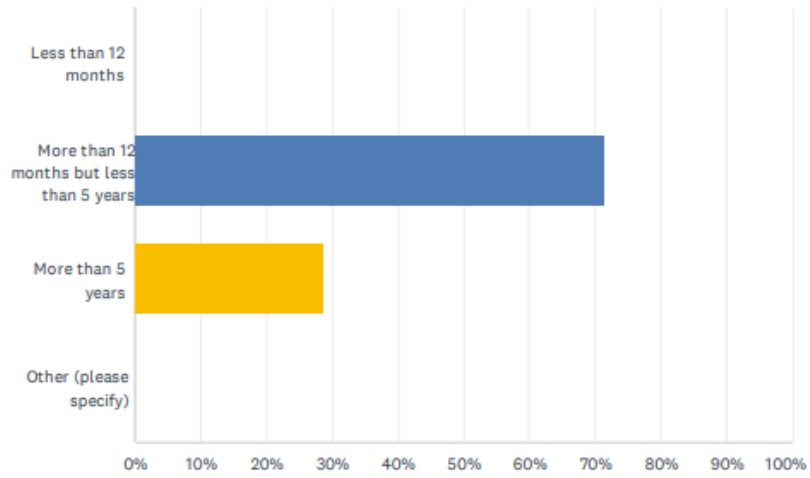
ANSWER CHOICES	RESPONSES	
Nearby resident (living within 500m from the site)	85.71%	6
Regular visitor to the area	0.00%	0
Work in the area	14.29%	1
Other (please specify)	14.29%	1
Total Respondents: 7		

#	OTHER (PLEASE SPECIFY)	DATE
1	Live here	9/23/2025 11:50 AM



Q6 How long have you lived or worked in the local area?

Answered: 7 Skipped: 1



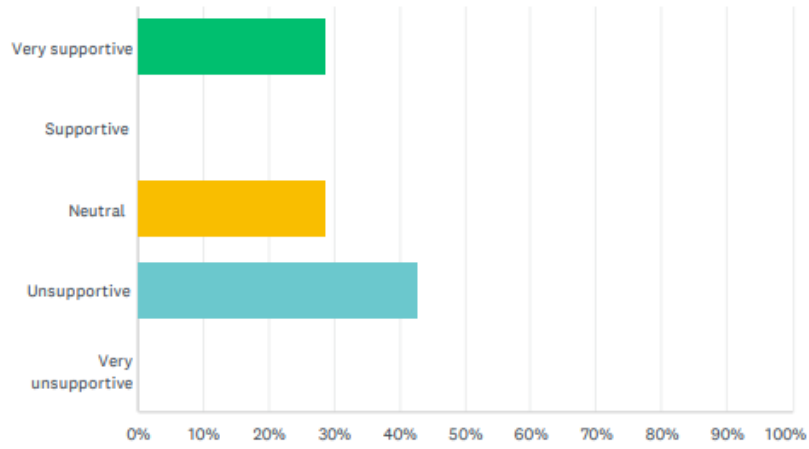
ANSWER CHOICES	RESPONSES	
Less than 12 months	0.00%	0
More than 12 months but less than 5 years	71.43%	5
More than 5 years	28.57%	2
Other (please specify)	0.00%	0
TOTAL		7

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	



Q7 How supportive are you of the proposal?

Answered: 7 Skipped: 1



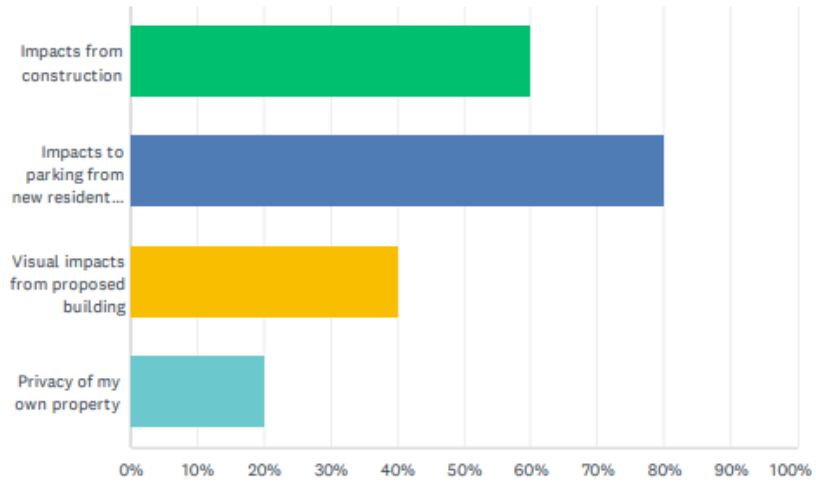
ANSWER CHOICES	RESPONSES	
Very supportive	28.57%	2
Supportive	0.00%	0
Neutral	28.57%	2
Unsupportive	42.86%	3
Very unsupportive	0.00%	0
TOTAL		7

#	PLEASE EXPLAIN WHY?	DATE
1	When I moved into Bella Vista Haven I was not informed the ongoing care to be built would be not running by Aveo. Do we get priority when we require this care? The access road through Aveo's site, will incur more traffic. Who foots the bill for road repairs.	10/8/2025 2:11 PM
2	Does not have separate road for vehicle access.	9/27/2025 5:05 PM
3	For ongoing care	9/27/2025 9:12 AM
4	I live at Bella Vista Haven Retirement Community	9/25/2025 9:24 AM
5	Current profile appears to be greater than originally planned	9/23/2025 11:50 AM



Q8 Are there any activities associated with this project that would concern you? (select all that apply)

Answered: 5 Skipped: 3



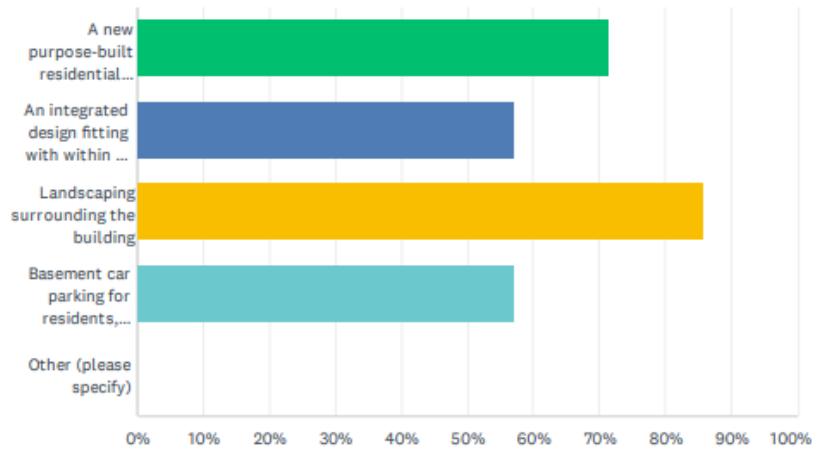
ANSWER CHOICES	RESPONSES
Impacts from construction	60.00% 3
Impacts to parking from new residential aged care community	80.00% 4
Visual impacts from proposed building	40.00% 2
Privacy of my own property	20.00% 1
Total Respondents: 5	

#	OTHER (PLEASE SPECIFY)	DATE
1	No	9/25/2025 9:24 AM



Q9 Which of the following do you consider the most positive elements of the proposed development? (select all that apply)

Answered: 7 Skipped: 1

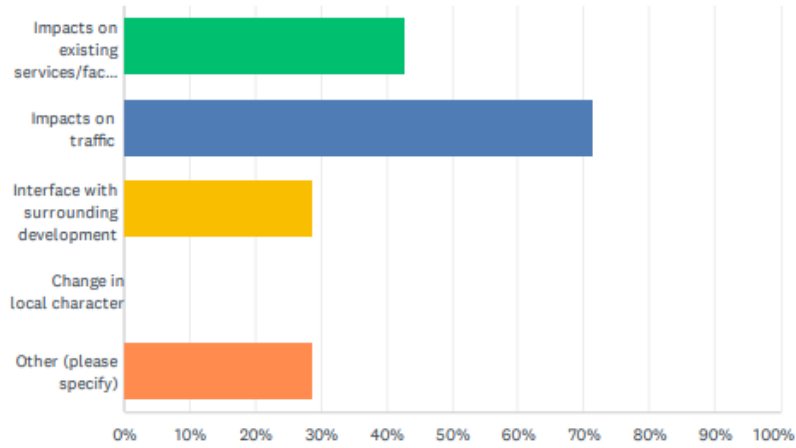


ANSWER CHOICES	RESPONSES
A new purpose-built residential aged care community in the area	71.43% 5
An integrated design fitting with within the existing retirement village	57.14% 4
Landscaping surrounding the building	85.71% 6
Basement car parking for residents, team, and visitors	57.14% 4
Other (please specify)	0.00% 0
Total Respondents: 7	
#	OTHER (PLEASE SPECIFY)
	There are no responses.



Q10 Do you have any concerns with this development in the local area? (select all that apply)

Answered: 7 Skipped: 1



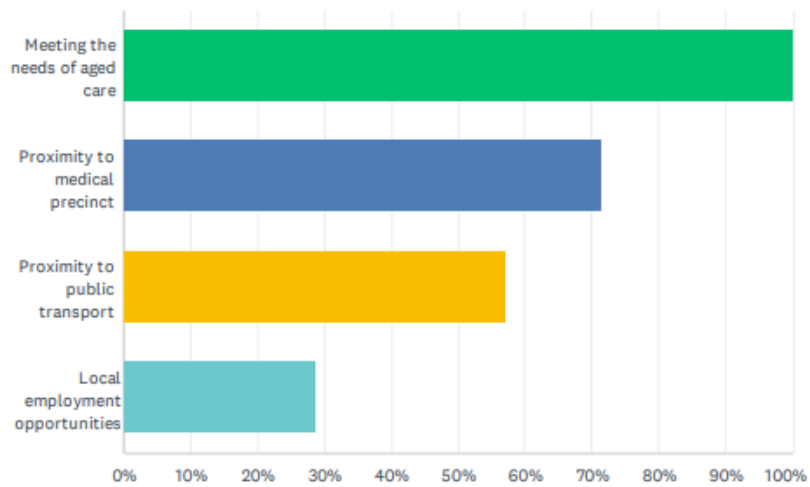
ANSWER CHOICES	RESPONSES
Impacts on existing services/facilities	42.86% 3
Impacts on traffic	71.43% 5
Interface with surrounding development	28.57% 2
Change in local character	0.00% 0
Other (please specify)	28.57% 2
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	No concerns	9/25/2025 9:24 AM
2	Costs associated with common proerty	9/23/2025 11:50 AM



Q11 What do you think are the potential benefits of the proposal? (select all that apply)

Answered: 7 Skipped: 1



ANSWER CHOICES	RESPONSES	
Meeting the needs of aged care	100.00%	7
Proximity to medical precinct	71.43%	5
Proximity to public transport	57.14%	4
Local employment opportunities	28.57%	2
Total Respondents: 7		

Q12 Do you have any other feedback or suggestions relating to mitigating or enhancing the impacts of the proposal?

Answered: 4 Skipped: 4

#	RESPONSES	DATE
1	The aged care units should be built facing Norbrik Drive next door to the existing Building A, Waratah with an entrance for vehicles directly off Norbrik Drive. The amount of traffic passing within a metre of the front pedestrian access door to Building A Waratah and almost as close to the front door of Building B Corymbia would be extremely dangerous especially considering the elderly residents who live here. It requires without doubt a separate vehicle entrance.	9/27/2025 5:05 PM
2	No	9/27/2025 9:12 AM
3	Keep us informed about the progress of the development. We received this 21/9. Did you have the online meeting on 17/9? Why weren't we invited? We would like an opportunity in our community to talk with your organisation.	9/25/2025 9:24 AM
4	The overall footprint appears excessive and as indicated what will be the principals of cost sharing for common areas	9/23/2025 11:50 AM

