

A photograph of a healthcare professional, a woman with brown hair tied back, wearing a white uniform, kneeling and assisting an elderly woman with grey hair. The elderly woman is seated in a wheelchair and is wearing a grey cardigan over a white collared shirt. They are outdoors on a paved path with green foliage and a building in the background. The text 'Greenwich Hospital redevelopment: Community Consultation Summary' is overlaid in white on the left side of the image.

Greenwich Hospital redevelopment: Community Consultation Summary

September 2019

Version 2



an ERM Group company

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01: Executive summary

KJA was engaged by HammondCare in April 2019 to assist with community and stakeholder engagement to support a proposal for the future redevelopment of the Greenwich Hospital site. The proposal's long term aim is to enhance the delivery of quality care services and to cater to the growing demand for health care services at Greenwich, as part of HammondCare's broader mission to serve people with complex health or aged care needs, regardless of their circumstances.

This report provides a summary of engagement activities undertaken by HammondCare to support its Response to Submissions following lodgement of an Environmental Impact Statement (EIS) and subsequent public exhibition between 14 February and 5 April 2019. It includes an overview of early communication and engagement activities, along with a more recent program of communication and engagement with stakeholders and the community to address issues raised and to assist in the delivery of relevant and timely information.

Consultation by HammondCare first commenced in late 2017 during early planning and was delivered across the following two key phases:

1. Engagement with relevant agencies to support a request for Secretary's Environmental Assessment Requirements (SEARs);
2. Consultation and Engagement with relevant agencies, the community and other stakeholders to meet the requirements outlined in the SEARs; as well as during public exhibition of the EIS.

Feedback received as a result of public exhibition primarily focused on the following:

- Size of proposed buildings;
- Zoning of Seniors Living;
- Neighbour amenity;
- Increased traffic and street parking pressures;
- Loss of trees;
- Impact on heritage-listed Pallister House.

In response to the high level of community interest and the issues raised, HammondCare undertook an additional program of communication and engagement with Council, the community and other stakeholders and has also made the following amendments to its proposal:

- Better protection of the tree canopy through an adjustment of the building footprint, saving 48 more existing trees, and a commitment to plant more than 60 new trees;
- Reduction in the bulk and scale of the Serviced Seniors Living buildings by up to two floors at the western end to minimise visual impact on neighbours and Pallister House;
- Deletion of the Seniors Living Villas along St Vincents Road to enhance the Pallister House heritage curtilage;
- Changes to the hospital basement to increase the setback from Pallister House;
- Changes to building layouts to create a new sightline to Pallister House from River Road.
- A new respite care facility;
- Removal of proposed driveway widening from River Road to retain the tree canopy and minimise civil works; and
- A new construction staging program.

At the time of writing this report, engagement with the community and other stakeholders is ongoing, and as such it is anticipated that HammondCare will continue to provide regular updates and work closely with the community and other stakeholders throughout the life of the project.

02: Introduction

HammondCare is currently planning for the future of Greenwich Hospital to enhance the delivery of quality care services and to cater to the growing demand for health care services into the future. HammondCare's plans for Greenwich Hospital form part of a broader mission to serve people with complex health or aged care needs, regardless of their circumstances.

The long term redevelopment of Greenwich Hospital is expected to take many years to complete and HammondCare recognises the high level of community interest in the future of the site. As part of its commitment to the community HammondCare has undertaken a program of community and engagement since planning commenced in late 2017.

From the early stages of development HammondCare has consulted with the local community in the Greenwich area. Following public exhibition of plans in April 2019, KJA was engaged in an advisory role to assist HammondCare with ongoing communication and community engagement.

This Community Consultation Summary (the Summary) has been prepared by KJA, as part of HammondCare's Response to Submissions. It provides an overview of HammondCare's early community consultation and engagement as well as a more recent program of communication and engagement in response to issues raised by the community,

Details of consultation and engagement activities undertaken in this report have been provided to KJA by HammondCare.

About HammondCare

HammondCare is an independent Christian charity organisation with a proud history of providing quality care and supporting people in need for more than 85 years. Its mission is to serve people with complex health or aged care needs regardless of their circumstances.

HammondCare currently operates 20 separate sites in New South Wales and Victoria and is committed to providing the highest possible quality of care to all people with an assessed need.

It is regarded as one of Australia's most innovative health and aged care providers with core services including dementia, aged and palliative care services, hospital care, residential care and community services.



03: Project Context

3.1 Greenwich Hospital overview

Greenwich Hospital has been operating since 1966 and is located on approximately 3.376ha of land, with road frontages to River Road and St Vincents Road. The site is predominately surrounded by freestanding residential dwellings, with Greenwich Public School to the north and Gore Hill Creek and Reserve to the south-west. The hospital grounds also contain the state heritage listed building Pallister House, a former residence built in 1892 that has been associated with a range of welfare and community activities since the 1930s.

Today Greenwich Hospital provides in excess of 36,000 inpatient and outpatient services, as well as almost 28,000 inpatient bed days annually.

3.2 About the proposal

As part of its mission to serve people with complex health or aged care needs, HammondCare has commenced planning for a future long term redevelopment of Greenwich Hospital. The plan aims to create an integrated health care campus that will provide a continuum of care with a focus on older people in northern Sydney, through fully cohesive, best-in-class services, with a wider range of inpatients and outpatients services. The original proposal lodged with Department of Planning, Industry and Environment included:

- 150 place hospital health care facility with a mix of inpatient hospital beds, palliative care beds and residential aged care beds;
- Inpatient and outpatient support services and areas necessary to provide a modern, attractive health facility consistent with HammondCare's high standard of care;
- Serviced Seniors Living associated with the hospital style campus model that includes apartments accessed via River Road and a small number of villas accessed via St Vincents Road;
- Retention of the heritage listed Pallister House to maintain its current functions as part of the hospital campus; and
- Approximately 329 onsite parking spaces, mainly undercover, to maximise green space.

Planning Process

The proposed redevelopment of the Greenwich Hospital site has a Capital Investment Value (CIV) of more than \$141 million, which meets the threshold to be considered a State Significant Development (SSD) requiring assessment through the Department of Planning, Industry and Environment (DPIE), formerly known as the Department of Planning and Environment (DP&E).

The planning and assessment process to facilitate development is divided across two stages:

- An Environmental Impact Statement and Concept Plan to address key issue in the SEARs
- A future detailed Development Application (DA) for construction (Subject to Concept Plan approval)

04: Consultation and engagement overview

HammondCare has a strong commitment to open and genuine engagement and is committed to working closely with the community and stakeholders throughout the many years it will take to deliver on its vision and to develop contemporary services that meet future needs at its Greenwich Hospital Campus.

4.1 Objectives

In undertaking community and stakeholder engagement HammondCare's primary objectives have been to:

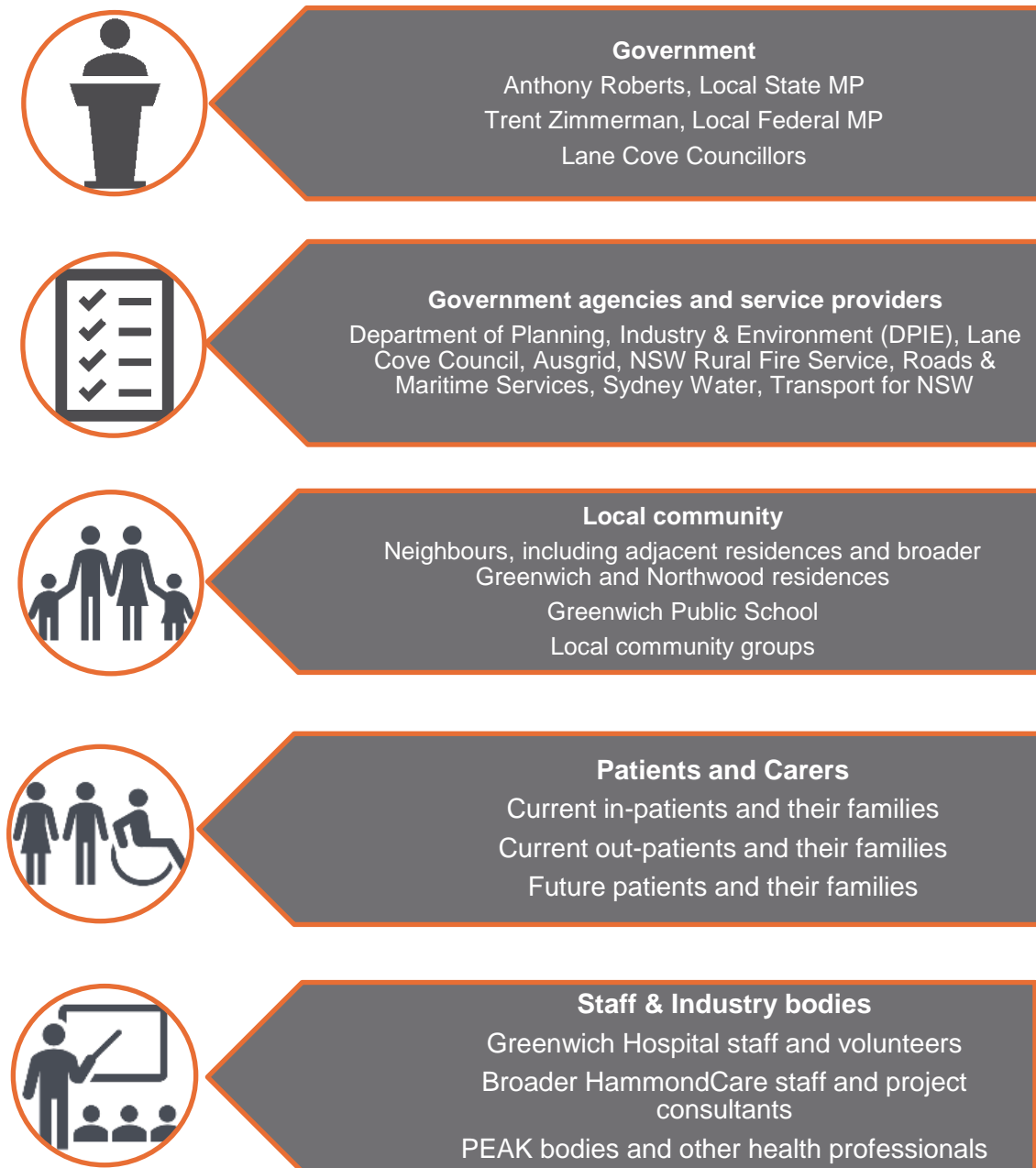
- Ensure consistent and timely communication by the project team;
- Address the SEARs for consultation issued by the DPIE;
- Outline how the proposal supports HammondCare's mission;
- Enhance relationships with the community; and
- Assist in understanding the main areas of community interest and provide opportunities for feedback.



05: Stakeholder and community groups

HammondCare recognises the high level of stakeholder and community interest in its long term plans for the redevelopment of its Greenwich Hospital Campus. Different stakeholder groups with an interest in plans for Greenwich Hospital are identified below. Note this is not an exhaustive list, nor is it placed in any hierarchical order.

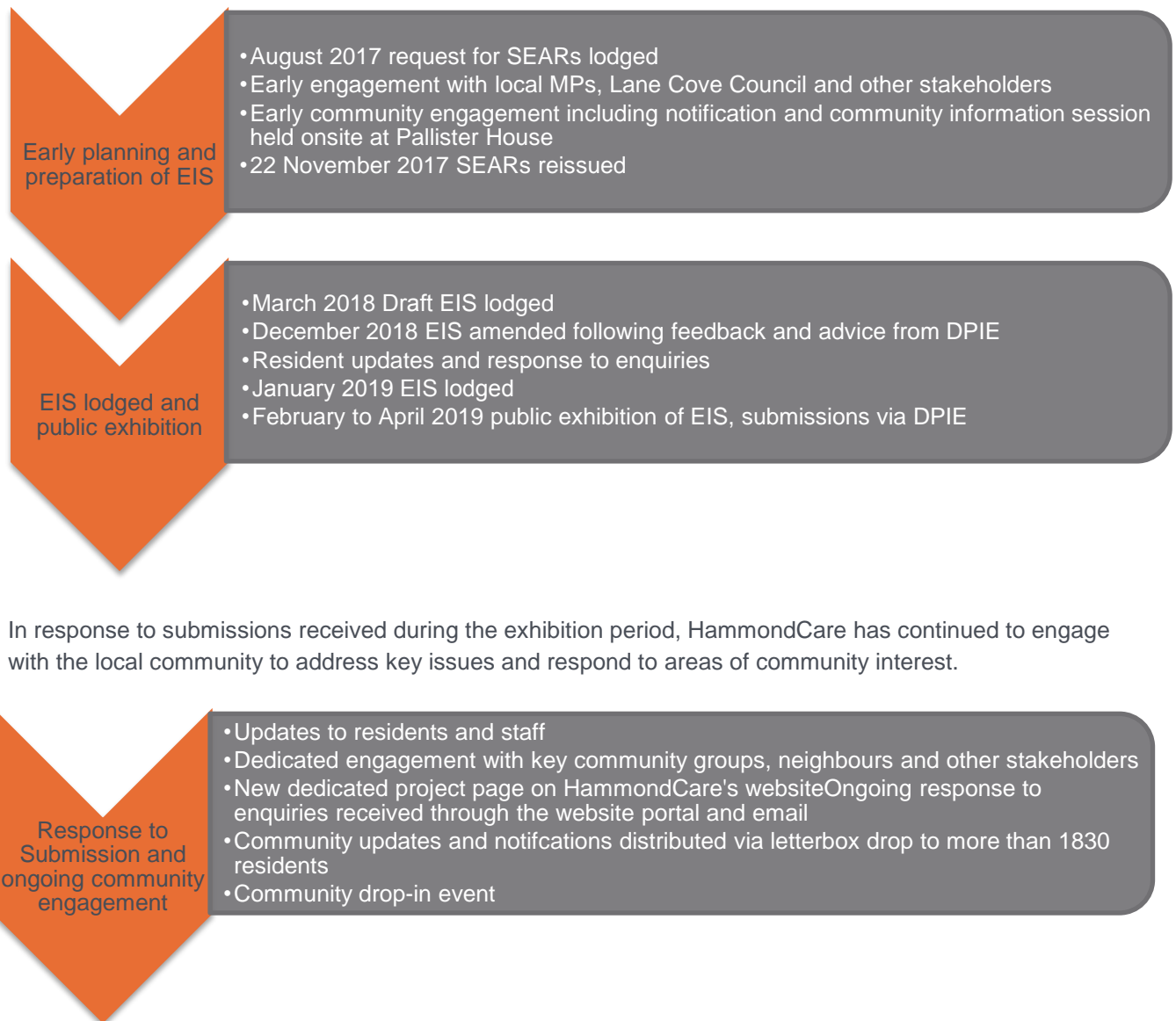
Figure 5.1 Stakeholder and community groups



06: Consultation and engagement process

To date, HammondCare has engaged with the local community and stakeholders throughout the planning process, which has primarily occurred in three main stages as shown in figure 6.1.

Figure 6.1 Stages of community engagement



In response to submissions received during the exhibition period, HammondCare has continued to engage with the local community to address key issues and respond to areas of community interest.

07: Summary of consultation and engagement activities late 2017- early 2019

7.1 Phase 1 - early engagement

As part of the planning process, HammondCare submitted a request to DPIE in August 2017 for SEARs to outline the key issues to be addressed in an EIS.

In the course of this early planning stage, HammondCare undertook a preliminary program of engagement with various agencies and the community in late 2017.

Table 7.1 Phase 1 Engagement and Consultation Activities

Date	Person/Organisation
Stakeholder notifications and correspondence	
October 2017	Initial communication by email to stakeholders and residents to notify of plans to redevelop Greenwich Hospital
4 October 2017	Letter to Lane Cove Council General Manager
4 October 2017	Letter to the Office of Environment and Heritage
4 October 2017	Letter to the Department of Primary Industries (Water)
4 October 2017	Letter to the Rural Fire Service
4 October 2017	Letter to Roads and Maritime Services
4 October 2017	Letter to Transport for NSW
Stakeholder meetings	
25 October 2017	Meeting with Lane Cove Council Officers
25 October 2017	Meeting with Roads and Maritime Services
26 October 2017	Meeting with the Rural Fire Service
Media activity	
19 October 2017	Media release: Plans for Greenwich Hospital Submitted
Community drop in session	
2 November 2017	Held onsite at Pallister House Feedback from this event resulted in changes to the original Concept Proposal that removed new driveways from St Vincent's Road access and modifications to western roadway

7.2 Phase 2 – preparation of EIS and lodgement / exhibition

Following detailed investigation, and after considering feedback on initial plans, HammondCare lodged an EIS with DPIE in January 2019. This was subsequently publicly exhibited between 14 February and 5 April 2019 to provide an opportunity for comment by relevant stakeholders and the community.

To support public exhibition HammondCare also undertook a program of communication and engagement, as shown as figure 7.2.

Table 7.2 Phase 2 Engagement and Consultation Activities

Date	Person/Organisation
Community updates and media activity	
23 January 2019	Letterbox drop to advise neighbours of the EIS lodgement
6 March 2019	Responses to questions from <i>North Shore Times</i> Published March 7, 2019 as part of coverage in <i>North Shore Times</i>
12 March 2019	Letter sent to approximately 50 stakeholders
18 April 2019	Media release: Future proofing care priorities in Greenwich Hospital Story published in <i>The Village Observer</i>
Enquiries	
January 2019	Established a community enquiry phone line
January 2019	Established a community email address – AskGreenwich@Hammond.com.au
24 January 2019	Email received from a local resident, Greenwich
7 February 2019	Email received from a local resident, Greenwich Response from Michael Cooney 25 February, 2019. Sent hospital update
3 March 2019	Patient/site user: a local resident – enquiry re: hydrotherapy pool availability during upgrade. Responded with more information.
12 March 2019	Email received from a local resident
13 March 2019	Email received from a local resident, Northwood. Comment following an update from HammondCare to their email inbox
13 March 2019	Email received from adjacent local resident, Greenwich. Response sent with follow up meeting
2 April 2019	Email received from local resident, Longueville. Response sent
Stakeholder meetings	
26 March 2019	Meeting with Lane Cove Manager Environmental Services to brief him on Concept Plan. Held at Pallister House
1 April 2019	Meeting with Mayor and Councillors on site at Greenwich Hospital. Bulk and scale, serviced seniors living, affordable housing, tree canopy raised as issues
12 April 2019	Meeting held with adjacent local residents, Greenwich.

7.3 Feedback from public exhibition

The primary areas of interest that have been expressed through submissions and subsequent meetings and communication were the following:

- Bulk and scale of proposed redevelopment;
- Seniors Living Units as a potential commercial residential development and how they may limit future hospital development;
- Neighbour amenity, noise and light impacts and overshadowing, including for the Bob Campbell Oval;
- Increased traffic and street parking pressures;
- Pedestrian safety, with particular reference to school children attending the public school opposite on River Road;
- Loss of trees and impact on the biodiversity of the site and surrounding bushland;
- Seniors access to community amenities such as shops and other medical services due to limited public transport;
- Proximity of new developments to heritage-listed Pallister House and any visual and physical impacts this may cause;
- Dust and noise from construction works.

Please refer to the Response to Submissions document for details of how these issues have been addressed.



08: Summary of consultation and engagement – post exhibition and preparation of Response to Submissions

8.1 Phase 3 Preparation of Response to Submissions

Since the exhibition period closed on 5 April 2019 HammondCare has reviewed all submissions received and continued to engage with local residents and other stakeholders to better understand key areas of concern and interest. This has included individual meetings with local community groups, updates by letterbox drop, a new project page online and a community drop-in event to share information about modifications and changes made to the proposed concept, based on the feedback received. The drop-in event was well attended by approximately 50 local residents including representatives from six community groups, Lane Cove Mayor Pam Palmer and Councillor Frances Vissel. Engagement and consultation activities are outlined at table 8.1.

HammondCare has further developed the Concept Plan in response to feedback from the Department of Planning, Government agencies, Lane Cove Council and the community. Amendments include:

- Better protection of the tree canopy through an adjustment of the building footprint, saving 48 more existing trees, and a commitment to plant more than 60 new trees;
- Reduction in the bulk and scale of the Serviced Seniors Living buildings by up to two floors at the western end to minimise visual impact on neighbours and Pallister House;
- Deletion of the Seniors Living Villas along St Vincents Road to enhance the Pallister House heritage curtilage;
- Changes to the hospital basement to increase the setback from Pallister House;
- Changes to building layouts to create a new sightline to Pallister House from River Road;
- A new respite care facility;
- Removal of proposed driveway widening from River Road to retain the tree canopy and minimise civil works; and
- A new construction staging program.

Table 8.1 Phase 3 Engagement and Consultation Activities

Date	Person/Organisation
Community updates and media activity	
3 June 2019	Briefing and update for Greenwich Hospital staff. A3 posters offering details of the project posted on staff notice boards.
7 June 2019	New dedicated webpage on HammondCare's main website goes live.
13 June 2019	Letterbox drop of update newsletter to 1830 residences about the plans, process and next steps. Copies of these letters were also made available to hospital patients and families.
26 July 2019	Responses to questions from <i>The Village Observer</i> . Journalist had heard rumours about proposed modifications to Concept Plan.
2 August 2019	"Still in the pipeline – Greenwich Hospital" published in <i>The Village Observer</i> .
13 August 2019	Media release: More trees, reduced building heights and Pallister House celebrated in new Greenwich Hospital vision. Issued to North Shore Times with images of Concept Proposal changes.
15 August 2019	<i>North Shore Times</i> online: New plans released for \$141.5m Greenwich Hospital. Also sent by email direct to community groups and individuals who have contacted us direct.
21 August 2019	Letterbox drop of update newsletter to 1830 residents inviting them to community drop in event at Greenwich Hospital to preview amended Concept Plan. Also sent by email direct to community groups and individuals who have contacted us direct.
Stakeholder meetings	
17 May 2019	Meeting with Anthony Roberts, MP for Lane Cove. Held onsite.
20 May 2019	Meeting offered to community group: GSL Action Group in response to their submission. Meeting offer declined.
20 May 2019	Meeting offered to community group: Northwood Action Group in response to their submission. Meeting offer declined.
29 May 2019	Meeting offered to community group: Greenwich Community Association in response to their submission. Meeting offer declined.
31 May 2019	Meeting with community group: Lane Cove Bushland and Conservation Society in response to their submission.
5 June 2019	Meeting with Ian Longbottom, Former Lane Cove Mayor.
7 June 2019	Meeting with community group: Greenwich Public School Parents and Citizens in response to their submission.
17 June 2019	Meeting with community group: Lane Cove North Residents Association in response to their submission.
17 June 2019	Meeting offered to community group: Greenwich Action Group in response to their submission. Meeting offer declined.
18 June 2019	Letter to Lane Cove Council Executive Manager Environmental Services asking for council assistance to approach community groups to encourage them to meet informally to discuss submissions.
19 June 2019	Meeting with local residents.
20 June 2019	Meeting with community group: Second offer to Northwood Action Group in response to their submission.

21 June 2019	Meeting offered to members of the Lane Cove Council's Bushland Management Advisory Committee. Declined as some members are part of the Lane Cove Bushland and Conservation Society.
21 June 2019	Meeting with Trent Zimmerman, Member for North Sydney.
26 June 2019	Meeting with community group: Longueville Residents Association. Postponed at stakeholder's request until July.
2 August 2019	Meeting with Lane Cove Council Executive Manager Environmental Services.
2 August 2019	Meeting with community group: Second offer to meet to discuss submission Greenwich Community Association.
12 August 2019	Meeting with all members of Lane Cove Council to talk through revisions to the redevelopment plans following the EIS process. Powerpoint provided showing the changes to the Concept Proposal presented by HammondCare Health General Manager Ron Thompson. Questions on notice from General Manager and Council Frances Vissel concerned new health/residential FSR and reduction in overall height of Serviced Seniors Living tower.
15 August 2019	Response forwarded to Council providing a table of new FSR ratios and the new building height.
Home visit for assessment of visual impact	
24 June 2019	Home visit to local resident, Greenwich.
24 June 2019	Home visit to local resident, Northwood.
24 June 2019	Home visit to local resident, Northwood.
25 June 2019	Home visit to local resident, Greenwich.
Phone conference	
9 June 2019	Phone conversation with Lane Cove Council: Executive Manager - Environmental Services. Follow up letter sent.
16 June 2019	Phone conversation with local resident: spokesperson for Greenwich Action Group. Meeting offer later declined.
26 June 2019	Phone conversation with Lane Cove Chamber of Commerce. Meeting invitation offered, will seek a meeting later interested.
26 June 2019	Phone conversation with President of the Greenwich Community Association offering to meet and discuss submission. Would put idea of a meeting to discuss submission to next public meeting of GCA.
Enquiries via email or online	
13 June 2019	Local resident – comment about Concept Plan. Emailed a response on June 26.
20 June 2019	Letter received, via email, from Greenwich Community Association Inc informing of motions passed by the group to request a 'town hall style' meeting with independent adjudicator and with all minutes approved by all present. Response provided that at this stage of the SSD process HammondCare is focussed on responding to individual submissions.
22 June 2019	Adjacent neighbour – request for update. Emailed with update and copy of recent newsletter.
23 June 2019	Local resident: comment about Concept Plan, including observation that the proposed new health campus is more suited to an "industrial site like Lane Cove West". Emailed a response on June 26.
18 July 2019	Email to Lane Cove Council offering a briefing on response to Lane Cove Council submission and Concept Proposal modifications at full "workshop" meeting of Lane Cove Council on Monday, 12 August, 2019. Briefing with council held on Monday, 12 August.

29 July 2019	Email to President of the Longueville Residents Association approaching the LRA for another meeting to discuss their submission. Briefing to occur on Wednesday, 7 August.
2 August 2019	Question through AskGreenwich website from local resident about whether the new Greenwich Health Campus will offer staged support for her mother who is living with dementia. Response on August 3 to confirm that the proposed campus will offer dementia care.
2 August 2019	Email to President of Greenwich Community Association, offering them an information briefing. Asked them whether they would like to meet for a "coffee and a chat" with Public Affairs Manager Kelvin Bissett to discuss the Greenwich Hospital Concept Plan changes. Email response on August 6.
6 August 2019	Email from President of Greenwich Community Association: "I think I will pass on your suggestion of a coffee thank you. The GCA committee is first that we would like to be very transparent in our interaction with HammondCare. The concerns felt by various groups within the community are fairly consistent and we seem merit in a discussion that includes us all."
22 August 2019	Email from local resident, Greenwich, requesting update on visual impact statement and details of community drop in event. Forwarded to them PDF of community drop in event newsletter. Informed him that visual impact statement was still with consultants.
29 August 2019	Email response to President of Greenwich Community Association to questions during Greenwich Hospital revised concept proposal community drop in event. They responded on August 2 to say they appreciated the drop-in event.
29 August 2019	Email response to local resident, Greenwich, to questions during Greenwich Hospital concept proposal community drop in event.
29 August 2019	Email response to representative of Northwood Action Group to questions during Greenwich Hospital concept proposal community drop in event.
29 August 2019	Email response to representative of Bushland and Conservation Society to questions during Greenwich Hospital revised concept proposal community drop in event.
29 August 2019	Email response to President of Lane Cove North Residents Association to questions during Greenwich Hospital revised concept proposal community drop in event. They responded on August 30 to say they appreciated the drop in event.
29 August 2019	Email response to representative of Greenwich Public School P&C to questions during Greenwich Hospital revised concept proposal community drop in event.
29 August 2019	Email response to local resident to questions during Greenwich Hospital revised concept proposal community drop in event.
29 August 2019	Email response to local resident to questions during Greenwich Hospital revised concept proposal community drop in event.
29 August 2019	Email response to local resident, Greenwich, to questions during Greenwich Hospital revised concept proposal community drop in event.
29 August 2019	Email from local resident, Greenwich, apologising they could not attend community drop in event for the revised concept plan. They asked for any public information to be emailed to them. The information boards, preview of revised concept and new tree diagram provided.
Notification of Community drop-in event	
21 August 2019	Letterbox drop to 1830 local residences notifying of the community drop-in event to view the modifications made to the Concept Plan.
21 August 2019	Letter sent by email to representative of Greenwich Public School P&C from HammondCare Health General Manager Ron Thompson inviting members to community drop-in event to preview amended concept plan. Included PDF of community newsletter.

21 August 2019	Letter sent by email to representative of Northwood Action Group from HammondCare Health General Manager Ron Thompson inviting them to community drop-in event to preview amended concept plan. Included PDF of community newsletter.
21 August 2019	Letter sent by email to President of Longueville Residents Association from HammondCare Health General Manager Ron Thompson inviting members to community drop-in event to preview amended concept. Included PDF of community newsletter.
21 August 2019	Letter sent by email to convenor of Lane Cove North Residents Association from HammondCare Health General Manager Ron Thompson inviting members to community drop-in event to preview amended concept plan. Included PDF of community newsletter.
21 August 2019	Letter sent by email to Greenwich /St Leonards Action Group from HammondCare Health General Manager Ron Thompson inviting members to community drop-in event to preview amended concept plan. Included PDF of community newsletter.
21 August 2019	Letter sent by email to President of Greenwich Community Association from HammondCare Health General Manager Ron Thompson inviting members to community drop-in event to preview amended concept plan. Included PDF of community newsletter. Responded that they will be attending.
21 August 2019	Letter sent by email to President of Greenwich Action Group from HammondCare Health General Manager Ron Thompson inviting members to community drop-in event to preview amended concept plan. Included PDF of community newsletter.
23 August 2019	Email to Lane Cove Mayor Palm Palmer informing her of the community drop in event arrangements, including a copy of drop in event newsletter.
23 August 2019	Email to Lane Cove Council Executive Manager – Environmental Services informing them of community drop in event arrangements, including a PDF copy of drop in event newsletter.
23 August 2019	Email to Member for Lane Cove Anthony Roberts informing him of community drop-in event to preview revised concept plan and included PDF of drop-in event for newsletter. Follow up to previous consultation.
23 August 2019	Email to former Lane Cove Mayor, Ian Longbottom, informing him of community drop-in event to preview revised concept plan and included PDF of drop-in event for newsletter. Previously met with project team to discuss original concept plan.
23 August 2019	Email to local resident, informing them of community drop-in event to preview revised concept plan and included PDF of drop-in event for newsletter. Had previously made contact on AskGreenwich.
23 August 2019	Email to local resident informing them of community drop-in event to preview revised concept plan and included PDF of drop-in event for newsletter. Had previously made contact on AskGreenwich.
23 August 2019	Email to local resident informing them of community drop-in event to preview revised concept plan and included PDF of drop-in event for newsletter. Had previously made contact on AskGreenwich and met with project team.
23 August 2019	Email to local resident informing them of community drop-in event to preview revised concept plan and included PDF of drop-in event for newsletter. Had previously made contact on AskGreenwich and met with project team.
23 August 2019	Email to local resident informing them of community drop-in event to preview revised concept plan and included PDF of drop-in event for newsletter. Had previously made contact on AskGreenwich and met with project team.
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23 August 2019	Email to local resident informing them of community drop-in event to preview revised concept plan and included PDF of drop-in event newsletter. Had previously made contact on AskGreenwich and met with project team.
23 August 2019	Email to local resident informing them of community drop-in event to preview revised concept plan and included PDF of drop in event newsletter. Had previously made contact on AskGreenwich and met with project team.
Community drop-in event	
28 August 2019	Community drop in event held at Pallister House, Greenwich Hospital, to display details of amended concept plan. More than 50 local residents attended, including 33 who registered at entry, representatives from six community groups, Lane Cove Mayor Pam Palmer and Councillor Frances Vissel. 10 follow-up emails were also sent following individual enquiries.
Follow Up Correspondence	
10 September 2019	Letter received from President of community group: Northwood Action Group in response to community drop in event held on 28 August 2019. Response sent on 17 September 2019 from HammondCare Group General Manager with contact details if further assistance is required.
12 September 2019	Letter received from President of community group: Greenwich Community Association Inc. in response to community drop in event held on 28 August 2019. Response sent on 17 September 2019 from HammondCare Group General Manager with contact details if further assistance is required.



09: Key engagement tools and activities

9.1 Ongoing community consultation and engagement

HammondCare is committed to an ongoing program of community and stakeholder engagement throughout the entire life of the project.

Subject to approval, the Greenwich Hospital redevelopment will take several years before the final site is complete. HammondCare is planning a staged construction process that will ensure the hospital and important specialist services Greenwich Hospital provides to the community will continue to be available at all stages.

While avenues for community and stakeholder feedback and engagement will be available at all times, it is anticipated that direct and active engagement activities are likely to peak around key milestones. This includes lodgement of a DA and public exhibition, and during construction periods.

A summary of the key tools and activities used during recent engagement is listed below, it is expected that these tools and activities will continue to be used as the project progresses. Note this is not an exhaustive list and HammondCare is likely to deploy additional activities and tools as required.

9.2 Communication and engagement tools and activities

Website

The dedicated webpage on HammondCare's website has been used as a primary means of providing information to the public, neighbours, hospital staff, volunteers, and the patient community. It is expected that it will continue to be updated with information, such as:

- Key benefits of the proposed plan;
- Updates on the proposed redevelopment;
- Stages in the development process;
- Fact sheets and FAQs;
- Relevant plans and links to planning documents;
- Community updates; and
- Contact details including an online submission form and option to sign up to updates and newsletters.

Staff Updates

Greenwich Hospital staff and volunteers have been kept informed through briefings, the website and hospital management. It is anticipated that briefings will continue to occur at key milestones throughout each phase of the project's life.

Dedicated contact number (1300 426 666)

A phone number is being maintained by HammondCare for queries from members of the public, patients, staff and any other stakeholders and provides a mechanism for two-way communication. All collateral regarding the redevelopment references this number as a main contact source for community members.

AskGreenwich@Hammond.com.au and online 'contact us' form

The dedicated email address is being maintained by HammondCare to provide a mechanism for two-way communication and to enable members of the public to contact HammondCare with any enquiries and comments. All collateral regarding the redevelopment references this email address as a main contact source for community members.

Letterbox drops with resident updates

Recent community updates were distributed via letterbox drop on 13 June and 21 August 2019 to provide an update on HammondCare's plans, with the most recent update also including an invitation to the community drop-in event. Copies of the updates and distribution area is provided in Appendix C.

It is anticipated that updates and notifications will continue to be distributed via letterbox drop to immediate neighbours and to surrounding streets as a means of disseminating clear factual information to people most likely to have a direct interest in HammondCare's plans to coincide with key project milestones. Information is expected to include:

- News and/or updates about plans and consultation events
- Website address for the latest information
- Phone and email to enable direct two way engagement

Fact Sheets & FAQs

Fact Sheets and FAQs are important tools for informing and updating a broad range of people who have an interest in HammondCare's plans. Existing FAQs are available on the Greenwich Hospital redevelopment website for the public to download. It is expected that the FAQ will continue to be updated as the redevelopment progresses and posted on the Greenwich Hospital redevelopment webpage and delivered via letterbox drop to neighbours as required. A copy of the FAQs as at 5 August 2019 is provided in Appendix D.

Site tours, briefings and face-to-face meetings

HammondCare has engaged with DPIE, Lane Cove Council and other stakeholders as part of its response to submissions. HammondCare has also offered and undertaken site tours and face-to-face meetings with various interested stakeholders including local MPs, neighbours and community groups. These opportunities will continue to be available to interested parties at key project stages.

Presentation material

A PowerPoint presentation was developed, with key information and facts as well as providing a visual aid for architectural plans and artist's impressions. It anticipated that presentation materials will be updated and continue to be used for future meetings and briefings as the project progresses.

Community drop-in event(s)

A community drop-in event was recently held in Pallister House at Greenwich Hospital on Wednesday 28 August 2019, to provide an update about HammondCare's plans, and to enable the community to speak directly with HammondCare staff.

Information was included on 8 project boards to provide clear information about the proposal and how HammondCare has responded to issues raised. A copy of the project boards is provided in Appendix F.

It is proposed future community drop-in events will be held to as needed to align with key project milestones.

07: Appendices

Appendix A	Community update June 2019
Appendix B	Community update and invitation to drop in event
Appendix C	Community update distribution area
Appendix D	FAQs
Appendix E	Copy of the PowerPoint presentation to Lane Cove Council
Appendix F	Project boards
Appendix G	Photos from community drop-in event



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Planning for the future of Greenwich Hospital

Community update

As you may already be aware, HammondCare is planning for the future of Greenwich Hospital to cater to the growing demand for health care and deliver additional services to meet community needs over the long-term.

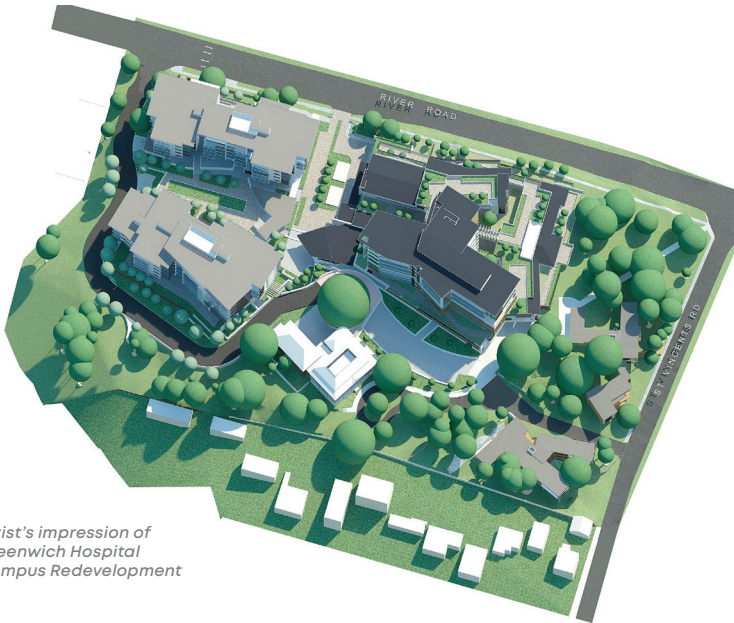
As an independent Christian charity, HammondCare’s mission is to serve people with complex health or aged care needs regardless of their circumstances. We have a proud history of providing quality care and supporting people in need that dates back more than 85 years.

About our plans

Greenwich Hospital has been operating since 1966, and today it provides more than 34,000 outpatient and home care occasions of care, as well as almost 28,000 inpatient bed days annually.

Our vision for the future is to enhance the delivery of quality care services for people in need, by creating a modern and contemporary health and hospital campus at Greenwich which includes:

- palliative and supportive care;
- rehabilitation and mental health care for older people;
- specialised dementia support services available for people living with dementia and their carers;
- residential aged care including dementia care services;
- HammondCare At Home – home care service to both on and off-site seniors living residents; and
- supported seniors living accommodation to provide ‘ageing in place’ opportunities for older people to stay in their homes longer.



The planning process

Our plan for Greenwich Hospital Campus has a capital investment value of more than \$141 million, and is classified as a State Significant Development (SSD). This process provides a more holistic approach to future development on the site, with assessment by one consent authority – the Department of Planning and Environment.

Between February and April this year the initial Concept Proposal and Environmental Impact Statement, went on public exhibition to enable community comment and feedback. This is just one step in a long planning process, to determine the scale and layout of development allowed on the site.

HammondCare recognises the significant community interest in future plans for Greenwich Hospital and we are currently reviewing the feedback received during public exhibition, and preparing a response to submissions to address the issues raised.

Next steps

HammondCare is committed to getting the best outcome for the site, the community and for the people we serve. There will be additional opportunities to come for public consultation and for your involvement as we progress through this planning process. More information and regular updates will also be available at hammondcare.com.au/greenwich

We also welcome your comments and questions.
Contact us at: AskGreenwich@hammond.com.au
or call 1300 426 666.



Community drop-in event

Come and find out about the revised plans for Greenwich Hospital

HammondCare has been working on an amended concept plan to enhance our vision for Greenwich Hospital.

The amended plan has been developed in response to feedback from Department of Planning, Government agencies, Lane Cove Council and the community, and will help transform the current site into a modern integrated healthcare campus that caters to the growing needs of the local community, especially older people.

Key amendments to the proposal include:



Protection of the tree canopy through an adjustment of the building footprint, saving 48 more existing trees, and a commitment to plant more than 60 new trees.



Reduction in the bulk and scale of the Serviced Seniors Living buildings by up to two floors at the western end to minimise visual impact on neighbours and Pallister House.



Deletion of the Seniors Living Villas along St Vincents Road to enhance the Pallister House heritage curtilage.



Changes to the hospital basement to increase the setback from Pallister House.



Changes to building layouts to create a new sightline to Pallister House from River Road.



A new respite care facility.



Removal of proposed driveway widening from River Road to retain the tree canopy and minimise civil works.



A new construction staging program.



HammondCare recognises the significant community interest in the plans for Greenwich Hospital and we are committed to delivering the best outcome for the community and for the people we serve.

To find out more, come along to the community drop-in session:

Date: Wednesday 28 August 2019

Time: Drop in any time between 6pm and 8pm

Location: Pallister House, Greenwich Hospital

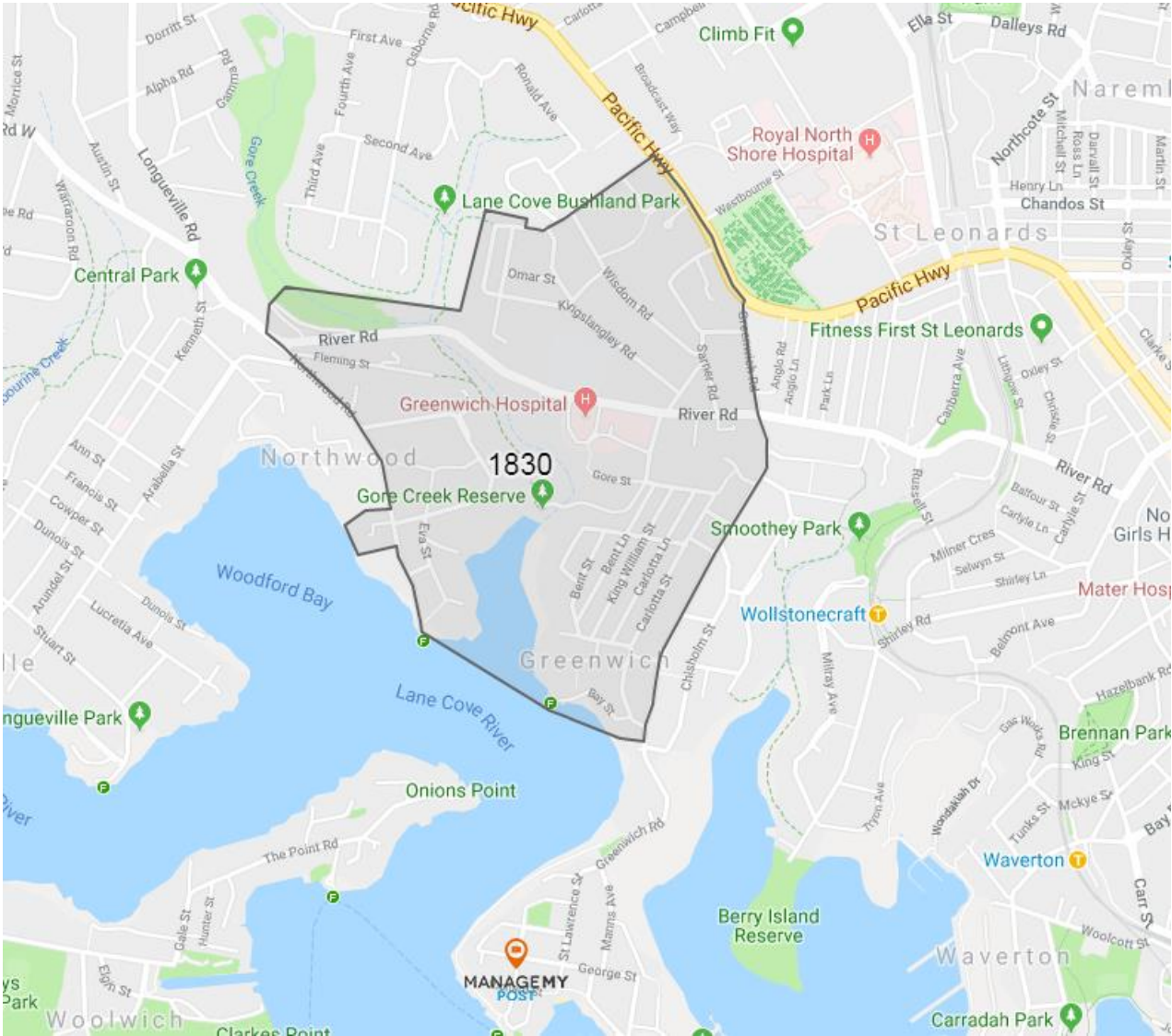
(Pallister is located adjacent to the top carpark on the St Vincents Rd side of the hospital site)

The drop-in event is a chance for you to preview the amended plans before resubmission, find out what's changed and speak with a member of the project team.

More information and regular updates will also be available on our website
www.hammond.com.au/greenwich

Or you can contact us at
AskGreenwich@hammond.com.au or
1300 426 666 for any questions or comments.

Appendix C Community update distribution area





Greenwich Hospital

QUESTIONS & ANSWERS

August 2019

Who is HammondCare?

HammondCare is an independent Christian charity, with a history that dates back more than 85 years. Our mission is to serve people with complex health or aged care needs regardless of their circumstances.

We currently operate 20 separate sites in New South Wales and Victoria, and we are internationally regarded as one of Australia's most innovative health and aged care providers, offering hospital care, residential care and community services.

Why is development proposed for the site?

Greenwich Hospital has been operating since 1966 and currently provides more than 34,000 outpatient and in-home occasions of care, as well as almost 28,000 inpatient bed days annually. While the standard of care is widely recognised as excellent, the building fabric of the hospital has now reached the end of its design and useful life and is no longer suitable for best practice service delivery, nor are they designed to enable its improved model of care.

Our long-term aim is to create a modern and contemporary hospital campus at Greenwich.

The new Greenwich Health Campus will respond to ageing population trends, notable in northern Sydney, with expanded, integrated and specialised health services, and residential aged care and serviced seniors living on site as part of a continuum of care. The objective of the Greenwich Health Campus will be to enable older people to live well and maintain independence.

HammondCare is pursuing its vision without the benefit of government funding towards construction.

What is HammondCare proposing for the site?

The proposal outlined in the Staged Redevelopment of Greenwich Hospital (Concept) lodged with the NSW Department of Planning in January will provide services such as:

- palliative and supportive care;
- rehabilitation and mental health care for older people;
- specialised support services available for people living with dementia and their carers;
- residential aged care including dementia care;
- HammondCare At Home – home care service for both on and offsite seniors living residents.

The proposal also includes 89 new serviced seniors living units with support services to provide "ageing in place" opportunities for older people.

What modifications were announced to the concept plan in August 2019?

Earlier this year the concept proposal was placed on public exhibition, resulting in 199 submissions from individuals, organisations including Lane Cove Council, and community groups.

HammondCare has listened and responded to the views expressed in these submissions as well as feedback from the NSW Department of Planning.

The modifications enhance our vision for Greenwich Hospital. They protect the tree canopy, reduce bulk and scale and protect and celebrate heritage-listed Pallister House while ensuring the improved services and residential accommodation options.

A new respite care centre will be created on St Vincents Road, complementing the range of services at the site.

Why is HammondCare including serviced seniors living in the development?

The inclusion of serviced seniors living is an integral part of the development and a contemporary approach to the way we provide a continuum of care for older people. It allows people to downsize as they age, remain living in their local area and also receive health and aged care services they may need over time.

Serviced seniors living provides an opportunity for couples to remain living together after one of them requires inpatient or residential aged care services. It also offers an opportunity for single older people to live independently without family support while still having convenient access to hospital and outpatient support services.

The 89 units will be available on a licensed basis with title remaining in HammondCare hands.

This seniors living accommodation with 24/7 care available on site will be a new option to the older people of northern Sydney. While new in this area of Sydney, the accommodation is being offered in other places, including in the new Bethlehem Health and Retirement Precinct in Caulfield, Victoria.

What size will the development be and how does it fit with the surrounding suburban area?

The proposal has been designed to minimise the impact on the surrounding areas with larger buildings located in the middle of the site and along River Road.

Modifications to the concept proposal in August significantly reduce the bulk and scale of the serviced seniors living buildings. The buildings include:

- A new 150 place hospital health care building with the potential for up to 8 levels (including ground floor podium), over basement parking.
- 89 new serviced seniors living units in 2 buildings with potential for up to 8 levels, including podium and semi basement parking – with access from River Road.

The revised concept plan reduces the bulk and scale of the serviced seniors living buildings by up to two floors at the western and eastern ends to minimise visual impact on neighbours and Pallister House. Overall, the height has been reduced by between 12.3 metres and 2.7 metres.

Seniors living villas previously proposed along St Vincents Road have been removed from the Pallister House heritage curtilage with a new respite care facility added north of the driveway.

There is a new sightline to Pallister House from River Road.

Removal of proposed driveway widening from River Road to protect the tree canopy and minimise civil works. Changes to the hospital basement increase the setback from Pallister House.

There is a new construction staging program, better supporting health priorities.

Why is HammondCare proposing taller buildings than what is currently on the site?

The proposal for the new hospital, along with the inclusion of serviced seniors living has been prepared following detailed investigation of the community's projected needs over the long-term. The proposal provides a framework for the holistic future of the site for the coming decades, rather than having a piecemeal approach to future development.

At the same time, HammondCare is mindful of the need to reduce the impact on our neighbours from development and overshadowing, and ensure the site and precinct retains a leafy feel. Larger buildings will be set back from sensitive areas in local streets, and significant trees and bush corridors will be protected.

Deep soil has increased from 12,000 square metres (35%) to 13,800 square metres (40%)

Total landscaped area (open to the sky other than roads and roofs has increased from 18,500 square metres (54.7%) to 20,000 square metres (60%).

Modifications to the concept plan have reduced the height of the serviced seniors living buildings by between 2.7 meters and 12.3 metres.

What impact does the redevelopment have on the tree canopy?

Modifications to the concept proposal have led to an adjustment of the building footprint, saving 48 mature trees. There is also a commitment to plant more than 60 new trees, including some plantings ahead of the project. The net result will be more trees and an increased tree canopy than presently on site.

Significant and large trees to the perimeter of the site will be retained to maintain the leafy outlook and create a visual buffer that improves the amenity of the streetscape.

The south western corner of the site contains a densely vegetated area extending down a steep slope towards Gore Creek. This part of the site will remain largely intact and a management plan implemented.

How much parking will be provided and what will be the impact of more traffic in the surrounding area?

The proposal includes approximately 329 parking spaces with the majority underground. The main site access will remain off River Road. A detailed traffic study was commissioned as part of the proposal and concluded that the traffic generated from the proposed redevelopment would only have a minimal impact.

This is because the type of vehicle trips generated from a hospital and facilities like serviced seniors living, do not generally contribute to regular commuter traffic, or have peak periods like school pick-up and drop-off times.

What stage is the proposal at and who will assess the proposal?

The proposed redevelopment of Greenwich Hospital Campus has a capital investment value of \$141 million and is classified as a State Significant Development (SSD), which requires assessment through the Department of Planning, Industry & Environment (DPIE). Planning is still in the early stages and will be assessed in two parts.

- In January HammondCare submitted the first part of the planning and assessment process, involving preparation of a concept plan and Environmental Impact Statement (EIS). This involves detailed technical studies to fulfil the requirements set out by DPIE along with details of size, location and layout of buildings on the site.
- This concept plan went on exhibition, resulting in 199 submissions from individuals, organisations and Lane Cove Council. The modifications announced in August are in response to the views in these submissions and widespread consultation.
- The next stage includes preparation of detailed building plans and a development application along with community consultation, and a construction management plan that requires further assessment, before any work can commence on site.

Why isn't the proposal for seniors living being assessed by Lane Cove Council?

HammondCare is committed to working closely with Lane Cove Council at every stage of the planning process. However, the Greenwich Hospital project is classified as an SSD due to its capital investment value. This means the DPIE is the consent authority.

Who will utilise the facilities?

The number of people aged 65 or older in Northern Sydney is expected to increase to nearly 20% by 2031, and we estimate that more than 45% of recipients of HammondCare's services are low income or disadvantaged older people.

This will be reflected through the mix of services at Greenwich. As a sub-acute hospital, we are one of a few in the region offering palliative care services.

What will happen to Pallister House?

There are no changes proposed for Pallister House. Pallister House (also known as Standish) was built in 1892 as a residence for John St Vincent Welch and his family, and is listed on the State Heritage register. Today it is home to HammondCare's world leading specialised Dementia Centre. Funded through a partnership with the Australian Government, the Dementia Centre provides quality specialised dementia support nationally to people living with dementia and their carers.

HammondCare has a strong record of protecting heritage assets. In the past five years we have spent more than \$2 million restoring Pallister House.

As part of our ongoing commitment, our plans include relocating most car parking into basement areas away from Pallister House and reinstating the original carriageway entrance from River Road. This will improve sight lines to the building, increase pedestrian access and further recognise the heritage significance of the house.

Modifications to the concept plan announced in August further recognise the significance of Pallister House. Seniors living villas have been removed from the curtilage, the eastern end of the serviced seniors living building has been reduced in height, there are improved sightlines through from River Road and there are changes to the hospital basement to increase the setback from Pallister House.

What's the time frame for future development and will any services need to close?

Realising HammondCare's vision for Greenwich Hospital will take many years to complete. The preparation of a concept plan is just one step in a long planning process. Subject to approval, future development will be undertaken in stages to minimise disruption. HammondCare will maintain current services throughout future redevelopment.

How can I find out more information?

HammondCare is committed to working closely with the community and other stakeholders throughout the planning process.

More information and updates will be available on our website **hammond.com.au/Greenwich** and we also welcome your comments and questions, via email and phone



Email
AskGreenwich@hammond.com.au



Phone
1300 426 666



(River Road)

An Enhanced Vision for Greenwich Hospital

A response to Lane Cove Council and community submissions
12th August 2019



About HammondCare

We are an independent Christian charity with a proud history dating back more than 85 years.

Our passion is improving quality of life for people in need. We serve people with complex health or aged care needs, regardless of their circumstances.

HammondCare is pursuing a long-term vision for Greenwich Health Campus. It will provide specialist care services for seniors and people with complex health needs with choice of access.



2

Improving the Greenwich Hospital vision

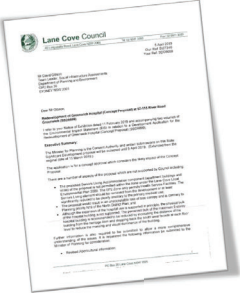
Overall, 199 submissions were received.


We have carefully considered Lane Cove Council's concerns:

- Bulk and Scale
- Tree canopy
- Supported Seniors Living

We have responded with an enhanced concept plan that will meet growing health needs :


- Reduction of bulk and scale
- Net increase in canopy – 48 more trees saved
- Reinstate heritage setting for Pallister House
- Prioritised health services in staging






3

Key Modifications to the Concept Proposal

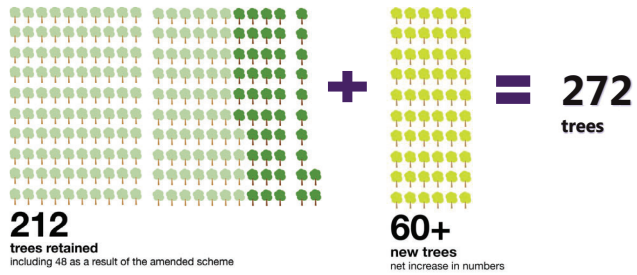


- Revised building footprint to increase tree retention and canopy
- Building reconfigured to improve sightlines to heritage-listed Pallister House from River Road
- Revised building footprint to increase tree retention and canopy
- Seniors Living Villas deleted, respite care facility added along St Vincents Road to increase tree retention and maintain heritage outlage
- Basement reconfigured to increase setback from Pallister House
- Reduction in building bulk and scale, and increased building modulation to minimise visual impact on neighbours and Pallister House
- Driveway widening deleted to avoid civil work and increase tree retention and tree canopy



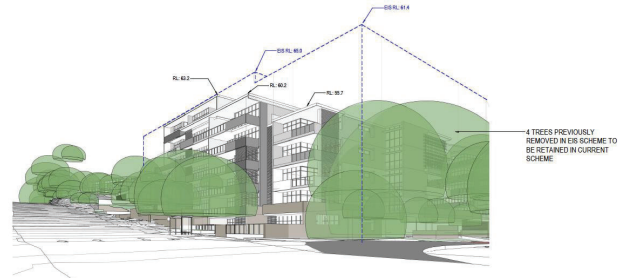
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Protection of Tree Canopy



5

Reduction in Bulk and Scale



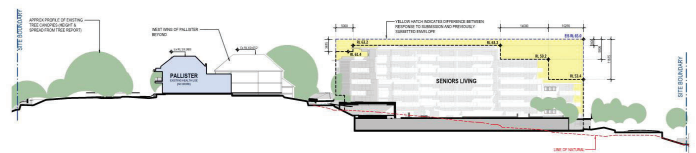
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River Road View as Amended



7

Reduced Bulk and Scale – Cross Section



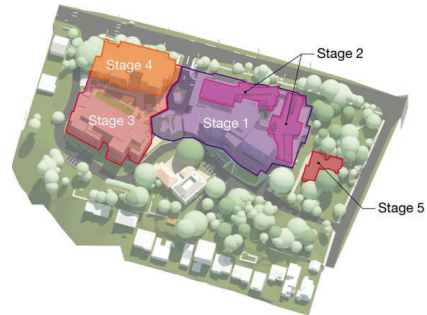
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Villa Deleted from St Vincents Road



9

New Staging – Health Services the Priority



10

Other Matters – Detailed Design

We will meet and exceed standards for:

- ☒ Stormwater Management
- ☒ Erosion and Sedimentation control
- ☒ Construction Noise Management Plan
- ☒ Waste Management Plan
- ☒ Contamination
- ☒ Hydrological Survey

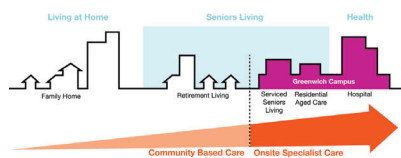
11

The need for a Greenwich Health Campus

1. Current hospital buildings circa 1966
2. Palliative care, specialist mental health and rehabilitation strongly patronised
3. Population is ageing, including northern Sydney
4. Existing, approved & potential seniors' villages near hospital
5. Ageing brings complex challenges
6. Serviced Seniors Living/Hospital in the Home



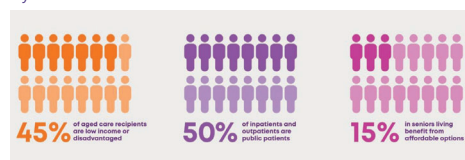
The Need for Serviced Seniors Living



1. Accommodation with 24/7 health care
2. **Title remains with HammondCare (an independent Christian charity)**
3. **Available on a licensed basis**
4. Residents likely to be 75+ with chronic health needs
5. **Stays may be short or long term with flexibility**
6. Similar to model to be offered by Calvary Health in Victoria
7. **Serviced Seniors Living a responsible use of the site**

The HammondCare Accommodation Model

- We are committed to supporting people of low or no financial means as part of our Mission as an independent Christian charity.
- Affordable places will be offered consistent with other areas of HammondCare's operations and will vary with demand.



Next steps

1. **We will continue to engage with the local community in coming weeks, including:**
 - Updating our Greenwich Hospital website
 - Distributing a newsletter update in letterboxes
 - Writing to community groups encouraging feedback
 - Organising a community drop in event
 - Responding to feedback through AskGreenwich online and hotline
2. **Response to Submissions with Department of Planning proposed for September**



In Conclusion

1. We have listened and responded
2. The key changes:
 - ✓ reduction of bulk and scale
 - ✓ increased tree canopy
 - ✓ reinstating the heritage landscape setting for Pallister House – and new sightlines
 - ✓ prioritising health services.
3. HammondCare is pursuing a long-term vision for Greenwich Health Campus. It will provide specialist care services for seniors and people with complex health needs with choice of access.



Planning for the future of Greenwich Hospital



HammondCare has been working on an amended concept plan to enhance our vision for Greenwich Hospital. The amended plan has been developed in response to feedback from the Department of Planning, Government agencies, Lane Cove Council and the community. A sustainable plan has been created that delivers new and improved services to meet community needs over the long term and to address the feedback received.

The long-term vision is to help transform Greenwich Hospital from a 1960's facility into an integrated, contemporary healthcare campus with specialised care services for seniors and people with complex health needs to meet growing community demand in northern Sydney.

HammondCare is an independent Christian charity with a proud history of providing quality care and supporting people in need dating back more than 85 years.



View from River Road - east bound towards St Vincents Road

Our vision for an integrated health care campus - with a focus on older people



The new Greenwich Health Campus will respond to ageing population trends, notable in northern Sydney, with expanded, integrated and specialised health services, residential aged care and serviced seniors living on site. The objective of the Greenwich Health Campus will be to enable older people to live well and maintain independence.

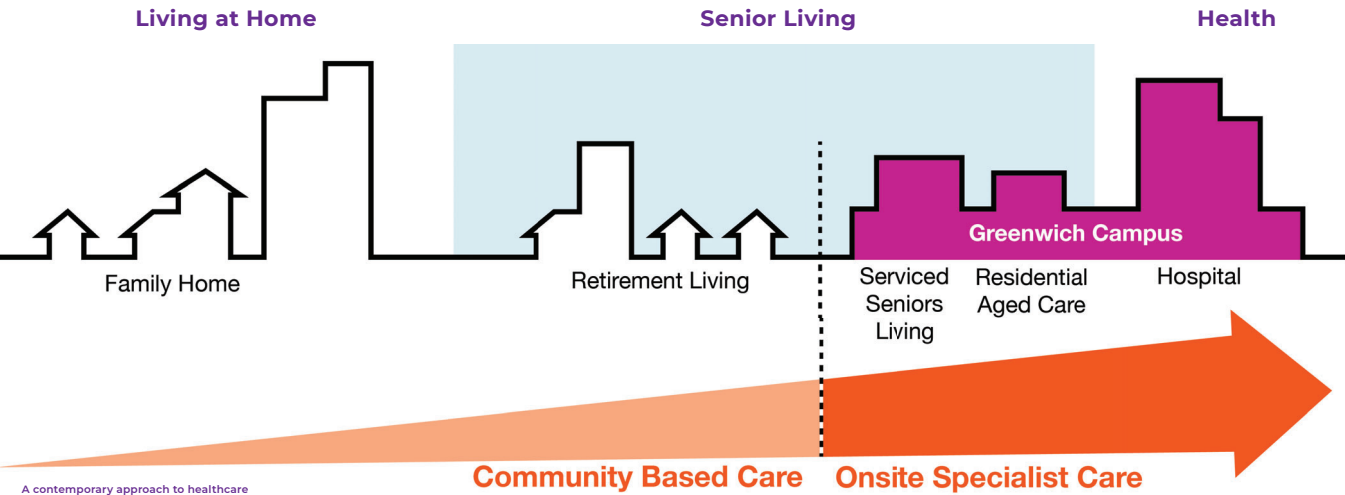
People are living longer and the way we treat people with illness is changing

By 2031, the number of people aged 65 or older in Northern Sydney is expected to increase to 18% and the need for specialist dementia care is estimated to double in NSW by 2051.

While some of our health services cater for all ages, they are particularly relevant to seniors. The mix of services included in our proposal will provide a continuum of care for patients.

Future health care needs

- Higher prevalence of chronic disease
- Prolonged duration of illness
- Complex co-morbidities
- More than half of people aged 75 and over have five or more chronic health conditions.



What's being proposed?

The Greenwich Health Campus will be a 150 place hospital health care facility with a mix of inpatient beds, palliative care beds and residential aged care beds. There will be about 329 car parking spaces – double the present number available – mainly undercover.

The campus will respond to ageing population trends, notable in northern Sydney, with expanded, integrated and specialised health services, residential aged care and serviced seniors living on site as part of a continuum of care.

New Services

- Residential aged care with specialised support services available for people living with dementia and their carers
- Serviced seniors living - with 24/7 support services to provide 'hospital in the home' opportunities for older people to stay in their homes longer

Expansion of existing service:

- Inpatient hospital services
- Specialist mental health care
- Palliative and supportive care – hospital and community
- Rehabilitation
- Outpatient care
- HammondCare At Home – in-home care service for seniors
- Research and Education
- The Dementia Centre
- The Centre for Positive Ageing



HammondCare's mission is to serve people with complex health or aged care needs regardless of their circumstances

EMAIL: AskGreenwich@hammond.com.au | PHONE: 1300 426 666

What's changed?

We have worked hard to develop an amended plan that responds to feedback and creates a sustainable and contemporary healthcare campus with an emphasis on older people.

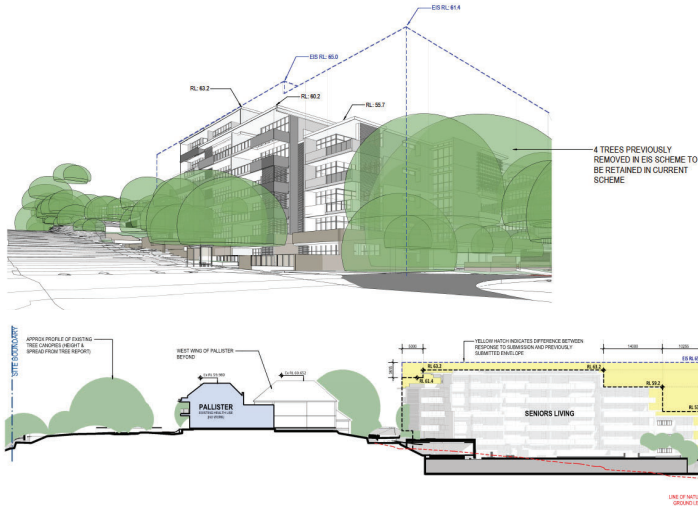
✓	Protection of the tree canopy through an adjustment of the building footprint, saving 48 more existing trees, and a commitment to plant more than 60 new trees.
✓	Reduction in the bulk and scale of the Serviced Seniors Living buildings by up to two floors at the western end to minimise visual impact on neighbours and Pallister House.
✓	Deletion of the Seniors Living Villas along St Vincents Road to enhance the Pallister House heritage curtilage.
✓	Changes to the hospital basement to increase the setback from Pallister House.
✓	Changes to building layouts to create a new sightline to Pallister House from River Road.
✓	A new respite care facility.
✓	Removal of proposed driveway widening from River Road to retain the tree canopy and minimise civil works.
✓	A new construction staging program.



HammondCare's mission is to serve people with complex health or aged care needs regardless of their circumstances

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Serviced Seniors Living reduced bulk and scale



The overall bulk and scale proposed for Serviced Seniors Living on River Road has been changed to reduce its impact, and retain more existing trees. The height of the buildings have been reduced by between 2.7 metres and 12.3 metres to minimise the visual impact on neighbours and Pallister House.

The area in yellow highlights the overall reduction in height, with the building stepping down to reduce impact on our neighbours.

Why Serviced Seniors Living?

The inclusion of Serviced Seniors Living is an integral part of the development and a contemporary approach to the way we provide a continuum of care for older people. It allows people to downsize as they age, remain living in their local area and also receive health and aged care services they may need over time.

Serviced Seniors Living provides an opportunity for couples to remain living together after one of them requires inpatient or residential aged care services. It also offers an opportunity for single older people to live independently without family support while still having convenient access to hospital and outpatient support services.

Heritage-listed Pallister House further protected



View from Internal Road to Pallister House and Health

Modifications to the concept proposal further ensure Pallister House is respected as a significant heritage asset.

Built in 1892 as a resident for John St Vincent Welch and his family, today it is home to HammondCare's world-leading Dementia Centre. In the past five years we have invested more than \$2 million restoring Pallister House.

The amended concept plan includes modifications that will enhance Pallister House:

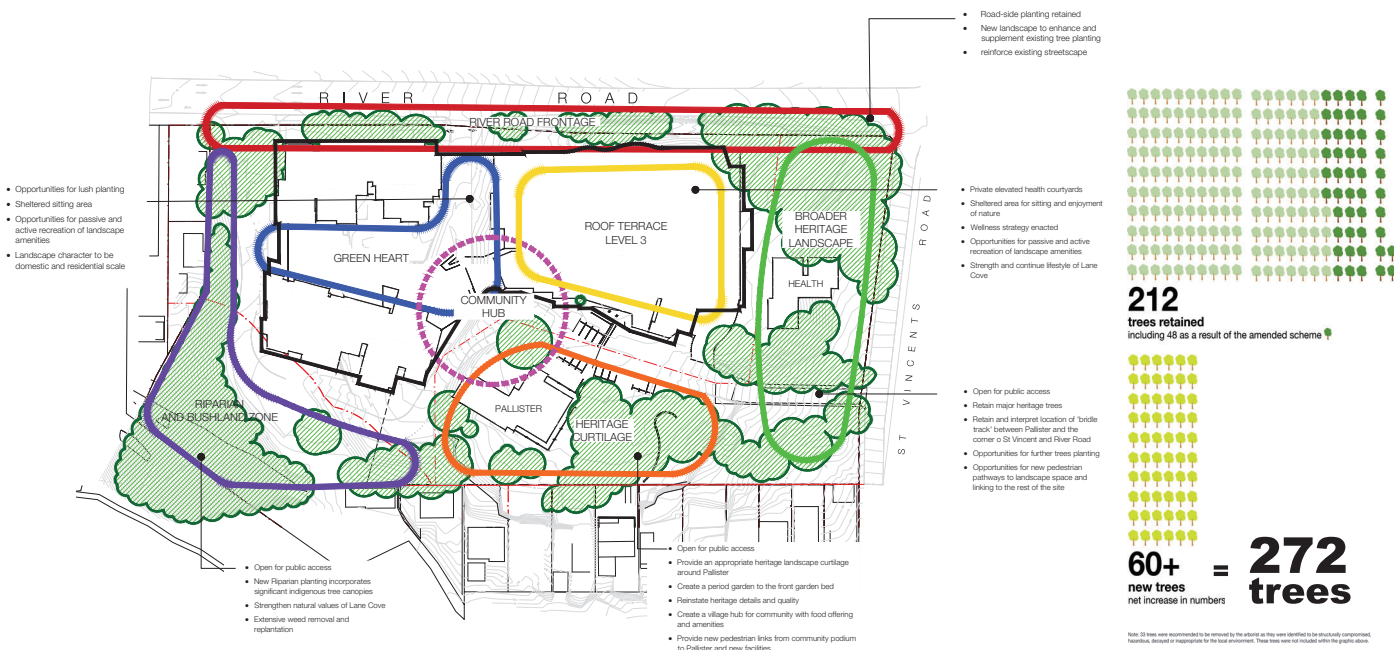
- Proposed Serviced Seniors Living villas have been removed from St Vincents Road. This will enable the heritage gardens in front of Pallister House to be restored and the addition of a 10-bed respite facility;

- The eastern end of the Serviced Seniors Living building have been reduced in height;
- There are improved sightlines from River Road through the proposed campus to Pallister House; and
- Changes to the hospital basement increase the setback from Pallister House.

The changes are additional to measures in the initial concept plan that are beneficial for Pallister House, including relocating the top car park underground and reinstating the original carriageway entrance from River Road to improve pedestrian access.

Retaining more trees and protecting the tree canopy

Our changes keep more trees on site and open up views to Pallister House from River Road



HammondCare's mission is to serve people with complex health or aged care needs regardless of their circumstances

EMAIL: AskGreenwich@hammond.com.au | PHONE: 1300 426 666

Staging and next steps

Realising our vision for Greenwich Hospital will take many years to complete.

Our amended concept plan and response to submissions received during public exhibition in March is currently being finalised and is just one more step in a long planning process.

Subject to approval, future development will require a separate development application and another round of public consultation.

Future work is expected to be undertaken in 5 stages, with a focus on creating a new hospital in stage 1, with current services being maintained throughout the development process.

How can I find out more information?

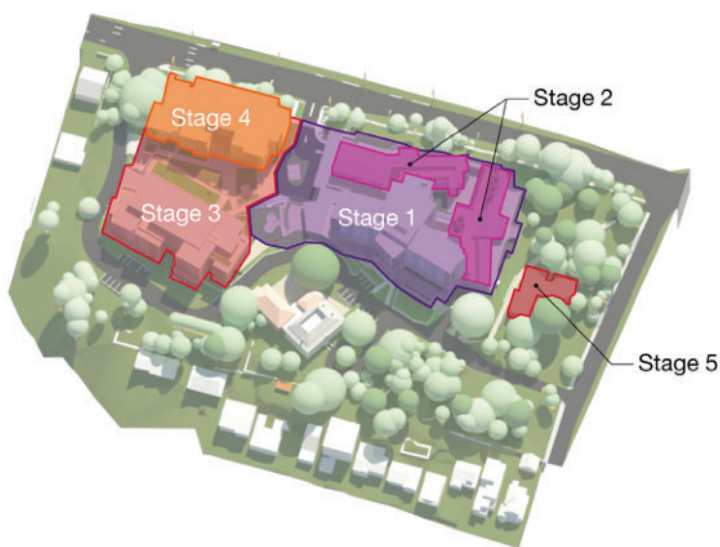
HammondCare is committed to working closely with the community and other stakeholders throughout the planning process.

Updates will be available on our WEBSITE: <https://www.hammond.com.au/greenwich>

We also welcome your comments and questions, via email and phone

EMAIL: AskGreenwich@hammond.com.au

PHONE: 1300 426 666



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Appendix G Photos from community drop-in event



