



Strategic Community Engagement Report Frank Vickery Village Renewal Project

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Version
Date

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Do all the good you can because every life matters

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1 Purpose

The Frank Vickery Village Renewal Project required a communications approach to provide adequate opportunity for feedback while driving understanding, acceptance and support for the Planning Proposal among key stakeholders.

Wesley Mission is a community services organisation that inspires trust and confidence, even in those who are not closely involved in its work. However, the need to maintain or achieve a social license to continue this work (in this case via Planning Proposal approval and the subsequent DA approvals) is essential to protect and enhance the valued Wesley Mission reputation.

As the project seeks density, a heightened sensitivity is expected, but equally, there is potential to highlight the community need to upgrade the facilities for this community and provide future-focused retirement living.

2 **Objectives**

Left Field Communications was engaged to deliver and reinforce messages to support the objectives of the Frank Vickery Village Renewal Project which include:

- fostering a friendly, caring village community, where residents can enjoy a host of activities and relax in spacious landscaped grounds
- respecting and valuing residents' independence by creating an environment that is specially designed to help maintain it
- building a strong relationship between residents, families, friends, carers and staff
- providing an easy transition to the on-site ageing-in-place facility which offers additional support and assistance should the time come where a higher level of care is needed
- building on Wesley Mission's long history as a reputable provider of care designed to support each person to live well and achieve quality of life.

To do this, the Strategic Community Engagement Plan (SCEP) and supporting documents prepared and implemented by Left Field sought to:

- Deliver a program of best-practice engagement to ensure community groups and other stakeholders have been adequately consulted in line with the agreed level of participation (as per the IAP2 Public Participation Spectrum), including:
 - identifying and targeting stakeholders
 - developing key messages, needs, risks, channels, benefits
 - identifying potential issues/concerns among stakeholder groups
- Support the Planning Proposal process and foster understanding before, during and after the redevelopment
- Understand the local environment, political sensitivities and agendas, attitudes to development and general community sentiment.
- Build trust and confidence by capturing valuable feedback from key stakeholder groups to improve the operations of the village, mitigate risks and highlight key benefits of the project.

3 Executive summary

Community engagement for the Frank Vickery Village Renewal Project included an extensive program of stakeholder research, strategy development and implementation.

Implementation included a mix of communication tactics targeted by stakeholder group and required engagement level and impact (as measured against <u>IAP2's Spectrum of Public</u> <u>Participation</u>).

In light of the COVID-19 environment any face-to-face engagement adhered to COVID-safe policies and protocols. Alternate methods for wider engagement with stakeholders were also undertaken, for example use of an online engagement platform rather than a door knock and community drop in session.

3.1 Engagement summary

Key Council and State Government stakeholders were engaged with direct correspondence from Wesley Mission's CEO/Superintendent Rev Keith Garner. Letters to Council were in response to the recommendation from the pre-lodgement meeting to inform the Mayor and Ward Councillors about the proposal before embarking on the wider engagement program. The letters were acknowledged but no further responses received to date.

Due to the ongoing impact of COVID-19 and restrictions on public gathering, the project team sought to engage with the wider community via an online platform. The engagement site was live between 15 September and 26 October 2020. It was promoted through a range of print and digital channels. Visitation peaked on 16 September in line with a half page advertisement in The Leader and again on 1 October in line with the start of a two-week paid Facebook campaign.

Given the demographic of the key stakeholder group (residents), a printed newsletter and survey was also distributed to 270 residences allowing those who were not able or willing to participate online to have their say.

3.2 Survey findings

The online engagement platform included three surveys, segmented by stakeholder group, to capture feedback and sentiment from village staff, residents and their families and the community. Detailed survey results, including the breakdown by stakeholder group, can be found on pages 11–13.

Despite being widely promoted externally, the response rate from community members was very low. This could suggest indifference towards the proposal and/or that visitors found sufficient information on the engagement site and were not motivated or personally interested enough to take the next step to fill out a survey.

The survey response rate from staff was also low which could suggest that adequate information about the current status and opportunity for further input as the proposal (and subsequent DAs) progresses was provided at the face to face staff briefings.

In summary, the surveys found:

- All stakeholders support the provision of quality seniors living and aged care in Sylvania
- Most existing residents moved to the village from within a 10km radius (supporting the demand for local seniors living and aged care)
- Most stakeholders support the proposal to increase in the number of independent living units and aged care beds at Frank Vickery Village in principle, however for some (particularly community members) this is dependent on the specific plans (e.g. density and height proposed)
- Staff currently enjoy being surrounded by gardens and green space, but also helping others and having a sense of pride in what they do and being part of the wider Wesley Mission organisation
- Residents currently enjoy the sense of community and belonging, location and low maintenance homes
- When considering the redevelopment:
 - residents are looking for respite care and activities for day visitors, improved security and access, more interaction with the wider community, larger modern accommodation and more places to take friends or visitors to sit and talk
 - residents are concerned about existing and future parking provison
 - staff are looking for more places to take friends or visitors to sit and talk, the provison of gardens, trees and landscaped areas and a good café that is also open to people from outside the village
- There is a high level of concern among residents about what will happen to them during the redevelopment process highlighting the need for open and ongoing communication.

3.3 Recommendations for ongoing engagement

It is highly recommended that Wesley Mission seeks to maintain the open dialogue which has been established with residents, staff, neighbours and other stakeholders as the planning process continues. This will enable any future issues and/or risks to be identified and mitigated and the generally positive relationship between Frank Vickery Village and its neighbours to be further strengthened.

It is also important to provide feedback to stakeholders (particularly residents) following this period of engagement to recognise their participation and highlight where their input may be incorporated into the planning and redevelopment process.

Although there was no direct engagement with the media during the planning process, there was interest from The St George & Sutherland Shire Leader with a neutral story published on 30 October 2020. The story was then also carried in niche retirement living and aged care titles The Weekly Source and Seniors Housing. Following this, it is recommended that Wesley Mission take a proactive position, particularly with local media, at the time of lodgement of the Planning Proposal and as the process continues.

4 Evaluation by outcome

Outcome	Techniques	Results	Evaluation
Strategic planning and collaboration with internal Wesley Mission team	 Preparation of suite of key strategic and tactical documents, including: SCEP Community engagement action plan Stakeholder matrix Q&A Establishment of roles and responsibilities and facilitation of weekly project team meetings and close liaison between key internal and external staff Maintenance of action items log 	 >6 project team meetings held Action items updated weekly 	Community engagement planning and implementation was managed in a timely, collaborative manner
Identify stakeholder groups and determine level of impact and influence by group	 Desktop research Site visit to understand village operations, resident mix and neighbourhood (residential, business) demographic Briefing with design team to understand Place Strategy 	 Stakeholder analysis included level of impact, influence (determined against IAP2 Public Participation Spectrum), risks, benefits, key messages and communication channels 	Stakeholders were segmented and engagement activities determined based on specific group needs
Work with the community and other stakeholders to understand their values and opinions and reflect these in decision making while also providing relevant and accurate information	 Face to face meetings with Council as part of Planning Proposal process Operational staff briefings held to inform and share key messages for residents and community Follow up letters to retirement living and aged care staff 	 3 operational staff briefings held Letters sent to 5 councillors (former and new Mayor + ward councillors) Letters sent to MP Eleni Petinos, Member for Miranda and John Sidoti, Minister for 	Key stakeholders were informed and given opportunity to engage with the planning process / team Stakeholders were able to present their opinions and gain factual information via open, transparent and accessible communication and consultation (where applicable)

Outcome	Techniques	Results	Evaluation
	Direct correspondence to Mayor and ward councillors and State MPs	Sport, Multiculturalism, Seniors and Veterans.	Status updates were provided to those who requested ongoing contact
	 ward councillors and State MPs Direct correspondence to residents (Frank Vickery Village) and relatives (Wesley Vickery Sylvania) Direct correspondence to Sylvania community and environmental groups, schools, hospitals and neighbouring businesses A3 information posters provided in prominent locations on village site Information displayed on digital screens in village common areas iPad available in reception for residents and visitors to access online engagement site 4 x A1 display boards set up in village reception area 6-page printed newsletter (including replica of online resident survey) letterbox dropped to every resident Project information provided on Wesley Mission website Letterbox drop, local newspaper ad and 		
	Facebook campaign to publicise online engagement platform		
	 Online engagement platform live from 15 September – 26 October 2020 		

Outcome	Techniques	Results	Evaluation
Capture and respond to enquiries and issues	• Facilitate set up of 1800 number and project email	No questions were received outside of the engagement site (see Appendix A) No phone calls received	The project email was monitored by Wesley Mission Property

5 Appendix A – Online engagement platform report

5.1 Overall visitation



Key to terms

Aware

An aware visitor has made a single visit to the site. They have not taken any further action (i.e. clicked on anything) but can be considered to be aware that the site exists.

Informed

An informed visitor has taken the 'next step' from being aware and clicked on something. That might be a document, a photo or video, FAQs etc. They are now considered to be informed about the project or site.

Engaged

Every visitor who contributes to a tool is considered to be 'engaged'. This includes participating in a survey, posting a question or comment or contributing to stories.

Engaged and informed are subsets of aware. That means that every engaged visitor is also always informed AND aware. In other words, a visitor cannot be engaged without also being informed AND aware. At the same time, an informed visitor is also always aware.

Visits vs visitors

The amount of visits will always be higher than the amount of visitors. This is because the same person (a visitor) can contribute multiple counts to the site's number of visit over the course of a day/week/month. For example, if someone visits the site in the morning, at lunch and again in the afternoon in the same browser, they contribute +1 count to the visitor number and +3 to the visits.

5.2 Page referrals

A number of tactics were employed to drive traffic to the engagement site, including:

- Community letterbox drop (500m radius)
- Posters at Frank Vickery Village
- Half page ad running for 2 weeks in The Leader
- Letters to Sutherland Shire Mayor and Ward Councillors
- Letters to staff
- Letters to residents and relatives
- Newsletter delivered to residents
- Wesley Mission website
- Wesley Mission Facebook paid campaign (2 weeks)

5.3 Visitation by page

Participant visitation

71 INFORMED PARTICIPANTS	Participants
Viewed a video	0
Viewed a photo	10
Downloaded a document	10
Visited the Key Dates page	0
Visited an FAQ list Page	39
Visited Instagram Page	0
Visited Multiple Project Pages	50
Contributed to a tool (engaged)	15
	* A single informed participant can perform multiple actions

	Registered	Inverified Anor	nymous
Contributed on Forums	0	0	0
Participated in Surveys	2	1	6
Contributed to Newsfeeds	0	0	0
Participated in Quick Polls	0	0	0
Posted on Guestbooks	0	0	0
Contributed to Stories	0	0	0
Asked Questions	0	7	0
Placed Pins on Places	0	0	0
Contributed to Ideas	0	0	0

5.4 Conversion rate

In order to increase the conversion rate from aware to engaged visitors, registration to participate in an engagement tool (e.g. survey, Q&A) was optional. For those who chose to register (2 participants), only an email address and user name was required.

On the Sylvania site, there were four options for participation:

- Ask a question
- Resident and family survey
- Staff survey
- Community survey

Of the 71 informed visitors, 15 went on to participate in a tool. This represents a **conversion rate of 21%**.

On sites such as this, the conversion rate from 'aware' visitors to 'engaged' visitors on pages which have a participation function only (i.e. does not include pages which seek to only inform), is expected to be between 5% and 20%.

5.5 Survey results

Across the three online survey pages, a total of 10 survey responses were recorded by 9 participants (i.e. one participant completed two different surveys).

A further 35 people completed the printed resident survey, taking the total number of resident survey participants to 39. The resident survey summary given below includes the total responses from both the online and printed versions (which included the same questions).

Survey breakdown

	Resident and family member	Village staff	Local community
Online responses	4	4	2
Hard copy responses (survey included in printed resident newsletter)	35	0	0
Total	39	4	2

Resident survey summary

The majority of respondents to the resident and family member survey (almost 90%) are independent living residents who moved to the village from within a 10km radius (59%). Of the respondents, almost 90% said it is important to have adequate quality seniors living and aged care facilities located in Sylvania and 46% of respondents said they would recommend Frank Vickery Village for anyone looking for seniors living.

When asked what they love most about living here, residents rated the sense of community and belonging, location and low maintenance homes the highest. When considering the redevelopment, residents rated the provision of respite care and activities for day visitors as the most desired new feature. Improved security and access, more interaction with the community, larger modern accommodation and more places to take friends or visitors to sit and talk also rated highly.

Almost 90% of respondents said they supported the proposal to increase in the number of independent living units and aged care beds at Frank Vickery Village in principle. Of those, two thirds said it is important to plan for future demand and allow seniors to 'age in place' in the area they love and 1/3 said their support would depend on the specific plans (e.g. density and height proposed). Around 10% of respondents said the village should stay as it is.

In the open comment field, parking was raised as a concern, along with fears about what will happen to residents during the redevelopment and questions about the potential for increased levies. A number of respondents commented positively about the village's current surrounds and accommodation.

Staff survey summary

All respondents to the survey are permanent full time staff who have worked at the village for an average of 2-5 years. Staff most enjoy being surrounded by gardens and green space, but also helping others and having a sense of pride in what they do and being part of the wider Wesley Mission organisation.

Of the respondents, 100% said it is important to have adequate quality seniors living and aged care facilities located in Sylvania. When considering the redevelopment, staff rated having more places to take friends or visitors to sit and talk as the most desired new feature. Having gardens, trees and landscaped areas and a good café that is also open to people from outside the village also rated highly.

All respondents said they supported the proposal to increase in the number of independent living units and aged care beds at Frank Vickery Village in principle.

Community survey summary

Respondents to the community survey have longevity in the area, with 100% living in Sylvania for over six years and all respondents saying they are familiar with the village. All thought it was somewhat or very important to provide seniors living and aged care in Sylvania.

All respondents said they supported the proposal to increase in the number of independent living units and aged care beds at Frank Vickery Village in principle, with 50% saying it is important to plan for future demand and allow seniors to 'age in place' in the area they love and 50% saying their support would depend on the specific plans (e.g. density and height proposed).

5.6 Q&A summary



Of the 11 visitors to the Q&A tool, seven contributors asked a total of seven questions. All questions were answered publicly with no further questions asked on each topic.

Topics included:

- Plans for existing residents during the redevelopment
- Sustainable features
- Building removal
- Driveway access
- Inclusion of a swimming pool
- Unit sizes and facilities (e.g. garages)

What will happen to the present residents. Units are still being sold, is there a timeline for all of that. And will there be ecological friendly solutions to water tanks and solar panels?

Hi Gisela, thank you for your question. The redevelopment will be carefully staged to minimise disruption with a focus on continuity and quality of care for residents in both independent living and residential aged care.

As Wesley Mission is at the Planning Proposal or 'concept' stage, we have not developed final plans. Detailed inclusions (and suggestions) will be considered if the Planning Proposal progresses successfully and we are able to move to the development application (DA) stage.

However, Wesley Mission is committed to minimising our impact on the environment and ensuring we make effective use of our assets and any materials we use. This includes assessing products on a whole-of-life cycle basis, seeking solutions which reduce resource consumption and demand thereby improving product utilisation, efficiency and financial performance.

Do you have plans to include aged care nursing facilities? People who are in place in the sentre and become ill wild benefit from an easy transition to aged nursing care on site and not the upheaval of moving to a new facility.

Jean guerra, asked, 18 days ago

The Frank Vickery Village site currently features a range of seniors living apartments and a 69-bed residential aged care facility. The ability for residents to age in place is key to the village's philosophy, so any redevelopment would maintain the co-location of a residential aged care facility to provide an easy transition for additional support and assistance. The masterplan includes a staged redevelopment resulting in an increased number of independent living units and residential aged care beds plus a social 'hub' and village centre.

Q Are the old cottages remaining Kerry asked, 23 days ago

Hi Kerry, thank you for your question. A redevelopment will consider a renewal of the entire site, with the exception of the Lifeline cottage which is of heritage significance and will not be replaced but may be refurbished subject to heritage guidelines.

Will there be an entry (driveway) into Frank Vickery Village via Tennyson Place? Jacki asked, 28 days ago

Thank you for your question. At this stage it is not proposed to add vehicular access to the village from Tennyson Place.

Thank you for your question. As Wesley Mission is at the Planning Proposal or 'concept' stage, we have not developed final plans. Detailed inclusions (and suggestions) will be considered if the Planning Proposal progresses successfully and we are able to move to the development application (DA) stage.

Q Does this involve removing most of the current buildings? Will there be any 3 bedroom 👔 💆 🛅 💌 units? Will they have garages?

Lynette asked, about 1 month ago

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in 🔽

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Hi Lynette, thank you for your question. A redevelopment will consider a renewal of the entire site, with the exception of the Lifeline cottage which is of heritage significance and will not be replaced but may be refurbished subject to heritage guidelines. It is important to remember any redevelopment will be a long-term plan and work will be staged to minimise disruption to our existing residents.

The exact mix and configuration of units and inclusion of garages has not yet been determined, however three bedroom units will likely form part of the mix. We also anticipate that there will be a mix of at grade parking (i.e. on the same level as the units) and underground parking to meet Council requirements.

Q I am keen to see what is happening with the improvements Pam asked, about 1 month ago A y 🗈 🗹

Thanks for your question Pam. This website gives a range of information about the Planning Proposal, however as it is still at the concept stage, final plans have not been developed. Wesley Mission will continue to communicate with residents and the community as we move through the process. If you have a specific question, you may find the answer in the project FAQs or you can let us know here.

6 Appendix B – Examples of engagement materials

6.1 Engagement website screenshots

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Home + Frank Vickery Wilage - Draft Planning Proposal

Frank Vickery Village - Draft Planning Proposal	
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Project background

With the Sutherland Stire hower to the Sh highest ageng population in NSW, there is significant demand for quality desirable. Muse-focused retriement and ages one Sacilities, particularly those that are co-located to provide an exert transition to ageing the place care.

Forecasting nature domand is a key part of the development process and in 2019 Wesley Mission undertook a supply and demand assessment. The usury further reinforced the growing ageing oppulation and the needs in aged care services, and demandables the lists of competitions for an "integrated" village (i.e. combining serions living and aged online) in the Statistication State.

As Frank Vickery Village occupies one of the largest development sites in the local area, Wesley Mission is committed to ensuing the site's potential is maximised to support the projected aged care population growth allowing seriors to stary in the maximal they lowe.

About the Planning Proposal

Following an intensive point of research, analysis and concept development, Viesley Mission has identified a preferred masterplan which sceles to meet the needs of current and future residents.

The proposal celebrates the site's heritage, character and green space making it a price for locals to visit and enjoy while creating a safe environment for residents. The addition of an inviting public cafe on site will further encourage social interaction between residents and visitors.

The heart of Frank Vickery Village

The monocuponer will increase the how paragrapheness to express who calls the single home - works and paragrapheness the paragrapheness of the Prank Viscogen to increase the baseling parkets, we are a reason end approximate the expression will all increases the inter and on enhances, with heter accessibility of those who are monolity impairing. Descrim factors and tables which we compare them and monotant and the enhances of the paragrapheness of the paragrapheness of the intervention of the enhancement of the paragrapheness of paragrapheness of the paragrapheness of paragrap

What might be included in the new village?





Home Search

sscosed by Department of Planning, Intrastructure and Environment (DPE). Proposal is then publicly exhibited as required by the Millister for Planning 0 2021 - 2022 Instal DA (plage 1) lodged and assessed





Tony Cassidy Vilage Manager Vilasies Mission









The vision for the renewed village is built around a sense of community and a healthy, connected lifestyle both indoors and out. It is investigate that the new village will leature districtly areas or 'characters' withit pay respect to the natural standardard and the lattice fittings. Journal and control, journal paties to call home.



FICE

A Construction of approximation of



Site photos

6.2 **Project / website promotion**

Wesley Mission website project page



Advert in The Leader (repeated for 2 weeks)



On-site display boards



On-site iPad to access engagement platform



Facebook campaign (sponsored posts)



n

...

Wesley Mission is proposing to update and improve Frank Vickery Village, our 15-acre independent retirement living and ...see more



WESLEYMISSION.ENGAGEMENT... Have your say Frank Vickery Village, Sylvania

LEARN MORE

DL flyer for letterbox drop



Frank Vickery Village 101 Port Hacking Road, Sylvania Draft Planning Proposal

Have your say For more than 40 years, Wesley Mission has provided independent retirement living and aged care at its picturesque 15-acre property on Port Hacking Road, Sylvania.

The property is currently home to 220 residents and a 69-bed residential aged care facility.

But with the Sutherland Shire home to the fifth highest ageing population in NSW, demand for quality services continues to grow.

Wesley Mission is now seeking to upgrade and improve their property to better serve the needs of these important people within our community.

The first step in this process is for Wesley Mission to submit a Planning Proposal to Council, and you are invited to have your say on this proposal.

Join our online community forum

Visit our community engagement platform, wesleymission.org.au/haveyoursay where you can:

- Learn more about our plans for improvements to Frank Vickery Village
- Share your thoughts about the draft Planning Proposal
- Register to stay informed on the latest news and plans.

Let us know what you think at wesleymission.org.au/haveyoursay

Do all the good you can because every life matters

Resident newsletter (printed)

Space for further comments

Feedback survey

Your feedback is important to us. Please fill out the survey on the reverse of this page and return it to Frank Vickery Village or Wesley Vickery Sylvania reception



Concept site plan

The Planning Proposal seeks to increase the height limit and floor space ratio (ESB) as set out in Sutherland Shire Council's Local Environment Plan (LEP) to permit higher buildings which follow the natural topography of the site.

The proposal focuses on retaining the current vegetation and trees on site to complement the buildings with green space. The following is an indicative plan showing how the buildings may be arranged on site.



Village character

The vision for the renewed village is built around a sense of community and a healthy, connected lifestyle both indoors and out. It is envisaged that the new village will feature distinctive areas or 'characters' which pay respect to the natural landscape and the site's heritage to create a welcoming, liveable place to call home.





Frank Vickery Village

Draft Planning Proposal October 2020

A message from the Rev Keith V Garner AM

Dear friends. I hope that you are keeping well amongst all the challenges of the year. Please know that I am thinking of you and remembering all the people in our retirement villages in prayer. As my time at Wesley Mission draws to a close I am pleased to have this chance to send these words to you.

By now you will have heard news of Weeley Mission's proposal to make improvements to Frank Vickary Village. This newsletter aims to help you understand more about the proposal and provides you with an opportunity to make your contribution to our thinking.

I want you to know that we are only at the very early stages of the extensive planning processes that occur for any upgrade to take place. The first phase is to consider the occupet, and we will be inviting you to give your initial impressions, but as we progress we will again invite you to input to the detail.

This year has confirmed to us all, more than ever, the importance of a safe, healthy, happy place to live. A place where we field connected to our neighbours and share a true sense of belonging – even when we can't meet face to face.

I hope that for you, Frank Vickery Village is that place. However, I also know it's true that we are always looking forward to the future and I am encouraged to see a well-thought-out proposal to better serve your needs, and that of all readents, progressing.

I do hope you will share your thoughts on the concept for Frank Vickery Village, as your voice and those of your neighbours are so important in this process

I send you my warmest Christian greetings,







Looking forward to a new Frank Vickery Village

Wesley Mission's proposed redevelopment will grow Frank Vickery Village's capacity to provide seniors housing and a co-located aged care facility, as well as a range of other services, for residents, guests and the local community – now and well into the future. The first step in the process is for Wesley Mission to submit a Planning Proposal to Council and you are invited to have your say on this proposal.

How to get involved

 You can go online at weakeymission.org.au/haveyoursay on your own device or use the iPad in the village reception . Fill out the survey in this newsletter and return to the village reception Email your questions or feedback to twyproject@wesleymMssion.org.au
 Speak to Vilage Manager Tony Cassidy or Centre Manager Birgt von der Hocht, alternatively please contact Wesley Property on (02) 9857 2574

Meeting the need for seniors living and aged care in The Shire

With the Sutherland Shire home to the 5th highest ageing population in NSW, there is significant demand for quality, desirable, future-focused retirement and aged care facilities particularly those that are co-located to provide an easy transition to ageing-in-place care. In 2019 Wesley Mission undertook a supply and demand assessment with the results

reinforcing the growing ageing population and the need for aged care services which allow seriors to stay in the area they love. The study also demonstrated the lack of competitors to an 'integrated' village (i.e. combining seriors living and aged care) in the Sutherland Shire.

Westey Mission has identified a preferred masterplan which seeks to meet the needs of ournert and future residents. The proposal celebrates the ster's heritige, character and green space making it a place for locals to visit and enjoy while creating a safe environment for readients.

- The heart of Frank Vickery Village The redevelopment will improve the living arrangements for everyone who calls the village home – without taking any of the things you love away.
- Frank Vickery Village's beautiful gardens, frees and open space will be retained with better accessibility for those who are mobility impaired.
- Other features which will remain (but which may be remodelled), include the chapel, auditorium, bowling green, croquet lawn and communal spaces.

What might be included in the new village?

New facilities and services on site may include: · a public call and lively community hub • meeting rooms + post office · convenience store gym, wellbeing and consulting rooms (doctor, massage, physio, podiatry, chiro) · hair salon • club room and BBQ area · greenhouse · men's shed.

Resident survey What best describes your relationship to Frank Vickery Village

- Resident of independent living / refirement village with 1 as the most desired and 8 as the least) easy More places to take friends or visitors to sit and tak A good café that is also open to people from outside the village Resident of aged care facility (Wesley ickery Sylvanial Petative / next of kin of Wesley Vickery rom outside the village Gardens, trees and landscaped areas Where did you move here from? Improved security and access into and out Improved socially and access into and out of buildings More interaction with the Sylvania community Better access to 24-hour medical assistance and other allied health services Within a 2km radius Within a 5km radius Within a 10km radius Within a 20km radius From more than 20km away Provision for respite care and activities for day visitors How important is it to you to have adequate quality seniors living and aged care facilities located in Sylvania? Very important Larger, more modern rooms, villas or apartments 6. If someone you knew was looking for Quite important seniors living or aged care, would you recommend Frank Vickery Village? Not important Not sure Yes, for independent living and aged care What do you love most about living here? (please rate in order – 1 being your favourite thing, 10 being your least favourite thing Feeling of security Yes, for independent living only Yes, for aged care only Not sure
- Making new friends

The level of care from staff

___ Location

- In the number of Independent living units and aged care beds at Frank Vickery Village? Having plenty of activities and opportunities for interaction Low maintenance homes
 - Yes, it is important to plan for future demand and allow seniors to 'age in place' in the area they love

7. In principle, do you support an Increase

What would you most like to see in any

alars for im

- The environment gardens, landscape, open space Possibly, but it would depend on the specific plans (e.g. density and height proposed)
- Sense of community / belonging No, the village should stay as it is
- On site amenities (e.g. communal spaces, recreation facilities, cate etc) I am indifferent about the proposed
- The quality of the accommodation

About the Planning Proposal