

Appendix 3 – Submissions received

Overshadowing:

Having lived in my property for just on 4 years I am fully aware of the current overshadowing effects that occur throughout the year. With this in mind I am of course worried by the potential of losing any further sun from my, quite small, backyard. A two storey (approx. 6 metre high) building being constructed where this one is proposed, will I am sure, impact negatively on my property. This building is planned to be (approx. 7 metres) from my property line and for the length of my backyard and down further.

I use my back garden to sit and entertain in/grow vegetables/dry my washing, nurture a small native garden as well as for the enjoyment of my companion pet dog. As you can see it is a vital part of my life. To add to that I enjoy the winter sun coming into my home as soon as possible as it lights and warms up my home on what can be cold winter mornings. So to emphasise, any reduction in sunlight into this area would be highly significant to me.

I am quite happy for a Council representative to arrange a time to come and directly view this area within my property.

Visual impact in relation to the streetscape:

A significant issue is the proposed large two storey building being planned to go into Claverie Street, a very narrow thoroughfare. This building I see would be out of character with the rest of the street, which has all single level residential buildings. To add to this a two storey building at the side of my house would, I believe, also look ascetically out of place.

Scale or bulk of the proposed development:

I am informed that the proposed buildings will have the potential to house approximately 40 people as well as a number of people attending training and counselling services. The reality is that a number of these people will be dealing with significant drug and/or alcohol problems, mental health issues as well as homelessness. With this in mind, I view this proposed development as having the potential to put this area (neighbourhood) out of balance as far as healthy community needs are concerned. It appears to be a significant overdevelopment of the available area.

Potential traffic generation:

Claverie Street is a street (lane) which can only be described as narrow. It only allows two cars to pass each other if there are no other vehicles parked on the street at that point. I believe, with any increase of vehicles there will inevitably be problems associated with both parking, including reversing onto the road and the flow of traffic. There is, even at this time, limited safe pedestrian access as there are minimal (if any) footpaths.

Vehicular access and parking:

I note that there is provision for 13 vehicles to be parked on the property. This is an inadequate number for the proposed services being offered, even if only a small number of residents have their own cars. Having worked for a residential support program I was aware that at the least one out of the five or six clients staying in that residential accommodation drove a car. Then, of course, there are the day visitors and staff. This would potentially mean staff and visitors will be looking for parking on the street as a number already do. At times this means parking on what footpaths there currently are.

Given the proposed increase in overall size of the development and services on offer it will increase the need for additional staff as there will be additional clients – both residential and day program/counseling services.

To gain further understanding of this proposal I requested a local Real Estate agent (Uphill and Schaffer) to visit my property and discuss any impact this proposal may have on the value of my property. They have indicated there could be as much as \$20,000 to \$25,000 loss if this current plan is to go ahead. The agents also noted the difficulty in finding potential buyers for my property, again, if this proposal goes ahead.

I see that this program and its aims deliver a valuable community need and have had no reason to feel worried about living in close proximity to the current service. My concerns however have been based on the proposed size of this development, which is being planned, and the potential for ongoing problems within such a small location. With a significant increase in size I see this proposal could cause a great deal of stress and angst within this little community.

Some of the opinions I have expressed have been based on my own personal work/ training experience as well as my awareness of the home/neighbourhood I currently live in. I would be pleased to discuss the above concerns further with Council and can be contacted on

Yours faithfully

27th January 2011

Attachment
Copy

ARMIDALE NSW 2350

Armidale Dumaresq Council
General Manager
PO Box 75A
ARMIDALE NSW 2350

Dear Mr Burns

Re: Development Notification – Application No.: DA-660-2007
Property: 3 Claverie Street, Armidale NSW 2350
Development Description: Change of use.

In response to the letter I received from Council and attached Development Application Form from St Vincent de Paul Society I am responding as follows:

The request, as I understand it, is to use the property located at 3 Claverie Street as a counselling service location – this service will offer people from the community – counselling support within the hours of 9am to 3pm Monday to Friday. It is proposed that there will be minimal parking issues as – only one counsellor will be working at any one time with a volunteer supporting.

I also understand that this proposal is to only remain until plans are finalized for a more substantial renovation to take place.

My concerns are as follows:

If this service is to proceed, what review potential is there in place for residents in close proximity to discuss any issues occurring with Council and, of course, St Vincent de Paul – eg parking problems/noise etc? As Claverie Street is quite a narrow street – parking could be potentially quite an issue.

I have no problems otherwise with this service being offered.

My greater concern is that of the future proposal and if that might include residential (flats) for housing people specifically with problems associated with the Freeman House service (drug/alcohol rehab. and homelessness). These concerns are as follows:

- Having worked in services with clients who have had comparable issues in their lives it has become clear to me that it is unadvisable to accommodate a number of people dealing with similar problems close to each other. As I understand it Freeman House staff are working with their clients to help them break with the culture of drug/alcohol/

homelessness they are in. By housing clients in close proximity to a number of others in a similar situation I know there is quite a high risk this may to be made more difficult to achieve.

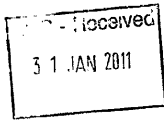
- It could also potentially increase social behavioural problems within our street as well as increase the issues of parking as already noted.

Although I realize the question of residential accommodation has not be discussed within this proposal, the question of changing the current proposed situation in 12 – 18 months has, and I feel it is only fair to let both Council and St Vincent de Paul know of my concerns.

I am happy to discuss the above concerns further with Council and St Vincent de Paul management and can be contacted on

Yours sincerely

8th January 2008



ARMIDALE NSW 2350

Armidale Dumaresq Council
135 Rusden Street
PO Box 75A
ARMIDALE NSW 2350

Attention: Mr S Burns
General Manager

Dear Sir,

Re: Development Notification:- Application No.: DA-344-2010
Property: 1-3 Crescent Street and 1-3 Claverie Street, Armidale NSW 2350
Development Description: Redevelopment of site for new supportive accommodation
Facilities, Including Community Education Facilities.

We refer to the letter dated 04/01/11 about the above development application.

After looking over the plans sent to us our concerns are:

Privacy:

We have 6 children and 1 on the way, although we knew the facility of Freeman House was in the neighbourhood when we purchased our home, they were on the corner in the existing building and before the purchasing 2 of the properties in the more residential end of the street we have accommodated by putting up a 6 foot fence for the privacy and safety of our family. With the proposed development of a double story building over looking our back yard we will be un-able to have the reassurance of the safety and privacy for our family.

Potential Noise:

With the main parking right near 2 of our bedrooms it is a concern to us that with clients and vehicles coming at all hours of the day and night it may disturb the sleeping of our children.

Visual Impact in relation to the streetscape:

With the proposed double story building going into Claverie Street (a very narrow street) would be out of character for the neighbourhood, the Heritage characteristics of the neighbourhood is one of the main reasons

we have been given as to why we can't get curb and guttering in front of our home with heritage rock bordering the road, the proposed building from the plans does not appear to be within heritage characteristics.

Potential Light spillage or reflection:

As the proposed building and parking area is going to have to have lighting for safety it is a concern to us that they will shine into the bedrooms opposite the parking area as well as the building.

Potential Traffic Generation:

As Claverie Street is such a narrow Street allowing only 2 cars (if no other cars are parked on the Street) to pass each other it is a concern to us that adding traffic into this would only end up causing more problems as we have witnessed a number of very close encounters with vehicles reversing out of the current parking area hitting the power pole and waste bins at times we have also watched as the vehicles reversing out and cars turning into Claverie almost hit each other for what ever reason.

Vehicular Access and Parking:

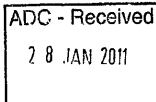
On the proposed plans we have noticed that it allows 13 parking areas and as we have researched the development will accommodate up to 40 clients then also allowing staff parks, day visitors and additional staff eg councillors Dr's etc. The current building is not running to its full capacity and we already have problems with people parking on the only safe walking path in Claverie Street.

We asked a local real estate agent to tell us what impact the development would have on our home He said if the plans go ahead it could devalue our home by as much as \$20,000 dollars and would be hard to find buyers for it.

We would also like to add that we know the need for the facility you provide as we have got family members who suffer with the disease of alcoholism from this we know the affects of the disease can be quite out of character people who suffer with disease acting and saying quite inappropriate and sometimes dangerous things which is why the safety and privacy for our children are our main concern.

Your sincerely

27th January 2011



Armidale 2350

26th January 2011

The General Manager
Armidale Dumaresq Council
PO Box 75A
ARMIDALE NSW 2350

Dear Sir,

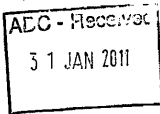
Development Application 344-2010
1-3 Crescent and 1 and 3 Claverie Streets, Armidale

As owner and occupiers of Lot _____ Street), we hereby submit our objections and concerns regarding the above application:

1. Loss of privacy and anonymity, whereby our normal movements in our back yard could be subject to observation by the residential clients in the proposed development, particularly from the first-floor Crisis Lounge that overlooks our property. This is also of concern to us when those clients are released from supervised care into the wider community.
2. Considerable loss of value of our property for the above reason.
3. We are concerned that large areas of metal and glass in the proposed development will reflect glare onto our property.
4. The proposed two-storey development is only one metre away from our back fence. We object to the immediacy of this visual impact.
5. Further, in this narrow space the developers propose to plant a species of lillypilly, attaining an eventual height of 4-7 metres, and a species of grass. We believe there is not sufficient space for these plants, with the trees having potential to hang over our fence. Drainage of runoff water from this nature strip is also a concern, as our land is downslope from the development.
6. We are concerned that with a larger facility than the present one, more noise will emanate from the development, particularly from the group-activity areas (dining, lounge and garden) immediately adjoining us.

In summary, it is the two-storey nature of the development, and its immediate proximity to our boundary, that causes us to object to the proposal.

Yours sincerely,



ARMIDALE NSW 2350

Thursday, January 27, 2011

To the General Manager
Armidale Dumaresq Council

We are writing to object to the Re-development of Freeman House.

We firstly have concerns about the devaluation of our house, but our main concern is major problems we foresee with traffic and parking issues.

We have lived in two different houses over a period of 47 years, in Claverie Street.

When we lived in our first house, Claverie Street was a dirt road and when Council tarred the road, we asked that they take more from the width of the footpath, to make the street wider. This was rejected and we were left with a very narrow lane type road, that is only 6 meters wide.

After coming in to Council and looking at the plans, we realized that of the 37 kerbside parking areas, 9 of those will be allocated to the southern side of Claverie Street. This street is not wide enough for any parking and we already experience parking issues. Any family or friends that come to visit are left no alternative but to park in our driveway. We are fortunate to have a driveway to accommodate a couple of cars. Other neighbours are not so lucky.

Whilst we don't object to Freeman House being updated and extended, we do object to the fact that there has not been an allowance for adequate parking at the development itself. This would certainly keep the residents in the surrounding streets more on side. Upon looking at the plans we see that Freeman House will only have 11 parking bays.

We have also observed that people parking in Crescent Street now are not complying with parking laws. There is a large volume of cars that park in the street and they park extremely close to the corner.

The other thing that concerns us is that the guttering in Crescent Street, is Heritage Listed and we are concerned that it will be damaged, if there is to be people vying for parking spaces.

Enclosed with this letter we have highlighted the relevant page from the LEP, under 2a Residential, sub clause (e), that we feel does not comply.

We have also enclosed some photo's to support our claims.

We are available on the above phone number, should you need to contact us.

Yours sincerely

home businesses and professional services while maintaining the residential amenity of the surrounding area, and

(d) to enable retail development that is compatible with the predominantly residential characteristics of this zone and which serve the local neighbourhood, and

(e) to enable development of land in this zone that is appropriate to the surrounding residential area where the scale, height, type, operation and traffic-generating characteristics of the development are compatible with the character and amenity of the surrounding residential area and with existing or proposed development nearby.

(2) Without development consent

Dams; home occupations; home occupations (sex services); maintenance dredging; public utility undertakings

(3) Only with development consent

Development not included in subclause (2) or (4)

(4) Prohibited

Abattoirs; airports; animal boarding, breeding or training establishments; aquaculture; bulky goods premises; bulk stores; car parking stations; commercial premises; depots; entertainment facilities; extractive industries; general advertising; generating works; hazardous industries; hazardous storage establishments; helipads; heliports; highway service centres; hotels; industries (other than home industries); institutions; intensive livestock agriculture; intensive plant agriculture; light industries (other than home industries); liquid fuel depots; materials recycling facilities; mines; offensive industries; offensive storage establishments; passenger transport terminals; places of public entertainment; professional consulting offices (other than livestock breed society headquarters); recreation vehicle areas; restaurants; restricted premises; road transport terminals; sawmills; service stations; sex services premises; shops (other than convenience shops); stock and saleyards; take away food outlets; tourist facilities; transport depots; vehicle body repair workshops; vehicle repair stations; vehicle showrooms; warehouse or distribution centres; waste depots; waste disposal facilities

(5) Area for hatchet shaped lots

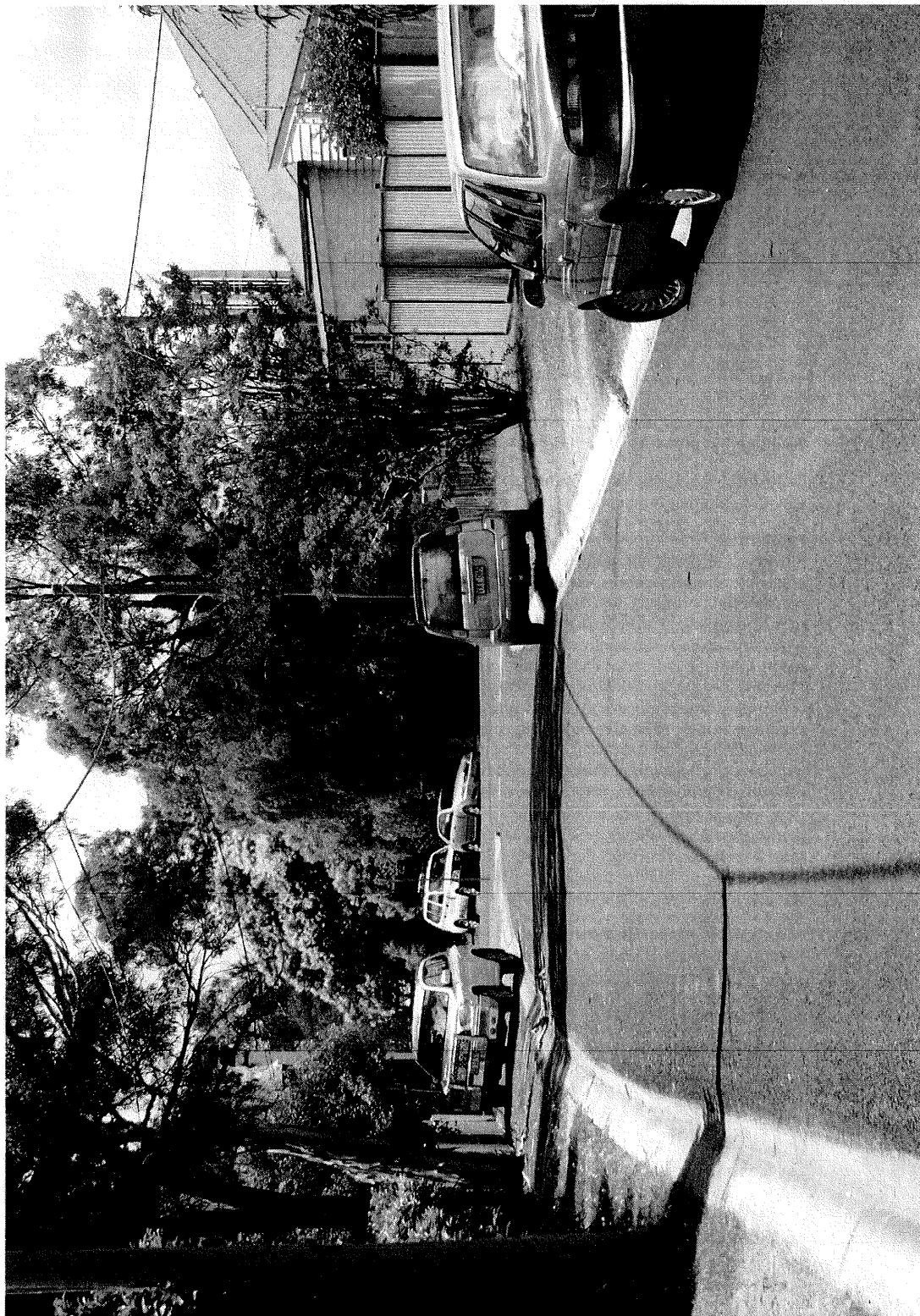
A reference in subclauses (6), (7) and (8) to the area of a lot does not include the area of an access corridor for a hatchet shaped lot.

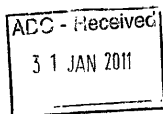
(6) Subdivision

(a) Land in this zone may be subdivided, but only with consent.

(b) Consent may be granted to subdivide land in this zone if each lot to be created by the subdivision will have an area of at least 400 square metres.

(c) Consent may be granted to subdivide land in this zone for the purposes of integrated housing if the total number of lots to be created by the subdivision is at least 5 and each lot will have an area of at least 232 square metres.





The General Manager
Armidale Dumaresq Council
PO Box 75A
Armidale NSW 2350

Dear Sir,

We write re the proposed development at 1-3 Crescent St and 1 & 3 Claverie St (DA-344-2010).

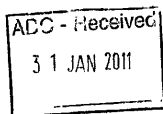
We are residents of Claverie St and wish to raise an objection to this proposed development.

Whilst there is little doubt that the proposed development in Claverie St will have a detrimental effect on the value of properties in our street, my primary concern and objection relates to the issue of parking and the flow of traffic in Claverie Street.

At present, Claverie Street is a relatively narrow street with virtually no verge / pedestrian corridor on the Northern side of the street and a grass verge on the Southern side. Parking is already an issue in Claverie Street as, when a vehicle is parked next to the curb, it restricts traffic flow significantly, making it possible for only a single lane of traffic (cars, not trucks) to use the street. If we chose to park at the curb in front of our front gate, it would mean that we would be parked opposite the driveway of number Claverie Street, making it very difficult, if not impossible, for a vehicle to safely turn into that driveway. A vehicle towing a trailer is not able to enter or exit the driveway in such a circumstance. Cars parked at the curb would, for example, make it difficult, if not impossible, for trucks to collect waste (garbage, green and recycling are each collected by a different truck) or deliver LPG or other goods.

As residents of the Southern side of the street, we are forced to park with part of our vehicle on the grass verge, in order to park near our home. Visitors are forced to do likewise. If the Southern side of Claverie Street (between Crescent Street and Monkton Ave) is to be used for parking, as stated in the Council documents, we believe that it will greatly limit accessibility to the street for other vehicles and will make it difficult for us to park near our home. The plan, as shown in the Council documents, claims that 9 car parking spaces are available to the new development on the Southern side of Claverie Street between Crescent St and Monkton Av. If this is the case, where are the residents of Claverie St supposed to park? How many parking spaces are allocated to the residents and their visitors? This is clearly an unacceptable situation for residents of Claverie St.

We note also that visitors to Freeman House have, over a prolonged period, shown scant regard for parking regulations and parked in a manner that presents a danger to vehicles traveling East along Claverie St (e.g. the photos below). This is a matter that we have previously raised with both Freeman House staff and with Council staff. We are concerned that, should that practice continue, and cars are parked along the length of the Southern side of Claverie Street, residents and others who drive along Claverie Street will be put at even greater risk.



The General Manager
Armidale Dumaresq Council
PO Box 75A
Armidale NSW 2350

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We are residents of Claverie St and wish to raise an objection to this proposed development.

Whilst there is little doubt that the proposed development in Claverie St will have a detrimental effect on the value of properties in our street, my primary concern and objection relates to the issue of parking and the flow of traffic in Claverie Street.

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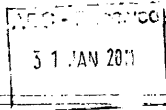
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We therefore submit to you our objection to the proposed development and, in particular, that aspect of the development that relates to parking in Claverie Street.

Yours Faithfully,

28.1.11





28-1-11

Armidale

To Whom it May Concern;

I wish to say that I am against the building of a new complex at Freeman house. it has not been supported by clients and there has been lots of noise at times when there has been clients

- 1 parking because we have no curb and guttering everyone thinks they can park on my nature strip. ^{THERE IS NOT ENOUGH PARKING.}
- 2 I am concerned about my own safety because I live by myself. and also my privacy. I am elderly.
3. I also think its a great waste of money which can be put to better use in the way of St Vincent the Paul to helping people in need & poor.
- 4 The Corner causes some concern as I have seen many a close call with accidents



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17 February 2011

SVD 27/1

The General Manager
Armidale Dumaresq Council
135 Rusden Street
ARMIDALE NSW 2350

Attention: Stephen Gow

Dear Stephen,

**RE: DEVELOPMENT APPLICATION FOR FREEMAN HOUSE LOCATED AT
130 CRESCENT STREET ARMIDALE**

Thank you for your correspondence and feedback to date regarding the abovementioned development application. I note that your intention is to complete your report by the 23rd February 2011, and that the Panel will meet and assess the application on the 9th or 10th March 2011. Would you kindly confirm these times, as we may decide to attend the Panel meeting.

In response to some of your queries, I make the following comments:

1. Facility Mini bus

The current method of group transport is via the use of a Toyota Hi Ace Commuter mini bus with dimensions 5380 length x 1880 wide x 2285 high, and seats a total of 14 passengers. The mini bus is intended to be used to pick up and transport local residents of Freeman House and also members of the community who may attend learning programs at the OLC training centre. The benefits of this service include:

- a. It ensures that the people who need to benefit from the programs the most are more inclined to attend them if they are picked up and dropped off, making them less likely to simply not turn up
- b. It provides convenience for most of the residents and users of the OLC services who typically do not own cars
- c. It limits the on site parking demand for Freeman House



Celebrating 100 years 1914 - 2014



- d. It compliments Freeman House's draft policy which prohibits resident vehicles at the facility.
- e. It resolves ongoing issues associated with Freeman House residents hiding banned substances in their vehicles which staff are not permitted to search (drugs and alcohol of any kind are banned at the facility and as such searches of the rooms are conducted regularly). Resident vehicles, if brought to Freeman House, pose a threat to breach of policies and a temptation for residents.
- f. It resolves issues associated with peer residents getting into other residents' cars which is also prohibited at Freeman House.

2. Privacy

- a. Balconies are proposed to the first level Crisis and Rehab accommodation wings. In some instances, these balconies have the potential to view neighbouring properties to the North and West. We had carefully placed northern courtyards and landscape buffers to address these issues during the design stage, however there are a few balconies which are close to the adjoining boundary. On review of these areas during the planning phase, we felt that the areas which would potentially be overlooked were either roof tops or common public areas, such as driveways, and in any case we felt that they weren't severe. If Council wishes, privacy screens could be installed to these balconies. The screens could be moveable so they can provide flexibility to access northern light and provide occupant privacy when required.
- b. I note that residents in both Crisis and Rehab wings are NOT occupying their rooms during the day, Monday to Friday. Crisis residents are locked out of their first floor amenities from 9am until 5pm Monday to Friday, and rehab residents are kept busy with back to back training and rehabilitation programs from 9am until 5pm 5 days a week with some classes and 'group chores' occupying them on weekend days.

3. Parking

We understand that both residents and Council have varying concerns regarding parking in the immediate surrounding area. Freeman House share these concerns and are committed to ensuring that neighbours and Council are happy with any outcomes proposed, which is why the proposal increases the current number of onsite car spaces to 14. Although there is no historical data available, we have formulated our parking demand and analysis on the current use and experience of the facility, which we believe is reliable and is supported in our submitted traffic and parking report as prepared by Wakefield Planning.

- a. We argue that on-street parking in Crescent Street is currently predominately used by visitors and staff of the adjacent hospital, who find the side entrance to the hospital on O'Dell Street convenient during operating hours. After 5pm, when the side entry to the hospital gets locked, and hospital staff are leaving for the day, and Crescent street is virtually cleared of parked cars. This demonstrates that the current parking requirements for both staff and residents of Freeman House, does not rely on the available street parking on Crescent Street, as Freeman House operates 24 hours. As evidence of this, we undertook

G:\PD Job Cards\1 Live Projects\SVD2701\B Design Team\2 Authorities\1 Council\3. Add Info Feb 2011\L 110217 SH Additional info SVD 2701.docPage 2 of 6

a photographic investigation of Crescent Street, on the 16th February 2011 at 9am, 12 noon, 3pm and 5:40pm. The photos are included in this document set and should be read in conjunction with the table below.

Photo Numbers	Time 16.02.11	Comments
1-3	9:30am	Shows 11 cars parked along both sides of Crescent Street, 1 of which is owned by a Freeman House staff member
4-5	12:00pm	Shows 9 cars parked along both sides of Crescent Street, 1 of which is owned by a Freeman House staff member
6-8	3:00pm	Shows 9 cars parked along both sides of Crescent Street, none of which are Freeman House related vehicles
9-11	5:40pm	Shows 4 cars parked along both sides of crescent Street, none of which are Freeman House related vehicles

- b. Additionally, we argue that cars that periodically park in Claverie Street further to the West, or on kerbsides of Claverie Street are NOT related to Freeman House residents or staff. We suggest that if Council feels that this is problematic for the nearby residents, that restricted parking signs be installed to reduce both Claverie and Crescent Street parking demands and that the issue is dealt with independently of this application.
- c. Freeman House has a restricted contact period for the first three months of a resident's stay where visitors are prohibited. After this period, depending on the individual, contact with family members is allowed, and usually occurs off site in a neutral environment, as both residents and family members prefer to meet outside of the Freeman House environment.

To further substantiate our argument that residents do 'not typically own or bring with them cars', we provide the following additional information about the type of clients Freeman House services and the processes they go through to get in:

- a. The types of people who come to Freeman House are the most marginalized and disadvantaged in the community. Often, their admission will be the result of a health crisis; for example, they may have had pancreatitis or seizures, blackouts which result in an accident or they've been bashed or abused at which point they have been admitted to a hospital, which will then refer them to Freeman House. Sometimes, they have undergone a medical detox elsewhere and the unit will then refer them to Freeman House for longer term help.
- b. Population groups are primarily from around the State of NSW but sometimes referrals are accepted nationally and include men and women, 18 years or older who:
 - i. have severe alcohol and drug use problems, where these problems pose a significant risk to the health and welfare of the individual and others.
 - ii. have undergone non-residential or short term treatment options which have failed to address their treatment needs in the past

- iii. come from a home setting or social circumstances which are not supportive of non-residential treatment options
 - iv. suffer with significant co-morbid disorders
- c. It is the aim of Freeman House to prioritize these client groups and to simultaneously address the homelessness and associated health and wellbeing issues holistically by offering a broad evidence based program. Current literature states that **'the more individualized and broad based the treatment a person with addiction receives the better the outcome'**. The end aim is to rehabilitate clients so that they can live free of the effects of alcohol and other drugs and sustain family, employment and social relationships.
- d. These clients can come from any background, but they are usually destitute when they come to Freeman House, it being a 'last resort' to rehabilitate them. Some may have excellent professional backgrounds, but their lifestyle has destroyed family relationships, work relationships etc and most come in with accumulated debt so they require urgent financial counseling and assistance to get them back on top of their financial problems. Most clients arrive with the help of family/friends, on public transport or even patient transport vehicles. Additionally, large proportions of the clients have either lost their drivers licenses through DUI charges or simply do not own cars. This is always established through the admission process, as it is a condition of entry to Freeman House that any court cases pending must have been heard prior to entry, as Freeman House does not hold beds for people who may end up with a custodial sentence or who are trying to use the system to avoid a sentence in the first place.

In summary, our submitted traffic and parking report states that Freeman House residents in both Crisis and Rehab typically do not own cars due to the reasons listed above. This is a realistic and true statement and one which we reiterate firmly. We have stated in the Traffic and Parking report that sometimes residents in the Transitional Units own cars, and we have allowed for this in our parking analysis. This is due to the fact that these residents have been through 6-12 months of rehabilitation and programs at Freeman House and have benefited from lessons including budgeting, and finance, and with the assistance of Freeman House staff have been able to purchase modest vehicles. Currently, at the time of writing this letter, there are 2 transitional residents at Freeman House who have cars both of which have been recently purchased, both of which are parked 'on site' outside of the transitional accommodation units. The vehicles are part of the 'transition' from assisted living to independent living for these residents and as such, when afforded are part of the programming.

4. Potential for the extension of the OLC services to community members

- a. As indicated in our submission, there is a possibility that the proposed OLC (training centre) facilities could be expanded to offer services and support to members of the community in need. The General Manager at Freeman House feels that a support service such as this may be essential for the community due to the current nearby social housing. Such a facility would complement the social housing supply with essential 'life skills' and training which will assist these residents with budgeting, drug and alcohol related issues and social networking. He feels that these skills go hand in hand with supplying housing in the first instance and ensures that they remain in social housing rather than fall back into the cycle of homelessness. Plans for any expansion are unknown at

G:\PD Job Cards\1 Live Projects\SVD2701\B Design Team\2 Authorities\1 Council\3. Add Info Feb 2011\L 110217 SH Additional Info SVD 2701.docPage 4 of 6

this stage, however the Society has prepared a document which will assist Council with understanding the Overall objectives of the OLC in more detail. There is also a copy of a 'class learning schedule' which is applicable to the OLC in Woolloomooloo Sydney, which is indicative of the types of programs which could be offered in Armidale.

- b. The same types of programs that are currently run for residents will be offered to community members and may include literacy, health and amenity, managing money etc. The course training is provided by other local services such as hospital staff (health), centre link (employment), TAFE teachers (literacy/numeracy) etc. The central location of Freeman House results in these trainers usually walking to the site, as they are all located within a 5 minute walk away. Regardless, we have accounted for 1 space for trainers, which is ample considering that there is only 1 program running at any one time throughout the day. Refer to the included learning schedule for an example of the types of programs which might be offered depending on demand. This is an example only, and all programs are reviewed and updated every 6 months at Freeman House to ensure that the training is appropriate.
- c. As already mentioned in section 1 above, Freeman House will offer a pick up and drop off service to all external community attendees which will ensure attendance without any increase in parking demand.
- d. It's probable that the OLC will evolve into a Crisis Centre for local members of the community (such as residents of the near by social housing estate) where they may turn up on the doorstep after fleeing on foot or off a bus or train. Or they may be referred to Freeman House by a community partner such as the police, hospital, or housing manager if problems arise in their home life. The OLC would like to be in a position to provide support to these people in need if required.

5. ESD

- a. Partners Energy were consulted during the design development process and during coordination meetings provided valuable input with regards to passive design solutions as well advice on services, building materials and general ESD design principles. I have attached a summary of their contribution to the environmental design outcomes.
- b. I note that the building is NOT subject to BASIX compliance, but has been designed to comply with Section J of the BCA accordingly.
- c. Partners Energy also carried out preliminary glazing calculations to ensure that we achieved the appropriate glazing to wall ratios as required by section J (even though this is not a requirement for DA)

6. Shadows

- a. I note that a revised shadow diagram was issued to Council on the 8th February 2011 which showed an adjustment to the shadows cast from True North as required

7. Tree Removal

I note the following comments regarding the proposed tree removal – please refer to the Tree removal schedule for related tree numbering:

On Site	Subject	On Council land	Reason for proposed removal
Tree 1			Within 3.0m of the proposed structure
Tree 2			Obstructs with car access to off street parking
Tree 3			To provide more space for the 2 adjoining trees which are very close to this one, to assist with increasing the chance of their long term survival. This will be up to Council's discretion
Tree 4			Within 3.0m of the proposed structure
Tree 5			This tree impedes entry to the proposed car off street car space, and also currently causes issues for the land owner due to roots penetrating the surface causing uneven paving levels
Tree 6			Same as tree number 5
Tree 7			Impedes access to a proposed off street car space
Tree 8			Within 3.0m of the proposed structure
		Tree 9	This tree was originally proposed to be removed, however on closer inspection, the proposed off street car spaces could be shifted to retain this tree – this will be up to Council's discretion
		Tree 10	Is within 3.0m to the proposed structure and also impedes visual access from the proposed off street car space.

We trust that the above information is satisfactory to assist you further with your assessment of this application; however should you have any queries, please do not hesitate to call me on (02) 9797 5412 or email me at suzanne.hart@paynterdixon.com.au

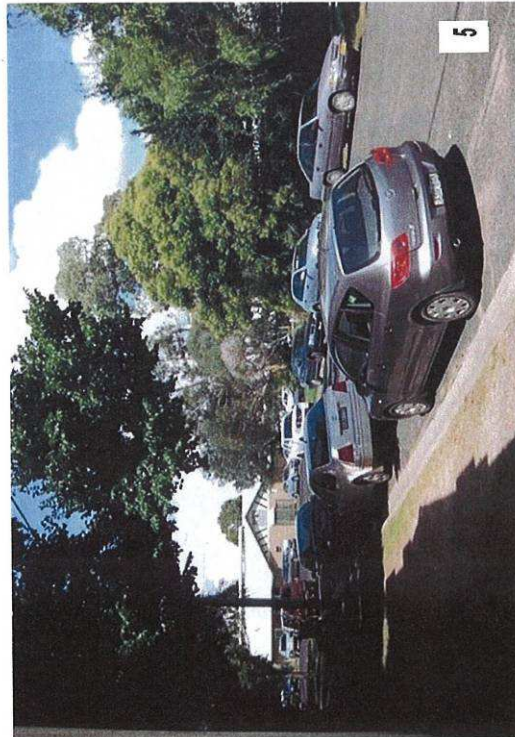
Yours faithfully
PAYNTER DIXON CONSTRUCTIONS PTY LTD

DESIGN MANAGER

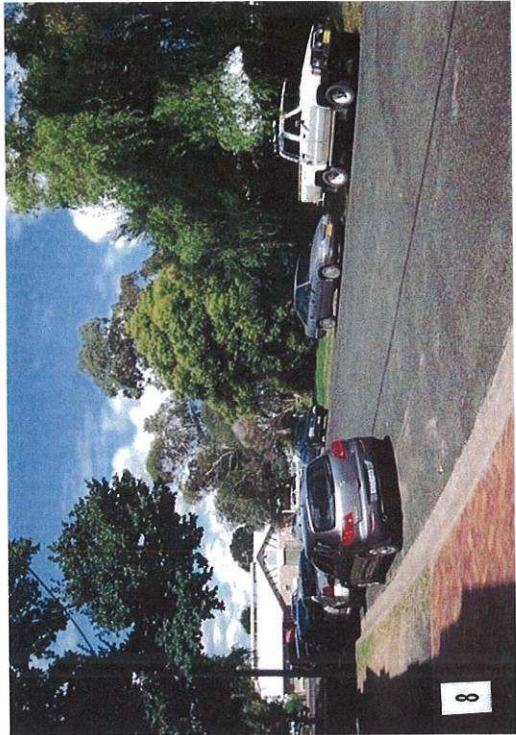
Photographic Investigation
Freeman House
February 2011
Crescent Street Armidale
9:00am



Photographic Investigation
Freeman House
February 2011
Crescent Street Armidale
12:00pm



Photographic Investigation
Freeman House
February 2011
Crescent Street Armidale
3:00pm



Photographic Investigation
 Freeman House
 February 2011
 Crescent Street Armidale
 5:40pm



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11



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Overview of the Ozanam Learning Centre (OLC) Objectives

The mini-Ozanam Learning Centre (OLC) planned for the Freeman House Rebuild is part of a holistic response to homelessness and breaking the cycle of homelessness. The centre will offer an array of small classes/workshops to internal service users of Freeman House, as well as marginalised and disadvantaged members of the local community.

The OLC aims to be responsive and flexible in its approach to service delivery to meet the identified needs of the service users.

The mini OLC objectives tie into the current program and service model of Freeman House, and will enhance the program, and become a great innovative resource for the community. This is even more relevant with the stimulus housing that has been developed in response to the federal government's white paper on Homelessness.

The 3 objectives of the mini OLC are as follow:

1. Health-For service users to have in place mechanisms for progressively maintaining a holistic approach to their health and well being.
2. Confidence-service users to be empowered by new skills and confidence to live independently and to sustain a tenancy and not fall back into the cycle of homelessness
3. Social capital-service users to be advantaged by having strong social support and structural networks.

The structure of the program will embrace client identified needs, community needs and service identified needs. These approaches are based on the insight that beneficiaries of welfare programs can best change their circumstances through a process of critical reflection and empowerment. Empowerment is necessitated on the ability to voice one's concerns, needs and ideas and in having a sense of ownership over programs and projects conducted in order to benefit them.

These approaches recognise, furthermore, that the success and sustainability of any social development program is precipitated on the input of beneficiaries who have the most insight into the effectiveness of projects which affect their well-being.

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Research completed for the concept of the OLC within current Services identified findings that marginalised and disadvantaged service users and the target group for the OLC were facing:

	Thematic Issue
i)	Mental health issues
ii)	Addictions
iii)	Feelings of disempowerment
iv)	Difficulty finding work

Mental Health Issues

Concerns with mental health were a highly evident issue which seemed to have an impact on the majority of clients interviewed. Concerns with mental health ranged from coping with a diagnosed mental illness such as one client who expressed that he "had a nervous breakdown and with bipolar it's difficult". This client indicated that this period had been a significant turning point in his life and reflected on the fact that his mental health concerns were the most significant factor in where he is today.

Whilst some clients did state that they had a diagnosed mental illness; others spoke of mental health concerns more abstractly.

For some clients interviewed contributing factors such as family breakdown have further heightened the effects of being mentally unwell. For example one client indicated that he had "experienced depression because of my relationship with my daughter. I just stayed in bed". Another client stated "That's what sent me off the deep end. Family breakdown and you feel like a drone, like we're just waiting to die. I've got grandchildren who I can't see because of this cultural war."

Addictions

A significant proportion of people experiencing homelessness have drug, alcohol or gambling addictions (Rota-Bartelink & Lipmann, 2007). The OLC would provide direct access to ongoing residential or community-based rehabilitation services where required. Additionally, the centre would be dual purpose for people with addiction issues in that it would provide opportunity to participate in activities which may lead to improved quality of life and support systems, but would also act as a safe haven in which clients can distract themselves from their addiction and factors which contribute to it.

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Disempowerment

A pervasive theme of feelings of disempowerment and confusion was also clearly present from the interviews conducted. For example one client stated that one of the most difficult parts of his life was "figuring out where to go next. Most people who come here, they want to go somewhere else".

Difficulty in Finding Work

A significant proportion of clients interviewed stated that difficulty in finding work was a pervasive issue in their lives. Poverty due to lack of employment was identified by clients as a significant barrier in their lives. For example one client emphatically expressed: "I *need* to work – I haven't got any clothes or blankets". No reasons were given by clients as to why they had difficulty in finding work.

Barriers clients experience in gaining and sustaining stable accommodation

The aforementioned issues of addictions, mental health concerns, feelings of disempowerment and poor employment prospects were also mentioned as barriers for gaining and sustaining stable accommodation.

In addition, however, a good amount of clients mentioned an aspect of poor living skills of different varieties as a reason for difficulty in sustaining housing. For example one client stated that "I'm hopeless with money. I'm in this situation because of money. I don't look after myself, paying bills. I'm hopeless with budgeting – I just live pension cheque to pension cheque. I just gave it away. Budgeting would be good".

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How can mini Ozanam Learning Centre address the issues and barriers?

Common suggestions were given by clients as to ways that the Education and Activities program could address the issues and barriers.

	Issues	Suggested EAP Strategy
i)	Mental health concerns	Opportunities for meaningful conversations Family breakdown discussion groups
ii)	Addictions	Distraction through recreation Assisted access to formal D&A residential and community services
iii)	Feelings of disempowerment	Clients facilitating activities Educational courses Living skills course
iv)	Difficulty finding work	Work Skills courses

Recreation through Conversation

The majority of clients interviewed expressed the importance of meaningful dialogue with other people in the Activities Centre to share their life experience and their problems and concerns with. Clients expressed the importance of being able to engage with non judgemental staff, volunteers and other clients. Some clients interviewed highlighted how positive it was that staff were interested in them and were accepting of them, whereas others suggested that the Activities Centre could do more in reaching out to those who did not come to the Activity Centre.

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Family breakdown discussion group

A small portion of clients indicated that the Education and Activities programme could assist in clients coping with family breakdown. One client this suggested that we host "discussion groups about family breakdown. The teacher's the facilitator. A lot of it can really help with ideas".

Recreation through Distraction

Clients whilst not stating that the Education and Activities program could help them with any of their own addictions, identified that the Education and Activities program would be able to assist *others* with addictions by "giving something else to occupy themselves with".

Empowerment

Clients indicated three ways that the Activities Centre could work to empower clients. Firstly a portion of clients were keen to highlight skills which they felt had been underutilised by the AC and other community services. This portion of clients was eager to express that they came from a client group with a multitude of skills acquired through a number of years previous to their entry to the homeless system".

***"A big part of poverty is a lack of education,
Being illiterate."***

Secondly, clients indicated that the Education and Activities program could empower clients through increased educational opportunities and training. Opinions varied on this matter with some clients expressing that they weren't interested in education at all, laughing that "I don't want to go to school anymore" and others seeing it as vitally important. One client thus reflected that "Confidence is important – by giving them more skills, more access. A big part of poverty is lack of education, being illiterate".

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A third strategy of providing living skills education was also met with common responses. Assistance in maintaining a household and taking care of one's self were seen as a conduit for setting clients up after their exiting homelessness. As one client mentioned "Life skills would help people in the future".

Work Skills

A high percentage of clients also specified the importance of the Education and Activities program providing vocational skills as a means of assisting them in their current difficulties. When asked about courses, a number of clients were eager to express that they should be accredited courses with industry recognition. For example, one client specified that "It would be good to have qualified TAFE teachers come out running a certified course: anything that will give you skills that will transfer into work".

Furthermore a common suggestion for a program for the Education and Activities program to run was help with resume writing and job applications through telephonic and email assistance.

References

Rota-Bartelink, A, Lipmann, B (2007) *Australian and New Zealand Journal of Public Health*, 31(3) 258-252

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