

# **SOCIAL IMPACT ASSESSMENT**

## **ELEEBANA SHORES SENIOR'S HOUSING DEVELOPMENT**

*proposed by*

**Elleebana Shores Retirement Living Pty Ltd**

*at*

**40 – 48 Burton Road,  
Mount Hutton New South Wales**

***PREPARED BY***

**Stan Manning and Associates**

*Retirement Living and Aged Care Consultants*

*in conjunction with*

**Coastplan Group**

*Planning and Engineering Consulting Group*



December 2013



**Eleebana Shores Project**  
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1. INTRODUCTION

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This Social Impact Assessment relates to a Development Application (DA) made by Eleebana Shores Retirement Living Pty Ltd (ESRL) to the City of Lake Macquarie Council (The Council) for the development of a seniors living retirement village development embracing the concepts and services of “*serviced self care housing*” as set out in the State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 (the SEPP).

This development is to be constructed on a site at 40 to 48 Burton Road, Mount Hutton (the site). This development will comprise 101 dwellings, village community centre and associated amenities.

The proposed Retirement Village will operate under, and fully comply with the provisions of the Retirement Villages Act (NSW) which is designed to mainly protect the interests of residents.

The SIA will outline:

- Details of the proposed development;
- The anticipated primary catchment area from which the majority of new residents will come;
- Demographic overview of the identified primary catchment area;
- The need for additional seniors housing within the Lake Macquarie LGA;
- Assessment of the potential impacts on the social environment; and
- Identification of mitigating responses to address potential impacts outlined in this SIA.

This SIA takes into account and is prepared in accordance with Section 2.2 of Council's Development Control Plan No. 1 – Social Impact

It is understood that the current zoning of the site allows for construction of seniors housing developments such as the proposed serviced self care housing (Retirement Village).

The proposed development falls under the provisions of the State Environment Planning Policy (Housing for Senior's or People with a Disability) 2004 as Seniors Housing and is categorised as “a group of self-contained dwellings” which is allowed under clause 10 (c)”.

The proposed development will provide self contained dwellings which we understand will meet the specification and the requirements set out in the definition of serviced self care housing in clause 13 (3). It will also meet the requirements of clause 26 of the SEPP in regard to the location of the required services that should be available to residents of the proposed village. These self contained dwellings will be provided in the form of a villas and apartments.

In addition, we understand that the operator of the ESRL will be obligated by legal agreements between each resident and the organisation to put the necessary arrangements in place to ensure that the residents of the village will have available to them a range of on-site services such as meals, personal care, home nursing visits and assistance with housework and more.

The DA has been lodged in accordance with the requirements of State Environmental Planning Policy (Housing for Senior's or People with a Disability) 2004.

## **2. SUMMARY OF THE PROPOSED DEVELOPMENT**

The DA proposes the construction of a comprehensive Retirement Village development for people over the age of 55 years on land known as 40 – 48 Burton Road, Mount Hutton. It will provide a

comprehensive range of care and support services to residents needing assistance which will exceed the requirements set out in SEPP Seniors Living. It will also operate under the principles of Ageing - in - Place so that its residents can be supported in their home rather than in an institutional setting.

The project will involve:

The erection of 61 self contained single storey villas, 4 x 2 storey apartment blocks with basement parking comprising a total of 40 apartments, a community centre with indoor swimming (lap) pool, and staff member's residence, Maintenance workshop, visitor and bus parking areas(for the village bus(es)) and associated roads;

- Each dwelling will include provision of at least a single garage with 43 villas providing garage parking for 2 cars. The driveways have been designed to provide adequate space for the parking of one other vehicle for visitors etc. In regard to the apartments, each block of 10 will provide at least 10 parking spaces and one storage locker for each apartment. There will be a lift service operating to all levels of the apartments in each block;
- The provision of private communal private and landscaped open spaces and garden area, private courtyards to all villa dwellings, large areas of open spaces including the creation of a substantial reserve at the rear of the site surrounding the riparian zone including the existing creek and "buffer" boundary landscaping to adjoining properties;
- Associated services and drainage infrastructure;
- New bus stop bay and bus shelter at the Burton Road frontage for use by the general public and the residents of the village and their visitors;

The following is a description and schedule of the 101 dwellings:

Size of dwelling	Number of dwellings and apartments
<b>Villas:</b>	<b>Total</b>
2 Bedroom, Family room, study with double garage (Types: A, B,)	18
2 bedroom, study and double garage (Types: C, D and G)	25
2 bedroom with single garage (Types: E and F)	18
<b>Apartments:</b>	
- 2 bedroom, study, private balcony and basement car park and store locker	40
<b>Total number of dwellings:</b>	<b>101</b>

In regard to design, layout, amenity, accessibility and safety, the planned development will comply with the provisions of the SEPP.

The following community facilities will be provided to serve the needs for the residents of the Village:

- A community Centre that will include:- Lounge (incorporating a cinema facility), Dining Room leading out onto an extensive terrace/veranda/deck overlooking the reserve and existing creek at the eastern end of the site, fully equipped kitchen with cool room, freezer, and dry store, bar with adjacent store, salon for visiting hairdresser, podiatrist, massage therapist, physiotherapist etc, library stocked and operated by the residents, IT room, meeting room, crafts room, small gym, nurses room/office, medical consulting room for visiting

doctors clinic, amenities, attached indoor lap pool and change rooms, administration area – reception, manager's/admin office and sales office.

- A one bedroom apartment will be provided on the smaller second level of the building for live in/on call staff monitoring the emergency alarm after normal office hours and at weekends when other staff are not on duty.
- There will also be other facilities/amenities provided for the enjoyment of residents and their visitors. These are: feature "pocket" parks within the site, substantial planting of trees, shrubs and landscaped areas, and Parking for the two proposed 15 seater village buses.

The proposed community facility will be constructed and available for use during the second stage of development of the village.

From commencement of operation of the village a "temporary" Community Centre will be provided by renovating and utilising one of the rather substantial existing residences currently on the site. As will be noted from the proposed site plan (attachment 2), pedestrian footpaths are provided throughout the development which are adjacent to the road providing safe level access to each villa and to the entry on the Southern of the site to each of the apartment buildings.

These footpaths will be able to be utilised by those residents who need to use motorised "scooters". There will be parking areas provided for such residents at the community centre and adequate space on the footpaths for the safe operation of these mobility aids. It is noted that there is an existing bus stop for the public bus service on Burton Road in front of the site for buses travelling south along Burton Road. There is also another corresponding bus stop on the other side of Burton Road for buses travelling north. At present, neither bus stop provides a shelter for waiting passengers.

Under this proposal, provision has been made for the bus stop on the eastern side of Burton road to be moved within the site frontage to the south of its existing location. Subject to approval, a new bus shelter will be provided at this new stop. This would improve the amenity for those from the surrounding community utilising the bus service.

Vehicular entry and egress to the site would be achieved through the use of a "ring" road internally to provide vehicular access off Burton Road on the northern side of the site to each villa, the community centre and the apartments and a separate exit to Burton Road on the southern side of the site.

The provision of such a comprehensive range of spaces and facilities should encourage vital social interaction between residents of the village so that a "community" spirit and networking can be established, grow and be maintained. It is vital that the owners of the village, the management and administration team and other staff do everything possible to initiate, facilitate and encourage the development of this community spirit.

It should be noted that the principals of Eleebana Shores Retirement Living Pty Ltd have substantial experience in Retirement Village Management. Mr. Ron Dobler has been involved in the sector since 1991 when he established the very successful Living Choice group of villages.

Residents of the 7 villages he established between 1991 and 2002 still speak highly of the positive environment that he and the staff created within each village and the affirmative sense of community and friendship they experienced between residents as a group, and the residents and management within the village in which they lived.

Mr. Mark Dixon likewise has been involved in Retirement Villages and face to face interaction with residents for the past 10 years and more intensely in the last 3 years in his position as part owner and Managing Director of the Halliday Shores Retirement Village on the mid north coast of New South Wales. This involvement has given him substantial experience in creating the positive environment and sense of community needed within a Retirement Village which enables residents to enjoy their retirement years and a supportive community spirit and environment.

The following is a list of the type of activities that will be established, encouraged and nurtured initially by management working with the residents with a view to the residents themselves taking overall responsibility for the task on an ongoing basis. Obviously some of these activities may not be continued as they will be replaced by new ones developed by the residents themselves according to their interests and tastes. Many of these activities have been part of the social and community program of the villages which have previously or are presently operated by the principals of the company undertaking this development.

- |  |  |  |
|--|--|--|
| - Social gatherings, entertainment and Games | - Organised 3 day excursions to places of interest chosen by residents | - Monthly birthday party for those having a birthday in that month |
| - Concerts                                   | - Fund Raising Events  | - Bridge or card afternoons  |
| - Dinner Dances                              | - Craft classes  | - IT/Computer classes  |
| - Movie nights                               | - Art classes  | - BBQ's  |
| - Water aerobics (in the village pool)       | - Health and positive lifestyle/wellness sessions                      | - Regular bus outings – shopping trips – a “day out”               |
| - Carpet bowls                               | - Tai Chi/or yoga  | - Darts  |

In regard to use of the village bus or buses, the shopping excursions provided will be on several days each week and they will take and pick up residents to Warner's Bay Shopping Centre, Lake Macquarie Fair, Mount Hutton and Charlestown Square major shopping centre.

Also, the policy will be that if more than four residents want to go on other excursions, they will be able to use the village bus.

As stated in the introduction, the proposed development will operate under the provisions of the Retirement Villages Act (NSW). Therefore, under section 70 of the Act, it would be expected that the residents of the village will form a Residents Committee which they are entitled to do. The terms of operation and powers of such a committee are set out in the Act and the residents are able to have a free voice on any issue relating to the operation of the village.

### **3. THE SITE AND LOCATION**

The site is ideally located for the development of a Retirement Village. It is a reasonably level site with good access to public transport right at the front of the site on both sides of Burton Road which

can take residents to three well established shopping and service precincts namely, Mount Hutton Fair (2.1 km), Warner's Bay (3.0 km), and Charlestown Square.

The Mount Hutton Area Plan identifies the locality as a residential area supported by a large shopping centre and smaller centres with a range of additional support uses. The site is also in close proximity to Charlestown which is identified as a regional centre in the Lower Hunter Regional Strategy. The Mount Hutton area and adjoining suburbs have been subject to continual growth for many years.

The following data is provided in relation to the site:

<b>Title Description</b>	Lots 11 & 12 DP 830292
<b>Property Address</b>	40-48 Burton Road, Mount Hutton
<b>Site Area</b>	4.96 hectares
<b>Zoning – Lake Macquarie LEP 2004</b>	1(2) – Rural (Living) 7(5) – Environmental (Living)

The subject site is comprised for two large rural allotments which are used for rural living and associated activity. The use of the land has included horse stabling and training and existing infrastructure exists on the land for these purposes.

The site is located on the western side of Burton Road. The site has a 120 metre frontage to Burton Road and is improved with kerb and gutter (for most of the frontage) and a public bus stop/bus bay. Access to the sites is provided by existing concrete and sealed driveways which provide access to the existing dwellings on the land.

The site is located at the southern edge of the Mount Hutton urban area and is at the urban fringe with residential development in the western parts of Eleebana.

Land to the north is comprised of small rural allotments which are used primarily for rural living purposes with lots sizes generally in the order of 1 hectare. This land is zoned 1(2) Rural (Living). The lots are generally comprised of managed grasslands and garden areas.

Land directly west of the site is comprised of a large rural allotment with an area of approximately 2.4 hectares. This site has recently been approved for development of a retirement village comprising 57 self contained dwellings. A site plan of the approved retirement village is shown below.





Land to the south is comprised of urban residential development, as well as facility providing tourist accommodation/function centre/restaurant and two rural living allotments. The adjoining areas to the south are zoned 2(1) Residential Zone, 1(2) Rural (Living) Zone and 7(5) Environmental (Living Zone).

Land to the east is comprised of small rural residential type allotments which are used primarily for rural living purposes with lots sizes generally in the order of 1 hectare. This land is zoned 7(5) Environmental (Living). The lots are generally comprised of managed grasslands and garden areas around dwellings with areas of forest/woodland comprising retained trees with a managed understorey at the rear of the lots. The following photos show typical development in the area.

#### 4. PROFILE OF PROSPECTIVE RESIDENTS AND THE ANTICIPATED PRIMARY CATCHMENT AREA FROM WHICH THEY WILL COME AND THE LIFESTYLE BENEFITS AND SERVICES OFFERED

##### Age profile of prospective residents:

Based on previous industry experience (*see the following reference*) it is anticipated that the average incoming age of prospective residents for the proposed development will be between 73 – 75 years with the estimated overall age range being from the early 50's to late 80's. Research and industry experience shows that quite a number of residents in the 60 – 75 years age range will be attracted to the village because they are looking for modern Retirement Village options.

*: “..... on average residents are entering retirement living older than we expected on entry and turnover is increasing and residents are staying for shorter periods of time and are increasingly demanding assistance with their care needs”*



Source: Grant Thornton/Retirement Village Association (RVA) Retirement Living Survey January 2011.

**The catchment area from which it is anticipated they will come**

**It is anticipated that the development will house a high proportion of residents (more than 70%) who will move from the local community as it will provide them with an additional housing/lifestyle /care and support service choice.** The main target catchment area is anticipated to be within the area covered by the Lake Macquarie East SLA which generally covers the area within a 10 kilometre radius of the site. This sub-region has the natural boundaries created by the Eastern ocean shoreline and that of eastern shoreline of Lake Macquarie.

This assumption is based on industry experience which is supported by recent research as set out in the following extract.

In regard to previous location of the prospective residents the same Grant Thornton research reported quoted above:

*“... our research shows that over 70% of the residents will have moved from homes within close proximity of the village and on average they will remain in the village for eight or nine years”.*

**Reason for prospective residents moving to a Retirement Village:**

Specific research has shown that the key drivers of Choice to move into a retirement village are:

- Health issues or need for assistance;
- Death of a spouse;
- Downsizing family home that has become unmanageable
- Change of lifestyle
- Desire to be closer to family and friends”

*Source: reported in the same Grant Thornton/RVA Retirement Living Survey January 2011 and based on specific targeted research undertaken by the RVA and the University of Queensland.*

**Lifestyle benefits offered by the proposed development**

The benefits that will flow from a move to the proposed development which will provide “ageing-in-place” housing and care and support services are:

- The ability to stay as long as possible within their dwelling even though they need care and support;
- Ongoing independence (not dependence);
- A positive Ageing experience – be enabled to live life to the full;
- The ability to retain their dignity, individuality, wellbeing and wellness (fitness, health checks etc.);
- Easy availability of a range of care and support services on an affordable fee for service basis;
- For married couples, not to have to be separated from each other even if one is in need of care and support. (in many cases one partner is the primary carer but that person generally needs to have some respite from that role); and
- To live with the degree of risk with which they (and in some cases their family) feel comfortable, providing this does not cause an increased risk to other residents or staff.

### **Care and Support Services to be available to residents**

The services to be available to residents of the proposed development through the planned Care and Support Programme are summarised below:

- Meals available to residents in their own home as well as nutrition management
- Home help (laundry, general housework, meal preparation in their own home and shopping)
- Personal hygiene management and personal care
- Nursing services (injections, wound care, bowel and bladder management, medication management etc.)
- Mobility assistance (including transfers)
- Podiatry (provided by private practitioner)
- Doctor's consulting room on site
- Lifestyle and wellness activity program and facilities

## **5. THE NEED FOR SENIORS HOUSING**

### **5.1 The Primary Catchment Area**

In researching any proposed Seniors Housing development, there is a need to identify and determine where the majority of prospective residents are currently domiciled.

As stated, the Lake Macquarie East SLA has been identified by ESRL as the primary market target area because of the nature of the topography and the natural boundaries of the greater area surrounding the site of the proposed development. These boundaries are created by the ocean on the eastern side and the shore of Lake Macquarie on the western edge. In addition, our research indicates that there is reluctance of older persons to move out of this area to other parts of the Lake Macquarie LGA particularly over to the western side of the Lake.

Experience over many years supported by industry based research (as previously quoted) indicates that the majority of prospective residents – up to 70%, will come from the “local” area. In city areas the local catchment may be within a radius of 10km of the development site.

Also, consideration needs to be given to the nature of the location and the normal pattern of in-migration of both permanent and transitional or holiday residents or tourists.

The balance of the prospective residents (30%) will come from a much wider area and for a variety of reasons. Some will even come from overseas or interstate usually because of a previous connection with the area e.g. a relative or friend who lives in the area or somewhere where they may have grown up or visited as a holiday destination.

### **5.2 Demographic Overview of Catchment Area**

Statistical information was sourced from the Australian Bureau of Statistics (ABS) 2011 census and the analysis undertaken on the available ABS 2011 Census data included the following:

- Age Distribution;
- Proportion of Aged with comparison to New South Wales average;
- Marital Status with comparison to New South Wales average;
- Weekly individual income with comparison to New South Wales average;
- Lone person household by age by sex.

The projected population estimates titled “SLA and LGA Population Projections 2016 – 2036” were sourced from the NSW Department of Planning. Historically, the Lake Macquarie region has had an older age profile when compared to the whole of NSW.

In 2011 18.44 % of the population in the Lake Macquarie LGA were aged 65 years and over. For NSW the proportion was 14.72%. However in the Lake Macquarie East SLA 19.05% were aged 65 years and over clearly indicating that this sub region had an older population than other sub regions in the LGA. This is clearly demonstrated by graphs which follow. In regard to the future this trend is going to continue as evidenced by the population projections included later in this report.

### **Age Distribution**

The Age Distribution of the Lake Macquarie LGA is shown in **Table 5.1(a) and 5.2(b)** and the Lake Macquarie East SLA in **Table 5.2(c) and 5.2(d)**.

As a general rule, up to 70% of prospective residents of Retirement Living housing look for such housing in the area in which they currently live. There are substantial social advantages in being able to maintain links with friends and to stay in neighbourhoods where existing infrastructure and networks exist. The balance of the residents will come from a much wider area.

**Table 5.2(a)** shows the number of males and females in all age groups, by 5 year intervals for those 55 years and older as recorded in the 2011 census for the Lake Macquarie LGA.

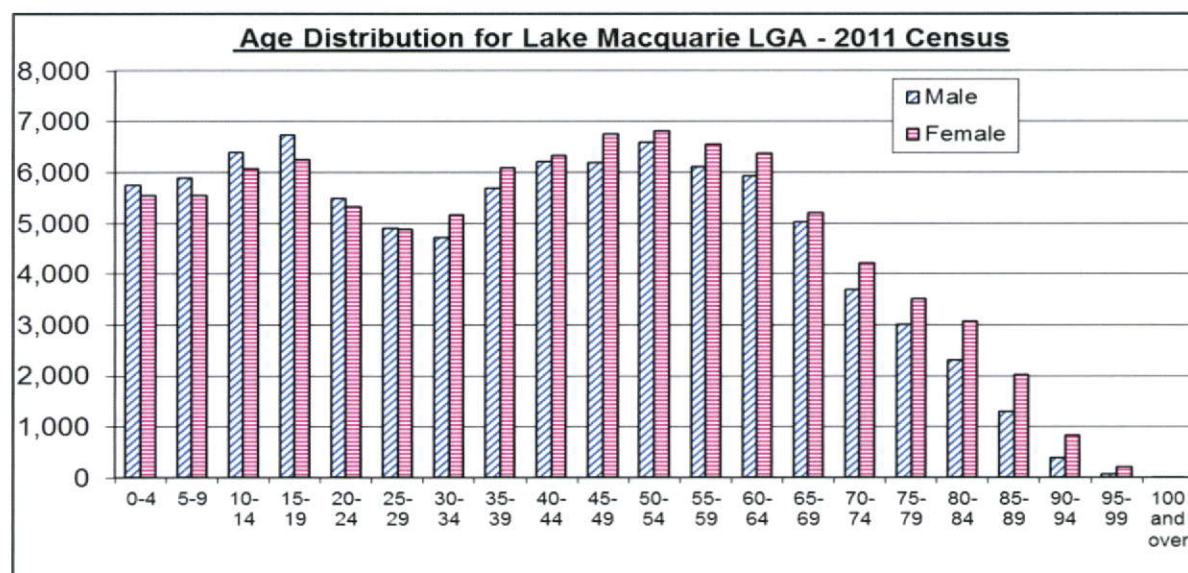
	Male	Female	Total Persons
<b>55-59</b>	6,111	6,546	12,657
<b>60-64</b>	5,926	6,370	12,296
<b>65-69</b>	5,017	5,198	10,215
<b>70-74</b>	3,696	4,223	7,919
<b>75-79</b>	3,010	3,511	6,521
<b>80-84</b>	2,304	3,071	5,375
<b>85-89</b>	1,301	2,015	3,316
<b>90-94</b>	388	823	1,211
<b>95-99</b>	62	197	259
<b>100 and over</b>	3	26	29
<b>Total</b>	<b>27,818</b>	<b>31,980</b>	<b>59,798</b>

**Table 5.2(b)** shows the number of males and females in all age groups by 5 year intervals for those aged 55 years and older as recorded in the 2011 census for the Lake Macquarie East SLA

	Male	Female	Total Persons
55-59	2,029	2,177	4,206
60-64	1,983	2,102	4,085
65-69	1,689	1,775	3,464
70-74	1,278	1,411	2,689
75-79	1,017	1,191	2,208
80-84	757	1,014	1,771
85-89	394	644	1,038
90-94	113	257	370
95-99	13	67	80
100 and over	3	9	12
<b>Total</b>	<b>9,276</b>	<b>10,647</b>	<b>19,923</b>

**Table 5.2 (c) – Age Distribution – Statistical Profile**

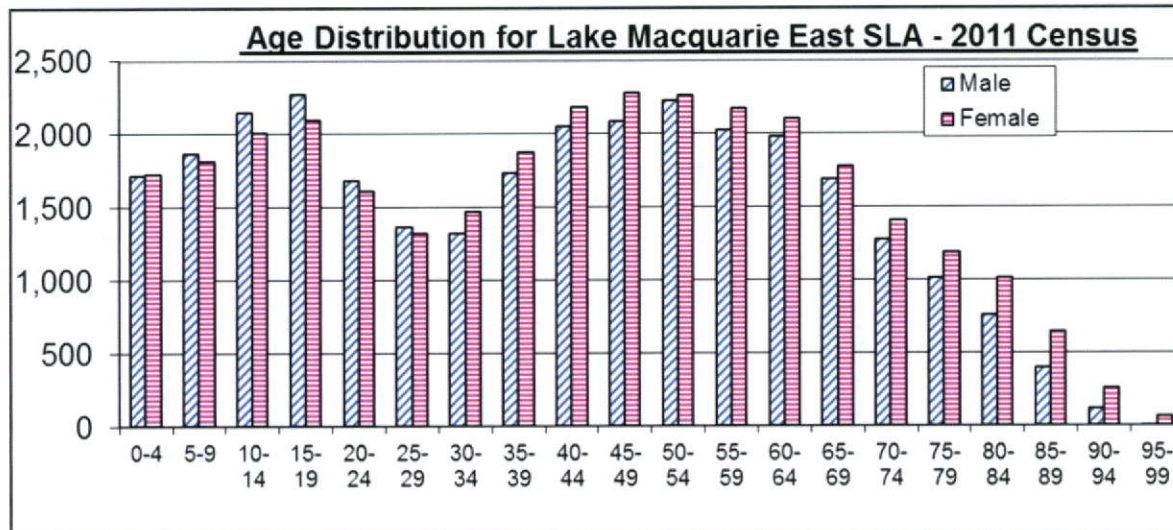
The age distribution shows the age groups by number of individuals in the Lake Macquarie LGA.



**Table 5.2 (d) – Age Distribution – Statistical Profile**

The age distribution shows the age groups by number of individuals in the Lake Macquarie East SLA.



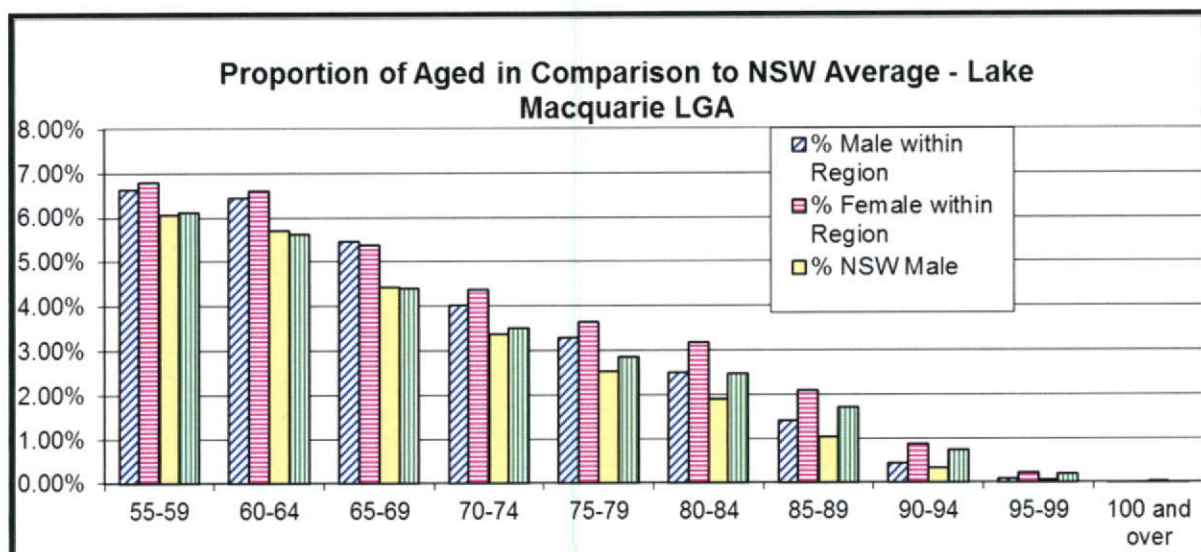


**Table 5.2(e) and 5.2(f) Proportion of Aged in Comparison to New South Wales Average**

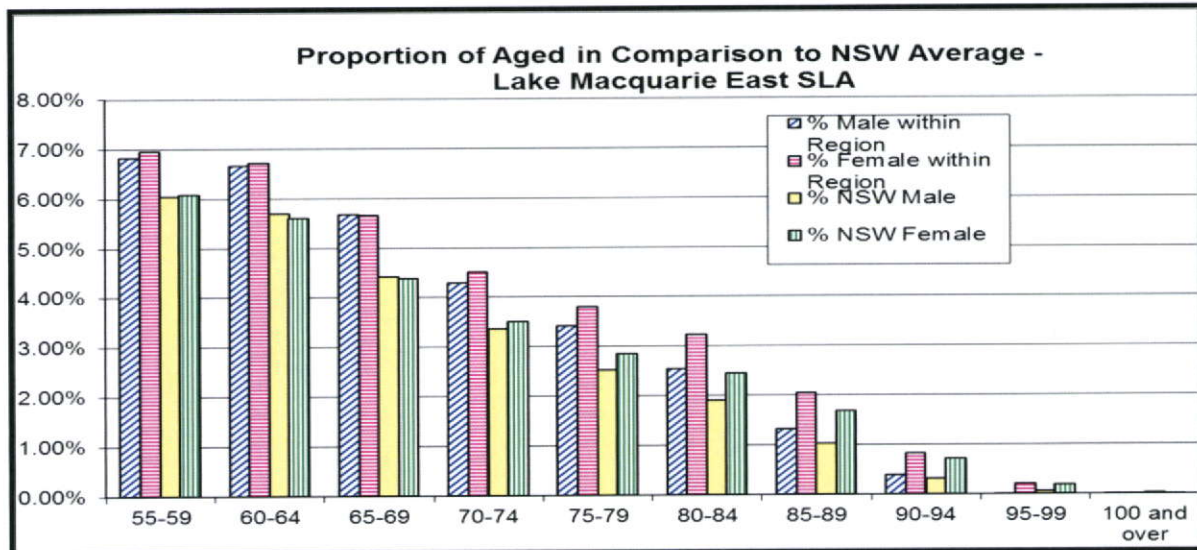
The data from the ABS 2011 census was further examined and the proportion of people over 55 years was compared to the state average. These tables show the percentage of aged male and female persons in the total population within the Lake Macquarie LGA and the Lake Macquarie East SLA and compare this with the average for the whole of New South Wales.

It should be noted that the proportion for all age groups for both males and females aged 55+ are above the proportion for the whole of NSW in both the LGA and the SLA.

**Table 5.2(e)** below shows the male and female population when compared with the NSW average by percentage for all age groups of 55 years and older in the Lake Macquarie LGA:



**Table 5.2(f)** below shows the male and female population when compared with the NSW average by percentage for all age groups of 55 years and older in the Lake Macquarie East SLA:



**Table 5.2(g) Marital Status for Males and Females**

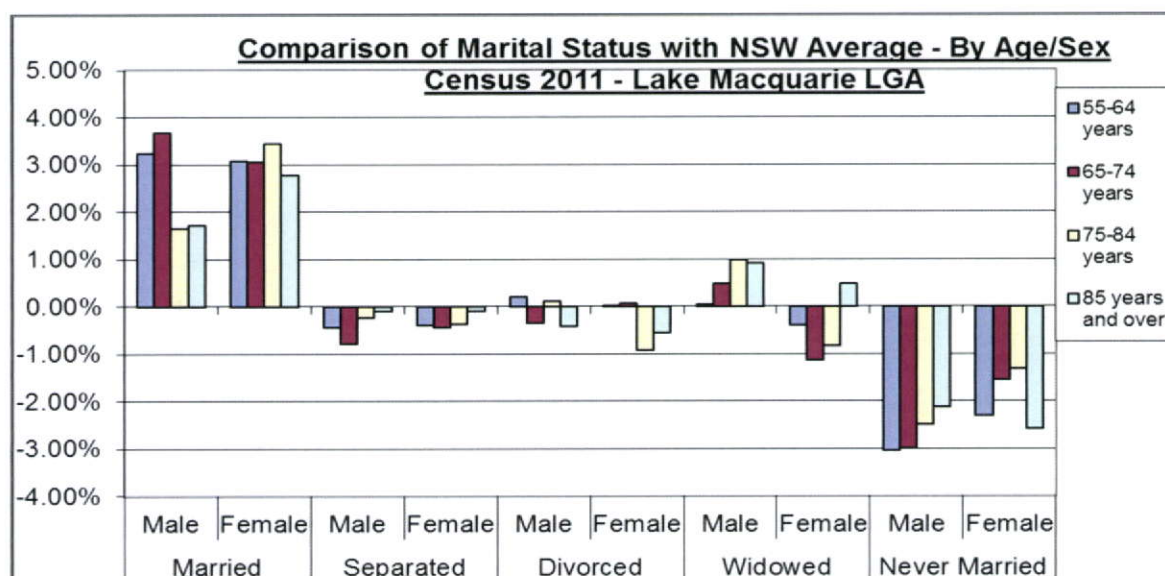
The marital status for males and females within the Lake Macquarie LGA was analysed and compared to the whole of New South Wales and is shown in **Table 5.2(g)**. This shows the deviation from the average New South Wales data for marital status by age and by sex. The chart indicates that most of the deviation is within an expected range except for the following:

- Married Persons:** It shows a higher than average proportion of males and females in all age group when compared with the NSW average.
- Separated Persons:** It shows that when compared to the NSW average the proportion of separated males and females in each age group are within the normal range.
- Divorced Persons:** It shows that when compared to the NSW average the proportion of separated males and females in each age group are within the normal range.
- Widowed Persons:** It shows that there is a lower than average proportions of females in the 65-74 years age group are widowed. All other groups are within the expected range.
- Never Married Persons:** As expected It shows that there is a lower than NSW average proportion of both females and males in all age groups who have never married.

This data and that relating to the Lake Macquarie East SLA (shown in table 5.2 (h)) indicates that there is likely to be a higher number of married couples in seniors housing in the LGA, at least initially. This is a favourable market indicator for the proposed development.

**Table 5.2(g)**



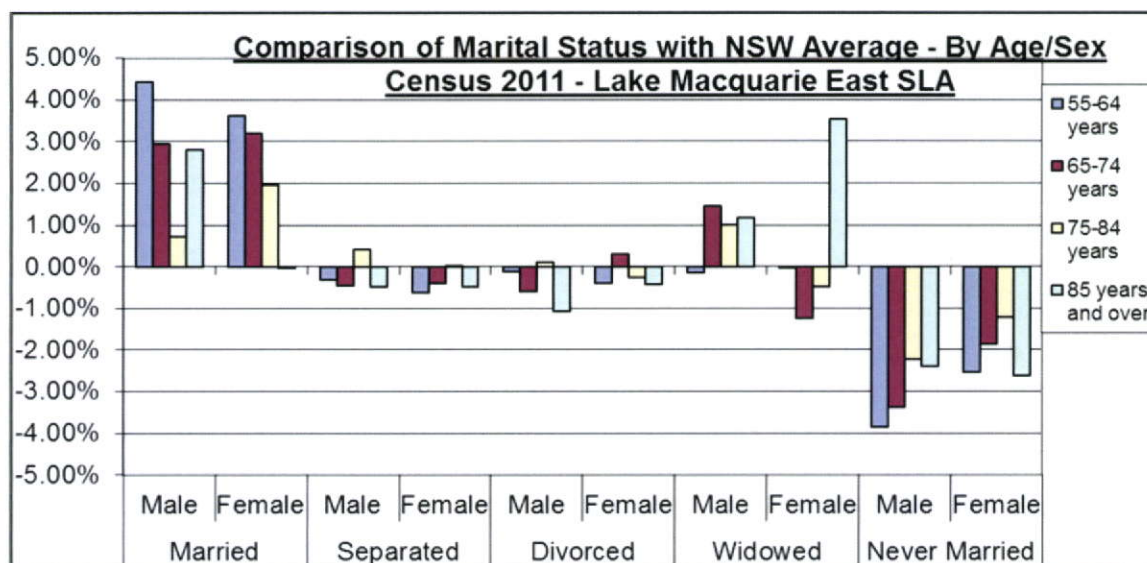


**Table 5.2(h) Marital Status for Males and Females**

The marital status for males and females within the Lake Macquarie East SLA was analysed and compared to the whole of New South Wales and is shown in **Table 5.2(h)**. This shows the deviation from the average New South Wales data for marital status by age and by sex. The chart indicates that most of the deviation is within an expected range except for the following:

- Married Persons:** It shows a higher than average proportion of males and females in all age group when compared with the NSW average. This is especially evident in the 55-64 years age group with males 4.2% and females 3.6% above the NSW average.
- Separated Persons:** It shows that when compared to the NSW average the proportion of separated males and females in each age group are within the normal range.
- Divorced Persons:** It shows that when compared to the NSW average the proportion of separated males and females in each age group are within the normal range.
- Widowed Persons:** It shows a lower than average proportions of females in the 65-74 year age group who are widowed with the level of widowed males in this age group being higher than the average. Both males and females in the age group 85 years and older are above the NSW average. All other groups are within the expected range.
- Never Married:** It shows that there is a lower than NSW average proportion of both females and males in all age groups who have never married.



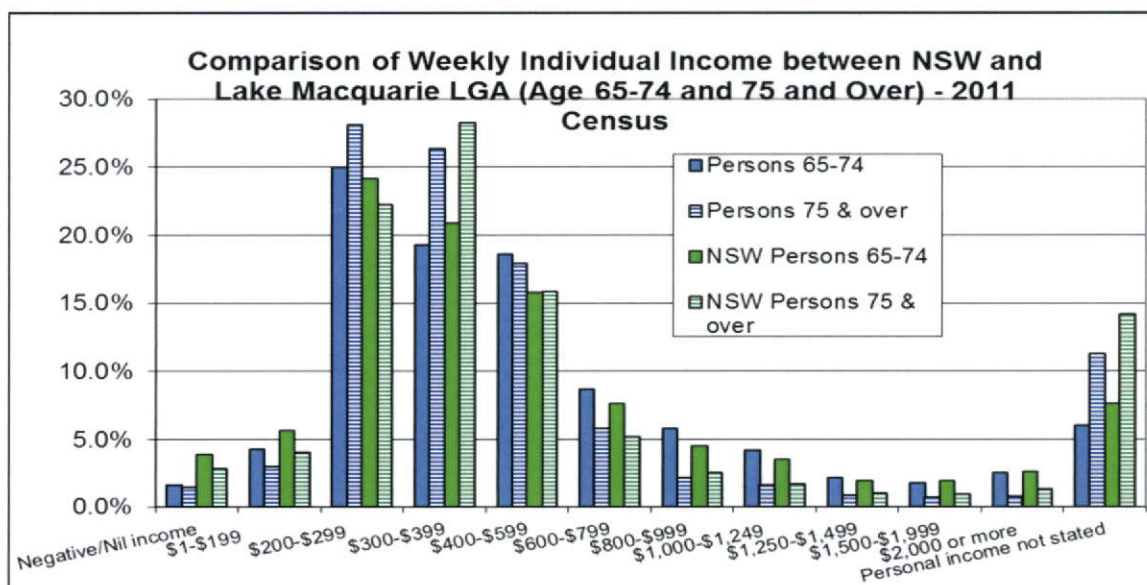


**Table 5.2(i) Weekly Individual Income with Comparison to New South Wales Average – Lake Macquarie LGA**

In regard to affordability levels, the weekly individual income was analysed for the LGA and a comparison made with the New South Wales average. .

This shows that the proportion of those on a weekly income in the \$400 - \$1,249 per week ranges are generally higher when compared to persons in the whole of NSW.

**This indicates that there is a higher level of affordability for persons aged 65 years + living in the Lake Macquarie LGA**



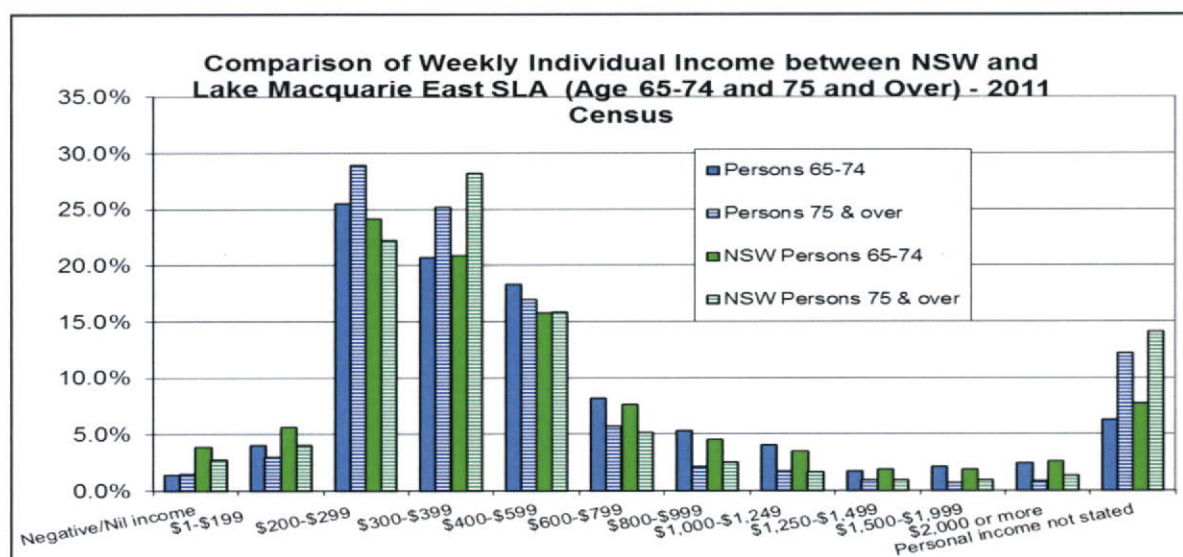
**Table 5.2(j) Weekly Individual Income with Comparison to New South Wales Average – Lake Macquarie East SLA**

In regard to affordability levels, the weekly individual income was also analysed for the SLA and a comparison made with the New South Wales average.

This shows that the proportion of those on a weekly income for persons aged 65 – 74 and 75 and over in the \$400 - \$599 per week income was considerably higher than the NSW average.

In the case of the other income groupings from \$600 per week to \$1249 per week, these are generally higher than those for the whole of NSW for the 65 – 74 age groups. All other income groups are within the expected range when compared to the whole of NSW except for those in the \$200 - \$299 per week income bracket which are higher for the both age groupings.

**This also indicates that there is generally a higher level of affordability for persons aged 65 – 74 years living in the Lake Macquarie East SLA**



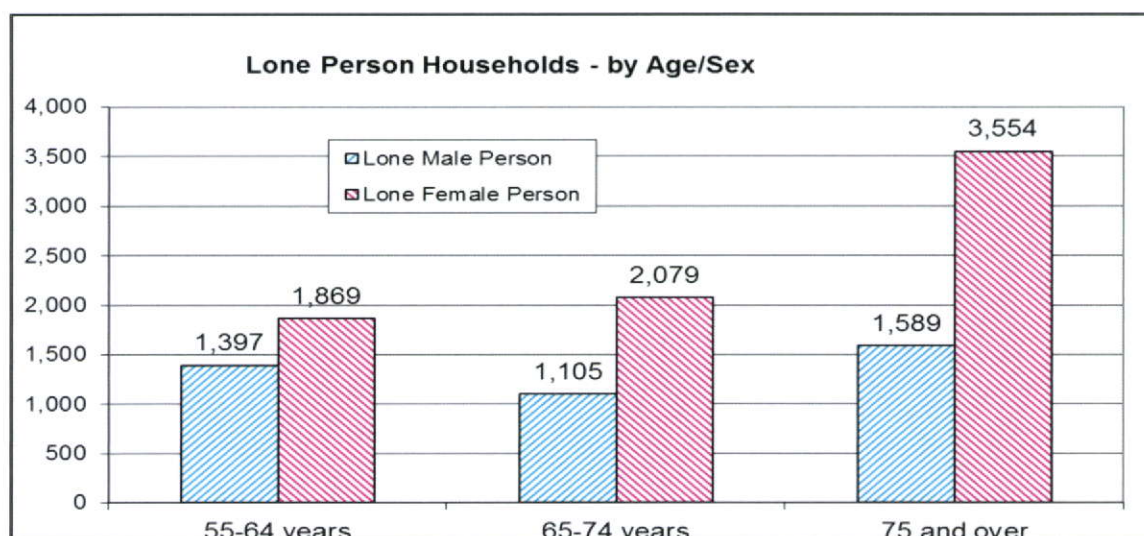
**Table 5.2(k) and 5.2(l) Lone Person Households by Age, by Sex.**

Generally, a large proportion of persons living in Seniors Housing are lone women who are either widowed, never married or divorced. Therefore, the number of people living alone within the LGA and SLA is an indicator, in part, of the present and future demand for housing within a retirement village from this group. The data is shown in **Table 5.2(k) and 5.2(l)** below.

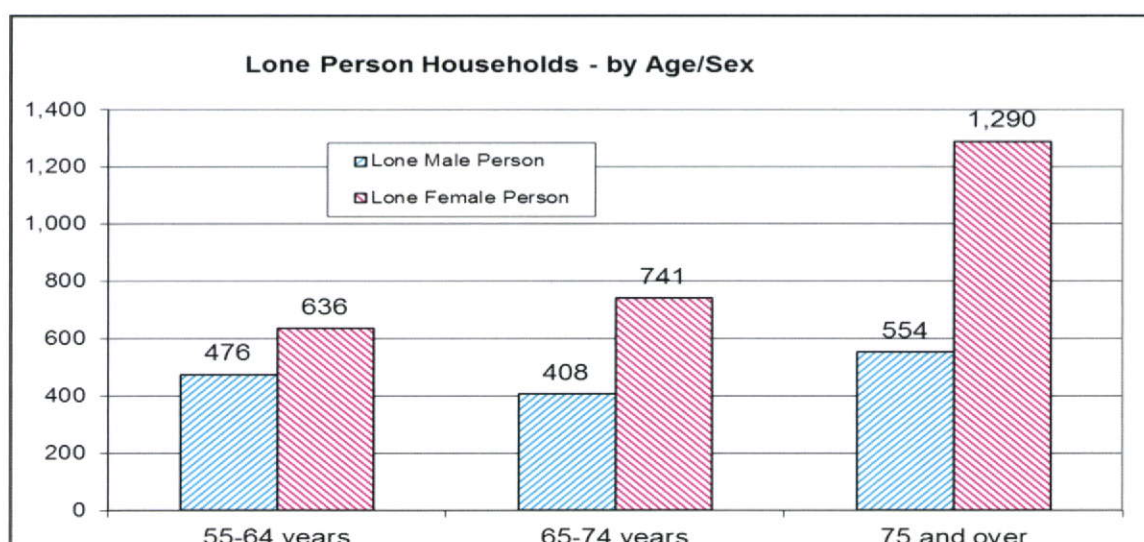
**The total number of people over 55 living on their own in the Lake Macquarie LGA is 11,593 and the Lake Macquarie SLA is 4,105.** This is a substantial number of persons. Living alone can be a cause of loneliness and depression and this is one of the identified unmet needs reported frequently by health care professionals working in the community. **This indicates the likely strength of the need of older persons living in the primary catchment area to seek the type of housing and lifestyle provided in a Seniors Housing development for reason of companionship, security etc.**

**Table 5.2(k) – Lake Macquarie LGA**





**Table 5.2(I) – Lake Macquarie East SLA**



### **5.3 Future Trends and Population Projections**

As has been illustrated by the previous demographic data, the target primary catchment area has a higher proportion of persons over the age of 55 years when compared to NSW overall. This trend will continue for at least the next 5 decades or more.

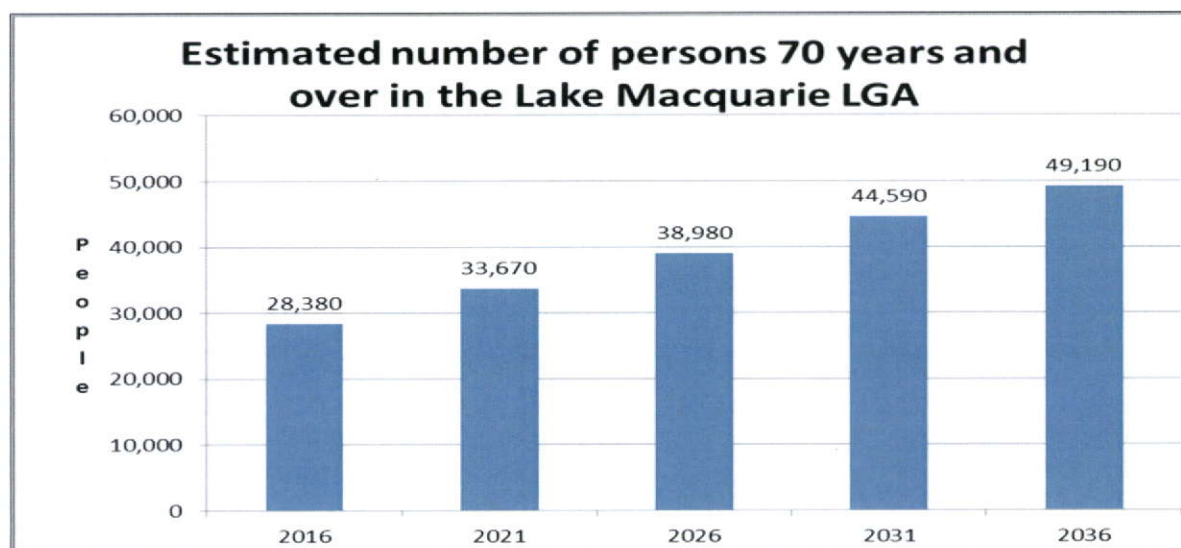
Australia's population is rapidly ageing. This trend is due to the rapid growth of our population following the birth of the Baby Boomers after the World War II in the mid to late 1940's and beyond.

**This is demonstrated in the following graphs and data (Table 5.3(a) and 5.3(b) ) regarding the individual number of persons aged 70 years and over which demonstrates the anticipated high levels of growth in this age group between 2016 and 2036 and beyond in the Lake Macquarie LGA catchment area and particularly its East SLA.**

Experience in the operation of Seniors Housing Living over many decades show that the vast majority of residents are 70 years or older on entry. For this reason, in assessing the future size of the primary

target catchment area we have concentrated on the 70+ age group in the estimated future population of the proposed development.

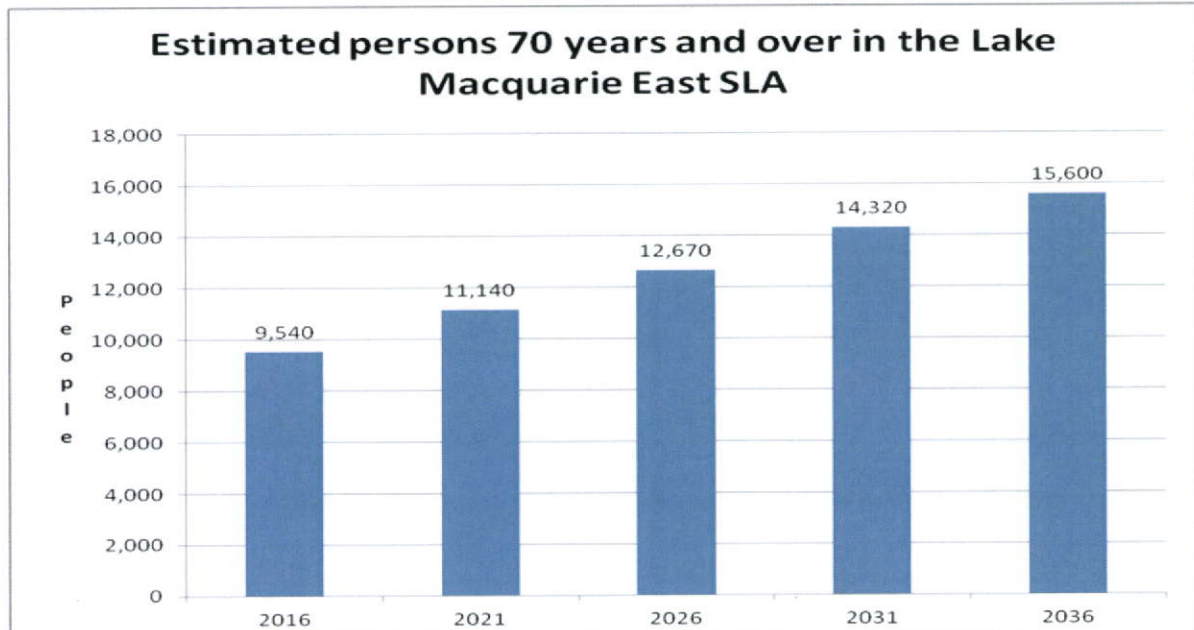
**Table 5.3(a)**



Source: Projected population estimates titled "SLA Population Projections 2006 – 2036 NSW Department of Planning

These projections show that in 2036 the estimated number of persons over 70 years in the Lake Macquarie LGA will be 49,190 persons or 21.2% of the estimated total population for the whole LGA of 232,500 persons compared to the present proportion of 13.4% as at the 2011 census.

**Table 5.3(b)**

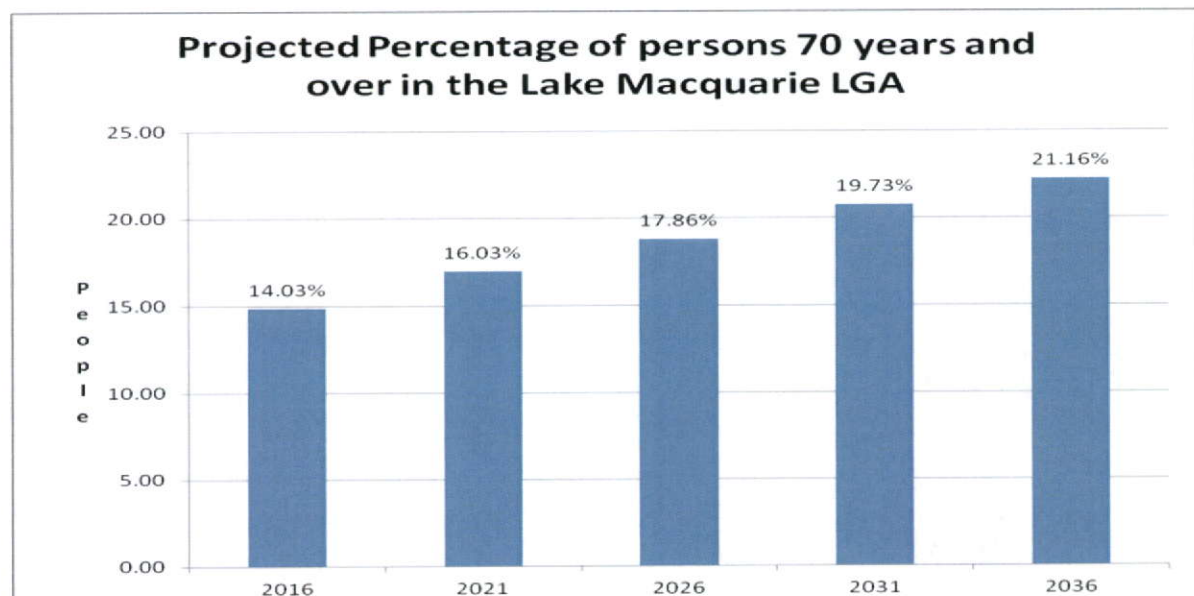


Source: Projected population estimates titled "SLA Population Projections 2006 – 2036 NSW Department of Planning

These projections show that in 2036 the estimated number of persons over 70 years in the Lake Macquarie East SLA will be 15,600 persons or 22% of the estimated total population for the primary target catchment area of 70,200 persons. The present proportion is 13.4% as at the 2011 census

The following graph (Table 5.3(c)) relates to the Lake Macquarie LGA and illustrates the massive percentage increase likely to occur in the number of persons aged 70 years plus.

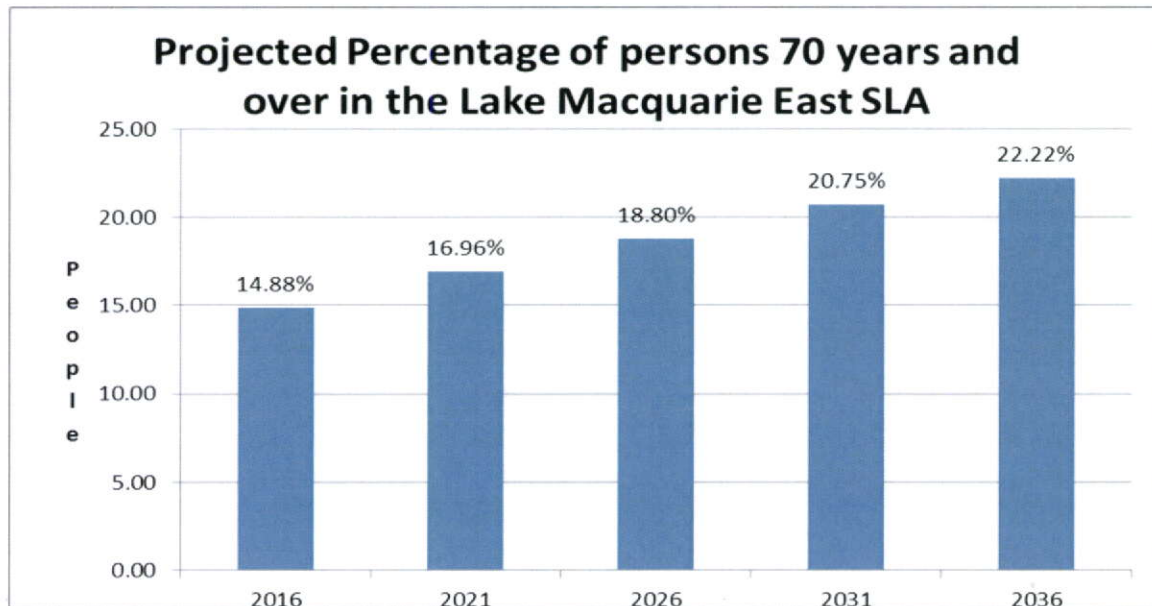
Table 5.3(c)



Source: Projected population estimates titled "SLA Population Projections 2006 – 2036 NSW Department of Planning

Table 5.3(d)





Source: *Projected population estimates titled "SLA Population Projections 2006 – 2036 NSW Department of Planning*

**Summary:** The abovementioned data illustrates the growing number of ageing persons within both the Lake Macquarie LGA and the Lake Macquarie East SLA and therefore the necessity for the provision of adequate seniors housing and aged care services in the target market region and indeed in the whole LGA both now and in the future. This need is also heightened by the fact that people are living longer and leading more health lives for longer. These factors illustrate the market demand that there is and will be for the type of development proposed.

The proposed development will bring great community benefit to those who have made the Lake Macquarie East SLA the place where they want to live, both in the past, present and the future.

#### **5.4 Present Supply Level - Seniors Housing In The Lake Macquarie East SLA**

A schedule of the villages presently located within the Lake Macquarie East SLA is included as attachment 1.

This section of the report deals with a most relevant issue, namely the present level of supply of seniors housing within the sector of the LGA in which the subject site and the proposed development is located.

**It will show that there is presently a major undersupply of this much needed, specifically designed retirement housing and support infrastructure for people aged over 65 years in both the target market catchment area (the SLA) and within the Lake Macquarie LGA. Part of the reason for this level of undersupply, particularly in the target market area, has been the low level of new Retirement Village developments undertaken over the last 10 years.**

Up to 70% of residents of the proposed development are anticipated to choose to transfer out of their existing dwelling in the catchment area and move into the new serviced retirement village development.

Research detailed below shows that there has been very little development of new specific retirement living housing in the catchment area over the last 10 years and probably longer resulting in a limited choice for local residents, particularly those who wish to downsize.

In regard to the present level of supply, the schedule, (attachment 1) shows that there is a very low level of Seniors Housing in the identified Lake Macquarie East SLA. Specifically, it identifies only two developments which have been constructed in the last 10 years. These are the Greenleaf Retirement Resorts (previously Jewells Retirement Community) with 50 dwellings, but soon to be increased to 97 dwellings, and Lymington Village (over 50's strata title lifestyle resort) with 52 dwellings and fully developed). **These two developments have only supplied a total of 102 new retirement housing dwellings.**

The balance of the 6 other Villages which are older, range in age (in relation to the date of their construction) from 17 – 41 years.

**In that 10 year period the population of people aged 65 years and over in the Lake Macquarie LGA has increased by 30.9% or 8,305 persons (2011 census data – 35,205 persons – 2001 census data – 26,900).**

Unfortunately, the 2001 census did not provide separate data for the three SLA's making up the Lake Macquarie LGA. But using the same proportion of people in the Lake Macquarie East SLA when measured against the total of the over 65 year old population of the whole LGA as revealed in the 2011 census as a guideline, (19,923 persons out of a total of 59,978 persons - 33.22%) 2,757 of that increased number of persons 65 years and over are likely to reside in the Lake Macquarie East SLA.

**Based on the demand formula set out later in this section of the report, this level of population growth in the over 65 year age group within the Lake Macquarie East SLA over that 10 year period, is estimated to have increased the need for an additional 183 to 275 Retirement Village dwellings.**

**During that same 10 year period as set out above, only 102 retirement dwellings were constructed in this sub region of the LGA.**

#### **5.5 Anticipated Level Of Demand For Retirement Village Living In The Lake Macquarie East Sla**

Population data for the 2011 Census shows that there were 11,632 persons over the age of 65 years living in the Lake Macquarie East SLA.

The experience in the Retirement Living Industry Australia wide is that 5.3% of persons over the age of 65 years reside in Retirement Villages (*Source: NSW SEPP Senior Living Discussion paper May 2012 prepared by the Retirement Village Association of Australia at page 5*).

However, research and experience show that in well established and major centres of population which have a good supply of retirement village facilities, up to 20% of Senior's live in this type of dwelling.



In the case of this particular development and based on the nature and history of the Lake Macquarie and the adjoining Newcastle region as a major regional centre of population and in light of the factors set out in the previous paragraph, in our opinion it is reasonable to expect that between 10% – 15% of persons over the age of 65 in the target catchment area would choose retirement living within a village environment.

Therefore, based on this benchmark and the 2011 ABS census data for the Lake Macquarie East SLA, retirement village housing should be available for between 1,163 persons (10% of 11,632 persons) and 1,744 persons (15% of 11,632 persons).

Assuming that an average of 1.5 persons live in each retirement village dwelling, then there should be between 775 and 1,162 individual retirement living dwellings currently available in the catchment area.

**The schedule of existing supply of retirement village Housing shows that there are 298 dwellings provided in the existing 8 retirement villages within this approximately 10 kilometre catchment area around the proposed site with only a planned 47 additional units still to be built at one village in the region .**

**This data indicates that the Lake Macquarie LGA, within its Eastern SLA is presently heavily undersupplied with retirement village housing estimated to range from between 447 to 864 dwellings.**

This substantially limits the choice for many long term residents who, in their retirement years, want to stay in an area they know and where they have long established roots, contacts and social, support and other networks.

At present, the only options many such residents have who wish to find modern new retirement housing, is to move out of the area to developments in other established centres of population.

This situation is made even more limited by the age of the existing retirement village housing and the fact that the majority of the villages have long established waiting lists as evidenced by the survey recently undertaken by SMA.

The development proposed would address this present shortage of serviced retirement village housing by providing an additional 101 dwellings in a modern development which potentially could house more than 127 local (70%) and 55 non local (30%) residents.

This study also shows that there will be an ongoing demand for a substantial increase in the number of retirement village dwellings in this sub region (and the LGA generally) because of the continuing increase in the number of persons over the age of 65 years from now and at least up till 2036 and most likely well beyond that time.

## **5.6 The Policy Framework - Ageing – in – place**

Aged care policy in Australia clearly now embraces the practice of providing services to older persons who require support and care within their principal place of residence rather than within an institutional environment. This has been adopted for two main reasons, firstly it is clearly the first preference of older persons themselves, as it allows them to stay in their own home, maintain some degree of independence, control, personal autonomy, flexibility and lifestyle choice as well as continuing links with their community, and existing personal networks.

Secondly, it is a more economic way to provide services as the costs of the provision of such services does not have to include the housing and accommodation costs which make institutional care so expensive. This is no doubt a financial imperative in Australia due to the growing proportion of our population which is above the age of 70 years and the fact that this cohort is rapidly growing in numbers and will do so for at least the next five decades and beyond.

The Australian Government who, are the main funders of subsidised care, have clearly adopted this policy as evidenced by a number of the changes made and new initiatives foreshadowed in its very extensive - "Living Longer, Living Better" - review of Australia's aged care system.

**As stated previously, the retirement village development proposed by ESRL has been designed and will be operated in every respect in accordance with the principles of provide ageing – in – place. The built environment embraces the concepts of liveability, accessibility and visit-ability so as to assist residents to age-in-place and to be able to receive the care they need when they need it in their own home.**

## **6. IMPACT ASSESSMENT**

### **6.1 Outline**

This section of the report discusses the potential positive and negative social impacts of the proposal. The report is focussed on the impacts of the proposal on the social structure and facilities in the surrounding community. The assessment is focussed on senior's related issues, as well as general social issues in the area.

### **6.2 Potential Social Impacts of the Proposal**

The possible social impacts from this form of development have been identified as:

1. Impacts to the demographic structure of the area.
2. Potential impacts on increased demand for community services and facilities
3. Changes in housing supply for the community.
4. Impacts on local transport, access and mobility.
5. Provision of employment.
6. Impacts on the surrounding resident's amenity.

### **6.3 Potential impact on demographic structure**

The number of dwellings to be provided in the development is 101. In general, research has shown that within Retirement Villages each dwelling contains 1.8 persons and obviously reduces over time due to natural attrition to 1.3 persons. Utilising these occupancy levels, when the Village is fully occupied at the commencement of the Village the total population will be 182 persons. At its lowest occupancy level after 10 – 12 years that population will have reduced to approximately 131 persons.

At the 2011 national census in the Lake Macquarie East SLA in which the site is located, the number of persons over the age of 55 years was 19,923. At its maximum estimated occupancy the village would therefore house less than 1% of the total population over 55 years of age.

Another factor which must be taken into account when looking at and determining the level of demographic impact of this type of development is where the residents of a such a development will move from prior to entry into the village.

Research of residents in retirement villages shows that at least 70% of the residents within the village (or 127 persons out of an estimated total number of residents of 182 persons) will come from the local area (approximately a 10 km radius around the site). **Therefore only approximately 30% of the residents (or an estimated 55 persons) will move to the village from outside the local area.**

**This is only a small number of persons and therefore the demographic and social impact will be minimal and it will cause little or no alteration to the current demographic profile.**

Another factor is that the size of the proposed development at 101 dwellings is relatively small in terms of retirement villages generally and as such it is highly likely that there will be any noticeable change in the demography of the suburb, the SLA or the LGA.

### **6.4 Impact on demand for community services and facilities**

#### **6.4.1 Overview**

Residents of the proposed development will require a range of community services and facilities to meet their needs as seniors.

As part of this assessment, consideration was given to the existing community services and facilities within the Lake Macquarie East SLA as well as the other aged care (seniors) services and facilities that would be available to these residents.

**In general terms, and having regard to the very minimal demographic impact and increase in the population of persons age 55 years and over as set out above, and the fact that the development proposed will be of “serviced self care housing” as defined in the SEPP (Seniors Living), it is anticipated that the impacts in most, if not all cases will also be minimal.**

Some residents who choose to move into the new retirement village who currently live in the catchment area for this development may already be receiving those services and accessing the facilities at present because they live in the local area and have been assessed as requiring them.

The SEPP clearly states what should be provided in serviced self care housing. Reference: Clause 42 in regard to services and clause 26 in regard to the location of and access to facilities.

**It will be shown that in regard to community services, the proposed development will be providing a level of services which is in excess of the requirement set out in the SEPP.**

It will also be shown that the proposed development is sited in a location which provides good and reasonable access that meets fully the requirements of the SEPP and demonstrates that the residents of the proposed development will have a substantial level of choice in regard to the options from which they can choose.

The anticipated demand for the following specific forms of community services and facilities is discussed below:

- Community infrastructure – 6.4.2;
- Sporting and recreational activities – 6.4.3;
- General medical and health services – 6.4.4;
- Aged Care - personal care and support services, home care and meal services in the region surrounding the development site (The Lake Macquarie East SLA) – 6.4.5; and.
- Residential Aged Care – 6.4.6

Experience and research shows that on entry residents will be reasonably active and self sufficient and therefore will not need high levels of support or care services but the level of demand will start to “ramp up” as their age increases.

#### **6.4.2 Community Infrastructure**

The SEPP requires reasonable access to services whether on site or off site and these are set out in clause 26.

#### ***Public Transport***

**The site is well serviced by public (bus) transport as set out below.** In addition, the village will be providing its own “Village” bus transport in the form of 1 or 2 12 – 15 seater buses (the number depending on the level of demand) which will take residents to the three easily accessible and available shopping centres and on trips and outings.

There is a seven day hourly bus service (Route 310) stopping at the corner Burton Road and Glad Gunson Drive (Stop No 2290176/177) in front of and opposite the proposed development site.

The stop on the eastern side of Burton Road would be approximately 30 m from the entry to the village and 40 m from the stop on the western side of the road.

That bus service can take passengers to most of the abovementioned shopping centres and the associated services at those and many other locations. The only shopping Centre not serviced by this route is Warners Bay Village shops and plaza. However this can be accessed by using two buses route 310 which then gives access to buses on route 320 which go to and come from that location.

### Bus Route Timetable Details

New South Wales Transport (NSW Transport) operates as Newcastle Buses and Ferries and provides a bus service (310) past the proposed development site. The route (310) commences in Newcastle at the Newcastle Railway Station Terminus and completes its route on the Pacific Highway near the Belmont Shops at the Alick St Terminus. This service also operates on a reverse timetable from Belmont to Newcastle. There is also a weekend service.

All Route 310 services have stops in the following suburbs: Newcastle, Cook's Hill, Bar Beach Merewether, The Junction, Adamstown Heights, Highfields, Charlestown, Gateshead, Mount Hutton, Windale, Eleebana, Croudace Bay, Valentine and Belmont. All buses on this route have wheelchair access.

**Newcastle Terminus to Alick Street Terminus, Belmont:** -Monday to Friday this service is a regular hourly service stopping at the corner Burton Road and Glad Gunson Drive (Stop No 2290176) opposite the proposed development site. The service commences at 6:00am and concludes 11:00pm. The service stops at the Charlestown Square, Lake Macquarie Fair Shopping Centre, the proposed development site, the Belmont Hospital and Belmont shops. On Saturdays this service operates hourly commencing at 6:00am with the last service at 11:00pm. On Sunday operating times are from 7:00am to 9:00pm.

**Alick Street Terminus, Belmont to Newcastle Terminus:** Monday to Friday this service is a regular, hourly service stopping at the corner Burton Road and Glad Gunson Drive (Stop No 2290176) opposite the proposed development site. The service commences at 5:00 and concludes at 10:00pm. The service also stops at the Belmont shops and the Belmont Hospital, the proposed development site, the Lake Macquarie Fair Shopping Centre and Charlestown square. On Saturdays this service operates hourly from 5:00am to 10:00pm. On Sunday operating times are from 7:00am to 9:00pm.

### **Shops, other retail and commercial providers and services**

#### **Shopping Centres Lake Macquarie Fair and Mount Hutton Shopping Plaza**

The site is close (2.1kms.) to these shopping centres which include shops and services consisting of:

Bakery – Bonza Bake	Bakers Delight	Cafe Deore Bakery
Darby's Fresh Bake	Michel's Patisserie	Nicci's Ice Cream
Arians Gourmet Food	Gourmet Nook	Akira Sushi
Healthy Life	Red Lee Chicken	Star Wok
Kentucky Fried Chicken	Magic Noodle	Pizza hut
Subway	Joe's Meat Market	

#### **Supermarkets/Discount Department Stores**

Big W	Coles	Woolworths	BWS
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#### **Services**

Amcal Max Chemist	Chemsave Chemist	Lake Macquarie Dental
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Specsavers	Jetts Fitness	Healing Hands
Voodoo Hair	Just Cuts hairdresser	Hot Hair Cool Cuts
Mt Hutton News & Lotteries	Nextra Newsagency	Mt Hutton Post Office
Joe's Meat market	Keyman Engraving	Smokemart & giftbox
Harvey World Travel	CTC – Charter Hall	CBA ATM
Multicard ATM	Newcastle Permanent Building Society	Vision Home Loans
Fresh Nails	Woolworths Petrol Plus	Godfrey

### **Entertainment**

E B Games	Video Ezy	Sanity
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### **Gifts/Homewares**

Choice Homewares	Mega Discounts	Reject Shop
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### **Fashion**

Miller's Fashion Club	Noni B	Suzanne Grae
Strandbags	All About Kids	Rockmans
Crossroads	Autograph	
Reiss Emporium	Michael Hill Jeweller	

### **Warners Bay Village Shopping Centre**

The site is also close (3 kms. or 6 mins.) to this shopping precinct which includes shops and services consisting of:

### **Food**

Coles Supermarket	Baker's delight	Darby's Fresh Bake
East Coast Meats	Michel's Patisserie	Henny penny
Kevin's kitchen	Coffee Guru	

### **Services/Fashion**

Guardian pharmacy	Healthy Therapy Centre	Ian Emsie Optometrist
Rose-Ay Clothing	BBK Hair and Beauty	Warners Bay Newsagency
Network Communications	Commonwealth Bank	
Redi ATM	ANZ Bank	

### **Major Shopping Centres**

In regard to major regional shopping centres, Charlestown Square (5.8 kms. or 10 min.) and Stockland Jesmond (13kms. or 15 mins.) are accessible from the village by car and Village Bus and in the case of Charlestown also by public bus transport (route 310).

### **Charlestown Square**

A comprehensive range of over 300 shops and services are offered at Charlestown Square including the following categories of shops and services:

Major Stores	Banks and ATM's	Food
Electrical and Music	Cafes and Restaurants	Home ware
Health Services	Hair and Beauty	Florists
Sportsware	Fashion –Children & adults	Toys and Gifts
Travel	Sporting Equipment	Stationery
Ice Cream & Confectionery	Entertainment	Jewellery
Communications	Services & Miscellaneous	
Shoes, Bags & Accessories	News Agency, Books, Cards	

### **Stockland Shopping Centre, Jesmond**

Stockland Shopping Centre, located in Jesmond, is also another major shopping complex with a comprehensive range of shops and services.

### **Summary:**

**In light of the relatively small number of additional persons taking up residence in the proposed development we are of the view that the community infrastructure and services available both within the village and the general community will be quite adequate and appropriate to meet the needs of the residents of the proposed development**

### ***6.4.3 Sporting and recreational activities***

The proposed village will provide a number of in-house leisure activities for residents in the community centre and through use of the Village Bus Service.

The residents will also seek to access leisure activities available in the general community.

It should be noted that the proposed development is located within a reasonable distance to a number of recreational facilities including:

- Belmont Golf Course, Belmont South – 17 kms. or 30 mins.
- Charlestown Golf Club, Barker Avenue, Hillsborough – 6.6 kms. or 13 mins.
- Belmont Lawn Bowls Club, 1 High St, Belmont – 8 kms. or 16 mins.
- Charlestown Bowling Club, 5 Lincoln St, Charlestown – 5.2 kms. or 10 mins.
- Warners Bay Bowling Club, 7 Charles St, Warners Bay -5.7 kms. or 11mins.
- Lake Macquarie Yacht Club, Ada St, Belmont -8.3 kms. or 16 mins.
- Numerous Churches
- Various walking trails along the Lake Macquarie foreshore
- Local fishing areas
- Parks and reserves,
- Beaches within a 15 minute drive.
- Valentine heated swimming pool located at St John's Drive, 5 mins.

The lake Macquarie LGA provides an extensive and comprehensive range of sports activities and facilities that caters for a wide range of interests and sport preferences. To assist residents of the village to locate these services, Management will prepare a Community Leisure Activities Directory.



This Directory will be given to residents when they enter the facility for their use. This directory will also be regularly updated.

#### **Summary**

**In our opinion there is an adequate scope and range of sports and recreation activities/facilities in the local area that will be easily accessible to the residents of the proposed development and that the small number of additional older persons brought into the local area by this development will be easily accommodated in the presently available activities and programs.**

#### **6.4.4 General medical and health services**

##### **Medical Care Services**

The SEPP requires residents to have reasonable access to the practice of a General medical Practitioner. The location of the proposed Retirement Village is convenient, accessible and within a reasonable distance of two local Medical Centres. Contact was made with both practices and the Warners Bay Medical Centre, which is the closest to the proposed site, indicated that they would be pleased to provide services to new patients. The Windale Medical Centre, were non responsive when asked if they were accepting new patients.

**Warners Bay Medical Centre**, 26 John Street, Warners Bay, - located approximately 3 kms. or 6 min. from site of proposed village.

##### ***Details of the Surgery include:***

- Opening Hours – Monday – Thursday 8.00am to 8.00 pm Fridays 8.00 am to 6.00 pm
- 9 Medical Practitioners

***Specialist Areas:*** Cardiovascular Medicine, Respiratory Medicine, Diabetes, Minor Surgery, Geriatrics, Paediatrics, Dermatology, Musculoskeletal, Sports Medicine, Acupuncture, Counselling, Obstetrics, Occupational medicine, Home Visits, Nursing Home Visits, Practice Nurses (4) and Plastering.

**The Windale Medical Centre** is located at 33 Lake Road, Windale, located approximately 4 kms. or 8 mins. from site of proposed village.

##### ***Details of Surgery include:***

- Opening Hours – Monday – Friday 8.30am to 5.30pm
- Saturday and Sundays – Rosters apply
- 8 Medical Practitioners

***Specialist Areas:*** Counselling, Aboriginal Health, Geriatrics, Obstetrics ( Antenatal only), Occupational Medicine, Sports Medicine, Home Visits, Nursing Home Visits, Practice Nurses (4), Minor Surgery and Plastering.

##### **Other Medical Services**

The following services are also located within a manageable distance from the site of the proposed village:

**After Hours Medical Centre**, 149 Pacific Highway, Charlestown – located 6.2 kms. or 12 mins. from the site of the proposed village.

**In Focus Radiology**, 5/27 John St, Warners Bay – located 3 kms. or 6 mins. from the site of the proposed village.

**Mayne Lavery Pathology Collection Centre**, 26 Johns Street, Warners Bay Located 3.4.kms. or 6 mins. from the site of the proposed village or 500 Pacific Highway, Belmont – located 6.2 kms. or 10 mins. from the proposed village site.

#### ***Hospitals and related services***

In regard to Hospital and related services the proposed site is well placed to get access to these services as shown below:

#### **Public Hospitals**

**Belmont District Hospital**, Croudace Bay Road located 6.1 kms. or 8 mins. from proposed village site.

This Hospital is part of the Hunter New England Local Health Service and provides a range inpatient and outpatient health care services to the population of Lake Macquarie.

These services include the following disciplines and specialities: General medicine, General surgery, Day surgery, and Coronary care as listed:

Gynaecology Services	24-hour emergency department	A range of allied health and diagnostic services
Physiotherapy	Social work	Dietetics
Speech pathology	Occupational therapy	Pathology
Radiology	Heart	Drug & Alcohol
Gastroenterology	General Medicine	Orthopaedics, & Respiratory

**John Hunter Hospital**, Lookout Road New Lambton, - Located 11 kms. or 15 mins. from the site of the proposed village.

This hospital is also part of the Hunter New England Local Health Service and provides a range inpatient and outpatient health care services to the population of the Hunter Region.

John Hunter is the region's largest hospital with 550 adult beds and another 101 paediatric beds in the John Hunter Children's Hospital. The Royal Newcastle Centre (formerly Royal Newcastle Hospital), opened next to the John Hunter Hospital in April 2006, providing another 144 beds. It is the main teaching hospital of the University of Newcastle.

The hospital contains the only trauma centre in New South Wales outside of the Sydney Metropolitan Area, and has the busiest emergency department in the state.

Patients from the Hunter Region and beyond are referred to John Hunter for treatment in a range of specialities, including:

Emergency Medicine	Trauma.	Orthopaedics (elective and trauma),
Intensive Care	Neonatal Intensive Care	Obstetrics and Gynaecology
Cardiology and Cardiac surgery	Endocrinology	Nephrology
Gastroenterology	Radiology	Respiratory Medicine
Oral and Maxillofacial surgery	Neurology	Medical Services
Pathology	Drug & Alcohol	24-hour emergency department
Medical Physiotherapy	Dietetics	Speech pathology
Occupational therapy	Social work	A range of other diagnostic and allied health services

#### ***Private Hospitals***

**Warners Bay Private Hospital**, Fairfax Road, Warners Bay - located 4.5 kms. or 9 mins. from site of the proposed village.

Warners Bay Private Hospital offers residents of Newcastle a comprehensive range of specialist medical, surgical, rehabilitation, rehabilitation day programs and mental health services.

Clinical Services -The hospital provides an extensive range of on-site surgical and medical care, Psychiatry and mental health programs. They have 4 operating theatres, a day surgery unit and Consulting Suites. They also offer a 'sleep studies' service in conjunction with Hunter Area Health Service

Their surgical focus is in the areas of Orthopaedics, Urology, General Surgery, Gynaecology, Facio Maxillary, Paediatric & Cosmetic Surgery, Ear, Nose and Throat, Endoscopy and Lithotripsy. Their day surgery facility provides endoscopy and gastroenterology

**Lake Macquarie Private Hospital**, 3 Sydney Street, Gateshead – located 4.7 kms. or 8 mins. from site of proposed village.

Lake Macquarie Private Hospital is a 149 bed acute Medical and Advanced Surgical Hospital is owned and operated by Ramsay Health Care Limited. The hospital is linked by an overhead walkway to the Lake Macquarie Specialist Centre which provides on-site Radiology and Pathology Services and Specialist Medical consulting suites.

The available Clinical Services include: Cardiology - Diagnostic and Interventional, Cardiothoracic Surgery, Vascular and Endovascular Surgery, General, Colorectal & Bariatric Surgery, Breast Cancer Surgery, Orthopaedic Surgery, Oral & Maxillo-Facial Surgery, Urology, Gynaecology,

Gynaecological Surgery, Ear, Nose and Throat Surgery, Medical Oncology, Radiation Oncology, Private Cancer Service and Respiratory and General Medicine.

**Pendlebury Clinic Private Hospital**, 52 Pendlebury Close, Cardiff – located 7.4 kms. or 10 mins. from site of proposed village.

Pendlebury Private Hospital is a fully accredited, 13-bed cardiac focused private hospital. Procedures include: Cardioversion, Cardiac Catheterisation, Coronary Angiography, Angioplasty & Coronary Stents, Permanent Pacemaker and Implantable Defibrillator.

It is noted that the on-site community Centre which is part of the proposed development will include a medical consulting room which will be able to be used by a visiting GP to services the needs of the residents of the village. ESRL will seek to recruit a GP or several GP's to provide this service on a roster basis for the convenience of residents and also the GP. This action will form part of the site management plan which will be developed prior to occupation.

**Summary:**

**Clearly, the provisions of the SEPP are met by the proposed development in regard to reasonable access to medical and health services.**

**As many of the prospective residents of the proposed development (at least 70%) will already live within the anticipated catchment area and have established links with a GP, the number of new residents moving into the area looking for a GP because of this development will be relatively small. Therefore, the increase of demand for medical and health services in our view is likely also to be minimal and therefore will have little negative impact on demand and supply of these services.**

***6.4.5 Aged Care - personal care and support services, home care and meal services***

The proposed development to be undertaken will be "Serviced Self Care Housing" as defined in clause 42 of the SEPP. Therefore it is proposed that a range of care and support services including meals will be available and provided on-site to residents of the proposed development in line with ESRL's policy of providing "Ageing-in-Place" to its residents.

Details of these services are set out in the Support Services Statement which forms part of the documentation lodged with the Development Application. For convenience an extract of part of Section 6 of that statement appears below:

***"CARE and SUPPORT SERVICES TO BE PROVIDED TO RESIDENTS***

***Outline***

*ESRL acknowledges that in Retirement Village Serviced Self Care Housing it is a requirement of the SEPP for onsite support services to be made available for delivery to residents of the Seniors Living development. Under section 42 of the SEPP the required support services are:*

- home delivered meals, and*
- personal care and home nursing, and*

- assistance with housework.

***It undertakes to arrange to make these services and additional services that are not a requirement of the SEPP available to residents of the proposed Village. These are detailed in a later section of this report***

*ESRL will therefore offer considerably more than simply a well designed and modern Seniors Living facility with community facilities and substantial infrastructure to prospective residents.*

*The principles of best practice retirement living have been applied to the physical and operational planning for the ESRL development so as to create a suitable mix of quality specially designed Seniors Living and support services.*

*In addition, the following established and proven guiding principles backed by more than 20 years experience within the Retirement Living Sector have been applied to the physical and operational planning for the proposed development so as to create a suitable mix of quality specially designed seniors housing and services.*

*These are:*

- *The desirability of persons being able to live for as long as possible and as independently as possible within their own home, whether that be in a normal residential setting or within a Seniors Living setting, and*
- *The availability and delivery, on a fee for service basis by on-site staff or brokered contractors, of a range of flexible support services (this system of care is known as Flexi Care) to facilitate “ageing-in-place” in lieu of the original three tier system of care – Self contained dwellings, Low Care Residential Aged Care Facility and finally High Care Residential Aged Care Facility - which in many respects is dehumanising and robs many of their independence and dignity. These services are planned and provided under the supervision of a registered nurse employed specifically for that purpose.*

*The Flexi Care system of support services has been in place in similar retirement living facilities since the early 1980s and research over time has shown that:*

- *The programme can start at a low level of activity and then grow as the needs of residents increases;*
- *Support Services can be provided by staff employed by the operators or owners of the village or outsourced from appropriately skilled specialist organisations*
- *Support Services can be provided by a mix of both RNs (registered nurse) and properly trained Aged Care Carers (certificate three minimum level)*
- *It can be operated on a financially viable basis*
- *Residents have a high regard for the services provided and the fact that they can Age-in-Place. In a satisfaction survey conducted by SMA at one group of retirement villages where such services have been available for some time, the following finding summarise the success of this programme:*

*“Without exception the residents described the services provided as excellent.*

*The provision of care could not be faulted by any client."*

***The Care and Support Services Programme***

*The services to be available to residents of the proposed development through the planned Care and Support Programme are summarised below:*

- Meals available to residents in their own home as well as nutrition management
- Home help (laundry, general housework, meal preparation in their own home and shopping)
- Personal hygiene management and personal care
- Nursing services (injections, wound care, bowel and bladder management, medication management etc.)
- Mobility assistance (including transfers)
- Podiatry (provided by private practitioner)
- Doctor's consulting room on site
- Lifestyle and wellness activity program and facilities

*These services will be provided on request from a resident by staff or contractors arranged and co-ordinated by the management and care staff of ESRL in return for the payment of a fee for the service provided. They will be in addition to and are in no way limited to services provided to qualifying residents under the state federal funded HACC programme or Community Care programs funded under the Aged Care Act 1997 (CACPs, EACH or EACHD) and the like.*

*The care and support services programme will be the direct responsibility of the Manager. He/she will be supported by a Care Manager who will be a qualified registered nurse. The Care Manager will co-ordinate care and support programmes, organise the day-to-day delivery of care and support services to residents, and review service needs in accordance with the quality management system that will operate within the facility. The Manager will be directly responsible to the proprietor/owner."*

**Summary:**

**In light of the services to be provided on-site by the village operator, added to the fact that many of the residents of the proposed development already live within the LGA some of whom will have established links with an existing care provider which they can continue to have living in the village, it is anticipated that any increase in the need for these care and support services will be minimal.**

**6.4.6 Residential Aged Care facilities**

The current official formula for determining the level of demand for residential aged care facilities which is referred to as the "planning ratio", is set by the Australian Government and is used as its guide in planning, allocating and controlling the number of residential aged care places. At present, that ratio is 88 residential aged care places for each 1,000 persons 70 years of age or over in a determined geographic area which is known as a "planning region".

Previously, the ratio was split evenly between “high care” and “low care” places. Differentiation between the two categories is soon to disappear following the government’s decisions arising from the “Living Longer Living Better” review and recommendations from the Productivity Commission.

To try and determine the impact of this proposed development on the provision and utilisation of residential aged care places, consideration must be given to the estimated number of new persons 70 years of and over who would move into the proposed development from outside the identified catchment area and estimate their potential level of demand for such places.

**In section 6.3 of this assessment, it was estimated that the number of persons aged 55 years and over taking up residency in the proposed development would be 182 persons.** They would be of varying ages between 55 years and over 80 years but the predominant age group on entry is anticipated to be between 65 to 79 years of age.

**Looking at a worse case scenario and assuming that all residents were over 70 years of aged or more, the level of demand using the adopted ratio would equate to 16 places.** However, in calculating the increase in the level of demand for aged care places created by the proposed development, regard must be taken of the fact that it is estimated that 70% of the residents of the development will come from the local area (a radius of 10 km from the site).

**This means that the level of demand for aged care places created by the development for new residents from outside the area will be for 5 places ( $182 \text{ persons} \times 0.3 \text{ (30\%)} = 55 \text{ persons} = \text{number of residential aged care places}$  ( $.055 \times 88 \text{ (aged care places)} = \text{need for 4.84 additional aged care places}$ ). This indicates a minimal escalation in the level of demand for such places.**

In its document titled “Seniors Housing Strategy”, Lake Macquarie Council provided the following table indicating the number of operational and currently approved new developments providing aged care places in the LGA:



Appendix 1					
Spread of Seniors Housing by Planning Sectors – Operational and Current Approvals					
October 2012					
Area <sup>1</sup>	Population 65+ years <sup>2</sup>	RACF <sup>3</sup>	ILU <sup>4,5</sup>	SA <sup>6</sup>	Comments
East Lake Macquarie	11,635	364	432	12	This area has the second highest population but the lowest number of residential aged care beds and independent living units. All residential aged care beds are operational and 412 independent living units are operational. This area requires additional residential aged care beds and independent living units.
North Lake Macquarie	11,941	939	532	49	This area will be reasonably serviced with all types of seniors' housing. There are currently 693 operational residential aged care beds, and 261 operational independent living units.
West Lake Macquarie	11,271	1,213	1,355	0	This area has the largest number of residential aged care facility beds and independent living units, but the smallest population. There are currently 979 operational residential aged care beds, and 809 operational independent living units. This area also has limited transport links and health services.
Total	34,847	2,516	2,319	61	

1. Areas are LMCC planning sectors  
2. Population statistics from the ABS 2011 Census Statistical Local Areas (there are some slight variations with planning sectors)  
3. RACF - residential aged care facility beds  
4. ILU - independent living units  
5. Does not include seniors housing units approved for Housing NSW (City wide, this amounted to 158 units approved between 2005 and 2011)  
6. SA - serviced apartments

36

It should be noted that the report shows the number of persons 65 years of age and over in this table. The planning ratio is applied to the number of persons 70 years of age and over.

At the 2011 census, the number of persons in the LGA 70 years of age and over was 24,630 persons. Based on the residential aged care planning ratio of 88 places per 1,000 persons, the estimated number of places needed in the LGA is 2,167.

Assuming the recently approved residential aged care developments became operational, the LGA is currently over supplied with aged care places.

However it should be noted that there is an uneven distribution of these places between the three planning sectors. There is clearly an oversupply of places in the West Lake Macquarie sector and a substantial shortage in the East lake Macquarie and to a lesser extent in the North Lake Macquarie planning sectors. The site for the proposed ESRL development is located in the North lake Macquarie planning sector but is also very close to the border of the East planning sector.

Within the immediate area around the proposed site (Eleebana and Mount Hutton and Warners Bay) there are three existing residential aged care facilities providing a total of 187 aged care places together with an already approved DA for an additional 120 places in Warners Bay. These facilities are set out in the following table:

Greenmount Gardens	Bristol Close Mount Hutton	42
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Hillside Residential Aged Care Facility	3 Violet Town Road Mount Hutton	94
St Francis Village	Gleeson Crescent Eleebana	51
Proposed facility	64 Warners Bay Road	120

**Summary:**

**In light of the availability and accessibility of closely located residential aged care facilities, the fact that the village will be providing a substantial range of “Ageing-in-Place” care and support services to its residents and finally, the low level of increase in number of persons 70 years and over moving into the proposed development from outside the anticipated catchment area (radius of 10km around the site), the calculated increase in the level of demand for residential aged care places (5 places) will be minimal.**

**6.5 Impact on local housing supply**

The proposed development will introduce additional housing on the land and will alter the housing supply in the area. In brief the proposal will introduce an additional 101 dwellings for occupation by seniors and will remove two rural housing opportunities (potentially four given the approved subdivision).

The analysis of the local housing market and demand for seniors housing has identified that there is a significant under supply of serviced seniors housing in the locality to meet the existing and future demand for this form of housing. The proposed development would meet an estimated 30% of the current demand for seniors housing in the locality and makes a significant improvement in the supply of this much needed form of housing. The proposal also provides a high level of services and care which is not met by some of the other retirement villages existing and being established in the area, and is considered a superior form of seniors housing compared to the local area.

The loss of rural living opportunities in the area is considered to be minor, with the loss of only two existing rural living lots as a result of the proposal, or a loss of a potential 4 rural living allotments. While there is limited rural land supply in the immediate locality, there are still many available areas in the Lake Macquarie area, as well as in the Hunter area generally. Residents of this form of housing are generally less reliant on proximity to local services and transport and the impact of this small loss of rural housing opportunities is considered to be minor.

**6.6 Impact on local transport access and mobility**

The proposed development will generate additional traffic in the locality and will utilise public transport facilities as well as require connection with pedestrian and cycleway facilities in the area.

The impacts of additional traffic in the local area were examined in the Traffic Assessment Report prepared by BJ Bradley and Associates dated October 2013. This assessment has found that:

- The maximum peak hour traffic generation likely from the proposal will be approximately 22 vehicle movements.
- The proposal does not generate significant volumes of traffic on Burton Road.

- The proposed development does not alter the level of service of local intersections in the locality.
- The proposed access arrangement would not result in any significant traffic impacts on Burton Road.

As such, the impact of additional traffic generated by the proposed development will not be significant and will not create negative effects for the local community.

The frontage of the subject site contains an existing bus stop, comprised of an indented bus bay and related signage.

The bus stop is not provided with footpaths connecting to pedestrian infrastructure to the south and there is no shelter, seating etc. Residents of the proposed village will utilise the bus services to access services and facilities in the local and regional centres at Mount Hutton, Warners Bay, Belmont and Charlestown. The use of this service will increase the efficiency of the service which is a positive impact.

The proposal will provide for the relocation of the bus stop within the frontage to facilitate the access arrangements. The proposal will also embellish the bus stop, with the following proposed improvements:

- New kerb and guttering for the full frontage of the bus stop.
- New indented bus stopping bay.
- Provision of foot paths connecting the bus stop with existing pedestrian infrastructure to the south.
- Provision of a new bus shelter and seating.

The improved bus stop will benefit the residents of the village, but will also provide improved public transport infrastructure for the surrounding community.

The proposed development provides accessible housing in accordance with the Seniors SEPP. This housing may also be occupied by persons with a disability, as well as aged people and provides a housing option for people with a disability. The site is accessible throughout and includes accessible connections with the public transport service, as well as a private bus service, providing accessible transport for vulnerable members of society.

## **6.7 Provision of Employment**

The proposed development will generate new jobs in the local economy, through both the construction of the facility and for the ongoing operation of the village.

It has been estimated that the construction program for the village will last for 7-10 years and will involve the creation of 10 full time jobs during that time directly employed by the developer. In addition an estimated additional 20 full time equivalent jobs will also be required in the form of contractors, labourers and casual employees.

During construction, marketing of the development will also be undertaken which is expected to require an additional 3 full time positions, as well as the use of local firms to assist with advertising and promotion.

The operation of the village will provide an estimated 12-15 full time job to provide management, administration, nursing care, personal care, maintenance, and 24 hour supervision. The village will also provide rooms for local and visiting health professionals to provide services as well as the employment of local contractors and trades to provide specialist services.

The proposal will have a positive impact in terms of job creation in the local area.

## **6.8 Impacts on Adjoining Use and Amenity**

Impacts on the amenity of the surrounding residents are covered in detail within the Statement of Environmental Effects prepared to accompany the application. The assessment concludes that the proposal would not significantly impact on the surrounding residents in terms of overshadowing, privacy, noise or other external impacts.

A key issue raised by Council was the impacts of the proposal on the use and character of the rural residential area. The proposed development is not a typical rural residential development and is permitted at this urban fringe location under the provisions of the Seniors SEPP (though also permissible under Lake Macquarie LEP).

The subject site adjoins rural residential development forms to the north east and south east and adjoins another senior's housing development (under construction) to the west and adjoins residential development and a tourist facility/restaurant to the south. The proposed development will not impact on the use the adjoining seniors living development or residential lands. The rural residential properties in the area are not used for significant agricultural activity and do not include intensive or broad-scale productive agricultural uses and are limited to rural living activities containing dwellings and large areas of managed grassland isolated trees and some small scale stabling and grazing of horses ( generally limited to 1 – 2 animals). The proposed residential use of the retirement village is not considered to be incompatible with these existing uses and no land use conflict is likely which would threaten the ongoing use of these lands in this manner.

The adjoining tourist facility/restaurant is an activity which is more intense than other adjoining uses and provides accommodation and activities for guests to the area (as well as locals). The proximity of dwellings within the development to these facilities is similar to the setbacks of other dwellings in proximity to Ducks Crossing. The Ducks Crossing development activities areas is not oriented to the site and does not rely on the site for amenity.

The proposed development would not be considered to impact on the ongoing use of this facility. It is likely that residents of the facility would utilise this local facility which is in a walkable location from the site and the development may provide positive benefits to the existing facility/restaurant.

In terms of the impacts to the character of the area, this has been discussed in greater detail in the Statement of Environmental Effects. The proposal is permissible under the SEPP and the density of the development is far less than that which would be permitted by the SEPP.

The SEPP allows such development to occur on these lands and the provisions of the SEPP override local controls where inconsistencies exist. In relation to character (neighbourhood amenity and streetscape) of the area, the SEPP provides that development should:

- (a) recognise the desirable elements of the location's current character (or, in the case of precincts undergoing a transition, where described in local planning controls, the desired future character) so that new buildings contribute to the quality and identity of the area, and*
- (b) retain, complement and sensitively harmonise with any heritage conservation areas in the vicinity and any relevant heritage items that are identified in a local environmental plan, and*
- (c) maintain reasonable neighbourhood amenity and appropriate residential character by:*
  - (i) provide building setbacks to reduce bulk and overshadowing, and*
  - (ii) use building form and sighting that relates to the site's land form, and*
  - (iii) adopt building heights at the street frontage that are compatible in scale with adjacent development, and*
- (iv) consider where buildings are located on the boundary, the impact of the boundary walls on neighbours, and*
- (d) be designed so that the front building of the development is set back in sympathy with, but not necessarily the same as, the existing building line, and*
- (e) embody planting that is in sympathy with, but not necessarily the same as, other planting in the streetscape, and*
- (f) retain, wherever reasonable, major existing trees, and*
- (g) be designed so that no building is constructed in a riparian zone.*

As noted in the Statement of Environmental Effects, the provisions of the SEPP do not require the development to present the same character as adjoining development but does require development design to incorporate features which recognise the desirable elements of the location's current character.

The development design has recognised the desirable elements of the area's character and has incorporated the following features:

- Site planning to provide smaller groupings of dwellings, presenting to the north and incorporating open space corridors through the site providing for planting of tall trees.
- Provision of setbacks and planting along the northern boundary to provide screening of development from available northern viewing points.
- Provision of substantial planting and treatment of the Burton Road frontage to complement the existing streetscape.
- Retention of existing vegetation in the eastern portions of the site.

- Utilising existing vegetation on the site and adjoining land to provide screening of development.
- Locating the larger two storey buildings in the southern parts of the site near vegetation with a similar scale and closer to the residential development forms.
- Utilising appropriate colours and materials for buildings.

As such, the proposed development will modify the existing character of the land through the provision of increased housing on the site, however, the design of the proposal has minimised these impacts and the social impact of the character change is considered minor.

Construction activities may impact on the amenity of the surrounding area through truck movements, noise dust and safety issues. These impacts will be temporary and mitigation of these impacts can be addressed through a Construction Environmental Management Plan. Construction noise will be temporary and will only be carried out in limited daytime hours according to Council's requirements.

## **6.9 Extent of Potential Impacts**

In terms of the impacts identified the extent of impacts to different parts of the community are as follows:

- Increase in seniors housing supply – Up to 182 local and future community members over the age of 55.
- Loss of Rural Living opportunities – occupants of the two existing dwellings as well as future purchasers of rural land.
- Impacts on traffic and public transport – immediate surrounding residents and drivers on Burton Road.
- Provision of Employment – Local workers and trades.
- Impacts on adjoining use and amenity – Immediately adjoining neighbours.

## **7. Benefits of the proposal**

**Our analysis and assessment of this development have identified a number of social, community and personal benefits that will flow from this proposed development. They are:**

- The supply of modern seniors housing in an area which presently has a shortage of such dwellings within a Retirement Village setting;
- The opportunity created by the new village which will encourage and facilitate residents "Ageing in Place" thus reducing the overall demand for aged care places in the Lake Macquarie region will be a substantial benefit;
- The provision of an extensive range of Ageing-in-Place in-house services to residents of the proposed village will reduce the demand on community and aged care services in this sector of the Lake Macquarie LGA ;

- The proposed development has many of the targeted attributes and will bring many of the targeted benefits to the community set out by Lake Macquarie Council in their **Seniors Housing Strategy adopted by Council in 2012.**

It will therefore make a positive contribution to the meeting of the needs of the older residents living in the presently underserviced East and North Lake Macquarie Planning Sectors both now and in the future.

It will provide many of the needs and preferences set out in the abovementioned Seniors Housing Strategy (p.21) that are sought by older persons in their housing, namely:

- Security of tenure (the proposed development will provide residents with a long term lease which will be registered on title).
  - Affordability.
  - Location, being able to remain in the same neighbourhood; access to a variety of transport, access to shops and other essential or required services; and being able to maintain independence.
  - Age friendly design; good accessibility; safety features including an emergency call system; adaptability; and comfort.
  - Low maintenance and a system of regular maintenance.
  - Access to care and support services as and when they need them;
- Even though the number of new residents coming from outside the immediate region to take up residency in the proposed development is small, there will be a resulting valuable economic contribution to the local economy and community arising from their spending in the region. In addition, the likely impact from the construction of the proposed development and then its operation, will result in the creation of jobs in the local economy;
  - The proposed development will increase the pool of persons who are willing to volunteer to assist and support community, welfare and health organisations. Research shows that persons who are retired comprise a substantial proportion of those persons who will volunteer.
  - They have time to contribute to the community in this role and this provides a significant benefit to the local economy through their voluntary efforts by utilising their time, skills and fundraising abilities;
  - The development will assist a substantial number of older persons who wish to sell and downsize their dwelling in light of their changed circumstances and allow them to remain in the area in which they currently live and where they have long and hopefully happy memories and also established networks of friends and preferred service providers;
  - The proposal will provide for an upgrade of existing public transport infrastructure at the front of the site which not only benefits the residents of the village but also the residents of the surrounding area.
  - The proposal will improve pedestrian connection for the surrounding area to public transport infrastructure at the front of the site.

- The proposal will result in job creation for local workers and trades contractors etc.
- The proposal will provide adaptable housing options for the aged and disabled in the area.
- The proposal will provide a source of new clientele for local businesses in the locality, such as the restaurant at the adjoining Ducks Crossing development.

## **8. Mitigation of Impacts**

**The assessment of the proposal has identified few negative social impacts and those that are identified are considered minor and/or have only limited impact to small areas of the community or are temporary impacts (such as construction). The social benefits identified are considered to be significantly greater than the impacts identified.**

Residents of the proposed retirement village will each have their own desires and level of need of services ranging from no support to start with through to reasonably high levels of support and service delivery.

Each resident has the right to consider and decide what level of involvement they have in the life of the village and its community. Certainly, encouragement in this regard should come from the management and staff team as well as from other residents.

It is the role of the management and staff team to be flexible, open to suggestions from residents and be able to create a worry free environment for residents. Experience shows that the most successful villages (in every respect) are those where the residents are happy and reasonably worry free.

In our view the village has been designed to provide a very positive environment that will encourage residents to use the extensive range of village community facilities provided so that they are able to socialise with other residents and also their friends. In addition, the activities programs envisaged and set out in this report together with the activities available to them in the local community will provide them with the opportunity to experience a healthy and active lifestyle and also wellness.

If and when they need it, there will be a wide range of good quality support and care services as detailed in this report will be available to them which will at all times enable them to live in a manner which allows them to retain their dignity, privacy and independence as far as is possible at all times.

The lifestyle, activities and services proposed for residents which we support should mean that the demands on services available in the general community will be minimal and will mitigate any negative social impacts.

The following measures are recommended for the developer to take so as to mitigate the likely social impacts identified.

- Preparation of a Plan of Management



A plan of management for the village should be developed and be in operation prior to occupation by residents. This plan should give consideration to the following issues and an action plan developed to deal with each one and also to achieve the required outcome.

- Determine how the offered village, care and support services will be provided and what human resources are required.

**Required Outcome:** The delivery method of each service is determined including those related to care and support services, the services of a registered nurse (part time at commencement) to oversight the care program and the health of the residents. The required staff establishment is calculated, the cost of each offered service is determined, input of costs and income from charges is included in village operational budget or recurrent charge budget, user pays charges for services are input to village legal documentation and disclosure and advertising material.

- Prepare organisational chart to include all management and staff positions and then prepare job description outline for each position.

**Required Outcome:** Organisational /staff structure determined; clear understanding of what human resources are needed and what individual tasks can be incorporated into the one staff position.

- Develop a relationship building plan between the organisation and prospective residents that will cover the contact from the first time they enquire about the new village through to the time they take up residency in the village or advise that they are no longer interested.

**Required Outcome:** Development of a growing, strong and loyal relationship between the prospective resident and the organisation. The purpose is to assist the resident to make the transition from their existing home into the village as easy and trouble free as possible. This will include development of a house moving assistance kit; regular opportunities for them to get to know socially others who are considering entering the village. This can be done through morning teas and the like. Management should use these occasions to gather suggestions as to what should be included in the welcome program/process for new residents moving into the village and provide insight into the preparation of the welcome pack that they should provide at that time.

- Commence development of the Resident's Handbook to be provided to each dwelling that includes: management contact details; administration office hours of operation; emergency phone numbers; village rules; information regarding the forming of a residents Committee (details regarding formation and operation as shown in the NSW Retirement Villages Act; schedule of available services and the procedures to follow to access these services; arrangements for the payment of ongoing fees and charges; fire and general safety details and instructions; operating instructions for use of the emergency call system in case of need of assistance; how to deal with a dispute and informing management; how to arrange maintenance that is the responsibility of the village and to gain assistance from village staff with other maintenance if required.

- Also, put into train preparation of Local Directories to be provided to each dwelling. This should include details of shops; details of essential services and other likely needed services; and recreational activities in the district that may be of interest.
- Commence the establishment of contacts with identified service providers to arrange the delivery of services either to the village or the residents. This will include service providers to come into the village to provide services utilising the facilities in the community centre such as medical practitioner(s), remedial massage therapist, water aerobics instructor, podiatrist, hairdresser etc, as well as for specific services such as meals, contract cleaning, housekeeping service, grounds maintenance, gardening, mowing, property and equipment maintenance and the like.

**Required Outcome:** All services providers are in place prior to the commencement of operation of the village.

- Commence the development of an ongoing program of social events for the residents of the village which will come into operation when the first residents move into the village. The input needed for this program will come from the comments made by prospective residents during discussions with them through the sales process when they are likely to mention activities that they enjoy and which are important (to them). In addition it should come from the discussions conducted during the relationship building program over a cup of tea or coffee.

Once the village is operational, this program should also include segments that will encourage the prospective residents either individually or as a group to undertake some volunteering work in the local community. This can be achieved through getting them to identify a charity to “adopt” and also having speakers from charitable or community organisations come into the village from time to time.

**Required Outcome:** There is a social activities program available to residents from the time the village takes in its first group of residents.

- A construction environmental management plan should be prepared by the developer to address control of construction activities to minimise impact to the surrounding community.
- Details of the construction phases should be communicated by the developer to the local community including the types of works undertaken, hours of operation, truck movements and times, as well as providing contact details for the construction manager so that any problems experienced can be addressed.

## 9. Conclusion

**A development application has been prepared for the construction of a retirement village on land known as 40-48 Burton Road, Mount Hutton. The village proposes the construction of 101 dwellings and associated infrastructure exceeding the minimum requirements of State Environmental Planning Policy (Housing for Senior's or Persons with a Disability) 2004.**

It is estimated that the village will house approximately 182 residents as a maximum and 131 residents as a minimum during its lifecycle. It is provided so as to address an existing unfilled demand for serviced Seniors Housing in the area. The increase of population is not considered significant in the context of the Mount Hutton area.

The Social Impact Assessment has examined the social impacts of the proposal, including the capacity of various services required by the future residents of the village. The village provides a wide range of on-site services and facilities to meet the needs of the village residents.

An overarching consideration in this assessment has been the fact that a high proportion of the residents of the proposed facility (70%) will move in from the local community (10km. radius around the site) with only a minor proportion (30%) coming from outside the local area. Because of this some of the village residents will already be utilising existing community services and facilities or would have had the same needs if they were in their previous residence and therefore there should be no unexpected additional increase in demand.

**The conclusion reached is that the development of the village will not make a major impact on these services initially and because of the comprehensive range of in-house ageing-in-place care and support services available to residents, it is likely that the level of demand on other community services will be minimal even in the long term.**

Clearly this development will assist older persons to maintain their independence by being able to live in a “normal” environment rather than have to lose that right by having to move to an institutional environment to get the care and support that they need as they grow older. Older Australians have made it quite clear that this is their desire and this is now reflected in the Australian Government’s senior’s living and care policy as evidenced by the changes announced by the Government following the recommendations of the Productivity Commissions extensive “Living Longer Living Better” review.

It must be concluded that this proposed development is in accord with those changing attitudes and policy direction and indeed the Council’s adopted Seniors Housing Policy (2012) and will do much to allow those who take up residence in the completed village to remain in the community and to continue to be as active as possible and make a positive contribution to the local community through their volunteering and other efforts and involvements.

The development is extremely well located for such a development and has excellent access to necessary services and meets an existing demand for this form of housing in the area.

The proposal also provides other social benefits to the area, including creation of jobs, improved public transport accessibility and provision of adaptable housing for vulnerable members of the community.

Some impact to local supply of rural housing and area character were identified. These impacts are considered to be minor or have been mitigated through effective design of the proposed retirement village.

Overall the proposal is considered to provide significant social benefits to the local area and community.

**Coastplan Group**

**Stan Manning & Associates**

## ATTACHMENTS

**ATTACHMENT 1 – VILLAGES LOCATED WITHIN THE LAKE MACQUARIE EAST SLA AND 10 KILOMETRES (APPROX.) OF THE SITE  
 OF THE PROPOSED RETIREMENT VILLAGE**

Name of Village	Address	Number of Dwellings	Age of village	Waiting list status	Care and Support services provided by Village Operator	Comments
Greenmount Garden Village	4 Bristol Crescent, Mount Hutton	34	Older village	?	?	SMA advised by village that no detailed information currently available
Lyndon Grove Retirement Village	125 Main Road, Cardiff Heights	44	41 years old	Have waiting list – no units currently available	No services	1, 2 and 3 bedroom units
Narla Village Independent Living	21 Lentara Road, Belmont North	60	33 years old	Have waiting list – no units currently available	Community Care packages	
Narla Court Independent Living	Narla Road, Belmont North	11	39 years old	Have waiting list – no units currently available	Community Care packages	
Jewells Retirement Lifestyle Community	7 Ntaba Road, Jewells  <i>*Now Greenleaf Retirement Resort</i>	50	Stage 1 - 8 years old	Have waiting list for 30 units – no units currently available	No services	47 new units still to be built construction not yet commenced. Village recently purchased by the Seventh Day Adventist (North NSW) Aged Care Ltd

Social Impact Assessment  
Eleebana Shores – Senior's Housing Development  
40 – 48 Burton Road, Mount Hutton N.S.W.

Name of Village	Address	Number of Dwellings	Age of village	Waiting list status	Care and Support services provided by Village Operator	Comments
Nazareth Village	Vincent Street, Belmont North	17	Approximately 20 years old	Have extensive waiting list estimate 3 – 4 years wait	Community Care Packages	1 and 2 bedroom units with carports
St Francis Village	Gleeson Crescent, Eleebana NSW	30	17 years old	Have extensive waiting list estimate 3 – 4 years wait	Community Care packages	
Lymington Village	35 – 82 Warners Bay Road, Warners Bay	52	Approximately 10 years old	No information available	?	Strata Title over 50's lifestyle resort
<b>Total Number of Units</b>		<b>298</b>				

Attachment 2. -Site plan for the proposed Senior's Housing Development proposed by Eleebana Shores Retirement Living Pty Ltd  
At 40 – 48 Burton Road, Mount Hutton NSW

