

Uniting Waverley

Communication and Engagement Report

For Uniting Waverley Planning Proposal and Illustrative Master Plan

30 June 2017

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1. Executive summary

KJA was engaged as part of a broader consultancy team to develop a program of communication and community engagement to support the preparation of a planning proposal and illustrative master plan to guide the future redevelopment of Uniting Waverley. The following report provides a summary of public communication and engagement activities undertaken between May and June 2017, and forms part of Uniting's prior and ongoing commitment to engaging with community and its other stakeholders.

The key aim of the communication and engagement program was to inform residents, users, local interest groups and other stakeholders about Uniting's long-term plans for the site, and to help the project team understand the key areas of interest, prior to a proposal being lodged. Communication and engagement tools and activities included:

- Correspondence sent to key stakeholders, residents, users, neighbours and community interest groups, together with an invitation to receive a detailed briefing/presentation on Uniting's plans.
- Direct engagement with residents/property owners from adjoining properties.
- Notification to approximately 5,750 neighbours, businesses and the broader community, distributed via letterbox drop, incorporating a summary of Uniting's plans and an invitation to a community drop-in event.
- Information on Uniting's website, <https://uniting.org/get-involved/events/waverley-redevelopment>, along with a link to an email address and free call 1800 customer service number (1800 864 846).
- A community drop-in event held onsite at the Vickery Building on Saturday 03 June 2017 between 10am and 2pm.
- 16 x AO sized project panels used at the drop-in event, and double sided printed A5 project flyer, heritage booklet and draft reports, available for attendees.

As at 30 June 2017, briefings have been held with a range of stakeholders, including staff, residents, users and interest groups, and more than 60 people attended the community drop-in event.

The overwhelming majority of people were supportive of Uniting's plans. There was positive sentiment about the improved and expanded services and facilities, the opening up of the site for the community, and the respect for the site's heritage and green open space. Feedback also suggested that people would like to see Uniting expedite plans to deliver new services and facilities.

Key themes of interest to emerge from the **community drop-in event** included:

- Heritage and green/open space
- Parking and traffic (including vehicle access)
- Services and facilities that will be available
- Building locations
- Operational impacts on current facilities/services
- Consultation process

Those who used the **Uniting 1800 line or email** to enquire about the redevelopment:

- Interest in current services and future of those services (e.g. Independent Living Units (ILUs), Seniors Gym, Men's Shed, tennis court)
- Requests for additional information (e.g. on changes to existing heritage buildings and new proposed buildings/heights)
- General support for Uniting's community engagement

Finally, at the stakeholder briefings, key questions and areas of interest centred on:

- The impact of the redevelopment on existing facilities and services
- The size, nature and availability of proposed facilities and services
- Proposed impact on stakeholders themselves (e.g. ILU and Residential Aged Care (RAC) Residents)
- Anticipated impact on heritage buildings, trees and/or sun access
- Anticipated construction timeframes and potential impacts
- The consultation process and future opportunities to provide feedback
- Allocation of parking spaces and operation of underground car park

Feedback received by Uniting has assisted in finalising the planning proposal to be lodged with Waverley Council, which seeks a change in zoning to facilitate future development.

2. Introduction

Uniting Waverley covers approximately 3.176 hectares of land and is located within the Waverley Council Local Government area (LGA), within the block bounded by Bronte Road, Carrington Road, Birrell Street and Church Street. The site is situated opposite Waverley Police Station and Court House and is surrounded by a mix of residential buildings, as well as numerous educational facilities including Waverley College, St Clare's College and Waverley Public School.

Originally the home of Ebenezer Vickery and his family, the site has operated as a hospital since 1919. Today it incorporates a diverse range of community services including:

- War Memorial Hospital – affiliated with South Eastern Sydney Local Health District (SESLHD) and governed by Uniting
- Residential Age Care (RAC) services
- Independent Living Units (ILU)
- Short-term affordable residential housing
- Seniors gym
- Small onsite café
- Men's Shed
- Ground level car parking for staff and visitors as well as for Uniting's community buses.

As part of an ongoing commitment to providing contemporary support services that meet community needs into the future, Uniting has prepared a planning proposal to guide future redevelopment of the site over the coming years. The planning proposal is supported by an illustrative master plan that will deliver on an overarching vision to provide the best possible community services in an appropriate setting, while respecting the important heritage elements of the site.

Uniting's goal is to unify the site and create a community hub for health and wellbeing services, with new contemporary purpose-built facilities that are welcoming and well integrated into the Waverley community. The illustrative master plan carefully integrates the requirement for improved services with the unique heritage assets of the site and provides an opportunity for increased community access. Key aspects of Uniting's plans aim to:

- Create a village atmosphere with an open and friendly pedestrian environment
- Celebrate the site's history and ensure the protection of the significant heritage buildings and landscaping
- Provide an opportunity for the community to rediscover the original estate by creating a new vista to the historic Vickery Building from Bronte Road and enhancing access to the heritage listed garden for the community to enjoy.
- Incorporate a range of new and improved services in buildings of between one and eight stories, including:
 - Expanded hospital services
 - New facility to replace the current Residential Aged Care facility
 - New early onsite dementia centre and day centre

- New seniors gym and Men's Shed
- New and additional Independent Living Units and other housing that meets with Uniting's core services
- New village shops, early learning service and medical centre
- Underground parking

3. Communication and engagement overview

KJA was engaged as part of a broader project team to develop a program of communication and engagement to support the preparation and lodgement of a planning proposal and illustrative master plan for the Uniting Waverley site.

The activities outlined in this report provide a summary of communication and engagement undertaken with key stakeholders, residents, neighbours, community interest groups, users and the broader community between May and June 2017. This report identifies the main themes to emerge, along with feedback and comments by those who participated in the engagement program.

The key objectives of communication and engagement have been to:

- Reinforce Uniting's long-term commitment to providing community services at Uniting Waverley,
- Outline future plans for the site including new and improved services and facilities, together with a range of broader community benefits,
- Develop positive relationships with key internal and external stakeholders, including residents and users, Council, the local community, neighbours and interest groups,
- Demonstrate a genuine commitment to community engagement and provide adequate opportunities for feedback and input,
- Explain the planning process and the additional opportunities for community input and comment during future planning stages,
- Understand key areas of interest and identify potential issues that can be addressed in the early stages of planning, and
- Outline the broad timeframes for future development and provide reassurance that Uniting's plans are just the first step in a long process.

Note:

Given that a planning proposal is yet to be lodged, the community engagement and communication activities in this report were not designed to provide a statistical analysis of feedback or suggestions, nor should it be interpreted as representing the full range of community views.

At the time of writing this report, stakeholder communication and engagement is ongoing, and as such, additional information and updates on Uniting's plans will be uploaded on Uniting's website once a planning proposal and illustrative master plan have been finalised.

It should also be noted that additional consultation with Local and State Government bodies and other relevant parties will be undertaken once Uniting's plans have been lodged. Further, it is expected that additional community consultation and an opportunity for public submissions will be provided, subject to the planning proposal receiving Gateway determination.

4. Communication and engagement tools and activities

A range of communication tools and activities were developed to inform and engage with residents, neighbours, key stakeholders and the community about Uniting's plans for the site.

These included:

- Correspondence with key stakeholders along with residents, users, neighbours and community interest groups to provide a summary of Uniting's plans and to offer a detailed briefing. (Refer to Attachment 1, for a list of the various groups contacted).
- Briefings* with Uniting Waverley staff, residents on site, users of facilities, tenants and other key stakeholders (e.g. NSW Health, Prince of Wales Hospital). PowerPoint presentations were used during these briefings. (Refer to Attachment 2 for example of PowerPoint presentation).
*Note: At the time of writing communication and briefings with stakeholders are ongoing and will continue over the coming weeks.
- Direct engagement with residents/owners of adjoining properties.
- Notification to approx. 5,750 neighbours, businesses and the broader community, distributed via letterbox drop, incorporating a summary of Uniting's plans and an invitation to a community drop-in event. (A copy of the notification is provided at Attachment 4 with distribution map at Attachment 5).
- Information on Uniting's website: <https://uniting.org/get-involved/events/waverley-redevelopment>
- Project email address (ask@uniting.org) and free call 1800 customer service number (1800 864 846).
- An informal community drop-in event, attended by project team members and held onsite at the Vickery Building on Saturday 3 June 2017 between 10am and 2pm.
- 16 x AO sized project boards used at the drop-in event. (A copy of the project boards is provided at Attachment 6.)
- A double-sided printed A5 project flyer and heritage fact sheet, available at the drop-in event. (A copy of the flyer and heritage booklet is provided at Attachment 7.)

5. Summary of feedback and suggestions

Community feedback and suggestions from the engagement program were received through a variety of different formats. This included verbal feedback during briefings; comments received via the 1800 telephone number and/or email, and written feedback and comments provided on forms supplied at the community drop-in event.

Where did feedback come from?

- **Community drop-in event**
More than 60 people attended the drop-in event
- **13 enquiries to the 1800 number (1800 864 846) and Uniting email (ask@uniting.org)**
- **Stakeholder briefings**
- **Additional consultation activities**

Community drop-in event

General feedback

The overwhelming majority of people at the community drop-in event were supportive of Uniting's plans, conveying positive sentiment about the improved and expanded services and facilities, the opening up of the site for the community, and the respect for the site's heritage and green open space. Many people were happy to provide verbal feedback during discussions with project team representatives, with only 13 people providing written comments on feedback forms. A summary of key themes is outlined below.

Heritage and green/open space

Several participants had general questions about the site's heritage, including – for example – the origins of the various statues on the site.

There appeared to be universal support for:

- The proposed new pedestrian entrance from Bronte Road and the creation of a vista to the Vickery Building
- Uniting's plans to respect the heritage significance of the site and reinforce the sense of the original estate
- Opening up the garden for the community

Participants were generally accepting of the removal and replacement of a limited number of significant trees in order to facilitate the proposed layout of buildings in the master plan.

Parking and traffic (including vehicle access)

Participants were generally supportive of the additional parking spaces proposed as part of the master plan for the site. It was suggested by visitors to the community event that parking in the streets bordering the site should be timed rather than all-day parking spaces. They suggested that Uniting should assist with lobbying for a more appropriate parking regime.

There was general support for the improved pedestrian links and the separation of vehicle movements and pedestrian access in and out of the site. A nearby resident expressed an interest in the vehicle movements to service the various facilities proposed for the site. They suggested that potential disruption to neighbours will need to be considered when Uniting is determining the timing of these vehicle movements.

One participant, via written feedback, expressed concern about traffic flows and access to the site. They suggested that current traffic flows and restrictions (e.g. one-way on Church St) may limit options for access. They also identified the need for new bus stops located closer to the site.

A member of the Men's Shed suggested that the facility, wherever it was included in the new development, would require vehicle access (e.g. for the delivery of wood).

Services and facilities

Generally, there appeared to be universal support for Uniting's plans and in expediting the delivery of new services and facilities at Uniting Waverley. In written submissions, participants were particularly supportive of the proposed:

- Hydrotherapy pool, with easy public access
- Early learning centre
- Men's Shed
- Community open space and gardens

A few participants expressed concern that the on-site tennis court was not in the illustrative master plan for the site. Other participants indicated interest in:

- Child minding facilities
- A sensory garden for those who are vision impaired

A significant proportion of visitors to the community session were current residents of the Independent Living Units (ILUs) on site. Their main concern was how they would be impacted by the redevelopment, including whether they would be able to secure a place in the proposed accommodation.

Building envelopes and locations

Generally, participants understood the need for additional development the rationale for their size and location, in order to balance the provision of community facilities and services while minimising impact to heritage buildings and open spaces. Participants also expressed appreciation of the proposed positioning of the tallest building in the centre of the site.

Some participants expressed concern about the proposed impact of the four-storey buildings near Church and Birrell Streets.

Operational impacts

Participants asked questions about the staging of construction and the implications of long-term construction on-site for residents, users and the surrounding community.

Most participants who asked questions about development timeframes also indicated a desire for urgency. Some suggested that Uniting should "get on with it", with a number of current site

residents and many external/local residents asking when they could move into the proposed accommodation.

Consultation process

Many participants expressed their appreciation for the opportunity to learn more about the proposed redevelopment, speak with experts from the project team and provide feedback.

Other

A member of an organisation that currently rents space on the Waverley site indicated that they would like to continue renting space there following the redevelopment.

1800 number and email

Combined, the 1800 number and Uniting email inbox had received 13 enquiries as at 30 June 2017. There were three main areas of focus:

- Interest in current services and future of those services (e.g. ILUs, Seniors Gym, Men's Shed, tennis court)
- Requests for additional information (e.g. on changes to existing heritage buildings and new proposed buildings/heights)
- General support for Uniting's community engagement

Stakeholder briefings

The following table summarises the key questions and areas of interest that emerged during each stakeholder briefing.

Stakeholder	Key questions/Areas of interest
<i>Seniors Gym Users and ILU Residents</i>	<ul style="list-style-type: none"> • General interests: <ul style="list-style-type: none"> ○ Impact of Council amalgamations on Uniting's plans ○ Cycling and pedestrian pathways through the site ○ Construction timeframe and potential impacts • What impact the redevelopment will have on: <ul style="list-style-type: none"> ○ Residents currently on site ○ The Men's Shed ○ Significant on-site trees ○ The on-site tennis court ○ The small chapel near Carrington Rd ○ The small on-site cafe • Seniors Gym interests: <ul style="list-style-type: none"> ○ Proposed location of the Seniors Gym ○ Size of Gym ○ Services and facilities to be provided ○ Gym access and availability, including during construction ○ Parking availability and restrictions

<i>RAC Staff</i>	<ul style="list-style-type: none"> • General interests: <ul style="list-style-type: none"> ○ Potential for students from single-sex schools to mix on site • Removal of buildings/trees <ul style="list-style-type: none"> ○ Removal/replacement of ILUs ○ Impact on heritage buildings ○ Trees and landscaping • Details of the new RAC building <ul style="list-style-type: none"> ○ Inclusion of outdoor areas ○ Dementia-specific facilities
<i>RAC Residents</i>	<ul style="list-style-type: none"> • Impact on residents during and following construction • Children's services • Development timeframe • The future of the current RAC buildings • Accessibility throughout the new building • Future consultation • Expedite development to move in
<i>War Memorial Hospital Staff</i>	<ul style="list-style-type: none"> • Proposed size of future facilities and services, including: <ul style="list-style-type: none"> ○ Childcare ○ Medical centre ○ Day centre • Future access to: <ul style="list-style-type: none"> ○ Hospital parking ○ Hydrotherapy pool ○ Kitchen services ○ Creative spaces ○ Palliative care ○ Accommodation for interstate visitors • Potential construction impacts • Consultation, including with transport authorities and health services • Plans for the: <ul style="list-style-type: none"> ○ Vickery Building ○ ILUs • Consideration of impacts on sun access/overshadowing
<i>Waverley Historical Society</i>	<ul style="list-style-type: none"> • Importance of retaining the feel of hospital and grounds as a place for people, 'welcoming' 'homely' 'caring' 'safe' 'part of a family'. • Supportive of: <ul style="list-style-type: none"> ○ Proposed entry vista from Bronte Road, towards Vickery Building. ○ Removal/ replacement of 60s/70s Elizabeth Hunter Lodge. ○ Village shops including easy access for residents ○ Improved pedestrian access, removal of ground level parking and new underground car parking ○ 'Buildings within landscape' concept ○ Retention and celebration of site's heritage ○ Using references to historical past in new building names

Additional consultation activities

In addition to the above and following the community drop-in event, Uniting has met with and received feedback from the following stakeholders.

Stakeholder	Key questions/Areas of interest
<i>Vickery and Waterhouse family members</i>	<ul style="list-style-type: none">• Supportive of the scheme, overall• Felt that the scheme reflects the site's heritage
<i>Adjacent neighbours</i>	<ul style="list-style-type: none">• Supportive of the scheme, overall• Some felt that the proposal improved their property outlook• Others were concerned about the removal of a tree, and about building height
<i>Additional councillors</i>	<ul style="list-style-type: none">• General support, with areas of interest covered in the above summary of previously consulted councillors
<i>Charing Cross community group</i>	<ul style="list-style-type: none">• Supportive of the scheme, overall• No significant issues raised
<i>Men's Shed</i>	<ul style="list-style-type: none">• Supportive of the scheme, overall• Interested in more details about the future Men's Shed space, including space for a dock to load and drop off wood

6. Next steps

This communication and engagement report and the feedback received has been forwarded to Uniting Waverley's project team to be considered in the preparation of the planning proposal to be submitted to Waverley Council. Additional stakeholder communication and engagement on Uniting's plans (e.g. with Church representatives) will continue. Updates will be uploaded to Uniting's website once a planning proposal and illustrative master plan have been finalised.

Consultation with Local and State Government bodies and other relevant parties will also be undertaken once Uniting's plans have been lodged and engagement with existing residents at the Uniting Waverley site will be ongoing.

It is expected that additional community consultation and an opportunity for public submissions will be provided in the future, subject to the planning proposal receiving Gateway determination.

7. Appendices

Attachment 1. List of key stakeholders and community groups contacted

Attachment 2. Example Uniting Waverley presentation

Attachment 3. Example stakeholder letter

Attachment 4. Letterbox drop notification

Attachment 5. Letterbox drop distribution map

Attachment 6. Project boards

Please note, the attached boards include two errors that have since been reviewed by the relevant consultants. These include:

- Board 10 – Table: 27 of 30 significant trees retained. New significant plantings to line the estate
- Board 8 – Paragraph 3: Heritage features shown in orange hatch (not purple)

Attachment 7. Project flyer and heritage fact sheet