



Memo

To: Ian Cardy , Urbis
Andrew Collier, Philon

From: Belinda Barnett

Company:

Date: 15 September 2011

Subject: Scottish Hospital

Dear Ian and Andrew,

RECOMMENDED RESPONSE

Whilst initially very excited to hear of the redevelopment of the site, I'm afraid that it has been a 'consultation' process that I have become very disillusioned with. Representatives of the Church have been all but invisible to residents and I have observed the professionals hired by the Church treat the residents and their questions with impatience and even rudeness. I have found the approach taken by the Church's representatives has been cynical at best and deceptive at worst.

The consultation process has been implemented in accordance with the Communication Plan that was formulated by Urban Concepts and submitted to the NSW Department of Planning in accordance with the Director General's requirements for this project. The Communication Plan was considered by the Department and was determined to satisfy the Major Project Guidelines for Community Consultation. In implementing the Communication Plan, Urban Concepts at all times operated in accordance with the our stated consultation protocols which are displayed on the project website and guidelines for the facilitation of public meetings and events.

We advise that while it may not have been immediately evident to members of the local community, Presbyterian Aged Care has played an important and hands on role in the community engagement process for this project. All of the information that has been prepared by Urban Concepts for public circulation including the website, community newsletters, stakeholder correspondence, power point presentations and publicly exhibited material has been approved by Paul Sadler, the CEO of Presbyterian Aged Care. Further Mr. Sadler or his representative has attended the stakeholder focus groups and the community consultation events that have been staged.

Urban Concepts has ensured that the outcomes and comments arising from each consultation activity and information line have been relayed to Presbyterian Aged Care for consideration and response. The findings arising from all consultation events have been relayed to the NSW Department of Planning in the report titled Community Consultation Report Scottish Hospital Site Paddington, Proposed Presbyterian Aged Care Development Volumes 1-3, October 2010.



In respect to comments *'that residents have been treated with rudeness and impatience'*, we respond by stating that at all times Urban Concepts has had the upmost respect for the views and opinions that have been put forward by participants during the community engagement process. Urban Concepts role in formulating and implementing a consultation process is one of facilitation. As a professional facilitator, it is necessary for Urban Concepts to maintain impartiality. It is not our role to share our personal views about a development. Our role is to provide a process that informs local communities about a development proposal, enables that community to share their views and ideas for the development and to record and report all views and ideas arising through the consultation process.

The consultation process for this project generated a broad range of public opinion. We are aware that some of the concerns expressed during the process by some participants still remain. We fully acknowledged that for these participants there may be as sense of frustration and disappointment that they have not been listened too. The extent to which the final design is amended by the proponent having regard to community concerns lies outside of the control of Urban Concepts.

In respect to comments that the consultation process has been deceptive, Urban Concepts strongly disputes this contention. Urban Concepts formulated a communication plan for this project and we have implemented the process in accordance with that plan and our stated protocols. At all times we have operated with a full transparency of process and have reported the comments that have been relayed through this process with integrity to participants, the proponent and the NSW Department of Planning as the Consent Authority.

Yours faithfully,

A handwritten signature in black ink that reads "Belinda Barnett".

Belinda Barnett
Director