



Attachments

Ordinary Meeting

Notice is hereby given that an Ordinary Meeting of Council will be held at Council Chambers, 1 Belgrave Street, Manly, on:

Monday 13 December 2010

Commencing at 7:30 PM for the purpose of considering items included on the Agenda.

Persons in the gallery are advised that the proceedings of the meeting are being taped. However, under the Local Government Act 1993, no other tape recording is permitted without the authority of the Council or Committee. Tape recording includes a video camera and any electronic device capable of recording speech.

*Copies of business papers are available at the Customer Services Counter at Manly Council, Manly Library and Seaforth Library and are available on Council's website:
www.manly.nsw.gov.au*

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Manly Council



Complaints Management Policy

December 2010

Corporate Services Division Report No. 47 - Complaints Management Policy
Complaints Management Policy (Dec 2012)



Title:	Complaints Management Policy
Policy No:	MAN-POL-02
Keywords:	Complaint, Formal Complaint, Complaint Lodgement, Complaint Review, Code of Conduct, Customer Service Charter
Responsible Officer:	Manager, Corporate Governance

1.0 Purpose

The purpose of this policy is to provide a coherent and integrated system for the handling of complaints about Council administration and conduct of Council Officials. This policy is to be read in conjunction with the Manly Council Code of Conduct, Manly Council Customer Service Charter, relevant legislation and Manly Council's related procedures.

2.0 Principles

Council's Customer Service Charter and Code of Conduct establish the principles against which Council's standards of quality service may be measured. Customers have a right to expect that principles of economy, efficiency, effectiveness, fairness, impartiality, and responsiveness will underpin service delivery. When they believe that their expectations have not been met, the Customer has a right to expect that the Council will deal with their concerns in a professional, respectful and timely manner.

Manly Council has established a complaints handling system to ensure that complaints are responded to appropriately and in a respectful and timely manner with the aim of resolving customer concern and improving service delivery.

3.0 Scope

3.1 This policy applies to all Council officials.

4.0 Responsibilities

4.1 All council staff are responsible for the delivery of quality customer service.

4.2 All council officials are responsible for ensuring compliance with this policy and related legislation and procedures.

4.3 The General Manager will nominate specific staff responsible for handling complaints made under this policy. Such staff are responsible for investigating complaints, recommending outcomes and appropriate method(s) of redress to the General Manager.

4.4 The General Manager is responsible for dealing with serious or difficult complaints which have been escalated to him or her as per the provisions of this policy.

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- 4.5 The Conduct Review Committee is responsible for the investigation of Code of Conduct complaints about the General Manager, the Mayor or Councillors.
- 4.6 The responsibility for the implementation of the Complaints Management Policy is with the Manager, Corporate Governance.
- 4.7 The owner of the Complaints Management policy is the General Manager.

5.0 Definitions

Complaint

A complaint is an expression of dissatisfaction with the Council's policies, procedures, charges, staff, agents, or quality of service. A complaint may relate to a specific incident or issue involving Council, or to matters of a more philosophical or general nature regarding Council's processes and/or procedures.

Conduct Review Committee

The Conduct Review Committee is appointed by resolution of Council as persons independent of Council to act as reviewers into complaints made under clause 11.1 of the Manly Council Code of Conduct.

Council official

Council officials include Councillors, member of council staff and delegates of Council. A delegate of Council is a person or body to whom a function of Council is delegated, such as staff, Councillors, community representatives, volunteers, consultants and contractors.

Formal Complaint

Formal complaints are those that are of a serious nature such as those described in Clause 6.9 "Complaints Involving Allegations of Maladministration or Corrupt Conduct".

Malicious Complaints

A complaint made for the purpose of hurting another person (their career, their reputation or their livelihood).

Vexatious Complaints

Complaints that are not supported by any evidence and there is other evidence to suggest that the complaint was made primarily for the purpose of causing annoyance.

6.0 Implementation

6.1 Lodging Complaints

Complaints may be lodged with Council in the following ways:

- By telephone;
- In person;
- In writing including by facsimile, email or other electronic means

6.2 Anonymous Complaints

Anonymous complaints will not be pursued unless they can be independently corroborated. Where an anonymous complaint has been independently corroborated, such cases will be dealt with in a similar manner to complaints where the complainant is known to Council except where there is a statutory requirement for identification of the complainant.

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6.3 Recording of Complaints

All complaints received by Council will be recorded in Council's electronic document management system as either a "complaint" or "formal complaint" and linked to associated workflows.

For the purpose of recording Formal Complaints, i.e. those that are of a serious nature such as those described in Clause 6.9, "Complaints Involving Allegations of Maladministration or Corrupt Conduct" must be identified as a "formal complaint" in the "confidential" holding of Council's document management system.

Staff must distinguish between a complaint and a request for service. Where a customer is requesting a service and there is no prior indication of failure to provide that service to the customer, the request will be recorded in the 'customer action request system' as a standard service request.

6.4 Complaint Handling

Tier 1: Frontline complaint handling

Staff will, within the scope of their delegation of authority, endeavour to resolve issues the subject of complaints at the first point of contact and record their actions and the resolution of issues in Council's document management system as per Clause 6.3 above.

Complainants will be encouraged to use all existing Council procedures to resolve their issue. Nothing in this policy prevents such a complaint being referred back to the appropriate service department for resolution.

Tier 2: Internal review Should such a referral be considered inappropriate or fail to resolve the complaint, or the outcome be regarded as unsatisfactory to the complainant, the complaint will be reviewed by the member of staff nominated by the General Manager as the Manager, Corporate Governance and then to the General Manager for further review if appropriate.

Tier 3: External review

In circumstances where these internal processes are unable to resolve a complaint or satisfy the complainant, Council may refer the complaint to an appropriate external agency or any independent alternative dispute resolution process for review. External agencies may include the NSW Ombudsman's Office, the Independent Commission Against Corruption or the Department of Local Government.

Additionally, the General Manager has an obligation to refer any complaints regarding pecuniary interest matters to the Director General of the Department of Local Government and such complaints should not be dealt with by Council's conduct review committee/reviewer.

Also, if the General Manager reasonably suspects that a councillor has not complied with the provisions of the Code of Conduct relating to the disclosure of political donations or the manner of dealing with any perceived conflict of interest in relation to political donations, the General Manager is to refer the matter to the Director-General of the Department of Local Government at first instance and they should not be dealt with by Council's conduct review committee/reviewer.

6.5 Communication with Complainant

Within five working days of receipt of a complaint, in circumstances where a complainant has provided his/her name, address and contact details, the staff member responsible for

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handling the complaint will provide acknowledgement of receipt of the complaint to the complainant. Such acknowledgement may be by telephone or in writing, as appropriate, and details of this contact will be recorded against the complaint in Council's electronic document management system.

The staff member responsible for handling the complaint will ensure that the complainant is kept informed of progress regarding investigation and resolution of the complaint.

The staff member responsible for handling the complaint will provide written advice to the complainant as to the outcome of investigations. Where appropriate, an offer of redress will be made and the complainant will be advised of any measures taken to minimise chances of the issue(s) underlying the complaint occurring again.

6.6 Confidentiality

Council will ensure that confidentiality is maintained in regard to complaints received. Staff receiving and recording complaints alleging corrupt conduct, pecuniary interest, maladministration or improper use of position must ensure that all allegations contained therein are not discussed other than with the Co-ordinator - Customer Support Services and/or Manager, Corporate Governance. Council will take all care that reporting of complaints about Council activities will not result in the complainant experiencing any form of victimisation or retribution as a result of the complaint.

6.7 Alternative Dispute Resolution

Council may seek to use alternative dispute resolution methods to resolve the complaint in circumstances where the Manager, Corporate Governance deems such a course of action to be appropriate.

Mediation is a widely recognised technique of resolving disputes and may be considered where:

- the parties will have an ongoing relationship
- the dispute is long-standing or likely to escalate
- alternative redress (e.g. investigation or litigation) is likely to be costly in time and resources
- public interest is served by having the dispute resolved promptly, efficiently and economically.

6.8 Options for Redress

There are a number of options for redress that the Council can consider in order to respond to a complainant who has been detrimentally affected by the actions of the Council.

These options are covered in detail in the NSW Ombudsman's The Complaint Handler's Tool Kit - Options for Redress. These options include:

- communication
- rectification
- mitigation
- satisfaction; and
- compensation

6.9 Complaints Involving Allegations of Maladministration or Corrupt Conduct

All complaints alleging corrupt conduct, pecuniary interest, maladministration or improper use of position, including complaints made verbally or anonymously, are to be referred immediately and directly to the General Manager or the Manager, Corporate Governance.

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The provisions contained in Part 3 of the Manly Code of Conduct will be applied to any subsequent investigation and findings.

Under Section 11 of the ICAC Act 1988, the General Manager must report to the Independent Commission Against Corruption in circumstances where there is reasonable suspicion that corruption in any form has occurred within Council.

6.10 Complaints in Relation to Councillor and General Manager Conduct

All complaints alleging misconduct in relation to a Councillor (including the Mayor) must be reported in writing to the General Manager. A complaint alleging misconduct by the General Manager must be reported in writing to the Mayor. The provisions contained in Part 3 of the Manly Code of Conduct will be applied to any subsequent investigation and findings.

6.11 Malicious, Frivolous and Vexatious Complaints

All complaints received by Council will be treated with the utmost seriousness. However, if, following investigation, a complaint is found to be malicious, frivolous or vexatious, Council will take no further action on the complaint. A decision to take no further action on the complaint will be made on recommendation to the General Manager and the complainant will be informed in writing of the decision.

Council may, at its discretion, seek legal advice with respect to the implications of the suspected vexatious or malicious complaints. Where the complaints relate to a member(s) of staff, such legal advice will be made available to the affected staff member(s) on request.

Where the staff member believes that the nature of the complaint has impugned their professional or personal reputation, they must seek their own legal advice.

Where complaints against an individual staff member cause distress to the staff member, the staff member will be supported via the Employee Assistance Program.

6.12 Persistent Complainants

From time to time, the Council will encounter complainants who are persistent and write again and again to the point that Council's resources are unreasonably diverted. Where the complaints are about the same or similar issue(s) and the Council has either addressed or dismissed the issue(s) as being without substance, then an administrative control may be put in place to limit responses to future complaints.

Under these circumstances details of the number and nature of the complaints will be provided to a Divisional Manager or a Deputy General Manager who will make a recommendation to the General Manager that further correspondence and/or telephone contact is to be restricted. The General Manager will consider all the facts and issues of the individual case prior to acting on any recommendation(s). If a decision is made to endorse the recommendation, the General Manager will write to the complainant explaining the Council's intention not to acknowledge or respond to further correspondence on the matter(s) unless new information is provided that the Council considers warrants action. The complainant will be advised that future written material will be filed.

With respect to telephone calls, the complainant may be advised that their calls will only be taken during restricted times and then only by a specific person; or that no future phone calls will be accepted or interviews granted about the same matter.

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6.13 Difficult Complainants

In cases where a complainant's behaviour is aggressive or threatening, e.g. the complainant:

- is consistently rude or abusive or makes threats to staff or third parties using Council services or on Council premises
- causes damage to Council property or threatens physical harm to staff or third parties

details of the aggressive or threatening behaviour are to be provided to the Divisional Manager who will make a recommendation to the General Manager that access to the Council is to be restricted. The General Manager will consider all the facts and issues of each case and may notify the complainant that they are not permitted to enter Council buildings for a period of time, that no phone calls will be accepted and that they may only correspond with council in writing. The General Manager will notify the complainant in writing of the nature and duration of restrictions placed upon them.

All threats of violence will be reported to the NSW Police.

7.0 Reporting

On a quarterly basis the Manager, Corporate Governance will provide reports to the General Manager on complaints received and subsequent follow-up action. Reports will provide the following information on each complaint:

- the issue at the centre of the complaint;
- the outcome of investigations in each instance;
- action taken to address complainants' issues;
- time taken to address complainant's issues;
- feedback from the complainant, where possible, as to satisfactory resolution of the complaint or otherwise;
- referral of the complaint to an external agency;
- recommendations or actions taken to improve service.

On a six monthly basis the General Manager will present a report to Council with details of complaints received and acted on for the preceding two quarters.

On an annual basis the Manager, Corporate Governance will prepare a statistical summary of complaints received for the statutory annual report.

8.0 Policy review

8.1 This policy is subject to regular review at a maximum interval of two years.

8.2 Any recognised change to relevant legislation; or directives or guidelines issued by agencies including the NSW Ombudsman and the Department of Local Government; or to Manly Council's related guidelines and procedures will activate an immediate review of this policy to ensure it remains current and aligned to best practice policies.

9.0 Relevant References & Legislation

Local Government Act 1993
 NSW Ombudsman - The Complaint Handler's Tool Kit (2nd Edition)
 NSW Ombudsman – Effective Complaint Handling

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Department of Local Government - Practice Note 9: Complaints Management in Councils
Manly Council Code of Conduct
Manly Council Customer Service Charter
Manly Council guide to Ethical Behaviour
Manly Council Access to Information Guidelines

10.0 Policy History

Minute No	Date of Issue	Action	Author	Checked by
	1 October 2010	Draft - Updated	DGM PPI	General Counsel
OM	13/12/2010	Adopted	DGM PPI	

Planning And Strategy Division Report No. 32 - Adoption of the Sandy Bay Landscape Masterplan
Submissions received during the public exhibition period

**Draft Sandy Bay Landscape Masterplan
Public Exhibition Submissions & Staff Response**

September 2010

SUMMARY

Submissions received: 9

Submissions received from

- 7 individuals
- 1 individual with additional signatories
- 1 Precinct

Type of submissions

- 7 submissions dealt with multiple issues, and
- 2 single issue (erosion at Sandy Bay)

A total of seven submissions are from nearby residents of Sandy Bay Road.

Main feedback (Comments highlighted)

Concerns

"Our concerns however, are strongly influenced by the majority of resident's desire to keep Sandy Bay as natural and as peaceful as it is now"

"Two fundamental issues that this plan does not address relates to parking and access".

"We do not need under lighting for seating areas, which will encourage night-time partying in a quiet suburban street."

"We love living in Sandy Bay and have great pleasure seeing all the children and dogs playing alongside each other, but fear this will be a sight from the past"

"Sandy Bay is a residential dead end street. To encourage more people to this area is overcrowding our bay even more".

"Sandy Bay is a unique part of Manly and Sydney Harbour and deserves to be retained in as natural state as possible."

"The reserve is part of the Manly Scenic Walkway, a piece of the bush in metropolitan Sydney. The reserve should reflect the bush aspect, not the urban aspect."

Appreciations

'we appreciate the need for improved pedestrian access and measures to address shoreline erosion'.

"The walkway (improved pedestrian access – from Marina to eastern end of Sandy Bay) would be a sensible idea in that this will prevent walkers using the 50 Kmph road as a walkway – this clearly is a safety issue".

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"Seating in the reserve is a good idea".

"Signage is a good idea."

"Residents have noticed that there is severe erosion of sand at the North end of Sandy Bay and it is hoped that the Sea Wall in the Sandy Bay Improvement Plan will reach along to this end of the beach."

"We are keen to work with you to deliver improvements to the area that reflect the nature of the Bay"

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Comments (as written)	Staff Response
<p># 1. Thank you for the opportunity to view the plans for Sandy Bay. As residents of Sandy Bay for the last 15 years, we appreciate the need for improved pedestrian access and measures to address shoreline erosion. Our concerns however, are strongly influenced by the majority of resident's desire to keep Sandy Bay as natural and as peaceful as it is now.</p> <p>We object to the following points...</p> <ol style="list-style-type: none"> 1. The new seating in the area adjacent to the dinghy storage opposite Fairbairn Avenue. Previous experience with the seats near the marina shows us that this arrangement encourages after hours gatherings by groups of young people and often underage drinkers, resulting in noise and repeated vandalism. 2. The planting of a tree opposite near the dinghy storage area. The position marked on the plan refers to it as a 'replacement tree' when in fact, no tree stump exists in that exact spot. The residents of sandy bay do not want any structures which will obstruct the view of this pristine area, Sandy Bay is well known for its open spaces and we would like to keep it that way. 3. It is of great concern to the residents in the cul-de-sac of Sandy bay, that there is a suggestion of introducing garbage bins in this spot. The houses and resident parking is in close proximity to this site and we believe the smell and unnatural nature of the garbage bins would be unsightly. At present, there is no problem with rubbish at this end of the bay and dog users are happy to walk to the existing garbage bin. The present site of garbage bins at the eastern side of the bay works well, as it is not as close to the existing houses. 4. We would like to ensure that signage is kept to a minimum in both height and number and do not cause visual pollution. <p>I am further concerned that the situation regarding off-leash dog areas in sandy bay grasslands may be revisited.</p> <p>Over the last 15 years this question has been raised and due to ongoing local and wider community support, the area remains off-leash. We are very happy with this arrangements and the Council ruling in 2008, it is now legally recognised. There has been no known accidents of dog running wild or being hit by a car in recent years. The arrangement works well as it is and both residents & visitors to Sandy Bay use the grass daily to walk their dogs to the Marina and back, in most cases under effective control and off leash.</p> <p>In conclusion, I would like to request that the residents are fundamentally involved, in the planning and next stages of these proposed works.</p>	<p>Thanks for the appreciation on the proposed improvement of pedestrian access and measures to address shoreline erosion.</p> <p>Agreed, this will be removed.</p> <p>Agreed.</p> <p>Agreed.</p> <p>Noted.</p> <p>There will be no change to off-leash status of the area.</p>

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Planning And Strategy Division Report No. 32 - Adoption of the Sandy Bay Landscape Masterplan

Submissions received during the public exhibition period

Comments (as written)	Staff Response
<p># 2</p> <p>This letter represents our response to your landscape master plan, as requested in your undated submission form that arrived after the 7 August "Community Consultation".</p> <p>As residents of Sandy Bay we are extremely disappointed with Manly Council's approach and focus on many fronts:</p> <ul style="list-style-type: none"> • Two critical issues have not been addressed in your plan, • Your responses to the 5 community concerns show a clear ignorance of specific issues facing this area, • The quality of presentation of the Plan is extremely poor, and • There has been lip service to community consultation <p>We are keen to work with you to deliver improvements to the area that reflect the nature of the Bay, and look forward to your specific response to the issues raised in this letter, and to issues raised by other residents in separate submissions.</p> <p><u>1. CRITICAL ISSUES NOT ADDRESSED</u></p> <p>Two fundamental issues that this plan does not address relates to parking and access.</p> <p>I. Parking</p> <p>We live in one of 3 houses at the end of the street with no off street parking. Between Fairburn St and the turning circle near our house the street is fully parked out most nights, with 15 cars parked on the street (5 in a row on the waterfront, 2 abutting the central telegraph pole, 2 next to our stairs, 3 in front of #17, and 3 in front of #16-15. These cars are mainly owned by residents. At weekends we often cannot park in the street and we expect that your plan will encourage far more local activity. Although the details in your plan are very vague, it appears you will be reducing parking by around 50%. <i>Please let us know how you will address this issue.</i></p> <p>II. Over Engineering a Solution</p> <p>The West end of the beach is very narrow and you are planning to add dinghy racks, a walkway and a sea wall. Without taking away some of the street (see "Parking" above) or reclaiming some beach area for the walkway, this will not all fit. <i>Please let us know how you will address this issue.</i></p> <p><u>2. YOUR 5 COMMUNITY CONCERNS</u></p> <p>Commentary regarding your 5 key community concerns is detailed below:</p> <p>I. Improved access along the scenic walkway. No problem with proposed pathway along scenic walk way but we do not need an over engineered solution (e.g. bollards) that wastes ratepayers money.</p> <p>II. Grading and landscaping of open space with seating, The current plan presented does not clearly show drains or any specific landscaping solutions.</p> <p>We do not need under lighting for seating areas, which will</p>	<p>Council is also keen to work with community to deliver improvements to the area.</p> <p>Parking as an issue is outside the scope of this Masterplan. Parking & Traffic issues are dealt separately by Council's Traffic Committee.</p> <p>The Masterplan will not take away areas from the street or impinge on existing beach area.</p> <p>Noted</p> <p>Agreed, under lighting for seating areas will be removed.</p> <p>Any initiative to bring back sand will be taken after the</p>

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Comments (as written)	Staff Response
<p>encourage night-time partying in a quiet suburban street.</p> <p>III. Shoreline affected areas While we do need a management plan to maintain our beach and boat storage area we also need a plan to bring back the sand that has been previously disturbed from the dredging of the Clontarf marina, Middle Harbour Yacht Club and Clontarf swimming enclosure</p> <p>IV. Construction of the dinghy/kayak storage and established licensing system Your plan appears to have the storage area taking up a significant parking and road area, and also includes recycle waste, dog bins and extra signage. This area being the thinnest region of the beach should not have the excess volume of activity. Boat racks could be incorporated over the steel drainage panels at the widest region of this parkland area.</p> <p>V. Responsible off leash dog exercise "Code of Conduct" drink fountains, bowls and extra signage. Council has previously had several complaints regarding the lack of management at the dog exercise area. Signage will not make any difference. An active cleaning program is required to collect the faeces. Also with extra fountains, bowls and seating we will only be encouraging more dog owners to come sit and relax in this area.</p> <p>3. POOR PLAN PRESENTATION Your "Masterplan" draft is very poor presentation and incomplete, and does not provide sufficient information to respond fully. In particular you have not identified changes to the existing structures / topography.</p> <p>For example:</p> <ul style="list-style-type: none"> Electricity Poles: You have not stated where electricity poles will be located on your plans, including the one outside #16 in the middle of the turning circle. Drainage: The west end of Sandy Bay constantly collects tidal rubbish and stormwater run off debris. No recognition of this is included Maintenance Plan: No commentary is provided for current facilities in poor condition, such as water mains. Over the past 24 months the water mains have burst in Sandy Bay at least 5 times. Your masterplan must address this issue to avoid any new work having to be dug up regularly <p>4. LIP SERVICE TO COMMUNITY CONSULTATION We have serious questions regarding whether you plan to conduct appropriate community consultation on this plan. Our first knowledge of this plan, and the fact that the Council had been investing our rates money in this exercise, was when we received a letter on a Monday to tell us that there would be a community consultation visit to the beach on the previous Saturday!</p>	<p>Masterplan is implemented and sand movement monitored. Proposed storage facility will remain confined within existing area. As mentioned elsewhere, there will be no encroachment to parking and road area.</p> <p>Code of Conduct will encourage more responsible dog management.</p> <p>Relocation will be on the opposite side of the road. This has to be done in consultation with Energy Australia. Tidal rubbish collection is done by NSW Maritime. Will be referred. Referred to relevant section of Council and agency.</p> <p>This Masterplan is the product of extensive community consultations conducted as part of the Estuary Management Plan in 2008.</p>

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Comments (as written)	Staff Response
<p>Further, there is no information to identify the source of your "Community Concerns", and no apparent link to the extensive exercise conducted as part of the Estuary Management Plan in 2008.</p> <p>We love living in Sandy Bay and have great pleasure seeing all the children and dogs playing alongside each other, but fear this will be a sight from the past should council continue to try and capitalise on the already extremely popular Beach and Bay.</p> <p>Please advise us of your responses and next steps in this important process.</p>	<p>Council has communicated information regarding Morning Tea and Public exhibition through:</p> <ul style="list-style-type: none"> - Clontarf Community Precinct (4 August 2010) - Advertisement in the Manly Daily (7 August 2010). <p>Council had not done any letter drop.</p>
<p># 3</p> <p>I'm not sure if council is aware but Sandy bay foreshore (NW corner) is continuing to be eroded badly. Not sure what can be done but just wanted to bring it to your attention.</p>	<p>Council is aware of continuing erosion. This has been addressed in this Masterplan through incorporation of landscape retaining wall to prevent further erosion.</p>
<p># 4</p> <p>Sandy Bay Masterplan is unnecessary. It is too manicured and will spoil the natural beauty of our foreshore.</p> <p>Bench seating with strip lighting is only going to encourage dog owners to stay longer and encourage the drug users to gravitate Clontarf Reserve to Sandy Bay. As it is our beach has visitors from 6.00am with barking dogs until early evening we do not need to encourage them to stay longer. If seating is encouraged we have less chance of the owners picking up dog faeces as the owners will be relaxing and enjoying each other's company and not being responsible dog owners. Daily I watch many dogs do their business and owners too busy talking and not observing what their dogs are doing</p> <p>Planting of trees for shading is unnecessary. This Sandy Bay part of the scenic walkway is enjoyed because of the sunshine. Coming from the Spit Bridge you are walking through a very shaded path, you then arrive in Sandy Bay and then continue through the shady Clontarf Reserve and a shady bush all the way to Tania Park. Our bay during the winter months is very cold and in shadow early in the day so trees are not relevant</p> <p>As the Masterplan is very badly laid out and hard to read, it appears a tree close to my house will be planted to replace a stump that has been removed. I have lived in the bay for 43 years and the stump mentioned does not exist. A tree is the last thing needed.</p> <p>Existing service pits need to be maintained better and cleaned out more often. They smell and are full of sand.</p> <p>Water fountains and bowl are not required and an expensive exercise. Clontarf reserve has plenty of bubblers. Most walkers have their own</p>	<p>Agreed, lighting at seating areas will be withdrawn.</p> <p>Incorporation of small trees near seating is considered by Council to be valuable as a way of enhancing public amenity.</p> <p>Agreed. Please see response under #1</p> <p>Noted.</p> <p>Not agreed, only two water bubblers have</p>

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Comments (as written)	Staff Response
<p>water bottles. Please remember this is a residential street.</p> <p>I have noted that the pathway between Clontarf Reserve and the Marina is not used as often as you and I would like, because the groups of people are often more than two, so they still tend to walk abreast and take up the width of the road. So to continue the pathway and destroy the reserve seems to be a pointless exercise.</p> <p>Sandy Bay is a residential dead end street. To encourage more people to this area is overcrowding our bay even more. We have massive existing traffic and parking issues that Manly Rangers do not patrol, adding a kayak storage facility at the end of the street is taking parking away from the residents who have no access to garages.</p> <p>The bollards you are thinking of using to replace the low fence will only encourage boats to be launched from the beach. It will take the removal of one bollard to open the gap to fit a car with trailer. This is already happening around at the marina.</p> <p>Stainless steel steps are not necessary to get down to the beach (very pointless when it is high tide). Aren't people going for a walk or taking their dogs for a walk, which means they only have to walk another 20 meters and they can access the beach like they have always done.</p> <p>LEAVE THIS BAY NATURAL – DON'T SPOIL NATURAL BEAUTY</p>	<p>been proposed.</p> <p>Not agreed.</p> <p>Not agreed, the Masterplan is not to encourage overcrowding but to facilitate existing use of the area for wider Community of Manly LGA.</p> <p>Not agreed. Proposed bollards are not removable.</p> <p>We still believe this will be a useful addition and make the beach and pathway more directly accessible to users and will not affect the amenity of local residents.</p>
<p># 5</p> <p>Since we bought in 1987 and built our home at 15 Sandy Bay Road, the subject of landscaping the Bay has been promoted by the Council and discussed by residents of the Bay on many occasions.</p> <p>There has generally been a resistance to change, as the residents consider that Sandy Bay has a natural charm and is one of the few areas on the harbour foreshore that is untouched. There is also a fear by the residents that giving support to a scheme would eventuate in an overworked result including a mishmash of materials, styles and extent and a spasmodic placement of signs, seating, bins, trees, etc.</p> <p>I am an architect and have some skill in landscaping and with my wife have extensive knowledge in the way the Bay is used, its weather pattern dogs, boats and kayaks use.</p> <p>My wife and I understand the Council's desire to provide order, facilities and direction in line with other areas of the Scenic Walk from the Spit to Manly.</p> <p>We would like to compliment the designers and installers of the landscaping from the commencement of Sandy Bay Road and the Marina as well as the northeastern side down to the roundabout.</p> <p>It is with this sentiment that I have prepared 6, A4 free hand sketch plans which when joined together form the area you are addressing in your Draft Sandy Bay Landscape Masterplan.</p>	<p>Your desire to compliment is appreciated.</p> <p>Council has considered your freehand sketches and have adopted changes</p>

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	which are in line with all other submissions.
<p>The Scheme I am presenting;</p> <p>Does not require extension of the sea wall and the provision of stainless steel steps at great expense.</p> <p>It does not require expensive concrete formed seats and built up seating platforms.</p> <p>It does recognise the way in which people use the bay; for instance</p> <p>There would be less than 10 boats of the 32 that lie on the grass at the dead end of Sandy Bay Road that are still used. Similarly, there are about 8 kayaks and boards that are used. The rest of the boats, kayaks, canoes and boards have been abandoned.</p> <p>There is no need for the proposed numbers and rows of secured and controlled boats and kayaks, as there is not sufficient parking to sustain their use.</p>	<p>Council is aware of abandoned boats and given the nature of works proposed, they could be legally removed and help reduce clutter in this area.</p> <p>Council already has a long waiting list for storage spaces.</p>
<p>At Forty Baskets Beach you have separated boat storage. The same opportunity is available around the Clontarf foreshore. I propose an ideal place to control boat storage is on the southern side of the Marina for some 20 m. Access to the boats is by the existing timber sleeper boat ramp and there is plenty of car parking available. This area is used infrequently by locals and visitors to the area and would not disturb the residents who live high on the hill.</p> <p>Also, there is plenty of opportunity for boat storage both sides of the western end of the sewerage duct with ample parking and ease of access for boat owners to get their boats into the water.</p> <p>When using their boats people are usually in bear feet and the last thing they want is to walk on chipped granite and damage their boats and kayaks as they drag them over the granite, aggregate finished path and the sea wall. It is preferred to simply unlock them and drag them over the sand to the water. It is for that reason that I have shown a single line of boats and kayaks secured to a timber rail and lying on sand that has been graded from flush with the boardwalk to the natural water line. Also chipped granite is foreign to a beach and will find its way into the sand, onto the road and become a menace.</p> <p>The very clear direction of your walkway around the Bay is good but it does not recognise that people using the bay will not use the featured and lavish timber steps and platform at the end of Sandy Bay Road. People in the majority access the beach between the Telstra cable pits and the tractor access through the sea wall. They like to walk across an even grade either over turf or sand with their dogs, boats and picnic gear.</p> <p>Also, the timber boardwalk, similar to that installed at Forty Baskets Beach, is a far more natural and pleasant material to look at and walk on.</p> <p>We applaud the removal of the post and rails separating the road from</p>	<p>Noted. Your suggestions will be considered during detailed design.</p> <p>Noted.</p> <p>Noted.</p> <p>Noted. This will be</p>

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<p>the turfed areas and the consistency that the timber bollards would bring to the area. However in doing so we believe ground cover should be used as a separator to where seats, bins, signs, etc can be placed reducing spasmodic placement of these items.</p> <p>We have much more to say and would welcome the opportunity to further discuss the Draft Landscaping Masterplan, especially in relation to parking, seating materials, maintenance, planting, signs, bins bubblers, dog bowls and dog bag dispensers.</p> <p>Thank you for the opportunity to submit our comments.</p>	<p>investigated during detailed design phase.</p> <p>Thanks, Council will welcome your contribution.</p>
<p># 6</p> <p>As long-term residents of Sandy Bay (over 22 years) and as observers of the issues and problems for the residents and ratepayers of Sandy Bay, we believe that our views are well informed and as such we put forward the following as input to the final design.</p> <p>The current proposed design is significant over-build for Sandy Bay beach and the small park which is available to all for general use. (It is interesting that to my knowledge no resident of the Bay were involved to any significant degree in the development of this plan). In general discussion with our neighbours it appears that only minimalist intervention is required to satisfy any outstanding issues.</p> <p>Sandy Bay is a unique part of Manly and Sydney Harbour and deserves to be retained in as natural state as possible. In our years of observation the natural tidal flow corrects any manmade intervention e.g. the gradual degradation of the current eastern end seawall such that it required rebuilding some years ago. It will be a credit to the council when the beach can continue to be enjoyed by children, fishermen, picnickers and swimmers.</p> <p>Manly Council needs to further consider the following problems and their resolution for the benefit of all residents and rate payers.</p> <p>This beach is the frontage to 16 houses with many more houses sitting behind them. Most do not have fences and are within 20-40 metres of the beach. The bay is a natural amphitheatre and every sound is amplified into residents' homes. Any plan needs to address the noise issue.</p> <p>Sandy Bay Rd is a residential area and a dead end street and differs significantly from the other Manly Council designated off leash areas where residents are not significantly inconvenienced by the influx of vehicles, people and dogs. Parking difficulties need be addressed in the design.</p>	<p>As mentioned before, this Masterplan is the product of extensive community consultations conducted as part of the Estuary Management Plan in 2008. During that time, most of Sandy Bay residents did make submissions.</p> <p>Noted.</p> <p>Noted.</p> <p>Parking issue is not part of the scope of this Masterplan and is being dealt with separately.</p>

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<div data-bbox="395 376 1034 772" data-label="Image"> </div> <p>1. IMPROVED PEDESTRIAN ACCESS – From Marina to Eastern end of Sandy Bay</p> <p>The walkway would be a sensible idea in that this will prevent walkers using the 50 Kmph road as a walkway – this clearly is a safety issue which has already been identified by the police and council who should be congratulated for the "No Stopping Signs" on the Beach side which now provide clear view from the road.</p> <p>2 LANDSCAPE RETAINING WALL (not clearly designated on plan)</p> <p>Any suggestion of a full length seawall is completely unnecessary and will "sanitise" the bay such that it becomes just another non-beach. As long-term residents of Sandy Bay, we would point out that children, walkers, picnickers, boat users, swimmers and local residents have used the beach for years and continue to do so.</p> <p>A suitable compromise is a small sea wall from the western end but please leave the beach alone for the enjoyment of all. However one problem in this approach is that this seawall will have to take into account the stormwater flow at the western end - will we end up with another pipe which simply scours a hole in the middle of the beach as we currently experience from the storm outflow pipe already in place?</p> <p>3 BOAT STORAGE: Defined boat parking spaces are proposed to the area where the existing boat parking.</p> <p>Given the dimensions of this area and that a section of this will be taken up with the pedestrian walkway, I cannot see how this can possibly fit a significant number of boats without impacting the street or enlarging the area currently used. And where will the owners of the boats (who presumably will be out for a large part of the day) park?</p> <p>4 PARKING. – (No reference to this in the plan)</p> <p>Since the Council has seen fit to redesignate the Beach as a tidal flat to get around its own rules of no off leash access to beaches, parking in this dead end residential street has become much more difficult for the ratepayers who live here. Any plan should look to correct this.</p>	<p>Noted.</p> <p>Agreed, landscaping retaining wall is proposed to be constructed only at section where there is no wall exists.</p> <p>The Masterplan will not take away areas from the street or impinge on existing beach area.</p> <p>Your comment will be referred to Traffic section of Council for further consideration.</p> <p>Noted. This issue will be further considered during detailed design.</p>

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<p>A component of this plan must be that the current parking "norms" as established are unaffected and that a further 3- 4 parking spots could be built to the east of the power pole opposite Fairbairn Ave to assist to avert the problem created by Council, if this is acceptable to other residents.</p> <p>4 WATER ACCESS: (Stepped pier as an extension to the footpath on the northern side of Sandy Bay).</p> <p>A cursory review of the tidal charts would reveal that this set of stairs would be semi submerged by the tide twice a day every day. I am looking forward to a photo of this in the Manly Daily with the title – "Golden steps to no-where – paid for by your Council!"</p> <p>Any such steps would also act as a sand trap as the tidal flow operates in a clockwise fashion</p> <p>This is totally unnecessary.</p>	<p>Council has dealt with the issue previously in detail and has resolved to designate the whole area as off-leash. No plan to change the status.</p>
<p>5. DESIGNATED "OFF-LEASH" AREA</p> <p>Since 2004, the incidence of dogs running unleashed and illegally on the road has increased and a recommendation to avert this is outlined below.</p> <p>The small park area is adjacent to a designated 50kph road separated by a 200mm high log divider. It is tantamount to negligence to consider this "park" as a safe area for off leash dogs.</p> <p>The designated "off leash area" should be designated as extending from the current seawall out onto the beach.</p> <p>This provides a buffer zone separating dogs from 50kph road traffic and fulfils the Council's duty of care to avoid any incident where a dog could cause a car accident by running on the road.</p>	<p>Noted.</p>
<p>6 MULTIPLE SEATING</p> <p>Multiple Seating as shown in the plan is unnecessary and a complete waste of money as are additional bins, poo bins, drinking fountains. There is no current garbage problem in the Bay as any refuse is removed/placed in the bin on the corner and not left behind. The last time additional bins were placed here they quickly overflowed with garbage such as rotting prawns. The bins were subsequently relocated by the Council.</p> <p>Let us not see a repeat of history and a further waste of money.</p>	<p>Noted.</p>
<p>7. SIGNAGE</p> <p>Please minimise the overall signs. Last time we requested the Council reduce signs they were able to replace nine signs with four – once again sensible policy whereby the only losers are the sign makers.</p>	<p>Code of Conduct will encourage more responsible dog management.</p>
<p>8. DOG code of conduct –</p> <p>The dog user code of conduct will be clearly illustrated on the signage proposed.</p>	

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<p>The Code needs to consider and cater for the following:</p> <ul style="list-style-type: none"> Increased dog faeces on beach and street  <ul style="list-style-type: none"> Increased incursion of dogs into the unfenced (majority) of houses Increased noisy dog fights and loud barking at all times from 7.00 am to 8.00 pm seven days a week. Increasing number of owners who release their dogs and exercise them by having them run the length of Sandy Bay road, alongside the moving vehicle Parking and access problems in the street. The increased parking of cars has also created difficulties with residents entering and leaving their property. General unwillingness for adults and children to use the beach in the presence of large number of dogs on weekends and public holidays Increased use of the beach by professional dog "minders" – instances of people arriving with up to eight dogs are not uncommon. Environmental impact statement required: pelicans, herons, sandpipers and water dragons did use the bay but have diminished in number since the park/beach was redesignated. <p>With thank you for your consideration.</p>	
<p># 7</p> <p>In 2007 Manly Council issued the Estuary Management Plan. Before I respond the Sandy Bay Landscape Masterplan (i.e., the Plan) I have to ask:</p> <p>_____ heard anything since.</p> <p>_____</p> <p>preparing the Plan?</p> <p>In general I would like to say that the best part of living on the beach at Sandy Bay is its (almost) unspoilt, natural state. I do not see why it should be transformed into a manicured park. We are losing touch with</p>	<p>Estuary Management Plan (EMP) is being implemented at stages and as funding becomes available. Maintenance dredging of the Clontarf pool is part of the EMP.</p> <p>Yes.</p> <p>Agreed, Council also aims at improving facilities for wider Sandy Bay users as</p>

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<p>our environment as we keep 'improving nature'. The reserve is part of the Manly Scenic Walkway, a piece of the bush in metropolitan Sydney. The reserve should reflect the bush aspect, not the urban aspect.</p> <p>Some preliminary comments:</p> <ul style="list-style-type: none"> Residents with adjoining properties were only notified of the Plan via an article in the Manly Daily, no letters were sent out as is the case with DAs Residents were not properly informed of the meeting held in the Bay by the architect at the beginning of August to discuss the Plan I visited Council Chambers twice to prepare this document. The Final Design of the Plan is hard to read in A3 size so it was good to be able to see it in A2 size on the wall. I also downloaded the PDF from Council's website. The Final Design is the most important part of this document; unfortunately it is impossible to read because it was not scanned at a resolution that renders it readable. It is generally accepted that plans show existing structures with dashed or red lines and proposed changes in solid lines and both are adequately labelled. In the Final Design there is no indication of what exists now, there are only the proposed markings. This makes it very difficult to see the change. I don't understand why Manly Council is putting forth this type of document given how many DAs they deal with. <p>The document does not explain how the changes suggested will resolve the five components. It is not always obvious.</p> <p>Footpath (& Bollards)</p> <p>The Final Design does not state what the footpath is made of. Is it decomposed granite? We think this is a good option. 40 Baskets has a wooden path that also seems a good option.</p> <p>I am not sure where the existing boat ramp mentioned in this section is. Where is the Clontarf Boat Club? Surely you don't mean that pedestrians use the boat ramp on the east side of the marina to access the beach and continue walking along the beach under the marina (depending on the tide) to get to Sandy Bay?</p>	<p>well as retaining natural environment</p> <p>Council has encouraged community consultation through structured process as:</p> <ul style="list-style-type: none"> - Clontarf Community Precinct - Advertisement in the Manly Daily - Morning Tea for residents - Public exhibition. <p>Council has not done a letter drop.</p> <p>The map is supported by 'Explanatory Notes' on all proposed works. Both the map and 'explanatory note were on public exhibition.</p> <p>Noted. The proposed walkway and bollards will match existing walkway and bollards closer to Clontarf Marina.</p>



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<p>We see little point in changing the edge of the park from the existing low wooden fence to bollards. The bollards are more likely to cause damage to cars if they are accidentally hit because of their height. We like the current 'fence' shown here.</p>  <p>Landscape Retaining (Sea) Wall</p> <p>While the installation of a retaining wall may stabilise sand bank erosion, it does not 'retain some of the existing sand bank character of the inner harbour'. Our Bay was a beach until it was changed.</p> <p>'Links between the harbour and the community/user' are not established with a retaining wall, as stated. We already have a link via the beach.</p> <p>I do not see the need to extend the retaining wall. It takes away from the natural character of the land and changes it into something man made, it has an industrial character similar to the water waste building at the end of Monash St.</p> <p>I see the merit in keeping the wall that has already been built, mostly because it would be very costly to remove it. The current wall is covered in sand, eroded and windswept from the beach as seen in the two photos. The beach is maintained by a Manly tractor at least once, maybe twice a week. No effort is made by the driver to remove the sand built up along this wall, which is why half of it has disappeared under the sand.</p> 	<p>Not agreed, the landscaping retaining wall has been proposed to prevent sand bank erosion.</p>

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	<p>Agreed, building waste exposed by the erosion will be removed.</p>
<p>A key issue that needs to be addressed is the old building rubble (including bricks, and asbestos, etc) exposed by the erosion over the last year. The Plan needs to include the removal of this waste.</p>  <p>Seating (& Lighting)</p> <p>Seating in the reserve is a good idea.</p>	<p>The bench seating proposed will be of low maintenance type and complement seating used throughout the LGA.</p> <p>Agreed, as previously mentioned, proposed strip lighting has been deleted from the Masterplan.</p>
<p>The proposed seating is over-developed for our low key natural beach environment. It is not in keeping with the Bay's natural area; it is in keeping with a metropolitan environment. We need much simpler benches to fit into the natural environment like this one close to the marina.</p>  <p>In addition, I question why strip lighting is required under the benches. This is an expensive lighting option to implement. We do not want to encourage night time use of the Bay. You have to imagine how people will use it at night, and decide whether lighting is a good idea. We envisage this will promote underage drinking and potentially introduce night time safety issues. If anything the overhead electrical wires should be moved underground instead of bench seating lights used by visitors to the area.</p> <p>One downside of additional seating is that it will encourage dog owners to be even less attentive to their dogs increasing uncollected dog poos.</p> <p>Signage</p> <p>Good idea.</p>	<p>Noted.</p> <p>Agreed, additional dog</p>

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<p>It is not clear whether the Manly Scenic Archway over the bridge at the west end of the Bay is staying or being replaced by a new sign. It definitely needs improving because people are regularly going the wrong way.</p> <p>Why is it necessary to remove the Penguin Habitat signs.</p> <p>Dog Use</p> <p>If you walk from the marina to the Sandy Bay Rd dead end you will be able to count up to 17 dog poos without even looking hard. I think the biggest issue we have on the Bay is dog owners not picking up their dog's poo. It makes a mess of the grass and fouls the water for swimmers. I can tell you that no amount of Dog Conduct signs will fix this problem. A smaller dog population might. No feasible solution to this problem has been proposed. In fact, the proposed changes are likely to encourage greater use by dog owners and provide less amenity for rate paying residents.</p> <p>How many fines has Manly Council issued for failure to pick up dog poo?</p> <p>In addition it appears that the dog poo bag dispenser in front of 5 Sandy Bay Rd will be moved to the boat area. Shouldn't we be putting in more dog poo bag dispenser and bins instead of moving them around?</p> <p>A public rubbish bin is needed at the west end at the start of the bush as walkers often use the green waste bins belonging to 18, 19 and 20 Sandy Bay Rd, or throw their dog poo bags on the road in this area.</p> <p>Grading and Turf Establishment (& Trees)</p> <p>The existing beach ramp is not marked on the Final Plan.</p> <p>The Plan seems to be spending lot of money changing things (i.e., grading, and upgrading turf). I am not sure why the turf needs to be upgraded. In its current state it fits in with a natural beach environment.</p> <p>All the turf needs is maintenance; regular cutting to keep down ticks, and improve visibility so people can see a dog poo before they step in it.</p> <p>Mention is made of a tree stump, and replacing it with a tree. This stump does not exist, and a tree has never been in that location for at least the last thirty years. A tree would not be well received by the residents.</p> <p>Boat Storage</p> <p>We agree that something needs to be done about the boats stored at the beach, and never used.</p> <p>I question whether decomposed granite is the right substance to have</p>	<p>poo bag dispenser is now being proposed.</p> <p>Agreed but residents concerned are opposed to any new rubbish bin (please read comment #1).</p> <p>Not agreed.</p> <p>Agreed.</p> <p>To be considered during detailed design phase.</p> <p>Noted, will be considered during detailed design stage.</p> <p>None. Council allocates storage space on 'first come first serve' basis. Noted.</p>

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<p>under boats. (At what thickness will this be laid to ensure its longevity?) Wouldn't something softer (like the existing grass, the flooring used in outdoor playgrounds, or even wood) be better for the boats to avoid dents and scratching? How are you going to ensure the boats do not get damaged by people jumping on them? Now it is not an issue because people leave their boats there are their own risk, but if Council is going to collect a fee this changes the situation.</p> <p>40 Baskets boat storage is low key, on grass and would be in keeping with the Bay.</p> <p>A three step stair has been suggested for water access for the boats. I question whether steps (rather than a ramp) are the best way to get a boat into the water.</p>  <p>What priority will local residents have to use these boat/kayak storage spaces?</p> <p>Water Access (& Concrete Steps)</p> <p>The 'connecting stainless steel stair from the beach to the upper pathway close to the elevated seat location' is not shown on the Final Design. A stainless steel stair is not in keeping with anything currently at the Bay. I am not sure why this is necessary given that there are proposed wooden steps to access the water at the boat storage area.</p> <p>I am guessing that the stepped pier mentioned in this section are the three wooden steps shown in the Final Design.</p> <p>The Plan also shows an image of some 'formal concrete steps to water's edge'. It is not clear where these are proposed to go. I don't understand why a formal entry to the water is required; or indeed concrete rather than sand or wood. I think the Plan needs more natural elements rather than rigid manmade products (i.e., avoid concrete, stainless steel).</p> <p>Site Photos</p> <p>In the photos entitled:</p> <p>[REDACTED]</p> <p>moving to. I think the Plan only shows one pole being moved and I do not believe it is this one.</p> <p>[REDACTED]</p> <p>sitting on the edge of the Bay as shown.</p> <p>[REDACTED]</p> <p>covering stormwater drains. These have not been addressed at all. Even</p>	<p>To be moved to opposite side of the road.</p> <p>This will addressed with upgrading of the turf.</p> <p>This will addressed with upgrading of the turf.</p> <p>Not agreed. In fact, Precinct and residents are concerned about the erosion (Please read comments # 1, 3 and 9).</p> <p>As already mentioned, there will be no reduction in car spaces.</p>

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<p>if they are not being changed surely they should be acknowledged in the Plan as they are unsightly.</p> <p>degraded about it. The natural environment is a changing shifting one and this is what is shown. The thing Manly Council workers could do to maintain the reserve is move the sand that builds up and covers the retaining sea wall that they have previously built.</p> <p>Other Points Not Specifically Addressed in the Plan Beach</p> <p>The movement of sand by dredging of the marina and most recently of Clontarf Pool, as well as the creation of an artificial sea wall has slowly changed the sand patterns. As a result our beach has slowly been diminished.</p>  <p>Now the Plan proposes to remove what remains of the beach by extending the retaining sea wall, and adding steps to the water.</p> <p>There was no consultation with residents about this. People use the beach to enjoy the sun and the sand. A man made retaining wall with sand on the inside is not the same thing. It is like a big sandbox instead of a beach. We want our beach back. Surely some of the sand from the Clontarf Pool dredge could have been restored to our beach as well as the Monash St area of beach?</p> <p>Car Parking & Safety</p> <p>Neither parking impact, nor traffic safety issues are discussed in the Plan.</p> <p>Section 1 of the Final Design shows that should the boat storage area be built, about seven car spaces along the water's edge will be lost. A further two will be lost on either side of the electricity post in the middle of the road. This post is not shown on the Final Design or any of the Sections making it difficult to assess the impact. Another four, just east of the Telstra underground cables, have also disappeared. This totals 13 lost car spots.</p> <p>Even now, parking is scarce for visitors after school or work and on the weekends. The loss of parking spaces will be especially felt by the three residences at the end of the street (i.e., 18, 19 & 20), who only have street parking (i.e., no driveways or garages or rear access).</p> <p>The Council parking meters between the marina and the Bay are seldom</p>	<p>Noted. Referred to relevant section of Council.</p>

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<p>used. Instead visitors park at the west end of Sandy Bay Rd. We desperately need to retain parking spaces here and designate them as Resident Parking Only as in other areas of Manly.</p> <p>The reduction of car spaces will be an issue for all users.</p> <p>In addition, it will be harder to turn around at the end of the street because it has been made narrower. With the number of dogs and children in the Bay this presents a safety issue.</p> <p>The infrastructure of the Bay should support the population using it. The situation explained above encourages more visitors and worsens an already bad situation, instead of ameliorating it.</p> <p>Stormwater</p> <p>No mention is made of the stormwater entering the Bay from close to Fairbairn Ave. The stormwater drains are clogged with sand and rubbish.</p>  <p>The Water Board visits Sandy Bay regularly due to pollution issues and the Bay smells of pollution regularly. How will these drains be integrated into the Plan?</p> <p>No mention is made of the large metal sheet covering</p> 	<p>Agreed, this will be addressed during landscaping and grading of the reserve.</p> <p>Noted. Referred to relevant section of Council.</p> <p>Referred to NSW Maritime. Tidal rubbish collection is the responsibility of NSW Maritime.</p> <p>Exposure of Telstra cables will be referred to relevant Authority.</p> <p>Referred to Energy Australia.</p> <p>Referred to relevant section of Council.</p> <p>Council also wishes to keep the reserve as natural as possible with minimal interventions that facilitate Sandy Bay users coming from wider Manly LGA community.</p>

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Submissions received during the public exhibition period

Comments (as written)	Staff Response
<p>stormwater/drainage pipes around 5 SBR, nor is it shown in the Plan. These should be mentioned and effort made to incorporate them in a complementary way.</p> <p>Numbers 18, 19 and 20 are not hooked up to Council's stormwater drainage network. Stormwater from these houses and houses above the cliff on Linkmead Ave end up on the road after it leaves the houses' gutter system, and meanders over the hill. The Council's gully behind numbers 14, 15, 16, and 17 is incomplete and ineffective at coping with storm water. It should be extended behind numbers 18 and 19. This explains why the dead end of Sandy Bay Rd is always wet and is perpetually covered in sand, dirt and silt.</p> <p>The improvements to the Bay should include proper drainage from the street through to the beach.</p> <p>Tidal rubbish ends up in the western end of the Bay close to the bridge entering the MSW. This has not been addressed.</p> <p>Telstra Cables</p> <p>No mention is made of the Telstra warning sign or the Telstra underground cables. These cables are now exposed because our sand it disappearing.</p> <p>I think the Plan should address this issue. How will these be integrated into the Plan? The beach needs to be restored to cover these cables.</p>  <p>Overhead Power Cables</p> <p>No mention is made of the overhead power cables which follow the road and nature strip. Consideration should be made to putting these underground which will greatly improve the visual impact of the area.</p> <p>Water Mains</p> <p>There have been numerous disruptions to residents' water supply over the past 24 months. Sydney Water Board has repaired at least 6 burst pipes during this time. Perhaps Council could work with the Sydney Water Board to renew this infrastructure in parallel with the Plan.</p> <p>Conclusion</p> <p>We have gone through Manly Council's Plan in great detail because this is of great importance to us.</p> <p>In summary, we would like to impress upon Council that although we have been thorough about every issue in your Plan, what we are telling you is that we would like the outcome of this Plan to be a natural reserve</p>	

ATTACHMENT 2

Planning And Strategy Division Report No. 32 - Adoption of the Sandy Bay Landscape Masterplan

Submissions received during the public exhibition period

Comments (as written)	Staff Response
that is in keeping with the Australian bush setting and the Manly Spit Walk. We also request that Manly Council keep us informed of when the next steps are and what these developments might be.	
# 8 Nice landscaping but Sandy Bay has gone to dogs. Sandy Bay is peaceful at high tides. Feel sorry for residents adjoining that amphitheatre.	Sandy Bay will remain as natural as possible with minimal interventions that facilitate Sandy Bay users coming from wider Manly LGA community.
# 9 Clontarf Action Sheets from September 2010 meeting Sandy Bay Erosion Residents have noticed that there is severe erosion of sand at the North end of Sandy Bay and it is hoped that the Sea Wall in the Sandy Bay Improvement Plan will reach along to this end of the beach.	Noted and agreed.

Environmental Services Division Report No. 38 - Far West Children's Services Concept Plan

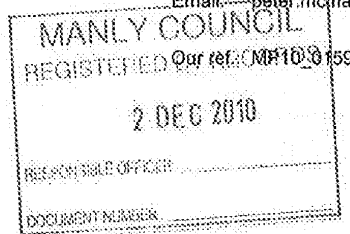
Royal Far West Concept Plan



Planning

Contact: Peter McManus
 Phone: (02) 9228 6316
 Fax: (02) 9228 6455
 Email: peter.mcmanus@planning.nsw.gov.au

Mr Henry Wong
 General Manager
 Manly Council
 PO Box 82
 MANLY NSW 1655



Dear Mr Wong

Subject: Royal Far West Concept Plan (MP10_0159)

Urbis, on behalf of Royal Far West, has submitted an application and preliminary environmental assessment for the above project to the Department of Planning. The project is subject to Part 3A of the *Environmental Planning and Assessment Act 1979* (the Act). Consequently, the Minister for Planning is the approval authority for the project.

The Concept Plan proposal seeks approval for the redevelopment and expansion of the existing Royal Far West facilities consisting of four buildings that will comprise the Royal Far West and Royal Far West School (clinical, education and accommodation), residential apartments and hotel/serviced apartments.

Section 75F(4) of the Act requires the Director-General to consult with relevant public authorities when preparing the Director-General's Requirements (DGRs) for the project. Please review the attached draft DGRs and provide details of any additional key issues and assessment requirements by 14 December 2010.

Your contact officer for this proposal, Peter McManus, can be contacted on (02) 9228 6316 or via email at peter.mcmanus@planning.nsw.gov.au. Please mark all correspondence regarding the proposal to the attention of the contact officer.

Yours sincerely,

Daniel Cavallo
 A/Director
 Government Land and Social Projects

Enclosed:
 Preliminary Environmental Assessment
 Draft Director-General's Requirements

Department of Planning 23-33 Bridge Street, Sydney NSW 2000 GPO Box 39, Sydney NSW 2001
 Phone 02 9228 6111 Fax 02 9228 6455 Website planning.nsw.gov.au

Environmental Services Division Report No. 38 - Far West Children's Services Concept Plan

Royal Far West Concept Plan

Director-General's Requirements

Section 75F of the *Environmental Planning and Assessment Act 1979*

Application number	MP10_0159
Project	Royal Far West Concept Plan
Location	12-22 Wentworth Street, 16 South Steyne and 19-21 South Steyne, Manly
Proponent	Royal Far West
Date issued	DRAFT
Expiry Date	2 years from the date of issue (above). If the Environmental Assessment is not exhibited within this time, the Proponent must consult further with the Director-General in relation to the preparation of the environmental assessment.
Key issues	<p>The Environmental Assessment (EA) must address the following key issues:</p> <ol style="list-style-type: none"> 1. Relevant EPI's policies and Guidelines to be Addressed Planning provisions applying to the site, including permissibility and the provisions of all plans and policies including: <ul style="list-style-type: none"> • Objects of the EP&A Act; • State Environmental Planning Policy (Major Development) 2005; • State Environmental Planning Policy No.55 – Remediation of Land; • State Environmental Planning Policy (Infrastructure) 2007 • State Environmental Planning Policy No.65 – Design Quality of Residential Flat Development; • NSW State Plan; • Sydney Metropolitan Strategy 'City of Cities'; • Draft North East Subregion Draft Subregional Strategy; • Manly Local Environmental Plan 1988; • Manly Comprehensive Local Environmental Plan; • Relevant Development Control Plans; • Manly Town Centre Urban Design Guidelines 2002; and • Nature and extent of any non-compliance with relevant environmental planning instruments, plans and guidelines and justification for any non-compliance. 2. Built Form and Urban Design <ul style="list-style-type: none"> • Height, bulk and scale of the proposed development within the context of the site, existing heritage items and adjoining residential, commercial and open space land uses; • Details of proposed open space and landscaped areas; and • The EA shall provide details on the interface between the proposed uses and public domain, and the relationship to and impact upon the existing public domain and address the provision of linkages with and between other public domain spaces. Particular consideration of the Manly town centre should be documented. 3. Environmental and Residential Amenity <ul style="list-style-type: none"> • Impacts of the proposal on solar access, acoustic privacy, visual privacy, view loss and wind impacts on surrounding development; • Details of the measures to be implemented to achieve a high level of environmental and residential amenity; and • The EA must address the design principles of SEPP 65 and the Residential Flat Design Code. 4. Transport and Accessibility Impacts (Construction and Operational) <ul style="list-style-type: none"> • Provide a Transport & Accessibility Study prepared with reference to the Metropolitan Transport

Environmental Services Division Report No. 38 - Far West Children's Services Concept Plan

Royal Far West Concept Plan

	<p>Plan – Connecting the City of Cities, the NSW State Plan, the NSW Planning Guidelines for Walking and Cycling, the Integrated Land Use and Transport policy package and the RTA's Guide to Traffic Generating Development, considering the following:</p> <ul style="list-style-type: none"> - Demonstrate how users of the development will be able to make travel choices that support the achievement of relevant State Plan targets; - Detail the existing pedestrian and cycle movements within the vicinity of the site and determine the adequacy of the proposal to meet the likely future demand for increased public transport and pedestrian and cycle access; - Identify potential traffic impacts during the construction stage of the project, and measures to mitigate these impacts. - Describe the measures to be implemented to promote sustainable means of transport including public transport usage and pedestrian and bicycle linkages in addition to addressing the potential for implementing a location specific sustainable travel plan; - Daily and peak traffic movements likely to be generated by the proposed development, including the impact on nearby intersections and the need / associated funding for upgrading or road improvement works (if required). The traffic impact assessment should consider base models with future traffic generated by the proposed expansions and redevelopment of Royal Far West; - Details of the proposed access, parking provisions and service vehicle movements associated with the proposed development; and - Minimal levels of on site car parking for the proposed development having regard to the high public transport accessibility of the site, opportunities for car sharing, local planning controls and RTA guidelines (note: The Department supports reduced parking provisions, if adequate public transport is available to access the site). <p>5. Ecologically Sustainable Development (ESD)</p> <ul style="list-style-type: none"> • Detail how the development will incorporate ESD principles in the design, construction and ongoing operation phases of the development; • Include a description of the measures that would be implemented to minimise consumption of resources, water and energy, including an Integrated Water Management Plan which details any proposed alternative water supplies, proposed end uses of potable and non-potable water, and water sensitive urban design; and • Demonstrate that the development can achieve a minimum 4 Green Star rating, or any other suitably accredited rating scheme. <p>6. Contributions</p> <ul style="list-style-type: none"> • Address Council's Section 94 Contribution Plan and/or details of any Voluntary Planning Agreement. <p>7. Contamination</p> <ul style="list-style-type: none"> • Demonstrate compliance that the site is suitable for the proposed use in accordance with SEPP 55. <p>8. Heritage</p> <ul style="list-style-type: none"> • A statement of significance and an assessment of the impact on the heritage significance of any heritage items and/or conservation areas, including the Drummond House, at 22 Wentworth Street, should be undertaken in accordance with the guidelines in the NSW Heritage Manual. <p>9. Aboriginal Heritage</p> <ul style="list-style-type: none"> • The EA shall address Aboriginal Heritage in accordance with the Draft Guidelines for Aboriginal Cultural Heritage Impact Assessment and Community Consultation 2005.
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**Environmental Services Division Report No. 38 - Far West Children's Services Concept Plan
Royal Far West Concept Plan**

	<p>10. Drainage</p> <ul style="list-style-type: none"> • Drainage issues associated with the proposal including stormwater and drainage infrastructure; and • Detailed plans of the proposed erosion and sediment control measures during demolition, construction and operation. <p>11. Flooding</p> <ul style="list-style-type: none"> • An assessment of any flood risk on site in consideration of any relevant provisions of the NSW Floodplain Development Manual (2005) including the potential effects of climate change, sea level rise and an increase in rainfall intensity. <p>12. Utilities</p> <ul style="list-style-type: none"> • In consultation with relevant agencies, the EA shall address the existing capacity and any augmentation requirements of the development for the provision of utilities including staging of infrastructure works. <p>13. Staging</p> <ul style="list-style-type: none"> • Details regarding the staging of the proposed development (if proposed). <p>14. Flora and Fauna</p> <ul style="list-style-type: none"> • Address impacts on flora and fauna, including threatened species, populations and endangered ecological communities and their habitats and steps taken to mitigate any identified impacts to protect the environment. <p>15. Noise and Vibration</p> <ul style="list-style-type: none"> • Provide a quantitative assessment of the potential demolition, construction, operation and traffic noise impacts of the project. <p>16. Waste</p> <ul style="list-style-type: none"> • Identify, quantify and classify the likely waste streams to be generated during construction and operation; • Describe the measures to be implemented to manage, reuse, recycle and safely dispose of this waste; • Describe the measures to be implemented to manage the disposal of nuclear waste, if required; and • Describe the measures to be implemented to manage the disposal of contaminated and potentially contaminated biological and sewage waste, if required. <p>17. Hazards</p> <ul style="list-style-type: none"> • An assessment against State Environmental Planning Policy No 33 – Hazardous and offensive Development; and • A description of the proposed storage, use and management of any hazardous material and measures to be implemented to manage hazards and risks associated with the storage. <p>18. Consultation</p> <ul style="list-style-type: none"> • Undertake an appropriate and justified level of consultation in accordance with the Department's Major Project Community Consultation Guidelines October 2007.
Deemed refusal period	60 days

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Royal Far West Concept Plan

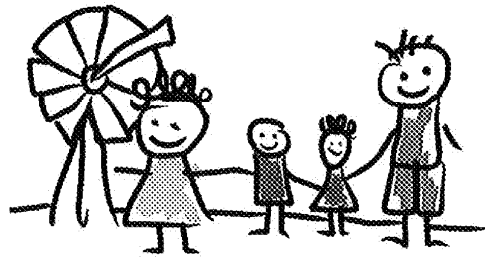
Plans and Documents to accompany the Application

General	<p>The Environmental Assessment (EA) must include:</p> <ol style="list-style-type: none"> 1. An executive summary; 2. A thorough site analysis including site plans, aerial photographs and a description of the existing and surrounding environment; 3. A thorough description of the proposed development; 4. An assessment of the key issues specified above and a table outlining how these key issues have been addressed; 5. An assessment of the potential impacts of the project and a draft Statement of Commitments, outlining environmental management, mitigation and monitoring measures to be implemented to minimise any potential impacts of the project; 6. The plans and documents outlined below; 7. A signed statement from the author of the Environmental Assessment certifying that the information contained in the report is neither false nor misleading; 8. A Quantity Surveyor's Certificate of Cost to verify the capital investment value of the project (in accordance with the definition contained in the Major Development SEPP); and 9. A conclusion justifying the project, taking into consideration the environmental impacts of the proposal, the suitability of the site, and whether or not the project is in the public interest.
Plans and Documents	<p>The following plans, architectural drawings, diagrams and relevant documentation shall be submitted;</p> <ol style="list-style-type: none"> 1. An existing site survey plan drawn at an appropriate scale illustrating: <ul style="list-style-type: none"> • the location of the land, boundary measurements, area (sq.m) and north point; • the existing levels of the land in relation to buildings and roads; • location and height of existing structures on the site; and • Location and height of adjacent buildings and private open space. • All levels to be to Australian Height Datum. 2. A Site Analysis Plan must be provided which identifies existing natural elements of the site (including all hazards and constraints), existing vegetation, footpath crossing levels and alignments, existing pedestrian and vehicular access points and other facilities, slope and topography, utility services, boundaries, orientation, view corridors and all structures on neighbouring properties where relevant to the application (including windows, driveways, private open space etc). 3. A locality/context plan drawn at an appropriate scale should be submitted indicating: <ul style="list-style-type: none"> • significant local features such as parks, community facilities and open space and heritage items; • the location and uses of existing buildings, shopping and employment areas; • Traffic and road patterns, pedestrian routes and public transport nodes. 4. Architectural drawings at an appropriate scale illustrating: <ul style="list-style-type: none"> • the location of any existing building envelopes or structures on the land in relation to the boundaries of the land and any development on adjoining land; • location of proposed building envelopes; • indicative elevation plans; • the height (AHD) of the proposed development in relation to the land; and • indicative changes to the level of the land by excavation, filling or otherwise. 5. Other plans (to be required where relevant): <ul style="list-style-type: none"> • Stormwater Concept Plan - illustrating the concept for stormwater management; • Geotechnical Report – prepared by a recognised professional which assesses the risk of

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	<p>Geotechnical failure on the site and identifies design solutions and works to be carried out to ensure the stability of the land and structures and safety of persons;</p> <ul style="list-style-type: none"> • View Analysis - Visual aids such as a photomontage must be used to demonstrate visual impacts of the proposed building envelopes in particular having regard to the siting, bulk and scale relationships from key areas; • Landscape plan - illustrating treatment of open space areas on the site, screen planting along common boundaries and tree protection measures both on and off the site; • Shadow diagrams showing solar access to the site and adjacent properties at summer solstice (Dec 21), winter solstice (June 21) and the equinox (March 21 and September 21) at 9.00 am, 12.00 midday and 3.00 pm; and
Documents to be submitted	<ul style="list-style-type: none"> • 1 copy of the EA, plans and documentation for the Test of Adequacy; • 6 hard copies of the EA (once the EA has been determined adequate); • 6 sets of architectural and landscape plans to scale, including one (1) set at A3 size (to scale); and • 6 copy of the Environmental Assessment and plans on CD-ROM (PDF format), not exceeding 5Mb in size.



royal far west

caring for country kids

**PRELIMINARY
ENVIRONMENTAL
ASSESSMENT**

**Proposed Expansion of Royal Far West, Manly
November 2010**



Environmental Services Division Report No. 38 - Far West Children's Services Concept Plan
Royal Far West Concept Plan

URBIS STAFF RESPONSIBLE FOR THIS REPORT WERE:

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Senior Consultant	Andrew Harvey
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THE SITE



3 The Site

3.1 Site details and location

The site is known as 12 - 22 Wentworth Street, 16 South Steyne and 19-21 South Steyne, Manly and includes the following properties:

Property	Street Address	Lot	DP	Area m ²
Elsie Hill	12 Wentworth St	4	65707	638.60
Elsie Hill extension	14 Wentworth St	1	72699	632.30
Hostel	16 Wentworth St	1	72969	645.00
Hostel	18 Wentworth St	1	979703	638.60
Garden	20 Wentworth St	1	223468	448.00
Playground	22 Wentworth St	2587	752038	645.00
Playground School over	22 Wentworth St	1	1093126	847.30
Drummond	22 Wentworth St	2	1093126	708.10
Barron	19-21 South Steyne St	12	1096038	714.50
Terrace	16 South Steyne St	1	1091717	202.00
Terrace	16 South Steyne St	C	369972	133.40
School extension	20 Wentworth St	2	223468	82.20
School extension	22 Wentworth St	1	435023	613.00
Total				6,948.00

The site comprises the eastern end of the street block bounded by Wentworth Street, Victoria Parade and South Steyne, Manly. The western end of the street block accommodates Manly Public School and between the school and the site are several older style walk up apartment buildings. To the east across South Steyne is Manly Beach. The site is regularly proportioned, has an area of 6,950m² and is quite flat.

The site is located within the Manly Town Centre, one block south of the Corso, and is approximately 300 metres east of the Manly Ferry Wharf.

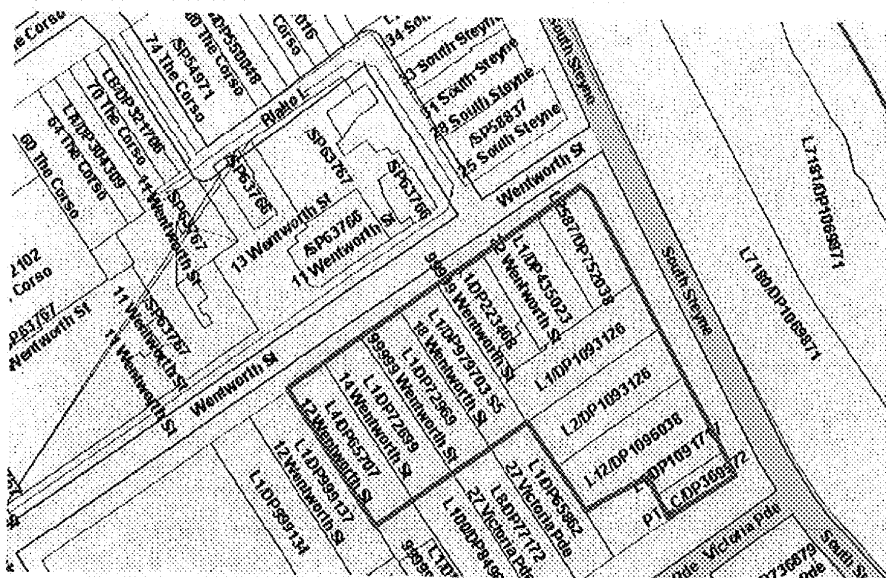
The site currently accommodates a clinical services building, a short stay residential facility for patients and their families, an affordable housing accommodation facility, an integrated school facility, a playground, a garden and a car park and is located mainly within the 5(a) Special Uses (Children's Home) zone, pursuant to Manly Local Environmental Plan 1988 (MLEP 1988).

The Drummond Far West Home, which forms part of the site is listed as a Heritage Item under MLEP 1988, as are several surrounding buildings.

THE SITE



Figure 1 – Local Cadastre



Source: RPData

Figure 2 – Aerial Photograph of the Site



Source: Google Earth

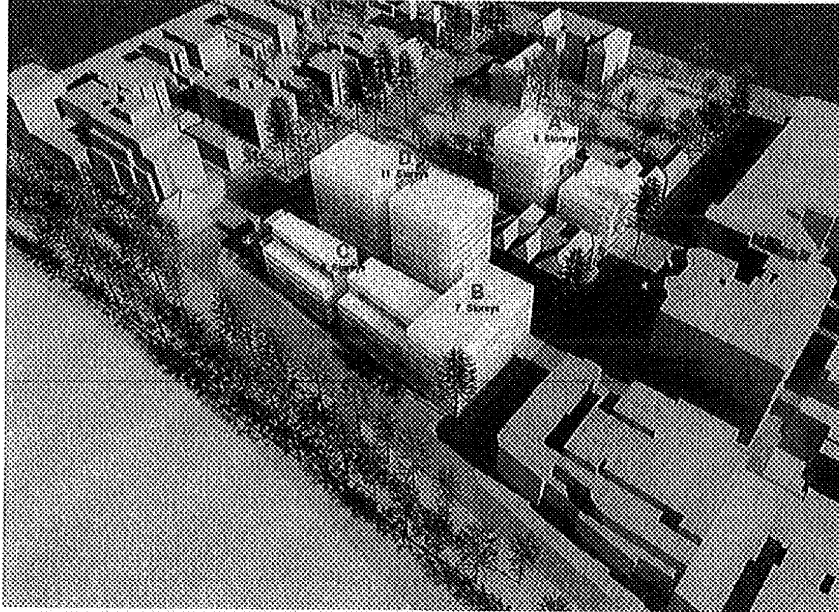
DESCRIPTION OF THE PROJECT



Total: 26,920

4.3 Built Form

Figure 5 – Indicative Development Concept –



Prepared by Architectus

4.4 Land Tenure

The organisation is seeking to enter into a development partnership arrangement, where they are the beneficiary of a new \$36 million health care facility and derive a long-term income stream from other development on the site. The intention of the final arrangements will be for the Royal Far West to construct a new centre for excellence for children's mental health and behaviour. The new facility will be supported by an ongoing income stream that will be derived from capitalisation of newly developed assets. While details have not been finalised for these arrangements, Royal Far West is investigating the options for retention of ownership of land.

KEY PLANNING CONSIDERATIONS



5 Key Planning Considerations

The key planning instruments and policies that currently apply to the Project are outlined in this section.

5.1 NSW State Plan 2010

The NSW State Plan 2010 replaces 'The State Plan – A New Direction for NSW 2006', as a set of priorities for the NSW Government. The plan presents targets for service improvements across a range of areas. It presents eight key areas of improvements.

The NSW State Plan 2010 sets targets for service improvements across a range of areas which align with the strategic direction of Royal Far West. In particular, one of the key priorities is the provision of a "health system that provides the highest quality care accessible to all" (Strategic Vision No. 4). Chapter 4 of the State Plan focuses on 'Healthy Communities' and one of the key overarching aims is to "improve and maintain access to quality healthcare in the face of increasing demand". Of particular relevance are also the State's key priorities and targets for 'stronger communities' which seek to "improve child wellbeing, health and safety" and "support for people with disabilities". Similarly, the NSW State Health Plan 2007 contains key strategic directions to achieve state government objectives for health care in NSW. Strategic Direction 1 has provision for child health and wellbeing, ensuring that the State will "Invest in health and wellbeing of children and young people, in collaboration with other agencies, to promote health and wellness and assist parents to meet children's developmental needs". Also, of particular relevance is Strategic Direction 2 which relates to Rural and remote health, and seeks to make "health services more accessible for people in rural and remote areas by implementing innovative models of service, staffing, networking, rural and remote health professional support, professional development and family support as part of the NSW Rural Health Plan".

5.2 NSW Health Plan 2007

The NSW State Health Plan 2007 contains key strategic directions to achieve state government objectives for health care in NSW. Strategic Direction 1 has provision for child health and wellbeing, ensuring that the State will "Invest in health and wellbeing of children and young people, in collaboration with other agencies, to promote health and wellness and assist parents to meet children's developmental needs". Also, of particular relevance is Strategic Direction 2 which relates to Rural and remote health, and seeks to make "health services more accessible for people in rural and remote areas by implementing innovative models of service, staffing, networking, rural and remote health professional support, professional development and family support as part of the NSW Rural Health Plan".

The proposed expansion of Royal Far West positively supports the aims of the NSW Health Plan by the introduction of new purpose built facilities which support the multi-disciplinary services offered by the Organisation.

5.3 Sydney Metropolitan Strategy & Draft North East Subregional Strategy

The Sydney Metropolitan Strategy (the Metro Strategy) sets out the policy guidelines to shape the future of the Sydney region. A number of factors discussed in the Metro Strategy are particularly relevant to the proposed development. The draft North East Subregional Strategy translates objectives of the Metro Strategy and State Plan to the local level.

The draft North East Subregional Strategy supports "significant investment in regional facilities, within and between subregions" and specifically defines Manly as an existing industry concentration/cluster for medical services.

Coupled with this medical clustering, the draft North East Subregional Strategy identifies Manly as a 'metropolitan attractor' and 'town centre' which supports its role and function as a major tourism and visitor destination in the context of the Sydney Region. To realise the redevelopment aspirations for

Environmental Services Division Report No. 38 - Far West Children's Services Concept Plan

Royal Far West Concept Plan

KEY PLANNING CONSIDERATIONS



Royal Far West, the proponent is seeking to rationalise the overall site arrangement, and introduce a new mix of high quality tourism, retail and residential uses which strategically support the regional role of Manly.

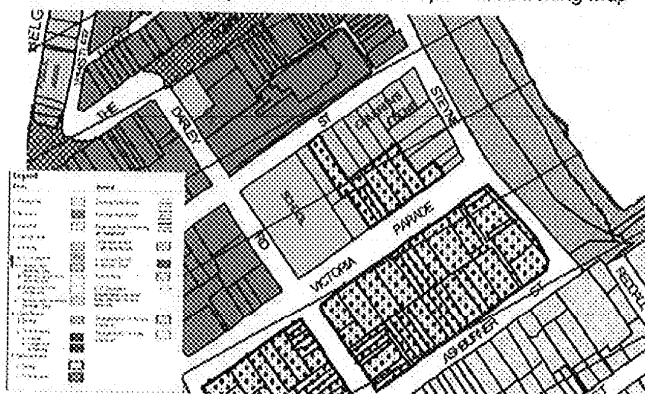
In addition to positively responding to the strategic planning objectives here, the proposed mix of new tourism, retail and residential uses will also enable an additional funding stream for the Royal Far West organisation into the next 50 years. This will allow the organisation to remain viable and support the range of high quality services it provides to rural children.

5.4 Manly Local Environmental Plan 1988

5.4.1 Zoning

The Manly LEP 1988 (LEP 1988) is the comprehensive planning instrument for the Manly LGA. The site is currently zoned 'Special Use -- Children's Home' and part of the site is identified as an 'item of environmental heritage'.

Figure 6 -- Extract:- Manly Local Environmental plan 1988 Zoning Map



Source: Manly Municipal Council

5.4.2 Zone Objectives & Permissibility

The objective of this zone is to identify and set aside land required for essential services to the public or the community which:

- (a) in the case of land shown unhatched on the map, is now owned or used for public or community purposes, or
- (b) in the case of land shown hatched on the map, will be acquired by a public authority for the particular public or community purpose shown on the map.

Under the current zoning, the following uses are permitted:

"The particular purpose indicated by red lettering on the map; child care centres and other child care facilities; drainage; educational establishments; landscaping; roads; telecommunications facilities; utility installations other than generating works or gas holders."

The existing Royal Far West facility is permissible under the current zoning, however the proposed residential, retail, hotel/commercial uses are prohibited uses. Notwithstanding, the Minister has authorised the preparation of a Concept Plan to resolve these permissibility issues. Justification is

KEY PLANNING CONSIDERATIONS



provided within the proceeding sections, and will be addressed in more detail in the Environmental Assessment.

5.4.3 Development Standards

Manly Local Environmental Plan 1988 (LEP 1988) contains no height or floor space ratio controls for the site, but includes a site specific provision that purports to require a 'master plan' prior to approval of any development on the site. However, master plans are no longer legally recognised and various provisions of Manly LEP 1988, the EP&A Act and the current round of State Government planning reforms provide alternative means of addressing this requirement. Notwithstanding, the Concept Plan will fulfil a similar role to the masterplan envisaged in LEP 1988.

5.5 Manly Comprehensive LEP

On 31 March 2006, the NSW Government gazetted a standard instrument for preparing new LEPs, also known as the 'LEP template'. Local plans across NSW will now use the same planning language, making it easier for communities to understand what is proposed for their local area. Councils are able to include localised planning objectives and provisions specific to their area, as well as determine zoning, additional land uses, heritage items, and development standards such as height and minimum lot sizes.

The Manly Comprehensive LEP is currently being prepared in consultation with the Department of Planning and will replace LEP 1988, with exhibition of the draft Comprehensive LEP tentatively scheduled for March 2011. The Standard instrument contains a 'Special Activities' zone which would be comparable to current zoning of the site which permits *"the purpose shown on the Land Zoning Map, including any development that is incidental or ancillary to development for that purpose"*.

5.6 Development Control Plans & Guidelines

5.6.1 Manly Development Control Plan for the Residential Zone 2007 (Amendment 1)

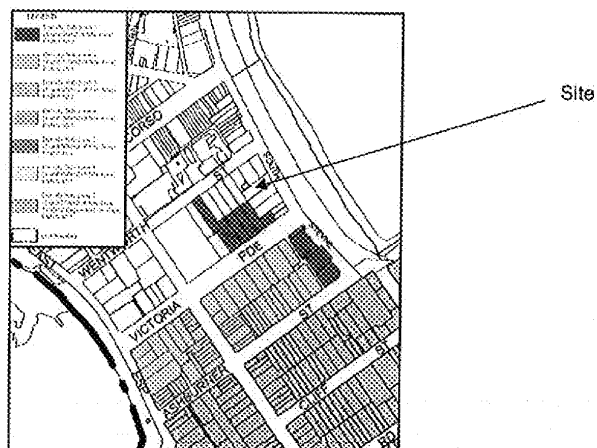
The Manly DCP for the Residential Zone 2007 was adopted in December 2007 and provides controls, considerations and requirements for development in the Residential Zone under Manly LEP 1988. Whilst the site is not zoned for residential uses, properties directly adjacent to the site are, and residential uses are to be introduced to the site as part of the project. It is therefore relevant to consider the provisions of the DCP.

The LEP does not contain development standards, therefore the DCP provides principal controls relating to height and FSR on the 'Residential Density and Height Sub-Zone Map'. As shown below, the site does not contain a height or FSR control. However, surrounding properties to the south are located within Density Sub-Zone 1 which has a maximum FSR of 1.5:1 and maximum building height of 12 metres.

KEY PLANNING CONSIDERATIONS



Figure 7 – Height and FSR extract from MDCP Residential Zone 2007

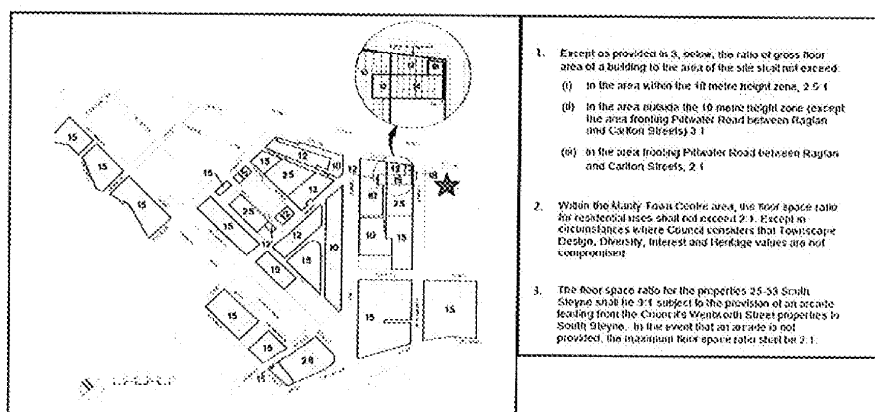


5.6.2 Manly Development Control Plan for the Business Zone 1989 (Amendment 7)

Manly DCP for the Business Zone (Amendment 7) was adopted in November 2009 and provides controls, considerations and requirements for development in the Business Zone of Manly LEP 1988. Whilst the site is not zoned for Business uses, properties directly adjacent to the site are, and commercial uses are to be introduced to the site as part of the project. It is therefore relevant to consider the provisions of the DCP.

The DCP provides height and FSR controls for the adjacent business zones as shown below.

Figure 8 – Height and FSR extract from MDCP Business Zone 1989



KEY PLANNING CONSIDERATIONS

**5.6.3 Manly Town Centre Urban Design Guidelines 2002**

The Manly Town Centre Urban Design Guidelines were adopted in March 2002 and apply to all land within Manly Town Centre, which the subject site falls within. The objectives of the guidelines are to ensure that development is of a high architectural and urban design standard. The site is located within Precinct 1 'Harbour/ Ocean Grid', and provides commentary on the underlying streetscape character, views and vistas, building expression and materials and other matters which contribute to the design quality of individual areas within Manly Town Centre. The Concept Plan will positively respond to the guidelines espoused within this document.

LIKELY ISSUES AND PRELIMINARY ENVIRONMENTAL ASSESSMENT

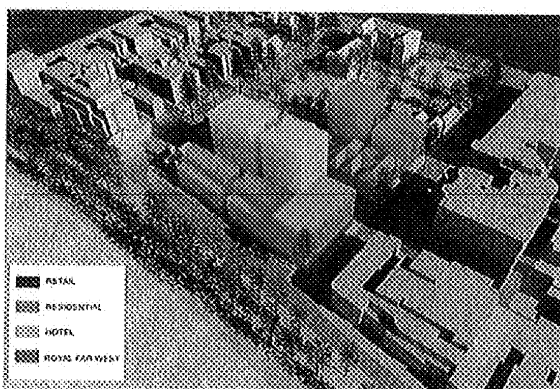

6 Likely Issues and Preliminary Environmental Assessment

The following outlines the issues that the applicant envisages will be addressed in the Environmental Assessment of the project. This section has been drafted in consultation with Architectus.

6.1 Land Use

The proposed development will introduce residential, retail and hotel/commercial uses to complement the current Royal Far West facilities on the site. This mix of uses proposed positively enhances the role and function of Manly as a major tourist destination and cluster for medical services in Sydney.

Figure 9 – Proposed land uses



6.2 Built Form and Urban Design

The proposed built form and layout will be designed to positively respond and contribute to the surrounding local context of the site.

The amenity and relationship of the new buildings on the site to the existing heritage items, streetscapes and foreshore promenade, will be essential in achieving the best outcome on the site. The building forms suggested in the building mass diagrams by Architectus appropriately defines the South Steyne and Wentworth Street frontages. The street edge alignments are contextually appropriate for this town centre location and allow for ground level street activation of retail/commercial tenancies and building entries.

Urban design principles to be developed and considered in the Environmental Assessment will include:

- Open space and landscape;
- Connectivity, entry and links;
- Built form, including height, setbacks, building separation, architectural character and height;
- Edge conditions and treatment of the interface between the project and surrounding development;
- Views and vistas;
- Response to topography; and
- Water Sensitive Urban Design (WSUD).

LIKELY ISSUES AND PRELIMINARY ENVIRONMENTAL ASSESSMENT



These principles will be used to develop and assess the final proposal.

6.2.1 Height and Density

A height study will be provided as part of the EA including an examination of comparable height within the area to illustrate that the proposed Concept Plan heights are justifiable within the local context.

It is proposed that the buildings in the east of the site will be in keeping with the existing building forms to the north with the taller elements located on the north east corner of the site. This will relate to the strong corner element of the development on the north side of Wentworth St. Taller building elements, are proposed in the centre and west portions of the site. This relates to height of the Coles development to the north and will ensure that any taller elements will not impact on the scale of the South Steyne elevation and the wider context of the Manly Town Centre when viewed from the water. Consideration will need to be given to the scale of building elements to Wentworth St and in particular how any taller elements relate to the heritage items in the street.

Generally the density of development shown in the proposed concept plan is compatible with the densities surrounding the site to the south (Sebel) and residential development to the north of the town centre in relative proximity to the site. The historic Corso has 2.5:1 FSR's for development along its northern and southern sides. North of the Corso is a large area within the town centre with a 3:1 FSR. This 3:1 FSR also applies to land to the west of the site between Darley Road and East Esplanade. Immediately to the west of the site is a zone of 1.5:1 FSR which provides a transition to the adjacent Manly Village Public School.

The floor space ratio controls show a predominant density of 3:1 for redevelopment immediately to the north of the site on Wentworth Street between Darley Road and South Steyne. Having regard to the density controls in the immediate area and town centre context, it is considered that the proposed density is appropriate. Additional density may be supportable subject to more detailed investigation.

6.2.2 Streetscape, Visual Impact and View Analysis

The proposed development will enhance the existing streetscape by the provision of high quality built form and landscape treatment of boundary elements of the site. A visual and view analysis will be provided as part of the EA to demonstrate that the Concept Plan is appropriate for the site with regard to visual impact.

6.3 Residential Amenity

The proposed development provides appropriate residential amenity through the physical, spatial and environmental qualities of the design. The project will be designed in accordance with the design principles and rules of thumb, set out in State Environmental Planning Policy No 65 – Design Quality of Residential Flat Development and the Residential Flat Design Code. In particular the following matters will be addressed in detail within the EA.

6.3.1 Visual & Acoustic Privacy

The Concept Plan will be designed to ensure residential privacy both within the development and on adjoining sites. Design measures such as orientation, setbacks and building separation, as well as the incorporation of shutters, will contribute to visual privacy.

6.3.2 Sunlight and Overshadowing of Neighbours

Height is proposed to be massed to ensure that all proposed and surrounding development will receive daylight in accordance with the Residential Flat Design Code. The Environmental Assessment will be accompanied by hourly shadow diagrams between 9.00am and 3.00pm on both the summer and winter solstices.

LIKELY ISSUES AND PRELIMINARY ENVIRONMENTAL ASSESSMENT



6.4 Landscaping

A landscape plan will be prepared as part of the EA to ensure the improvement to the amenity of open space, and positively contribute to the streetscape character and amenity of the public domain.

6.5 Heritage & Conservation

Two heritage listed buildings exist on the site, namely The Drummond Far West Home and the heritage listed house situated on the corner of Victoria Parade and South Steyne, which is currently occupied by a business.

A number of heritage listed buildings both on the site and surrounding the site will need to be well considered when considering the design and treatment of the new buildings on the site, including the potential impact on these buildings in terms of height, scale and access to sunlight and amenity. The treatment of heritage items both on the site and surrounding the site will be integral to the master planning and design process. A heritage impact statement is to be prepared by a suitably qualified heritage specialist, which will address the suitability and impact of any new development on the significance of the existing heritage items on and around the site.

6.6 Transport, Traffic and Parking

A full Transport, Traffic and Parking assessment will be undertaken as part of the Environmental Assessment to ensure that the proposed development will make suitable provision for car parking and other transport options, and not give rise to adverse transport, traffic or parking issues.

6.7 Contamination & Geotechnical

No significant contamination or geotechnical related matters are anticipated. A Phase 1 Environmental Site Assessment will be included at the Project Application stage to investigate any underlying contamination or geotechnical matters which could prejudice the suitability of the site for the proposed development.

6.8 Ecological Sustainable Development (ESD)

The underlying principle of concentrating new development around major transport nodes in existing areas is one of the most important sustainability objectives for the future development of Sydney, and significantly contributes to:

- Containment of the urban footprint of Sydney.
- Better utilisation of existing infrastructure.
- Reduced private car use and associated congestion and CO² emissions.

A comprehensive ESD analysis of the proposal will be undertaken describing how the proposal incorporates ESD principles and outlines a series of commitments relating to the proposed ESD measures to be incorporated in the development.

6.9 Stormwater Management & Drainage

A Stormwater Management and Drainage Assessment will be undertaken as part of the proposed development. The report will detail flooding, stormwater management, hydrology and Water Sensitive Urban Design matters affecting or proposed as part of the development along with a Stormwater Management Concept Plan.

LIKELY ISSUES AND PRELIMINARY ENVIRONMENTAL ASSESSMENT



The implementation of Water Sensitive Urban Design best practice principles is proposed, including rainwater tanks, litter baskets, OSD tanks and bio-retention basins. Through the implementation of these measures, the Department of Environment, Climate Change and Water pollutant reduction targets for urban stormwater management will be achieved.

6.10 Consultation

A focused stakeholder briefing program with adjoining landowners, the Department of Education, Manly Council and local Members of Parliament will be undertaken. The Environmental Assessment will document the outcomes of this consultation.

CONCLUSIONS



7 Conclusions

The project represents a unique opportunity to provide a new \$36 million purpose built facility for Royal Far West organisation, which will serve to accommodate the demand for the comprehensive multi-disciplinary service they offer to children from regional, rural and remote New South Wales with non-acute developmental, behavioural, learning and emotional/mental health disorders, where there are no appropriate local services.

The site is strategically located to accommodate improved medical/educational uses that Royal Far West specialise in, with the draft North East Subregional Strategy specifically supporting *"significant investment in regional facilities, within and between subregions"* which enhance Manly as an existing industry concentration/cluster for medical services.

Coupled with this medical clustering, the draft North East Subregional Strategy identifies Manly as a 'metropolitan attractor' and 'town centre' which supports its role and function as a major tourism and visitor destination in the context of the Sydney Region. To realise the redevelopment aspirations for Royal Far West, the proponent is seeking to rationalise the overall site arrangement, and introduce a new mix of high quality tourism, retail and residential uses which strategically support the regional role of Manly.

In addition to positively responding to the strategic planning objectives here, the proposed mix of new tourism, retail and residential uses will also enable an additional funding stream for the Royal Far West organisation into the next 50 years. This will allow the organisation to remain viable and support the range of high quality services it provides to rural children.

We therefore request that the Minister authorises Director General Requirements pursuant to Section 75F to Part 3A of the Act. We would welcome the opportunity to provide a detailed briefing to you and the officers of the Department of Planning should you consider it warranted.