

Life Care proposed Development

Norwood – Community Working Group

Terms of Reference

1. Introduction

The Norwood Community Working Group has been established to review and make comment on development plans being proposed by Life Care for their site at 157 Beulah Road Norwood.

Life Care wish to develop the property to provide much needed independent living accommodation for the ageing. The development proposal will need to be approved by the Minister for Planning via the Major Project approval process under special provision set down for aged care providers.

Local residents have expressed significant concerns with respect to the proposed development. This Community Working Group brings together interested members of the community to work together to input to the Planning Approval Process.

2. Purpose, role and objectives of the community working group

The group's purpose, role and objectives:

- Represent the issues, concerns and values of residents living at Norwood as it relates to Life Care's development proposal.
- Life Care and its Planners to gain a deeper understanding of issues of importance to the community regarding the development proposal.
- To facilitate an open, accurate, reciprocal communication channel to ask questions, raise issues and opportunities and seek clarification or further information.
- To provide resident comment on proposed development.
- Ensure open, transparent and accurate information is readily available to the group.
- Ensure community questions and concerns are addressed in a timely and accurate manner.

- Provide suggestions, advice and/or recommendations to Life Care for consideration and negotiation with regard to development proposal.
- To participate in negotiations with Life Care to identify and agree solutions and changes that can be made to the development proposals to address key resident issues and concerns where possible.
- To provide written comment into the Development Review Panel process.
- To prepare a report to be submitted with Life Care's final development application to the Minister that articulates where negotiations have been successful and where they have been unsuccessful.

Life Care will:

- Actively seek input, feedback and ideas from the working group
- Provide plans, iterations of plans and other relevant documentation to facilitate discussion and review
- Seek to negotiate with the community group to find solutions to key issues where possible.
- Provide the necessary resources to write the report to be submitted as part of Life Care's development application for the Community Working Group that highlights concerns, matters of agreement and issues that cannot be agreed
- Arrange site visits if relevant.

Life Care will also be responsible for the administration of the community reference working group by:

- Providing a facilitator to coordinate and manage
- Providing executive officer support to ensure agendas are set and minutes are prepared and the report is written
- Making the agendas and meeting notes publically available via the website

3. Membership

The reference group will comprise the following members:

3.1. Contact details and privacy

The contact details of all members of the community working group will be held privately as a default position. There are some situations in which the group may seek to share this information, but will not do this without permission of the individual or the organisation they represent. These situations may include:

- Including your name on the working group meeting notes which will be made publicly available
- Including your name and contact details (phone number and email) on a register that is distributed to other community members, and
- Providing your name and contact details to the media to be contacted for comment.

Community reference group members will be asked to identify which situations they are prepared to share their information. If a member of the community chooses not to have their name published with the minutes, they will be listed “local resident” or “local representative.”

4. Meeting times and length of meetings

All meetings will be hosted by Life Care. Meetings will be held as needed and agreed to by the group prior to the conclusion of each meeting.

5. Conflict resolution

The working group is not a decision making group, however if a vote is required in order to seek the opinion or agreement of the group on a particular issue then the majority vote will be taken as the group’s position.

If an individual member has a specific opinion that does not align with the majority, the opinion will be documented subject to the approval of the relevant member(s).

Life Care and the community group will seek to try to resolve key issues where possible, acknowledging that there may be differences which cannot be resolved to the satisfaction of all parties. If this occurs, this will be documented in the community report.

Where alignment cannot be reached members may decide on their own independent course of action.

6. Communication protocols and values

Members will respect each other and act professionally at all times. As a member of the community working group the following protocols apply:

- Attend meetings and provide apologies in advance where attendance is not possible.
- Participate in group discussions and provide feedback to ensure the group continues to receive relevant information.
- Respect the ideas, questions and comments of all members and provide an atmosphere where all members feel comfortable to participate.
- Conduct ongoing relationships with fellow group members and the project team with courtesy and sensitivity.
- Communicate in a manner that is non-confrontational and collaborative in approach.
- Contribute in a positive way to finding solutions to issues or concerns.

6.1. Media liaison

There may be times when members of the media seek to interact with members of the community reference group individually, or the group as a whole. The following guidelines are intended to provide a framework for how to manage these enquiries:

- If the media asks to attend a meeting of the reference group, the group will be asked for permission and the residents comprising the group must agree. If all members agree then the media will be invited to stay for the meeting.
- If the group is asked to make comment as a group, a spokesperson will be appointed by the residents of the group.
- Should Reference Group members be approached by the media, they are welcome to advise the media that they are members of the community working group but that they will provide comment as an individual resident and not on behalf of the group.

7. Meeting notes/ Documents

- A record of meetings of the community working group will be made available to the public via the Life Care website once they have been passed and accepted by all members as an accurate record of the meeting.
- Prior to being passed by the members, meeting notes will be treated as draft.
- Any advice or recommendations made by the group will be clearly recorded in the notes.
- Individual names within the group will not be recorded against the comments, outcomes and recommendations, unless they specifically request to be named in the meeting notes.