

July 2021 | National CSC & Property



## Community Consultation Report

Details of community consultation about  
remediation activities at the Greenslopes site

# Introduction

Community consultation regarding the remediation and sale of the Greenslopes site to the Brisbane City Council (BCC) for the purpose of building public parkland and other community uses will be conducted over several phases:

1. Consultation with the local community regarding the remediation of the site. This will occur prior to submitting a referral to the Environment Minister (DVA).
2. Consultation by the Brisbane City Council (BCC) with the local community.
3. Consultation with the Greenslopes Private Hospital grounds users (including ancillary businesses and specialist clinics).
4. Consultation by the DAWE as part of the referral process – this concerns the entire 'action', the remediation of the site and sale to the BCC for the purpose of building a park.
5. Development Approval consultation – there is a three week mandatory consultation period in which the public has the opportunity to make comment on proposed developments (in this case the remediation of the site). (Development Consultant/BCC)
6. Notification of planned demolition (DVA).
7. Pre-demolition consultation. There are mandatory notification periods associated with removal of hazardous materials and contaminants for the surrounding residences (Coffey & Enviro-Pacific)
8. Consultation to determine community views on the use, amenities, and heritage design of the public parkland (BCC).

This report addresses feedback received as part of the Phase 1, 2 & 3 consultation regarding the proposed remediation of the Greenslopes site.

## Executive Summary

- Three consultations have been undertaken in the lead up to referring this action to the Environment Minister. One by the Brisbane City Council, and two by DVA targeting both the local community and the businesses in the hospital precinct.
- The Greenslopes Hospital and associated clinics were consulted due to the proximity of the site to major entrances to the hospital grounds.
- The entire suburb of Greenslopes was consulted by letter drop. This encompassed thousands of residences in the suburb of Greenslopes. No responses were received during the two week submission period.
- Door knock consultation by local Coorparoo Ward Councillor, Cr Fiona Cunningham, revealed overwhelming support for the proposed action.
- Hospital grounds business were consulted via the hospital's Property Manager whom has direct access to all businesses on site. No responses were received.



# Consultation by Brisbane City Councilor Fiona Cunningham

DVA has been partnering with the Brisbane City Council (BCC) to remediate the site and return it to community use and has been working closely with the BCC Parks department and the local councilwoman for the Coorparoo Ward, Cr Fiona Cunningham. Cr Cunningham has been conducting community consultation with her local community to help understand the community's attitude towards the planned actions.

## Approach

Cr Cunningham first delivered a letter to approximately 300 residences surrounding the site of the proposed action (see Appendix A - Cr Fiona Cunningham's Consultation Letter) and then followed this up with a 2<sup>nd</sup> round of consultation by door-knocking approximately 150 homes in the surrounding streets. She estimates approximately 50% of residents were home at the time of the door-knock.

## Summary of Feedback

Cr Cunningham reported overwhelming support for the planned actions. No residents expressed any issues over the planned actions and residents were particularly enthusiastic that the "eyesore" would be replaced by a park. They were also supportive of the possibility that the site's connection with the veteran community could be maintained by the optional sale of one of the three lots comprising the site to Queensland Legacy for their new Queensland headquarters.

# Consultation by DVA of Local Residents

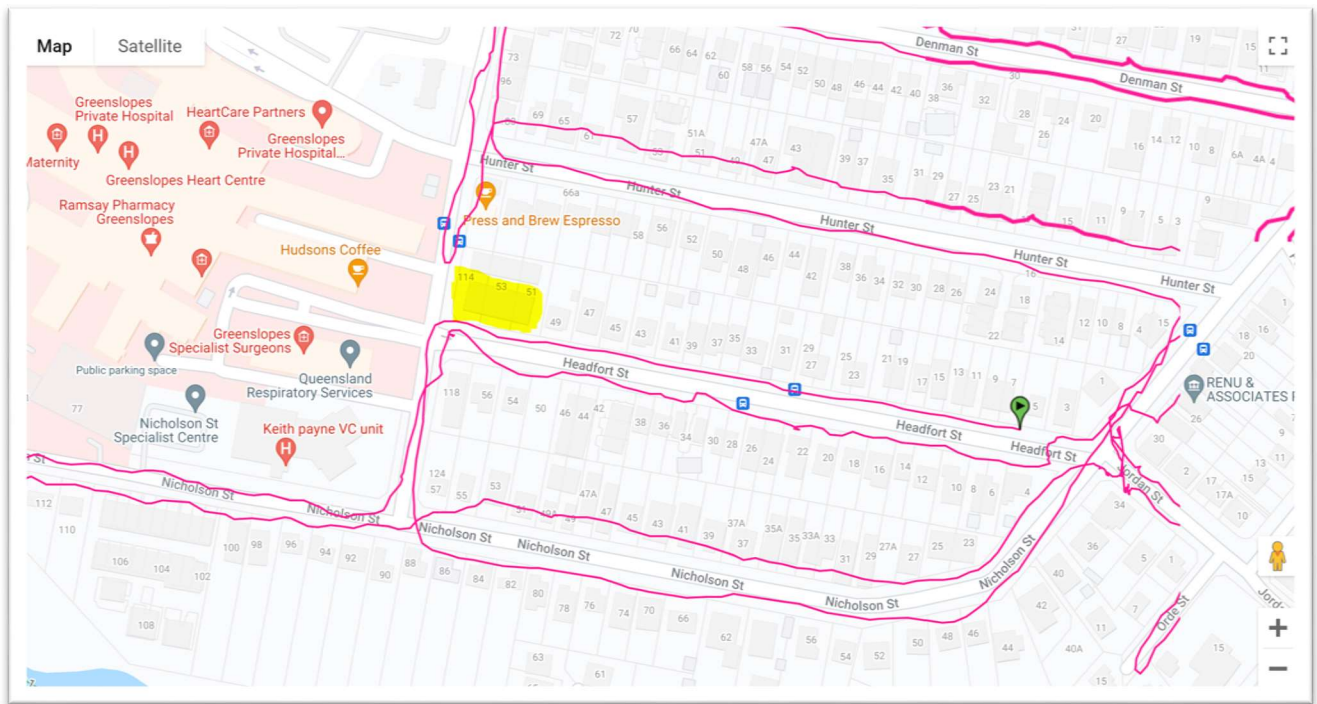
Local residents near the Greenslopes site are interested in the improvement of the site. Some will be disrupted by the remediation works and will be interested in how it will be managed. Some will have views on what should be done with the site. Local residents may also be concerned about safety during the remediation. For example, they may be concerned that respirable asbestos may escape the site during demolition of the buildings.

## Approach

DVA has chosen to consult more widely than just the area surrounding the site in nearby streets on the assumption that the entire Greenslopes community may be interested in the development of the site. While nearby residents will naturally be more interested in general, the establishment of a park on the site will be of interest to residents who will not be impacted by the remediation works, or who are not currently concerned with the state of the site. Therefore, DVA has chosen to conduct a letter drop to the entire suburb of Greenslopes using a private marketing distribution company, Brisbane Flyer Distribution.

Brisbane Flyer Distribution has been chosen to conduct the letter drop based on their willingness to provide a 'solo' distribution. That is, DVA's consultation letter (Appendix B - DVA's Consultation Letter) will be delivered by itself, not bundled with other marketing material. According to the 2016 Census, Greenslopes had 4,413 private residences. Therefore, DVA commissioned the printing and delivery of the consultation letter to up to 5000 residences to ensure coverage of all residences in the suburb in 2021. Appendix H – Delivery Confirmation shows the paid invoice for the delivery, the confirmation email from the vendor confirming that delivery was made, and maps showing the GPS track of the delivery to the residences of Greenslopes.

The image below shows a zoomed in version of the GPS track map verifying that this delivery included close by residents whom are the most affected.



## Previous Community Use by Residents outside Greenslopes

There may be residents outside the Greenslopes community who had previously used the facilities for community based programs. For example, members of other communities may have travelled some distance to take part in interest group activities at the site, for example, martial arts classes in the Main Hall. However, given the site has been closed to the public for 7 years, any relevant interest groups still meeting would long since have relocated to other venues.

## Summary of Feedback

Feedback was invited to the [greenslopes.submissions@dva.gov.au](mailto:greenslopes.submissions@dva.gov.au) email account, which was tested several times and proven to receive external emails. It was also verified as working via correspondence with the Greenslopes Hospital Property Manager (see below).

No responses were received from the community consultation process. This is consistent with the response received to the door knock campaign by Cr Fiona Cunningham, who received overwhelming support for the plan to demolish the old buildings and build a public park with an option for Legacy to build a new headquarters on one of the three lots.

## Alternative Options Considered

A number of alternative options for smaller distribution footprints were considered, focussing on the surrounding streets. These were rejected in favour of a broader consultation to ensure more complete coverage of those who may have an interest in the site were included. The alternative options considered are detailed in Appendix G – Alternative Local Consultation Options Considered.

# Consultation of Hospital & Associated Clinics

The Greenslopes site is opposite major entrances to the Greenslopes Hospital site. The hospital and any co-located private clinics on the site may have an interest in how disruption caused by the remediation activities will be managed. They are likely most interested in what disruption to expect such as traffic management, with a secondary interest in the final use of the site.

## Approach

The Greenslopes Private Hospital was contacted directly by liaising with the Property Manager, Mark Mason. Mr. Mason undertook to co-ordinate all consultation with all the hospital grounds users as he sits on relevant bodies corporate for specialist suites and has a pre-existing relationship and contact list for all users. Mr. Mason was provided with an email appropriate to send to hospital grounds users (Appendix C – Email for Hospital Precinct) in which they are invited to provide comments, ask questions, and opt in to further communications via the [greenslopes.submissions@dva.gov.au](mailto:greenslopes.submissions@dva.gov.au) email account.

Hospital grounds businesses that could be identified by internet search are listed at Appendix E – List of Hospital Precinct Businesses. However, there are many more businesses known to Mr. Mason that could not be identified via internet search that will be captured via his coordinated approach, making this the most reliable method of ensuring hospital grounds users are fully consulted.

## Summary of Feedback

The hospital Property Manager received no responses from hospital grounds users.

## Ongoing Communication with Hospital Users

As details regarding the remediation works become known (e.g. dates of works, traffic management plans, etc.) these will be communicated to the hospital Property Manager for distribution on the hospital grounds.

# Appendix A — Cr Fiona Cunningham's Consultation Letter

## Cr Fiona Cunningham *Councillor for Coorparoo Ward*



(07) 3403 2101 || [Coorparoo.Ward@bcc.qld.gov.au](mailto:Coorparoo.Ward@bcc.qld.gov.au) || [www.FionaCunningham.com.au](http://www.FionaCunningham.com.au) || [facebook.com/CrFionaCunningham](https://www.facebook.com/CrFionaCunningham) || Suite 6, 737 Logan Road, Greenslopes, Qld, 4120

Dear resident,

### RE: RED CROSS HALL

As you are likely aware, the former Red Cross Hall buildings on Headfort Street, Greenslopes have been disused for some time, and residents have raised concerns about the state of the site.

The Department of Veterans Affairs (DVA) has undertaken investigations into the site and buildings, including estimating the cost to renovate the buildings, and have been unable to find a financially viable solution to retain the buildings.

With the cost of renovating the existing buildings being prohibitive, Council and DVA have considered what is the best way to respect this site in the years ahead.

Residents in the area have often raised with me the need for a park in this part of Greenslopes, as there are no nearby parks or playgrounds for local families.

After I raised this with Lord Mayor Adrian Schrinner, the Council has agreed to purchase this site from the Federal Government for park and community use.

As your local Councillor, I will ensure you have the opportunity to have a say in how the site can best serve the community in the future. DVA will also provide Council with a heritage strategy for the park so this can be considered in the design.

Council has also had discussions with Legacy, an organisation with deep connection to this site, about a portion of the land being used for their services for the families of our veterans.

While it is sad to see the buildings go, I believe it is important to provide certainty to residents about the future of the site. I am also pleased that we will be able to provide new parkland for local families and community use that will honour the site's history.

DVA will provide more information to local residents about future site remediation works, and I look forward to working with you in 2021 to talk about how Council can transform this site for our community.

Yours sincerely,

Fiona Cunningham  
Councillor for Coorparoo Ward



# Appendix B — DVA's Consultation Letter



Australian Government

Department of Veterans' Affairs

OFFICE OF THE SECRETARY  
PRESIDENT REPATRIATION COMMISSION

Dear Greenslopes Resident

## Creating a New Park

The Federal Department of Veterans' Affairs (DVA) has partnered with the Brisbane City Council (BCC) to remediate the old Australian Red Cross Centre at the corner of Headfort and Newdegate streets in Greenslopes and return it to community use.

Your local councillor, Cr Fiona Cunningham, recently communicated with nearby residents, explaining BCC intention to create a local park. The BCC has also had discussions with Legacy Queensland, about their desire to use a portion of the site to provide services to veterans' families, continuing the site's long history of service to the veteran community.

After exploring many options to preserve the Australian Red Cross Centre structures it was determined by a specialist heritage architect and quantity surveyor, that restoring the structures sufficiently to meet current Australian building standards and enable occupancy is not feasible.

## Heritage Preservation

Conscious of the important role that the Australian Red Cross Centre has played in the lives of the Greenslopes community for many years, DVA commissioned a heritage architect to prepare a Heritage Impact Statement and a Heritage Interpretive Strategy. These recognise both the history of the site and the important role it has played as a community asset for generations. DVA has also commissioned plans and drawings of the current structures and a photographic archival record, including aerial drone photography, for posterity. All of this work will be gifted to the BCC to assist in maintaining a historical record of the site and acknowledge its heritage values. Additionally, DVA will preserve some architectural elements of the existing Australian Red Cross Centre structures during the remediation process, such as the period entrance gates.

## Site Remediation

The Department of Veterans' Affairs has ensured that the remediation process will be managed by a specialist environmental consultant. An independent *Contaminated Site Auditor* has also been engaged to provide an additional level of independent scrutiny over the project, and in particular, ensure the remediation process is consistent with all environmental and safety laws.

During the remediation, active air monitoring will be conducted to ensure that no contaminants escape the site. Air from the site will be collected and analysed in a certified laboratory to ensure no contaminants are airborne. After the initial remediation works have been completed, testing across the entire site will confirm that the site has been cleared of contamination. Further remediation will be conducted, if required, to make the site suitable for community use. Residents will be provided with more information about the remediation process closer to works commencing.

GNABRA BUILDING  
21 GENGE STREET  
CANBERRA CITY ACT 2601

GPO BOX 9998  
BRISBANE QLD 4001  
AUSTRALIA

TELEPHONE (02) 6289 6736  
FACSIMILE (02) 6289 6257  
INTERNET [www.dva.gov.au](http://www.dva.gov.au)

*Saluting Their Service*

**Approval from the Federal Environment Minister**

Taking into account any feedback received from the Greenslopes community, DVA will refer its proposal for the site to the Federal Environment Minister to consider under the Environment Protection and Biodiversity Conservation (EPBC) Act 1999. While exact dates for the remediation work cannot be set until the Environment Minister has approved the project, you will be notified of the likely start date and duration of the remediation works once these are known.

**Making a Submission**

If you would like to submit a comment, suggestion, or ask a question about the remediation process please email [greenslopes.submissions@dva.gov.au](mailto:greenslopes.submissions@dva.gov.au) by Sunday the 27<sup>th</sup> of June 2021.

**Further Consultation Opportunities**

Feedback from this community consultation process will be included in DVA's referral to the Environment Minister seeking approval to remediate the site and divest it to the BCC for the purpose of park and community use. The referral process also includes a period of time for the public to make submissions for consideration by the Environment Minister via the Department of Agriculture, Water, and Environment's public consultation website at <https://www.environment.gov.au/about-us/public-consultation>.

Yours sincerely

**Liz Cosson AM CSC**  
Secretary



# Appendix C — Email for Hospital Precinct

To whom it may concern

I am writing to you about proposed works at the former Australian Red Cross Centre on the corner of Headfort and Newdegate streets, opposite the eastern entrances to the Greenslopes Hospital Grounds.

The Department of Veterans' Affairs (DVA) has partnered with the Brisbane City Council (BCC) to remediate the abandoned site and create a community park. The contaminated buildings and soil will be removed from the site by DVA and the site handed over to the BCC to create a community park.

## **Site Remediation**

The remediation process will be managed by a specialist environmental consultant, Coffey Environmental, who will act as a "Suitably Qualified Person" under the Environment Protection Act (EPA) 1994 to ensure that the local community is safe and the works are conducted in accordance with environmental laws. An independent Contaminated Site Auditor, Epic Environmental, has also been engaged to provide independent scrutiny over the project. Finally the remediation works will be conducted by a professional environmental clean-up company, Enviro-Pacific.

During the remediation, active air monitoring will be conducted to ensure that no contaminants escape the site. After the initial remediation works have completed, testing across the entire site will confirm that the site has been completely cleared of contamination. Further remediation will be conducted, if required, to make the site suitable for use as public parkland.

The remediation works are likely to be mildly disruptive in that trucks will be entering and leaving the site regularly, and the demolition and use of heavy machinery is likely to generate some noise. Remediation is likely to include scaffolding of the buildings, careful deconstruction and removal of hazardous material, demolition of the remainder of the structures, and the excavation of the topsoil from the site. This process is likely to take several months. A traffic management plan will be prepared as part of the overall site management plan to minimize disruption to local traffic.

## **Approval from the Federal Environment Minister**

Following the review of any feedback received, DVA will refer its proposal for the site to the Federal Environment Minister to consider under the Environment Protection and Biodiversity Conservation (EPBC) Act 1999, to ensure that it complies with Commonwealth heritage and environmental law. While exact dates for the remediation work cannot be set until the Environment Minister has approved the project, you will be notified of the likely start date and duration of the remediation works once these have been set (should you choose to receive notification).

## **Making a Submission and staying Informed**

If you would like to be kept informed of likely works, submit a comment or suggestion, or raise concerns regarding the site remediation process please email [greenslopes.submissions@dva.gov.au](mailto:greenslopes.submissions@dva.gov.au). Please note, DVA will not bother you with further emails about this project unless you request to receive future updates.

# Appendix D — Community Responses

No responses were received.

# Appendix E — List of Hospital Precinct Businesses

Entity	Contact Information
Greenslopes Private Hospital	Mark Mason (Property Manager) masonmark@ramsayhealth.com.au
Keith Payne VC Unit	<a href="https://www.greenslopesprivate.com.au/Contact-Us/Contact-us">https://www.greenslopesprivate.com.au/Contact-Us/Contact-us</a>
The Hand Recovery Centre	contact@handrecovery.com.au
Nicholson St Specialist Centre (multiple specialist clinics)	
Greenslopes Obstetrics and Gynaecology	<a href="https://www.gsog.com.au/contact/">https://www.gsog.com.au/contact/</a>
Lane Orthopaedic Group	reception@lanemed.com.au
Greenslopes ENT	info@greenslopesent.com.au
Greenslopes Specialists Surgeons	<a href="https://www.specialistsurgeons.com.au/contact">https://www.specialistsurgeons.com.au/contact</a>
Greenslopes Specialist Gynaecology	<a href="https://www.greenslopesgynaecology.com/contact-us">https://www.greenslopesgynaecology.com/contact-us</a>
QNeurology	admin@qneurology.com.au
Ramsay Pharmacy Greenslopes	<a href="https://www.ramsaypharmacy.com.au/Contact-us">https://www.ramsaypharmacy.com.au/Contact-us</a>
Brisbane Genetics – Dr. Michael Gattas	email@brisbanegenetics.com.au
Suraya Nikwan – Simple and Easy Nutrition	dietitian@gcvc.com.au
Cardiology	—
Tummy Tuck Brisbane	<a href="https://www.drummytuckbrisbane.com.au/contact-us/">https://www.drummytuckbrisbane.com.au/contact-us/</a>
Greenslopes Heart Centre	practice.manager@heartservices.com.au
Sullivan Nicolaides Pathology	—
Heartcare Partners	<a href="https://www.genesisicare.com/au/treatment/cardiology/">https://www.genesisicare.com/au/treatment/cardiology/</a>
The Menopause Centre	<a href="https://www.themenopausecentre.com.au/contact/">https://www.themenopausecentre.com.au/contact/</a>
Queensland Cardiovascular Group	<a href="https://qcg.com.au/contact/contact-us">https://qcg.com.au/contact/contact-us</a>
Emergency Centre	—
Adam Parr	admin.albietz@qcosspine.com.au admin.cheung@qcosspine.com.au admin.athanasiov@qcosspine.com.au
Cosmetic Tattoo and Training	info@pmaclinics.com.au
Hearts 1 <sup>st</sup>	<a href="http://www.hearts1st.com/contact">http://www.hearts1st.com/contact</a>
Frances Baron Burnett Centre	—
Gifford Orthopaedics	—
Greenslopes Child Care Centre	<a href="https://harmonylearning.com.au/contact-us/">https://harmonylearning.com.au/contact-us/</a>
Greenslopes Neuro	(07) 3847 4388 fax
Hudsons Coffee	



# Appendix F — Hospital Responses

No responses were received.

# Appendix G — Alternative Local Consultation Options Considered

While the vast majority of Greenslopes approximately 10,000 residents will not have any particular interest in the future of the site, those nearby the site do have a significant stake in its future. Therefore a number of options for limited consultation were considered. For example consulting residents based on the distance of their dwelling from the site or consulting only those residents in the nearby streets. These options are small subsets of suburb-wide consultation undertaken as detailed below. Suburb wide consultation was chosen to ensure that no local residents with an interest in the future of the site would miss the opportunity to make a submission.

## Alternative Option—Selecting by Distance

Selecting residents to consult by distance from the site (drawing a circle with the site at the centre) gives a rapidly increasing number of private residences as the distance increases.

Distance from centre of site	Approximate Number of Private Residences
100m	30
200m	115
300m	250
400m	750
500m	2000+

However, this method does not take into account the layout of the streets in Greenslopes. Consulting all within 200m, for instance, would exclude some residents in Headfort St who would be very familiar with the site, but include some residents who may never have driven past the site. Further, a resident at the edge of the cut off range may receive a letter drop while their next door neighbour would not. This can be seen in the following map overlaid with (approximate) 100m concentric circles. Additionally, this method of determining scope would make delivery instructions disproportionately more complex than any benefits received from this method.

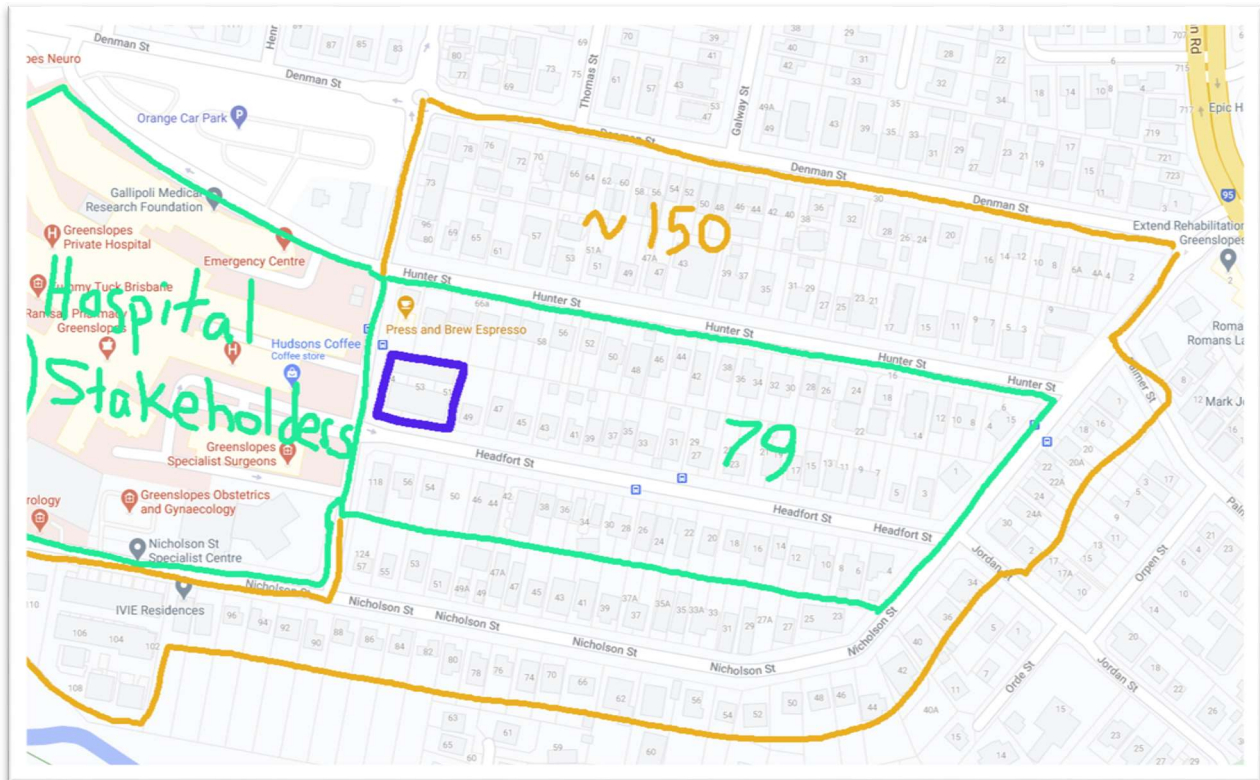


## Alternative Option—Selecting by Street location

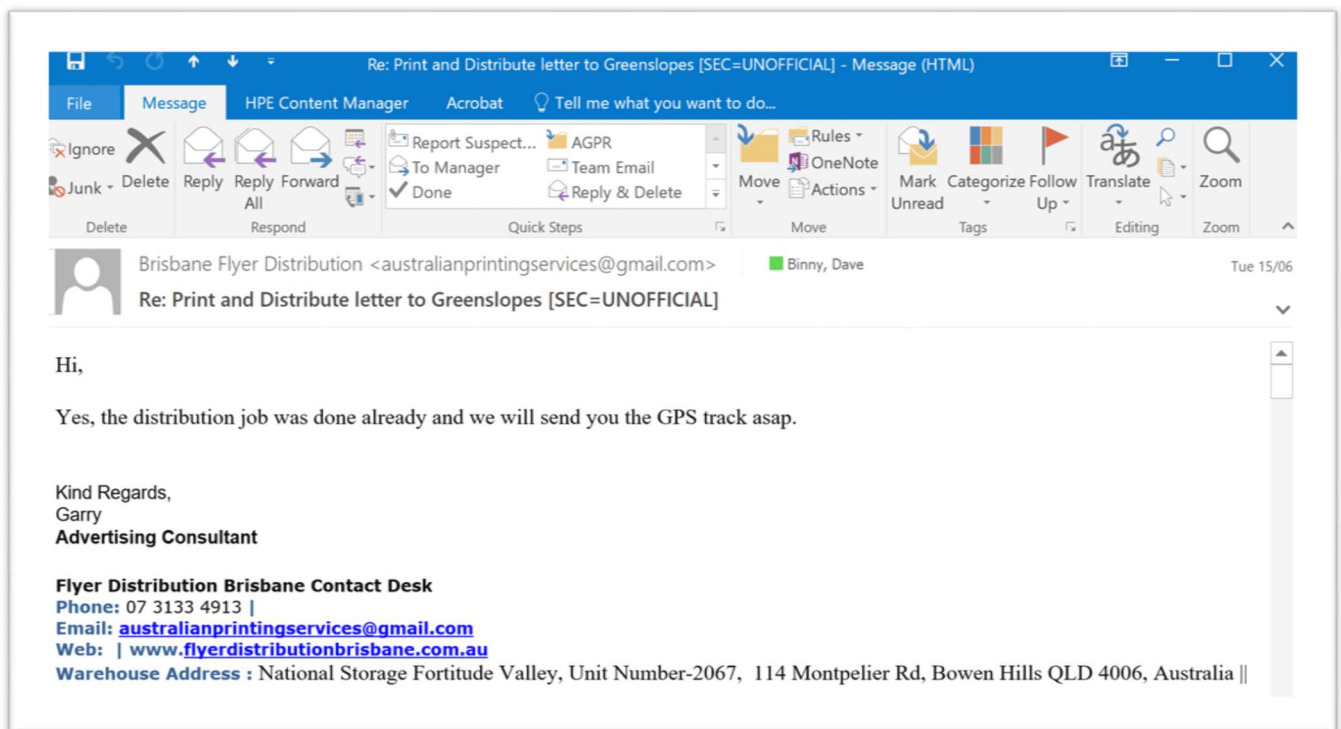
A second alternative was to target residents for consultation based on the layout of streets. This has the benefit of targeting those residents most likely affected by both the current state of the site and the potential disruption while remediation is underway. Focussing on the streets around the site that have residents likely to regularly use the affected streets yields a number of options:

Streets consulted	Approximate Number of Private Residences
Immediate neighbors of the site	10
Headfort St + immediate neighbors	50
Headfort St + Newdegate St between Denman & Nicholson Streets + immediate neighbors	60
Headfort St & south side of Hunter St (green zone on map)	80
Headfort St, Hunter St, Nicholson St, south side of Denman St (orange zone on map)	150





# Appendix H — Delivery Confirmation



Flyer Distribution Brisbane Pty Ltd  
07 3133 4913  
Unit Number-2067, 114 Montpelier Rd  
Bowen Hills , Queensland  
4006  
Australia  
ABN 54 613 454 318

Billed To  
Dave Binny  
Department of Veterans' Affairs  
Queensland  
Australia

Date of Issue  
20/05/2021  
  
Due Date  
20/05/2021

Tax Invoice Number  
FDB2270

Amount Due (AUD)  
**\$1,166.00**

Description	Rate	Qty	Line Total
<b>Printing</b> A4 Double Sided B&W on 150 GSM Gloss Paper	<b>\$0.087</b> +GST	5000	<b>\$435.00</b>

Artwork Received 20/5

<b>Distribution</b> Solo distribution to the suburb of Greenslopes	<b>\$0.125</b> +GST	5000	<b>\$625.00</b>
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Distribution date- Finish by Sunday 30 May.

Greenslopes

Subtotal	1,060.00
GST (10%)	106.00

Total	1,166.00
Amount Paid	0.00

Amount Due (AUD)	<b>\$1,166.00</b>
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#### Terms

Note: Unless otherwise agreed we require 100% payment in advance to commence any job.

Payment Options: Cash, Cheque, Bank Transfer, Visa, Master Card, American Express and Paypal.

American Express incurs a 2% surcharge fees.

Cheques Should be made Payable to 'Flyer Distribution Brisbane Pty Ltd' and posted to Unit 4, 36 Albert





# GPS Tracking of Delivery (supplied by Brisbane Flyer Distribution)

