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**RE: DA2018/1481 - 1 / 0 Veterans Parade NARRABEEN NSW 2101**

This application is partly a result of a long process by the residents of RSL ANZAC Village, through their Residents Representatives Committee, to get RSL LifeCare to have the digital services available to residents upgraded to a level that would provide the same standard of access to the amenity, health and welfare services available to the general community. My wife and I have lived in the Village for 9 years. The landline data service provided by TELSTRA has been barely adequate due, according to TELSTRA, to overloading of Dee Why Exchange and Old Copper. For the Plateau generally, the deterioration of the landline service was alleviated by Data Cable strung on poles. While the Village was spared that eyesore, it also missed out on the amenity of fast digital access. The newest area, The Dardanelles, has an almost unusable landline data service.

A large part of the Village and pockets of the general community outside the Village Boundary, are designated as a Black Spot in the Cellular Network by all Telcos. This means that the service ranges from unavailable to available at sporadic low speed in isolated pockets. All of the Dardanelles and some areas of Beersheeba and Cutler Villages are Black Spot. To make or receive cellular calls or texts or data generally you need to move outside your residence to find a workable signal. The daily reality is that the occupants of 200 odd units are denied the amenity, welfare and health benefits of a reliable data service. Many residents have health issues that are better addressed and controlled by cellular contact with their health providers. The latest heart pacemakers are fitted with a device that reads results from the pacemaker and transmits them to the health service provider. This is not a workable procedure in a Black Spot. A unique feature of this Village is the provision of a 24/7 wireless system to summon help from a registered nurse. Each unit is fitted with a call button in each bathroom, which as needed may be relocated easily to a bedside. Every common use space has strategically located call buttons. Optional mobile pendants and wrist band buttons which give access to the service both in the unit and up to approximately 15 metres from the unit are available. The next generation of this system provides access to the system via a mobile wrist band button anywhere it can connect to a cellular network. It is planned to upgrade the Village System to accommodate this service when the new equipment becomes available later this year or early 2019. The approval of this Application, which clearly meets the all of the recommended safety levels of emissions, and is no more or less an eyesore than the current poles and cables and towers that provide the level of service enjoyed by the rest of the community, is wholeheartedly supported.

Les and Anne Hubble