

# Social Impact Assessment

## Goulburn Poultry Processing Mixed Use Development

Client: Woodlands Ridge Poultry  
SSD: 9143

10 April 2022



Mara Consulting

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## ACKNOWLEDGEMENT OF COUNTRY

*We are in the Country of the Awabakal and Worimi peoples. We recognise their connection to the land and water of this beautiful and vibrant place. We pay our respects to the Traditional Owners of the land on which we work and pay our respects to Elders past, present and emerging.*

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Kelly has more than 10 years' experience in managing and conducting social impact assessments. She has more than 19 years' experience conducting consultation and research for projects.

The authors declare that this SIA report:

- Was completed on 10 April 2022
- has been prepared in accordance with the EIA process under the EP&A Act
- has been prepared in alignment with the DPE's SIA Guideline
- contains all reasonably available project information relevant to the SIA
- as far as Mara Consulting is aware, contains information that is neither false nor misleading.

Tadd Andersen



10 April 2022

Kelly Lofberg



10 April 2022



## TABLE OF CONTENTS

Acknowledgement of County.....	1
Executive summary .....	6
1. Introduction.....	7
2. Project locality and context.....	12
3. Methodology .....	17
4. Impact identification and assessment .....	19
5. Consultation .....	22
6. Social baseline.....	31
7. Impact identification and assessment .....	41
8. Mitigation and enhancement.....	49
9. Conclusion .....	55
10. References.....	56
Appendix A: Social baseline .....	58
Appendix B: Stakeholder mapping.....	70

## LIST OF TABLES

Table 1: SEARs Requirements for Social Impact Assessment .....	11
Table 2: Social impact categories.....	19
Table 3: Defining likelihood levels of social impacts.....	20
Table 4: Characteristics of social impact magnitude.....	20
Table 5: Defining magnitude levels for social impacts .....	20
Table 6: Social impact significance matrix .....	21
Table 7: Consultation communication summary - methods.....	24
Table 9: Consultation feedback summary. ....	27
Table 9: Study areas.....	32
Table 10: Summary of identified impacts .....	51
Table 11: Projected population, 2016-2036.....	58
Table 12: Population by age, 2016 .....	59
Table 13: Health indicators .....	60
Table 14: Educational institution attendance, 2016.....	61
Table 15: Highest levels of education .....	62
Table 16: Travel to work, top responses.....	62
Table 17: Employment.....	63
Table 18: Occupation .....	63
Table 19: Median weekly incomes .....	64
Table 20: Housing types and structure .....	64
Table 21: Household composition.....	65
Table 22: Home ownership and tenure .....	65



Table 23: Mortgage repayments, 2016 .....	65
Table 24: Housing affordability, 2016 .....	66
Table 25: Country of birth, 2016.....	67
Table 26: Core activity need for assistance, 2016 .....	67
Table 17: Aboriginal and / or Torres Strait Islander persons as a percentage of population, 2016.....	67
Table 28: Community strength indicators .....	68
Table 29: Crime statistics summary January 2021 – December 2021 .....	69

## LIST OF FIGURES

Figure 1: Proposed development layout, supplied by KDC.....	9
Figure 2: Site location – Mara Consulting Visual impact assessment.....	13
Figure 3: Study locality with the local area outlined in pink .....	32

## COMMONLY USED ACRONYMS AND TERMS

ACRONYMS/TERMS	DESCRIPTION
ABS	Australian Bureau of Statistics
ASGS	Australian Statistical Geography Standard
ASR	Age-standardised rate
DA	Development application
DPE	NSW Department of Planning and Environment
EIS	Environmental Impact Statement
EP&A Act	Environmental Planning and Assessment Act 1979
EP&A Regulation	Environmental Planning and Assessment Regulation 2000
FTE	Full-time equivalent
IAIA	International Association for Impact Assessment
Ha	Hectares
Km	Kilometres
LEP	Local Environment Plan
LGA	Local Government Area
NSW	New South Wales
SEARs	Secretary's Environmental Assessment Requirements
SEIFA	Social-Economic Indexes for Areas
SIA	Social impact assessment
SIA Guideline	The Department of Planning, Industry and Environment's <i>Social Impact Assessment Guideline for State Significant Development</i> (2021)
SIMP	Social Impact Management Plan
SSC	State Suburb Code
SSD	State Significant Development
UCL	Urban Centre/Locality (ABS ASGS)

## EXECUTIVE SUMMARY

Mara Consulting (Mara) was engaged by KDC on behalf of Woodlands Ridge Poultry Pty Ltd to conduct a Social Impact Assessment (SIA). This report presents an assessment of potential social impacts associated with the proposed redevelopment of the Goulburn Mixed Use Development

If approved, the mixed-use development will include a poultry processing facility with cold storage and associated ancillary infrastructure as well as a childcare centre. The project is considered a State Significant Development (SSD) and an Environmental Impact Statement (EIS) has been prepared.

The SIA includes the methods and results, the initiatives built into the project design to avoid and minimise social impacts, and the additional mitigation and management measures proposed to address any residual impacts not able to be avoided.

The Social Impact Assessment Guideline for State Significant Projects published by the NSW Department of Planning and Environment (July 2021) outlines the requirements for undertaking the SIA component of the EIS. This SIA has been revised in line with the latest SIA Guideline.

This SIA examines the potential impacts, issues raised through the consultation and identifies mitigation and management. In total there were:

- 2 high positive impacts
  - Construction will provide direct and indirect jobs and benefit a range of individuals and businesses
  - The operations of the development will increase opportunities for employment and business
- 1 high negative impact
  - The development will impact on the cultural heritage of the site.
- 7 medium negative impacts, including:
  - Impacts during construction
  - The proposed facility will negatively impact on the aesthetic value and amenity
  - Potential risk to biosecurity and animal welfare
  - Potential risk to water supply.
- 7 low negative impacts.

This SIA concludes that while potential impacts have been raised, with mitigation and management, ongoing residual impacts are manageable. This is discussed in detail in Section Table 10: Summary of identified impacts.

# 1. Introduction

## Overview

Woodlands Ridge Poultry Pty Ltd (WRP) proposes to construct and operate a mixed-use development, including a poultry processing, cold storage and associated ancillary infrastructure, as well as a childcare centre, approximately 1.2 kilometres (km) from the CBD of Goulburn (Figure 1) (the project).

The project is a State Significant Development (SSD) under the under the State Environmental Planning Policy (State and Regional Development) 2011 (SRD SEPP). Therefore, a development application (DA) for the project is required to be submitted under Part 4, Division 4.1 of the NSW Environmental Planning and Assessment Act 1979 (EP&A Act). Part of the approvals process is the preparation of an environmental impact statement (EIS) and this social impact assessment (SIA) report forms part of that document. The SIA includes the methods and results, the initiatives built into the project design to avoid and minimise social impacts, and the additional mitigation and management measures proposed to address any residual impacts not able to be avoided.

## Project overview

The proposed development consists of the construction and use of a range of operations as part of a mixed-use development. The project includes the construction and operation of:

- processing facility building consisting of a truck wash area, poultry processing infrastructure, a plant room, a boiler room, a workshop, a packaging room, amenities, a lunchroom, offices and a laboratory
- overhead conveyor tunnel transporting packaged poultry from the processing building to the cold storage building
- cold storage building and associated infrastructure
- office buildings and amenities
- childcare and community centre to provide 68 childcare spaces for both staff and community use
- truck maintenance facility
- by-product rendering facility for the processing of poultry waste to be sold as pet food and fertilisers
- gatehouse and weigh bridges
- wastewater treatment plant
- internal roads, walkways and landscaped areas
- car parking for 340 spaces.

If approved, the Goulburn mixed use development will be the first of many businesses expected by Goulburn Mulwaree Council to be established in the precinct.



## Construction staging, duration, and hours

Construction will take approximately 24 months from the start of site establishment works to commissioning of the processing facility. It is anticipated that the project will be constructed in two stages, with each stage taking approximately one year to complete.

Stage one includes construction and operation of the cold storage and distribution centre and the meat processing portion of the poultry processing facility along with supporting elements including office, wastewater treatment plant, and associated infrastructure.

Stage two involves the construction of the remainder of the operation including the bird reception and killing portion of the poultry processing facility, expansion of cold storage and distribution centre, by-products facility, live bird shed, truck maintenance facility, and childcare centre (refer to Figure 1).

### Construction workforce

It is anticipated the construction phase will require a small number of people at the beginning, progressively increasing to a peak of about 100 people. This will decline quickly as construction is completed.

## Operations

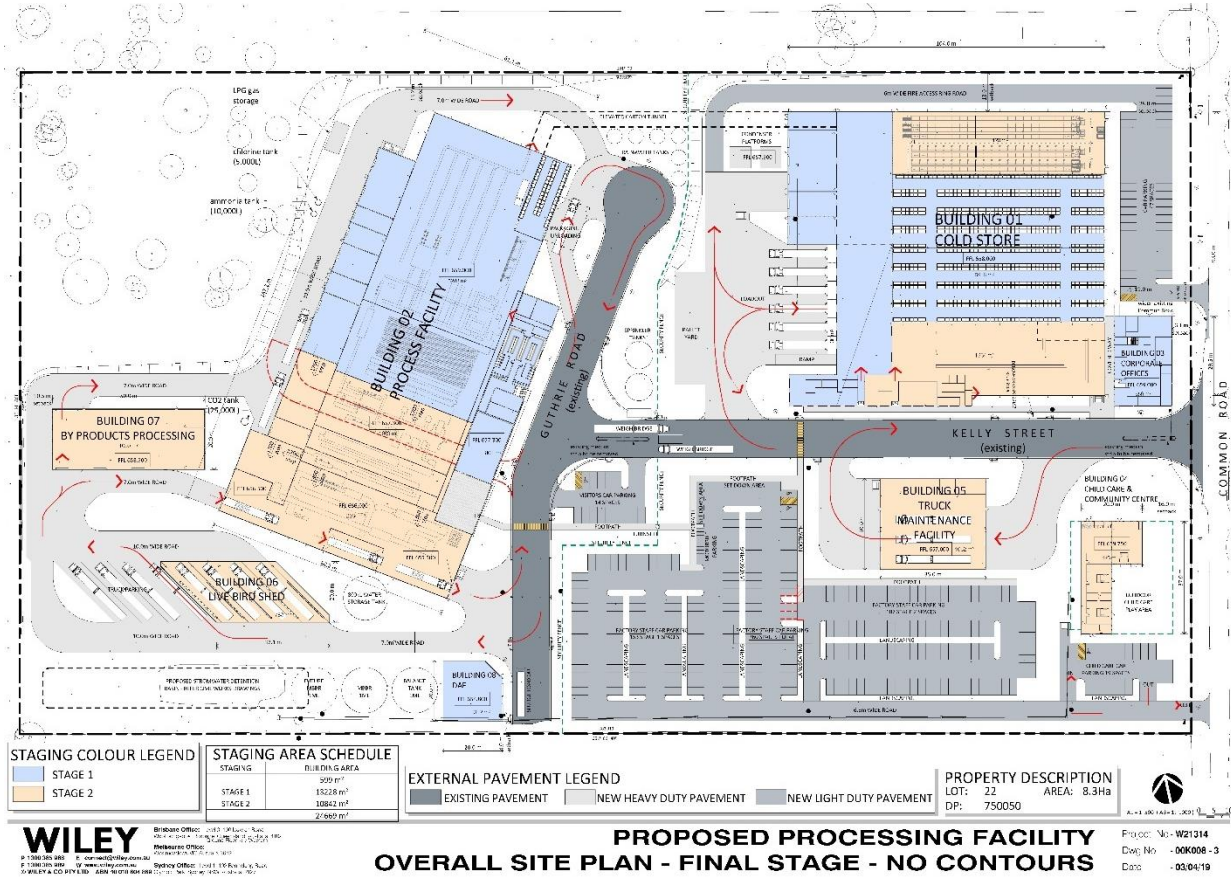
The facility will ultimately operate 24 hours per day, seven days per week, processing an average of 1,000,000 birds per week. Initially it will operate at lower production levels until full production is achieved.

### Operational workforce

At peak operation, the development will employ 264 people. Employees will be working over two shifts of 132 employees per shift at the facility.

The personnel includes a mix of floor workers, management, cleaning, and maintenance staff. There will also be educators/carers at the childcare facility, and mechanics at the truck maintenance facility.

Figure 1: Proposed development layout, supplied by KDC.



## 1.2 Informing the SIA

The SIA examines a wide range of social factors and analysis of relevant data such as demographics and economic indicators. The SIA applies both quantitative and qualitative measures to achieve a realistic examination of how and why the project may bring positive, negative, or neutral impacts to the communities in the area of social influence for the project.

Documents including the Tablelands Regional Community Strategic Plan 2016 – 2036<sup>1</sup>, Employment Land Strategy - Goulburn Mulwaree<sup>2</sup>, and the Department of Planning's regional strategic planning statements - South East and Tablelands Regional Plan<sup>3</sup> identify the study area as a priority economic and job incubator hub.

The local community will experience the project in two, quite different, stages – the construction stage and the operational stage. It is important the report reflects these two stages as construction is relatively short-term and localised, compared to the operation of the facility.

The economic and employment benefits for the Goulburn community will be a positive social factor. The economic benefits of these employment opportunities have been estimated in the economic impact assessment (EIA) (refer to Section 7.4 – Economic Impact of the EIS).

Consultation was part of the preparation of the EIS. Feedback was gathered from a range of stakeholders, including potentially impacted neighbours. The intention of the proponent is to develop a positive long-term relationship with the community, including opportunities for local procurement.

## 1.3 Assessment guidelines and requirements

This SIA has been prepared in accordance with the Secretary's Environmental Assessment Requirements (SEARs) for the project, issued on 25 July 2018 by the NSW Department of Planning and Environment (DPE). It identifies potential impacts and opportunities resulting from the proposed development. The SEARs identify matters which must be addressed in the EIS.

Revised SEARs were issued for the project on 7 March 2019 in response to KDC's request for a revision to the project after feedback from stakeholders. A copy of the revised SEARs is attached to the EIS as Appendix O – Secretary's Environmental Assessment Requirements, while Table 1 lists the individual requirements relevant to this SIA and where they are addressed in this report. Additionally, potential mitigation and management measures are included in Section 6.

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<sup>1</sup> Cardno, The Tablelands Regional Community Strategic Plan 2016 – 2036, Goulburn Mulwaree Council, 2016, <[https://www.goulburn.nsw.gov.au/site/files/ul/data\\_text12/4086772.pdf](https://www.goulburn.nsw.gov.au/site/files/ul/data_text12/4086772.pdf)>, viewed 5 February 2019.

<sup>2</sup> HillPDA Consulting, Goulburn Mulwaree Employment Land Strategy, Goulburn Mulwaree Council, 2016, <[https://www.goulburn.nsw.gov.au/site/files/ul/data\\_text12/4824722.pdf](https://www.goulburn.nsw.gov.au/site/files/ul/data_text12/4824722.pdf)>, viewed 5 February 2019

<sup>3</sup> Department of Planning and Environment 2017, South East and Tablelands Regional Plan, NSW Government, <<https://www.planning.nsw.gov.au/-/media/Files/DPE/Plans-and-policies/south-east-and-tableland-regional-plan-2017-07.pdf>>, viewed 1 March 2019.

*Table 1: SEARs Requirements for Social Impact Assessment*

SEARs Requirement	Section of report where addressed
Identifies and analyses the potential social impacts of the development from the point of view of the affected community and other relevant stakeholders.	Section 5 and 7
Considers how the affected community and other relevant stakeholder can expect to experience the project.	Section 5 and 7
Considers how potential environmental impacts (such as traffic, odour and noise) may affect people's way of life, community, access, health, surroundings and livelihoods.	Section 5 and 7
Includes mitigation measures for likely negative impacts, and enhancement measures for likely positive impacts.	Section 8
Details how social impacts will be monitored and managed over time.	Section 8
An analysis of any potential economic impacts of the development, including discussion of any potential economic benefits to the community.	Chapter 7.4 of EIS

## 2. Project locality and context

This section of the report sets out the geographical and policy context for the Project.

### 2.1 Location

The development site is located at 52 Sinclair Street, Goulburn NSW 2580 and is legally described as Lot 22 in DP 750050. The total area of the site is approximately 82,606m<sup>2</sup>.

The site is located in the Goulburn Mulwaree LGA, within the southern and eastern locality Goulburn South-East, and zoned B6 Enterprise Corridor, RU6 Transition and E3 Environmental Management under the Goulburn Mulwaree Local Environmental Plan (LEP) 2009.

The site is primarily flat, with the exception of the northwest corner which slopes upward to the adjoining property. To the west is an operating quarry (Rocky Hill Sand and Soil) and to the east the Goulburn Mulwaree Council waste and resource recovery centre. North of the site are residential structures and the commercial enterprises along Sydney Road. The nearest residential receiver is located approximately 60m northeast from the site with a further five residences within 200m to the south and west of the site.

The site is located approximately 1.2 km southeast of the Goulburn City Centre. Access to the site is via Common Street, 400m south of Sydney Road which provides a convenient linkage to Goulburn City Centre and the Hume Highway (see Figure 2). The site is located in Goulburn, on the southern side of the Sydney Road. Site is shown in red.

There are five residential properties within 200m of the proposed site location. Additionally, within the 200m radius there are industrial properties including the Goulburn Resource Recovery Centre, an electrical and plumbing trades supplier and waste facility. There are several hotels and accommodation facilities between 200m and 400m from the site. The central business area of Goulburn is more than 1km from the site.



Figure 2: Site location – Mara Consulting Visual impact assessment



## Policy framework

The social impact assessment considers several strategic planning documents. The following review summarises key relevant state and local policy and strategic documents to illustrate the current policy context and the preferred direction for future use and development in the area.

### State policy and guidelines

#### South East and Tablelands Regional Plan 2036

The South East and Tablelands Regional Plan 2036, is a key document, prepared by the NSW Government in 2017 which provides a 20-year blueprint to guide planning and land use decisions for the nine local government areas in the region, Goulburn-Mulwaree LGA being one of them.

The NSW Government's vision for the South East and Tablelands is a borderless region in Australia's most geographically diverse natural environment with the nation's capital at its heart. Creating a borderless region will allow residents from both NSW and the ACT better access to important services and infrastructure and the NSW Government has identified Goulburn Enterprise Corridors offer well located opportunities. To achieve this vision, economy and employment is key.

Once operational, the project has the potential to unlock market interest in the locality, attract autonomous investment and other related business thereby having the potential to create business and employment opportunities to the area, thus helping the NSW Government to meet its policy objectives. One of the focus areas of the plan specifically relates to the economy as a priority for the region. This includes the following main ideas:

- Capitalise on the region's close proximity to Western Sydney, Canberra and its position as a convenient hub to South East Australia to attract industry and investment.
- Continue to develop Goulburn as an inland transport hub to connect the region to local and global markets.
- Build capacity and self-sufficiency to create a resilient community.<sup>4</sup>

### Local policy

The project is located in the Goulburn Mulwaree LGA. Council and the communities it represents are key stakeholders for the project. The plans and strategies supported by local government are representative of local communities and identify strategies and opportunities to further improve the liveability and resilience of these communities. Furthermore, they are based on extensive community engagement and provide insights into the priorities and issues important to the community.

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<sup>4</sup> Department of Planning and Environment, South East and Tablelands Regional Plan 2036, 2017, <https://www.planning.nsw.gov.au/-/media/Files/DPE/Plans-and-policies/south-east-and-tableland-regional-plan-2017-07.pdf>, viewed 4 March 2022

## Local Environmental Plan

The *Goulburn Mulwaree Local Environmental Plan (LEP)* was adopted in 2019. The LEP aims to make local environmental planning provisions for land in the area. The site is situated within the North East Goulburn Corridor Precinct and is one of the three Enterprise corridor zones mapped by the Goulburn Mulwaree LEP 2009. The objectives of zone are to:

- To provide a wide range of industrial and warehouse land uses.
- To encourage employment opportunities.
- To minimise any adverse effect of industry on other land uses.
- To support and protect industrial land for industrial uses.

## Employment Land Strategy

The Employment Land Strategy 2016 outlines the Council's strategic policy areas to support employment lands in the LGA. The aim is to understand future availability and demand of employment lands, while unlocking economic development to attract future industries and employers. The Goulburn Mulwaree LGA has sufficient capacity within its existing employment lands to meet future demand. Additionally, it is relatively affordable. These are positive factors for attracting new business to the area. The strategy outlines the area bounded by Sinclair, Chiswick and Common Streets and the Waste Management Facility to the east should be rezoned to IN1 General Industrial. This is known as the North East Goulburn Enterprise Precinct. The North East Goulburn Precinct is comprised of a mix of accommodation, general industry, small business, and warehousing. The strategy also notes that Common Street is largely vacant and underutilised land and is best described as comprising a mix of existing uses including rural residential lots, considerably lower population density (1.09 persons per hectare), hardware, building and garden supplies retailing and warehousing and storage services.

The North Common Street Enterprise Corridor Sub-Precinct is one of four sub-precincts identified for intensification. This sub-precinct has a wide variety of land uses including historic industrial activities now utilised for non-enterprise uses, private storage sheds, scrap metal yards and a residential aged care facility in the north-west. In order to support the growth of the precinct, the Strategy recommends rezoning the following:

- the area bounded by Sinclair, Chiswick and Common Streets and the waste management facility to the east should be rezoned to IN1 General Industrial
- the area bounded by Hetherington, Chiswick and Long Streets and the B6 Enterprise Corridor zone to the north should be rezoned to RU2 Rural Landscape
- the area bounded by Long Street, Sydney Road and the B6 Enterprise Corridor to the east should be rezoned to R1 General Residential<sup>5</sup>.

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<sup>5</sup> HillPDA Consulting, Goulburn Mulwaree Employment Land Strategy, Goulburn Mulwaree Council, 2016, <[https://www.goulburn.nsw.gov.au/site/files/ul/data\\_text12/4824722.pdf](https://www.goulburn.nsw.gov.au/site/files/ul/data_text12/4824722.pdf)>, viewed 5 February 2019



## Local area values, concerns, and issues

The Southern Tablelands Regional Community Strategic Plan articulates, on behalf of the community, the core values for the Goulburn-Mulwaree LGA. This includes:

- diversity of community sizes (centres, villages, hubs)
- built / natural heritage
- central location (accessible around NSW e.g. Sydney, Canberra, Coast, Snow)
- social cohesion (social and community driven organisations are critical to the Goulburn community)
- flagship industries (agriculture and tourism)
- sustainability (acutely aware of sustainability issue<sup>6</sup>).

Cardno were engaged by Goulburn Mulwaree Council to undertake community consultation for the Southern Tablelands Regional Community Strategic Plan. Specifically, to peer review Council's Community Strategic Plans, the development of a Regional Community Strategic Plan, the preparation of a community engagement strategy and the facilitation of community engagement workshops in three council LGAs (Goulburn Mulwaree Council, Upper Lachlan Shire Council, and Yass Valley Council).

The following concerns, issues, and challenges were discussed for the LGA of Goulburn Mulwaree relevant to the proposed development:

- inappropriate planning and development decisions
- Council needs to support development to some extent while protecting or prioritising the rural lifestyle
- there was too much of an anti-progress or anti-development sentiment that was holding the LGA back from growing
- need for, and lack of, appropriate economic development, while what is deemed appropriate varied somewhat, with a key concern relating to the availability and range of employment opportunities into the future
- concerns about retaining youth in the area
- concerns about the ageing population and related needs.

The alignment of the proposed development with the community's aspirations for the region will depend on the perceived balance of positive and negative impacts for the community.

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<sup>6</sup> Cardno, Community Engagement Outcomes, Southern Tablelands Regional Community Strategic Plan, Goulburn Mulwaree Council, 2017, <[https://www.goulburn.nsw.gov.au/site/files/ul/data\\_text01/4086772.pdf](https://www.goulburn.nsw.gov.au/site/files/ul/data_text01/4086772.pdf)>, viewed 5 February 2019.

### 3. Methodology

This section provides a methodology for the SIA and has been adapted from Social impact assessment guideline for State Significant Mining, Petroleum Production and Extractive Industry Development (DPE 2017), and the SIA standards established by the International Association for Impact Assessment. The 2022 revision to this report has been based on the The Department of Planning, Industry and Environment's *Social Impact Assessment Guideline for State Significant Development* (2021). The general approach used for the preparation of this SIA is listed below.

#### Project setting and context

The study area for the SIA includes Goulburn Mulwaree LGA, Goulburn South East locality, and the North East Goulburn Corridor Precinct.

The study area was informed by the stakeholders most likely to be affected by the project. The local community (including immediate neighbours, businesses and visitors) as well as the stakeholder groups from the LGA have been included.

The project context sets out the preliminary information available about the project to determine the potential impacts. The approach included a review of available information, understanding the area of influence, potential impacts on stakeholders and local and state policies that may influence the project or should otherwise be taken into consideration.

#### Social baseline

The social baseline sets the current environment of the community within the social locality prior to the project being introduced. It uses publicly available data to create a community profile for which the impact identification and assessment can be completed.

The social baseline study was prepared using:

- existing demographic, health, housing, and socio-economic data from the ABS, government agencies, and local government
- published literature and social research
- government policies and plans
- documents relating to similar projects.

The social baseline provides the benchmark against which potential social impacts have been identified and assessed and informs subsequent stages.



## Consultation

- Review of stakeholder engagement and community consultation undertaken (refer to section 7.3 – Community Consultation in the EIS)
- assess potential impacts
- identify and assess the significance of the social impacts of the project on through construction and operation stages of the project.

## Management and mitigation

- Identify management and mitigation measures to reduce potential negative impacts and enhance positive impacts to the community resulting from the project.

## 4. Impact identification and assessment

The impact identification was determined as a result of the previous steps including review of technical studies, feedback provided during the consultation process and from the social baseline. This included:

- environmental constraints – review of specialist studies and similar projects in the area to identify potential impacts
- existing social environment – demographic and social analysis from the baseline study
- data analysis and consultation findings –to identify potential impacts and benefits
- local plans and policies –to understand local priorities and values.

The assessment of social impacts was conducted using the SIA Guidelines, which uses categories to identify social impacts. The categories are listed below.

*Table 2: Social impact categories*

IMPACT CATEGORIES	DESCRIPTION
<b>Way of life</b>	How people live, get around, work, play, and interact
<b>Community</b>	Its composition, cohesion, character, how it operates and sense of place. Access and use infrastructure, services, and facilities, whether provided by a public, private or not-for-profit organisation.
<b>Culture</b>	Both Aboriginal and non-Aboriginal, shared beliefs, customs, values and stories, and connections to Country, land, waterways, places, and buildings.
<b>Health and Wellbeing</b>	Physical and mental health especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, and changes to public health overall.
<b>Surroundings</b>	Ecosystem services such as shade, pollution control, and erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity.
<b>Livelihoods</b>	people's capacity to sustain themselves through employment or business, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits.
<b>Decision-making systems</b>	Particularly whether people experience procedural fairness, can make informed decisions, can meaningfully influence decisions, and can access complaint, remedy, and grievance mechanisms.

## Social impact tables

The following tables are sourced from the DPE SIA Guideline Technical Supplement (2021) and used to evaluate the likely impacts (positive and negative) of the project.

Table 3: Defining likelihood levels of social impacts

Likelihood Level	Meaning
<b>Almost certain</b>	Definite or definitely expected (e.g., has happened on similar projects)
<b>Likely</b>	High probability
<b>Possible</b>	Medium probability
<b>Unlikely</b>	Low probability
<b>Very unlikely</b>	Improbable or remote possibility

Table 4: Characteristics of social impact magnitude

		Meaning
Magnitude	<b>Extent</b>	Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any potential vulnerable people? Which location(s) and people are affected? (e.g., near neighbours, local, regional).
	<b>Duration</b>	When is the social impact expected to occur? Will it be time-limited (e.g., over particular project phases) or permanent?
	<b>Severity or scale</b>	What is the likely scale or degree of change? (e.g., mild, moderate, severe)
	<b>Sensitivity or importance</b>	How sensitive/vulnerable (or how adaptable/resilient) are affected people to the impact, or (for positive impacts) how important is it to them? This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change.
	<b>Level of concern / interest</b>	How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or intensity.

Table 5: Defining magnitude levels for social impacts

Magnitude Level	Meaning and Examples
<b>Transformational</b>	Substantial change experienced in community wellbeing, livelihood, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20% of a community.
<b>Major</b>	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
<b>Moderate</b>	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
<b>Minor</b>	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
<b>Minimal</b>	Little noticeable change experienced by people in the locality.

Table 6: Social impact significance matrix

		Magnitude Level				
Likelihood level		Minimal	Minor	Moderate	Major	Transformational
<b>A</b>	Almost certain	Low	Medium	High	Very High	Very High
<b>B</b>	Likely	Low	Medium	High	High	Very High
<b>C</b>	Possible	Low	Medium	Medium	High	High
<b>D</b>	Unlikely	Low	Low	Medium	Medium	High
<b>E</b>	Very unlikely	Low	Low	Low	Medium	Medium

## Impact management and monitoring

After identifying potential social impacts and their risks, a mitigation and management framework is developed to manage each risk. The framework identifies:

- impact mitigation measures for construction and operations
- measures to maximise the potential benefits from the project during construction and operations
- partnership opportunities.

## 5. Consultation

This section of the report summaries communication and consultation activities undertaken in relation to the redevelopment proposal. It includes key issues and opportunities raised by the local community, stakeholders, and public authorities and how they are addressed in the EIS.

Consultation has provided opportunity for stakeholders and members of the community to learn about the project and for the proponent to capture and respond to the matters being raised.

The consultation program was designed to meet the requirements of the SEARs, specifically:

- the approach to stakeholder consultation was to ensure that potentially impacted individuals and groups have the opportunity to have input and provide feedback on the proposed development
- activities were designed to ensure that accurate information was provided to stakeholders in a timely fashion, responding to enquiries and answering questions.

### Stakeholder identification and analysis

A stakeholder is anyone who has an interest in or affected by the proposed development or ongoing operations or anyone who can affect the operation of the facility.

The table below lists stakeholders relevant to this social impact assessment. A desktop review was undertaken to identify groups and individuals (stakeholder mapping) within the social locality.

Key stakeholders for the Woodlands Ridge Poultry Mixed Use Development include (but not limited to):

- Directly impacted residents/landowners
- Utilities near the project
- Businesses such as childcare centres/providers and accommodation providers
- Emergency Services
- Local government
- Community groups and special interest groups
- Local Aboriginal Land Councils and Aboriginal stakeholders
- Local government – Elected representatives
- NSW Government – Agencies and Departments
- NSW government – Elected representatives
- Broader community.

Further detail about stakeholders is included in the Community and Stakeholder Engagement Strategy of the EIS.

## Stakeholder engagement

The social impact assessment has been prepared based on engagement conducted in January to March 2019 and November 2019. The community and stakeholders were asked to provide feedback on the proposal.

Table 7 provides a summary of methods of communication and engagement with stakeholders. Consultation undertaken during the preparation of the EIS included:

### January - March 2019

Community and stakeholder feedback was invited on the proposed development between 7 January and 30 March 2019. A range of activities were used to engage the community including:

- letterbox drop and direct mail to 150 residents and businesses in the proposal area providing information about the proposal and inviting feedback
- advertising in the Goulburn Post promoting the feedback period and community information sessions
- two community information drop-in sessions at the Goulburn Soldiers Club on Monday 4 and Tuesday 5 March where community members could view the proposal and speak with members of the project team
- dedicated project email address for community enquiries and submissions
- telephone calls to local businesses inviting them to view and provide feedback on the proposal
- meetings with key stakeholders specified in the SEARs including Goulburn Mulwaree City Council, NSW Environment and Protection Authority, Office of Environment and Heritage. Meetings were held at Goulburn Mulwaree Council on 9 February 2018 and 20 February 2019.

### November 2019

Based on feedback during the public exhibition process for the SSD, further consultation occurred in November 2019 and included a survey, letters to residents and businesses, emails to childcare centres and telephone calls.

Methods used included a letter sent to residents and businesses with details about an online survey, telephone calls and emails. Issues raised predominantly mirrored those raised in the first round of consultation, namely noise, traffic and odour. Concerns were raised about water use by the development. This was not a concern raised in the initial consultation, however, media coverage about the project may have influenced the feedback received.

A community survey and a survey of childcare centres was undertaken to determine potential impacts and how people might experience them. A total of 14 community members completed the survey and four owners/managers of childcare centres undertook that survey.



Table 7: Consultation communication summary - methods

Stakeholder	Letterbox drop	Meeting	Drop in session	Presentation	Email	Phone call	Survey	Letter
Adjoining property owners	✓		✓		✓		✓	✓
Local residents	✓		✓				✓	✓
Local businesses (Sydney Road, Common Street, Hetherington Street, Long Street, Sinclair Street, Day Street, Lawford Lane, and Cundwell Street)	✓		✓		✓	✓		✓
Child care centres					✓		✓	
Real estate agents					✓	✓	✓	
Goulburn Mulwaree Council	✓	✓	✓	✓	✓	✓		✓
Department of Planning and Environment		✓			✓			
Office of Environment and Heritage		✓			✓			✓
Environment Protection Authority					✓			
Department of Primary Industries		✓		✓	✓			✓
Regional Development Australia, Southern Inland				✓	✓			
Roads and Maritime Services				✓	✓			✓
Geological Survey of NSW – Division of Resources and Geoscience				✓	✓			✓
Department of Health					✓			✓
NSW Rural Fire Service					✓			✓
NSW Resources and Geoscience					✓			✓

Stakeholder	Letterbox drop	Meeting	Drop in session	Presentation	Email	Phone call	Survey	Letter
WaterNSW					✓			✓
Southern NSW Local Health District					✓			✓
Essential Energy					✓			✓
TOTAL NUMBER	150	2	2	2	62	27	18	83

## Summary of consultation

### Community information sessions

Two drop-in sessions were held at the Goulburn Soldiers Club on Monday 4 March and Tuesday 5 March. The below stakeholders attended the drop-in sessions.

The drop-in session was structured to generate conversation to gain an understanding of what stakeholders feel about the proposed facility. It was important that everyone who attended had the ability to have their opinion heard and included in the discussion. All attendees at the drop-in sessions were asked to share their thoughts about the proposed facility. The majority of stakeholders and community members gave positive feedback about the proposed facility.

This community feedback obtained at the drop-in sessions indicated that participants were supportive of the proposal, in particular the business and employment opportunities for the region. Concerns were raised regarding the potential impacts from traffic and odour; however, attendees were satisfied with responses provided to these queries.

### Survey

A survey was open to the community between 18 November and 2 December 2019. A total of 14 responses were received during this time. Survey responses identified the following:

- 65 % identified as local residents and 35% business owner or employee. All were aware of the project
- 29% said there would be positive impacts, 36% said negative impacts, 36% said both positive and negative
- The positive impacts generally relate to the anticipated growth in employment in the area that could lead to flow on positive impacts for the wider community
- Negative impacts related to increased traffic, odour and the levels of water use that will be required by the development

- Respondents value the location; small town community feel of the area and a sense of growth which provides employment and educational opportunities.
- Respondents expressed concern at the perceived limited educational and employment options, lack of public transport and contraction of retail options.
- Survey participants (both community and childcare respondents) were asked to indicate how strongly they support the proposed development overall. The results were highly polarised with 43 per cent of participants strongly opposing the proposal with the same proportion strongly supporting it. Three out of the childcare survey participants answered the question in that survey. Of these, two strongly opposed the proposal and one neither supported nor opposed it.

### Survey – childcare

A survey was open to approximately 21 local childcare providers between 18 November and 2 December 2019. Phone calls, letters and emails were sent promoting the survey. A total of 4 responses were received during this time. Survey responses identified the following:

- 3 were aware of the development
- Respondents either strongly opposed (67%) or were neither supportive or against the proposal (33%)
- Respondents thought the proposal would have a negative impact on their childcare centre
- Open ended comments indicated there is a current (2019) balanced to oversupplied demand ratio
- Respondents indicating that, on balance provision of community services were adequate. Of the four people who completed the childcare survey, all indicated that the provision of childcare centres was 'extremely adequate'. And that provision of the other types of services was between 'somewhat' and 'moderately adequate'
- There was sentiment that jobs in the area are required, however not childcare.

## Issues raised through consultation

During the initial consultation period responses were received from nine people with twenty-one issues raised. The below table provides a summary of the feedback received during the consultation.

*Table 8: Consultation feedback summary.*

Subject	Issue	Response
Traffic	How will traffic be slowed before the intersection of Sydney Road and Common Street?	Turn lanes from Sydney Road turning into Common Street are approximately 75m long sufficient for vehicles to slow down to an appropriate speed.  Note: stakeholder raised specific concerns about exiting traffic issues not related to this project. These will be forward to Council for consideration.
	What will the traffic be at peak times?	During peak operation, there will be approximately 230 to 240 vehicles per hour two-way during weekday morning and afternoon peak hours. The existing road network is considered to be adequate to accommodate the increase in traffic movements. Refer Section 6.5 of the EIS.
	How will compression braking be managed on Sydney Road.	New drivers will be inducted which includes approved vehicle routes and procedures if they are delivering to the site. This will include procedures to reduce noise including limiting noisy breaking at night.  Note: stakeholder raised specific concerns about exiting traffic issues not related to this project, requiring changes to speed limits. These will be forward to Council for consideration.
	Will there be a traffic management plan?	Yes. A traffic management plan will be implemented prior to the commencement of operation of the facility.
	Will the intersection will be able to manage the increase in traffic?	Traffic Impact Assessment has indicated that the existing Sydney Road and Common Street will be able to manage the increase in traffic.  Refer Section 6.5 of the EIS.
	Will there be an upgrade to the intersection of Sydney Road and Common Street?	This is outside the scope of this project. Comments will be forwarded to Goulburn Mulwaree Council for consideration.
	The bypass was introduced to keep large trucks going through the town of Goulburn. How many trucks will be going through town?	Only trucks which are to travel southbound on the Hume Highway from the site. This will be approximately 37-38 truck movements along heavy vehicle rated route through town. Southbound traffic will travel via Common Street, Sydney Road, Union Street, Reynolds Street, Grafton Street, Sloane

Subject	Issue	Response
		Street, and Garroorigang Road Traffic Impact Assessment has indicated the existing network will accommodate the vehicle movements.
	How much will traffic increase?	Traffic modelling indicates that at peak operation, approximately 1500 two-way vehicle trips per day will be generated by the site with heavy vehicles accounting for approximately 10 per cent. This will result in approximately 230 to 240 vehicles per hour two-way during weekday morning and afternoon peak hours. The existing road network is considered to be adequate to accommodate the increase in traffic movements. See Traffic Assessment EIS Chapter 6.5.
Odour	Will there be any odour?	The facility has been designed to mitigate potential odour impact on the surrounding community. The facility is designed with most of the operation contained within heavily engineered buildings to reduce potential odour. The proposed development will comply with all relevant standards and guidelines and subject to strict environmental protections.
Noise	How much noise will there be during operation?	Predicted noise generated by the proposed development has been modelled and found to comply with relevant standards. Additionally, the facility has been designed to ensure noise generating operations are enclosed within buildings to effectively manage of noise.  Noise is likely to be generated from vehicles movements. To manage this, noise walls are proposed to be installed along the car park and truck parking areas. According to the noise assessment (see Chapter 6.1 of the EIS), one property may be impacted by noise. Mitigation methods can be addressed with the individual property owner.
	As the basin becomes an amphitheatre. How will noise be monitored?	Predicted noise generated by the proposed development has been modelled and found to comply with relevant standards. Noise monitoring will likely be a requirement of approval. The facility will need to comply with any conditions of approval. Noise impacts are projected to be below the relevant criteria. Businesses along Sydney Road are not expected to be impacted by noise.
Water	Where do you get water from?  (Raised in Jan-Mar 2019 consultation)	As the facility is a food processing plant, all water used in the process must be obtained from the mains water system. Rainwater will be collected and stored in a series of tanks for landscaping. A detention basin will be created to treat water prior to discharge from the site.

Subject	Issue	Response
	What will happen to water next to the property in flood times?	Council records note the site is not located in flood prone land. Stormwater is discharged to channels directing to a creek line. This is in line with existing arrangement for the subdivision.
	Draw on mains water will impact on water security for community (Raised Nov 2019 consultation)	KDC to provide a response.
Waste	What do you do with waste?	<p>94 per cent of waste is to be used as product. Where ever possible, waste is minimised, reused or recycled. Due to the high quality of the waste from processing, a proportion may be used as pet food.</p> <p>All other waste is directed to the by-product processing facility where it is turned into fertiliser or meal.</p> <p>Some components such as feathers may be purchased directly as a product Geographically,</p>
Operation	Will the facility run 24/7?	At peak operation the facility will operate 24 hours and seven days per week.
Location	Why was this site chosen for the facility?	<p>The area is a priority area for Council identified in a number of strategies to encourage investment and jobs growth. The land is part of an Enterprise Corridor as part of the North East Goulburn Enterprise Corridor Precinct.</p> <p>The aim of this area is to attract employment generating development compatible with the adjacent recycling and the landfill facilities.</p> <p>Geographically, Goulburn is close to major transport routes (road, rail and air), existing breeders (poultry farms) and suppliers. Goulbourn Mulwaree Council has identified the site as a priority area in the employment land strategy, to encourage business investment and job creation.</p>
Economy	How many jobs will be created by the facility?	Approximately 264 jobs will be directly created from the facility.
Other	Will the property next door be used to extend the facility?	No plans to incorporate surrounding land to extend the development. Existing roads on the site were a result of a previous subdivision by another party, which was not completed. It is not part of the scope of this project.
	Can a neighbouring property have assistance to rezone their property?	Comment noted. Rezoning is a matter to be taken up with Council Strategic Planning staff.

Subject	Issue	Response
	Will the facility devalue the neighbouring properties?	With consideration to the current B6 Enterprise Corridor zoning it is not expected to devalue the land, rather it is considered it will enable enterprise development in the area which may draw further investment in the area.
	Are there opportunities for businesses to be preferred suppliers?	Business arrangements such as preferred suppliers have not been considered at this early stage. However, businesses are encouraged to participate in any opportunities that may come from the development.  Note: the proponent made an undertaking to keep in contact with local businesses.
Support for project	Stakeholders attending the drop in sessions indicated they supported the facility, particularly the business opportunities and jobs for the region.	Noted

## 6. Social baseline

A social baseline study is a requirement of the New South Wales (NSW) Department of Planning, Industry, and Environment's (DPIE 2021) Social Impact Assessment Guideline, 2021. The baseline study describes the existing population and social conditions of potentially affected communities within the social impact assessment (SIA) area of social influence which form the benchmark against which the social impacts are assessed.

The Guideline states that a social baseline is crucial to understand the relevant pre-existing social pressures (DPIE 2020). A social baseline analysis provides a background into the existing environment, associated cultural and social values of the study area and Goulburn Mulwaree LGA. It also provides a benchmark against which direct, indirect, and cumulative impacts can be analysed and change can be measured.

Any direct or indirect effects upon socio-economic or land use conditions were identified and defined with reference to:

- land use and property
- way of life (how people live, work, play, and interact)
- community (including cohesion and sense of place)
- environment (including amenity, aesthetics, and access)
- economy (including effects on businesses and economic opportunity)
- well-being and health (physical and mental).

The overall significance of each impact was assessed based on extent, duration, severity and level of community concern or support. The level of pre-mitigated significance of each identified impact is assigned as being low, medium, high or very high through application of the impact assessment methodology matrix (Table 10).

### Social locality (Study area)

The area of social influence of the project is limited to the communities of Goulburn in the Goulburn Mulwaree LGA. This area of social influence was based on an assessment of the communities likely to be impacted by the proposal and of the geographic proximity of residents and businesses to the site.

The project is located within the state suburb code (SSC) of Goulburn and may directly impact landowners, residents, and businesses within the vicinity of the project site. Even though the project is contained within a defined area, impacts (direct and indirect) may be farther reaching. This SIA therefore considers two scales of study areas: a local study area and a regional study area.

The local study area is defined as the area covered by the Goulburn SSC. This is the area most likely face impacts to local social infrastructure and services, local workforce, local business, local housing and accommodation, and community health and wellbeing.

Broader impacts due to use of infrastructure, supply chains, haulage routes, transportation of materials and equipment and workforce may affect a larger regional area. These factors require the area of social

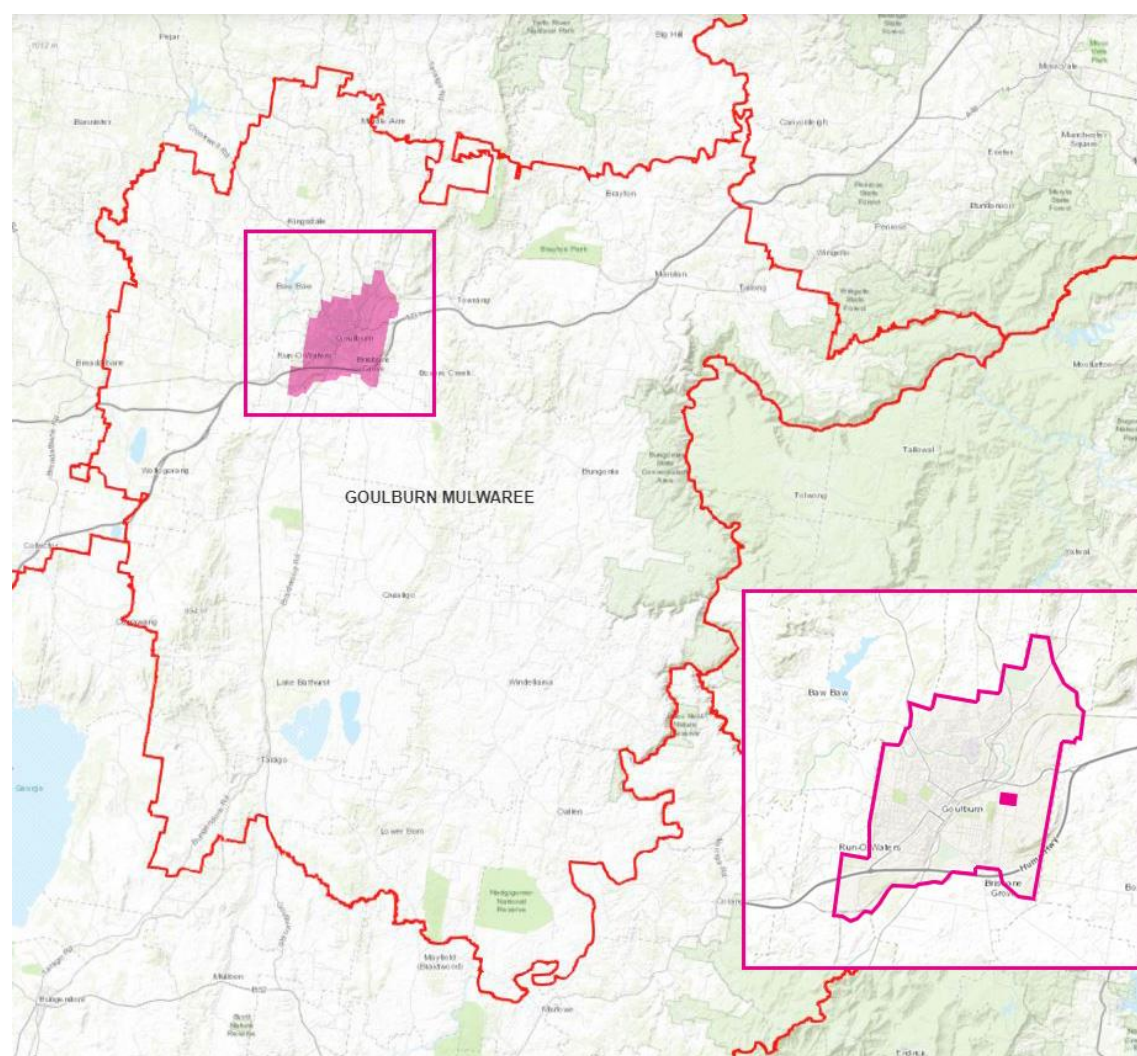


influence to include extend to include the Goulburn Mulwaree LGA. The regional study area is thus extended to include the Goulburn Mulwaree LGA. These areas have been mapped to the Australian Bureau of Statistics (ABS) categories used for data collection. The study areas are identified in Table 9.

Table 9: Study areas

Study Area	Geographic area	ABS data category	Referred to as:
Local study area	Goulburn	SSC	Local area
Regional study area	Goulburn Mulwaree LGA	LGA	Regional area
State of New South Wales	NSW state	NSW STE	NSW

Figure 3: Study locality with the local area outlined in pink



## Community - Social and cultural setting

The Goulburn Mulwaree LGA covers an area of 3,223 square kilometres (km<sup>2</sup>) making it approximately 1.5 times the size of the Australian Capital Territory (ACT). The LGA shares its borders with Upper Lachlan, Queanbeyan Palerang, Wingecarribee and Shoalhaven LGAs.

Geographically, the LGA forms part of the Southern Tablelands Region. The Wollondilly River and Mulwaree Chain of Ponds wind through the LGA forming part of the Hawkesbury-Nepean and Shoalhaven Catchments.

The region's economic base has historically been comprised of agriculture, grazing and commerce. Over more recent decades, the economy has transitioned to a broader base. Main industries of employment include farming, education, transport and distribution (being goods), community services, hospitality, local and state governments and the Goulburn Correctional Centre. Unlike other areas in regional NSW, this region is not known for its tourism visitation, though it does receive a high number of short-term visitors for special events and others travelling through to other destinations.

Goulburn Mulwaree LGA is highly accessible with quality roads and rail connections. The Hume and Federal Highways pass through the region and is the main freight and travel routes between Sydney, Canberra and Melbourne. Highway interchanges are located at the southern entrance to Goulburn. The Great Southern Rail line passes through Goulburn. The Goulburn railway station is located on the eastern border of the CBD and provides daily passenger services to and from Canberra, and daily services to and from Sydney. Goulburn has an airfield approximately 7km south-east of the city, which is available for both recreational and commercial purposes.

## Demographics

According to the Goulburn Mulwaree Council, the Goulburn local area had a total population of 22,840 people. The LGA had a 2016 population of 30,158 with an estimated 2021 population of 32,167. Analysis of the data shows that the population of Goulburn is projected to increase at a higher rate than the LGA from 2016-2036.

The population projections published by .id and ABS suggest the projected population of Goulburn is estimated to increase by 6,098 people from 2016-2036. This represents a total change of 26.7% and an annual growth rate of 1.3%. The growth rate of the LGA is slightly lower with a projected increase of 7,044. This represents a total change of 23.4% with an annual growth rate of 1.2%.

According to the 2016 Census of Population and Housing (ABS), within the local area the largest age groups were persons aged 25-34 and 50-54 years (6.6%). The second largest grouping were followed by 45-49 and 55-59 years (6.4%). Even though these age groups were the largest in the local area, the population was fairly evenly spread across all age groups with the exception of people over 70 years, which was smaller. This even spread of age groups is consistent with the LGA and NSW population.

The similarity between age groups in the local area and the LGA is expected because a large portion of the LGA population lives within the Goulburn area.

The distribution of males and females in Goulburn is evenly split with 50% male and 50% female (ABS 2016). This aligns with the LGA which has a distribution of 50.6% males and 49.4% females.

## Way of life

### Household composition

Household compositions in 2016 were mostly family households, with a slightly lower rate of 65.5% in Goulburn compared to 68.2% in the LGA. Goulburn had a slightly higher proportion of lone person households (31.9%) and group households (2.6%) compare to the LGA (29.3% and 2.5%). This may indicate that a higher number of single professionals are attracted to the Goulburn area for the lifestyle and employment opportunities in the urban area.

### Housing

Housing type distribution within Goulburn differed slightly from the LGA as a whole. The most common type of house across both areas was separate house, followed by semi-detached, row, terrace, or townhouse, and flat or apartment. In Goulburn, there was a lower proportion of separate houses (84.2%) compared to the LGA (87.2%). However, in Goulburn there was a larger proportion of semi-detached, row, terrace, or townhouse (10.1%) and flat or apartment (4.2%) housing. This compares to 7.9% and 3.3% respectively in the LGA.

A desktop review of long-term rental housing available in Goulburn and surrounding areas was also conducted using various websites. At the time of the investigation, there were 61 properties for rent in Goulburn and surrounding areas with Domain real-estate including 55 apartments, units, houses, rural properties, townhouses, villas and duplexes and a total of 66 listings on the realestate.com.au website.

The desk top review indicates that there is capacity in the rental market to absorb any additional housing demand during the construction phase (specialist reports reviewed indicate that additional jobs created during the operational phase will be able to be predominantly absorbed by the existing Goulburn workforce).

Local short-term accommodation providers attended the community drop-in sessions held in March 2019. Additionally, views of local real estate agents and local short-term accommodation providers were canvassed by telephone in November 2019; a total of five of these stakeholders agreed to take part in these conversations. Hotel operators indicated that they would be able to accommodate additional requirements during the construction phase; one stakeholder stated that he would like to be on a preferred supplier list for accommodation services if one was to be developed.

Real estate agents in the Goulburn area stated that the current rental market capacity could absorb the additional demand. According to these stakeholders, currently there is potentially an oversupply of rental properties as there has been a lot of new homes built in the area by existing residents to move into, who are renting out their previous homes as investment properties. None of the stakeholders interviewed felt that the additional demand would raise the cost of rentals in the area.

At the time of the 2016 census, 32.9% of the dwellings in Goulburn were owned outright compared to 35.3% in the LGA. House ownership rates were lower in Goulburn than in the LGA. The proportion of

rented houses within Goulburn (33.0%) was slightly higher than the LGA (28.6%). These rates were similar to the NSW rates.

## Culture

Gandangara and Ngun(n)awal peoples are recognised as the traditional owners of Goulburn Mulwaree LGA. The proportion of the population within the LGA who identify as Aboriginal or Torres Strait Islander population is 4.0%, this is higher in Goulburn at 4.3%. Both areas have significantly higher rates of people who identify as Aboriginal or Torres Strait Islander than NSW (2.9%).

### Cultural diversity

Cultural diversity in Goulburn and the LGA is lower than across NSW. In NSW, the proportion of the population born in Australia is 65.5%, as compared to Goulburn (83.8%) and the LGA (82.6%). The Goulburn area and LGA also have a greater proportion of intergenerational Australians, with 71.2% and 70.0% persons, respectively, with both parents born in Australia.

A significantly smaller proportion of households in Goulburn (6.2%) and the LGA (6.5%) speak a non-English language compared to NSW (26.5%). Goulburn has a slightly lower proportion of households who speak a non-English language.

## Accessibility

### Public transport

Less than 1% of employed people used public transport as at least one of their methods of travel to work and 78.8% used car (either as driver or as passenger).

Public transport in Goulburn LGA includes train and bus services. The local area is serviced by Goulburn Station which connects the regional network. Train services each morning and evening with services to and from Sydney, Campbelltown and Mossville and long-distance services to Canberra, Griffith and Melbourne. Bus services support predominantly the town centre and high residential areas.

### Road network

The Hume Highway extends north/south through the Goulburn Mulwaree LGA. The location of the Goulburn Mulwaree LGA between Sydney and Canberra and the surrounding road network connecting Victoria, NSW and the ACT ensures that the LGA is well positioned to capitalise on the transport, freight and logistics industries.

The project site is serviced by Common Street. Common Street connects to Sydney Road, which is a major local collector / distributor road, carrying traffic in and out of Goulburn city area. It has good access to the Hume Highway.

## Airport

Goulburn Airport is general aviation airport located seven kilometres southeast from the city. It offers a range of activities including flight training; and sky diving course; and ongoing training. The airport retains a prime focus as a regional transport hub and is capable of expanding its facilities and services to meet the needs of the growing economic sector in the region.

The closest major airport to Goulburn is Canberra Airport which is within a one-hour drive of from Goulburn. Canberra Airport is equipped for international and domestic air operations and has a planned freight sector and access to the global market. There is a variety of transportation options available to passengers arriving at or departing from Canberra Airport such as train, rental cars, and bus services. Hire car providers include AVIS, Hertz, Thrifty, Avis, Redspot and Budget.

## Health and wellbeing

Health indicators for the study area generally indicate better health in the local area when compared to the LGA and NSW.

### Community health

According to PHIDU (2022) 14.0% of persons aged 15 years and over within Goulburn self-assessed their health as fair or poor. This compares to 13.3% for persons within the LGA. Looking at smoking, alcohol, obesity, and disability indicators show that the Goulburn area has a similar health to the LGA and slightly worse than NSW.

### Respiratory health

Asthma is used as an indicator of respiratory health of the community and people's vulnerability to dust and other air impacts. A person suffering from asthma in the local area may be more vulnerable to impacts resulting from increased traffic and construction related dust and emissions. In 2018, the incidence of asthma was higher than the LGA, and both were slightly higher than NSW. Admissions to hospital for respiratory disease was also higher in Goulburn than the LGA and NSW.

## Surroundings

### Local environment and built form

The Goulburn Mulwaree LGA is predominantly rural, with land is used largely for agriculture, particularly sheep grazing and with some cattle grazing.

### Public safety

Over the year, 2021 Goulburn had higher instances than the LGA in all crimes. Most of the rates for Goulburn were also higher than NSW. The largest difference was against justice procedures offenses with rates more than double those of the LGA. Following that, theft and robbery were the next highest difference.

The top crime in the LGA in 2021 was theft, with a rate of 2,021.9 incidents per 100,000 persons (BOCSAR 2022). Incidents against justice procedures was the next highest crime in the LGA (1327.9 incidents), with drug offenses third highest at 1049.0.

Theft was also the highest crime in Goulburn with a rate of 2,291.9. Incidents against justice procedures was the second highest crime with a rate of 1,700.0. Drug offences was the next highest crime in Goulburn. It is apparent that crime in Goulburn is higher than the LGA. This may be because of the urban environment, which concentrates a high number of people in a small area and provides opportunities for certain crimes.

## Livelihoods

### Income

The median income of all residents over 15 years of age was similar in Goulburn and in the LGA. Median family and household incomes were lower in Goulburn than the LGA median of \$1,505 for family and \$1,196 for household incomes.

### Employment

At the time of the 2016 census, the unemployment rate in Goulburn (6.9%) was higher than the LGA (6.3%). The rate of full-time work in the local area (57.9%) was the same as the LGA. The rate of part time work was similar across all areas with Goulburn at 29.8% and the LGA at 30.4%.

The most common occupations in Goulburn included Community and Personal Service Workers 16.2%, Professionals 14.6%, Technicians and Trades Workers 14.1%, Labourers 12.3%, and Clerical and Administrative Workers 12.0%. The most common occupations in Goulburn Mulwaree LGA included Community and Personal Service Workers 15.3%, Technicians and Trades Workers 14.5%, Professionals 14.5%, Clerical and Administrative Workers 12.2%, and Labourers 11.8%.

Key employment sectors in the Goulburn Mulwaree LGA area include:

- Health Care and Social Assistance (15%); attributable to Goulburn Hospital and numerous aged care facilities in the LGA
- Retail Trade (10.7%); the main retail areas are the Goulburn Central Business District, Goulburn Square Shopping Centre and Goulburn Marketplace, with a smaller centre at Bradfordville Shopping Centre
- Public Administration and Safety (10.9%); due to the NSW Police Force Academy and the Goulburn Correctional Centre
- Accommodation and Food Services (7.8%); cafes, restaurants, takeaway being the highest
- Education and Training (7.4%); the TAFE NSW Illawarra (Goulburn Campus) and numerous schools
- Construction (9.2%) and Manufacturing (5.5%); the main industrial areas are in Goulburn South-West, Goulburn South and Goulburn North-East.



## Businesses

In 2016 there were 12,722 people employed and 2,264 businesses within the Goulburn Mulwaree LGA. ABS statistics indicate that the number of businesses within the LGA have been generally stable, or marginally declining (from 237 to 227), over the period 2014-2017. The decline was attributable to a reduction in the number of smaller sized businesses employing 1-4 people.

Goulburn's CBD is centred around five core blocks occupied by a wide range of large and small retailers and services. Goulburn Mulwaree is a net exporter of workers with 18 per cent of residents working outside the area<sup>7</sup>.

The employment capacity ratio (the number of local jobs in an industry divided by the number of local residents employed in that industry) for Goulburn Mulwaree Council area shows that there are more jobs available than residents employed for the following industries in 2018/19:

- Mining
- Arts and recreation services
- Manufacturing (including food product manufacturing)
- Rental, hiring and real estate services
- Transport, postal and warehousing
- Agriculture, forestry and fishing<sup>8</sup>.

## Education

In 2016, of the people attending an educational institution in the study area, 25.7% in Goulburn were in primary school. This compares to 26.8% attending primary school in the LGA. Secondary school attendance was 18.3% in Goulburn, compared to 19.2% in the LGA. Notably, 6.0% are attending preschool in Goulburn and the LGA. This is slightly higher than NSW.

Education levels within the local area were comparable to the LGA. The LGA had slightly higher levels of completion above year 12, while Goulburn had slightly higher numbers within secondary school. NSW had significantly higher rates in the bachelor degree and above.

The education rates counter national trends that show higher proportions of people with tertiary education in urban centres. In this instance, Goulburn has slightly lower completion rates at the higher education levels than the wider LGA.

The feedback from the four people who completed the childcare survey indicates that there is existing capacity in current supply (75% had existing vacancies). Further, according to the 'care for kids' website, 14 of 22 childcare centres in Goulburn have vacancies<sup>9</sup>.

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<sup>7</sup> ABS census of Population and housing 2016

<sup>8</sup> <https://economy.id.com.au/goulburn/Employment-capacity>

<sup>9</sup> <https://www.goulburnaustralia.com.au/live-and-work/education-and-training/>

There was a total of 430, 4 and 5-year-old children enrolled in a preschool program in Goulburn Mulwaree LGA. Of these, 20 children were enrolled in two or more childcare centres.

## Decision making systems

This SIA has engaged with stakeholders to inform the assessment of impacts from the project. Community members will have the opportunity to engage in the decision-making process via submissions during public exhibition of the EIS after submission to DPE.

## Vulnerable communities

Key indicators of social and economic vulnerability vary. Key indicators of vulnerability assessed included:

- income (household income) and Socio-Economic Indexes for Areas (SEIFA)
- age (the proportion of residents 65 years and older and the proportion of residents 85 years and older)
- cultural and linguistic diversity (representation of English only speaking households)
- need for assistance.

Areas which had a higher representation of the above indicators when compared to the regional and suburb levels were considered to have greater social, economic and/or social vulnerabilities.

### Income and socio-economic advantage and disadvantage (SEIFA)

The level of disadvantage or advantage in the population is indicated in the ABS (2016) Socio-Economic Indexes for Areas (SEIFA). The ABS broadly defines relative socio-economic advantage and disadvantage in terms of people's access to material and social resources, and their ability to participate in society.

The SEIFA Index of Disadvantage for Goulburn Mulwaree Council area in 2016 was 960 out of 1,121<sup>10</sup>. A higher score on the index means a lower level of disadvantage. Goulburn ranked in the second decile for the IRSD indicating a high proportion of relatively disadvantaged people in the area.

The Goulburn Mulwaree Council area has a similar level of disadvantage as the nearby areas of Shoalhaven, Upper Lachlan Shire and Eurobodalla. The area was more disadvantaged than nearby areas of Queanbeyan-Palerang Regional, Yass Valley, Wingecarribee and Wollondilly.

Goulburn also ranked in the second decile for the IRSAD indicating a low incidence of advantage and a high incidence of disadvantage.

The project will provide opportunities for low and semi-skilled workers. Consideration should be given to ways of encouraging employment from low-income and disadvantaged householders and long-term

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<sup>10</sup> <https://profile.id.com.au/goulburn/seifa-disadvantage>



unemployed people. Engagement and communication measures could include promotion of jobs through local high schools, labour hire firms and the Department of Education, Skills and Employment (Work for Dole program, Youth Jobs PaTH, Career Transition Assistance).

## Age

Compared to NSW, Goulburn has a larger proportion of people over 70 years of age (13.9%). There are five residential properties within 200m of the proposed site location. Despite the low population level surrounding the proposed site, consideration should be given to appropriate communication and engagement methods through construction and operation of the facility, rather than relying on digital and online materials.

## Cultural and linguistic diversity

Cultural diversity in Goulburn and the LGA is lower than across NSW. Additionally, there are low levels of language diversity with only 550 householders where a non-English language is spoken at home. This is significantly lower when compared to NSW.

The proportion born in Australia is 83.8% which is higher in Goulburn than both the LGA and NSW. The Goulburn area and LGA also have a greater proportion of intergenerational Australians, with both parents born in Australia.

Despite low levels linguistic diversity, engagement materials for construction and operation phases of the project may need to be translated into relevant languages spoken in local communities to provide fair and equal access to information.

## Need for assistance

The Goulburn suburb has a higher proportion of persons who require assistance when compared to the LGA and NSW. This means assistance with self-care, mobility, and communication due to a disability, long-term health condition (lasting six months or more) or old age. While the rate is higher, there are few residential properties in the area. Consideration should be given to appropriate communication and engagement measures to meet specific needs where identified.

## Addressing the needs of vulnerable communities

Mitigation and management measures developed for this proposal are included in Table 10: Summary of identified impacts. This includes specific measures and approaches to meet the needs of potentially vulnerable communities around the proposed development.

## 7. Impact identification and assessment

Social impacts are the way people experience change. The aim of this SIA is therefore to assess changes to the current social conditions within the community that may be caused by the proposed development.

This section of the SIA identifies and assesses the magnitude and likelihood of potential impacts (positive and negative) relating to the construction and operation of the project. Impacts have been identified using data collected for the social baseline, stakeholder engagement findings, academic research, and relevant government and agency reports.

This section addresses the following SEARs requirement:

- identify and analyse the potential social impacts of the development from the point of view of the affected community and other relevant stakeholders
- consider how the affected community and other relevant stakeholder can expect to experience the project
- considers how potential environmental impacts (such as traffic, odour and noise) may affect people's way of life, community, access, health, surroundings and livelihood.

### Categorisation of impacts

Potential impacts, both positive and negative have been categorised using the themes outlined by the DPE Social Impact Assessment Guideline and discussed below. The impacts indicated in PINK are assessed in Table 10: Summary of identified impacts. The categorisations are *way of life, community, accessibility, culture, health and wellbeing, surroundings, livelihoods, and decision-making systems*.

#### Way of life

##### Amenity impacts related to construction

**WL-1: Construction activities will produce noise that disrupts nearby residents and businesses.**

One of the most noticeable forms of amenity impacts through construction, relates to noise and vibration. Noise can interfere with daily life and cause a nuisance. The noise from construction has the potential to impact amenity for nearby residents and the businesses along Common Street. The nearest residential is located 60m to the northeast of the project site.

Construction noise and operational noise for the proposed development has been assessed by Muller Acoustic Consulting Pty Ltd in accordance with relevant guidelines and regulations, refer to Section 6.1 of the EIS. The study found that noise generated from construction activities would be within acceptable levels for all receivers.

Even though noise levels will be within acceptable standards, there is potential for noise above existing levels during construction activities. This has the potential to cause some disturbance for occupants of the nearby residences.

The noise impacts on the local amenity are expected to continue for the duration of the construction phases of the project. Even though these impacts are temporary, they will occur daily until construction is completed.

**Rating WL-1:** The likelihood of impacts from noise during the construction period is possible. The magnitude of the impacts would be minor with noticeable deterioration to a valued amenity. The unmitigated risk of impacts on amenity related construction noise has been assessed as **Medium C3**.

## Community

### Change to character and social cohesion

**COM-1:** The introduction of a processing facility into the local area will impact on the community character and cohesion.

Community character refers to aspects of place, people and areas that are unique to a town with distinguishing characteristics differing from surrounding locations. The introduction of a new industry, infrastructure growth and traffic can potentially impact such characteristics. These can lead to the loss of community character, which can lead to residents feeling alienated from their local surroundings.

The facility will be operating 24 hours 7 days per week in an agricultural setting.

**Rating COM-1:** The likelihood of impacts on the community due to the introduction of a processing facility is unlikely. The magnitude of impacts would be minor. Therefore, the unmitigated risk of impacts on character of the community has been assessed as **Low D2**.

## Accessibility

### Increased traffic in the local area due to construction activity

**ACC-1:** Construction works for the proposed development will impact on access to the local area.

Vehicles are used as the main mode of transport for residents and commuters in the local and regional area. Sydney Road is the main road through the area, connecting Goulburn to the Hume Highway. Sydney Road will be used to transport equipment and materials to the project site, located on Common Street.

The increased heavy vehicle traffic during construction has the potential to impact on traffic movement in the local area. However, given the capacity of the local road network, the impact of this increase would be minor. The traffic report by Colston Budd Rogers And Kafes Pty Ltd states the intersections and surrounding road network will operate normally.

Construction traffic is a short-term impact usually lasting for the duration of the construction period. Because this road is the main road serving the area, the construction has the potential to cause disruption and delays for travellers.

The construction traffic impact is best mitigated through the preparation and implementation of a Construction Traffic Management Plan.

**Rating ACC-1:** The likelihood of impacts on traffic from construction is likely. The magnitude of impacts is minor. The risk of impacts on traffic from construction is rated as **Medium B2**.

### Increased traffic in the local area due to the proposed ongoing activity

**ACC-2:** Ongoing activity will increase local traffic and impact on access.

After the construction of the facility is complete, the traffic is not anticipated to impact on accessibility. The traffic report states that the existing road network has the capacity to absorb the amount of traffic generated by the proposed facility.

The traffic report indicates there will be an increase in the number of vehicles on Common Street and the intersection with Sydney Road. However, the roads and intersections will continue to operate normally.

**Rating ACC-2:** The likelihood of ongoing impacts on traffic after construction is finished is possible. The magnitude of impacts is minor. The risk of impacts on traffic from construction is rated as **Medium C2**.

## Culture

**CUL-1:** The Proposal will impact on the cultural heritage of the site.

The Archaeological Assessment and Aboriginal Cultural Heritage Assessment by Navin Heritage Consultants identified five sites with Aboriginal artefacts. Of these, three are likely to be disturbed. Two of these sites have potential for additional sub-surface artifact finds and need additional testing. The third site was deemed not significant, with no further action required.

The proposed development has the potential to impact upon Aboriginal cultural heritage. There are protocols in place surrounding the treatment of artefact finds during construction. These are outlined in the heritage assessment report and are meant to minimise impacts to cultural heritage.

**Rating Cul-1:** The likelihood of impacts on cultural heritage is likely. The magnitude of impact would be moderate. As such, the impact on culture is rated as **High– B3**.

## Health and wellbeing

### Health and wellbeing impacts from air quality during construction

**HWB-1:** Dust and emissions from construction activity will negatively impact the surrounding residents.

Air pollution made up of particles can impact respiratory and cardiovascular health. Dust and emissions from internal combustion engines contribute to the airborne particulate. During construction phases, there is the possibility of increased dust and emissions levels from construction activities and vehicles.

The population at most risk to particulate pollution include children, older adults and those who suffer from asthma, heart, or lung disease.

Assessment of the impact: Impacts to air quality have the potential to adversely affect community health and local amenity. An assessment of potential air quality risks associated with construction of the development site and operation of the proposed poultry processing factory was prepared by SLR Consulting Australia in accordance with relevant guidelines and regulations, refer to Section 6.2 of the EIS.

The area surrounding the construction site includes rural residential lots and other commercial and industrial uses including a sand and soil supplier, café, motel and a resource recovery facility. A small number of neighbours may be impacted by dust and diesel emissions during construction of the access road. Even though these are a temporary potential impact, construction emissions still have the potential to exacerbate health and wellbeing of nearby neighbours due to changes in air quality during construction.

**Rating HWB-1:** Health impacts from air quality caused by construction activities in this location is unlikely. The magnitude of the impact would be minor because of low number of properties in the areas. The impact of construction dust and emissions is assessed at **Low D2**.

### Health and wellbeing impacts from construction noise

**HWB-2:** Noise from construction activities will negatively impact the health and wellbeing of surrounding residents.

The Noise Impact Assessment indicates there may be impacts to nearby receivers during certain stages of construction. Even though the noise is anticipated to occur during daylight hours, exposure can cause stress and anxiety which could lead to longer term health impacts.

Prolonged exposure to noise can also disturb sleep rhythms and cause irritation, cognitive impairment and decreased mental wellbeing. This is especially true for those who are vulnerable to health impacts, such as the younger and older demographic.

**Rating HWB-2:** The likelihood is possible and the magnitude would be moderate. Therefore, the health and wellbeing impacts from construction noise are assessed as **High C3**.

### Health and wellbeing impacts from operational noise

**HWB-2:** Noise from operations disturbs surrounding residents.

The Noise Impact Assessment indicates that operational noise levels complies with relevant noise criteria for all assessment periods and at all assessed sensitive receivers. Furthermore, sleep disturbance is not anticipated, as maximum noise levels are predicted to remain below the EPA screening criterion for sleep disturbance. It is unlikely there will be any related issues relating to the operation of the facility, including for the co-located pre-school on the site.

**Rating HWB-2:** The likelihood is unlikely and the magnitude would be minor. Therefore, the health and wellbeing impacts from construction noise are assessed as **Low D2**.

## Surroundings

### Impacts on visual amenity

**SUR-1:** The proposed facility will negatively impact on the aesthetic value and amenity.

Changes to the visual character of a locality may impact upon community identity and sense of place. The proposed development is for the construction of six buildings with parking across the site and the removal of some dead trees from the western corner.

The Visual Impact Assessment by Mara Consulting assessed views and features of the proposed development from several viewing zones, including surrounding rural residential dwellings and commercial business and views from various distances within immediate vicinity, local area and regional context. The visibility of the project was limited to residents and businesses adjacent to the site and south of the site. A ridgeline separates the site from Sydney Road, allowing only glimpses of the buildings from the north.

**Rating SUR-1:** The likelihood of impacts to visual amenity would be possible. The magnitude of the impact would be moderate because of the scale and permanence of the buildings. The impact of the project on visual amenity is assessed at **Medium C3**.

### Impacts on air quality

**SUR-2:** Odour emissions have the potential to adversely affect the local amenity.

Operational odour impact - A nuisance odour is largely dependent on an individual's sensitivity to a particular odour as everyone experiences odour differently. The main sources of air pollutants associated with the development site are identified to be:

- odour emissions from the live bird shed
- odour emissions from the bird reception area within the processing plant
- odour emissions from the rendering plant (bio-filter and fugitive).

Odour emissions have the potential to adversely affect community health and local amenity. Although there are existing odour generating activities in the area, the odours from the poultry processing plant have a different characteristic compared to odours from other operations. The proposed development has the potential to affect social amenity as a result of changes to the air quality.

**Rating SUR-1:** The likelihood of impacts to air quality would be likely. The magnitude of the impact would be moderate because of the permanence impacts, however with few nearby properties. The impact of the project on air quality is assessed at **Medium B3**.

## Impacts on habitat

**SUR-3:** The proposed facility will impact on habitat areas and reduce biodiversity of the site.

Members of the community have expressed concern over the potential loss of habitat due to the remnant bushland located in, and adjacent to the northwest corner of the site.

The impacts to the local ecology have been assessed in the *Ecological Assessment Report* by Anderson Environment and Planning (2019). The report identifies potential impacts on native flora and fauna and concludes that “with some mitigation efforts employed, no significant impacts are likely to occur” as a result of the proposal.

**Rating Sur-3:** The likelihood of impacts to habitat would be unlikely. The magnitude of the impact would be moderate. The impact of the facility on habitat is assessed at **Medium D3**.

## Impacts on biosecurity and animal welfare

**SUR-4:** Introducing a poultry processing facility will increase the risk of disease to livestock and animal welfare.

The spread of disease within and between poultry operations can have a devastating impact on the entire local industry. Having an operational procedure and a response management plan in place will help to minimise the introduction and spread of infectious pathogens and disease ensuring the welfare of the animal, in turn help protect the productivity and profitability of the proposed development.

Owners and operators of poultry operations have a responsibility to ensure that bird handling and transport is done so in a way to avoid causing injury or undue suffering, and destruction of poultry is carried out in a humane fashion.

**Rating Sur-3:** The likelihood of biosecurity and animal welfare risks would be possible. The magnitude of the impact would be moderate. The impact of the proposed poultry facility increasing risk of disease and animal welfare is assessed at **Medium C3**

## Impacts on water supply

**SUR-5:** The proposed facility would place demands on water sources, creating local shortages.

The proposed development would require ongoing water sourcing from Sydney Water. Because the facility is processing food for human consumption, it is required to use potable water for its operations (approximately 2.688ML of water per day at peak production).

To minimise the demand on local water supplies, the proposed development has been designed to capture any rainwater and runoff for use in toilets, laundries, landscape irrigation and truck wash down. Additionally, water sensitive urban design practices will be used to treat any stormwater runoff before it is discharged into any waterway or landscape area.

There is a perception in the community that the volume of water required for the proposed facility will have an impact on water availability for the town. This perception is likely to cause angst for people due to their fairly recent experience with severe drought and associated water restrictions; coupled with the recent lack of rain and bush fires. These perceived concerns are just as important to manage as technical impacts as they have the potential to result in elevated levels of community concerns, complaint and grievances if not addressed appropriately. There has been recent media coverage regarding the impact of water, this coverage is likely to have influenced community views regarding the proposed development.

**Rating Sur-5:** The likelihood of demands on water sources creating local shortages would be unlikely. The magnitude of the impact would be moderate. The impact of the proposed poultry facility creating a water shortage is assessed at **Medium D3**

## Livelihood

### Economic outcomes related to construction

**LIV-1:** Construction will provide a number of direct and indirect jobs that will benefit a range of individuals and businesses.

Responses from the community during the engagement process indicated that most respondents believed the construction activities would present positive economic outcomes for the community.

The construction of new buildings will support a significant number of jobs directly (involvement with the construction) or indirectly (manufacturers, suppliers, consultants, and other vendors). According to the Master Builders Association, every \$1 invested in the construction sector can result in a \$3 flow-on economic benefit.

The construction phase of the project will require building supplies, construction workers, trades and trade supplies as well as internal fit out suppliers. There is potential for significant positive impact on local businesses by ensuring they are included in procurement and supply chain opportunities processes throughout construction.

It is estimated that there will be up to 100 workers on site during construction. There may be opportunities for local construction workers to participate in the construction of the proposed facility. Some workers from outside the area may need short/long term accommodation which would have a positive impact on the local market. Additionally, workers on site may frequent local convenience businesses and therefore increase local income and employment opportunities in the local area.

**Rating LIV-1:** The likelihood of economic benefit would be likely. The magnitude of the impact would be moderate. As such, the economic outcome related to construction is assessed as **High B3** benefit

### Economic outcomes related to ongoing operations

**LIV-2:** The operations of the facility will increase opportunities for employment.



The economic assessment concludes the project has a net benefit both economically and socially, by unlock market interest in the locality, attracting investment and other related business. There is a potential to create a food processing and distribution hub and change the jobs opportunities of the area and contribute to the State's economy and diversification.

The facility will employ 132 persons per shift on a two shift per day roster (264 FTE), with an estimated annual output is \$30million. There are opportunities for local businesses, as well as creating a wide range of training, low and semi-skilled roles through operation. The project could also act as a catalyst and attract other food processing facilities do develop a cluster of related business as well as vertically and horizontally integrated businesses. These will provide the critical mass to sustain a higher level of training, staff development and offer networks and progression paths for employees.

**Rating LIV-2:** The likelihood of economic benefit would be likely. The magnitude of the impact would be minor. As such, the economic outcome related to construction is assessed as **High B3** benefit.

### Property value as a result to ongoing operations

#### **LIV-3:** The development will decrease property values

Property values in regional areas are growing at double the rate of those in the big two capital cities, according to new research carried out by CoreLogic. Additionally, the economic impact assessment indicates the project will provide significant direct and flow on employment, economic and investment opportunities creating a catalyst and attract other businesses to the area. For local businesses they will have the opportunity to participate the in the supply of goods and services. The development is unlikely to result in a decrease in property values.

**Rating LIV-3:** The likelihood of decrease in property value would be unlikely. The magnitude of the impact would be minor. As such, the economic outcome related to construction is assessed as **Low D2**.

## Decision-making systems

#### **DEC-1:** Ineffective engagement with surrounding community increasing complaints

During the consultation, community members had the ability to participate in the discussion about the proposal. Residents and business owners provided feedback and sentiment was supportive with specific questions to individual situations. Provided the proponent continues to engage and communicate with the surrounding community and interest groups, it is unlikely to create negative sentiment.

**Rating DEC-1:** Stakeholders are interested in the project and can provide feedback, therefore the likelihood is almost unlikely. The magnitude of the impact would be minor. As such, the impact is assessed as **Low D2**.

## 8. Mitigation and enhancement

This section proposes a range of mitigation, management and enhancement measures based on the impacts associated with the project. These are intended to reduce the negative impacts and enhance the positive ones.

### Pre-construction

- Proactive communication and engagement with the community around the development prior to site establishment. Measures could include newsletter and construction update on the scope of the project, likely high impact activities (noise, vibration and traffic), and contact details for inquiries and complaints. Meetings/presentations with neighbouring residents prior to construction should also be considered
- Develop an inquiry and complaint process for the construction
- Engage with the local community and neighbours to develop a working relationship to disseminate information during and after construction.

### Construction phase

- A Construction Management Plan (CMP) should be prepared that incorporates the findings of the various project technical studies.

The CMP should detail proposed management and mitigation measures for the identified impacts including:

- Amenity impacts including noise monitoring, buffers for visual impacts
- Traffic and parking management
- Site safety and management
- Health impacts – noise, dust, and emissions
- Heritage management including unexpected finds procedure
- Complaints management process.
- Ongoing communications with the community around the project to keep residents updated on construction scheduling. This may include signage, notifications, and other appropriate communication channels.
- Investigate opportunities to use local contractors, suppliers, and service providers

The following section provides a summary of the potential impacts and mitigation strategies.

## Operational phase

- Maintain safety measures and strategies for student safety
- Ongoing communication and engagement with the community, hosting events and open days
- Investigate ways to incorporate Aboriginal culture in the learning process.

## Residual impact and monitoring

Monitoring and evaluation are key components of a social impact assessment process to identify any unanticipated impacts that may arise as a result of this proposal. The analysis and research conducted for a social impact assessment provides a foundation for the ongoing monitoring and adaptive management of social impacts over the life of this proposal.

Woodlands Poultry including contractors (including the operator for operation phase monitoring), would develop a plan that defines and guides the monitoring and evaluation of social aspects of this proposal.

An adaptive management approach for the management of social impacts would utilise information and guidance from the Department of Planning and Environment's Social Impact Assessment Guideline (2021) and would:

- outline the process of appropriate monitoring and review mechanisms of social management strategies
- detail adaptive management and mitigate strategies to address potential impacts
- identify appropriate stakeholder responsibilities
- include a community benefit register of the details of community benefit initiatives.

A communications and engagement strategy would also include details about:

- ongoing consultation with key stakeholders, local councils and other government agencies
- provision of regular updates to the nearby communities
- a community complaints and response management system.

It is important that the framework to monitor a project or program's impact over time includes mechanisms to monitor any commitments and assumptions made in the social impact assessment. The framework would propose monitoring throughout the lifecycle of this proposal, from construction through to operations.

The table below provides an assessment of residual impact post mitigation and monitoring mechanisms to support the successful delivery of the project.

Table 10: Summary of identified impacts

Potential impact on people	Significance rating +/- Likelihood level A-E; Magnitude level 1-5	Mitigation and management measures	Responsibility for mitigation measure and management	Residual impact significance rating +/- Likelihood level A-E; Magnitude level 1-5	Monitoring
<b>WL-1:</b> Noise during construction. Construction activities will produce noise that disrupts nearby residents and businesses on Common Street.	<b>(-) Medium C3</b>	<ul style="list-style-type: none"> <li>Implement Construction Management Plan (CMP) prior to the start of construction</li> <li>Work within standard construction hours and perform high impact noise after 9:00am wherever possible and provide periods of respite</li> <li>Implement any boundary fences/retaining walls as early as possible to maximise attenuation benefits</li> <li>where possible use mobile screens or construction hoarding to act as barriers between construction works and receivers</li> <li>Shut down plant when not in use, use quietest machinery, avoid using several noisy machines at once, use reversing squawkers rather than beepers</li> <li>Proactively communicate with residents, community, and school community about construction and noisy works in particular <ul style="list-style-type: none"> <li>Prior to site establishment</li> <li>Prior to high impact works</li> </ul> </li> <li>Use toolbox talks and similar tool to communicate and educate contractors what expectations are when managing noise and vibration on the project site</li> <li>Notify directly impacted stakeholders that there is a potential for noise and vibration from construction activities</li> <li>Maintain a complaint line and follow up process during construction.</li> </ul>	Construction contractors	<b>(-) Medium C2</b>	<ul style="list-style-type: none"> <li>Measures to be included in CMP including complaints and issues management.</li> </ul>
<b>COM-1:</b> Change to character and social cohesion. Introducing a processing facility into the local area will change the community character and cohesion.	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Maintain a complaint line and follow up process for operations</li> <li>Proactive and ongoing engagement and communication strategy to build positive relationships with surrounding stakeholders.</li> </ul>	Owner / operator	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Ongoing conflict resolution via complaints procedure.</li> </ul>
<b>ACC-1:</b> Increase in traffic during construction. Increased traffic on the local road network during construction will impact residents and commuters.	<b>(-) Medium B2</b>	<ul style="list-style-type: none"> <li>Develop a traffic management plan in consultation with relevant authorities, to minimise road and traffic disruptions for residents and business</li> <li>Provide advance communication (i.e. signage, notification materials) about changes to local access, potential road hazards (if required)</li> <li>Investigate incentives or measures to promote the uptake of public transport usage for construction workers to minimise the impacts on parking and the local road network</li> <li>On-site parking made available for construction employees. Construction compounds will be located on the parts of the site subject to construction activities at that time</li> <li>Post traffic complaints number for the project.</li> </ul>	Construction contractor	<b>(-) Medium C2</b>	<ul style="list-style-type: none"> <li>Measures to be included in CMP including complaints and issues management</li> <li>Follow the traffic management plans.</li> </ul>
<b>ACC-2:</b> Increase in traffic due to ongoing operations. Increased traffic in the local area due to ongoing operations and staffing needs will impact the local community.	<b>(-) Medium C2</b>	<ul style="list-style-type: none"> <li>Ongoing communication with neighbouring community</li> <li>Proactively manage issues, with nearby residents to avoid escalation to complaints</li> <li>Encourage use of public transport</li> <li>On-site parking of 340 vehicles which satisfies the requirements</li> <li>Contributions made towards the upgrade of Common Street and the future provision of a roundabout at the Sydney Road intersection</li> <li>Maintain a complaint line and follow up process for operations.</li> </ul>	Owner / operator	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Implement traffic management strategy</li> <li>Ongoing conflict resolution via complaints procedure.</li> </ul>
<b>CUL-1:</b> The development will impact on the cultural heritage of the site.	<b>Refer to Cultural Heritage Assessment (-) High B3</b>	<ul style="list-style-type: none"> <li>Where feasible, as a first priority, impacts to all Aboriginal sites should be avoided</li> <li>Test excavations program should be completed prior to construction</li> <li>Approval for an AHIP should be sought and obtained prior to the commencement of the proposed works</li> </ul>	Construction contractor	<b>Refer to Cultural Heritage Assessment (-) High B3</b>	<ul style="list-style-type: none"> <li>Procedures implemented for unexpected finds during construction.</li> </ul>

Potential impact on people	Significance rating +/- Likelihood level A-E; Magnitude level 1-5	Mitigation and management measures	Responsibility for mitigation measure and management	Residual impact significance rating +/- Likelihood level A-E; Magnitude level 1-5	Monitoring
		<ul style="list-style-type: none"> <li>All artefacts recovered during the testing and salvage programs would be returned to the study area and would be placed in a conservation area at a location chosen by the RAPs and according to the 'return to country' protocols outlined in Requirement 26 of the Code of Practice</li> <li>Educate contractors about what to do if unexpected finds through the work.</li> </ul>			
<b>HWB-1:</b> Health impact from construction – air quality. Dust and emissions from construction activity will negatively impact nearby businesses and surrounding residents.	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Implement CMP</li> <li>Notify directly impacted stakeholders when there is a potential for emissions from construction activities</li> <li>Complaint line during construction.</li> </ul>	Construction contractor	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Measures to be included in CMP including complaints and issues management</li> <li>Follow CMP recommendations</li> <li>Monitor particulate and emissions levels</li> <li>Monitor and record complaints line.</li> </ul>
<b>HWB-2:</b> Health impact from construction – noise. Noise from construction activities negatively impacts the health and wellbeing of surrounding residents.	<b>(-) Medium C3</b>	<ul style="list-style-type: none"> <li>Implement CMP</li> <li>Notify directly impacted stakeholders that there is a potential for noise and vibration from construction activities</li> <li>Proactively communicate with residents, community, and businesses about construction and noisy works in particular <ul style="list-style-type: none"> <li>Prior to site establishment</li> <li>Prior to high impact works</li> </ul> </li> <li>Use toolbox talks and similar tool to communicate and educate contractors what expectations are when managing noise and vibration on the project site</li> <li>Notify directly impacted stakeholders that there is a potential for noise and vibration from construction activities</li> <li>Maintain a complaint process during construction</li> <li>Noise monitoring and reporting.</li> </ul>	Construction contractor	<b>(-) Medium C2</b>	<ul style="list-style-type: none"> <li>Measures to be included in CMP including complaints and issues management</li> <li>Follow CMP recommendations</li> <li>Monitor noise levels</li> <li>Monitor and record complaints line.</li> </ul>
<b>HWB-3:</b> Wellbeing impacts from operation – noise. Noise from operations disturbs surrounding residents.	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Predicted noise levels show compliance for all assessment periods at all receivers. Noise monitoring and reporting to confirm predictions</li> <li>Implement any boundary fences/retaining walls as early as possible to maximise attenuation benefits</li> <li>Proactively communicate with residents, community, and school community about construction and noisy works in particular <ul style="list-style-type: none"> <li>Prior to site establishment</li> <li>Prior to high impact works</li> </ul> </li> <li>Use toolbox talks and similar tool to communicate and educate employees and contractors what expectations are when managing noise and vibration on the project site</li> <li>Maintain a complaint line and follow up process during.</li> </ul>	Owner / operator	<b>(-) Low D1</b>	<ul style="list-style-type: none"> <li>Measures to be included in CMP including complaints and issues management</li> <li>Follow CMP recommendations</li> <li>Monitor noise levels</li> <li>Monitor and record complaints line.</li> </ul>
<b>SUR-1:</b> Visual impact The proposed facility will negatively impact on the aesthetic value and amenity.	<b>(-) Medium C3</b>	<ul style="list-style-type: none"> <li>Materials, textures and colour selection are to relate to the natural palette of the surrounding environmental in areas of high visibility and potential for visual impact</li> <li>Trees planted within the site (parking areas and open space) and along the boundaries should be selected for their canopy size and ability to blend into the existing trees.</li> <li>Provide landscape screening along the boundaries and adjacent to buildings.</li> </ul>	Design team, construction contractor	<b>(-) Medium C2</b>	<ul style="list-style-type: none"> <li>Maintain design vision through construction and minimise compromising design and materials.</li> </ul>
<b>SUR-2:</b> Air quality Odour emissions have the potential to adversely affect the local amenity.	<b>(-) Medium B3</b>	<ul style="list-style-type: none"> <li>Include odour control measures in operations plan</li> <li>Ongoing communication with neighbouring community</li> <li>Proactively manage issues, with nearby residents to avoid escalation to complaints.</li> </ul>	Owner / operator	<b>(+) Medium B2</b>	<ul style="list-style-type: none"> <li>Operational plan implemented and reporting annually</li> <li>Monitor odour levels</li> <li>Monitor and record complaints line.</li> </ul>
<b>SUR-3:</b> Biodiversity The proposed development will impact on the biodiversity of the area including	<b>(-) Medium D3</b>	<ul style="list-style-type: none"> <li>No significant impacts are likely to occur to any threatened species or ecological communities as a result of the proposal.</li> </ul>	Construction contractor operator	<b>(-) Low E3</b>	<ul style="list-style-type: none"> <li>Measures to be included in CMP including complaints and issues management</li> </ul>

Potential impact on people	Significance rating +/- Likelihood level A-E; Magnitude level 1-5	Mitigation and management measures	Responsibility for mitigation measure and management	Residual impact significance rating +/- Likelihood level A-E; Magnitude level 1-5	Monitoring
threatened species and ecological communities.		<ul style="list-style-type: none"> <li>Vegetation to be retained should be identified and fenced off prior to any development works taking place in adjacent areas. When protecting trees, preference should be given to large healthy trees with habitat features including hollows</li> <li>Vegetation to be retained should be considered in landscape management to maintain the rural character of the area, particularly in such a way as enhances its amenity and biodiversity values</li> <li>Site hygiene practices should be implemented during the development phase to avoid the spread of pathogens</li> <li>Establish separation between active construction site and sensitive vegetation</li> <li>Best practice erosion and sedimentation controls should be put in place to limit offsite movement of materials into the surrounding areas</li> <li>Ongoing communication with neighbouring community</li> <li>Maintain a complaint line and follow up process during.</li> </ul>			<ul style="list-style-type: none"> <li>Follow CMP recommendations.</li> </ul>
<b>SUR-4:</b> Biosecurity and animal welfare: The project increase risk of disease to livestock and animal welfare.	<b>(-) Medium C3</b>	<ul style="list-style-type: none"> <li>Develop an operational plan to minimise the introduction and spread of infectious pathogens and disease ensuring the welfare of animals in the area</li> <li>Include humane handling of birds in transport in operational management plan.</li> </ul>	Owner / operator	<b>(-) Medium D3</b>	<ul style="list-style-type: none"> <li>Operational plan implemented and reporting annually</li> <li>Communication with potentially impacted agricultural properties in event of event.</li> </ul>
<b>SUR-5:</b> Impacts on water supply: The project will place demands on water sources and create local shortages.	<b>(-) Medium D3</b>	<ul style="list-style-type: none"> <li>The poultry processing operations are expected to draw approximately 14L/bird including all ancillary requirements such as cleaning. With 192,000 birds per day at full capacity the expected daily water draw from the mains system will be 2.688ML.</li> <li>Rainwater tanks are sized to provide the most efficient water reuse strategy for the site</li> <li>Onsite Stormwater Detention will be used to manage and reuse water, limit discharges from the site including during storm events</li> <li>Water Sensitive Urban Design strategy will have a neutral or beneficial effect on the quality of water leaving site</li> <li>Include frequently asked questions about water use and recycling in communication with community (website, newsletters etc).</li> </ul>	Owner / operator	<b>(-) Medium C3</b>	<ul style="list-style-type: none"> <li>Include information about water use and recycling in communication materials</li> <li>Monitor inquiries and complaints in relation to water.</li> </ul>
<b>LIV-1:</b> Construction will provide a number of direct and indirect jobs and benefit a range of individuals and businesses	<b>(+) High B3</b>	<ul style="list-style-type: none"> <li>An estimated \$80million construction cost providing direct and indirect employment opportunities through construction</li> <li>Investigate opportunities to use local contractors and suppliers of material and services</li> <li>Conduct tender briefings and presentations with Chamber of Commerce, business groups</li> <li>Communicate accommodation requirements through local channels to accommodation and hospitality providers for opportunities to house construction workers and provide services through construction.</li> </ul>	Construction contractor	<b>(+) High B4</b>	<ul style="list-style-type: none"> <li>Monitor the number of local contractors / businesses engaged in the construction process.</li> </ul>
<b>LIV-2:</b> Increased employment. The operations of the development will increase opportunities for employment.	<b>(+) High B3</b>	<ul style="list-style-type: none"> <li>Will employ 132 persons per shift on a two shift a day roster (264 FTE), with an estimated \$80million construction cost and annual output is \$30million</li> <li>Use local companies and workers to fill staff and support positions</li> <li>Conduct briefings and presentations with Chamber of Commerce, business groups and local schools</li> <li>Set targets for trainees and apprentices</li> </ul>	Operator	<b>(+) High B4</b>	<ul style="list-style-type: none"> <li>Monitor the number of local contractors / businesses engaged in the construction process.</li> </ul>
<b>LIV-3:</b> Property value The development will decrease property values	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Proactive and ongoing engagement and communication strategy to build positive relationships with surrounding stakeholders</li> <li>Include frequently asked questions about property values and economic assessment when communication with the community (website, newsletters etc)</li> <li>Conduct briefings and presentations with Chamber of Commerce, business groups and local schools to encourage participation.</li> </ul>	Operator	<b>(-) Low D2</b>	<ul style="list-style-type: none"> <li>Include information about property value and economic impacts in communication materials</li> <li>Monitor inquiries and complaints in relation to property.</li> </ul>



Potential impact on people	Significance rating +/- Likelihood level A-E; Magnitude level 1-5	Mitigation and management measures	Responsibility for mitigation measure and management	Residual impact significance rating +/- Likelihood level A-E; Magnitude level 1-5	Monitoring
<b>DEC-1:</b> Ineffective engagement with surrounding community will result in alienating stakeholders who may become unsupportive	<b>(-) Low D2</b>	<ul style="list-style-type: none"><li>Proactive and ongoing engagement and communication strategy to build positive relationships with surrounding stakeholders</li><li>Ongoing communication with neighbouring community</li><li>Proactively manage issues, with nearby residents to avoid escalation to complaints</li><li>Investigate opportunities for inviting the community into the pre-school for events and open days.</li></ul>	Construction contractor and operator	<b>(-) Low D2</b>	<ul style="list-style-type: none"><li>Implement community engagement strategy</li><li>Host open days and events open to the community</li><li>Number of people using public transport and green travel</li><li>Reduced number of complaints.</li></ul>

## 9. Conclusion

The SIA considered both positive and negative impacts that could result from the proposed poultry mixed use development. Data gathered through the process included qualitative and quantitative sources to examine the overall likelihood and significance of those impacts.

Summarising the impacts resulting from the development, of the three rated as *high*, two are positive impacts that will have a long-lasting effect on the community. Five of the impacts relate to the construction phase and can be managed through this period. The residual negative impacts will need to be managed by the during operation. This includes proactively building long-term relationships with the neighbours.

Key benefits of the project include:

- Job opportunities through construction. Jobs will be both skilled and non-skilled providing options for local residents
- The potential for increased local and regional business opportunities supplying the operation of the facility
- Long-term increase in jobs through operation
- Act as a catalyst for business investment in the area, a key priority of Council in attracting further economic and business opportunities for the precinct.

Key negative impacts associated with the project include:

- Short-term noise and vibration through constructions. This could be managed by appropriate management plans
- Potential for temporary disruptions to traffic and access during construction. This could be managed by appropriate traffic management plans
- Increased traffic accessing Common and Sinclair streets. Traffic modelling indicates the existing modelling is adequate to accommodate any increase in traffic movements
- Decreased availability of water for Goulburn
- Amenity impacts on nearby sensitive receivers.

This SIA concludes that while potential impacts have been raised, with mitigation and management, ongoing residual impacts are manageable. There are significant positive impacts that will address areas of socio-economic disadvantage, particularly the provision of educational opportunities for young people.



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## Appendix A: Social baseline

### Demographics

According to the Goulburn Mulwaree Council, the Goulburn local area had a total population of 22,840 people. The LGA had a 2016 population of 30,158 with an estimated 2021 population of 32,167. Analysis of the data shows that the population of Goulburn is projected to increase at a higher rate than the LGA from 2016-2036. The population trends are presented in Table 11 below.

Table 11: Projected population, 2016-2036

Location	2016	2021	2026	2031	2036	Avg annual % change	Total % change 2016-2036
Goulburn	22,840	24,697	26,201	27,624	28,938	1.3	26.7%
LGA	30,158	32,167	33,863	35,567	37,202	1.2	23.4%

Source: <https://forecast.id.com.au/goulburn>, 2022

The population projections published by .id and ABS suggest the projected population of Goulburn is estimated to increase by 6,098 people from 2016-2036. This represents a total change of 26.7% and an annual growth rate of 1.3%. The growth rate of the LGA is slightly lower with a projected increase of 7,044. This represents a total change of 23.4% with an annual growth rate of 1.2%.

### Population by age and sex

According to the 2016 Census of Population and Housing (ABS), within the local area the largest age groups were persons aged 25-34 and 50-54 years (6.6%). The second largest grouping were followed by 45-49 and 55-59 years (6.4%). Even though these age groups were the largest in the local area, the population was fairly evenly spread across all age groups with the exception of people over 70 years, which was smaller. This even spread of age groups is consistent with the LGA and NSW population.

Compared to NSW, Goulburn has a larger proportion of people over 70 years of age. 13.9% of the Goulburn population is over 70 years old compared to 11.1% in NSW. Of the population in Goulburn, 5.6% are over 80 years old compared to 4.3% in NSW.

The similarity between age groups in the local area and the LGA is expected because a large portion of the LGA population lives within the Goulburn area. The age group distribution and median age for the study area is presented in Table 12.

The distribution of males and females in Goulburn is evenly split with 50% male and 50% female (ABS 2016). This aligns with the LGA which has a distribution of 50.6% males and 49.4% females.

Table 12: Population by age, 2016

Age groups	Goulburn %	LGA %	NSW %
0-4	6.3	5.9	6.2
5-9	6.3	6.3	6.4
10-14	5.5	6.0	5.9
15-19	5.9	5.9	6.0
20-24	6.2	5.6	6.5
25-29	6.6	6.0	7.0
30-34	6.6	6.1	7.2
35-39	5.8	5.6	6.7
40-44	6.2	6.3	6.7
45-49	6.4	6.7	6.6
50-54	6.6	7.0	6.5
55-59	6.4	6.8	6.3
60-64	5.9	6.5	5.6
65-69	5.4	6.1	5.1
70-74	4.7	4.9	3.9
75-79	3.6	3.5	2.9
80-84	2.6	2.4	2.1
85+	3.0	2.5	2.2
Median age	40	42	38

## Health and wellbeing

Health indicators for the study area generally indicate worse health in the local area when compared to the LGA and NSW.

### Community health

According to PHIDU (2022) 14.0% of persons aged 15 years and over within Goulburn self-assessed their health as fair or poor. This compares to 13.3% for persons within the LGA. Looking at smoking, alcohol, obesity, and disability indicators show that the Goulburn area has a similar health to the LGA and slightly worse than NSW.

Table 13: Health indicators

Health indicators	Source Date	Goulburn	LGA	NSW
Barrier to accessing health care (ASR per 100)	2014	3.9	3.8	2.5
Smoking (ASR per 100)	2016-2018	18.7	17.8	14.4
Alcohol (ASR per 100)	2017-2018	14.8	15.5	15.5
Obesity (ASR per 100)	2017-2018	31.1	31.6	30.7
Asthma (ASR per 100)	2017-2018	13.3	12.6	10.6
Admissions to all hospitals – respiratory disease (ASR per 100,000)	2018-2019	2,692.9	2,583.1	1,938.5
Fair to poor self-assessed health (ASR per 100)	2017-2018	14.0	13.3	14.1
Psychological stress (ASR per 100)	2017-2018	11.1	12.0	12.4
Children developmentally vulnerable in one or more domains (%)	2018	21.8	20.7	19.9
Proportion of the population over 65 years receiving a pension (%)	2021	73.1	66.0	59.0
Persons with a profound or severe disability and living in the community, all ages (%)	2016	5.4	5.3	4.9

Source: PHIDU 2022.

### Respiratory health

Asthma is used as an indicator of respiratory health of the community and people's vulnerability to dust and other air impacts. A person suffering from asthma in the local area may be more vulnerable to impacts resulting from increased traffic and construction related dust and emissions. Table 13 indicates that in 2018, the incidence of asthma was higher than the LGA, and both were slightly higher than NSW. Admissions to hospital for respiratory disease was also higher in Goulburn than the LGA and NSW.

## Social infrastructure

Increased activity and population growth will generally impact on infrastructure provision in the local community. Demand will increase for social infrastructure such as health, education, emergency services and community and recreation facilities. Existing social infrastructure within the Goulburn Mulwaree LGA includes:

- Community facilities (Goulburn Community Hub) bring together services and communities; Family and Community Services; TAFE – Goulburn campus and Goulburn Community College; Country Women’s Association Goulburn Branch; Arts facilities, galleries and museums; Aboriginal Elders Social Group and Aboriginal Home Care Packages; Goulburn Mulwaree Library; Aged Care facilities; and Disability Support Groups (under the National Disability Insurance Scheme)
- open spaces (Morton National Park: Rocky Hill War Memorial Museum; Belmore Park Goulburn; Wollondilly Walking Track; Goulburn Aquatic and Leisure Centre; Adventure playground; Governors Hill Carpark; and Goulburn South Caravan Park)
- a variety of retail stores and services (e.g. bank branches, employment services)
- 18 primary and four secondary schools. Additionally, there are six tertiary/adult education options
- there are nine medical centres (five of these offer after hours services), and six hospital and health services including Goulburn Base Hospital
- 24 family support and counselling services.

## Education

In 2016, of the people attending an educational institution in the study area, 25.7% in Goulburn were in primary school. This compares to 26.8% attending primary school in the LGA. Secondary school attendance was 18.3% in Goulburn, compared to 19.2% in the LGA. Notably, there are 6.0% attending preschool in Goulburn and the LGA. This is slightly higher than NSW.

Table 14: Educational institution attendance, 2016

Type of institution	Goulburn %	LGA %	NSW %
Preschool	6.0	6.0	5.7
Primary - Government	20.1	20.6	18.0
Primary – Catholic	5.2	5.4	5.3
Primary – other non-Government	0.6	0.8	2.9
Secondary – Government	13.8	13.9	11.6
Secondary – Catholic	4.0	4.6	5.1
Secondary – other non-Government	0.6	0.7	3.4
Technical or further education institution	7.1	6.9	6.2
University or tertiary institution	7.3	6.8	16.2
Other	1.9	2.0	2.7
Not stated	33.4	32.3	23.0

Education levels within the local area were comparable to the LGA. The LGA had slightly higher levels of completion above year 12, while Goulburn had slightly higher numbers within secondary school. NSW had significantly higher rates in the bachelor degree and above.

The education rates counter national trends that show higher proportions of people with tertiary education in urban centres. In this instance, Goulburn has slightly lower completion rates at the higher education levels.

*Table 15: Highest levels of education*

Level of highest educational attainment	Goulburn %	LGA %	NSW %
Bachelor degree level and above	10.7	11.5	23.4
Advanced diploma and diploma level	8.3	8.5	8.9
Certificate level IV	4.0	3.8	2.8
Certificate level III	15.4	16.4	12.0
Year 12	11.4	11.2	15.3
Year 11	3.7	3.5	3.3
Year 10	16.3	15.9	11.5
Certificate level II	0.1	0.1	0.1
Certificate level I	0.0	0.0	0.0
Year 9 or below	11.1	10.8	8.4
No educational attainment	0.5	0.5	0.9
Not stated	15.6	14.8	10.3

## Transport infrastructure

### Modes of travel

In 2016, the predominant mode of travel to work within Goulburn was by car. Rates of persons driving to work in the Goulburn area (71.1%) were slightly higher than the LGA area (70%) and substantially higher than NSW rates (57.8%). Rates of travelling to work as a passenger (7.0%) were above rates for NSW (4.3%).

*Table 16: Travel to work, top responses*

Top responses	Goulburn %	LGA %	NSW %
Car, as driver	71.1	70	57.8
Car, as passenger	7.0	6.2	4.3
Worked at home	3.4	4.3	4.8
Walked only	2.7	3.2	3.9
Truck	1.2	1.5	1.0
Travelled to work by public transport	0.9	0.9	16.0
Travelled to work by car as driver or passenger	78.8	76.9	64.6

## Public transport

Less than 1% of employed people used public transport as at least one of their methods of travel to work and 78.8% used car (either as driver or as passenger). Public transport in Goulburn LGA includes train and bus services. Train services connect north to Sydney (via the Sydney Trains Network including the metropolitan area and Intercity network), Griffith to the west and Canberra to the south-west. Bus services support predominantly the town centre and high residential areas.

## Road network

Common Street connects to Sydney Road, which is a major local collector / distributor road, carrying traffic in and out of Goulburn city area. It has good access to the Hume Highway.

## Local workforce skill and capacity

At the time of the 2016 census, the unemployment rate in Goulburn (6.9%) was higher than the LGA (6.3%). The rate of full-time work in the local area (57.9%) was the same as the LGA. The rate of part time work was similar across all areas with Goulburn at 29.8% and the LGA at 30.4%.

Table 17: Employment

Employment (15 years and older)	Goulburn %	LGA %	NSW %
Worked full-time	57.9	57.9	59.2
Worked part-time	29.8	30.4	29.7
Away from work	5.4	5.5	4.8
Unemployed	6.9	6.3	6.3

The most common occupations in Goulburn included Community and Personal Service Workers 16.2%, Professionals 14.6%, Technicians and Trades Workers 14.1%, Labourers 12.3%, and Clerical and Administrative Workers 12.0%. The most common occupations in Goulburn Mulwaree LGA included Community and Personal Service Workers 15.3%, Technicians and Trades Workers 14.5%, Professionals 14.5%, Clerical and Administrative Workers 12.2%, and Labourers 11.8%.

Table 18: Occupation

Occupation	Goulburn %	LGA %	NSW %
Community and Personal Service Workers	16.2	15.3	10.4
Professionals	14.6	14.5	23.6
Technicians and Trades Workers	14.1	14.5	12.7
Labourers	12.3	11.8	8.8
Clerical and Administrative Workers	12.0	12.2	13.8
Sales Workers	11.0	10.0	9.2
Managers	9.8	11.5	13.5
Machinery Operators and Drivers	8.2	8.6	6.1



## Income

The median income of all residents over 15 years of age was similar in Goulburn and in the LGA. Median family and household incomes were lower in Goulburn than the LGA median of \$1,505 for family and \$1,196 for household incomes.

Table 19: Median weekly incomes

Median weekly incomes	Goulburn \$	LGA \$	NSW \$
Personal	625	625	664
Family	1,477	1,505	1,780
Household	1,155	1,196	1,486

## Housing

### Housing type

Housing type distribution within Goulburn differed slightly from the LGA as a whole. The most common type of house across both areas was separate house, followed by semi-detached, row, terrace, or townhouse, and flat or apartment. In Goulburn, there was a lower proportion of separate houses (84.2%) compared to the LGA (87.2%). However, in Goulburn there was a larger proportion of semi-detached, row, terrace, or townhouse (10.1%) and flat or apartment (4.2%) housing. This compares to 7.9% and 3.3% respectively in the LGA.

Table 20: Housing types and structure

Housing type and structure	Goulburn %	LGA %	NSW %
Separate house	84.2	87.2	66.4
Semi-detached, row, terrace or townhouse	10.1	7.9	12.2
Flat or apartment	4.2	3.3	19.9
Other dwelling	1	1.1	0.9
Total private dwellings (occupied and unoccupied) (N)	9,445	12,876	2,889,061
Total occupied dwellings	89.2	85	90.1

Household compositions in 2016 were mostly family households, with a slightly lower rate of 65.5% in Goulburn compared to 68.2% in the LGA. Goulburn had a slightly higher proportion of lone person households (31.9%) and group households (2.6%) compare to the LGA (29.3% and 2.5%). This may indicate that a higher number of single professionals are attracted to the Goulburn area for the lifestyle and employment opportunities in the urban area.

Table 21: Household composition

Household type	Goulburn %	LGA %	NSW %
Family households	65.5	68.2	72.0
Lone person households	31.9	29.3	23.8
Group household	2.6	2.5	4.2

## Tenure

At the time of the 2016 census, 32.9% of the dwellings in Goulburn were owned outright compared to 35.3% in the LGA. House ownership rates were lower in Goulburn than in the LGA. The proportion of rented houses within Goulburn (33.0%) was slightly higher than the LGA (28.6%). These rates were similar to the NSW rates.

Table 22: Home ownership and tenure

	Goulburn %	LGA %	NSW %
Owned outright	32.9	35.3	32.2
Owned with a mortgage	30.1	32.3	32.3
Rented	33.0	28.6	31.8
Other tenure type	1.0	0.9	0.9
Not stated	3.0	2.9	2.8

In 2016, mortgage and rental payments in Goulburn were the same as the LGA. Both areas had a median mortgage repayment rate of \$1,517 compared to \$1,986 in NSW. Rental rates were also the same at \$260, compared to NSW at \$380.

Table 23: Mortgage repayments, 2016

	Goulburn	LGA	NSW
Mortgage repayments – median mortgage repayments \$ monthly	1,517	1,517	1,986
Rent payments – median rent \$ weekly	260	260	380

## Housing stress

Housing stress is considered to occur when households in the lower 40% of income distribution spend more than 30% of their income in housing costs (rents or mortgage repayments). This can mean local people who are not employed in high paying jobs may be unable to afford rents and mortgages.

The Goulburn area has a lower proportion of households where mortgage payments are greater than or equal to 30% of household income (5.1%) when compared to the LGA (5.9%) and NSW (7.4%). It does, however, have a higher rate of households where rent payments are greater than or equal to 30% of household income (12.4%) when compare to the LGA (10.4%).

The rate of households receiving rent assistance from the Australian Government are similar, but Goulburn has a higher rate of social housing (rented dwellings) than the LGA. This would indicate a similar amount of housing stress compared to the LGA.

Table 24: Housing affordability, 2016

	Goulburn	LGA	NSW
Households where mortgage payments are greater than or equal to 30% of household income (%)	5.1	5.9	7.4
Households where rent payments are greater than or equal to 30% of household income (%)	12.4	10.4	12.9
Households in dwellings receiving rent assistance from the Australian Government (%)	21.5	21.1	20.7
Social housing (rented dwellings) (%)	7.1	5.5	4.7
Social housing (persons in rented dwellings) (%)	6.0	4.6	3.7

Source: PHIDU 2022, and ABS 2022

## Socio-economic advantage and disadvantage

The level of disadvantage or advantage in the population is indicated in the ABS (2016) Socio-Economic Indexes for Areas (SEIFA) which focuses on low-income earners, relatively lower education attainment, high unemployment, and dwellings without motor vehicles. SEIFA is a suite of four summary measures created from Census data, including:

- the Index of Relative Socio-Economic Disadvantage (IRSD)
- the Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD)
- the Index of Economic Resources (IER)
- the Index of Education and Occupation (IEO).

Each index is a summary of a different subset of Census variables and focuses on a different aspect of socioeconomic advantage and disadvantage. Low rankings are deemed most disadvantaged and high rankings least disadvantaged within a decile ranking system where the lowest 10% of areas within Australia are given a decile number of 1 and the highest 10% of areas are given a decile number of 10.

According to the 2016 SEIFA, Goulburn ranked in the second decile for the IRSD indicating a high proportion of relatively disadvantaged people in the area. Goulburn also ranked in the second decile for the IRSAD indicating a low incidence of advantage and a high incidence of disadvantage.

## Cultural diversity

Cultural diversity in Goulburn and the LGA is lower than across NSW. In NSW, the proportion of the population born in Australia is 65.5%, as compared to Goulburn (83.8%) and the LGA (82.6%). The Goulburn area and LGA also have a greater proportion of intergenerational Australians, with 71.2% and 70.0% persons, respectively, with both parents born in Australia.

A significantly smaller proportion of households in Goulburn (6.2%) and the LGA (6.5%) speak a non-English language compared to NSW (26.5%). Goulburn has a slightly lower proportion of households who speak a non-English language.

Table 25: Country of birth, 2016

	Goulburn	LGA	NSW
Born in Australia (%)	83.8	82.6	65.5
Both parents born in Australia (%)	71.2	70.0	45.4
English only spoken at home (%)	86.6	87.0	68.5
Non-English language spoken (%)	6.2	6.5	26.5

## Vulnerable groups

### Disability

The need for assistance relates to one or more of three core activity areas of self-care, mobility, and communication due to a disability, long-term health condition (lasting six months or more) or old age (ABS 2016). The Goulburn suburb has a higher proportion of persons who require assistance (6.9%) when compared to the LGA (6.4%) and NSW (5.4%).

Table 26: Core activity need for assistance, 2016

	Goulburn	LGA	NSW
Has need for assistance (%)	6.9	6.4	5.4
Does not need assistance (%)	83.9	84.6	87.7

## Aboriginal and Torres Strait Islander population

In 2016, 4.3% of the Goulburn population and 4.0% of the LGA population identified as Aboriginal and/or Torres Strait Islander (ABS 2016). The proportion in Goulburn is lower than the proportion of the population who identify as Aboriginal and/or Torres Strait Islander in NSW (2.9%). Table 27 presents the proportion of persons who identify as Aboriginal and/or Torres Strait Islander in the study area.

Table 27: Aboriginal and / or Torres Strait Islander persons as a percentage of population, 2016

	Goulburn %	LGA %	NSW
Indigenous population (%)	4.3	4.0	2.9

## Community strengths and vulnerabilities

### Voluntary work

Volunteering rates can give an indication of social cohesion, and the community members willingness to help each other. In the Goulburn area, rates of volunteering during the six-month period prior to the census were similar (17.2%) to the LGA (18.4%) and NSW (18.1%).

*Table 28: Community strength indicators*

	Goulburn	LGA	NSW
Voluntary work through an organisation or group (%)	17.2	18.4	18.1
Estimated number of people who were able to get support in times of crisis from persons outside the household (ASR per 100)	93.8	94.0	93.4
Estimated number of people who provided support to other relatives outside the household (ASR per 100)	30.7	30.8	32.5
Estimated number of people who disagree/strongly disagree with acceptance of other cultures (ASR per 100)	5.3	5.2	4.1
Estimated number of people who felt very safe/safe walking home alone in the local area after dark (ASR per 100)	43.4	50.0	53.4

## Safety and crime

Table 29 below shows crime rates in Goulburn and the LGA compared to NSW. For the crimes shown, Goulburn had higher instances than the LGA in all crimes. Most of the rates for Goulburn were also higher than NSW. The largest difference was against justice procedures offenses with rates more than double those of the LGA. Following that, theft and robbery were the next highest difference.

The top crime in the LGA in 2021 was theft, with a rate of 2,021.9 incidents per 100,000 persons (BOCSAR 2022). Incidents against justice procedures was the next highest crime in the LGA (1327.9 incidents), with drug offenses third highest at 1049.0.

Theft was also the highest crime in Goulburn with a rate of 2,291.9. Incidents against justice procedures was the second highest crime with a rate of 1,700.0. Drug offences was the next highest crime in Goulburn. It is apparent that crime in Goulburn is higher than the LGA. This may be because of the urban environment, which concentrates a high number of people in a small area and provides opportunities for certain crimes.

Table 29: Crime statistics summary January 2021 – December 2021

Crime	Goulburn	LGA	NSW	% Difference Goulburn and LGA	Higher/ lower than state average
Assault	915.1	751.1	769.7	17.9	↑
Robbery	21.0	19.0	21.5	9.5	↓
Sexual offenses	310.6	250.4	179.4	19.4	↑
Theft	2291.9	2021.9	2071.7	11.8	↑
Malicious damage to property	906.7	751.1	601.6	17.2	↑
Against justice procedures	1700.0	1327.9	985.9	21.9	↑
Disorderly conduct	453.3	367.6	212.1	18.9	↑
Drug offences	1259.3	1049.0	578.9	16.7	↑

## Appendix B: Stakeholder mapping

Stakeholder mapping was completed as part of developing the engagement strategy for the project. The table below lists the key stakeholders and potential interests or issues in the proposal. (Completed in January 2019).

STAKEHOLDERS	
<b>Elected Representatives</b>	<ul style="list-style-type: none"> <li>- NSW Premier – Hon Gladys Berejiklian MP</li> <li>- NSW Minister for Transport and Infrastructure – Hon Andrew Constance MP</li> <li>- NSW Minister for Planning – Hon Rob Stokes MP</li> <li>- Minister for Environment, Minister for Heritage, Minister for Local Government – Hon Gabrielle Upton</li> <li>- State Member for Goulburn Mulwaree Council – Hon. Pru Goward, MP</li> <li>- Federal Member for Goulburn Mulwaree Council – The Hon Angus Taylor MP</li> <li>- Mayor of Goulburn Mulwaree Council – Councillor Bob Kirk</li> </ul>
<b>Government agencies and departments</b>	<ul style="list-style-type: none"> <li>- Goulbourn Mulwaree Council</li> <li>- Environment Protection Authority</li> <li>- Office of Environment and Heritage</li> <li>- Department of Primary Industries</li> <li>- WaterNSW</li> <li>- Roads and Maritime Services</li> <li>- Southern NSW Local Health District</li> <li>- Rural Fire Service</li> <li>- Geological Survey of NSW – Division of Resources and Geoscience</li> </ul>
<b>Commercial neighbours</b>	<ul style="list-style-type: none"> <li>- McDonalds</li> <li>- Big4 Governors Hill Carapark</li> <li>- Heritage Motor Inn</li> <li>- PowAGroup Global</li> <li>- Budget Petrol</li> <li>- Governor's Hill Budget Motel</li> <li>- Studio 4 Signs and Design</li> <li>- Goulpro</li> <li>- Rocky Hill Sand and Soil</li> <li>- Hipac</li> <li>- Goulburn Resource Recovery Centre</li> </ul>
<b>Adjoining residents and landowners</b>	
<b>Utilities</b>	<ul style="list-style-type: none"> <li>- Goulburn Murray Water</li> <li>- Ausgrid</li> <li>- Telstra</li> <li>- Jemena</li> </ul>
<b>Others</b>	

## STAKEHOLDERS

<b>Community groups including action groups and environmental groups</b>	-	Goulburn Mulwaree Heritage Conservation Group
	-	Goulburn Cycle Club
	-	Goulburn Chamber of Commerce
	-	The Goulburn Poultry Fanciers' Society

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<b>Emergency services</b>	-	SES
	-	Rural Fire Service
	-	Ambulance Service of NSW
	-	Fire and Rescue NSW
	-	NSW Police Force

### **Wider community**



**“ Creating vibrant communities through  
powerful conversations**

