

Social Impact Assessment

Narwee Parklands Care Community

59-67 Karne Street North, Narwee NSW 2209

Prepared for Opal HealthCare



Ethos Urban acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture.

We acknowledge the Gadigal people, of the Eora Nation, the Traditional Custodians of the land where this document was prepared, and all peoples and nations from lands affected.

We pay our respects to their Elders past, present and emerging.

'Gura Bulga'

Liz Belanjee Cameron

'Gura Bulga' – translates to Warm Green Country. Representing New South Wales.

By using the green and blue colours to represent NSW, this painting unites the contrasting landscapes. The use of green symbolises tranquillity and health. The colour cyan, a greenish-blue, sparks feelings of calmness and reminds us of the importance of nature, while various shades of blue hues denote emotions of new beginnings and growth. The use of emerald green in this image speaks of place as a fluid moving topography of rhythmical connection, echoed by densely layered patterning and symbolic shapes which project the hypnotic vibrations of the earth, waterways and skies.

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1.0 Introduction

1.1 Purpose of this report

This Social Impact Assessment (SIA) supports the Environmental Impact Assessment (EIS) submitted for the State Significant Development (SSD) of 59-67 Karne Street North, Narwee, NSW. This report sets out the social baseline, the key drivers for this development from a social perspective aligned with the Council's and NSW Government's strategic policy drivers, and provides an assessment of the social impacts that may arise as a result of the proposal.

Updates: *This Social Impact Assessment Report has been prepared to support the Response to Submission Report for the Narwee Parklands Care Community State Significant Development Application (SSD-45024776) located at 59-67 Karne Street North, Narwee. The NSW Department of Planning and Environment (DPE) placed the Environmental Impact Statement and the accompanying technical documentation on public exhibition from 14 February 2023 until 13 March 2023. During the exhibition, a total of 22 submissions were received in response to the public exhibition of the EIS. These included submissions made by the State and Local Government agencies, authorities, as well as the general public.*

This report provides a response to matters relating to the Social Impact Assessment and it should be read in conjunction with the EIS and all supporting documentation originally submitted with the SSDA.

The table below identifies the specific matters raised by the relevant agencies and where these matters have been responded to.

Agency / Organisation	Comment from Agency / Organisation	Section reference / Response
DPE	<ol style="list-style-type: none">1. Clarity is to be provided on any actual mitigation commitments in Section 6.5 of the Social Impact Assessment (SIA). It is noted that deferring to construction management plans is not a suitable response and priority should be given to ensure that mitigation measures are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced.2. A summary table/list of all mitigation measures and commitments is to be submitted with the RtS to remove reference to the phrase 'where practicable' from the EIS and SIA to clearly demonstrate what measures are proposed to be implemented and how3. Further detail and discussion as to how Dharawal design vernacular will be incorporated, understood, and honoured in the project to be provided	<p>6.0 - 7.0 – mitigation measures revised.</p> <p>7.0 – table provided, references removed.</p> <p>2.5.2 and 6.5.4 - updated</p>

1.2 Project background

Opal Health Care is seeking to develop a 163-bed residential care facility on a currently vacant site located at 59-67 Karne Street North, Narwee, NSW. Given the size of the proposed residential care facility its Capital Investment Value (CIV) will be in excess of \$30 million and therefore with the commencement of SEPP (Housing) 2021 on 26 November 2021 a State Significant Development (SSD) planning pathway has also been made available for the proposed development. Accordingly, this is the planning pathway intended to be pursued for the proposed development.

An SSD Development Application (SSDA) is required to be lodged with the Department of Planning and Environment (DPE). The Secretary's Environmental Assessment Requirements (SEARs) for the project was issued on 22 June 2022, requiring a SIA to be prepared in accordance with the 'SIA for State Significant Projects' (DPE, 2021).

An extract from the SEARs request is below in **Figure 1**.

21. Social Impact <ul style="list-style-type: none">• Provide a Social Impact Assessment prepared in accordance with the <i>Social Impact Assessment Guidelines for State Significant Projects</i>.	<ul style="list-style-type: none">• Social Impact Assessment
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Figure 1 Extract from Industry Specific SEARs Seniors Housing dated 22 June 2022

Source: DPE

1.3 Scope of assessment

1.3.1 Social Impact Assessment

Social impact assessment (SIA) involves the analysis of social changes and impacts on communities that are likely to occur as a result of a particular development, planning scheme or government policy decision. The purpose of the SIA is to assess the impacts of the development, both positive and negative, for all stages of the project lifecycle for key stakeholders and the broader affected community. The assessment of social impacts in this report has been based on the *Social Impact Assessment Guideline for State Significant Projects* (SIA Guideline) released by the NSW Department of Planning, Industry and Environment (DPIE) in July 2021, and as required for all SSDAs in NSW.

The SIA Guideline is considered by NSW Government to represent best practice in social impact assessment processes and provides a consistent framework and approach to the assessment of social impacts associated with all state-significant projects and developments in NSW.

The assessment involves a number of steps, including a baseline analysis of the existing socio-economic environment of a defined study area or areas; identifying a list of stakeholders and considering their views; scoping of relevant issues; identification and assessment of potential impacts against the specified suite of factors set out in the SIA Guideline; determination of the significance of the impacts, and identification of measures to manage or mitigate the projects potential negative impacts and enhance potential benefits.

This methodology employed in preparing this SIA is designed to ensure that the social environment of communities potentially impacted by a project is properly accounted for and recorded, and anticipated impacts are adequately considered and addressed.

1.3.2 Social factors for assessment

The SIA Guideline classifies social impacts in the following way, which forms the core basis of this assessment:

- Way of life: how people live, get around, work, play and interact with one another on a day-to-day basis
- Community: its composition, cohesion, character, how it functions, and sense of place
- Accessibility: how people access and use infrastructure, services and facilities
- Culture: people's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings
- Health and wellbeing: people's physical, mental, social and spiritual wellbeing
- Surroundings: access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity
- Livelihoods: including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits
- Decision-making systems: the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.

Each of these categories should be assessed based both on the tangible observable impacts, as well as considering fears and aspirations of communities impacted.

1.3.3 Assessment methodology

Stages in the preparation of this Social Impact Assessment are as follows:

- Baseline analysis of the existing socio-economic environment, involving:
 - Study area definition, including primary and secondary geographic areas likely to be impacted (see **4.1** of this report)
 - Demographic analysis, including socio-economic characteristics of current communities and population forecast (see **4.2**)
 - Review of relevant background information, along with relevant local and state policy frameworks (see **3.0**)
- Stakeholder and community engagement: Findings of stakeholder and community consultation undertaken by Ethos Urban, and the local Council have been reviewed to identify community and stakeholder aspirations and values (see **5.0**)
- Identification of impacts as per the *SIA Guideline* parameters. The social impact assessment ultimately appraises the significance of each identified impact based on its duration, extent and sensitivity of impact “receivers.” This results in a social significance rating for impacts and benefits, as per the social impact significance matrix shown in **6.0**
- Identification of mitigation strategies to manage impacts and enhance benefits of the development in **6.0**
- Summary of residual impacts following the implementation of additional responses and controls in **7.0**

1.4 Information sources and assumptions

Key data sources and policy documents used to prepare this SIA (ordered by title):

- ABS Census of Population and Housing 2021 (Australian Bureau of Statistics, 2021)
- NSW Housing Strategy (NSW DPE, 2021)
- NSW State Environmental Planning Policy (Housing) (2021)
- Ageing Well in NSW: Seniors Strategy (NSW Government, 2021)
- South District Plan (Greater Sydney Commission, 2018)
- Local Strategic Planning Statement (City of Canterbury Bankstown, 2016)
- Draft Community Strategic Plan (City of Canterbury Bankstown, 2022)
- Canterbury Bankstown Housing Strategy (City of Canterbury Bankstown, 2020).

Technical reports used to inform the SIA include:

- Arboricultural Development Assessment Report (Moore Trees, May 2022)
- Aboriginal Cultural Heritage Assessment Report (Dominic Steele Consulting Archaeology, November 2022)
- Architectural plans (Group GSA, 18 November 2022)
- Design Report (Group GSA, 29 November 2022)
- Narwee Aged Care Development Urban Design Analysis (Group GSA, March 2022)
- Transport and Accessibility Impact Assessment (Colston Budd Rogers and Kafes, October 2022)

Assumptions applied to complete this SIA include:

- The key findings of the background studies and technical reports are accurate.
- Socio-economic data for each study area accurately reflects the community demographic profile.
- Outcomes of the community consultation and engagement undertaken to date accurately reflect community views.
- All potential social impacts to the local community and special interest groups that can reasonably be identified have been included in this report.

1.5 Author qualifications and experience

The SIA authors meet the qualifications and experience criteria outlined in the Social Impact Assessment Guideline (DPE 2023)– i.e., have qualifications in relevant social science disciplines and/ or proven experience over multiple years and competence in social science research methods and SIA practices. Team qualifications and professional affiliations are provided below.

Lead reviewer's declaration

Name: Liesl Codrington, Director Social Strategy

Date the SIA was completed: 14 July 2023

I confirm this SIA contains all relevant information and complies with legal and ethical obligations of social impact practitioners, including those set out in the NSW Department of Planning, Industry and Environment's Social Impact Assessment Guidelines for State Significant Project, 2023.

I confirm that none of the information contained in the SIA is false or misleading.



Signed:

Bachelor of Arts (Human Geography and Demography)

Master of Environmental Planning

Member, Planning Institute of Australia

Member, Environmental Institute of Australia and New Zealand

Lead author's declaration

Name: Amy Douglas, Principal Social Strategy

Date the SIA was completed: 14 July 2023

I confirm this SIA contains all relevant information and complies with legal and ethical obligations of social impact practitioners, including those set out in the NSW Department of Planning, Industry and Environment's Social Impact Assessment Guidelines for State Significant Project, 2023.

I confirm that none of the information contained in the SIA is false or misleading.



Signed:

Bachelor of Science (Urban and Regional Planning) Hons.

Social Planning and Community Development Short Course (UTS), Full Member (Planning Institute of Australia)

Table 1 Author qualifications

Author	Expertise/Qualifications
Liesl Codrington Director Social Strategy & Engagement	BA, MEnvPI Over 20 years' experience in social planning, social sustainability and stakeholder engagement in both public and private sector. Member, Planning Institute of Australia, Member, Environmental institute of Australia and New Zealand and Committee Member for Property Council's Social Sustainability Committee (ACT)
Amy-Grace Douglas Principal Social Strategy	BSc (Urban and Regional Planning) Social Planning and Community Development – Professional Short Course (UTS) Practicing in urban planning and social planning across the private and public sectors since 2011, preparation of SIAs for SSDAs since February 2022.
Chloe Brownson Senior Urbanist Social Strategy	BComms (Social and Political Sciences) Professional experience in social research and analysis, policy drivers and social impacts of new infrastructure.
Alysson Lucas Junior Urbanist Social Strategy	BEcon, MSust Experience working in the public, private and academic sectors in Asia Pacific region to drive sustainability in cities and communities. Skilled in both quantitative and qualitative research as well as community engagement.

2.0 Site context

2.1 History of the site

The site is within north Narwee, Sydney, at the periphery of the suburb's residential neighbourhood. Narwee is located to the north-west of Beverly Hills, and south of Punchbowl, NSW. The name 'Narwee' derives from the Bidjigal word for 'Sun' which was adopted during the 1930s. The Bidjigal people spoke a dialect of the Dharug language which was found throughout what is today the Greater Sydney Region. Throughout the 19th and 20th century, the area surrounding Salt Pan Creek now known as Narwee, Riverwood and Padstow, would remain the last vestige of indigenous culture within Sydney, and an important site in the fight for Indigenous rights.¹

The area was named as Sunning Hill Farm by Robert Gardner post settlement, and later the name adapted to the Dharug word for Sun ('Narwee'). In the early 20th century Sunning Hill Farm was developed from a primary agricultural region into another one of Sydney's outer residential townships, as the introduction of the Narwee Train Station in 1931 brought subdivision and suburbanisation. After World War 2 the area expanded with population growth and from rural to urban. Growth today has been steady since the suburb's establishment and today Narwee remains a primarily residential neighbourhood, relying on the nearby centres of Roselands and Riverwood for commercial needs.²

2.2 Site location

The site is located at 59-67 Karne St North, Narwee, NSW 2209 within the Canterbury-Bankstown Local Government Area (LGA), 15km south-west of the Sydney CBD and 4.5km south-east of Bankstown.

The site is approximately 7,149m² in area comprising four different Lots as shown below in **Figure 2**.

The site has a street frontage to Karne St North to the west. Richard Podmore dog park sits to the site's southern interface, with which it is immediately accessible.



Figure 2 Subject site

Source: Group GSA

¹ Urban Design Report, Group GSA (March 2022)

² *ibid*

2.3 Existing development

The site is largely vacant. It consists of mature native trees, which continues eastwards into Richard Podmore dog park and along the South Western Motorway which runs east-west to the south of the site.

Photos of the site are provided below.



Figure 3 Existing site viewed from Karne St

Source: Group GSA



(1) No. 80 Grove Avenue



(2) No. 70 Grove Avenue



(3) No. 70 and No. 72 Grove Avenue



(4) No. 58C Grove Avenue

Figure 4 Interface with neighbouring sites to the north

Source: Group GSA



Figure 5 Richard Podmore Dog Park adjacent to the site

Source: Group GSA

2.4 Surrounding development

The site is situated in north Narwee at the periphery of the suburb's residential neighbourhood, and is surrounded by low-scale developments including dwellings of one to two storeys in height. More recently developed dwellings are located on the southern end of Karne Street North and reflect denser more contemporary housing.

The site is within walking distance to Roselands Shopping Mall and the Riverwood Industrial area. Given the location of the S Western Motorway, the site's immediately accessible context is concentrated to the north.

The site is located in close proximity to two endangered ecological communities, a patch of Turpentine-Ironbark Forst situated in Wise Reserve, and a stretch of Castlereagh Ironbark Forst which runs along the S Western Highway and along the site's eastern extent (Refer **Figure 6**).

Surrounding development includes, specifically:

- **North:** Residential properties exist to the north along Grove Avenue
- **South:** The Richard Podmore dog park sits to the south of the site
- **East:** Vacant land sits to the east of the site adjacent to the South-western motorway
- **West:** To the west are low scale residential dwellings.

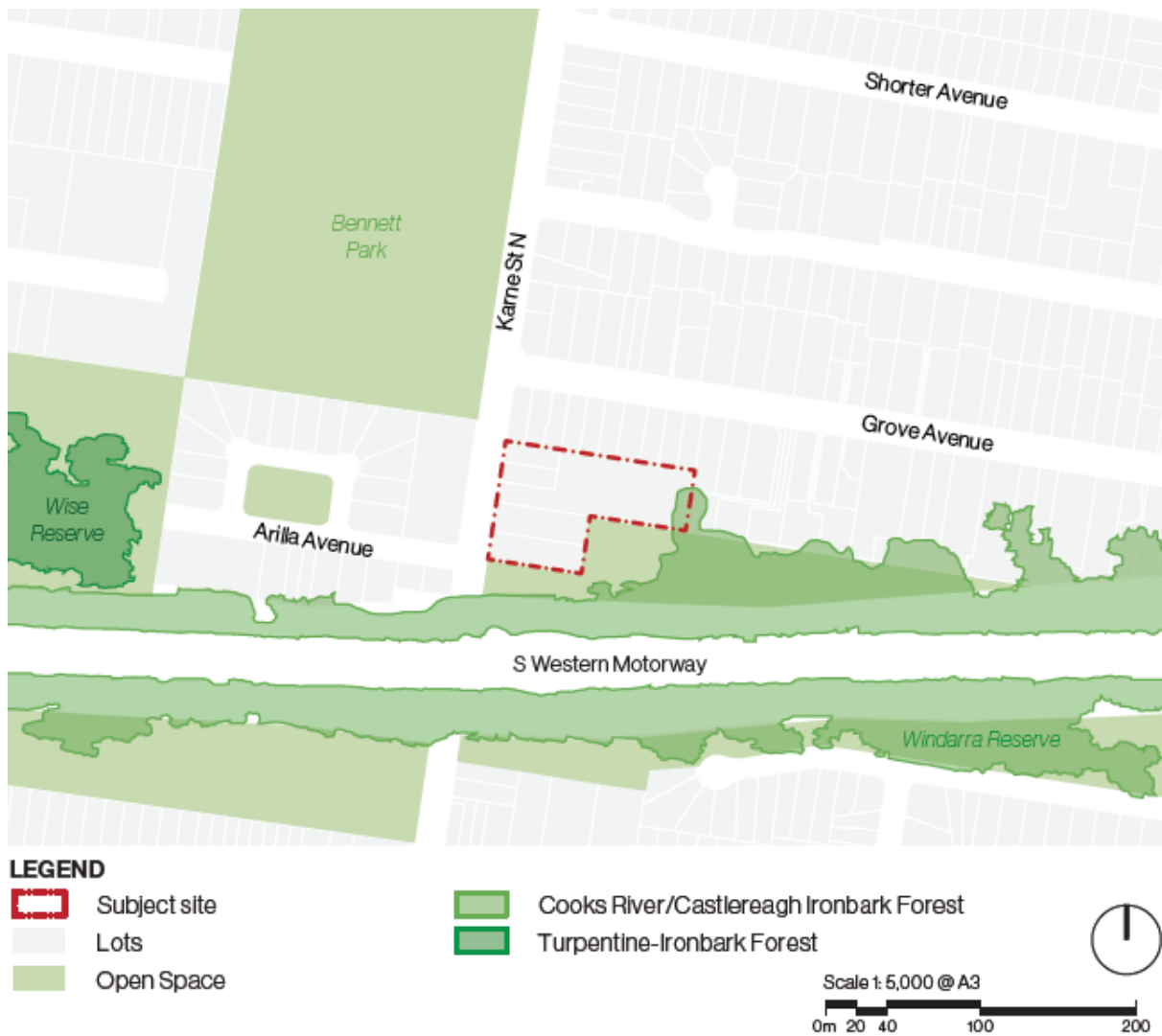


Figure 6 Narwee Aged Care Development site - ecological context

Source: Group GSA

2.5 Proposed development

Opal Health Care is seeking to develop a 163-bed residential care facility to cater for High Care residents with a dedicated Memory Care Neighbourhood (MCN) of up to 3 x 15 residential neighbourhoods on the ground floor, and an overall building height of 2 storeys plus basement parking.

- 90 beds will be large single rooms and 74 single rooms, all with ensuites with patios or balconies aside from the MCN facilities.
- The proposal also includes various public and communal areas to service the care facility, plus a social hub, children’s playground, music rooms, outdoor dining and gardens.
- 31 parking bays in basement and 1 at porte cochere, as well as an ambulance bay and loading dock.

Selected images of the proposal are below:



Figure 7 Proposed elevations

Source: Group GSA



Figure 8 Proposed renders

Source: Group GSA



Figure 9 Proposed renders

Source: Group GSA

2.5.1 Design objectives

Over 7,500 residents live in 84 Care Communities across Australia, with over 9,500 Opal HealthCare team members. Opal HealthCare have prepared a Social Impact Report (2021), which identifies the key objectives that have informed this development.

Key measurements for the report, and the underpinning objectives for Opal HealthCare include:

- Caring for people:
 - Championing end of life care
 - Acting on feedback to improve the resident experience
 - Memories shared bring joy to future generations
 - Restorative care improves lives
- Purposeful places:
 - Sustainable buildings for a better future
 - Going green for good
 - Wayfinding solutions for better living
- Caring through Covid:
 - Supporting a healthcare system during times of crisis
 - Pop-up vaccination clinics
- Community building:
 - Teens inspired by work experience of a lifetime
 - The gift of giving
 - Community service up in lights
- Promoting understanding:
 - Helping hands make happy hearts
 - Dementia Care Connections – supporting families to navigate dementia
 - Caring for carers through respite services

2.5.2 Connecting with Country

Initiatives are proposed to incorporate Aboriginal design principles and cultural mapping of the site to meet Connecting with Country requirements – including the following, subject to further stakeholder engagement:

- Celebration of Dharawal design through iconic art integration in key arrival spaces
- Use of native gardens, native indoor plants and seats using timber
- Dharawal design vernacular, such as:
 - Entry statement – storytelling and wayfinding devices help connect people and orientate them to Dharawal Country and the stories and history that came before.
 - Resting/yarning place – Dharawal design treatment in paving, seating, landscape art.
 - Acknowledgement of Country – referencing Dharawal Design.
 - Language and naming – the building will represent Dharawal Country through appropriate language and consultation
 - Interactive signage and art.

The project team commit to continue conversations with Darug knowledge holders to establish an emerging narrative for the site, and translate them respectfully into various integrated approaches such as art and placemaking interventions (yarning and story telling spaces).

2.5.3 Sustainability objectives

The proposal seeks to provide 'a high quality and sustainable aged care facility that exceeds relevant industry recognised building sustainability performance standards'. Key commitments include:

- Improvement on NCC Energy efficiency requirements
- Onsite solar PV system
- Caring for country initiatives
- Reconnecting people with Country through use of natural materials and Aboriginal artworks and patterns.

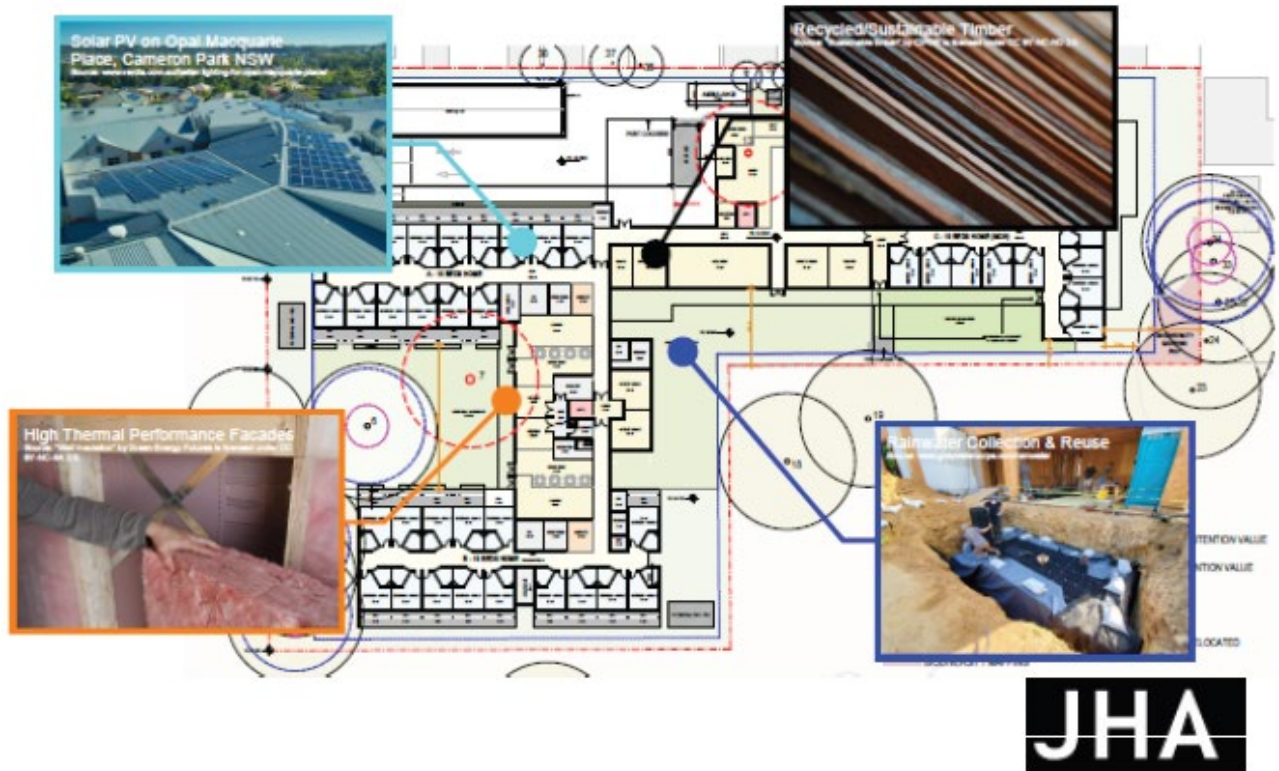


Figure 10 Approach to sustainability

Source: Group GSA (SDRP 2)

3.0 Strategic context

The following section identifies the key social and economic drivers for this site, based on a review of the key state and local policies and strategies relevant to the proposed development.

3.1 Key policy themes and drivers

The following section synthesises the findings of a review of state and local policies, strategies and documents that articulate the desired social, cultural, and economic outcomes relevant to the proposed development.

These findings and their influence on the community benefits offer are summarised in **Table 2**.

The following documents have been reviewed to inform this analysis:

- Ageing Well in NSW: Seniors Strategy (NSW Government, 2021)
- Draft Community Strategic Plan (City of Canterbury Bankstown, 2022)
- Local Strategic Planning Statement (City of Canterbury Bankstown, 2016)
- NSW Housing Strategy (NSW DPE, 2021)
- NSW State Environmental Planning Policy (Housing) 2021
- South District Plan (Greater Sydney Commission, 2018)
- Canterbury Bankstown Housing Strategy (City of Canterbury Bankstown, 2020).

Table 2 Strategic policy drivers

Theme	Implications for the proposed development	Relevant documents
Population trends	<ul style="list-style-type: none"> • Canterbury-Bankstown’s population is growing at a significant pace, with an expectation of 500,000 residents by 2036. Council recognises the needs to plan for a ‘mature-aged community’ in light of a growing proportion of residents aged over 65. • Canterbury Bankstown LGA is home to an extremely diverse population, with 44% born overseas and 60% speaking a language other than English. The needs of CALD (Culturally and Linguistically Diverse) communities will need to be considered in infrastructure and service planning. • The South District is forecast to experience a 57% increase in residents aged 65-84 and an 85% increase in residents aged over 85 by 2036. 	<ul style="list-style-type: none"> • Local Strategic Planning Statement (City of Canterbury Bankstown, 2016) • Draft Community Strategic Plan (City of Canterbury Bankstown, 2022) • South District Plan (Greater Sydney Commission, 2018)
Priorities for senior’s housing	<ul style="list-style-type: none"> • It is a state priority to allow people to remain in their communities as they age, in environments which suit their needs and enable mobility. In order to achieve this, housing needs to be delivered in the right places, at the right time, be easily adaptable, resilient to change. • The 2021 NSW Housing SEPP legislates that senior’s housing should “have obvious and safe pedestrian links from the site that provide access to transport services or local facilities” (Division 6, 104). • In light of the South District’s ageing population, the Greater Sydney Commission advocates for universal design of both public and private places. Other priorities include enhancing the walkability of neighbourhoods and the ‘30-minute city’ 	<ul style="list-style-type: none"> • NSW Housing Strategy (NSW DPE, 2021) • NSW State Environmental Planning Policy (Housing) 2021 • Ageing Well in NSW: Seniors Strategy (NSW Government, 2021) • South District Plan (Greater Sydney Commission, 2018) • Canterbury Bankstown

	<p>objective.</p> <ul style="list-style-type: none"> • “The population of Canterbury Bankstown is ageing, and residents will require smaller and more accessible dwellings within their neighbourhood to support the ageing-in-place process” (Housing Strategy, p. 92). • “Accessible and adaptable housing enables people with a disability and older people to live with independence and dignity, and age in place. Housing that is universally designed is more versatile and can better meet the changing needs of occupants, including families, over their lifetimes. Canterbury Bankstown Council could require larger-scale residential developments to incorporate adaptable dwellings and satisfy the NSW Apartment Design Guide benchmark universal design feature” (Housing Strategy, pp. 106-107). 	<p>Housing Strategy (City of Canterbury Bankstown, 2020)</p>
<p>Housing choice and diversity</p>	<ul style="list-style-type: none"> • The NSW Government recognises a ‘housing spectrum’ which encompasses diverse housing experiences, e.g., homelessness, home ownership, living with old age/ disability. It is acknowledged that people often move back and forth along the spectrum throughout their lives. • One of the four pillars of housing in NSW, identified by the state Housing Strategy, is diversity. This pillar sets an objective of delivering diverse housing which meets varied and changing needs. • It is a local priority to “provide housing choice to suit each life stage through a range of housing typologies, sizes and tenures” (LSPS, p. 72) 	<ul style="list-style-type: none"> • NSW Housing Strategy (NSW DPE, 2021) • Local Strategic Planning Statement (City of Canterbury Bankstown, 2016)

4.0 Local social context

The following section analyses the local social and economic context of the proposed redevelopment, including demographic characteristics, local social infrastructure available to the site, current local social issues and trends, and the outcomes of community consultation to date.

4.1 Study Area definition

The Study Areas for assessment have been chosen to reflect both construction and operational impacts of the proposed development. Construction impacts will likely have an impact on the immediate surrounds of the site, thus the Primary Study Area (PSA) has been identified as a 400m radius from the site boundary.

The Secondary Study Area (SSA) better reflects the impacts of operation of the proposed development and has been identified as the Canterbury Bankstown LGA. This considers NSW Government objectives for 'ageing in place' and suggests that the future residents of the site will likely come from within the City of Canterbury Bankstown.

See **Figure 12** for a map of the Study Areas.

4.2 Resident profile

Based on the *ABS Census of Population and Housing 2021*, the key demographic characteristics of the population in the PSA are summarised below.

It is important to note that at the time of preparing this assessment, not all information from the ABS 2021 Census is yet available. Where required, relevant information will be supplemented from the 2016 Census.

4.2.1 Local community profile

Key findings of the resident profile of the PSA and SSA are benchmarked to Greater Sydney.

- **The PSA has an older population, primarily composed of residents aged 35-49 years.** The PSA median age is 41.0 years, which is older than the SSA and Greater Sydney median age of 36.5 and 37.3 years, respectively. The PSA also has a higher share of residents aged 70 years and over, accounting for 14.8% of the total resident population, as compared to the share in the SSA at 10.6% and in Greater Sydney at 10.3% of the areas' populations.
- **The PSA is culturally and linguistically diverse,** as 47.1% of PSA residents and 47.2% of SSA residents were born overseas, which is higher than the proportion of overseas born residents within Greater Sydney (38.9%). Within the PSA, approximately 60.9% of residents speak languages other than English at home, which is significantly higher than the share across Greater Sydney (38.9%). For the PSA, top countries of origin for overseas born residents are China, Lebanon and Greece while top languages spoken at home other than English include Mandarin, Cantonese and Arabic. For the SSA, top countries of origin excluding Australia are Vietnam, Lebanon and China, while top languages spoken at home aside from English include Arabic, Vietnamese and Mandarin.
- **There is a large share of lone person households in the PSA.** Lone person households represent 27.0% of the household population. This share is relatively higher compared to the share in the SSA at 21.2% and in Greater Sydney at 23.3%. While couple families are the most common type of household composition in the PSA, they only account for about 54.5% of total households, which is lower than the Greater Sydney benchmark of 60.5%.
- **Majority of occupied private dwellings in the PSA are low density housing or separate houses with higher rental rates.** Of total occupied private dwellings, about 55.0% are separate houses, 25.1% are classified as semi-detached, row or terrace or town houses and 19.9% are flats, units or apartments. Of total occupied private dwellings, 46.0% are rented, which is higher than the rate in Greater Sydney at 36.1% or in the SSA at 38.7%.
- **PSA and SSA households earn less than the average income for Greater Sydney households.** Median household income per annum is \$68,960 in the PSA and \$81,140 in the SSA. Greater Sydney households on average earn \$108,750 per annum. PSA's annual median household income varies from the Greater Sydney average by some - 36.6%.

In summary, the PSA is characterised by a middle age population of culturally diverse backgrounds. Dwellings are typically rented, low-density properties. Households are commonly occupied by couple families as well as lone persons with relatively lower average incomes.

4.2.2 Changes in demographic characteristics from 2016 to 2021

A review of key changes in the Study Areas demographic profile can be undertaken by investigating variations that have occurred between the 2016 and 2021 Census. Key findings include:

- **Household incomes have significantly increased** by some +12.9% in the PSA and +16.6% in the SSA from 2016. Although at a lower rate, these changes follow the trend in Greater Sydney, where household incomes have grown by 34.2%.
- **The age profile has become slightly older**, with the PSA median age increasing from 40 years in 2016 to 41 years in 2021. The PSA median age is still higher than the Greater Sydney median age, which conversely increased from 36 years in 2016 to 37 years in 2021. SSA median age has also increased from 35 in 2016, to 36.5 in 2021.
- **Decreased share of couple families with children**, decreasing from 35.8% to 34.8% of the total PSA household population or a decrease of +1% over the 5-year period. There has also been a decrease in the SSA by about -2.3%. The average household size has remained consistent over the 5 years, at 2.7.
- **Decreased share of dwellings owned outright** decreasing by -4% in the PSA and -2% in the SSA. This follows the trend in Greater Sydney, which has decreased by -3% from 2016.
- **Higher percentage of the population attend formal education**, increasing from 21.5% in 2016 to 22.5% in 2021 of the PSA population. This growth compares to the change in Greater Sydney, which recorded an increase of 0.9% in the share of residents attending education.

Figure 11 over the page illustrates the relevant demographic indicators in the PSA for 2016 vis-a-vis 2021.

It is our view that interpretation of small area data from the 2021 ABS Census – that is any geography smaller than a State - should have due consideration for potential outcomes arising from the COVID-19 pandemic. For example, at a small area level trend analysis relative to 2011 and 2016 Censuses should be treated with some degree of caution, as potential changes in demographics/behaviour may reflect temporary rather than structural changes as a result of COVID-19.

Current Community Snapshot (Primary Study Area)

Demographic trends and patterns provide an indication of the existing demographic profile and will inform future trends and needs.

Statistics are sourced from the Australian Bureau of Statistics, Census of Population and Housing 2021, and Transport for New South Wales.

Population

3,320

Estimated resident population in the PSA in 2022

Indigenous persons

0.8%

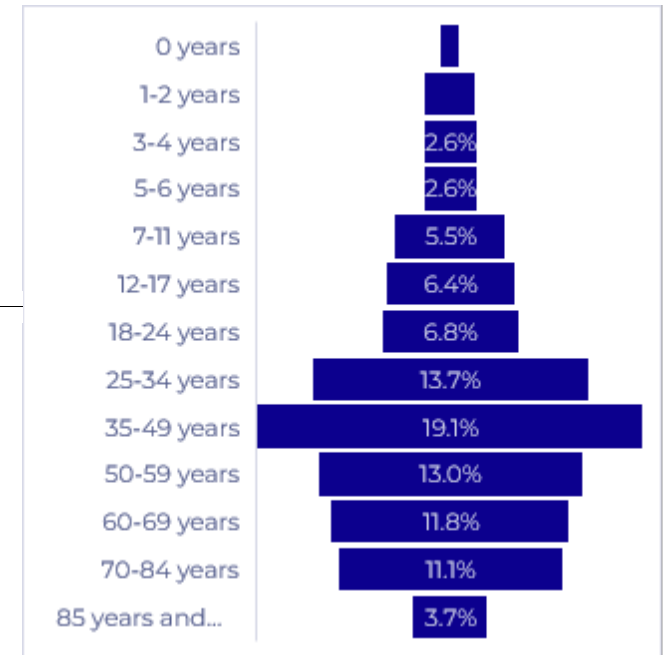
of the PSA population identify as Aboriginal or Torres Strait Islander

Persons born overseas

47.1%

of the PSA population were born overseas

Age Structure



Population growth rate

1.1%

PSA resident population annual growth rate from 2022-2041

Median age

41 years

Greater Sydney's median age is 36 years

Median household income

\$68,960

Per household per annum

Average Household Size

2.7

Persons per household

Household Structure



26.5%

Lone person households

34.8%

Couples with children

19.7%

Couples without children

13.2%

One parent families

4.2%

Group households

Household Type

55.0%

Single house

25.1%

Medium Density

19.9%

Higher Density

Note: Figures may not add up to 100%; residual is classified as "Others" and is usually not shown



Figure 11 PSA demographic profile 2016 vs 2021

4.2.3 Population projections

For the purposes of this analysis, population projections have been sourced with reference to Transport for NSW Population Projections and have been rebased to the latest ABS estimated resident population figure.

Key findings are as follows:

- Population estimates show that there are 4,090 residents living within the PSA and 373,230 within the SSA in 2022. From 2016 to 2022, PSA resident population increased by +60 residents. SSA population increased by +1,870 annually over the same period, growing by 0.5% per year.
- Population forecasts for the PSA show that there will be an estimated 5,100 residents in 2041, an increase of +1,010 residents over the 2022-2041 period. This level of growth represents an average annual increase of +50 residents, at a rate of 1.2% per annum. The SSA is projected to have 432,140 residents in 2041, an increase of +58,910 residents from 2022.

Table 4 outlines the predicted growth for people aged 70+ in the PSA and SSA, which is forecast to increase from 12.3% in 2022 for the PSA to 16.2% in 2041. Similarly, the SSA persons aged over 70 will increase from 10.8% in 2022 to 16.5% in 2041, consistent with broader trends across Sydney and NSW in regards to an aging population.

For further detail refer to the Economic Impact Assessment prepared by Ethos Urban that accompanies this report.

Table 3 Population projections to 2041

Population projections to 2041								
Population (no.)	2016	2022	2026	2031	2036	2041	2016 - 2022	2022 - 2041
PSA	4,030	4,090	4,160	4,430	4,800	5,100	+60	+1,010
SSA	362,040	373,230	384,140	401,340	417,370	432,140	+11,190	+58,910
Greater Sydney	5,024,923	5,249,194	5,434,090	5,763,150	6,097,399	6,433,462	+224,271	+1,184,268
Average Annual Growth (no.)		2016 - 2022	2022 - 2026	2026 - 2031	2031 - 2036	2036 - 2041	2016 - 2022	2022 - 2041
PSA		+10	+20	+50	+70	+60	+10	+50
SSA		+1,870	+2,730	+3,440	+3,210	+2,950	+1,870	+3,100
Greater Sydney			+37,378	+46,224	+65,812	+66,850	+37,380	+62,330
Average Annual Growth Rate (%)		2016 - 2022	2022 - 2026	2026 - 2031	2031 - 2036	2036 - 2041	2016 - 2022	2022 - 2041
PSA		0.2%	0.4%	1.3%	1.6%	1.2%	0.2%	1.2%
SSA		0.5%	0.7%	0.9%	0.8%	0.7%	0.5%	0.8%
Greater Sydney			0.7%	0.9%	1.2%	1.1%	0.7%	0.2%

Table 4 Population projections to 2041 (70+ years)

Population projections to 2041 (70+)								
Population aged 70+ years (no.)	2016	2022	2026	2031	2036	2041	2016 - 2022	2022 - 2041
PSA	450	500	550	640	740	830	+50	+330
SSA	34,440	40,290	46,650	55,640	64,170	71,470	+5,850	+31,180
Average Annual Growth (no.)		2016 - 2022	2022 - 2026	2026 - 2031	2031 - 2036	2036 - 2041	2016 - 2022	2022 - 2041
PSA		+10	+10	+20	+20	+20	+10	+20
SSA		+980	+1,590	+1,800	+1,710	+1,460	+980	+1,640
Average Annual Growth Rate (%)		2016 - 2022	2022 - 2026	2026 - 2031	2031 - 2036	2036 - 2041	2016 - 2022	2022 - 2041
PSA		1.8%	2.4%	3.1%	2.9%	2.3%	1.8%	0.6%
SSA		2.6%	3.7%	3.6%	2.9%	2.2%	2.6%	0.8%
Proportion of total population	2016	2022	2026	2031	2036	2041		
PSA	11.2%	12.3%	13.3%	14.5%	15.5%	16.2%	-	-
SSA	9.5%	10.8%	12.1%	13.9%	15.4%	16.5%	-	-

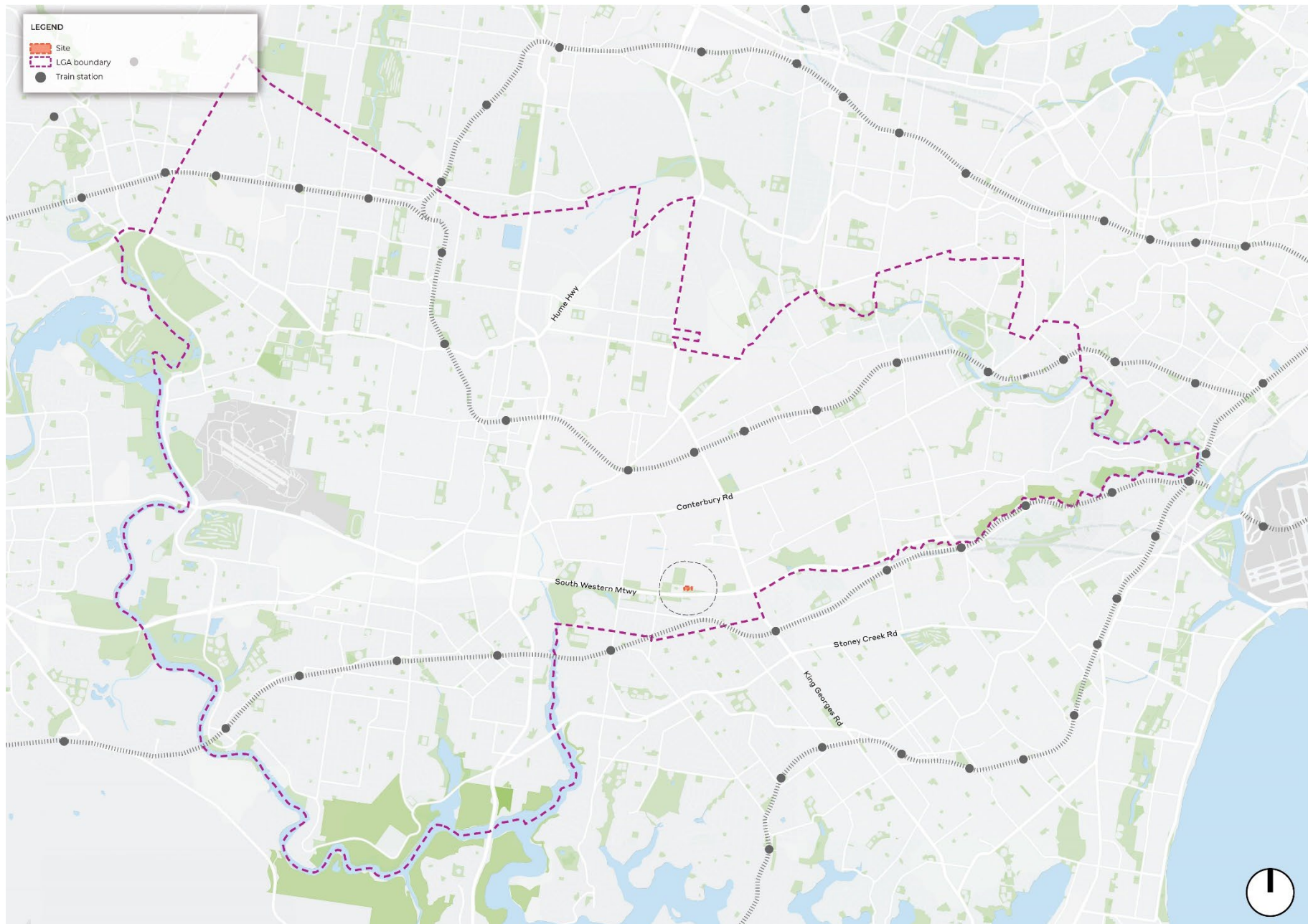


Figure 12 Study Area Maps – PSA and SSA

4.3 Local social infrastructure context

A review of the existing local social infrastructure has been undertaken to inform the SIA and establish a baseline for the assessment of existing facilities.

An overview of the social infrastructure located within a 400m radius surrounding the site has been mapped according to the following typology and is shown on **Figure 13** over page:

- **Open space:** There are six open spaces located within walking distance to the site - Baralga Crescent Reserve, Richard Podmore Dog Park, Bennett Park, Wise Reserve, Robert Gardner Reserve, Windarra Reserve.
- **Aged care facilities:** Leigh Place Aged Care is situated about 400m north of the site.
- **Childcare:** Cheeky Cookies Early Learning Centre is approximately 400m to the east of the site.

The following infrastructure types are located approximately 800m from the site (equivalent to a 10-15 minute walk):

- **Open space:** There are two open spaces - John Mountford Reserve, Roseanne Ave Reserve – within an 800m radius of the site.
- **GPs/Medical centres:** Health Hub Narwee is about 800m to the south of the site, on Penshurst Road.
- **Education facilities:** Hannans Road Public School is to the south east of the site.
- **Places of worship:** There are two places of worship within walking distance of the site - Riverwood Presbyterian Church, Lighthouse Bethel Church.
- **Local community facilities:** Southern Sydney Region Girl Guides.

Refer to **Figure 13** below for a map of the abovementioned described social infrastructure.

4.4 Transport and accessibility

The site is located within 800m of Narwee Railway Station, which is serviced by the T8 Line.

Local bus services are provided by the Punchbowl Bus Company. Services run along Grove Ave, Shorter Ave and Karne Street North - which is serviced by the 941 bus route, travelling from Bankstown Railway Station to Westfield Hurstville.

The 944 route travels Mortdale to Bankstown via Peakhurst Heights, Riverwood, Narwee, Roselands and Punchbowl.

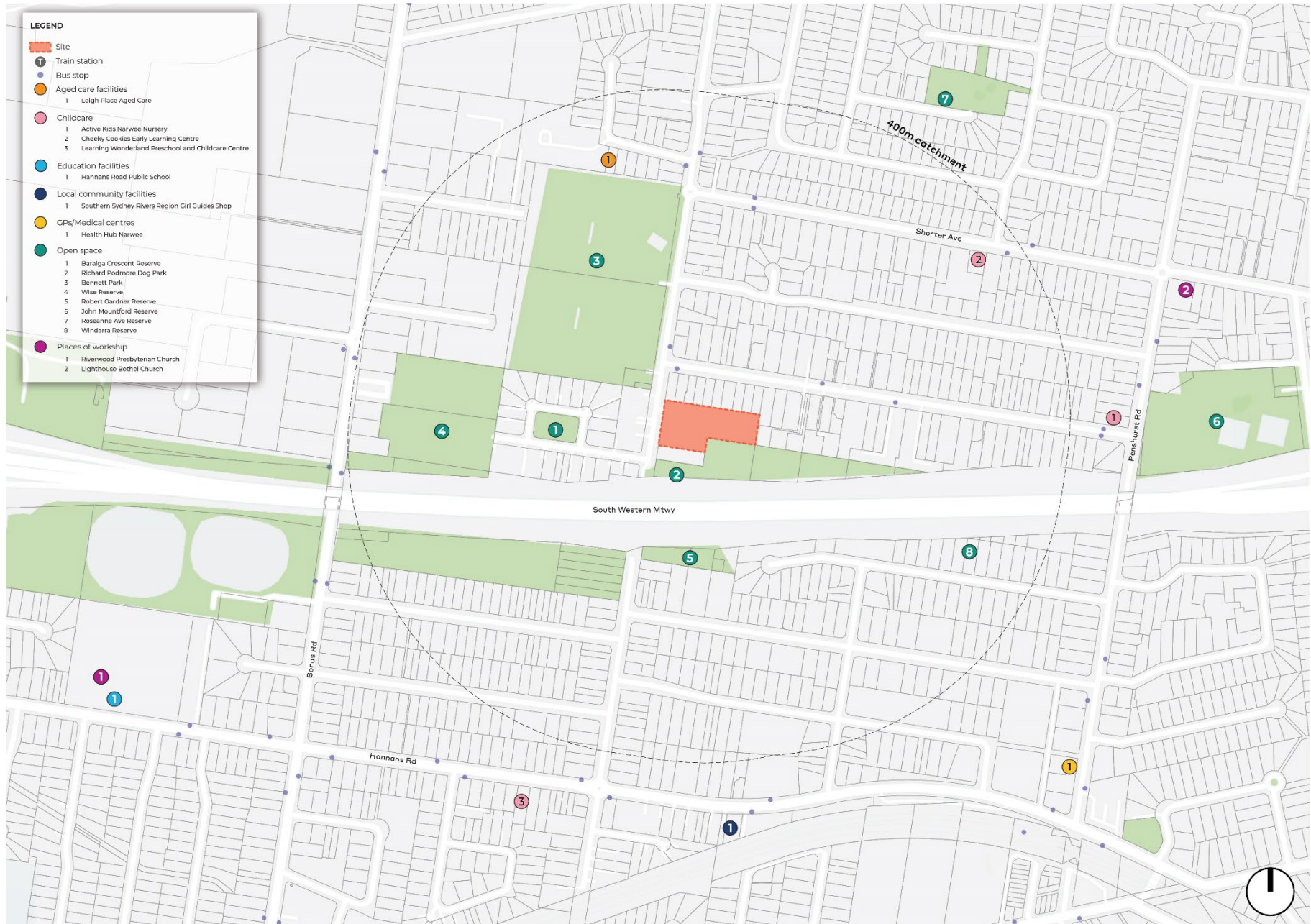


Figure 13 Social infrastructure context

4.5 Social issues and trends

4.5.1 Increasing demand for residential aged care facilities across Australia

In 2013, the *Living Longer Living Better* aged care reforms were passed into legislation in Australia to deliver more support and care at home, with additional residential care places, responding to the changing needs of older Australians. The passing of the reforms recognised there would be a growing longer-term need for higher care residential services in Australia.

Further, the prevalence of chronic diseases increases with age: as people age, they are more likely to suffer from multiple illnesses. The need for specialised care is forecast to increase dramatically over the next 50 years, with aged care providers required to assist in these specialised care needs.

The proposed development is ultimately in keeping with the *Living Longer Living Better* aged care reforms and trends in the demand for residential aged care. The proposed redevelopment will bring the facility up to current good practice standards and provide a positive outcome for residential care in the Narwee area. Providing an aesthetically improved, safe, and healthy physical environment will ultimately enhance quality of life for residents and the working environment for Opal staff.

4.5.2 Specific needs of ageing communities

An ageing population is both a global mega trend and a local issue currently facing Canterbury Bankstown LGA. This long-term shift in demographic will have vast implications for the design and planning of neighbourhoods, including the provision of key infrastructure. Research into the creation of age-friendly cities has outlined the following factors for consideration:

- Autonomy and independence
 - Create walkable environments
 - Ensure access to transport
 - Enable ageing-in-place
 - Provide wayfinding and city information
- Health and wellbeing
 - Ensure access to health services
 - Provide space for exercise and recreation
 - Make connections to nature
- Social connectedness
 - Fight loneliness and isolation
 - Promote inclusion and civic participation
 - Create intergenerational spaces
 - Provide options for older people to stay in their communities
- Security and resilience
 - Prepare for extreme climates
 - Design safe streets and public spaces
 - Promote dementia safety³

These factors should be considered within the design of spaces which cater to an ageing demographic. In order to ensure the mobility and independence of elderly people, features of the public domain (including sidewalks, pavements, seating areas etc.) should be designed with minimal obstructions, allowing for smooth level surfaces, tapered curbs, and sufficient width to accommodate wheelchairs.

³ [CitiesAlive_designing_for_ageing_communities.pdf](#)

Key destinations and facilities should be accessible via active transport routes where possible, which make use of rest stops, adequate lighting, and wayfinding mechanisms to foster a sense of safety and security for elderly people who travel independently.⁴

Improving accessibility will be a key component of the proposed development and will enhance daily life for both surrounding residents, visitors, and future residents of the site. Future residents will further enjoy a more convenient lifestyle, situated within their own community.

4.5.3 Ageing in place and age-friendly communities

As reported by the Productivity Commission, in a research paper addressing the Housing Decisions of Older Australians⁵, older Australians prefer to age in place, with assistance for home care less costly than that of residential aged care. *The quality and location of housing can influence the physical and psychological health and social engagement*⁶ is therefore an important consideration in the allocation and development of new housing for an ageing population.

Many older individuals have formed attachments to their neighbourhoods or family homes, which provide a significant source of security and comfort. While it has been shown that housing and care needs change as a person ages, there is a significant period in the life of an older person where there is a need for comfortable living in a home where a person can be self-sufficient.

Many people will live in conventional housing for the majority of their life (up to the age of 90 years), with the capacity of a person to age in place determined by the appropriateness of the family home to their changing needs. The study found that many who move to age-specific accommodation do so much later in life.⁷

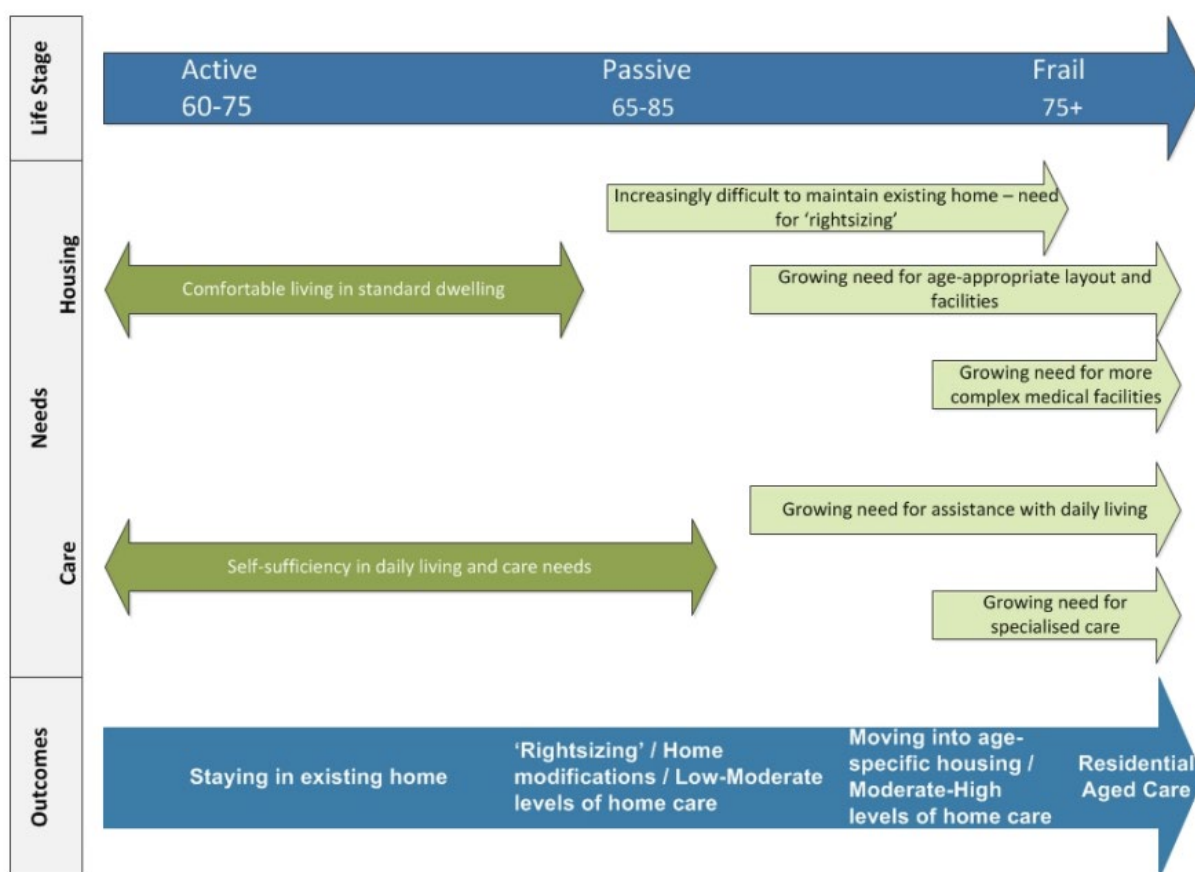


Figure 14 Housing and care needs

Source: Australian Productivity Commission

⁴ World Health Organisation 2007. *Global Age-friendly Cities: A Guide*

⁵ Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*.

⁶ Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*. P. 4.

⁷ Commonwealth of Australia, Productivity Commission. 2015 *Housing Decisions of Older Australians*.

Ageing in place at home can be enabled through ensuring that dwellings meet universal design principles, minimises fall, trip and injury risks for older people and that dwellings can be easily and cost-effectively adapted as residents' needs change.

Research by the Australian Catholic University⁸ highlights the following important factors in ensuring that older people are able to move around their local area independently:

- high quality footpaths, which are both level and crack-free to minimise fall risks
- connected pedestrian networks, e.g., footpaths at the end of no-through roads
- slowing traffic in high pedestrian areas to improve safety
- age-friendly street crossings that enable people who take longer to cross the road to do so safely
- disabled access at public transport points
- improving pedestrian amenity through creating rest spots and shade
- improving perceptions of safety, e.g., by ensuring that footpaths are well-lit, and graffiti is removed.

Opal's services align with the trends in assisting people to age in a community setting, connected to their local area. With village services that include entertainment, social, lifestyle, and health at home the village lifestyle fosters a sense of community with the benefit of 24/7 emergency call systems.

4.5.4 Rising levels of dementia

In 2018, there were more than 400,000 Australians living with dementia, and it is the second leading cause of death in Australia. Many residents of aged care facilities have, or will develop dementia, and require specialist care to ensure their quality of life.

Government support and intervention generally focuses on the health and care needs of people with dementia, rather than their social needs. Recent research by Alzheimer's Australia has highlighted that many people living with dementia experience social isolation and stigma, and give up work and other activities that they enjoy, including hobbies, shopping and sport.

In communities with a high number of older people, there is a need to develop "dementia friendly communities": *"The goal is to create places where people with dementia are supported to live a high quality of life with meaning, purpose and value."* These communities may include:

- Staff who are trained to understand dementia and know how to communicate well with people who have dementia
- Volunteering and employment opportunities for people with dementia
- Memory cafe's, choirs, walking groups, sporting clubs and social groups that are welcoming and inclusive of people with dementia.⁹

Some local government areas, including Port Macquarie-Hastings, with high levels of older people are investigating developing "dementia friendly communities".

4.5.5 Increased scrutiny on quality of aged care

In the 2017-18 financial year, more than 1.2 million Australians accessed some form of aged care service, including home support, residential aged care and home care.¹⁰ Residential care is the most resource-intensive category of aged care, providing higher level care to older people with complicated medical needs, those in the last years of life, and people who can no longer live independently in their own homes.

A large proportion of aged care residents are 90 and over. This reflects the increasing preference of older Australians to remain in their own homes longer, and only moving into residential care when home care is no longer adequate. Many

⁸ <https://theconversation.com/eight-simple-changes-to-our-neighbourhoods-can-help-us-age-well-83962>

⁹ Alzheimers Australia 2014, *Living with dementia in the community: Challenges and opportunities*, https://www.dementia.org.au/sites/default/files/DementiaFriendlySurvey_Final_web.pdf

¹⁰ Donegan & Jeyaratnam 2019, "Nearly 2 out of 3 nursing homes are understaffed. These 10 charts explain why aged care is in crisis," *The Conversation*, May 6 2019 <<https://theconversation.com/nearly-2-out-of-3-nursing-homes-are-understaffed-these-10-charts-explain-why-aged-care-is-in-crisis-114182>>

of these residents are physically frail and vulnerable and may be experiencing dementia or other illnesses that reduce their independence at home and in their communities.

The aged care sector in Australia is large and growing, but currently undergoing significant review. In October 2018, a Royal Commission into Aged Care Quality and Safety was established to hear evidence from families, medical experts, aged care bodies and unions regarding the quality of aged care across Australia. The Commission is currently underway, and initial evidence has highlighted that the sector is seen to be under-resourced and under-paid.

Key issues that have been raised at the Commission include:

- perceived overuse of chemical restraints to sedate or restrict the movements of difficult residents
- many older Australians are fearful of entering aged care
- the broader aged care sector is generally under-resourced and poorly paid and requires a significant funding boost.

4.5.6 Long term impact of COVID-19 on residential aged care facilities

While the long-term impact of COVID-19 on residential aged care facilities is uncertain, communal living, chronic disease and the older age of most residents of aged care facilities very vulnerable to the health risks of COVID-19 and other pandemics in the future.

The Australian Government has recently issued physical distancing guidelines to protect residents of aged care facilities from COVID-19, including:

- No more than two visitors per resident per day
- No children under 16
- No “non-essential” visitors, including hairdressers, allied health professionals, musicians and volunteer visits should take place in residents’ rooms or outdoors.

Even as COVID-19 restrictions relax, aged care providers will be forced to balance the health risks posed by COVID-19 with residents’ rights to social engagement and the mental and physical health risks posed by loneliness and social isolation, including high blood pressure, cardiovascular disease, disability, cognitive decline, depression and early mortality. Disruption to familiar routines and decreased access to communal and visitors can also have a negative impact on quality of life for residents, particularly those with dementia.¹¹

Contemporary residential aged care facilities will need to be flexibly designed to enable physical distancing and minimise other potential long term health risks to residents, while enhancing social connection between residents, staff and visitors.

¹¹ Laging, B & Doyle, C 2020, “Virtual karaoke and museum tours: How older people can cope with loneliness during the coronavirus crisis,” *The Conversation*, March 20, 2020 <<https://theconversation.com/virtual-karaoke-and-museum-tours-how-older-people-can-cope-with-loneliness-during-the-coronavirus-crisis-133771>>

5.0 Engagement outcomes

The following section provides an overview of the community and stakeholder consultation undertaken to inform the proposed development, including engagement activities and outcomes. The purpose of this section is to highlight user values and aspirations relevant to the proposed development.

5.1 Engagement to inform the development

Ethos Urban was engaged by Opal Health Care to undertake engagement with the local community and stakeholders, in accordance with the SIA Guideline and SEARS requirements for the project. This section is therefore informed by the following report:

- Opal Health Care Engagement Outcomes Report (Ethos Urban, 2022).

5.1.1 Communities and stakeholders engaged

The following groups were engaged:

- Internal Opal Care Stakeholders
- Council
- Community groups and organisations including the NARWEE Residents Group
- Residents and businesses within 500m of the site.

5.1.2 Engagement activities

The engagement activities included stakeholder meetings, a community information session webinar on 11 October and opportunities for enquiries via a 1800 number and project email, displayed in letterbox drops and on the project website.

The following table outlines the engagement activities undertaken by Ethos Urban. For further detail refer to Engagement Outcomes Report (Ethos Urban, 2022).

Table 5 Engagement tools

Tool	Description	Target Audience	Reach
Collateral			
Website	A dedicated space within the Opal Care website provided information about the project, planning process, engagement events, and how to contact and get involved. https://www.opalhealthcare.com.au/residential-aged-care/narwee-parklands	All	251
Frequently Asked Questions	Developed 9 FAQs for the project webpage, which explained key terms, and the planning, design and construction process.		
Stakeholder & Community Invite Letters	Initial letterbox drop on 27 September to inform residents and stakeholders of the project and advertise the community webinar Additional postcard drop on 2 November to point readers to the website for more information	Residents, stakeholders and community groups in the catchment area (Figure 2)	Approx. 1,304 letterboxes

Social media	A Facebook post on 13 October to advertise rescheduled community webinar and drive more RSVPs.	Narwee Residents Group (Facebook)	3 likes, 1 comment
	A Facebook post on 2 November to coincide with letterbox drop and point readers to additional information on project website.		2 likes
PowerPoint presentation slides	Detail the objectives, vision, and key deliverables of the site, created for the webinar and uploaded to the project website on 1 November	Key Stakeholders Community Webinar attendees	24

5.1.3 Engagement outcomes

The project team offered multiple opportunities for information and feedback over the 6-week engagement period, but the community expressed limited interest in the project and no feedback was provided.

Community

Key issues and feedback raised by the community included:

- Interest in the possibility of offering onsite optometry services at the facility once open
- Seeking further information about the project, particularly in relation to height of the buildings, setbacks, windows to the north-facing walls, location of mechanical plant, and detailed shadow analysis.
- Asking when the facility will open.

A summary of how the project team have responded to the above queries is contained in the Opal Health Care Engagement Outcomes Rpt.

City of Canterbury Bankstown Council

Feedback was provided on 7 October 2022 by the Council with a detailed table outlined in the Ethos Urban engagement outcomes report.

Comments related to streetscape and public domain, internal amenity queries, architectural expression. Traffic and assets including recommendations to provide bicycle parking. Vegetation and trees to be carefully planned. Waste Management Plan required. Flood management and WSUD additional information sought. Comments on the dog park and required inner fencing where it abuts a residential boundary was noted.

5.2 LGA-wide engagement outcomes

The following engagement undertaken prior to the proposal being developed has relevance in consideration of key issues for the community.

5.2.1 Community Strategic Plan (2018)

In preparation of their Community Strategic Plan "CB City 2028", Canterbury Bankstown LGA engaged with the community through 'thousands of conversations with residents, businesses and government agencies'.

The 10-year plan, to guide the City of Canterbury Bankstown on its journey to be a thriving, dynamic city of people, notes that people want the LGA to be enterprising, well planned, empowered, engaged, well governed, future-focused, responsible, leading, and open.

Other relevant commentary from the consultation for the CSP includes:

- "We support the plan's focus on long-term economic and employment growth as well as its emphasis on culture and creativity".
- "...focus on creek naturalisation, water sensitive urban design and becoming a Water Sensitive City are key to improving the health and enjoyment of our local waterways..."
- "We applaud that CBCity 2028 has a major health and wellbeing focus and values the community's opinions and needs...evident in the Seven Destinations".

6.0 Social Impact Assessment

6.1 Assessment framework and scope

This SIA has been prepared based on the *SIA Guideline* (NSW DPE 2021) to address the SEARs.

This assessment considers the potential impact on the community and social environment should the social impacts envisaged occur, compared to the baseline scenario of the existing use of the site and social context.

The purpose of this social impact analysis is to:

- Identify, analyse and assess any likely social impacts, whether positive or negative, that people may experience at any stage of the project lifecycle, as a result of the project
- Investigate whether any group in the community may disproportionately benefit or experience negative impacts and proposes commensurate responses consistent with socially equitable outcomes
- Develop social impact mitigation and enhancement options for any identified significant social impacts.

Ultimately, there can be two main types of social impacts that may arise as a result of the proposed development. First, direct impacts can be caused by the project which may cause changes to the existing community, as measured using social indicators, such as population, health and employment. Secondly, indirect impacts that are generally less tangible and more commonly related to matters such as community values, identity and sense of place. Both physically observable as well as psychological impacts need to be considered.

This study has identified the following key social factors relevant to the assessment of social impacts of the project:

- Way of life
- Health and wellbeing
- Accessibility
- Community
- Culture
- Surroundings
- Livelihoods.

Impacts on decision-making systems were assessed as negligible during the scoping stage and have therefore not been considered in this assessment.

6.2 Key affected communities

This assessment covers both the 400m Primary Study Area (PSA), which is expected to experience social impacts associated with the temporary construction activities and some of the future operational impacts, as well as the broader social localities (Secondary Study Area) that are likely to experience the resulting benefits from the operational phase of the project. The Primary and Secondary Study Areas are shown in **Chapter 4.1**.

Key communities to experience social impacts and/or benefits of the project can be grouped as follows:

- Residents and staff of the future Care Community
- Surrounding residents
- Local businesses and workers
- Aged care/health workers in Canterbury Bankstown LGA
- Elderly and ageing residents of Canterbury Bankstown LGA
- Temporary construction workers of the site.

6.3 Impact assessment factors and responses

The following section sets out the assessment of social impacts arising from the proposed development and recommended responses, including measures to enhance social benefits and mitigate potentially negative impacts, across the suite of factors set out in the DPE SIA Guideline. The assessment has been based on the information available to date, and is primarily a desktop study, informed by a review and analysis of publicly available documents relevant to the project.

6.4 Social elements of value to people

The SIA Guideline classifies social impacts in the following way, which forms the core basis of this assessment:

- **Way of life:** how people live, get around, work, play and interact with one another on a day-to-day basis
- **Community:** its composition, cohesion, character, how it functions, and sense of place
- **Accessibility:** how people access and use infrastructure, services and facilities
- **Culture:** people’s shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings
- **Health and wellbeing:** people’s physical, mental, social and spiritual wellbeing
- **Surroundings:** access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity
- **Livelihoods:** including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits
- **Decision-making systems:** the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.

The evaluation includes a risk assessment of the degree of significance of risk, including the envisaged duration, extent, and potential to mitigate/enhance and likelihood of each identified impact. The social impact significance matrix provided within the DPE *Social Impact Assessment Guidelines (2021)* (see **Table 8**) has been adapted for the purposes of undertaking this social and impact assessment.

Each impact has been assessed and assigned an overall risk that considers both the likelihood of the impact occurring and the consequences should the impact occur. The assessment also sets out recommended mitigation, management and monitoring measures for each identified matter.

Table 6 Defining magnitude levels for social impacts

Magnitude level	Meaning
Transformational	<ul style="list-style-type: none"> • Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health, and/or heritage values; • permanent displacement or addition of at least 20% of a community.
Major	<ul style="list-style-type: none"> • Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	<ul style="list-style-type: none"> • Noticeable deterioration/ improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	<ul style="list-style-type: none"> • Mild deterioration/ improvement, • for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	<ul style="list-style-type: none"> • No noticeable change experienced by people in the locality.

Table 7 Defining likelihood levels of social impacts

Likelihood level	Meaning
Almost certain	Definite or almost definitely expected (e.g., has happened on similar projects)
Likely	High probability
Possible	Medium probability
Unlikely	Low probability
Very unlikely	Improbable or remote probability

Table 8 Social impact significance matrix

Likelihood	Magnitude				
	Minimal	Minor	Moderate	Major	Transformational
Very unlikely	Low	Low	Low	Medium	Medium
Unlikely	Low	Low	Medium	Medium	High
Possible	Low	Medium	Medium	High	High
Likely	Low	Medium	High	High	Very high
Almost certain	Medium	Medium	High	Very high	Very high

Source: NSW Department of Planning and Environment, 2021, Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects

6.5 Impact assessment and responses by social factor

6.5.1 Way of life – how people live, get around, work, play and interact with one another each day

Potential impacts

During construction:

- Temporary negative impacts to way of life associated with the noise, dust and vibration caused by construction activity on the site, which may result in disruption and associated inconvenience for surrounding residents, workers, and visitors. The impacts may disproportionately affect nearby residents, workers and visitors in the PSA with existing respiratory issues.
- Potential temporary disruption to users of the area related to establishment of the construction site and movement of construction vehicles that may result in changes to preferred way of life routines (e.g., preferred choice of transport modes, time, and length of commute). These impacts are likely to be felt particularly by local residents, due to the low-density residential nature of the area.
- Potential temporary disruption to access to and use of gathering places in the area (i.e., adjacent dog park) due to noise, dust, vibration, hoardings etc may cause inconvenience and frustration and a change of usual daily or weekly routines.

During operation

- Positive way of life impacts for residents, staff and visitors of the site associated with the delivery of high-quality of aged care facilities, which would result in greater convenience and more enjoyment of daily living routines. The proposed redevelopment will deliver a 'state-of-the-art' aged care facility with 24/7 care, including a diversity of indoor and outdoor spaces for programming and socialising, spaces for residents to connect with each other and visitors.
- Potential negative impacts to way of life associated with increased capacity at the site. The low-density residential nature of the area may be disproportionately affected by an influx of additional vehicular and pedestrian activity.
- Potential negative impacts associated with increased noise resulting from operation, as the development will be delivered on a previously vacant lot. It is noted that buildings and courtyards have been set back from the site boundaries in consideration of neighbours, and that aged care uses generally incur a minimal auditory impact.
- Positive way of life impacts to residents, staff and visitors of the site associated with the delivery of communal facilities and health/wellness uses. Communal space allows for increased social interaction and recreation opportunities, which is important for ageing communities. Staff and visitors will also enjoy the amenity of these spaces, enhancing their daily routines.

Responses / mitigation measures

During construction:

- Opal HealthCare will engage a head contractor who will implement a Construction Communications Program to inform affected nearby residents (particularly those sharing property boundaries) of expected construction impacts, to allow them to prepare accordingly. This will include operation of a complaints channel (telephone and email) and register in order to understand if/how construction is impacting local community members.
- Opal HealthCare will consult with Council and/or TfNSW to ensure construction works are not anticipated to impact on nearby social infrastructure or transport routes.
- Opal HealthCare will ensure that a condition of the construction contract is to prepare an effective Construction Management Plan (CMP). The CMP will include the following site control measures:
 - Restricting works to approved construction hours, as per SSDA consent
 - Retrofitting plants with noise minimising devices where deemed applicable
 - Installing acoustic barriers or enclosures where they are deemed feasible and effective
 - Design of site entry and internal roads to minimise truck movements and ensure vehicles enter and exit in a forward direction (to reduce beeper noise)
 - Provision of advanced notification to adjoining properties 14 days prior to commencement of works.

During operation:

- Opal HealthCare will operate a feedback channel (telephone and email) during operation in order for residents, staff, carers, and other visitors to raise issues, complaints or suggestions.
- Opal HealthCare will provide a courtesy bus for future residents to visit local shops, services, and other places of interest when needed. This service will be targeted at residents with mobility issues.

Summary: Impacts to Way of Life

Overall impact	<p>Overall improved access to aged care facilities will have a high positive impact on staff, current and future residents, and elderly people in Canterbury Bankstown LGA. The redevelopment of the site, if impacts associated with transition are well mitigated, will ensure positive social outcomes for the community.</p> <p>Social impact ratings associated with changes to way of life are considered to be Medium, with the following overall ratings:</p> <ul style="list-style-type: none"> • Construction: Medium (possible, moderate) – negative • Operation: Medium (possible, minor) – positive or negative, dependant on receiver
Likelihood	<p>Short term construction impacts with longer term positive impacts associated with improved health care and parking facilities on the site.</p>
Duration	<p>Operational benefits are long term, construction impacts are temporary.</p>
Severity/sensitivity	<p>Moderate sensitivity due to low-density, residential nature of the area.</p>
Extent	<p>Construction impacts would mainly impact the workers, residents, and visitors of the PSA. Operational impacts, such as access to a new, high-quality aged care facility will benefit residents, workers, and visitors from across the SSA and beyond.</p>
Potential to mitigate/enhance	<p>Construction impacts would need to be proactively mitigated due to proximity to sensitive receivers. During operation, there is a high ability for residents, workers, visitors, and local community to adapt to new facilities on the site, due to their proposed quality and design. Infrastructure enhancements and employment opportunities will positively benefit the community in the long term.</p>

6.5.2 Community - its composition, cohesion, character, how it functions, resilience, and people's sense of place

Potential impacts

During construction:

- The construction period may temporarily disrupt or change the existing local community surrounding the site, including:
 - Impacts to size and composition: significantly increased numbers of construction workers in the area which has the potential to change the composition of the local area, as well as perceptions of safety.
 - Impacts to sense of place: Changes to the streetscape due to construction activities has the potential to impact community connection to and sense of place.

During operation

- The development will result in a permanent increase in housing diversity in the area, and an increase the number of older persons living within the Narwee suburb, permanently changing the community composition.
- Positive impacts to community associated with the delivery of a contemporary, high-quality aged care facility. This will allow for new opportunities for social connection and cohesion among residents, potentially generating community support networks.
- Enhanced community interactions at the site associated with the delivery of communal spaces (including a café and health/wellness facilities) which may result in increased social interaction between residents, staff, visitors, and the local community.
- Potential negative impacts to community associated with changes to sense of place and loss of connection to place due to the change to existing site and wider changes to the streetscape. This may disproportionately affect surrounding residents.

Responses / mitigation measures

During construction:

- Opal HealthCare will engage a head contractor who will implement a Construction Communications Program to inform affected nearby residents (particularly those sharing property boundaries) of expected construction impacts, to allow them to prepare accordingly. This will include operation of a complaints channel (telephone and email) and register in order to understand if/how construction is impacting local community members.
- Opal HealthCare will ensure flexibility of spaces is incorporated within the design concept, to allow a range of activities at one time, to improve social cohesion and community connections.

During operation:

- Opal HealthCare will undertake consultation with future residents of the site to understand preferences for events and programming (e.g., movie nights, cultural celebrations, happy hour).

Summary: Impacts to Community

Overall impact There is overall positive social benefit to the local and broader community, with negative short-term impacts to the community likely to be felt during construction.

Social impact ratings associated with the change to the size and composition of the local community is considered Medium with the following overall ratings:

- Construction: Medium (possible moderate) – negative
- Operation: Medium (possible moderate) – positive

Likelihood Short term construction impacts, with longer term positive impacts associated with the improved health care facilities and public space at the site

Duration Operational benefits are long term, construction impacts are temporary.

Severity/sensitivity Moderate sensitivity due to low-density, residential nature of the area.

Extent	Construction impacts would mainly impact the workers, residents, and visitors of the PSA. Operational impacts, such as access to a new, high-quality aged care facility will benefit residents, workers, and visitors from across the SSA.
Potential to mitigate/ enhance	Implement a strategy to try and source local goods and employment. Ensure effective communications channels are available to residents to voice concerns, and information on the progress of the development is shared.

6.5.3 Accessibility – how people access and use infrastructure, services and facilities (private, public or not-for-profit)

Potential impacts

During construction:

- Potential temporary negative impacts to accessibility associated with the noise, dust and vibration caused by the establishment of the construction site and construction activity across the site, which may result in impacts to access to and use of social infrastructure and recreational destinations in this area.
- Potential temporary negative impacts to accessibility due to increased traffic movements and congestion along key roads in the locality due to construction activities and vehicle movements in the area. This can potentially impact access to and use of social infrastructure, businesses, or other amenities in the area. The Traffic Report (CBRK 2022) notes that there may be between 10-30 construction workers on site at a time, and they will be able to park on the site as well as in Karne Street North, adjacent to the site. It also notes that there may be 30-40 construction vehicles per day two-way at peak times. However, 'the road network will readily cater for these vehicles'.

During operation

- Potential positive impacts to accessibility for future workers, residents and visitors with the provision of onsite parking including for bicycles. The Traffic Report (Colston Budd Rogers and Kafes, 2022) notes that 'the road network is able to cater for the traffic from the proposed development'. It further notes (section 3.3) that a mini bus service will be provided at the site for residents to provide regular transport to local shops and services. Connectivity to the bicycle path south of the M5 Motorway via Arilla Avenue and bicycle paths in Wise Reserve will enable accessibility to and from the site and surrounds.
- Positive impacts associated with the increased provision of more diverse and appropriate housing and aged care services to support the broader Canterbury Bankstown LGA. This is increasingly relevant for a region experiencing growth in retiree and elderly residents, leading to opportunities for residents of the proposed development to age in place in Narwee. Future residents of the site would also be able to access communal facilities (including health and wellness uses) on site, resulting in enjoyment of and participation in programs, services, and activities by a range of community members on site.

Responses / mitigation measures

During construction:

- Opal HealthCare will engage a head contractor who will implement a Construction Communications Program to inform affected nearby residents (particularly those sharing property boundaries) of expected construction impacts, to allow them to prepare accordingly. This will include operation of a complaints channel (telephone and email) and register in order to understand if/how construction is impacting local community members.
- Opal HealthCare will consult with Council and/or TfNSW to ensure construction works are not anticipated to impact on nearby social infrastructure or transport routes.
- Opal HealthCare will ensure that a condition of the construction contract is to prepare an effective Construction Management Plan (CMP). The CMP will include the following site control measures:
 - Restricting works to approved construction hours, as per SSSDA consent
 - Retrofitting plants with noise minimising devices where deemed applicable
 - Installing acoustic barriers or enclosures where they are deemed feasible and effective
 - Design of site entry and internal roads to minimise truck movements and ensure vehicles enter and exit in a forward direction (to reduce beeper noise)
 - Provision of advanced notification to adjoining properties 14 days prior to commencement of works.

During operation:

- Opal HealthCare will provide a courtesy bus for future residents to visit local shops, services, and other places of interest when needed. This service will be targeted at residents with mobility issues.
- Opal HealthCare will consult with Council to determine any local accessibility issues e.g., footpath upgrades, pedestrian crossings. Opal will liaise with Council to address these issues, with a focus on enhancing accessibility to/from and around the site.

Summary: Impacts to Accessibility

Overall impact	<p>Overall improved access to aged care facilities will create a high positive impact on current and future residents of the facility, their families, staff, and older residents of Canterbury Bankstown LGA. The redevelopment of the site, if well mitigated through programming and staffing, will ensure positive outcomes for elderly residents and their families.</p> <p>Social impact ratings associated with changes related to access and use of infrastructure is considered Low to Medium with the following overall ratings:</p> <ul style="list-style-type: none">• Construction: Low (likely, minor) – negative• Operation: Medium (possible, minor) – negative or positive, dependant on receiver
Likelihood	Positive impacts of the proposed development are highly likely.
Duration	Operational benefits are long term, construction impacts are temporary.
Severity/ sensitivity	Moderate sensitivity due to low-density, residential nature of the area.
Extent	<p>Construction impacts would mainly impact the workers, residents, and visitors of the Primary Study Area.</p> <p>Operational impacts, such as access to a new, high-quality aged care facility will benefit residents, workers, and visitors from across the Secondary Study Area and beyond.</p>
Potential to mitigate/ enhance	Construction impacts would need to be proactively mitigated due to proximity to sensitive receivers. During operation, there is a high ability for residents, workers, visitors, and local community to adapt to new facilities on the site, due to their proposed quality and design.

6.5.4 Culture - shared beliefs, customs, values and stories, and connections to land, places, buildings

Potential impacts

During construction:

- Temporary changes to appearance, sense of place, and uses of the site due to the construction period has the potential to change connection to place for local residents, workers, and visitors.
- Potential impacts to access and use of local heritage and cultural elements (Aboriginal and non-Aboriginal) during construction.

During operation:

- Impacts to culture associated with delivery of an aged care facility on a previously vacant lot may arise through the change to connections to land and place for the local community due to the new land use. The ACHAR (Dominic Steele, 2022) notes that the site 'comprises a small part of a significant Aboriginal cultural heritage landscape' however there are no recorded Aboriginal historical associations with the Karne Street North site itself.
- Changes to sense of place associated with the delivery of a contemporary, high-quality aged care facility, with associated communal space, health/wellness facilities, and café. This may lead to new opportunities for gathering and the creation of new place narratives.
- Impacts to culture may arise through the interpretation proposed as part of Connecting with Country. The name Narwee derives from the Bidjigal word for Sun which was adopted during the 1930s. The proposal seeks to utilise Aboriginal design ideologies and principles in the final design, including landscaping and pathways with local Aboriginal patterns in coloured asphalt, and an Acknowledgement of Country referring Dharawal Design (SDRP Final Design Presentation, Group GSA 2022). This may positively impact the social and cultural values of surrounding residents, visitors to the site, new residents and staff.

Responses / mitigation measures

During construction:

- Opal HealthCare will engage a head contractor who will implement a Construction Communications Program to inform affected nearby residents (particularly those sharing property boundaries) of expected construction impacts, to allow them to prepare accordingly. This will include operation of a complaints channel (telephone and email) and register in order to understand if/how construction is impacting local community members.

During operation:

- Opal HealthCare will commit to ensuring culture is celebrated in the community, for example a calendar to celebrate events related to diverse cultures, including Diwali, Eid, Lunar New Year, may be proposed. This will provide an inclusive environment for residents from minority cultural backgrounds, and educate others.
- Opal HealthCare will provide opportunities for education about the Bidjigal people and Country, through inclusion of local Bidjigal art and place naming. The site's proximity to Salt Pan Creek and its significance to the Bidjigal people will also be explored during operation.
- Opal HealthCare, in consultation with stakeholders, will consider implementing the recommendations outlined in the Connecting with Country report (WSP, 2022), including for example:
 - Celebration of Dharawal design through iconic art integration in key arrival spaces.
 - Use of native indoor plants.
 - Design of the development will reinforce education about Dharawal history and culture through the use of interactive signage and art.
 - The project team commit to continue conversations with Darug knowledge holders to establish an emerging narrative for the site, and translate them respectfully into various integrated approaches such as art and placemaking interventions (yarning and story telling spaces).

Summary: Impacts to Culture

Overall impact

The redevelopment of the site to highest architectural standard, if impacts associated with construction and operation of the site are well mitigated, can however contribute to new place narratives. Social impact ratings associated with the change to local culture is considered Low with the following overall ratings:

- Construction: Low (possible, minimal) – negative

	<ul style="list-style-type: none"> • Operation: Low (possible, minimal) – positive or negative dependant on receiver
Likelihood	Positive impacts of the proposed development are likely, and negative impacts are minor during construction
Duration	Operational benefits are long term, construction impacts are temporary.
Severity/ sensitivity	Moderate sensitivity due to low-density, residential nature of the area. The change from the existing conditions will be substantial however it is considered that the community has been appropriately consulted with.
Extent	Construction impacts would impact stakeholders within the PSA. Operational benefits have the potential to enhance connection to culture for visitors, staff and patients from across the SSA and beyond.
Potential to mitigate/ enhance	<p>Construction impacts would need to be proactively mitigated due to the sensitivity of users of the site and communities directly affected.</p> <p>During operation there is a high ability for workers, patients and visitors to be appropriately consulted through the recommended communications protocols. Appropriate measures need to be implemented in order to mitigate potential impacts on Aboriginal and non-Aboriginal heritage potential on the site.</p>

6.5.5 Health and wellbeing - people's physical, mental, social and spiritual wellbeing – especially for people vulnerable to social exclusion or substantial change, psychological stress (from financial or other pressures), access to open space and effects on public health

Potential impacts

During construction:

- Potential negative impacts for residents, workers, and visitors in the area, associated with construction dust, noise and vibration. In particular, there may be impacts on the health and wellbeing of more sensitive users of the area, e.g., existing residents of the aged care facility, and surrounding residents, workers and visitors that may have existing respiratory conditions, or are sensitive to noise or vibration.
- Potential negative impacts to health and wellbeing associated with temporary changes to access to/amenity of community gathering spaces in the area (e.g., Richard Podmore dog park) due to the establishment of a construction site. This may impact on opportunities for social interaction and access to spaces which provide positive health benefits.

During operation:

- Improved health outcomes associated with increased access to high quality aged care in Canterbury-Bankstown LGA. The proposed development will provide residents with access to health professionals and 24/7 care, as well as other health/wellness facilities in a parklands context.
- Positive impacts to health and wellbeing associated with environmentally sustainable design (ESD) principles adopted by the development. This will mitigate the effects of climate change and urban heat on residents, staff, and visitors of the facility.
- Improved health outcomes associated with quality of housing and facility design within the site. Many residents of the facility are likely to be frail, and all facilities within the development have been universally designed to reduce risks of fall, trip, and injury, while encouraging residents to remain independent.
- Positive impacts to health and wellbeing associated with alignment with NSW Government objectives for 'ageing in place'. The proposed development will deliver a high-quality local aged care facility which addresses a diverse range of needs and enables residents to remain connected to their community. This is likely to influence the health and wellbeing of residents to a high degree.
- Improved wellbeing outcomes associated with enhanced pedestrian connections within the site and between surrounding streets to ensure that residents are able to easily access surrounding facilities and other parts of the proposed development.

Responses / mitigation measures

During construction:

- Opal HealthCare will engage a head contractor who will implement a Construction Communications Program to inform affected nearby residents (particularly those sharing property boundaries) of expected construction impacts, to allow them to prepare accordingly. This will include operation of a complaints channel (telephone and email) and register in order to understand if/how construction is impacting local community members.
- Opal HealthCare will ensure that a condition of the construction contract is to prepare an effective Construction Management Plan (CMP). The CMP will include the following site control measures:
 - Restricting works to approved construction hours, as per SSSDA consent
 - Retrofitting plants with noise minimising devices where deemed applicable
 - Installing acoustic barriers or enclosures where they are deemed feasible and effective
 - Design of site entry and internal roads to minimise truck movements and ensure vehicles enter and exit in a forward direction (to reduce beeper noise)
 - Provision of advanced notification to adjoining properties 14 days prior to commencement of works.

During operation:

- Opal HealthCare will implement programs during operation which target both physical and mental health, such as exercise classes and educational activities.
- Opal HealthCare will consult with Council to determine any local accessibility issues e.g., footpath upgrades, pedestrian crossings. Opal will liaise with Council to address these issues, with a focus on enhancing accessibility to/from and around the site.

Summary: Impacts to Health and Wellbeing

Overall impact Overall improved capacity, quality and provision of aged care facilities would have a significant positive benefit to the community, once the site is operational. The redevelopment of the site, if impacts associated with construction are well mitigated, will ensure positive health and wellbeing outcomes for the community.

- Construction: Low (unlikely, moderate) – negative
- Operation: Medium (possible, moderate) – positive or negative, dependant on receiver

Likelihood Positive impacts from the proposal are highly likely

Duration Operational benefits are long term, construction impacts are temporary.

Severity/sensitivity Moderate sensitivity due to low-density, residential nature of the area.

Extent Construction impacts would mainly impact the workers, residents, and visitors of the Primary Study Area.

Operational impacts, such as access to a new, high-quality aged care facility will benefit residents, workers, and visitors from across the Secondary Study Area and beyond.

Potential to mitigate/enhance Construction impacts would need to be proactively mitigated due to proximity to sensitive receivers. During operation, there is a high ability for residents, workers, visitors, and local community to adapt to new facilities on the site, due to their proposed quality and design.

6.5.6 Surroundings – access to and use of natural and built environment, including ecosystem services (Shade, pollution control, erosion control), public safety and security, as well as aesthetic value and amenity

Potential impacts

During construction:

- Construction and associated works will potentially lead to temporary increased noise, dust, and vibration impacts to the local area, including residents of surrounding low-density residential development, during the construction period. This is likely to impact on the amenity and enjoyment of surroundings of residents, staff, and visitors of the existing facility, as well as surrounding residents.
- Changes to the streetscape due to the establishment of the construction site may cause temporary negative impacts to surroundings.
- Temporary impacts may arise from increased traffic in the local area during the construction phase, including increased noise and vibration, pressure on parking and potential increased risks to pedestrian safety. This is particularly relevant as the site is located in a low-density residential neighbourhood.
- Potential negative impacts associated with changes to sightlines. The establishment of a construction site is likely to change sightlines surrounding the site, and as a result, may impact on perceptions of safety.

During operation:

- Potential negative impacts associated with significant changes to the bulk and height of buildings on the site. This is likely to appear in contrast to the existing character of the neighbourhood which is predominately low-density residential. Surrounding residents may have an adverse reaction to this change. The design has been amended through the SDRP process to minimise impacts to nearby neighbours.
- Improved amenity and enjoyment of surroundings may be experienced by future residents, staff and visitors - associated with the delivery of a contemporary, high-quality aged care facility and associated communal spaces (health and wellness facilities, café). The facility will deliver positive design outcomes which in turn improve the amenity of living and working spaces residents and staff. Visitors of the facility will also benefit from this outcome.
- Potential for increased traffic movements and traffic or pedestrian congestion in the streets surrounding the site associated with workers, visitors, delivery, and other services accessing the buildings. This may decrease amenity for surrounding residents.

Responses / mitigation measures

During construction:

- Opal HealthCare will engage a head contractor who will implement a Construction Communications Program to inform affected nearby residents (particularly those sharing property boundaries) of expected construction impacts, to allow them to prepare accordingly. This will include operation of a complaints channel (telephone and email) and register in order to understand if/how construction is impacting local community members.
- Opal HealthCare will consult with Council and/or TfNSW to ensure construction works are not anticipated to impact on nearby social infrastructure or transport routes.
- Opal HealthCare will ensure that a condition of the construction contract is to prepare an effective Construction Management Plan (CMP). The CMP will include the following site control measures:
 - Restricting works to approved construction hours, as per SSSA consent
 - Retrofitting plants with noise minimising devices where deemed applicable
 - Installing acoustic barriers or enclosures where they are deemed feasible and effective
 - Design of site entry and internal roads to minimise truck movements and ensure vehicles enter and exit in a forward direction (to reduce beeper noise)
 - Provision of advanced notification to adjoining properties 14 days prior to commencement of works.

During operation:

Opal HealthCare will operate a feedback channel (telephone and email) during operation in order for residents, staff, carers, and other visitors to raise issues, complaints or suggestions.

Summary: Impacts to Surroundings

Overall impact	<p>Provision of high-quality architectural buildings at this location can have a positive benefit to surroundings if elements of the proposal are supported by the local community. However, it is noted that the change to the appearance of the site would be significant (and inconsistent with local character) and may not appeal to all current residents, workers, and visitors to the area.</p> <p>Enhancement to the surroundings through landscaping and other works are proposed which would improve the amenity impacts to the immediate surroundings. Overall impacts are outlined below:</p> <ul style="list-style-type: none">• Construction: Medium (likely, minor) – negative• Operation: Medium (likely, minor) – positive or negative, dependant on receiver
Duration	Operational benefits are long term, construction impacts are temporary.
Likelihood	Positive impacts of the proposal are highly likely, subject to delivery of high quality design and mitigated impacts during construction.
Severity/ sensitivity	Moderate sensitivity due to low-density, residential nature of the area.
Extent	Construction impacts would mainly impact the workers, residents, and visitors of the PSA. Operational impacts, such as access to a new, high-quality aged care facility will benefit residents, workers, and visitors from across the SSA and beyond.
Potential to mitigate/ enhance	Construction impacts would need to be proactively mitigated due to proximity to sensitive receivers. During operation, there is a high ability for residents, workers, visitors, and local community to adapt to new facilities on the site, due to their proposed quality and design.

6.5.7 Livelihoods – including people’s capacity to sustain themselves through employment or business

Potential impacts

During construction:

- Potential positive impacts to livelihoods from the establishment of the construction site and corresponding increase in construction workers include:
 - Increased access to employment opportunities within the construction, manufacturing, and goods and services sectors during the construction phase generated by the development. While some of these jobs will be temporary, project-based work is typical to the sector.
 - Potential improved viability of businesses in the area associated with trade from construction workers (for example for cafes and shops in the locality).
- Potential negative impacts on livelihoods resulting from potential fear of impact to property values of neighbouring properties.
- Positive impacts to livelihoods as a result of increased local employment opportunities associated with Opal HealthCare’s sustainable local employment practices. This may allow for the employment of local residents and/or businesses.

During operation:

- Positive impacts to livelihoods associated with the delivery of the proposed development which includes residential aged care facilities and health and wellness spaces, which will increase the quantity and diversity of local employment opportunities.
- Positive impacts to local employment opportunities associated with Opal HealthCare’s sustainable local employment practices. This may allow for the employment of local residents and/or businesses.
- Increased activation of the site due to high quality design, which has the potential to increase patronage for other local businesses in the area and improve livelihoods.
- Potential positive impacts on livelihoods associated with permanent changes to streetscape and provision of amenity. This may have positive, or negative, impacts on the value of property surrounding the site dependant on receiver.

Responses / mitigation measures

Opal HealthCare will implement responsible procurement practices during both construction and operation, in line with their 2022 Social Impact Report¹². This includes the creation of local jobs, growing employment pathways for First Nations people and minority groups, and offering traineeships to young people seeking careers in aged care.

Summary: Impacts to Livelihoods

Overall impact Increased employment opportunities (both construction and operation) will have a positive impact on livelihoods. Potential changes to viability of businesses in the area associated with amenity impacts and change of foot traffic in the locality (during construction, and operation). These may cause negative or positive impacts to livelihoods.

The proposed development will have High positive benefits in respect to Livelihoods, associated with the delivery of new employment opportunities.

- Construction: High (likely, moderate) – positive or negative, dependent on receiver
- Operation: High (likely, moderate) – positive

Duration Operational benefits are long term, construction impacts are temporary.

Likelihood Positive impacts of the proposed development are highly likely

Severity/sensitivity Moderate sensitivity to impacts due to low socio-economic demographic of the study areas

¹² [Social Impact | Sustainability | Aged Care | Opal HealthCare](#)

Extent	Both construction and operational phase are likely to draw workers from the Canterbury Bankstown LGA and beyond
Potential to mitigate/ enhance	Livelihood benefits will still be likely particularly for nearby businesses (flow-on effects).

7.0 Monitoring and management framework

To monitor and measure the ongoing impact of the proposed development on relevant stakeholders and the surrounding community, the following framework is recommended:

Table 9SIA Monitoring and Management Framework

Mitigation measure	Details	Responsibility	Timing
Construction Communications Program	<ul style="list-style-type: none"> To inform affected nearby residents (particularly those sharing property boundaries) of expected construction impacts, to allow them to prepare accordingly. <ul style="list-style-type: none"> This will include operation of a complaints channel (telephone and email) and register in order to understand if/how construction is impacting local community members. Minimum 14 days' notice will be provided to all adjoining neighbouring properties prior to works commencing. Ongoing communication prior to demolition and commencement of construction works, and noisy works will occur. 	<ul style="list-style-type: none"> Opal Health Care / head contractor (TBC) 	<ul style="list-style-type: none"> During construction
Consult with Council and/or TfNSW	<ul style="list-style-type: none"> To ensure construction works are not anticipated to impact on nearby social infrastructure or transport routes. 	<ul style="list-style-type: none"> Opal Health Care / head contractor (TBC) 	<ul style="list-style-type: none"> During construction
Construction Management Plan (CMP)	<ul style="list-style-type: none"> The CMP will include the following site control measures: <ul style="list-style-type: none"> Restricting works to approved construction hours, as per SSDA consent Retrofitting plants with noise minimising devices where deemed applicable Installing acoustic barriers or enclosures where they are deemed feasible and effective Design of site entry and internal roads to minimise truck movements and ensure vehicles enter and exit in a forward direction (to reduce beeper noise) Provision of advanced notification to adjoining properties 14 days prior to commencement of works. Site specific controls, monitoring and reporting have been identified in this Sub Plan to minimise and where possible prevent, the impacts of construction noise and vibration on the environment and community. 	<ul style="list-style-type: none"> Opal Health Care / head contractor (TBC) 	<ul style="list-style-type: none"> During construction

Flexible spaces incorporated within the design concept,	<ul style="list-style-type: none"> To allow a range of activities at one time, to improve social cohesion and community connections 	<ul style="list-style-type: none"> Opal Health Care 	<ul style="list-style-type: none"> During operation
Feedback channel (telephone and email) during operation	<ul style="list-style-type: none"> In order for residents, staff, carers, and other visitors to raise issues, complaints or suggestions. 	<ul style="list-style-type: none"> Opal Health Care to operate 	<ul style="list-style-type: none"> During operation
Courtesy bus for future residents	<ul style="list-style-type: none"> To visit local shops, services, and other places of interest when needed. This service will be targeted at residents with mobility issues. 	<ul style="list-style-type: none"> Opal Health Care to operate 	<ul style="list-style-type: none"> During operation
Consultation with future residents of the site	<ul style="list-style-type: none"> to understand preferences for events and programming (e.g., movie nights, cultural celebrations, happy hour). 	<ul style="list-style-type: none"> Opal Health Care to operate 	<ul style="list-style-type: none"> During operation
Implement programs during operation which target both physical and mental health, such as exercise classes and educational activities.	<ul style="list-style-type: none"> To improve health and wellbeing for the future residents, as vulnerable community members 	<ul style="list-style-type: none"> Opal Health Care 	<ul style="list-style-type: none"> During operation
Consult with Council to determine any local accessibility issues e.g., footpath upgrades, pedestrian crossings.	<ul style="list-style-type: none"> Opal will liaise with Council to address these issues, with a focus on enhancing accessibility to/from and around the site. 	<ul style="list-style-type: none"> Opal Health Care 	<ul style="list-style-type: none"> During operation
Implement the recommendations outlined in the Connecting with Country report (WSP, 2022) Provide opportunities for education about the Bidjigal people and Country, through inclusion of local Bidjigal art and place naming.	<ul style="list-style-type: none"> Design of the development will reinforce education about Dharawal history and culture through the use of interactive signage and art. Opal HealthCare, in consultation with stakeholders, will consider implementing the recommendations outlined in the Connecting with Country report (WSP, 2022), including, but not limited to: <ul style="list-style-type: none"> Celebration of Dharawal design through iconic art integration in key arrival spaces. Use of native indoor plants. Design of the development will reinforce education about Dharawal history and culture through the use of interactive signage and art. The project team commit to continue conversations with Darug knowledge holders to establish an emerging narrative for the site, and translate them respectfully into various integrated approaches such as art and 	<ul style="list-style-type: none"> Opal Health Care 	<ul style="list-style-type: none"> During operation

placemaking interventions (yarning and story telling spaces).

Implement responsible procurement practices during both construction and operation, in line with their 2022 Social Impact Report¹³.

- This includes the creation of local jobs, growing employment pathways for First Nations people and minority groups, and offering traineeships to young people seeking careers in aged care.

- Opal Health Care

- During operation
-

¹³ [Social Impact | Sustainability | Aged Care | Opal HealthCare](#)

8.0 Concluding comments

This Social Impact Assessment (SIA) has been prepared for Opal HealthCare by Ethos Urban, in relation to land at 59-67 Karne St North, Narwee NSW, for the proposed Narwee Parklands Care Community.

The SIA accompanies a State Significant Development Application (Reference SSD-45024776) to be lodged with Department of Planning, Industry and Environment (DPIE). The SIA has been prepared as a requirement of the Secretary's Environmental Assessment Requirements (SEARS) dated 22 June 2022.

The SIA aims to identify, predict, and evaluate likely social impacts arising from a project and propose responses to the predicted impacts. 'Social impacts' generally refer to the consequences that people (including individuals, households, groups, communities and/or organisations) may experience when a new project brings change.

An assessment of the social impact categories, as defined within the Social Impact Assessment Guideline (NSW DPE, 2021) has been undertaken with consideration to the issues identified within the baseline analysis. Each category of impact outlined in the SIA Guideline is appraised with a significance of the impact based on the likelihood and magnitude of the change experienced by the community.

Overall, the significance of the level of impacts identified in relation to the proposal range from **Low** to **High**. Some of these impacts would be experienced as negative, and some as positive, dependant on the receiver. No major significant impacts are identified in relation to the proposal.

Key impacts identified with the proposed development relate to:

- Temporary inconvenience and disruption to daily routines associated with increased noise, dust and vibration generated by construction activities, as well as increased traffic and truck movements, to the Narwee locality.
- Potential permanent impacts to surroundings and amenity as a result of the development, which is proposed to a currently vacant site. These impacts may be seen as negative or positive, dependent on the receiver.

The most significant social benefits of the proposal relate to:

- Improved access to healthcare within, and improved outcomes for the Narwee community associated with the delivery of the new, high-quality infrastructure and services on site to meet an aging population for the site and surrounds, including for broader NSW residents.
- Positive social benefits to livelihoods associated with the provision of a significant number of construction and operational jobs on site for the Narwee Parklands Care Community, more broadly contributing to the '30-minute city' vision for the Sydney region and employment opportunities.
- Positive social benefits for future residents with the delivery of a high quality, innovative care community, with ample outdoor landscaped areas to achieve high levels of wellbeing, social cohesion and health for future residents. The design of the future building incorporates green space, flexible rooms, indoor and outdoor spaces, private spaces and targeted spaces for interaction.

The overall long-term benefit of the proposed development is considered to be positive, with potential negative social impacts able to be mitigated through technical recommendations, a Construction Management Plan, and other social recommendations as provided in this report including regular implementation of communication protocols.

Appendix A - Community Profile

Category	Primary Study Area	Canterbury-Bankstown LGA	Greater Sydney
Income			
Median individual income (annual)	\$31,680	\$32,610	\$45,930
<i>Variation from Greater Sydney median</i>	-31.0%	-29.0%	<i>n.a.</i>
Median household income (annual)	\$68,960	\$81,140	\$108,750
<i>Variation from Greater Sydney median</i>	-36.6%	-25.4%	<i>n.a.</i>
Individual income			
<i>No income</i>	12.7%	14.6%	11.2%
<i>Low</i>	39.5%	36.7%	28.7%
<i>Medium</i>	40.0%	40.6%	43.1%
<i>High</i>	7.8%	8.1%	17.0%
Household income			
<i>No income</i>	2.7%	3.1%	2.1%
<i>Low</i>	23.6%	16.3%	11.3%
<i>Medium</i>	38.2%	41.1%	34.3%
<i>High</i>	35.5%	39.5%	52.3%
Age Structure			
0 years	1.0%	1.3%	1.2%
1-2 years	2.6%	2.7%	2.4%
3-4 years	2.6%	2.7%	2.4%
5-6 years	2.6%	2.7%	2.5%
7-11 years	5.5%	6.6%	6.3%
12-17 years	6.4%	7.6%	7.1%
18-24 years	6.8%	9.2%	8.8%
25-34 years	13.7%	14.9%	15.6%
35-49 years	19.1%	20.0%	21.7%
50-59 years	13.0%	12.0%	12.0%
60-69 years	11.8%	9.8%	9.7%
70-84 years	11.1%	8.4%	8.4%
85 years and over	3.7%	2.3%	1.9%
Males	49.0%	50.1%	49.4%
Females	51.0%	49.9%	50.6%
Median Age (years)	41.0	36.5	37.3
Country of Birth			
Australia	52.9%	52.8%	61.1%
<i>Aboriginal and Torres Strait Islanders</i>	0.8%	0.8%	1.8%
Other Major English Speaking Countries	2.6%	2.6%	7.1%
Other Overseas Born	44.5%	44.6%	31.8%
<i>% speak English only at home</i>	39.1%	36.4%	61.0%
Household Composition			
<i>Couple family with no children</i>	19.7%	19.8%	24.5%
<i>Couple family with children</i>	<u>34.8%</u>	<u>39.6%</u>	<u>36.1%</u>
Couple family - Total	54.5%	59.3%	60.5%
One parent family	13.2%	14.1%	11.0%
Other families	1.6%	1.7%	1.1%
Family Households - Total	69.3%	75.1%	72.6%
Lone person household	26.5%	21.2%	23.3%
Group Household	4.2%	3.7%	4.1%

Dwelling Structure (Occupied Private Dwellings)

Separate house	55.0%	55.1%	56.1%
Semi-detached, row or terrace house, townhouse etc.	25.1%	15.8%	12.8%
Flat, unit or apartment	19.9%	28.6%	30.7%
Other dwelling	0.0%	0.5%	0.4%
<i>Occupancy rate</i>	<i>92.3%</i>	<i>92.7%</i>	<i>91.8%</i>
Average household size	2.7	3.0	2.7

Tenure Type (Occupied Private Dwellings)

Owned outright	24.5%	29.1%	28.3%
Owned with a mortgage	28.5%	30.6%	34.0%
Rented	46.0%	38.7%	36.1%
<i>State or territory housing authority</i>	16.4%	6.6%	3.3%
<i>Housing co-operative/community/church group</i>	5.4%	1.5%	0.8%
<i>Other</i>	24.2%	30.7%	32.0%
Other tenure type	0.9%	1.6%	1.6%

Attending Education (% of those attending)

Pre-school	9.6%	7.5%	8.0%
Infants/Primary Total	32.7%	31.7%	31.4%
<i>Government</i>	71.7%	59.6%	68.6%
<i>Catholic</i>	21.5%	22.7%	18.8%
<i>Other</i>	6.8%	17.7%	12.5%
Secondary Total	25.4%	26.1%	24.9%
<i>Government</i>	70.4%	57.0%	54.7%
<i>Catholic</i>	22.0%	26.0%	25.3%
<i>Other</i>	7.5%	16.9%	20.0%
Technical or Further Educational Institution	9.4%	10.0%	10.2%
University or other Tertiary Institution	17.9%	20.0%	21.4%
Other type of educational institution	5.1%	4.7%	4.2%
<i>% of total population attending education</i>	<i>22.5%</i>	<i>26.3%</i>	<i>25.8%</i>

Highest Level of Education Completed (% of population aged 15 years and over)

Year 12 or equivalent	64.5%	66.8%	71.4%
Year 9-11 or equivalent	23.5%	23.0%	23.5%
Year 8 or below	8.4%	6.6%	3.5%
Did not go to school	3.6%	3.5%	1.6%

Need for Assistance

With Need for Assistance	9.0%	7.3%	5.5%
No Need for Assistance	91.0%	92.7%	94.5%

Top 10 Countries of Birth

	Primary Study Area	Canterbury-Bankstown LGA	Greater Sydney
1	Australia (52.9%)	Australia (52.8%)	Australia (61.1%)
2	China (15.5%)	Vietnam (6.4%)	China (4.9%)
3	Lebanon (4.0%)	Lebanon (6.2%)	India (3.8%)
4	Greece (2.8%)	China (5.6%)	England (3.1%)
5	Indonesia (2.8%)	Bangladesh (2.1%)	Vietnam (1.9%)
6	Philippines (2.5%)	Greece (2.0%)	Philippines (1.9%)
7	India (1.7%)	India (1.9%)	New Zealand (1.7%)
8	Malaysia (1.6%)	Pakistan (1.5%)	Lebanon (1.2%)
9	Vietnam (1.3%)	Philippines (1.4%)	Nepal (1.2%)
10	New Zealand (0.9%)	Nepal (1.2%)	Iraq (1.1%)

Top 10 Languages Spoken at home (other than English)

	Primary Study Area	Canterbury-Bankstown LGA	Greater Sydney
1	Mandarin (12.4%)	Arabic (18.5%)	Mandarin (5.3%)

2	Cantonese (12.3%)	Vietnamese (8.1%)	Arabic (4.4%)
3	Arabic (9.0%)	Mandarin (5.5%)	Cantonese (2.9%)
4	Greek (7.9%)	Greek (5.1%)	Vietnamese (2.3%)
5	Indonesian (2.5%)	Cantonese (3.9%)	Hindi (1.5%)
6	Italian (1.5%)	Urdu (2.7%)	Greek (1.5%)
7	Vietnamese (1.3%)	Bengali (2.7%)	Spanish (1.3%)
8	Spanish (1.2%)	Italian (1.4%)	Nepali (1.2%)
9	Portuguese (1.2%)	Indonesian (1.3%)	Korean (1.2%)
10	Bengali (1.0%)	Nepali (1.3%)	Italian (1.0%)

Religion

Buddhism	6%	7%	4%
Christianity	49%	45%	49%
Hinduism	3%	2%	5%
Islam	14%	26%	7%
Judaism	0%	0%	1%
Other Religions	1%	1%	1%
No religious association	28%	19%	33%

Provided Unpaid Childcare

Females	27%	28%	29%
Males	21%	22%	24%

Table Note

Note: interpretation of small area data from the 2021 ABS Census should consider potential outcomes from the COVID-19 pandemic.