2 Fitzwilliam Street, Parramatta

State Assessed Rezoning Proposal
Social Impact Assessment Update

Prepared for:
Urban Property Group
21 March 2025

HillPDA CONSULTING

Acknowledgment of Country

HillPDA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters, culture, and community.

We acknowledge the Gadigal people of the Eora Nation and Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin Nation, the traditional owners of the land on which this report is prepared, and we show our respect for elders' past and present.

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Version	Date	Prepared by	Reviewed by	Approved by
DRAFT v1	17 March 2025	Jesse Rowlings	Alex Peck	
FINAL v1	20 March 2025	Jesse Rowlings	Alex Peck	
FINAL v2	21 March 2025	Jesse Rowlings	Alex Peck	
FINAL v3	17 April 2025	Jesse Rowlings	Alex Peck	

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INTRODUCTION

1.0 INTRODUCTION

This Social Impact Assessment (SIA) is submitted to the Department of Planning, Housing and Infrastructure (DPHI) on behalf of the Applicant, UPG Fitzwilliam Pty Ltd (UPG) to inform the assessment of a project comprising residential, hotel and retail uses at 2 Fitzwilliam Street, Parramatta (the site).

Following the approval of the Stage 1 Concept State Significant Development Application (SSDA) (SSD-49808717) and completion of a design competition for the project, UPG are now pursuing the next stage of planning approvals, which includes a State Significant Rezoning, a Detailed Stage 2 SSDA, and an Amending SSDA to amend to approved Stage 1 Concept SSDA.

The report has been prepared to assess the impacts resulting from the change of use from commercial office to residential and hotel as a result of the rezoning proposal, and provides an assessment of the anticipated social implications of the proposed development the subject of the concurrent Stage 2 Detailed SSDA.

It addresses DPHI's study requirement no. 4 for the State Assessed Rezoning Proposal (refer Table 1), which requires an assessment of social impacts considering the new hotel use and expanded residential use and impact of additional dwelling numbers on the area.

Table 1: Extract from the State Assessed Rezoning Proposal requirements

Issue	Assessment requirements
4. Social Impact Assessment (Addendum)	• Amendments to assumptions and recommendations on the adequacy of social infrastructure resulting from the approximately 1,100 additional residents over the concept proposal. • Consider if any additional social infrastructure such as communal space can be integrated with the development.

Source: NSW DPHI (2025)

1.1 Secretary's Environmental Assessment Requirements

In November 2024, an application and scoping report was submitted to the NSW Department of Planning, Housing and Infrastructure (DPHI) requesting the planning Secretary's Environmental Assessment Requirements (SEARs) to inform the preparation of an Environmental Impact Statement (EIS) for the proposal.

DPHI issued the proponent the industry-specific SEARs for build-to-rent housing on 5 February 2025. The SEARs require that an SIA be provided with the EIS that aligns with DPHI's Social Impact Assessment Guideline. The relevant SEARs requirement is shown in Table 1.

Table 2: Extract from the SEARs for SSD-79791208

Issue	Assessment requirements
18. Social Impact	The EIS must consider social impacts and, should any significant social impacts be identified, a Social Impact Assessment must be prepared in accordance with the *Social Impact Assessment Guideline for State Significant Projects*.

Source: NSW DPHI (2025)

1.2 Our approach

As outlined above, this SIA has been developed to align with industry best practice including NSW DPHI's *Social Impact Assessment Guideline*. This assessment includes an analysis of the existing social environment. It aims to consider potential positive, negative and cumulative social impacts associated with the proposal, and to identify or suggest mitigation and enhancement measures to minimise negative impacts and maximise social benefits to the community.

Demonstration of the compliance of this report with the SIA Guidelines is provided at Appendix C.

This report presents the findings of the SIA prepared by HillPDA for the earlier Stage 1 Concept SSDA. In general, the social locality and social baseline established in our earlier work have not materially changed, and are provided here as the ongoing context for the project. Where relevant, we have made updates to these findings.

The SIA provides an overview of the proposal and how it differs to the concept SSDA scheme, and includes an updated impact assessment and findings based on the current proposal and other technical reporting prepared to accompany it.

PROJECT OVERVIEW

2.0 PROJECT OVERVIEW

This section provides an outline of the history and context of the project to date and details the proposal.

2.1 Project background

Since acquiring the site from Transport for NSW (TfNSW) via an open tender in 2022, UPG have undertaken an extensive process to secure planning approvals for the site. A summary of the key planning milestones to date is provided below.

2.1.1 Stage 1 concept development

A Stage 1 SSDA (SSD-49808717) was approved on 26 April 2024. The Stage 1 SSDA approves a concept for two towers over a shared podium, with a building envelope and maximum gross floor area (GFA) for Build-to-Rent (BTR) housing, retail, and commercial uses. A total FSR of 23.2:1 is approved under the Stage 1 SSDA, divided between different uses across the two towers, with maximum heights of RL182.02 (western tower) and RL160.29 (eastern tower).

2.1.2 Early works DA

On 18 July 2024, an Early Works Development Application (DA) was formally lodged with the City of Parramatta Council for works to ensure the efficient staged delivery of the project. The DA seeks consent for the following:

- Demolition and clearing of existing structures, such as fencing, hardstand areas, etc
- Bulk earthworks to enable the construction of the future basement
- Stabilisation works and construction of retaining structures, including shoring, piling, and cap beams.

No permanent physical works are proposed as part of the Early Works DA, including any permanent basement structure.

2.2 Concurrent planning applications

To facilitate the proposed development, the following planning applications are being pursued as set out below.

2.2.1 Detailed Stage 2 SSDA

A detailed Stage 2 SSDA will be prepared and lodged concurrently with the rezoning for the construction of the proposed mixed-use development on the site, which specifically seeks approval for the following:

- Construction of a new mixed-use development consistent with the Stage 1 Concept Approval (as amended), comprising:
  - A shared podium containing ground level retail and hotel uses
  - Two towers comprising residential accommodation
- Basement carparking accessed via Fitzwilliam Street
- Through site link connecting Fitzwilliam and Argyle Street
- Associated landscaping and public domain works
- Extension and augmentation of physical infrastructure and utilities.

2.2.2 Amending SSDA to the Stage 1 Concept Approval

In addition to the rezoning, the Stage 1 Concept Approval will be amended via an Amending SSDA to reflect the proposed land use mix and distribution. The Amending SSDA relates to the land use and introduction of hotel

uses and expansion of residential accommodation, responding to strategic planning objectives to deliver more housing supply.

2.3 The site

The site address is 2 Fitzwilliam Street, Parramatta and it comprises four allotments legally described as Lots 10, 11, 12, 13, and 14 in DP 1285124. The site sits in the heart of the Parramatta Central Business District (CBD) opposite Parramatta Railway Station (25 metres to the site's north) and the Parramatta Bus Interchange, a portion of which forms part of the site.

The site has a total area of approximately 2,811.8 square metres, with two street frontages, including a 110 metre frontage to Fitzwilliam Street and a 115 metre street frontage to Argyle Street. The eastern boundary of the site also adjoins an approved 30-storey project (not yet constructed) on the southern half of the site at 10 Valentine Avenue. Figure 1 shows the site and its context.

Currently, the site is vacant, and it contains limited vegetation, site fencing and remnant concrete slabs. An existing car park and driveway for service vehicles is located in the eastern portion of the site and a through-site pedestrian path is located within the site's western boundary. A portion of the Argyle Street footpath is also located on the site and includes a bus shelter.

Figure 1: The site and its context

Source: SJB (2024)

2.4 State Assessed Rezoning Proposal

On 30 September 2024, the NSW Government announced that the Fitzwilliam Street project was selected as one of eleven projects accepted into the new State Significant Rezoning Program. This program is a government initiative to fast track the delivery of housing to achieve the National Housing Accord.

As such, a rezoning will be concurrently completed with the detailed Stage 2 SSDA and Amending SSDA to the Stage 1 Concept Proposal, seeking site-specific amendments to the Parramatta Local Environmental Plan 2023 (Parramatta LEP 2023) to facilitate the change of use of the podium and east tower from office premises to residential accommodation and a mixture of non-office uses (e.g. hotel).

2.5 Proposed SSDA scheme

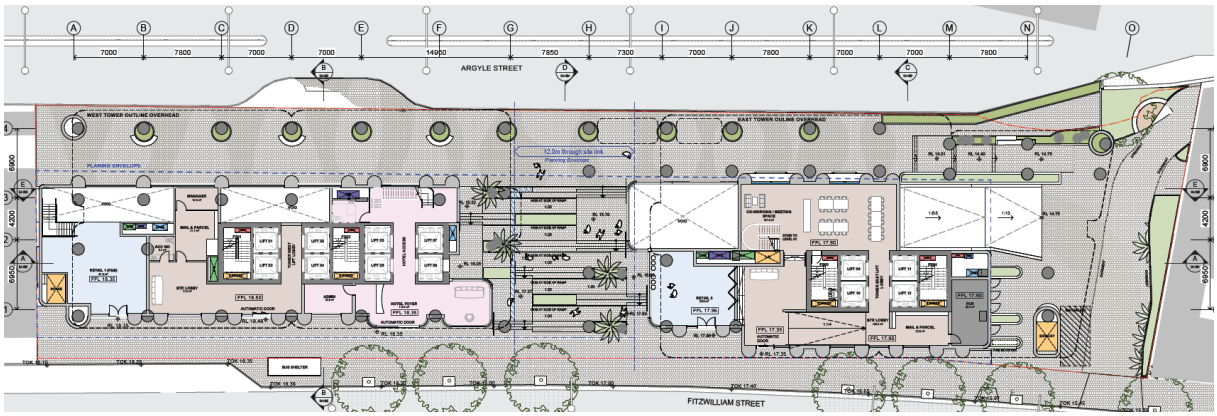
This SSDA seeks approval for a new mixed-use development comprising, BTR housing, hotel and retail uses. Further details can be found in Section 2.2.1 of this report, or in the Environmental Impact Statement prepared by Beam Planning and the Architectural Drawings prepared by SJB.

Figure 2 and Figure 3 show a render and ground floor plan of the proposal.

Figure 2: Render of the proposal

Source: SJB (2025)

Figure 3: Ground floor plan



Source: SJB (2025)

SOCIAL LOCALITY

3.0 SOCIAL LOCALITY

The DPHI *SIA Guideline* requires that a social locality be established when undertaking social impact assessment. This chapter describes the site and its context and identifies and describes the social locality.

The term 'social locality' is used to define the area surrounding a project, proportional to both the nature of the project and its potential social impacts. Therefore, the social localities for two projects in the same location may vary significantly. Equally, a social locality is not sufficiently defined by direct proximity to a project, or whether it is within the same suburb or LGA. Once established, a social locality can be utilised to assess and consider the existing social environment and to anticipate how it may be impacted by changes arising from a project.

3.1 Study area for the SIA

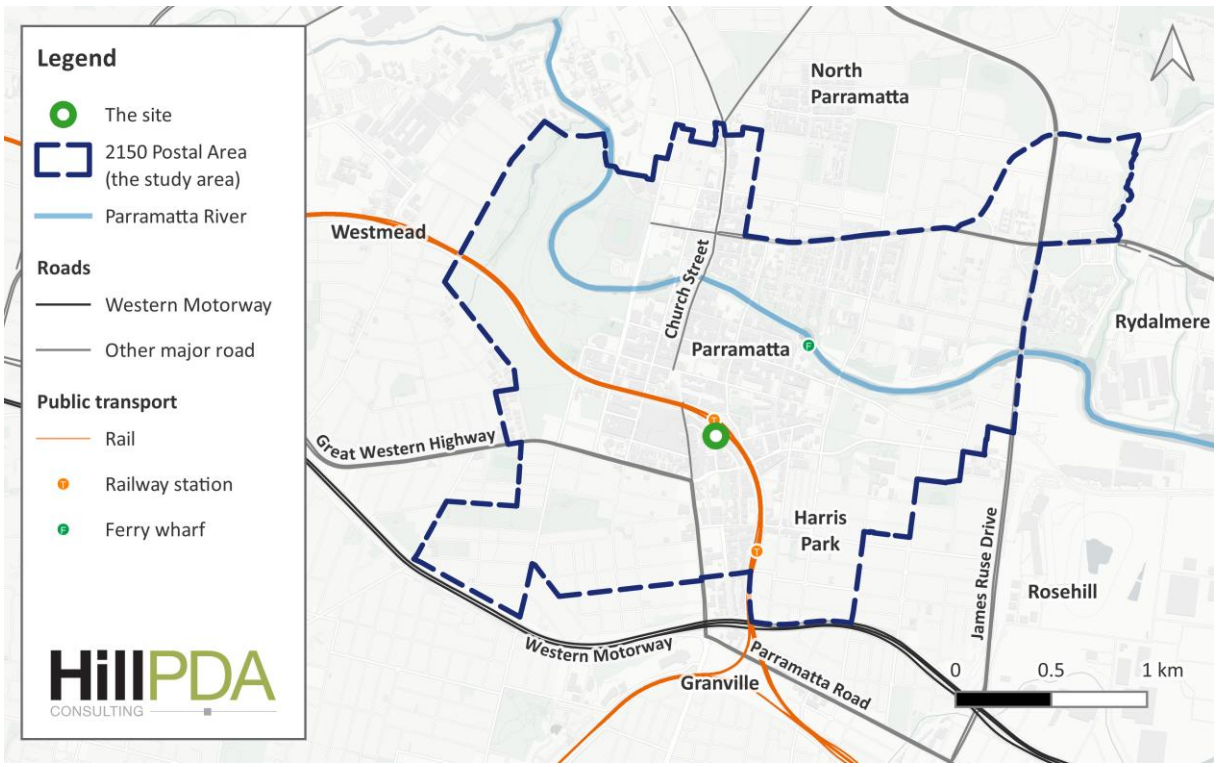
Delineating the social locality of a site is not straightforward. It is important that the selected study area for an SIA balances adequately capturing the social locality whilst ensuring that demographic data is readily available.

The study area (and social locality) has been defined as the 2150 Postal Area shown in Figure 4. The 2150 Postal Area has been selected as it contains the majority of the Parramatta centre and its immediate surrounds, and the site is located near the centre of the area. As such, it is considered to represent an appropriate approximation of the area that may potentially be affected by the proposal. A wide range of population data is available for the study area, enabling analysis of a variety of factors.

This SIA also compares the social locality with comparator areas (where relevant). The comparator areas selected for this SIA are Greater Sydney (Greater Capital City Statistical Area) and the City of Parramatta Local Government Area (LGA).

The site, study area, and surrounds are shown in Figure 4.

Figure 4: The site and surrounds, showing the study area (2150 Postal Area)



Source: HillPDA, ABS (2021), OpenStreetMap (2023)

3.2 History and culture

The site is located on the traditional lands of the Burramattagal clan of the Dharug people. In the spirit of reconciliation, HillPDA wishes to acknowledge this and to pay our respect to the Dharug people and their ongoing connection to the land that this report pertains to.

> *"The word Burramattagal is derived from the Aboriginal word for 'the place where the eels lie down' to breed within the Parramatta River. The Burramattagal have a close connection to the Parramatta River."*
>
> – City of Parramatta (2020) *Local Strategic Planning Statement: City Plan 2036*.

The Dharug people's occupation of the area extends back at least 60,000 years and includes lands within the Blue Mountains and across the Cumberland Plain. The people living in the areas proximal to the modern Parramatta CBD had strong connections to the Parramatta River, which provided a diverse selection of food resources. The Burramattagal were adept at the use and manufacture of bark canoes, which were utilised for the gathering of food resources and for transport along the Parramatta River.

Aboriginal people living in the area surrounding the site were among the first to experience the impacts of expansion by the English colony as it sought arable land. The Burramattagal people experienced the frontier wars, and were faced with dispossession of their land, the influx of disease and illness, and conflict and resistance with the colonists. The expansion of colonial activities also impacted traditional food resources, and it is likely that many Aboriginal people chose to avoid the area in the short term. Resistance activities, including those led by the warrior Pemulwuy, occurred from the mid-1790s to the mid-1800s, following which major conflicts between colonists and Aboriginal people had shifted further west with the expansion of the colony.

From that time, Parramatta played a significant role in the growth of the colony. Governor Lachlan Macquarie established Government House and a private estate in Parramatta, from which colonial governors oversaw the change and growth in the colony as it shifted from a purely penal settlement. Much of Parramatta today contains evidence of this early importance through a wide range of heritage-listed colonial buildings and sites.

3.3 Access

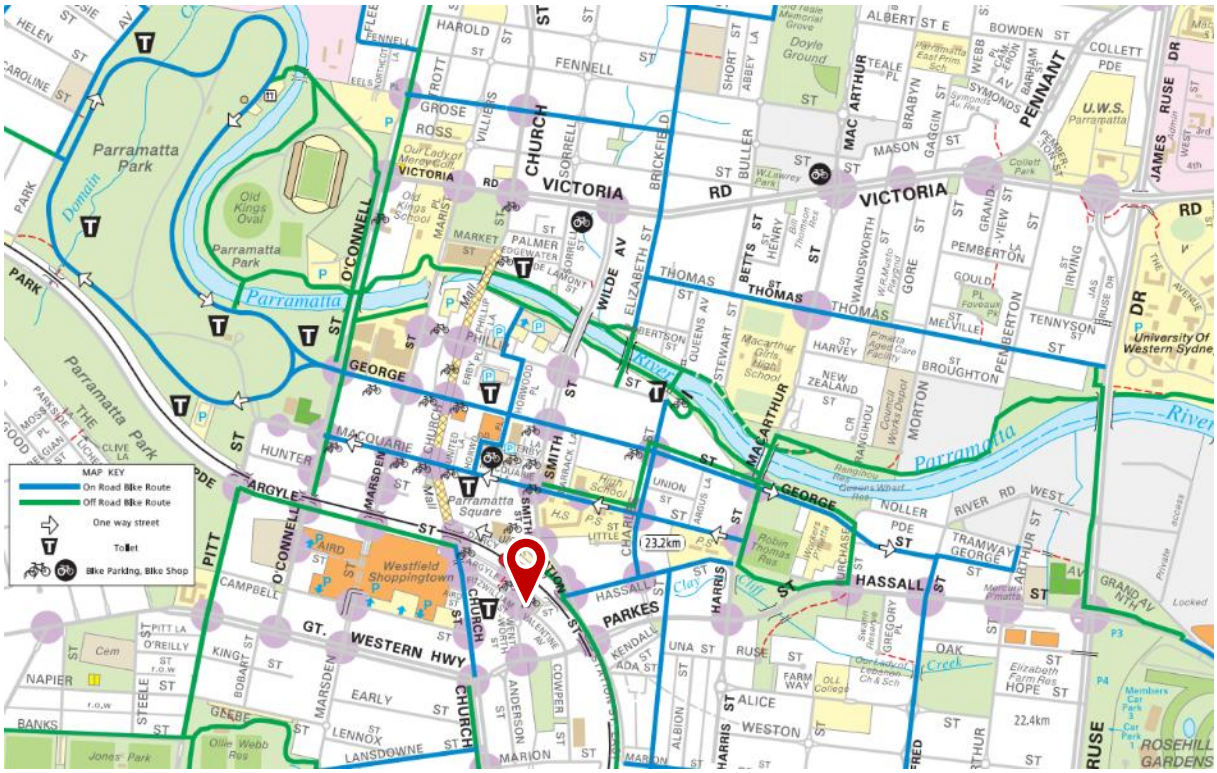
The site is situated near the centre of the Parramatta CBD, the metropolitan core of the central portion of Greater Sydney. It is therefore highly connected to the broader region, by road, rail, and ferry. The site is located less than 400 metres from the Great Western Highway, providing access to the Sydney CBD to the east and Penrith to the west. Further from the site, the M4 Western Motorway connects Parramatta to the broader Greater Sydney area, including via the M7 Motorway.

The site is extremely well-serviced by public transport, located adjacent to Parramatta Interchange, providing access to mass transit services to a range of different bus and rail services to destinations throughout and beyond Sydney. The L4 Parramatta Light Rail stops less than 400 metres to the north of the site, providing frequent direct access to locations including the Westmead Health Precinct, Western Sydney University Rydalmere Campus and, in future, Sydney Olympic Park.

Parramatta is also serviced by ferries, with Parramatta Wharf located less than 800 metres from the site, providing access to the Sydney CBD and intermediate locations along the Parramatta River. Additionally, metro services are planned for central Parramatta in the near future.

Greater Parramatta is connected by a network of cycleways, with a range of on and off road bicycle routes, connecting the city to key areas such as Liverpool and Sydney Olympic Park. The City of Parramatta also has a range of planned cycleway projects that would improve cycle connectivity in and to the CBD. As shown in Figure 5 below, the site is located near existing cycleway connections including on Argyle Street, Church Street, and Hassall Street.

Figure 5: Parramatta CBD cycling infrastructure map (the site is identified with red marker)



Source: City of Parramatta (2022)

Due to the density of Parramatta's urban core, pedestrian access near the site is generally signalised, enabling safe pedestrian access. Further, some signalised intersections in Parramatta are scramble intersections, prioritising pedestrian movement. Some street crossings with high pedestrian use have zebra crossings, including two crossings of Fitzwilliam Street, near the site. Parramatta also has a number of lanes and arcades, as well as pedestrianised sections of Church and Macquarie Streets.

The site is well-placed to take advantage of these features, as well as future walkability and accessibility improvements in and around the Parramatta CBD. Its location is proximal to a wide range of services and amenity features, as well as commercial facilities and employment opportunities.

3.4 Social infrastructure

Social infrastructure is important to a community as it provides the tangible infrastructure to support the safety, health and wellbeing of that community which allows individuals to be happy, safe and healthy, to learn, and to enjoy life. A network of social infrastructure contributes to social identity, inclusion and cohesion and is invariably used by all at some point in their lives, often on a daily basis. Access to high-quality, affordable social services has a direct impact on the social and economic wellbeing of all community members.

> *"Social infrastructure is comprised of the facilities, spaces, services and networks that support the quality of life and wellbeing of our communities."*
>
> – Infrastructure Australia (2019), *Australian Infrastructure Audit 2019*.

An audit of social infrastructure in the area surrounding the site has been conducted using GIS software and has drawn from a range of data sources, including:

- NSW DPE Points of Interest Layer
- Australian Department of Education My School database
- Australian Children's Education and Care Quality Authority (ACECQA) Building Blocks database
- Careforkids
- The National Health Services Database (NHSD).

This report has considered the following types of social infrastructure:

- Child care and education – child care, schools, tertiary facilities
- Health care – community medical centres, aged care facilities
- Community and culture – libraries and community centres
- Open space and recreation – such as parks, sporting ovals and social clubs, halls.

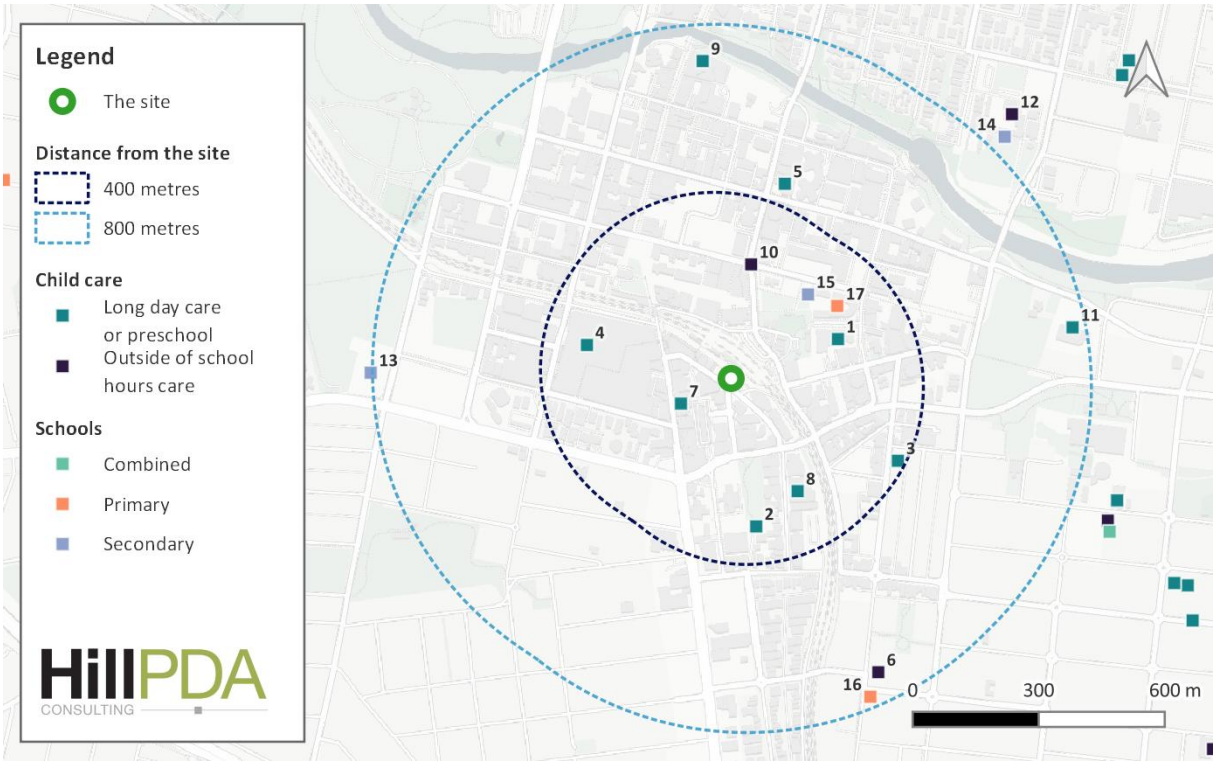
Whilst it is noted that some commercial or retail operations may offer various social benefits or services, these are not considered in this report. Such facilities can provide valuable social functions, however, their current and future provision is typically market-led and does not benefit from formal government funding.

Social infrastructure facilities generally operate at three levels of provision. These are local, district, and regional. The different scales of infrastructure service different sized catchments. Catchments refer to both geographical areas and the size of the population serviced. For example, a primary school is intended to serve the local population, usually within walking distance. However, a university will cater for a much wider, regional population.

3.4.1 Childcare and education

The site is located near a range of child care and education facilities that are available in and around the core of the Parramatta CBD. These are shown in Figure 6, Table 3, and Table 4.

Figure 6: Childcare and education facilities near the site



Source: ACECQA (2023); Careforkids (2023); My School (2023). Accessed 15 May 2023.

Table 3: Childcare facilities near the site

ID	Name	Type	Max places	Vacancies
1	Goodstart Early Learning Parramatta	Long day care	24	N
2	Jubilee Park Child Care Centre	Long day care	42	N
3	Pre-Kinder Academy	Long day care	34	N
4	Parramatta Early Learning	Long day care	28	N
5	Reggio Emilia Early Learning Centre Parramatta CBD	Long day care	109	N
6	Ambrose School Age Care, St Oliver's, Harris Park	Outside of school hours care	110	N
7	Little Bees Childcare	Long day care	78	N
8	Reggio Emilia Early Learning Centre Parramatta Station	Long day care	208	N
9	MindChamps Early Learning @ Parramatta	Long day care	56	N
10	Parramatta Public School TheirCare	Outside of school hours care	210	N
11	Guardian Childcare & Education Parramatta	Long day care	83	Y
12	The After School Klub Macarthur Girls HS	Outside of school hours care	60	N

Source: ACECQA (2023); Careforkids (2023). Accessed 15 May 2023.

Within an 800 metre catchment of the site, there are nine long day care (LDC) centres or preschools, with a total capacity of 662 places and three outside of school hours care (OSHC) centres, with total capacity of 380 places. Of these, only one service had vacancies as at December 2024.

Table 4: Schools near the site

ID	Name	Type	Sector
13	Parramatta High School	Secondary (partially selective)	Government
14	Macarthur Girls High School	Secondary	Government
15	Arthur Phillip High School	Secondary	Government
16	St Oliver's Primary School	Primary	Non-government
17	Parramatta Public School	Primary	Government

Source: My School (2023). Accessed 15 May 2023.

There are five schools located within 800 metres of the site, including two government co-educational high schools (one of which is partially selective), one government girls high school, one government primary school, and one non-government (Catholic) primary school. Two of these schools, Parramatta Public School and Arthur Phillip High School are recently opened and consist of high density school developments, with Arthur Phillip High School rising to nine storeys tall.

The site is within the primary school intake area for Parramatta Public School, around 300 metres northeast of the site, and the high school intake area for Arthur Phillip High School, around 400 metres northeast of the site.

In addition, the site is extremely well-located with regard to tertiary and vocational education institutions, including:

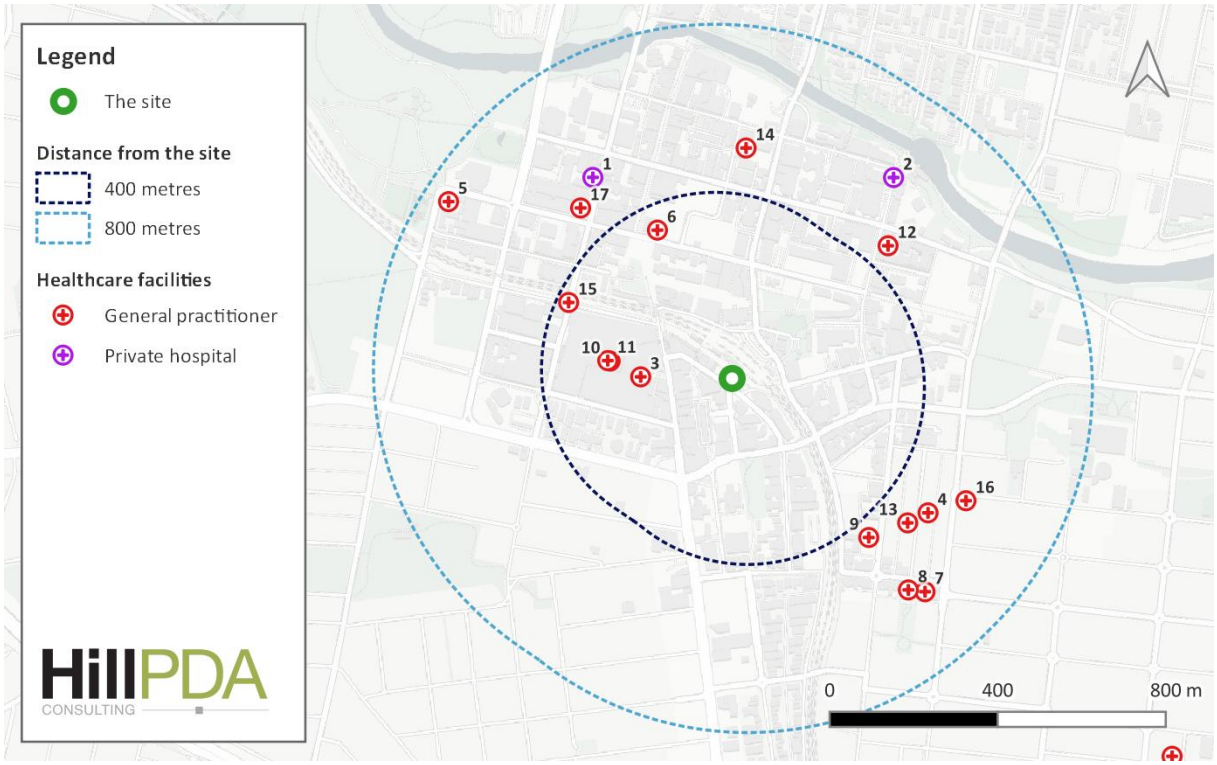
- Western Sydney University: nearest campus approximately 250 metres east of the site, on Hassall Street
- University of New England: approximately 500 metres northwest of the site, on Church Street
- Swinburne University of Technology: located opposite the site, on Fitzwilliam Street.
- Charles Sturt University: approximately three kilometres north of the site, in North Parramatta.
- TAFE NSW Granville: approximately two kilometres south of the site, easily accessible by rail.

A wide range of private education institutions also operate in and around the Parramatta CBD, offering a variety of courses.

3.4.2 Healthcare

The site is located near a variety of healthcare facilities, including numerous general practitioners and private hospitals. These are shown in Figure 7 and Table 5.

Figure 7: Healthcare facilities near the site



Source: NHSD (2023). Accessed 15 May 2023.

Table 5: Healthcare facilities near the site

ID	Name	Type	ID	Name	Type
1	Marsden Eye Surgery Centre	Private hospital	10	Myhealth Medical Centre - Parramatta Westfield Level 1	General Practice
2	Parramatta Eye Centre	Private hospital	11	Myhealth Parramatta Priceline	General Practice

ID	Name	Type
3	Myhealth Medical Centre Parramatta Westfield Level 5	General Practice
4	Albion Medical Practice	General Practice
5	Parramatta Part View Medical Centre	General Practice
6	Optimum MedHealth Clinic	General Practice
7	Edinburgh Medical Centre	General Practice
8	Priority Medical Centre	General Practice
9	Wigram Street Family Medical Practice	General Practice

ID	Name	Type
12	ISRA Medical Services - Parramatta	General Practice
13	Dr John Psarommatis Surgery	General Practice
14	Rivaside Medical Practice	General Practice
15	Argyle Street Medical Centre	General Practice
16	Dr C Bonovas Surgery	General Practice
17	Parramatta Medical and Dental Centre	General Practice

Source: NHSD (2023). Accessed 15 May 2023.

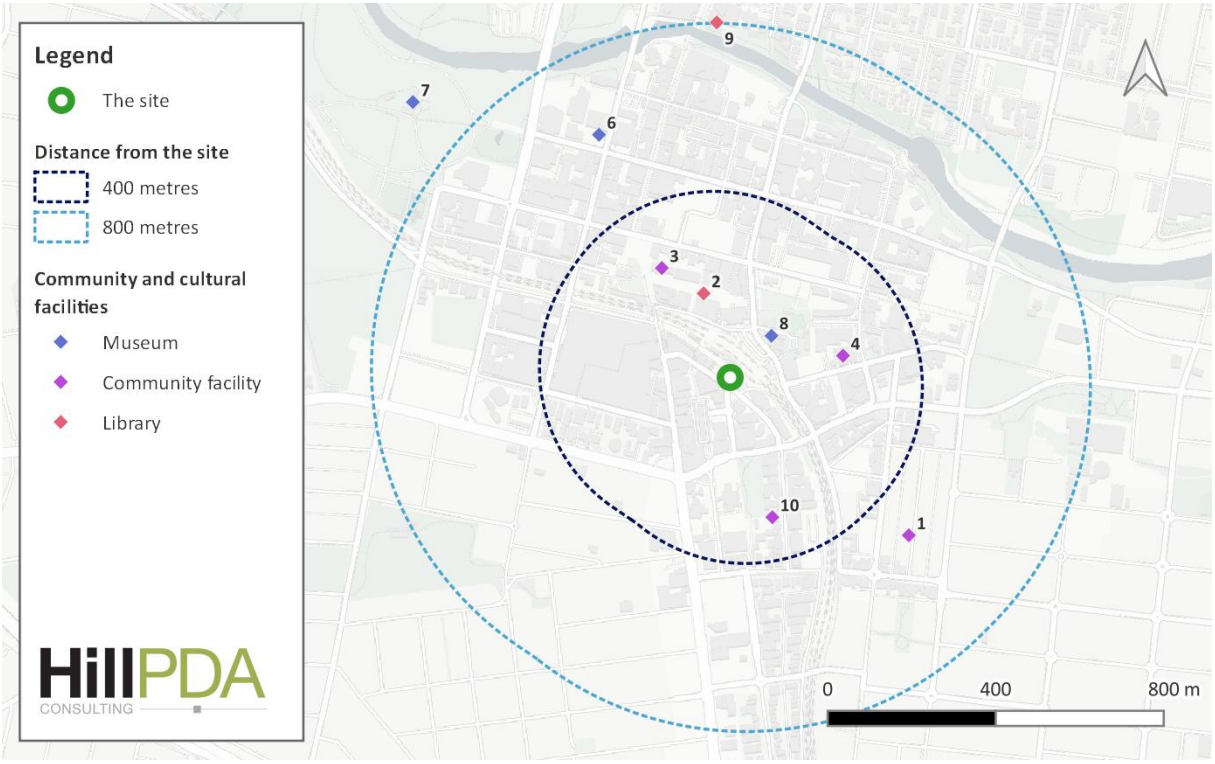
Information available from the NHSD suggests that there is a high concentration of medical services within the Parramatta CBD, with 15 general practice clinics of various sizes operating within around 800 metres of the site. Two specialist private hospitals were also identified near the site, both specialising in eye surgery.

In addition to the above, Westmead Hospital is the nearest public hospital, located approximately two kilometres northwest of the site. Further, a private hospital has been proposed near the site, which (if approved) may support increased access to healthcare services from the site.

3.4.3 Community and culture

The site is well-located near some of Parramatta's most important community and cultural facilities. Facilities near the site are shown in Figure 8 and Table 6.

Figure 8: Community and cultural facilities near the site



Source: HillPDA, NSW DPE (2023). Data sources as per list above.

Table 6: Community and cultural facilities near the site

ID	Name	Type
1	Harris Park Community Centre	Community facility
2	Parramatta Library (located within PHIVE)	Library
3	Parramatta Town Hall and PHIVE Parramatta	Community facility

ID	Name	Type
5	Parramatta River Theatres	Community facility
6	Brislington Medical and Nursing Museum	Museum
7	Old Government House	Museum
8	The Lancer Barracks And Linden Military Museum	Museum
10	Harry Todd Band Hall	Community facility

Many of Parramatta's core community and cultural institutions are located within 400 metres of the site, to the north, across the railway line. These include the recently opened PHIVE Parramatta Square, which incorporates Parramatta Town Hall, a new library and other community facilities. Further from the site, the Harris Park Community Centre is within 800 metres, to the southeast, and a selection of museums/historical facilities are located between 600 and 900 metres northwest of the site. Parramatta Powerhouse, an internationally significant museum of art, culture, applied science, and design, is to open on the south bank of the Parramatta River in 2025.

In addition to their respective core functions, community and cultural facilities typically offer a range of services to residents and visitors, including sports or classes, educational services, and spaces for hire.

3.4.4 Open space and recreation

The site is located near a selection of open space and recreation areas that are available in and around the core of the Parramatta CBD. This is shown in Figure 9, with further details are shown in Table 7 below.

Figure 9: Open space and recreation facilities near the site

Source: CartoDB (2021), NSW DPE (2023). Data sources as per list above.

Table 7: Open space and recreation facilities within 800 metres of the site

ID	Name	Area (ha)	Type
1	St Johns Park	0.26	Park
2	Robin Thomas Reserve	1.67	Sports field
3	Jubilee Park	0.74	Park
4	Noller Park	0.32	Park
5	Ollie Webb Reserve	2.8	Sports field
6	Basketball courts	2 courts	Sports court

ID	Name	Area (ha)	Type
13	Hambledon Cottage Reserve	0.1	Park
14	Rangihou Reserve	0.7	Park
15	Pavilion Flat	1.68	Park
16	Rumsey Rose Garden	0.73	Park
17	Basketball ring	n/a	Sports court
18	Parramatta Skate Park	n/a	Sports court

ID	Name	Area (ha)	Type
7	Multi-sport field	1 field	Sports field
8	David Frater Reserve	0.35	Park
9	James Ruse Reserve	1.4	Park
10	Unnamed park	0.85	Park
11	Dixon Park	0.3	Park
12	Queens Wharf Reserve	1.1	Park

ID	Name	Area (ha)	Type
19	James Ruse Water Playground	0.16	Playground
20	River Foreshore Reserve	0.72	Park
21	Experiment Farm Reserve	0.32	Park
22	Hambledon Cottage Reserve	0.1	Park
23	Rangihou Reserve	0.7	Park

Source: DPE (2023). Note: areas approximated from Google Maps (other than Robin Thomas Reserve)

As the figure and table above show, the Parramatta CBD is fringed by a range of open space and recreation areas of varying size and utility, including sports fields and courts, linear natural areas and other reserves, and playgrounds. The majority of these areas, however, are located relatively far from the site, with only two parks within 400 metres of the site, St Johns Park and Jubilee Park.

Nonetheless, the site has a good level of access to larger, formalised recreation areas such as Parramatta Park and the Old Government House precinct (west-northwest of map ID 18, just beyond 800 metres from the site), and James Ruse Reserve and Robin Thomas Reserve (approximately 600 metres east of the site).

In addition to the above, the Mays Hill Precinct (west of map ID 6 and 7) has recently been developed into a larger recreation complex with a range of facilities as part of the new Parramatta Aquatic Centre (PAC). As well as multiple pools serving different functions, the PAC includes a fitness centre, sauna and spa facilities, a park-like area, a multi-purpose room for community hire, and consultant rooms for allied health professionals.

SOCIAL BASELINE

4.0 SOCIAL BASELINE

4.1 Resident profile

The table below presents a summary of the salient characteristics of Postal Area 2150 (the study area), with Greater Sydney Greater Capital City Statistical Area (Greater Sydney) provided as a comparator (where relevant).

Population	• As at the 2021 Census, there were 35,254 **people living in the study area**. • Study area residents lived in 16,505 dwellings with an **average household size** of 2.4, smaller than the 2.7 recorded across Greater Sydney. • About 0.5 per cent of the population in the study area identified as Aboriginal and/or Torres Strait Islander, significantly less than the 1.7 per cent of Greater Sydney's population.
Median age	• At the 2021 Census, the **median age** of study area residents was 32 years, much younger than the 37 years recorded across Greater Sydney.
Age profile	• There were 2,411 people **over the age of 65** living in the study area in 2021 – around 7 per cent of the overall population, roughly half the 15 per cent recorded across Greater Sydney. • Around 54 per cent of study area residents were **aged between 20 and 39 years**, far higher than the 30 per cent of Greater Sydney residents.
Language spoken at home	• At the 2021 Census, 75% of households in the study area spoke a **language other than English at home**, far higher than the 42% recorded across Greater Sydney. • Of non-English languages spoken at home in the study area, the most common were: – Hindi (11%) – Mandarin (8%) – Nepali (5%) – Tamil (5%) – Telugu (4%)
Need for assistance	• At the 2021 Census, over 1,000 study area residents, or 3.1 per cent of the population **required assistance with core activities**, proportionally far fewer than the 5.2 per cent of Greater Sydney residents.
Education	• At the 2021 Census, 53.9 per cent of study area residents aged 15 years and over reported their highest education attainment as a Bachelor degree or above, an increase from the 46.8 per cent recorded at the 2016 Census. This figure was also far higher than the 33.3 per cent recorded across Greater Sydney at the 2021 Census. • The proportion of study area residents aged 15 years and over who listed Year 12 as their highest level of educational attainment declined from 16.1 per cent in 2016 to 13.1 per cent in 2021. • Just 3.3 per cent of study area residents aged 15 years and over reported that Year 10 was their highest educational attainment, less than half of the 8.4 per cent recorded across Greater Sydney.
Income	• The **median weekly household income** in the study area was $2,055, similar to the $2,077 recorded across Greater Sydney. • The **median weekly personal income** in the study area was $970, higher than the $881 recorded across Greater Sydney.

Source: Australian Bureau of Statistics QuickStats (2022), Australian Bureau of Statistics TableBuilder (2022)

4.2 Household profile

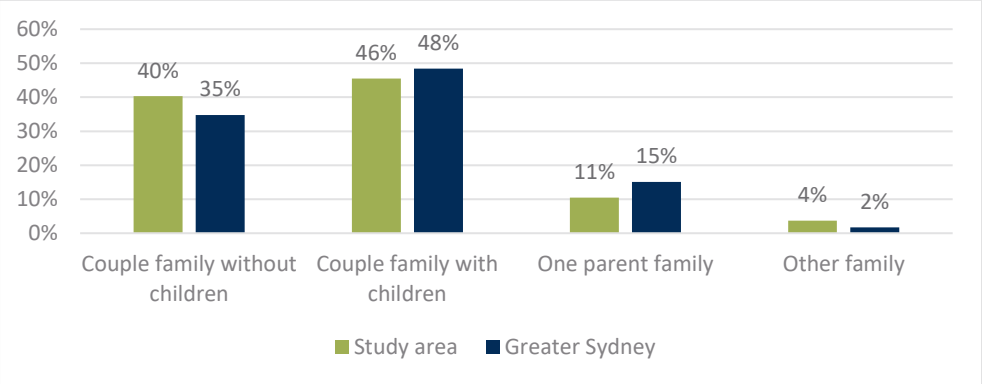
Occupancy

- At the 2021 Census, there were **16,505 private dwellings** in the study area, an **increase of 3,772** compared to that recorded at the 2016 Census.
- 87 per cent of private dwellings in the study area **were occupied on the night of the 2021 Census**, slightly lower than the 92 per cent recorded across Greater Sydney.

Household type

- At the 2021 Census, 25.9 per cent of study area households were **lone person households**, slightly higher than the 23.2 per cent recorded across Greater Sydney.
- The study area recorded fewer **family households** (63.5 per cent) compared to Greater Sydney (72.6 per cent).
- The study area recorded a far higher proportion of **group households** (10.6 per cent) than Greater Sydney (4.2 per cent).
- **Family composition** in the study area was generally similar to that across Greater Sydney, however, it recorded a higher proportion of **couple families without children** and **other families**, and a lower proportion of **couple families with children** and **one parent families**, as shown in Figure 10.

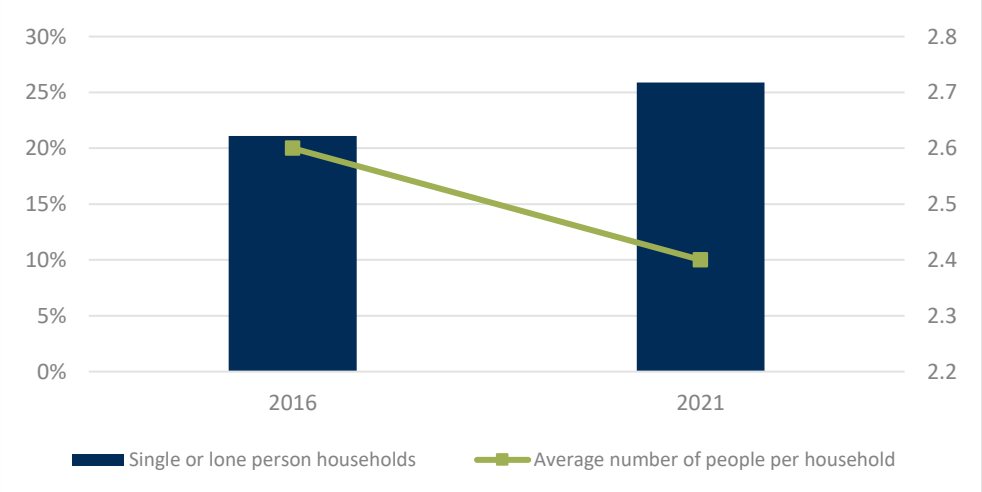
Figure 10: Family composition, study area and Greater Sydney (2021).



Household and dwelling size

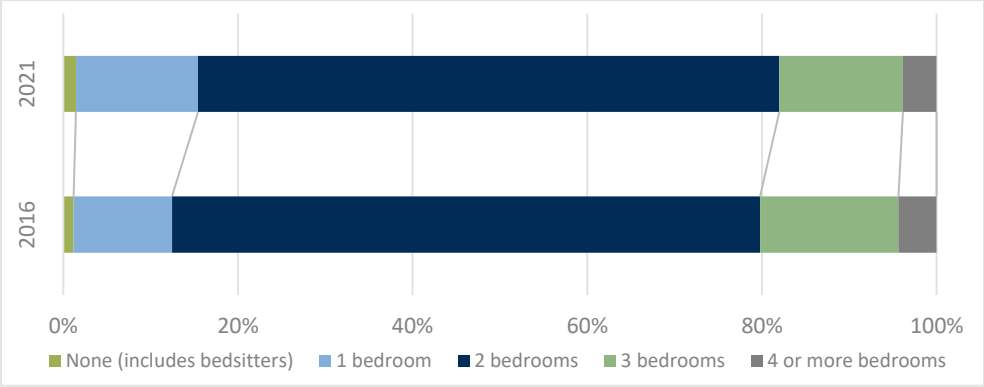
- The average household size in the study area has declined since 2016, correlating with a rise in single or lone person households. This is shown in Figure 11.

Figure 11: Persons per household and single/lone person households, 2016-2021.



- Over the period 2016-2021, the number of **one bedroom dwellings** has increased somewhat, from 11.3 per cent of dwellings to 14 per cent (an increase of 2.7 per cent).
- **Larger dwellings** have decreased in proportion share, with the share of two and four bedroom dwellings decreasing slightly (less than one per cent each), and the share of three bedroom dwellings decreasing by 1.7 per cent. These findings are shown in Figure 12.

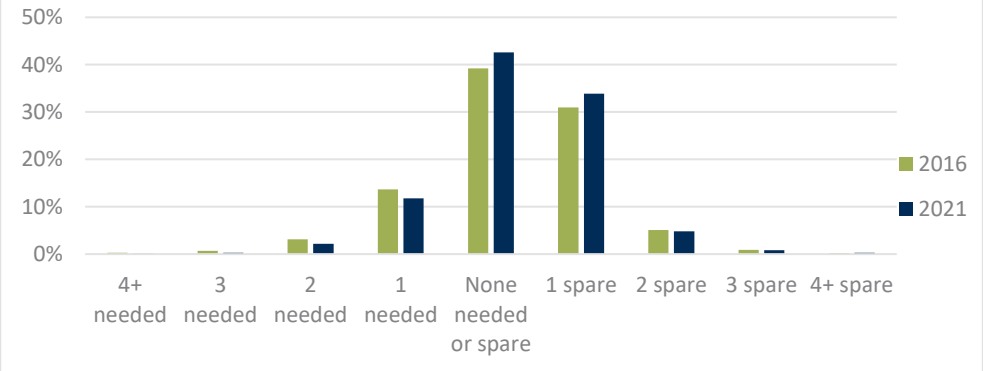
Figure 12: Bedrooms per dwelling (proportion of total), study area, 2016-21



Suitability

- **Dwelling suitability** has improved in the study area, with 14 per cent of households reporting a need for one or more additional bedrooms in 2021, down from 18 per cent in 2016.
- Over the same period, the proportion of study area households with two or more spare bedrooms has reduced from 4 per cent to 3 per cent. These findings are shown in Figure 13.

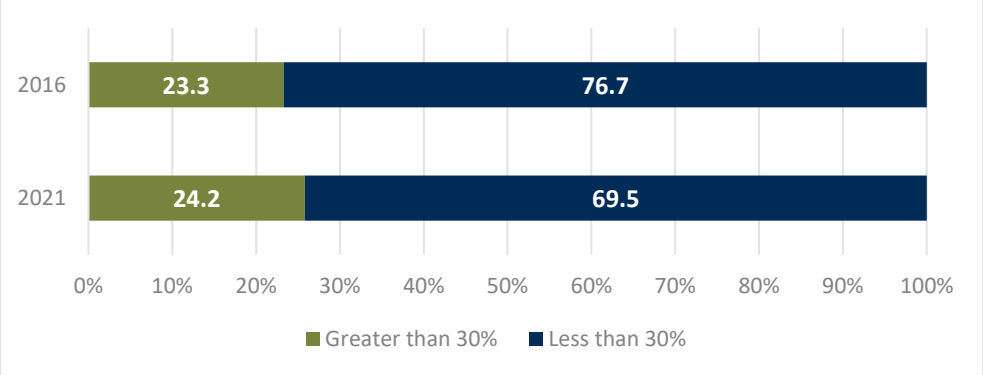
Figure 13: Household suitability in the study area, 2016-21



Tenure and costs

- In the study area at the 2021 Census 70.4 per cent of dwellings were **rented**, far higher than the 35.9 per cent recorded across Greater Sydney.
- Of rented dwellings in the study area, 24.2 per cent were **making rent payments greater than 30% of household income**, significantly lower than the 35.3 per cent recorded across Greater Sydney. These findings are shown in Figure 14.

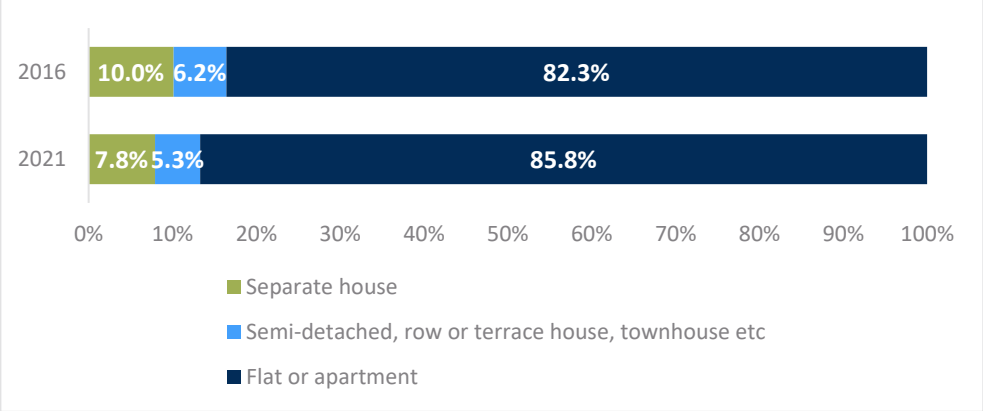
Figure 14: Rent payments as proportion of household income in the study area, 2016-2021



Dwelling structure

- The proportion share of **dwelling structure** in the study area has shifted somewhat over the period 2016-2021. **Flats and apartments** constitute an increasingly large majority of study area dwellings, changing from 82.3 per cent in 2016 to 85.8 per cent in 2021.
- The proportion share of **separate houses** (10 per cent to 7.8 per cent) and **semi-detached, row or terrace house, and townhouses** (6.2 per cent to 5.3 per cent) has decreased over the same period. These findings are shown in Figure 15.

Figure 15: Dwelling structure in the study area, 2016-21



Source: Australian Bureau of Statistics QuickStats (2022), Australian Bureau of Statistics TableBuilder (2022)

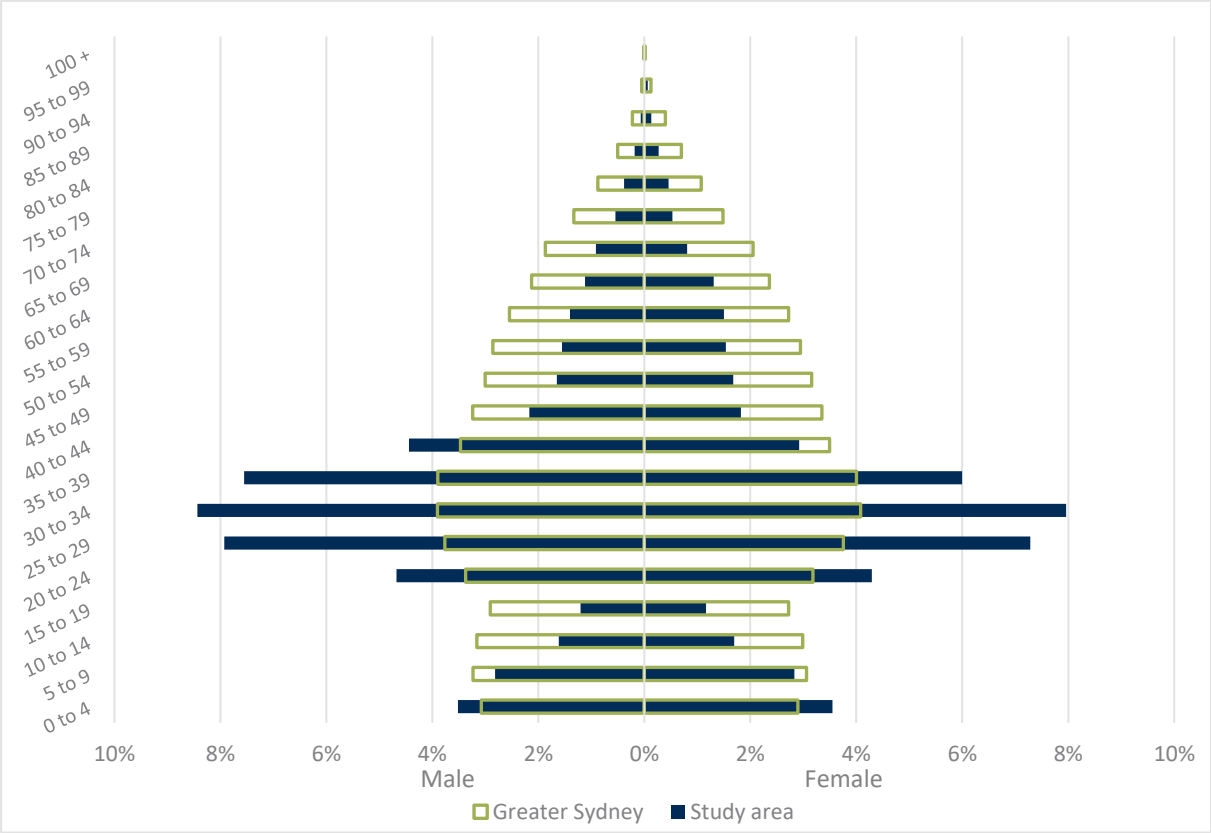
4.3 Population and projections

4.3.1 Age structure

Figure 16 shows the study area's population age and sex distribution, compared to that of Greater Sydney, as at the 2021 Census. The study area is highly divergent from Greater Sydney as a whole, with its population heavily weighted toward younger adults. There are significantly fewer residents aged 10 to 19 years, and significantly fewer residents aged 45 years and older in the study area compared to Greater Sydney.

Over half of study area residents were aged between 20 and 39 years old (54.1 per cent), compared to less than a third of Greater Sydney residents (30.0 per cent). The proportion of Greater Sydney residents aged between 10 and 19 years (11.8 per cent) was roughly double that in the study area (5.7 per cent), whilst residents aged over 40 years constituted 27.5 per cent of the study area's population, far less than the 46.0 per cent of Greater Sydney's population.

Figure 16: Population age and sex distribution, study area and Greater Sydney (2021)



Source: Australian Bureau of Statistics (2022)

4.3.2 Population projection

The population projections below utilise data from NSW DPHI's *NSW Common Planning Assumption Projections* dataset. DPHI does not publish projections for the study area (i.e. for postal areas), however, it does provide projections aligned with the ABS's Statistical Area Level 2 (SA2) areas. As such, an area approximating the study area has been crafted by combining two SA2s: "North Parramatta" and "Parramatta – North". In this section, references to Parramatta refer to this combined area.

Table 8 shows DPHI's population projections for Parramatta from 2021 to 2041. The overall population of Parramatta is projected to increase by over 10,000 people over the period, at an average annual increase of around 1.6 per cent. The bulk of population growth (by number of persons) is projected to be for people aged between 20 and 39 years.

As in 2021, people aged between 20 and 39 years are projected to account for roughly half of the total population of Parramatta by 2041. The population of children aged under ten years in Parramatta is not projected to grow significantly over the period to 2041, with the total population increasing by around 550 people.

Overall, these findings indicate that Parramatta's population age distribution will not shift significantly from the skewed distribution outlined above, with some minor exceptions including proportionally fewer young children and proportionally more adults aged 20 to 39. The population of older adults (aged over 65 years) is anticipated to increase in sum, but would remain roughly stable in terms of proportion of Parramatta's population.

Table 8: Parramatta growth forecast by age group, 2021-2041

Age group	Parramatta 2021		Parramatta 2041		Change (persons)	Change (%, avg annual)
	Number	Percentage	Number	Percentage		
00-04	2,225	6.7%	2,857	6.5%	632	1.4%
05-09	1,937	5.9%	1,851	4.2%	-86	-0.2%
10-14	1,397	4.2%	1,633	3.7%	236	0.8%
15-19	1,209	3.7%	1,685	3.8%	476	2.0%
20-24	2,482	7.5%	3,715	8.5%	1,233	2.5%
25-29	3,704	11.2%	6,952	15.8%	3,248	4.4%
30-34	4,210	12.7%	7,039	16.0%	2,829	3.4%
35-39	3,960	12.0%	4,890	11.1%	930	1.2%
40-44	2,637	8.0%	3,119	7.1%	482	0.9%
45-49	1,802	5.5%	2,060	4.7%	258	0.7%
50-54	1,524	4.6%	1,776	4.0%	252	0.8%
55-59	1,453	4.4%	1,621	3.7%	168	0.6%
60-64	1,341	4.1%	1,240	2.8%	-101	-0.4%
65-69	1,068	3.2%	1,003	2.3%	-65	-0.3%
70-74	779	2.4%	826	1.9%	47	0.3%
75-79	551	1.7%	658	1.5%	107	1.0%
80-84	366	1.1%	487	1.1%	121	1.7%
85+	418	1.3%	519	1.2%	101	1.2%
Total	**33,063**	**100.0%**	**43,931**	**100.0%**	**10,868**	**1.6%**

Source: NSW DPHI (2024), *2024 NSW Common Planning Assumption Projections*.

4.4 Social advantage and disadvantage

The Socio-Economic Indexes for Areas (SEIFA) are rankings of relative socio-economic status for different geographic areas, within each state and nationally. The indexes rank areas against others of the same geographic type (e.g. Local Government Area or Statistical Area Level 1) based on specific socio-economic metrics.

Each SEIFA index ranks areas based on a weighted sum of selected variables. SEIFA variables are derived from Census data, and cover a range of socio-economic dimensions including housing, income, education, employment and occupation, housing, and others.

The following sections contain analysis of national rankings of Statistical Area Level 1 areas (SA1s) near the site on two of the four SEIFA indexes:

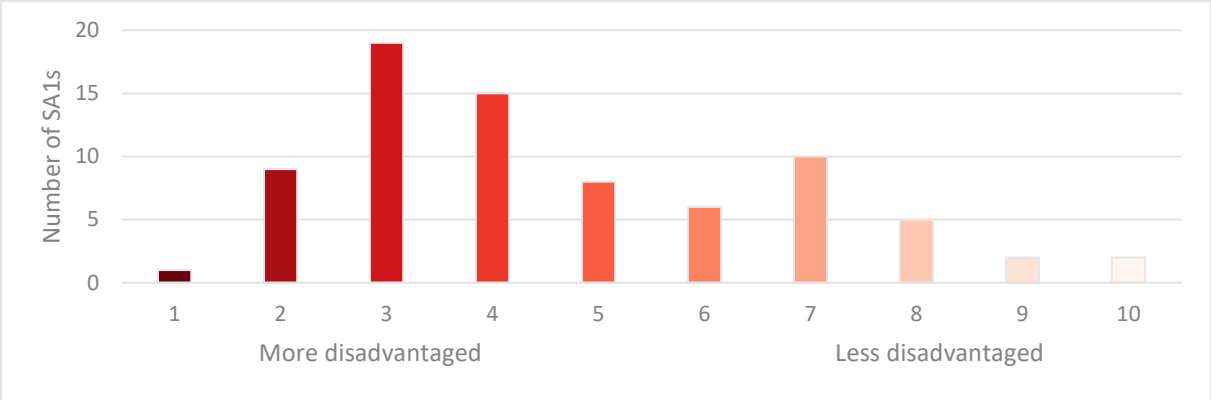
- The Index of Relative Socio-economic Disadvantage (IRSD)
- The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD).

4.4.1 Relative socio-economic disadvantage

The IRSD examines factors such as unemployment, proportion of lower income households, and lower education levels to compare overall levels of disadvantage in areas.

Figure 17 shows the distribution of IRSD rankings for SA1s within the study area as at the 2021 Census. The SA1s in the study area were generally concentrated in the lower-middle deciles, in the second to fourth most disadvantaged deciles. Few study area SA1s were ranked in the most disadvantaged decile, or in the two least disadvantaged deciles.

Figure 17: Distribution of SA1s within the 2150 Postal Area on the IRSD (nationally ranked)

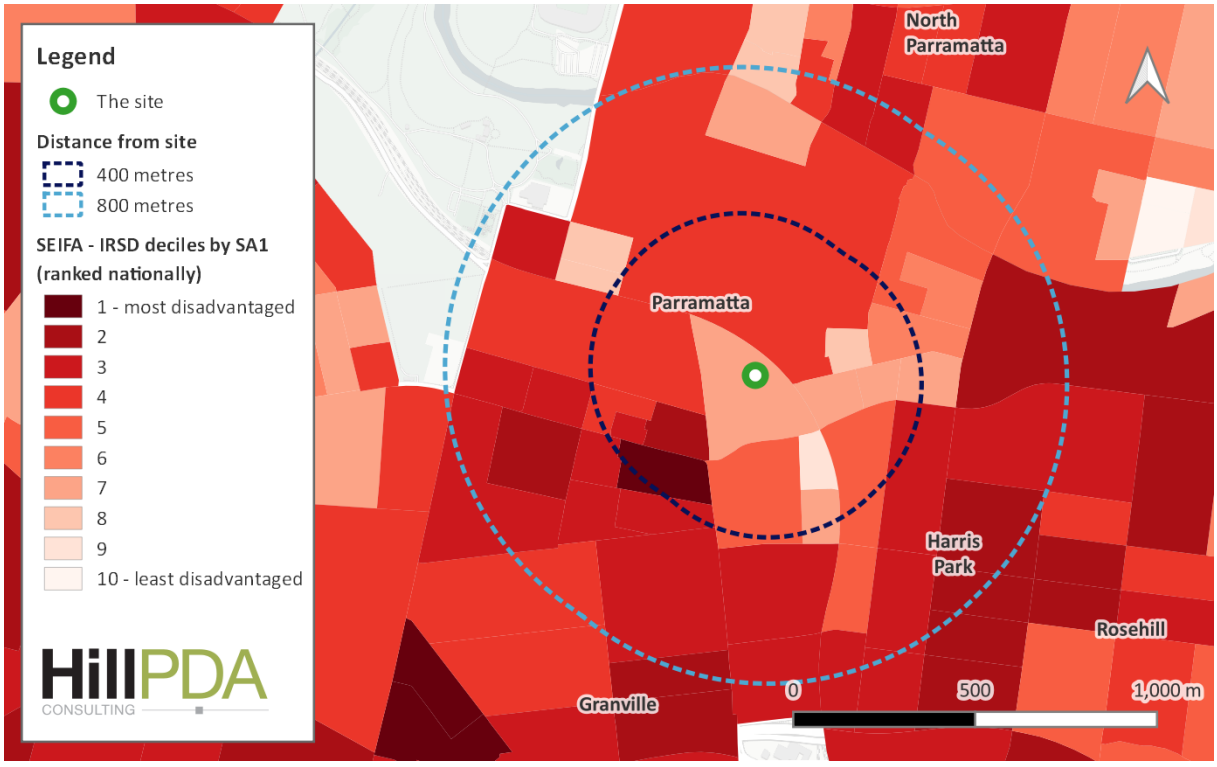


Source: Australian Bureau of Statistics (2021). SA1s for which no score is recorded (low population or insufficient data) have been excluded.

Figure 18 shows SA1s near the site nationally ranked on the IRSD. The SA1s nearest to the site (within 400 metres) show mixed levels of disadvantage, with several ranked in the most disadvantaged deciles and several in the least disadvantaged deciles. Further from the site, (between 400 and 800 metres), SA1s are more consistently ranked in the more disadvantaged deciles. These findings indicate that across the study area (and near the site), there are:

- More households with lower incomes
- More residents with no qualifications
- More residents in low skilled occupations or unemployed.

Figure 18: IRSD deciles for SA1s near the site (nationally ranked)



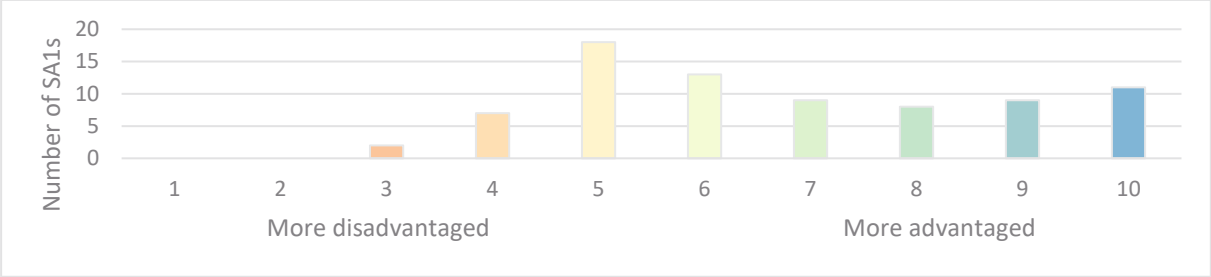
Source: Australian Bureau of Statistics (2021). SA1s for which no score is recorded (low population or insufficient data) have been excluded.

4.4.2 Relative socio-economic advantage and disadvantage

The IRSAD examines the socio-economic disadvantage indicators outlined above, as well as factors indicating socio-economic advantage such as people in professional occupations, high household income, higher education attainment, higher mortgages and rents, and larger dwellings.

Figure 19 shows the distribution of IRSAD rankings for SA1s within the study area as at the 2021 Census. Overall, SA1s in the study area were somewhat evenly distributed across the top five most advantaged deciles. A smaller number of SA1s were also recorded in the third and fourth most disadvantaged deciles, however, the largest number of SA1s overall were in the fifth and sixth deciles, representing a balance of advantage and disadvantage. No SA1s were recorded in the two most disadvantaged IRSAD deciles.

Figure 19: Distribution of SA1s within the 2150 Postal Area on the IRSAD (national)



Source: Australian Bureau of Statistics (2021). SA1s for which no score is recorded (low population or insufficient data) have been excluded.

Figure 20 shows SA1s near the site nationally ranked on the IRSAD. The SA1s nearest to the site (within 400 metres) show a higher level of socio-economic advantage, particularly to the east and northeast of the site. SA1s to the south of the site are generally less advantaged and more disadvantaged. These findings indicate that there is a balance of advantage and disadvantage across the study area (and near the site).

The SA1s immediately surrounding the site have moderate to high levels of advantage, potentially indicating more households with high incomes, or more people in skilled occupations.

Further from the site, particularly to the south, there are concentrations of moderate to high levels of disadvantage, potentially indicating more households with low incomes, or more people in unskilled occupations.

Figure 20: IRSAD deciles for SA1s near the site (nationally ranked)

Source: Australian Bureau of Statistics (2021). SA1s for which no score is recorded (low population or insufficient data) have been excluded.

4.5 Crime

We have reviewed crime 'hotspot' data from the NSW Bureau of Crime Statistics and Research (BOCSAR) to gain an understand of crime types present near the site. For all crime categories that BOCSAR provides hotspot mapping for, the site was located within a strong hotspot, indicating elevated levels of antisocial behaviour.

However, as BOCSAR crime hotspots are determined relative to NSW State figures, areas of high population density and/or high activity levels (such as transport or other activity hubs, like the Parramatta CBD) are often rendered as crime hotspots. Counts and occurrence rates (per 100,000 persons) for the two year period from July 2022 to June 2024 are shown in Table 9, along with the percentage that each rate across the Parramatta LGA and NSW was higher or lower than that of the study area.

Table 9: Crime statistics overview, July 2022 to June 2024

Crime type / area	Trend (2 year)	Year to June 2023			Year to June 2024		
		Count	Per 100,000 persons		Count	Per 100,000 persons	
			Rate	+/- (%)		Rate	+/- (%)
Domestic assault							
Study area	Stable	175	491.4	-	187	525.1	-
Parramatta LGA	Stable	787	302.3	61.5%	847	325.3	62.0%
New South Wales	Up 6.5% p/a	35,059	429.3	87.4%	37,332	457.2	87.1%
Non-domestic assault							
Study area	Up 26.1% p/a	376	1,055.8	-	474	1,331.0	-
Parramatta LGA	Stable	888	341.0	32.3%	1,030	395.6	29.7%
New South Wales	Stable	32,913	403.1	38.2%	34,940	427.9	32.1%
Alcohol-related assault							
Study area	Stable	112	314.5	-	108	303.3	-
Parramatta LGA	Stable	371	142.5	45.3%	343	131.7	43.4%
New South Wales	Down 7.0% p/a	19,042	233.2	74.1%	17,704	216.8	71.5%
Robbery							
Study area	Up 73% p/a	37	103.9	-	64	179.7	-
Parramatta LGA	Up 34.6% p/a	78	30.0	28.9%	105	40.3	22.4%
New South Wales	Stable	1,956	24.0	23.1%	2,004	24.5	13.6%
Theft (break and enter dwelling)							
Study area	Stable	140	393.1	-	192	539.1	-
Parramatta LGA	Stable	640	245.8	62.5%	726	278.8	51.7%
New South Wales	Stable	19,127	234.2	59.6%	20,340	249.1	46.2%
Theft (break and enter non-dwelling)							
Study area	Stable	61	171.3	-	105	294.8	-
Parramatta LGA	Stable	174	66.8	39.0%	248	95.2	32.3%
New South Wales	Stable	8,080	99.0	57.8%	8,372	102.5	34.8%
Theft (motor vehicle)							
Study area	Stable	102	286.4	-	102	286.4	-
Parramatta LGA	Stable	430	165.1	57.6%	437	167.8	58.6%
New South Wales	Up 12.5% per year	13,238	162.1	56.6%	14,891	182.4	63.7%
Malicious damage to property							
Study area	Stable	295	828.4	-	323	907.0	-
Parramatta LGA	Stable	993	381.4	46.0%	1,076	413.2	45.6%
New South Wales	Stable	48,752	597.0	72.1%	49,940	611.6	67.4%

Source: NSW Bureau of Crime Research and Statistics (2024)

STAKEHOLDER ENGAGEMENT

5.0 STAKEHOLDER ENGAGEMENT

In addition to this SIA, HillPDA was also engaged by the proponent to undertake community consultation and prepare an *Engagement Report Update*, in accordance with the issued SEARs. The engagement process was undertaken in alignment with DPHI's *Undertaking Engagement Guidelines for State Significant Projects.*

This chapter provides an overview of the method and findings of the stakeholder engagement activities undertaken in relation to the proposal. For more details, refer to the *Engagement Report Update*, available under separate cover.

5.1 Method

The *Engagement Report Update* was intended to serve as an update and supplement to the Engagement Report prepared by HillPDA for the earlier Stage 1 Concept SSDA (dated May 2023). As an update to our earlier engagement works, the method was designed to be commensurate with the scope of the proposed development and its differences from the approved Stage 1 Concept SSDA. This approach was designed following the tiered approach utilised in the earlier engagement activities. An overview of our approach is shown in Table 10.

Table 10: Overview of stakeholders and engagement methods

Tier / stakeholder	Engagement method	Timeframe
Tier 1: Potential sensitive receivers		
Surrounding residences & businesses	• Newsletter • Online survey • Opportunity to provide feedback at the SSDA exhibition phase	Nov-Dec 2024
Tier 2: Local community		
Surrounding residences, workers, businesses, and other visitors	• Opportunity to provide feedback at the SSDA exhibition phase	TBD
Tier 3: Relevant agencies and organisations		
NSW Government agencies **Local Government** **Services / utility providers**	• Project team / relevant technical consultants to undertake where relevant throughout preparation of EIS • Opportunity to provide feedback at the SSDA exhibition phase through agency referrals process	Apr 2024-Feb 2025
Aboriginal community **Community organisations**	• Opportunity to provide feedback at the SSDA exhibition phase	TBD

5.2 Outcomes

5.2.1 Response received

The table below provides an overview of responses received across all engagement activities.

Table 11: Overview of engagement responses

Method	Response overview
Engagement portal website	Over the period it was available to be accessed, our online portal recorded a total of **78 project page views**, with 54 unique visitors.
Survey	A total of **one** community member completed the survey.
Phone / email submissions	No stakeholders contacted HillPDA's engagement team via phone or email.

In addition to the above activities undertaken directly by HillPDA, the proponent has undertaken engagement with representatives of TfNSW Sydney Trains, TfNSW Sydney Buses, and the City of Parramatta Council at various times throughout the development of the proposal as necessary to address specific matters (from April 2024 to present).

5.2.2 Community views

Similar to the findings of the Stage 1 Concept SSDA engagement, the engagement activities undertaken for this project received limited response from the community, with only one survey response received. The survey respondent was reportedly a resident of Church Street. They provided the following comments:

- The area has good access to public transport
- If they could change anything about the local area, it would be more green space and less construction activity
- They wished to see 'greenery' in a future development at the site
- They were already aware of BTR prior to hearing about the proposed development, and they would not be concerned about BTR housing being present in their neighbourhood.

Whilst there were limited responses to these engagement activities, the response received and level of engagement was generally consistent with the findings of HillPDA's engagement for the Stage 1 Concept SSDA project, which comprised a much larger scope of activities. Overall, the *Engagement Report Update* suggested this was indicative of the community being generally understanding of the ongoing development of Parramatta's CBD.

5.2.3 Agency views

As noted above, HillPDA did not directly undertake engagement with agency or community group stakeholders.

Based on information available to HillPDA at the time of preparing this Engagement Report, no significant concerns or issues have been raised by agencies that were engaged, or by representatives of the City of Parramatta Council during this process. Matters that were discussed included:

- Ensuring that the proposed development would not limit access to various infrastructure assets (including bus stops and maintenance easements)
- Discussions around the timing and scope of works at the site
- Costings for any additional activities required to be completed by the proponent in relation to agency assets
- Basement drainage and road designs.

SOCIAL INFRASTRUCTURE NEEDS

6.0 SOCIAL INFRASTRUCTURE NEEDS

This Chapter provides an assessment of the social infrastructure needs arising from the on-site population.

6.1 On site population

6.1.1 Resident population

Under the approved Stage 1 Concept SSDA proposal, one of the proposed towers would have included commercial office floorspace alongside the BTR (291 units) and hotel floorspace. The current proposal replaces the proposed commercial office floorspace with additional and expanded BTR and hotel floorspace. It includes a total of 703 BTR apartments across a mix of studio, one, two, three, and four bedroom layouts, more than twice the number proposed in the approved Stage 1 Concept SSDA proposal.

Table 12 provides an estimate of the anticipated residential population at the site based on the proposal, alongside those prepared by HillPDA for the Stage 1 Concept SSDA proposal. This has been derived based on existing rates of occupancy per bedroom in high density dwellings (defined by ABS as being apartment buildings of three or more storeys) in the study area at the 2021 Census.

Table 12: Projected population at average occupancy rates for high density dwellings in the study area (2021)

Unit size	Average household size*	Stage 1 Concept SSDA		Current proposal		Difference	
		Yield	Projected population	Yield	Projected population	Yield	Projected population
Studio	1.26	0	0	227	285	+227	+285
1 bedroom	1.62	144	236	350	567	+206	+331
2 bedroom	2.41	76	184	77	186	+1	+2
3 bedroom	3.08	71	220	46	142	-25	-78
4 bedroom	3.47	0	0	3	10	+3	+10
Total	-	**291**	**640**	**703**	**1,190**	**+412**	**+550**

Source: ABS (2021), Australian Census of Population and Housing. Compiled using TableBuilder Pro.

* High density (three or more storey) dwellings only.

As shown above, we project a total residential population at the site of 1,190 residents, almost double the projected population (640) for the site based on the approved Stage 1 Concept SSDA proposal. This should be considered a relatively conservative estimate of the anticipated residential population at the proposal, as occupancy rates at any given time would likely be below 100 per cent. Further, it is not certain whether household sizes in general high density dwellings would accurately represent household sizes in BTR units.

Table 13 shows the projected population at the site by service age group, utilising the age breakdown of the study area identified in section 4.3.1 (filtered to include only residents of high density dwellings). Though the eventual profile of residents opting to live in the proposal may differ to the profile of existing study area population profile, this is considered to present a reasonable approximation of the likely future characteristics of the resident population. The projections suggest that the population would consist of (approximately):

- 206 residents aged 17 years or under
- 413 young workforce residents
- 310 parents and homebuilders
- 85 residents aged over 60 years.

Table 13: Projected population by service age group

Service age group	Study area proportion*	Stage 1 Concept SSDA	Current proposal	Difference
Babies and pre-schoolers (0 to 4)	7.5%	48	90	+41
Primary schoolers (5 to 11)	7.3%	46	86	+40
Secondary schoolers (12 to 17)	2.5%	16	30	+14

Service age group	Study area proportion*	Stage 1 Concept SSDA	Current proposal	Difference
Tertiary education and independence (18 to 24)	9.6%	61	114	+53
Young workforce (25 to 34)	34.7%	222	413	+191
Parents and homebuilders (35 to 49)	26.1%	167	310	+143
Older workers and pre-retirees (50 to 59)	5.2%	33	62	+29
Empty nesters and retirees (60 to 69)	4.1%	26	49	+23
Seniors (70 to 84)	2.7%	17	32	+15
Elderly aged (85 and over)	0.3%	2	4	+2
Total	**100.0%**	**640**	**1,190**	**+550**

Source: ABS (2021), Australian Census of Population and Housing. Compiled using TableBuilder Pro.

* High density (three or more storey) dwellings only.

6.1.2 Other populations

Other population groups on site would include hotel guests and workers, as well as workers in the proposed retail floorspace and those associated with the operation of the BTR component of the proposal. The presence of these guests and workers would generate expenditure and activity, and support the ongoing evolution of Parramatta's centre as a vibrant place.

It is important to consider these 'populations', as they would also generate demand for social infrastructure in the area surrounding the site. Though the quantity of any such demand is difficult to project, it is useful to consider the potential scale by estimating the extent and nature of the other population on-site.

6.1.2.1 Hotel guests

Hotel guests would also contribute to the 'population' on-site, although this would typically be on a short-term basis, and the total number of guests would fluctuate. Regardless, hotel guests would contribute to social infrastructure need in the local area. As such, we provide an estimate below, utilising hotel occupancy rates, the number of hotel rooms proposed, and an assumed count of persons per room.

For the room occupancy rates, the latest publicly-available data directly relevant to the study area is from the 2015-16 financial year, as shown in Table 14. Across the observed period, the room occupancy rate was roughly 65 per cent.

Table 14: Room occupancy rates, 2015-16 financial year, Parramatta – Rosehill SA2

Area (SA2)	Room occupancy rate by quarter			
	September 2015	December 2015	March 2016	June 2016
Parramatta – Rosehill	68.2%	64.5%	63.1%	65.3%

Source: ABS (2016) *Tourist Accommodation, Australia, 2015-16*.

Combining the above occupancy rate and an assumed number of persons per room (1.5 – accounting for a mix of occupants), an estimated 'population' for the site's hotel component can be derived. This is shown in Table 15 below.

Table 15: Estimated hotel guest population

Hotel rooms	Persons per room	Room occupancy rate	Hotel 'population'
217	1.5	65%	**212**

6.1.2.2 Operational workforce

For the operational workforce at the site, this would vary depending on the time of day as well as fluctuations in demand (for both the hotel and BTR components of the proposal). For the purposes of this assessment, this report utilises findings from the *Economic Impact Statement* prepared by Ethos Urban (dated February 2025). It estimates that the proposal would generate around **160 full-time equivalent (FTE) jobs** once operational.

6.1.3 Total

Overall, we anticipate that a total of **approximately 1,562 people** would live, work, or temporarily reside at the site once operational.

Whilst the main source of increased demand for social infrastructure at the site would arise through its residents (the BTR population), hotel guests and workers at the site would also contribute to demand for social infrastructure. This could occur through:

- Seeking activities or places to relax during work breaks, before or after working, or whilst transiting or travelling in the local area
- Workers choosing to participate in recreational activities (such as sports or other hobbies) based near their place of work
- Workers utilising social infrastructure near their place of work (instead of facilities located near their residence) on their way to or from home.

Potential additional infrastructure demand generated by the population on site has been employed in predicting the demand for additional social infrastructure below.

6.2 Social infrastructure benchmarks

In assessing the nature and level of social infrastructure need, historic practice has been to apply a population based approach which relies on thresholds for social infrastructure provision. Recent research has revealed that such models can be limited in outer-suburban settings, where they can lead to more limited social infrastructure access in areas with lower densities, presenting risks of double disadvantage or deprivation amplification (Davern et. al., 2018). A response to addressing these issues is to apply an access-based social infrastructure model (i.e. one that is based upon access for residents rather than threshold population).

An indicative level of social infrastructure need that will arise from the proposal can be ascertained using standards from a variety of sources, as well as average servicing levels that have been derived from aggregate statistical data.

The *Parramatta Community Infrastructure Strategy* (CIS) provides benchmarks for the provision of social infrastructure within the Parramatta LGA, as well as guidance around future planned provision for the rapidly growing Parramatta CBD. Noting the increasing density in this centre, it states:

> *"Limited private space in high density dwellings means that public spaces and facilities become the spaces for social gathering and recreation – the 'backyards' and 'living rooms' of the community. Community infrastructure provided within private developments will support the needs of residents and help to meet the demand for local community infrastructure."*

6.3 Provision within the development

To meet the social infrastructure needs of the anticipated population at the site, the proposal includes a range of amenities for the use of future residents and occupants. Compared to the Stage 1 Concept SSDA proposal, the current proposal's communal area is distributed across both towers. The proposed development includes:

- A co-working (BTR residents only) space on the upper ground floor
- A health and wellness centre on Level 1 (shared access) including a gym
- A podium rooftop garden on Level 6 (BTR residents only) including a study area, music room, library, and outdoor area
- Rooftop Club East, on Levels 36 & 37 (BTR residents only) including a bookable private dining area, wine storage room, resident's lounge, cinema and outdoor deck

- Rooftop Club West, on Level 43 (shared access) including an infinity pool, outdoor social terrace, whiskey room, and indoor communal area.

In total, the proposal includes around 2,600 square metres of communal area, of which around 1,800 square metres would be indoor and 850 square metres would be outdoor. The distribution of these areas across the proposed structure is detailed in the table below.

Table 16: Proposed communal areas

Area	Access	Internal area (sqm)	External area (sqm)	Total area (sqm)
Co-working space	BTR residents only	103	-	103
Health and wellness centre	Shared	558	-	558
Podium rooftop garden	BTR residents only	289	497	786
Rooftop Club East	BTR residents only	533	149	682
Rooftop Club West	Shared	308	200	508
Total		**1,792**	**847**	**2,639**

6.4 Benchmark assessment

The benchmarks in the Parramatta CIS have been applied to the projected population calculated above. The resulting indicative social infrastructure demand is shown in Table 17.

Table 17: Projected social infrastructure demand arising from the proposal

Type	Benchmark	Existing (w/in 800m)	The proposal		Additional requirement
			Parameter	Need	
District library	1 facility : 20,000 – 35,000 residents	1 facility	1,190	0 facilities	Negligible.
	39 sqm : 1,000 residents +20% circulation	2,500sqm	1,190	56.3sqm	Negligible.
Community space*	80 sqm : 1,000 residents	3,182sqm	1,190	96.3sqm	Negligible.
Long day care	1 place : 2.48 children 0-4 yrs	761 places	90	36 places	Negligible.
	1 place : 75 workers	761 places	160	2 places	Negligible.
	Total	761 places	n/a	38 places	Negligible.
OSHC	1 place : 2.7 children 5-11 yrs	380 places	86	32 places	Negligible.
Aquatic facility	1 facility : 100,000 – 150,000 residents	1	1,190	0 facilities	Negligible.
Play space	1 play space : 2,000 residents	3 spaces	1,190	0.6 spaces	Negligible.
Parks and open space	1 ha park : 1,000 residents	1ha (within 400m) 9.87ha (within 800m)	1,190	1.2ha	Negligible.
	1 ha sporting : 1,000 residents	0ha (within 400m) 5.67ha (within 800m)	1,190	1.2ha	Negligible.
	1 ha natural areas : 1,000 residents	0ha (within 400m) 0ha (within 800m)	1,190	1.2ha	1.2ha
Indoor courts	1 court : 20,000 residents	None	1,190	0 courts	Negligible.
Indoor sports centre	1 centre : 50,000 – 100,000 residents	None	1,190	0 centres	Negligible.

Source: HillPDA, City of Parramatta (2020).

* Excluding Scout / Guide halls.

The above projections do not account for an existing under or oversupply of social infrastructure.

The findings of section 6.1 (refer to Table 12) suggest that almost 1,200 people would reside in the proposal's BTR units once operational. This represents a significant increase in population for the area, and residents would cause additional demand for local social infrastructure. The analysis in Table 17 suggests that, despite this, demand for social infrastructure is likely to be accommodated by the existing (and under development) infrastructure near the site.

While only one child care facility within 800 metres of the site had vacancies as of May 2023 (when the audit was conducted), a further two centre-based child care facilities have been granted operating approval by ACECQA in

Parramatta SAL since the audit was conducted, creating 122 new places collectively. Additionally, it should be noted that child care provision is primarily market driven. That there are ample further opportunities for providers in the market to respond to a future increase in demand for services in the locality, with broad planning permissibility for centre-based child care in residential-zoned and centre-zoned land. To that end, available data from Cordell Connect indicates three new centres in the CBD at various stages of the approvals process, amounting to 363 places, with estimated completion dates from 2026-2028.

Of the assessed social infrastructure types, the area surrounding the site was significantly lacking in only one category: natural open space areas. No natural open space areas were identified within 400 or 800 metres of the site. However, as the proposal is located in a densifying area near a CBD, this is considered to represent a low level of social risk, with this being in alignment with the community's expectations of living an inner urban area.

The availability of parks and other open space areas near the site is good, and slightly beyond the 800 metre catchment there are additional parks, notably the regionally significant Parramatta Park, and an extensive network of linear spaces along the Parramatta River. It is anticipated that this level of provision would align with the expectations of the community and future residents for an urban centre, though landscaping interventions at the site could ameliorate any residual concerns.

A more notable matter is the lack of parks and open space areas within 400 metres of the site. This is largely addressed through the provision of ground floor landscaped areas and the outdoor areas within the proposed development. The rooftop amenity areas, including infinity pool and outdoor cinema, in addition to the health club and gym, would offer a high level of amenity to residents and occupants and are likely to meet the additional demand for day-to-day open space and recreation needs generated by the proposal.

It is unlikely that employees working at the proposed development would significantly increase demand on this infrastructure. The provision of public amenity floorspace at the ground level of the proposal and private communal areas within the commercial/retail component of the proposal would likely be sufficient to enable workers to socialise and take breaks within or adjacent to the confines of the site.

Finally, the benchmark assessment of the proposed development was also assessed as generating demand for 0.6 play spaces. This is likely an overestimate considering the projected age breakdown of the population at the site, which is heavily biased to adults rather than children. Nonetheless, the proposed development includes an outdoor area on the Level 06 podium, which would contribute to addressing any additional demand arising from children living at the site.

SOCIAL IMPACT ASSESSMENT

7.0 SOCIAL IMPACT ASSESSMENT

This section details the potential social impacts to arise from the proposed development and, where relevant, compares the change in impact for the current scheme compared to the approved Stage 1 Concept SSDA. The assessment is informed by the analysis from the previous chapters and scoping of potential impacts in alignment with the SIA Guidelines.

The method for the social impact assessment is described in Appendix A of this report. Each potential impact is assessed having regard for the level of impact, the likelihood of impact, and the significance of impact, and a social risk rating matrix.

7.1 Scope of the assessment

Potential social impacts are influenced by the existing situation, the proposal, and the effectiveness of any measures put in place to mitigate negative impacts and enhance positive impacts. The established social baseline is relevant as context, within which the impacts of the proposed subdivision must be examined.

This chapter includes an assessment of matters based on their impact during the construction and operational phases of the proposal, as well as any identified mitigations and enhancements.

7.2 Way of life

Way of life refers to how people live, how they get around, how they work, how they play, and how they interact on a daily basis. It can include:

- Impacts on people's daily routines caused by construction activities and/or operational arrangements.
- Impacts on people's commuting/travelling times, their experience of travel, and their ability to move around freely.
- Impacts on people's experience of privacy, peace, and quiet enjoyment, especially if affected by increased noise.
- Impacts on people's general experience of life in their community, especially if the project might cause a 'tipping point' of cumulative impacts on their lives (e.g. through property acquisitions, severance of communities, or major disruption during construction).

Construction

The construction process has the potential to affect the way of life of through disturbance to the neighbourhood and changes in amenity, particularly for sensitive receivers within the surrounding area, causing changes in routines and day to day activities. Sensitive receivers include residential properties but may also include child care centres, places of worship, community and recreational facilities, or businesses (such as cafes and restaurants) that rely on the amenity of a locality to attract customers. Changes during construction would be temporary in nature.

During construction, the proposal has the potential to affect way of life in the social locality through:

- The introduction of construction facilities
- Noise and dust arising from construction activities
- Unpleasant odours
- Increased traffic volumes and/or congestion.

These changes could have a range of impacts to way of life, including:

- Reduced peace and quiet or loss of sleep for residents (particularly relevant for shift workers)

- Disturbance to workers (at nearby businesses or working from home) and students ability to concentrate with associated impacts to productivity and stress levels
- Disturbance, inconvenience and safety concerns caused by construction vehicle movements and increased congestion on surrounding roads impacting travel times, access to services and livelihoods for residents, workers and businesses in the surrounds
- Potential for interruptions to daily life caused by interruptions to utilities service(s) for neighbouring residents and businesses.

Construction impacts are considered to be temporary as they will be present only while construction is occurring, and are generally contained within close proximity to a construction site. Construction phase way of life impacts would be consistent with the approved Stage 1 Concept SSDA.

A *Noise and Vibration Impact Assessment* (NVIA) was prepared by ELAB to accompany the proposal (dated February 2025) and assessed noise and vibration arising from the construction phase. The NVIA predicted that noise levels at surrounding residential receivers are expected to be under the 'noise affected' management levels during all stages of work, whilst noise levels to commercial receivers surrounding the site would generally be under the relevant noise management level, with some exceedances from louder activities.

It is also noted that potential impacts to way of life could arise during the construction phase due to increased vehicle movements to and from the site, including workers' vehicles and construction vehicles. This is considered further in section 7.4.

Operation

During the operational phase, social benefits to way of life are likely to flow from the provision of 703 additional homes being located within a growing metropolitan centre, close to services, jobs, and amenities. These benefits would be felt both by future residents at the site as well as the community more broadly, which would contribute to a growing Parramatta CBD by offering increased housing choice. Due to the greater provision of housing in the proposal compared to the approved Stage 1 Concept SSDA scheme, social benefits to way of life would flow to a larger number of people.

The proposal includes a range of amenities for the use of future residents (refer to section 6.3). Benefits from these facilities would be experienced by residents, offering a high level of amenity and lifestyle opportunities. Residents would have access to enhanced communal spaces and experiences for social interaction, leisure and recreation on site, improving peoples way of life.

The proposed retail and landscaped seating areas would yield social benefits to way of life for the wider public by adding to the diversity of public spaces in which to meet and socialise, particularly when compared with the current vacant and fenced-off nature of the site. Further site-specific benefits would occur through the activation of the through-site link between Fitzwilliam and Argyle streets, improving on the existing link.

The proposal offers way of life benefits by delivering well-designed, diverse housing options and contributing to key state and regional policy objectives. By providing new rental housing, the project directly supports the NSW Government's commitment to the National Housing Accord target, contributing to the delivery of 377,000 homes across the state, including 19,500 within the Parramatta LGA over the next five years. The proposal also aligns with the *Greater Sydney Region Plan* and *Central City District Plan* by focusing new housing in a strategic location, close to public transport and employment, and by coordinating new dwellings with essential infrastructure. The development supports the vision for Parramatta as a dual CBD by increasing housing supply and offering accommodation to a growing population of workers, students, and visitors. The hotel component complements this by supporting tourism and the local night-time economy.

The proposal meets key objectives of the *Housing SEPP* and the *Apartment Design Guide* by providing a tailored mix of apartments that responds to local demographic trends - such as a declining average household size, a low proportion of family households, and a rise in one-bedroom dwellings. The mix reflects current and future

demand while offering flexibility for residents to adapt their housing as their needs evolve. A feature of the proposal is its use of a soft structural system and adaptable floorplates that allow for the merging of studio and one-bedroom apartments into two-bedroom dwellings. This design strategy - only achievable through a BTR model - enables residents to upsize within the building over time, supporting long-term tenancies and housing stability. This approach aligns with Cl. 75 of the *Housing SEPP*, which encourages flexibility in apartment layouts to accommodate changing household needs.

If the full convertibility potential of the design were realised, the project could shift to include a significantly higher proportion of two- and three-bedroom apartments. This would reduce the overall unit count while increasing the share of family-friendly dwellings. Notably, the development already includes 49 three- and four-bedroom apartments which is a substantial figure for any project in Parramatta, particularly within the BTR sector. Furthermore, unlike most developments in the area, this proposal also includes four-bedroom apartments, further enhancing housing diversity and supporting a range of household types and life stages.

Way of life benefits for future residents would result from opportunities to access long term tenancies, meeting a strong need and demand for rental accommodation in the region and potentially offering stability and security. Longer term leases can also support development of community and connections between local people, increasing community cohesion, connectedness and resilience. Financial benefits may also result by reducing the need for relocations.

The proposal would provide housing within a rapidly developing strategic employment centre with excellent transport connections to a range of other employment, cultural and recreation destinations. This would provide for enhancements to way of life through by providing more high quality living environment in locations closer to services and employment.

The introduction of higher density housing, as well as retail and hotel land uses on a site that is currently vacant, would increase the number of people accessing the site and, therefore, congestion on surrounding transport and street networks, thereby potentially impacting routines and daily travel patterns.

The site's proximity to major transport infrastructure in the form of a railway line and station would inherently expose a greater number of people to way of life impacts from noise and vibration through the addition of almost 1,200 residents at the site. Potential noise and vibration impacts during the operational phase were considered as part of the NVIA, which found that the proposal would be compliant with the relevant noise and vibration criteria. This included assessments of noise generated through increased traffic, hotel patrons, and amenities included within the proposal including a music room, an outdoor cinema and a gym.

Mitigation and management measures

Way of life impacts arising from construction work at the site (through noise, vibration, dust, and construction vehicle movements) are anticipated to be adequately managed with standard mitigation measures.

These will be considered in more detail at the construction certificate stage (prior to construction works commencing at the site), wherein a Construction Pedestrian and Traffic Management Plan (CPTMP) would be prepared to guide construction works, as recommended in the *Transport Impact Assessment* (TIA) prepared by Stantec (dated February 2025) to accompany the proposal.

As per the recommendations of the NVIA, the majority of noise and vibration generating activities during the construction period are unlikely to require mitigation. For the most intensive periods of noise, respite periods should be implemented, as well as limiting these activities to standard construction hours. The NVIA also recommended proactive communication with surrounding residents during the construction period.

The NVIA recommended several operational mitigation measures, including glazed façade elements, alternate means of ventilation, and screening and insulation around the mechanical plant. It also recommended general loading dock noise mitigation and management procedures are recommended to be integrated into an overall Operational Management Plan.

7.3 Community

Community refers to the composition, character, cohesion, function, and sense of place that people experience. There are several aspects to community impacts, including:

- **Composition:** impacts on demographic characteristics and community structure. Can be changed by in-migration and out-migration over time, including the presence of newcomers and loss of longer term residents or sections of the community. Also inflow/outflow of temporary residents, e.g. during construction.
- **Character:** impacts on a community's shared identity and attributes, and natural and built features that people value. Can be affected by changes to buildings, vegetation, landscapes, land uses/industries, or land ownership and management.
- **Cohesion and function:** impacts on social connections, interrelationships, networks and interactions, trust and cooperation, participation in community activities and institutions, and the potential for harmony or conflict. Lack of cohesion can result in social dislocation, alienation, division, dispossession, tensions, impoverishment, and crime.
- **Sense of place:** impacts on feelings of belonging in a place, or identity with a place, which may derive from cultural or historical connections.

Construction

While construction activities typically have the potential to impact upon the community's sense of place, the vacant nature of the existing development at the site and its walled-off frontage suggest that the scope for social impacts from changes to the character of the built environment would be minimal. This would be consistent with any construction phase impacts to community under the approved Stage 1 Concept SSDA scheme.

Operation

The proposal would enable the development of a mixed-use, high rise structure near the Parramatta CBD, an area that is densifying and rapidly changing. The site is part of the Parramatta CBD area, which has been identified in strategic planning works including Council's Parramatta CBD Planning Strategy. Strategic planning for the Parramatta CBD has involved significant amounts of public consultation, enabling the local community to participate in the development of and understand the aims for Parramatta's future.

It is therefore suggested that the proposal is consistent with the broader changes that the public expects in the immediate vicinity of the site and central Parramatta. HillPDA's community consultation activities found that there is an understanding among the community that the central areas of Parramatta are growing and will change significantly in coming years.

It is projected that, at full capacity, the proposal would introduce around 1,200 additional residents and 160 additional workers to the site. This is likely to have impacts on community, however, these would be minimised to some degree by the lack of existing population in the immediate vicinity of the site. Impacts to community cohesion, composition and character may include:

- Adding large numbers of renters to the local area may contribute to social disconnection through transitory inhabitation patterns.
- The proposal is likely to appeal to the existing demographic in the study area (that is, younger professionals), suggesting that future residents are unlikely to lead to significant social friction.
- The proposal would provide multiple communal areas with a range of facilities, incentivising socialisation and promoting community formation over and above typical market development of this typology.
- The proposal site has not recently housed residential development, thereby mitigating any potential community impacts caused by the displacement of existing residents.

For the broader community, the proposal would introduce ground floor retail space and improvements to the existing through-site link, as well as activating the currently vacant frontage. The frontage and through-site link would incorporate seating, landscaping, and other design elements that would encourage residents, workers, and members of the public to meet and interact on the ground floor, supporting community cohesion.

Overall, this is consistent with the anticipated operational phase impacts to community under the approved Stage 1 Concept SSDA scheme. The larger residential population, however, presents an increased risk of impacts to community, though the difference is considered to be inconsequential in terms of social impact assessment.

Mitigation and management measures

Social impacts to community during construction are considered unlikely and would be temporary in nature. No mitigations or management measures are envisaged to be necessary.

During operation, community cohesion would be supported and enhanced through several of the inherent features of BTR housing:

- The proposal would offer a wider range of lease terms (compared to typical market renting), enabling flexibility for residents
- BTR developments must provide an option for residents to access leases of at least three years, supporting the development of community for residents who wish to rent long-term
- BTR developments must provide on-site property management, which would support activate management of any potential community issues that arise.

In addition, developing and implementing a detailed Plan of Management (POM) would support the development of community in the long-term. The POM (and other operational aspects of the proposal) could include such measures as:

- Active management of the BTR community by monitoring the uptake of different lease lengths and ensuring that the proportion of short-term and long-term lessors is appropriate
- Organise and host community activities and regular events for BTR residents and the wider community
- Schedule welcome events for new residents on a semi-regular basis (as appropriate)
- Disseminate information about events being held in the Parramatta CBD, as well as groups that might be meeting regularly in the locality (e.g. local community gardens, social sporting groups, community classes through organisations like Parramatta Library, or Parramatta Artists Studio).
- Facilitate and encourage the development of clubs or social groups among the BTR residents, and provide space (or other resources as appropriate) for meetups/activities.
- The POM should also include measures to ensure that the BTR residents are able to participate in the management of the community (refer to section 7.9 for further consideration of social impacts to decision-making systems), including:
  - A tenants' code of conduct that tenants agree to as part of the lease arrangements
  - Transparent dispute resolution arrangements
  - Details regarding management and appropriate use of the communal facilities and areas, as well as access arrangements.

It is anticipated that the inherent aspects of BTR housing and the proposed POM measures outlined above would result in a higher level of social interaction and community cohesion, as compared to a typical residential tower development. These would all be a feature of operations planned as part of the subject proposal.

Consideration could also be given to how the proposal could host or organise events open to both residents and the wider community, which would support the integration of the BTR residents into the existing Parramatta CBD community and have the added benefit of familiarising the wider community with the concept of BTR.

7.4 Accessibility

Accessibility refers to how people access and use infrastructure, services and facilities, whether provided by local, state, or federal governments, not-for-profit organisations or community groups, or by private market operators. It includes impacts on how people use roads and public transport routes, severance or other restrictions on movement, or improvements in access, as well as impacts arising through changes in supply or demand of a service or facility.

Construction

Construction activities have the potential to impact on accessibility for people within the social locality through temporarily changed or reduced access to destinations or routes. As the construction requirements of the proposal are (roughly) consistent with the approved Stage 1 Concept SSDA scheme, construction phase impacts to accessibility would also be generally consistent with the previous social impact assessment.

Accessibility impacts during construction are most likely to arise to the northwest and southeast boundary of the site, where the use of pedestrian links between Fitzwilliam and Argyle streets may be affected by construction works. These pedestrian routes are heavily trafficked and provide access between areas south of the site and the public transport infrastructure beyond.

Short or long term access reductions to these routes would be significant for commuters who may face delays. The northwest pedestrian link is located within the site boundary and is proposed to be relocated to within the proposed building podium. This would necessitate interruptions and changes in access during the construction period. It will be important to ensure that this is appropriately managed during any construction works that eventuate at the site, and that pedestrian access is maintained to the greatest degree possible. Where maintaining access for pedestrians is not possible, temporary alternatives should be provided.

Other potential accessibility impacts that could arise during construction include:

- Pedestrian access to retail premises at the Parramatta Westfield complex adjacent to the site's northwest boundary
- Service and delivery vehicle access to loading docks associated with the Parramatta Westfield complex (accessed via Fitzwilliam Street)
- Access to the parking lot and entryway area for 10 Valentine Street, adjacent to the site's southeast boundary.

Ensuring that access to Parramatta Westfield complex's facilities would not be impacted was noted during consultation works undertaken at the Stage 1 Concept SSDA stage, with representatives of the business raising this as a key concern. Accessibility impacts could also arise during construction through increased traffic and congestion or altered road access regimes, most likely on Fitzwilliam Street.

The TIA found that construction works at the site would generate up to 30 truck movements per day, and up to 70 movements per day during peak activities, with an estimated 350 workers at the site during peak activities. This may lead to localised congestion on the roads near the site, particularly during peak times. The TIA notes, however, that no parking would be provided for construction workers, who would be required to use public transport or make other arrangements to travel to the site. This would minimise the scope for impacts.

Operation

Once operational, the proposal would provide increased access to high quality rental housing providing increased housing choice for smaller households. These benefits would be of increased significance compared to the approved Stage 1 Concept SSDA scheme, as the current proposal provides a higher number of dwellings. This is considered well-suited to Parramatta's population, which was shown in section 4.3.1 to be heavily skewed toward younger people, and in alignment with the observed decrease in household size shown in section 4.2.

The proposal consists of one and two bedroom units, which would significantly increase the supply of smaller rental dwellings suited to the observed demographic profile. This would result in improved accessibility for future residents as the dwellings would be close to employment opportunities, public transport, and other facilities, positively impacting their livelihood and way of life. It also delivers strategic benefits by aligning with the planning priorities of the *Greater Sydney Region Plan* and *Central City District Plan*, which support concentrating new housing in well-connected, strategic locations, as shown in section 7.2.

It is projected that, at full capacity, the proposal would introduce around 1,200 additional residents and 160 workers to the site. Additional demand on services and facilities is often a major contributor to social risk. Additional demand for services in the site locale and surrounds includes:

- Demand for 38 additional long day care places and 32 additional outside school hours care places
- A small additional demand for library and community facility floorspace
- Demand for around one hectare each of parks, sporting open space, and natural open space.

The analysis in Chapter 6.0 demonstrates that while the proposal would result in a significant increase in population for the area, the projected demand for all assessed categories of social infrastructure is likely to be accommodated by the existing infrastructure near the site, or provisions within the proposed development. Though the social infrastructure demand projected to arise from the current proposal is higher than that of the approved Stage 1 Concept SSDA scheme, the impact is not significantly increased, and the proposal includes sufficient communal areas and facilities to address the needs of its residents.

While only one child care facility within 800 metres of the site had vacancies as of May 2023, a further two centre-based child care facilities have been granted operating approval by ACECQA in Parramatta SAL since the audit was conducted, creating 122 new places collectively. Additionally, it should be noted that child care provision is primarily market driven. That there are ample further opportunities for providers in the market to respond to a future increase in demand for services in the locality, with broad planning permissibility for centre-based child care in residential-zoned and centre-zoned land. To that end, available data from Cordell Connect indicates three new centres in the CBD at various stages of the approvals process, amounting to 363 places, with estimated completion dates from 2026-2028.

The findings indicate that the Parramatta CBD is lacking in natural open space areas, however, this is to be expected in a highly urbanised setting, and is considered to be ameliorated by a good level of access to such areas further from the site, including along the Parramatta River. Sporting areas were also absent within 400 metres of the site, though access to such facilities within 800 metres of the site was good.

The proposal includes private amenity resources for residents, with communal areas totalling approximately 2,640 square metres. This would assist in reducing the demand on public open space and recreation facilities by meeting these needs on-site.

As noted above, the site includes the pedestrian link to the site's northwest within its boundary, which would be included as a through-site link within the proposed building's podium once operational. It is considered unlikely that this would result in negative impacts to accessibility, though it will be important to ensure that the through site link is accessible for all users, at all times. It is anticipated that the through-site link's design would improve accessibility over the existing access route, in addition to improving the aesthetic and amenity quality of the link.

The proposal's location and the anticipated additional residents and workers would lead to a significant increase in pedestrian movements in the surrounding areas, increasing demand for footpath space, pedestrian crossings and the like.

In terms of trip generation, the TIA estimated that that the proposal would generate a total of 4,131 person trips per day once operational. This is substantially lower than the projected number of person trips for the approved Stage 1 Concept SSDA scheme (6,655), therefore the scope for and scale of any potential accessibility impacts would be reduced under the current proposal in comparison.

The proposal would be subject to maximum car parking provisions under Parramatta CBD's local planning controls. Under the approved Stage 1 Concept SSDA, the proposal could provide up to 280 car parking spaces, inclusive of 231 spaces for BTR residents and 49 spaces for commercial and retail uses. The proposed development would, however, limit the amount of parking provided at the site to 176 car parking spaces, including 163 spaces for residential use.

The proposal would facilitate alternative transport methods through providing significant numbers of parking spaces for other vehicles, including eight motorcycle parking spaces and a total of 146 residential/staff and 137 visitor bicycle parking spaces. End of trip facilities (including lockers, showers, and change rooms) would also be provided for hotel staff.

The provision of a more limited number of parking spaces would limit the potential of the proposal to generate traffic and cause social impacts (such as congestion-related delays or frustration). The TIA found that during the operational phase, the proposal would generate a total of 363 additional vehicle movements per day, with 56 additional vehicle movements per hour in the morning peak, and 25 additional vehicle movements per hour in the afternoon peak.

The potential scale of social impacts to accessibility from increased traffic to and from the site is also consistent with the approved Stage 1 Concept SSDA, with the projected additional daily trip generation from the current proposal (363 vehicle movements per day) only marginally higher than the previous scheme (339 vehicle movements per day). The TIA's projection for the current proposal, however, was based on the total allowable parking provision of 280 spaces, rather than the proposed provision of 176. The potential impact would therefore be reduced.

The TIA finds that the proposed development would not significantly impact the performance of key intersections near the site, with future conditions predicted to resemble existing conditions, with a minor increase to delays and queues. This was not the case, however, for the Parkes Street and Valentine Avenue intersection, which performs poorly under both existing and proposed conditions.

Additionally, any potential traffic impacts would be minimised due to the site's location near public transport infrastructure, as well as its proximity to key services and amenities, which many residents could walk to. Workers at the site would also benefit from its location near public transport, reducing the scale of additional vehicle movements to and from the site.

Mitigation and management measures

Accessibility impacts during any construction works at the site are considered to be likely, though they would be temporary in nature. These would be best addressed in a detailed Construction Pedestrian and Traffic Management Plan (CPTMP) that builds on the indicative CPTMP in the TIA and includes strategies such as:

- Not providing parking for construction workers and encouraging alternative arrangements
- Minimising heavy vehicle movements during peak hours and restrict movements to identified heavy vehicle access routes
- Maintaining pedestrian and cyclist access during construction, including access continuity between Fitzwilliam Street and Argyle Street.

Additionally, prior to any construction works at the site, potential impacts to bus and rail infrastructure should be considered in detail, in consultation with the relevant operator. Liaising with utilities and service providers prior to any construction works at the site would also minimise the requirement for / risk of any interruptions to neighbouring users.

Once operational, any accessibility impacts that result from development of the proposal would be permanent in nature. However, the proposal minimises the scale of these potential impacts through:

- Providing parking at a rate below the required maximum provision, limiting the potential for traffic generation within the Parramatta CBD
- The estimated traffic generation from the site would not require mitigation or any intersection works, except at Parkes Street and Valentine Avenue
- Providing motorcycle and bicycle parking spaces and secure bicycle storage areas
- The improved through-site link would provide accessible transit through the site and could support increased uptake of active transport
- Providing end of trip facilities for active transport users
- Finalise and implement the Overview Green Travel Plan prepared as part of the TIA to maximise the potential active and public transport uptake to and from the site.

The operational phase of the proposal was considered unlikely to result in significant accessibility impacts through increased demand for social infrastructure and other local amenity facilities. The scale and likelihood of any such impacts could be mitigated or managed through:

- Provision of around 2,640 square metres of communal space within the proposal, with a range of facilities for residents
- Development and implementation of a detailed Plan of Management (POM) that addresses management of and access to communal open space areas
- Embellishment of the through-site link with setback, landscaping, and seating areas to encourage passive outdoor recreation and social interactions (i.e. dwell time).

It is noted that access to natural open space areas and sporting areas is limited near the site. Whilst it is considered acceptable to a certain degree that natural open space areas may not be available near a highly urbanised CBD, this could be partially offset through the proposed high quality and dense landscaping in the communal areas of the site and at the site frontages and through-site link.

7.5 Culture

Cultural impacts refer to both Aboriginal and non-Aboriginal culture, including shared beliefs, customs, values, and stories, and connections to country, land, waterways, places, and buildings. Specifically, it encompasses impacts on people's values, customs, and beliefs associated with (or embedded in) the site or locality, e.g. as secondary effects of changes to scenic quality, landforms, or water flows. Strengthening of community values and culture through project design elements. There are also potential intangible cultural impacts, particularly concerning Aboriginal cultural heritage, with risks of 'cultural or spiritual loss' (i.e., loss or diminution of traditional attachment to the land or connection to country, or loss of rights to gain spiritual sustenance from the land).

Construction

Construction activities have the potential to impact on community and culture through impacts to Aboriginal and historic heritage during construction. This can occur directly, through disturbance of archaeological items or

changes to the physical fabric of heritage items, or indirectly through impacts to the context of a heritage item or intangible changes that affect the cultural significance of a location.

Construction phase social impacts to culture through changes to Aboriginal or historic heritage were assessed at the Stage 1 Concept SSDA phase. It was considered unlikely that the proposal would impact culture through changes to heritage. The proponent has advised that NSW DPHI has not requested further assessment of the proposal's potential impacts to Aboriginal or historic heritage.

Operation

Substantial changes in built form to a location have the potential to impact upon the shared cultural values of a community changing interpretation of place and potentially impacting upon the cultural significance attached to it.

Once operational, the proposal would introduce a significant change to the built environment on the site. No existing heritage items were located within the site, minimising the likelihood of impacts in this regard. Social impacts from cultural or historic heritage arising due to construction works would be limited to the construction phase and would not cause operational phase impacts.

As noted above, potential impacts of the proposal to culture during the operational phase were assessed at the Stage 1 Concept SSDA phase. The heritage assessments undertaken at that stage found that the proposal would result in some minor visual impacts to neighbouring heritage items, and would be unlikely to impact Aboriginal cultural heritage. The changes between the approved Stage 1 Concept SSDA scheme and the current proposal would not affect this impact assessment.

The *Landscape Design Report* prepared for the proposal by Land and Form Studios (dated March 2025) incorporates consideration of Connection to Country. This has been informed by Aboriginal cultural heritage research activities, a Walk on Country with a Dharug Knowledge Holder, and engagement with Baramadagal / Dharug Traditional Custodians, Elders, and Knowledge Holders to help interpret cultural narratives to be reflected in the design. The design includes a selection of features that reflect this understanding of Country, including:

- A running water feature at the centre of the site pays homage to the importance of water on this Country
- Aboriginal artwork will be incorporated at the site's entrance and through-site link
- Raised planters along Fitzwilliam Street will include a native herb garden.

Mitigation and management measures

None required.

7.6 Health and wellbeing

Health and wellbeing concerns both physical and mental health, especially for those who are highly vulnerable to social exclusion or substantial change, plus wellbeing of individuals and communities.

This includes physical health impacts as well as concerns or fears about health impacts, for example associated with noise, dust, odour, vibration, lighting, and toxic materials. Social impacts to health and wellbeing may include:

- Stress, anxiety, and uncertainty - or hopes - about a proposal, about changes to adjacent uses, and about cumulative change to a neighbourhood
- Psychological stress and fears/hopes for the future. Potential impact of the project on social behaviours such as alcohol/drug use, domestic or other violence
- Impacts of project elements on ability to sleep, people's general health and wellbeing, and overall community health.

Construction

Construction activities can produce a range of environmental disturbances that can produce social impacts, including:

- Loud and continuous noise or vibration disturbance from activities such as piling, cutting or drilling could impact upon nearby residents' health and wellbeing.
- Illness, injury, or otherwise reduced health through exposure to hazardous materials.
- Dust and unpleasant odours arising from exposed loads the operation of machinery could impact upon air quality.
- Residents and workers could also experience impacts to mental health caused by increased stress through loss of convenience, increased noise, sleep disturbance for shift workers and loss of amenity.

While construction impacts are considered to be temporary, as they will be present only while construction is occurring, their intensity requires mitigations to minimise the impact. Construction impacts on local amenity are also generally contained within close proximity to a construction site. Overall, construction phase impacts to health and wellbeing would be consistent with the approved Stage 1 Concept SSDA scheme.

As outlined in section 7.2, the NVIA found that residential receivers would not be significantly affected by noise from construction works at the site. The NVIA noted, however, that whilst commercial receivers near the site would generally be unaffected, intermittent or short-term exceedances of noise thresholds would be expected to arise from particularly loud works. It did not note any significant impacts from vibration.

As noted in section 7.4, the TIA found that the proposal would generate additional truck movements during the construction phase (typically around 30 per day, but up to 70 per day). These additional truck movements in a busy mixed-use area could potentially lead to a heightened risk to safety through increased vehicle interactions with pedestrians, cyclists, and other road and footpath users in the area.

Operation

The proposal would lead to additional residents and workers in an environment potentially subject to significant levels of noise and vibration, due to its proximity to public transport infrastructure (among other noise generating assets). It could also generate noise that could potentially affect existing nearby receivers. Operational activity within the proposal (residents, worker, visitors, as well as plant and vehicular movements), may cause disturbance for residents in the surrounds and within the development, potentially affecting their ability to relax or sleep.

Impacts to health and wellbeing arising from the proposal at the operational phase would generally be consistent with those assessed as part of the approved Stage 1 Concept SSDA scheme. The difference in uses proposed at the site between that scheme and the current proposal would have insufficient effect on the noise or vibration generation at the site, the increased activation of the site, or additional vehicle and pedestrian movements from the site to substantially alter any potential social impacts.

The NVIA performed modelling and testing of noise levels to consider potential impacts, including internal noise assessments for residential receivers at the site (with and without windows closed), noise generated by service vehicles and deliveries, increased traffic noise, and potential vibration impacts. It found that there would be no impacts from vibration or increased traffic noise, and that internal noise could be managed with appropriate mitigations.

In addition to the above, health and wellbeing impacts could arise near the site once operational through perceived or real threats to safety for people in the local community. As identified in section 0, the site's location correlates with areas of increased crime rates for a range of different crime types. The proposal would result in significant numbers of additional residents and workers in this area, potentially leading to safety and wellbeing impacts through increased exposure to existing crime hotspots.

A *Crime Prevention Through Environmental Design* (CPTED) Report prepared by Beam Planning for the proposal (dated March 2025) assessed the proposal for crime risk. It found that the increased activation of the area as a result of the proposal would increase real and perceived feelings of safety. This would be achieved through the presence of retail, co-working and lobby spaces on the lower ground levels and public domain improvements include new footpaths and a through-site link. Design elements would reduce opportunities for hiding or entrapment spots, including a lack of alcove spaces and clear sightlines to entrances. This would be a significant improvement over the current state of the site from a passive surveillance perspective.

Finally, additional or altered vehicle movements generated by the proposal once operational could impact on the safety of pedestrians, cyclists and other road users. The TIA notes that the site would generate over 4,000 person movements per day, with only 363 vehicle trips per day. As such, the number of pedestrians and active transport users in the immediate surrounds may increase significantly, potentially raising the potential safety risk. The location of the site adjacent to a major transport interchange would, however, minimise the scale of this potential risk, with a significant proportion of person movements requiring no or little interaction with road traffic. The scope of the proposed development to impact health and wellbeing for the existing community through increased vehicle movements is minimal, due to the small amount of additional traffic generated by the site.

Mitigation and management measures

As identified above, social impacts to health and wellbeing may arise during the construction and/or operational phase of the proposal, and could potentially be caused by a number of factors.

As per the recommendations of the NVIA, the majority of noise and vibration generating activities during the construction period are unlikely to require mitigation, particularly from a health and wellbeing perspective. For the most intensive periods of noise, respite periods should be implemented, and these activities should be limited to standard construction hours, with a focus on times when receivers are less likely to be sensitive to noise, such as mid-morning or mid-afternoon.

As per the NVIA, communication with the local community should be a priority of the construction period and contact details should be provided to potentially affected receivers to provide any feedback or complaints regarding noise or vibration. This should be considered as part of a broader Stakeholder Management Plan (see section 7.9)

Prior to the commencement of construction works at the site, a detailed Construction Pedestrian and Traffic Management Plan (CPTMP) should be prepared that builds on the indicative CPTMP in the TIA.

At the operational phase, the proposal should incorporate recommendations from the NVIA including glazed façade elements, appropriate ventilation for units where interior noise levels cannot be met with windows open, and screening and insulation around the mechanical plant. The NVIA also recommends that general loading dock noise mitigation and management procedures are recommended to be integrated into an overall Operational Management Plan. This would include limiting vehicle speeds and minimising idling at the loading dock and locating waste facilities within the loading dock basement.

The recommendations outlined in the CPTED report should also be implemented to minimise health and wellbeing impacts and support benefits, including:

- Maximise potential for passive surveillance through ensuring sightlines, particularly along Argyle Street, minimising obstructions and providing appropriate glazing
- Minimise obstructions within the through-site link
- Installing CCTV at the property perimeter and all entry and exit points
- Install lighting around the building's perimeter and entrances, driveways, and parking areas, and ensure that these areas are well-lit

- Clean and maintain all communal spaces and public-facing areas of the development, including vegetation and landscaping.

It is recommended also that NSW Police be consulted on the detailed design at the Stage 2 SSDA as part of the preparation of a detailed CPTED of the final design.

7.7 Surroundings

Impacts to surroundings can include access to, and use of, services that ecosystems provide, public safety and security, access to and use of the natural and built environment, and its aesthetic value and amenity.

Construction

During construction, some activities may impact upon the ability of visitors and passers-by to access and enjoy the environment. Whilst the presence of construction equipment, materials, and hoarding may cause some minor reductions in the local community's perception of their surroundings, the site has been empty and fenced for an extended period and has little aesthetic value in its current state. Overall, this is considered to be consistent with the construction phase impacts to surroundings assessed as part of the approved Stage 1 Concept SSDA scheme.

Noise and vibration from construction workers are also likely to affect the community's appreciation of their environment. This is considered in more detail under way of life and health and wellbeing impacts (refer to sections 7.2 and 7.6).

Operation

Overall, it is considered that neither the differences in design and scale of the current proposal compared to the approved Stage 1 Concept SSDA scheme, or the change in use from hotel to BTR residential units, are insufficient to materially change the assessed operational social impacts to surroundings. The potential social impacts to surroundings of the current proposal are discussed further below.

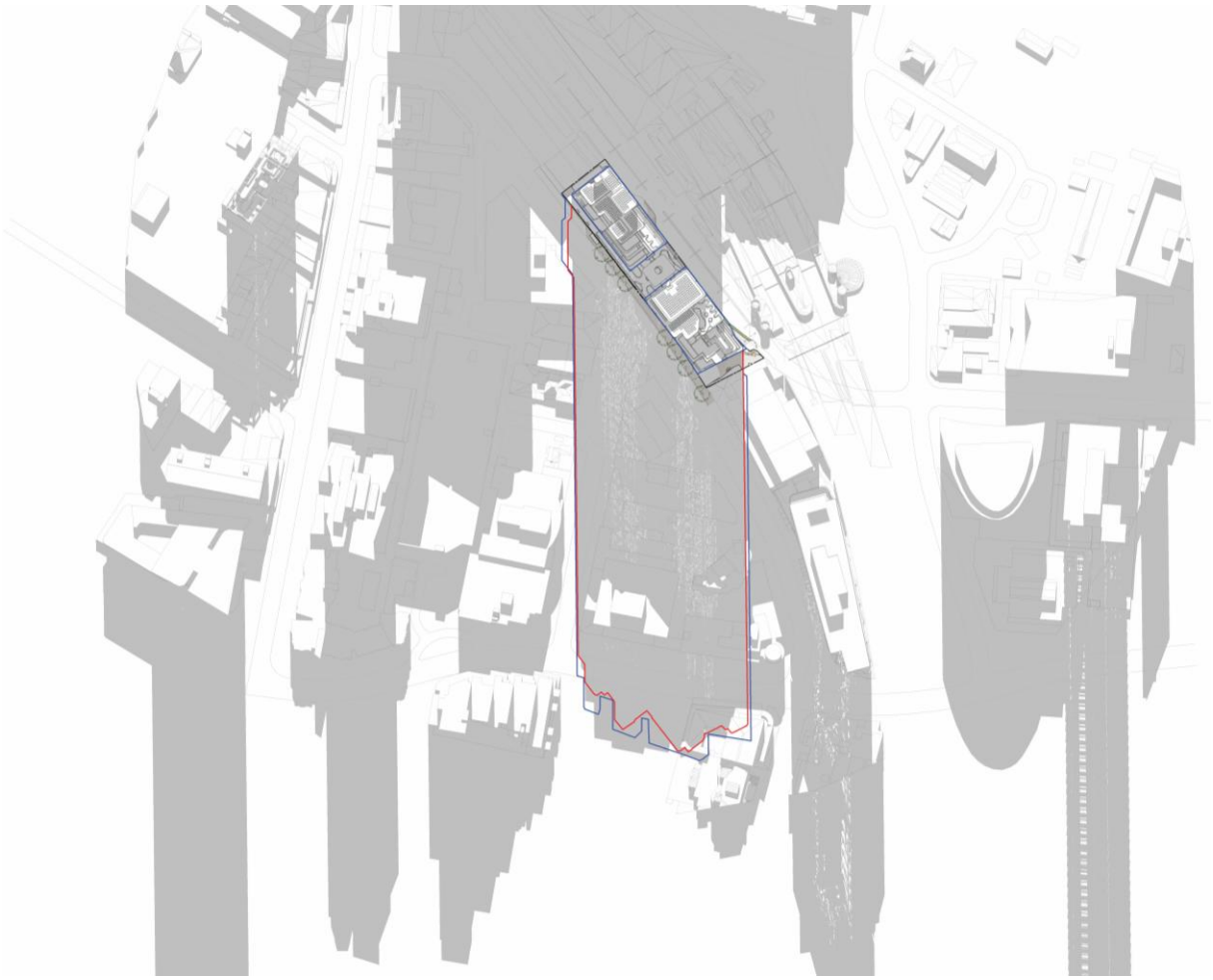
Once operational, the site would have permanent impacts on surroundings as it would complete its transition from its current vacant state to completion. At this point, it would have the potential to reduce views and access to sunlight for surrounding residents and businesses. This was raised as a concern during community consultation undertaken as part of the Stage 1 Concept SSDA project, with the local community raising the importance of solar access and views.

It is further noted that the design is consistent with the planning controls (including setbacks, etc.) for the site and is therefore consistent with tolerance for shadowing and scale as established by Council within planning controls for the Parramatta CBD. The building design and envelope are also consistent with the approved Stage 1 Concept SSDA.

The shape of the building tapers from the podium and splits into two structures with a gap between, reducing its visual bulk and limiting the potential impact on surroundings. This design also helps to minimise shadowing impacts on Jubilee Park. A study of the proposed development's shadow impact was prepared by SJB based on the shortest day of the year (the winter solstice – i.e. when the impact of shadowing would be at its maximum).

The shadow diagrams suggest that the proposed development would have limited additional overshadowing impact, with only the northernmost area of Jubilee Park being overshadowed from late morning to around midday, as shown in Figure 21. The diagrams also indicate some additional shadowing impacts for existing buildings on Wentworth Street, Fitzwilliam Street, and Parkes Street. Notably, the proposed development would result in a smaller overshadowing area than the approved planning envelope for the site.

Figure 21: Shadow diagram (12 midday, winter solstice)



Source: SJB (2025)

The potential visual impact of the proposed development has been reviewed in a *Visual and View Loss Assessment*, prepared by Beam Planning (dated March 2025). View loss impacts would most significantly affect existing residents at three high rise mixed-use buildings, on Church Street and Parkes Street. The assessment found that the associated visual impact and view loss would be either minor or moderate, and that these impacts were consistent with the approved Stage 1 Concept SSDA design.

The site has been subject to various structures and man-made development in the past, and is significantly altered from the natural environment. The proposed development will therefore have negligible impact on the natural environment and as such, has little potential to lead to social impacts from change to people's appreciation of and connection to the natural environment and local ecosystem. As the site has been identified as being suitable for high density mixed use development for an extended period, the proposed changes are largely anticipated by stakeholders.

Considering the existing negative contribution of the site at present to surroundings for the local community, once operational, the proposed development would generally represent a significant improvement to surroundings. Despite the aforementioned shadowing impacts, the design and materiality of the proposed development would contribute to an enhanced streetscape and pedestrian environment. Specifically, the use of a podium design, landscaping along Fitzwilliam Street, the activation of the ground floor frontages, and the improved through-site link would support this, with these interventions contributing social benefits to surroundings.

Finally, the proposed development has the potential to contribute negatively to surroundings for passersby and building users through additional wind impacts. A *Pedestrian Wind Environment Assessment* was undertaken by RWDI to investigate this (dated March 2025), finding that the impact of the proposed development would generally be in accordance with that of the approved Stage 1 Concept SSDA design. It concludes that the refined design of the proposed development including landscaping, articulation, awnings, and other interventions would allow all areas of the site to meet the comfort level wind conditions for their intended uses.

Mitigation and management measures

None required.

7.8 Livelihoods

A person's livelihood relates to their capacity to sustain themselves and their family, as well as their experience of economic advantage or disadvantage. Social impacts arising from changes to livelihoods can result from (for example) employment and business opportunities (i.e. positive impacts), or from displacement or disruption in employment from construction works (i.e. negative impacts).

Construction

The construction of the proposal would be expected to have short and long-term benefits with respect to construction employment and the purchase of materials. During construction, it is projected that the proposal would directly generate up to 530 job years. This is considered to be generally consistent with the scale of social benefits for the approved Stage 1 Concept SSDA scheme.

Local businesses are also likely to benefit from increased construction-related trade, in direct and indirect expenditure. The construction industry has strong linkages with other sectors, so its impact on the economy goes further than the direct contribution of construction.

Operation

The operation of the proposal is anticipated to generate 160 full time equivalent jobs through its provision of retail and commercial floorspace, as well as staff requirements for the operation of the BTR component. The provision of jobs at the site would be of increased social significance due to the site's location near public transport hubs, supporting employment accessibility across a wide catchment.

This would be generally consistent with the employment generation of the approved Stage 1 Concept SSDA scheme, albeit with an increased number of full time equivalent jobs at the site (160 compared to 105). This would represent an enhanced social benefit compared to the previous scheme.

Mitigation and management

During construction, the proposal is anticipated to generate social benefits through contributing to livelihoods for workers in the local area and wider region.

Once operational, the proposal would make a very positive contribution to the livelihood of residents across the wider region, creating new employment opportunities closer to residents' homes. Benefits to livelihoods could also be provided through measures to support transparency and flexibility in the BTR operations. This would be addressed in a Plan of Management, which could:

- Consider actions that could be taken to encourage residents to stay within the building when their housing or budget needs change, such as promoting and facilitating options to move to a different-sized unit, or adding or removing features (such as parking) from their agreement 'on the fly'.
- Provide mechanisms that ensure transparency with regard to fees, charges, and rent, and detail how/when price increases may occur.

- Consider not requiring rental bonds, or require a smaller bond than the typical four weeks' rent.

7.9 Decision making systems

Decision making systems concerns whether people:

- Experience procedural fairness
- Can make informed decisions
- Have power to influence decisions
- Can access complaint, remedy and grievance mechanisms.

It concerns matters like the capacity of affected people to influence project decisions, including elements of project design and:

- Extent to which they can navigate large amounts of technical material and make informed decisions.
- Effectiveness of engagement mechanisms at enabling all groups (especially vulnerable or marginalised groups) to participate in the assessment process. Levels of trust in the rigour and impartiality of the assessment process
- Extent to which people feel empowered to determine their futures, including after a project closes
- Opportunities for people to have a say in the project's community investment decisions
- Accessibility and effectiveness of complaint and remedy procedures/mechanisms.

Construction

During the construction process, there is a potential for people to feel powerless or that they have a lack of means to have input or say on the proposal during construction. This is particularly the case in rapidly changing locations like the Parramatta CBD, where the volume of development can be overwhelming. It will be important for potentially affected people to have access to processes whereby complaints can be made, or issues raised.

This potential impact is considered to be unchanged compared to that assessed under the approved Stage 1 Concept SSDA scheme.

Operation

BTR presents significant advantages for residents and neighbours to influence process because of its unified operating structure. There is a clear framework for how BTR will operate in NSW under the single ownership model. Consequently, residents and neighbours interact with a single entity, which offers distinct advantaged over a strata committee, where renters are usually barred from participation. Ongoing social activities and participatory opportunities meant that residents would continue to be able to influence the nature of operations.

The provision of a much larger amount of new BTR housing at the site compared to the approved Stage 1 Concept SSDA would increase the significance of this benefit.

Mitigation and management

Prior to any construction works commencing at the site, a detailed Stakeholder Management Plan (SMP) should be developed and implemented. The SMP should provide for triggers to notify neighbours of disruptive construction activity, with minimum notice periods to allow neighbours to prepare. It would also nominate a single point of contact for neighbours with issues or concerns.

Prior to the proposal becoming operational, a Plan of Management (POM) should be developed that identifies a clear participatory structure for residents to make suggestions or raise issues in the operation of the proposal. This process should be transparent, with clear timeframes for resolution of matters. The POM should also define appropriate tenant behaviour, and tenants should be required to adhere to a code of conduct as part of their

lease, which would specify activities considered to unduly impact the amenity and peace of neighbouring residents in the building and surrounds.

Additionally, the POM should also identify a transparent process for resolving complaints by neighbours and community members. This process should be transparent, with clear timeframes for resolution of matters, as well as a clear system tenant management where tenants are breaching the agreed code of conduct. Collateral should be developed as part of the POM to clearly outline lease terms, permissible activities / modifications, tenant responsibilities and rights (and so on), to be provided to tenants in an accessible format and in multiple languages.

In addition to the above, it is noted that the site and the Parramatta CBD more broadly have been subject to significant strategic planning works which have include extensive and long-term community consultation activities. As well as these works, HillPDA undertook community consultation works to directly inform the community about the proposal and enable them to contribute to the planning process. Consultation with the community was also undertaken to inform the Stage 1 Concept SSDA.

7.10 Evaluation of impacts

This section draws on the above findings to predict the likely social impacts arising from the proposal. The impact assessment tables provided below build on our earlier assessment of the Stage 1 Concept SSDA proposal, and identify impacts in accordance with the social impact categories described earlier in this chapter. The tables provide:

- A description of identified impacts
- An assessment of impact significance (in accordance with the framework outlined in Appendix A)
- Mitigation and/or enhancement measures
- Residual impact significance ratings.

7.10.1 Construction

The table below draws on the above sections to predict the likely social impacts arising from the proposal during the construction phase.

Table 18: Construction phase: social impact evaluation and mitigations and enhancements

Impact category / detail	Significance	Mitigation / enhancement measures	Residual impact significance
Way of life			
People living, residing, working, or studying near the site may face impacts to way of life through construction noise and vibration impacting sleep and relaxation, ability to concentrate or focus, or by causing stress or other negative mental health impacts.	Likely + Minor = Medium	The NVIA found that noise and vibration impacts to residential receivers would be below the 'noise affected' management levels. As per the recommendations of the NVIA, utilise: • Respite periods for intensive noise generating activities • Limit activities to standard construction hours • Undertake proactive communication with surrounding residents during the construction period.	Likely + Minimal = Low
Community			
None identified.	n/a	n/a	n/a
Accessibility			
Disturbances, inconveniences or safety concerns caused by construction vehicle or worker movements, changed access regimes, or increased congestion on surrounding roads could impact way of life, accessibility and livelihoods for surrounding residents, workers and businesses.	Likely + Minor = Medium	In accordance with the *Transport Impact Assessment*: • Construction worker vehicle parking would not be provided within the site, limiting the number of vehicle movements to the site. • A detailed Construction Pedestrian and Traffic Management Plan (CTMP) would be prepared based on the indicative version in the TIA. The CTMP would address matters including pedestrian and cyclist access and safety, access to neighbouring commercial premises, access to public transport infrastructure, and minimising heavy vehicle movements on surrounding roads.	Likely + Minimal = Low
Culture			
None identified.	n/a	n/a	n/a
Health and wellbeing			
Additional vehicle movements surrounding the site would lead to increased interactions between pedestrians, active transport users, and construction vehicles, increasing the risk of incidents occurring.	Likely + Minor = Medium	In accordance with the *Transport Impact Assessment*: • Construction worker vehicle parking would not be provided within the site, limiting the number of vehicle movements to the site. • A detailed Construction Pedestrian and Traffic Management Plan (CTMP) would be prepared based on the indicative version in the TIA.	Likely + Minimal = Low
Surroundings			
Construction activities, equipment, and structures at the site would significantly change the current	Possible + Minimal = Low	Employ hoarding at the site boundary.	Possible + Minimal = Low

Impact category / detail	Significance	Mitigation / enhancement measures	Residual impact significance
surroundings for nearby receivers, compared to the existing nature of the site.			
Livelihoods			
Social benefits through increased employment opportunities and economic activity on the site arising from construction activity (direct and indirect), positively impacting livelihoods and the local economy, with up to 530 job years generated.	Likely + Major (positive) = High (positive)	None required (positive).	Likely + Major (positive) = High (positive)
Decision-making systems			
Potential feeling of powerlessness or lack of means to have input or say on the proposal during construction for surrounding properties and the wide community, negatively impacting decision-making systems.	Possible + Moderate = Medium	Prior to any construction works at the site, prepare and implemented a detailed Stakeholder Management Plan. The community consultation processes undertaken prior to lodgement revealed a generally low level of concern regarding the proposal.	Unlikely + Minor = Low

7.10.2 Operation

The table below draws on the above sections to predict the likely social impacts arising from the proposal during the operational phase.

Table 19: Operation phase: social impact evaluation and mitigations and enhancements

Impact category / detail	Significance	Mitigation / enhancement measures	Residual impact significance
Way of life			
Provision of 703 units of additional, well-located housing located within a metropolitan centre, close to services, jobs and amenities, positively impacting way of life, health and wellbeing, livelihoods.	Almost certain + Moderate (positive) = High (positive)	None required (positive).	Almost certain + Moderate (positive) = High (positive)
Provision of 703 units of dedicated rental housing would benefit those unable or unwilling to purchase housing and reflect the observed preference for rental housing in Parramatta. Providing these units as BTR rental housing would support way of life for renters, offering improved flexibility and lease conditions.	Almost certain + Moderate (positive) = High (positive)	None required (positive).	Almost certain + Moderate (positive) = High (positive)
The site's proximity to major transport infrastructure in the form of a railway line and station would inherently expose a greater number of people to way of life impacts from noise and vibration through the addition of almost 1,200 residents at the site.	Possible + Minor = Medium	The *Noise and Vibration Impact Assessment* found that the proposal would be compliant with the relevant residential noise level criteria. Implement the recommendations from the *Noise and Vibration Impact Assessment*, including glazing, screening of plant, and loading dock noise mitigation and management procedures.	Unlikely + Minimal = Low
Community			
Provision of opportunities for development of community through active on-site management organising events or otherwise facilitating residents interacting with each other, supporting wellbeing and mental health.	Possible + Minimal (positive) = Low (positive)	Prior to operations commencing at the site, a detailed Plan of Management (POM) would be prepared. The POM would include: • Dispute resolution methods. • A clear participatory structure that enables residents to provide input into the operation of the community. • A code of conduct for tenants. • Details regarding management of, access to, and appropriate use of communal facilities and areas. • Plans for regular activities.	Possible + Minimal (positive) = Low (positive)
Potential for sense of social dislocation and loneliness for around 1,200 new residents moving into an established community. The existing community could experience social disconnection through this influx of additional residents.	Possible + Minimal = Low	Prior to operations commencing at the site, a detailed Plan of Management (POM) would be prepared. The POM would include: • Dispute resolution methods. • A clear participatory structure that enables residents to provide input into the operation of the community.	Unlikely + Minimal = Low

Impact category / detail	Significance	Mitigation / enhancement measures	Residual impact significance
		• A code of conduct for tenants. • Details regarding management of, access to, and appropriate use of communal facilities and areas. • Plans for regular activities.	
Provision of 2,600 square metres of communal space within the proposal would support development of community and relationships between residents by increasing opportunities for interactions.	Likely + Minor (positive) = Medium (positive)	Ensure that a detailed Plan of Management (POM) is prepared that addresses management of and access to communal open space areas. Organise and/or encourage events or clubs/groups to utilise the communal open spaces.	Likely + Minor (positive) = Medium (positive)
Accessibility			
Increased congestion on local roads could impact accessibility and way of life for surrounding residents, workers, and visitors.	Possible + Minimal = Low	The *Traffic Impact Assessment* found that the proposed development would not significantly impact the performance of key intersections near the site. The proposed development provides fewer car parking spaces than required, minimising the scope for impact. The site is highly accessible by public transport. Finalise and implement the Overview Green Travel Plan prepared as part of the *Traffic Impact Assessment* to maximise the potential active and public transport uptake to and from the site.	
The addition of over 4,000 person trips per day would increase demand for pedestrian and active transport infrastructure in the Parramatta CBD impacting accessibility and way of life for current and future residents, workers and visitors.	Possible + Minimal = Low	The proposed development would improve the width and quality of the existing pedestrian environment at the site, as well as providing new landscaped areas to boost amenity. The relocated and enlarged through-site link would provide an improved pedestrian experience compared to the existing provision. The proposed development would provide over 800 bicycle parking spaces as well as end of trip facilities.	Unlikely + Minimal = Low
Additional demand for and pressure on open space and recreation facilities arising from increase in local population due to the proposal, potentially impacting way of life and accessibility for existing local users.	Possible + Minimal = Low	The proposed development provides over 2,600 square metres of communal areas (internal and external) within the site, sufficient to meet the day-to-day open space needs of residents.	Unlikely + Minimal = Low
The proposed development would provide residents with access to over 2,600 square metres of high amenity communal areas, including an outdoor cinema and rooftop pool.	Almost certain + Minimal (positive) = Low (positive)	None required (positive).	Almost certain + Minimal (positive) = Low (positive)
Culture			
Enhanced Aboriginal values, customs and beliefs associated with the site and local area through place-making activations.	Likely + Minimal (positive) = Low (positive)	The *Landscape Design Report* prepared for the proposal incorporates consideration of Connection to Country.	Likely + Minimal (positive) = Low (positive)

Impact category / detail	Significance	Mitigation / enhancement measures	Residual impact significance
		Interventions include a running water feature at the centre of the site, paying homage to the importance of water on this Country, Aboriginal artwork at the site's entrance and through-site link, and raised planters along Fitzwilliam Street with native herb gardens.	
Health and wellbeing			
Increased potential risk of exposure to antisocial behaviour through additional residents and workers at the site, near existing crime hotspots.	Unlikely + Moderate = Medium	Implement the recommendations of the *Crime Prevention Through Environmental Design* report, including maximising and maintaining sightlines, utilising CCTV, lighting, signage, cleaning and maintaining the building and its public areas, and other interventions. As part of the Stage 2 SSDA, prepare a CPTED in line with NSW Police requirements, including evaluation by and consultation with Parramatta Local Area Command The proposed development would increase the natural and passive surveillance at the site, improving perceived feelings of safety at and near the site.	Very unlikely + Moderate = Low
Surroundings			
Reduced enjoyment of surroundings due to view loss and increased shadowing for surrounding residents, businesses, and public areas (such as Jubilee Park).	Possible + Minor = Medium	The proposed development would incorporate significant landscaping works to both Fitzwilliam Street and Argyle Street, which would enhance surroundings for nearby residents, workers, and passers-by compared to the existing state of the site. The proposed development complies with the planning controls for the Parramatta CBD and limits overshadowing effects to Jubilee Park, and presents a smaller amount of overshadowing compared to the approved Stage 1 Concept SSDA.	Unlikely + Minor = Low
The proposal may exacerbate identified existing wind tunnel effects experienced in areas near the site.	Possible + Minor = Medium	A *Pedestrian Wind Environment Assessment* was undertaken for the proposed development and found that the proposal would not significantly impact the existing wind environment once operational, and that all parts of the site would have suitable wind conditions for their intended use.	Unlikely + Minor = Low
Improved aesthetic quality of the site over its current fenced-off and vacant nature would improve surroundings for nearby receivers.	Almost certain + Minor (positive) = Medium (positive)	None required (positive).	Almost certain + Minor (positive) = Medium (positive)
Livelihoods			
The proposal would result in increased employment opportunities on site, through provision of around 160 FTE jobs, benefiting way of life and livelihood for potential workers across the wider local catchment.	Likely + Major (positive) = High (positive)	None required (positive).	Likely + Major (positive) = High (positive)

Impact category / detail	Significance	Mitigation / enhancement measures	Residual impact significance
The addition of around 1,200 residents and 160 FTE jobs on site would result in a significant increase in expenditure on goods and services in the local area, benefiting livelihoods for workers and businesses in the Parramatta CBD.	Almost certain + Minor (positive) = Medium (positive)	None required (positive).	Almost certain + Minor (positive) = Medium (positive)
The provision of 703 BTR residential units on the site could support way of life and livelihoods for future residents who would be able to access diverse and high quality housing, with the option to secure long term leases, potentially reducing the need for frequent relocation.	Almost certain + Minor (positive) = Medium (positive)	Prior to the operational phase of the proposed development, a detailed Plan of Management (POM) would be prepared. In the POM, consider opportunities to encourage residents to stay within the building when their housing or budget needs change by promoting and facilitating options to move to a different-sized unit, or adding or removing features (such as parking) from their agreement 'on the fly'. In the POM, provide mechanisms that ensure transparency with regard to fees, charges, and rent, and detail how/when price increases may occur. In the POM, consider not requiring bonds, or require a smaller than normal bond.	Almost certain + Moderate (positive) = High (positive)
Decision-making systems			
Future residents at the site would have increased control over their housing compared to a typical rental unit, as BTR enables greater flexibility in, for example, lease terms, modifications such as painting or hanging decorations, and pet ownership.	Almost certain + Minor (positive) = Medium (positive)	Prior to the operational phase of the proposed development, a detailed Plan of Management (POM) would be prepared. In the POM, require that tenants be provided collateral that clearly outlines lease terms, permissible activities / modifications, tenant responsibilities and rights (and so on), in an accessible format (including in languages other than English). BTR developments are required to have on-site property management available, providing residents with a high level of access to their property manager (and landlord) compared to traditional rental housing.	Almost certain + Minor (positive) = Medium (positive)
Future residents at the site would be granted more direct communication with their property manager and landlord through on-site management of the BTR component of the proposal.	Almost certain + Minor (positive) = Medium (positive)	Prior to the operational phase of the proposed development, a detailed Plan of Management (POM) would be prepared. In the POM, provide mechanisms that ensure transparency with regard to fees, charges, and rent, and detail how/when price increases may occur. BTR developments are required to have on-site property management available, providing residents with a high level of access to their property manager (and landlord) compared to traditional rental housing.	Almost certain + Minor (positive) = Medium (positive)

ENHANCEMENT, MITIGATION, AND RESIDUAL IMPACTS

8.0 ENHANCEMENT, MITIGATION, AND RESIDUAL IMPACTS

The proposal is likely to generate a range of social impacts, both positive and negative. This chapter summarises the proposed mitigation and enhancement measures for social impacts anticipated to arise from the proposal during construction and operation.

Construction activities have the potential to be disruptive to the day-to-day lives of residents, workers, visitors and businesses in the surrounds. These activities typically pose the most direct and obvious social risks. Social impacts arising from the construction phase can generally be effectively mitigated through implementing a range of measures, as well as effective coordination and planning of potentially disruptive activities.

Overall, the construction phase social impacts of the proposal were considered to be consistent with the approved Stage 1 Concept SSDA scheme. Several construction phase impacts identified as requiring mitigations, and were addressed as follows:

- Noise and vibration impacts from construction works at the site would be able to be avoided or minimised through the application of standard measures and communication with potentially affected receivers.
- Traffic congestion, parking requirements and potential restrictions to property access and pedestrian movement were also considered social risks that may arise during construction. These would be addressed by developing and implementing a detailed Construction Pedestrian and Traffic Management Plan prior to any construction works, and specifying that worker parking would not be provided on site, pedestrian and property access would be maintained wherever possible, and property owners, businesses, and residents would be consulted prior to any access interruptions.
- Community consultation works undertaken prior to lodgement and implementing a detailed Stakeholder Management Plan prior to any construction works at the site would sufficiently address potential community concerns around feeling powerless to affect decisions.

Following mitigation, all identified construction phase social risks were seen to have been successfully mitigated.

The construction phase of the proposal would also result in social benefits (consistent with the approved Stage 1 Concept SSDA scheme), specifically through construction employment and flow-on benefits. The proposal would generate an estimated 530 job years during the construction phase. The Parramatta LGA and Western Sydney more broadly would have increased access to employment and improved livelihoods, which would be increased in significance due to the proposal's public transport access.

Operational impacts of the proposal would commence following the construction phase, and would be effectively permanent or ongoing. Social impacts arising from the operational phase were generally assessed as being minor in nature, with few impacts rated as medium social risk. Overall, the assessed social impacts of the operational phase of the proposal were consistent with or of reduced significance than those of the approved Stage 1 Concept SSDA scheme. All were able to be reduced to a low social risk rating. Identified operational social impacts requiring significant mitigations were:

- The projected 1,200 future residents at the site would be exposed to way of life impacts from noise and vibration, due to its proximity to major transport infrastructure. This was found to be mitigated through recommendations included in the *Noise and Vibration Impact Assessment*, with the proposal able to comply with the relevant residential noise level criteria.
- The projected 1,200 future residents at the site would be exposed to existing high levels of crime and antisocial behaviour near the site. This was considered to be sufficiently mitigated through

recommendations included in the *Crime Prevention Through Environmental Design* report, with the proposed development also considered to provide improvements to natural and passive surveillance at the site for the community.

- The proposed development could cause social impacts to surroundings for neighbouring residents through view loss, visual impact, increased shadowing, and wind tunnel effects. The refinements to the proposed development from the approved Stage 1 Concept SSDA design were considered to address any potential wind impacts at and near the site. The potential shadowing impact of the proposed building was considered to cause only minimal shadowing impacts over the existing environment, and the improvements to the public domain and streetscape provided at the site would contribute to mitigating any potential impacts to surroundings.

The operational phase was shown to generate significant social benefits, some of which could be enhanced through the following measures:

- Enhance the benefits provided to way of life through the flexibility and availability of longer leases of BTR through preparing detailed Plan of Management (POM) prior to the operational phase that includes provisions such as:
- Alternatives to rental bonds to support flexibility for residents
- Options to actively manage proportion share of short-term and long-term leases (across all unit types and sizes) in the proposal to ensure range of available options
- Ensure transparency regarding lease arrangements and length options, advertise options up front and implement mechanisms to enable arrangements to be changed (by residents) 'on the fly'
- As part of the Stage 2 SSDA, prepare a CPTED in line with NSW Police requirements, including evaluation by and consultation with Parramatta Local Area Command
- Support the development and maintenance of community and social cohesion through including provisions in the POM:
  - Dispute resolution methods and a code of conduct for tenants
  - Details regarding management of, access to, and appropriate use of communal facilities and areas.
  - Plans for regular activities and encourage events or clubs/groups to utilise the communal open space
- Positive social benefits through increased housing supply would be enhanced through considering whether opportunities exist to provide affordable housing within the proposal and developing and implementing a POM that:
  - Considers opportunities to encourage residents to stay within the building when their housing or budget needs change by promoting and facilitating options to move to a different-sized unit, or adding or removing features (such as parking) from their agreement 'on the fly'.
  - Includes mechanisms that ensure transparency with regard to fees, charges, and rent, and detail how/when price increases may occur.
  - Includes alternatives to, reduces, or avoids the requirement of tenants providing a rental bond.
- Enhanced social outcomes to improved decision-making systems through greater feelings of autonomy for residents by including measures in the POM:
  - Provide tenants with collateral that clearly outlines lease terms, permissible activities / modifications, tenant responsibilities and rights (and so on), in an accessible format (including in languages other than English).
  - Identifies and establishes a clear participatory structure that enables residents to provide input into the operation of the community.

CONCLUSION

9.0 CONCLUSION

This SIA has considered the potential social impacts arising from a proposed mixed-use development comprising residential, hotel, and retail uses at 2 Fitzwilliam Street, Parramatta.

Overall, this assessment found that the proposal's potential social impacts were consistent with those of the approved Stage 1 Concept SSDA scheme. The difference between the two schemes was generally considered insufficient to significantly alter the assessed social impacts, particularly at the construction stage, where any differences would be minimal.

Once operational, the differences between the two schemes would be greater. Despite this, our assessment found that the anticipated social impacts were largely consistent. The differences in the assessed operational social impacts were minor, and all identified impacts were considered of reduced or equal significance to those of the approved Stage 1 Concept SSDA scheme. This outcome was supported by the increased level of detail available for the current proposal compared to the approved Stage 1 Concept SSDA, as well as for the identified mitigation and enhancement measures.

A key component of this study is to consider the how the differences between the Stage 1 Concept SSDA and the current proposal could impact social infrastructure provision at the site and its surrounds. The most significant departure of the current proposal from the approved Stage 1 Concept SSDA is the change of much of the proposed floorspace from commercial office to BTR residential and hotel use.

This change results in a much higher projected residential population on site compared to the earlier proposal, increasing from 640 people to 1,190 people. This increased population was considered the most likely aspect of the current proposal to present a higher degree of social risk, largely due to increased demand for social infrastructure. Consistent with our assessment of the Stage 1 Concept SSDA scheme, we found that the current proposal would generate a negligible amount of additional demand for social infrastructure overall, and that the existing assets in the surrounding area would likely be sufficient to meet the needs of the projected population. This finding was bolstered by the current proposal's additional design detail regarding social infrastructure provision within the site, which is anticipated to provide a high degree of amenity for residents and guests and be sufficient to meet their day-to-day social infrastructure needs.

The SIA has examined the site and surrounds, noting that:

- The site is located centrally within the Parramatta CBD, a highly urbanised area with good amenity, excellent access to employment and services.
- The population of Parramatta differs from that of Greater Sydney as a whole, skewing significantly toward younger adults, with over half of the social locality's residents aged between 20 and 39 years old. Population projections for Parramatta indicate substantial growth over forthcoming years, indicating a requirement for additional housing.
- The site is adjacent to the Parramatta Interchange, affording it excellent public transport access. The site is also close to future public transport offerings including Sydney Metro West. The proposal would result in more effective utilisation of these facilities.
- The site would have good access to most forms of social infrastructure, including childcare and education, healthcare, and community and cultural infrastructure.
- Open space access near the site is also generally good, with additional new facilities planned for and under construction in the Parramatta area. Despite this, there are no sporting facilities close by the site, with these located further to the fringes of Parramatta's centre. Further, there are no natural open space areas near the site, though this was considered less significant considering the site's urban centre context and access to the Parramatta River and adjacent natural areas.

- The existing use of the site contributes poorly to the streetscape and offers little amenity, and it is not currently accessible to the public. The proposal would provide an architecturally designed structure, approved through a Design Competition process, and would include an upgraded, publicly-accessible through-site link on the ground floor.

The SIA has considered both potential positive and negative social impacts associated with the proposal, noting:

- While the proposal would add to demand for social infrastructure and community facilities locally through the addition of around 1,200 residents at the site, for the most part the additional demand would be negligible and would (in part) be accommodated by communal space provided within the proposal itself.
- The proposal will contribute significant economic benefits to the area, adding to the local and regional economies both during construction and operation, with an estimated 530 job years during construction and 160 FTE jobs during operation, improving access to well-located employment in the wider Parramatta area both on a temporary and permanent basis.
- The addition of over 700 BTR units would make a positive contribution to housing in the area, adding additional supply suited to the growing demographic of younger workers in smaller households in the Parramatta CBD.
- The proposal would offer significant amenity and provision of passive open space for its residents, including around 2,640 square metres of communal space with a range of facilities. Residents and members of the public would have access to the additional passive open space afforded by the improved through-site link.
- Previous community consultation activities undertaken as part of the proposal identified a range of concerns among local community members, however, these concerns were raised alongside a general understanding of change and dynamism in the Parramatta centre. Further, the matters raised (such as overshadowing, built form, wind effects, traffic, and changes to access) were generally addressed in the approved Stage 1 Concept SSDA design and the existing local planning controls for Parramatta. Additional consultation undertaken for this project provided limited additional feedback, with few responses received.
- The proposal would offer clear strategic benefits by helping deliver new housing in a location identified in the Greater Sydney Region Plan and Central City District Plan for high-density growth and infrastructure investment. The proposal's flexible floorplate supports adaptability to residents' changing needs over time. This aligns with key objectives in the Housing SEPP to accommodate the changing housing needs of future residents.

This report also suggests mitigation measures which would help to maximise social benefits and minimise negative impacts to the community. Identified social risks were all considered able to be mitigated to some degree, with all identified social risks rated "low" following mitigation. With the implementation of mitigation and enhancement measures, overall, the proposal is considered as producing a net positive social outcome.

APPENDICES

APPENDIX A : SIA METHOD

The approach to conducting this SIA reflects current industry best practice including DPHI *SIA Guideline*.

The SIA aims to scope, assess, and enhance or mitigate potential positive and negative impacts that may arise from the project. The method for this SIA is divided into three phases as shown in Figure 22 below.

Figure 22: SIA process

Source: HillPDA, DPHI (2023), *Social Impact Assessment Guideline*.

A.1 Defining social impacts

A social impact can be defined as the net effect of an activity on a community and the wellbeing of individuals and families. Figure 23 outlines the types of social impacts, according to the *SIA Guideline*.

Figure 23: Types of social impact

way of life	how people live, how they get around, how they work, how they play, and how they interact on a daily basis
community	composition, character, cohesion, function, and sense of place
access	how people access and use infrastructure, services and facilities, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or groups
culture	both Aboriginal and non-Aboriginal culture, including shared beliefs, customs, values, and stories, and connections to country, land, waterways, places, and buildings
health and wellbeing	physical and mental health, especially for those who are highly vulnerable to social exclusion or substantial change, plus wellbeing of individuals and communities
surroundings	access to, and use of, services that ecosystems provide, public safety and security, access to and use of the natural and built environment, and its aesthetic value and amenity
livelihoods	people's capacity to sustain themselves, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits
decision-making systems	whether people experience procedural fairness; can make informed decisions; have power to influence decisions; and can access complaint, remedy and grievance mechanisms

Source: Adapted from DPHI (2023), *Social Impact Assessment Guideline*.

A.2 Scoping

Social impacts arising from a development may be positive, negative, or cumulative. Table 20 presents the types of outcomes of impact scoping undertaken for the project. The table identifies high level key impact areas for detailed investigation, that may be affected by the project.

Table 20: Types of social impacts

Type of impact	High level scoping of issues
Negative social impacts	Negative social impacts result from changes to the physical or social fabric that make it worse (in any of the impact categories) than before the project took place. These may include: • Increased dust or noise levels affecting health • Decreased amenity during construction • Alterations to community character through land use changes.
Positive social impacts	Positive social impacts result from changes to the physical or social fabric that make it better (in any of the impact categories) than before the project took place. These may include: • Increased access to jobs in the local area • Improved amenity through provision high quality communal areas and facilities for residents • Stronger sense of community through provision of aged care facility enabling retention of community and family ties.
Cumulative social impacts	Cumulative social impacts result from changes to the physical or social fabric that occur from multiple projects or activities that need similar resources or affect similar impact categories. These may include: • Increased traffic level from construction vehicles for multiple projects in one area • A shortage of workers in an area due to multiple similar projects • Health impacts from persistent noise or dust levels due to ongoing projects.

Source: HillPDA, DPHI (2023), *Social Impact Assessment Guideline.*

A.3 Evidence base

To assess the social impacts accurately, an SIA must also provide an accurate assessment of the social baseline of the project surrounds. This means that the existing surrounds of the project must be considered through the collection of data to establish benchmarks against which the impacts of the project can be assessed. The social baseline is provided in Chapter 4.0.

To establish this social baseline, HillPDA has conducted a desktop review of the available information provided by the proponent, as well as research conducted with a high degree of impartiality using trusted, industry-standard sources to inform our understanding of relevant demographic and social trends.

A.4 Predicting, analysing and evaluating impacts

The impact assessment framework presented in this report identifies and evaluates changes to the social baseline due to the project. This includes the assessment of positive, negative, and cumulative impacts as outlined in Chapter 7.0. Changes can be tangible or intangible; qualitative or quantitative; direct or indirect; and subjectively experienced.

The likelihood of social impacts arising from each matter is assessed as part of the scoping process. Matters which are identified as having potential social impacts are then assessed. Professional judgement and experience is applied on a case-by-case basis to identify the significance of impact on the social environment. The likelihood of a potential impact is a primary element of considering each social impact and its risk rating. The criteria used to determine the likelihood of any potential impact are described in Table 21.

Table 21: Likelihood of impact

Likelihood	Description	Indicative probability
Almost certain	Definite or almost definitely expected	Greater than 90%
Likely	High probability	70%
Possible	Medium probability	50%
Unlikely	Low probability	30%
Very unlikely	Improbable or remote possibility	Less than 10%

Source: DPHI (2023), *Social Impact Assessment Guideline*. Adapted from Esteves A.M.et. al. (2017)

The magnitude of a potential impact is a key consideration to determine a risk rating. In determining the magnitude of a potential impact there are five key characteristics that must be considered. These are shown below in Table 22.

Table 22: Dimensions of social impacts

Characteristic	Details needed to enable assessment
Extent	Who is expected to be affected? Will any vulnerable groups be impacted? Which locations and people are affected?
Duration	When is the impact expected to occur? Will it be temporary or permanent?
Intensity or scale	What is the likely scale or degree of change?
Sensitivity or importance	How sensitive/vulnerable or adaptable/resilient are affected people to the impact, or (for positive impacts) how important is it to them?
Level of concern/interest	How concerned or interested are people?

Source: DPHI (2023), *Social Impact Assessment Guideline*. Adapted from Esteves A.M.et. al. (2017)

Table 23 below identifies the overall magnitude level of impact rating.

Table 23: Magnitude of impact

Magnitude	Description
Minimal	No noticeable change experienced by people in locality.
Minor	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time or affecting many people in a widespread area.
Transformational	Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health and/or heritage values; permanent displacement or addition of at least 20% to a community.

Source: DPHI (2023), *Social Impact Assessment Guideline*. Adapted from Esteves A.M.et. al. (2017)

Potential impacts identified in the scoping process are analysed based on the nature of the impact and its predicted severity. The resulting impacts are assigned a level of significance in line with Table 24.

Table 24: Social impact significance matrix

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

Source: Adapted from DPHI (2023), *Social Impact Assessment Guideline.*

A.5 Social impact management

Where impacts are identified, the SIA provides mitigation and/or enhancement measures. For potential negative impacts, measures are identified to avoid or minimise impacts by amending the project or its delivery. For potential positive social impacts, the SIA identifies measures to retain or enhance the benefit of that impact. Social impact management is an ongoing process.

APPENDIX B : AUTHOR DECLARATION

The *Social Impact Assessment Guideline for State Significant Projects* (SIA Guideline) prepared by the Department of Planning, Housing and Infrastructure requires authors of SIAs to provide a declaration. The required declaration is provided below.

Declaration by Alexander Peck

This Social Impact Assessment (SIA) relates to a proposed mixed-use development comprising residential, hotel, and retail uses at 2 Fitzwilliam Street, Parramatta. The proposed development consists of two towers over a shared podium, with a mix of uses including a 170-room hotel, BTR housing totalling 703 units, and retail and communal areas.

This SIA has been prepared to accompany the State Significant Development Application for the project (SSD-79791208) and to address to issued SEARs.

The SIA was completed on 21 March 2025.

It is my opinion that the SIA contains all relevant information as specified in the *Social Impact Assessment Guideline for State Significant Projects*.

I understand the legal and ethical obligations set out in the SIA Guideline and confirm that none of the information in the SIA is false or misleading.

I satisfy the requirements for lead authors of SIAs as set out in the SIA Guideline as follows:

- Qualifications: Bachelor of Science, Bachelor of Social Science, Master of Planning
- Experience: Five years preparing Social Impact Assessments
- Professional memberships: Member of Planning Institute of Australia

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APPENDIX C : SIA REVIEW QUESTIONS

Appendix C of the *Social Impact Assessment Guideline for State Significant Projects* sets out review questions. This appendix indicates where the required information sits within this report.

Table 25: SIA review questions and relevant report section

	Impact area	Section
General		
1	Does the lead author meet the qualification and experience requirements?	Yes, Appendix B.
2	Has the lead author of provided a signed declaration?	Yes, Appendix B.
3	Would a reasonable person judge the SIA report to be impartial, rigorous, and transparent?	Yes, HillPDA has been engaged as an independent expert and Appendix A details the approach taken.
Project's social locality and social baseline		
4	Does the SIA report identify and describe all the different social groups that may be affected by the project?	Yes, Chapters 3.0 and 4.0.
5	Does the SIA report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes, Chapters 3.0 and 4.0.
6	Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes, Chapters 3.0 and 4.0.
7	Does the social baseline study include appropriate justification for each element, and provide evidence that the elements reflect both relevant literature and the diversity of views and likely experiences?	Yes, Chapters 3.0 and 4.0.
8	Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Yes, Chapters 3.0 and 4.0.
Identification and description of social impacts		
9	Does the SIA report adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA report been detailed?	Yes, the method and approach for preparing the SIA is described in Appendix A.
10	Does the SIA report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Yes, the precautionary principle is applied in Chapter 7.0.
11	Does the SIA report describe how the preliminary analysis influenced both the project design and EIS Engagement Strategy?	Yes, the design of the engagement approach is summarised in Chapter 5.0.
Community engagement		
12	Were the extent and nature of engagement activities appropriate and sufficient to canvass all relevant views, including those of vulnerable or marginalised groups?	Yes, Chapter 5.0.
13	How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?	Community engagement outcomes and project refinements/responses are described in Chapter 5.0.
Predicting and analysing social impacts		
14	Does the SIA report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Yes, Chapter 7.0.
15	Does the SIA report analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will lose from the project?	Yes, Chapter 7.0.
16	Does the SIA report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Yes, Chapter 7.0.
Evaluating significance		
17	Do the evaluations of significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Yes, Chapter 7.0.

	Impact area	Section
18	Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Yes, however no significant impacts to vulnerable groups have been identified.
Responses, monitoring and management		
19	Does the SIA report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Yes, Chapters 7.0 and 8.0.
20	Does the SIA report demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	HillPDA has been engaged as an independent expert. Evidence presented here is from impartial sources.
21	Does the SIA report demonstrate how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	The SIA identifies the need to monitor and manage potential social impacts across the construction and operational phases of the proposed development. This is outlined in Chapters 7.0 and 8.0.

Disclaimer

1. This report is for the confidential use only of the party to whom it is addressed ("Client") for the specific purposes to which it refers and has been based on, and takes into account, the Client's specific instructions. It is not intended to be relied on by any third party who, subject to paragraph 3, must make their own enquiries in relation to the issues with which this report deals.
2. HillPDA makes no representations as to the appropriateness, accuracy or completeness of this report for the purpose of any party other than the Client ("Recipient"). HillPDA disclaims all liability to any Recipient for any loss, error or other consequence which may arise as a result of the Recipient acting, relying upon or using the whole or part of this report's contents.
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4. This report and its attached appendices are based on estimates, assumptions and information provided by the Client or sourced and referenced from external sources by HillPDA. While we endeavour to check these estimates, assumptions and information, no warranty is given in relation to their reliability, feasibility, accuracy or reasonableness. HillPDA presents these estimates and assumptions as a basis for the Client's interpretation and analysis. With respect to forecasts, HillPDA does not present them as results that will actually be achieved. HillPDA relies upon the interpretation of the Client to judge for itself the likelihood of whether these projections can be achieved or not.
5. Due care has been taken to prepare the attached financial models from available information at the time of writing, however no responsibility can be or is accepted for errors or inaccuracies that may have occurred either with the programming or the resultant financial projections and their assumptions.
6. This report does not constitute a valuation of any property or interest in property. In preparing this report HillPDA has relied upon information concerning the subject property and/or proposed development provided by the Client and HillPDA has not independently verified this information except where noted in this report.
7. This report is expressly excluded from any reliance for mortgage finance purpose or any lending decisions. Furthermore, this report is not intended to be relied upon for any joint venture or acquisition / disposal decision unless specifically referred to in our written instructions.
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