



Chatswood 'Dive' Site - Social Impact Assessment

Chatswood Dive Site – Build – to – Rent
339 Mowbray Road, Chatswood

Submitted to the Department of Planning,
Housing and Infrastructure
on behalf of Landcom

13 February 2026



Acknowledgment of Country



Towards Harmony by Aboriginal Artist Adam Laws

Gyde Consulting acknowledges and pays respect to Aboriginal and Torres Strait Islander peoples past, present, Traditional Custodians and Elders of this nation and the cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander people. We recognise the deep and ongoing connections to Country – the land, water and sky – and the memories, knowledge and diverse values of past and contemporary Aboriginal and Torres Strait communities.

Gyde is committed to learning from Aboriginal and Torres Strait Islander people in the work we do across the country.

This report was prepared by:

Approver: Juliet Grant, REAP
Author: Paul Graham, Associate Director
Project: Chatswood Dive Site – Build – to - Rent
Report Version: Final

This report was reviewed by: Juliet Grant

Disclaimer

This report has been prepared by Gyde Consulting with input from a number of other expert consultants (if relevant). To the best of our knowledge, the information contained herein is neither false nor misleading and the contents are based on information and facts that were correct at the time of writing. Gyde Consulting accepts no responsibility or liability for any errors, omissions or resultant consequences including any loss or damage arising from reliance in information in this publication.

Copyright © Gyde Consulting
ABN 58 133 501 774

All Rights Reserved. No material may be reproduced without prior permission.

Contents

Executive Summary	7
1. Introduction.....	12
2. Methodology.....	16
3. The Proposal.....	18
4. Literature Review	20
5. Social Locality	37
6. Population & Place.....	38
7. Engagement	56
8. Technical Report Review	68
9. Social Impact Assessment	74
10. Residual Assessment & Monitoring Framework.....	99
11. Conclusion.....	103

Tables

Table 1	Social impact significance matrix.....	15
Table 2	Relevant policy and planning drivers	21
Table 3	Relevant community priorities recorded in the Willoughby Community Strategic Plan	42
Table 4	Median weekly household incomes, SA2s and LGA, 2021	45
Table 5	Housing tenure, SA2s and LGA, 2021.....	46
Table 6	Median household income 2021 based on affordable housing thresholds	46
Table 7	Households in need of affordable housing, SA2s and LGA, 2021.	47
Table 8	Weekly rents Chatswood, September 2025	48
Table 9	Estimated weekly rental commitments based on base weekly salaries for essential workers in NSW*.....	48
Table 10	Public and active transport servicing Chatswood	50
Table 11	Social infrastructure categories	52
Table 12	Social infrastructure audit summary results	54
Table 13	Engagement activities and key statistics.....	56
Table 14	Engagement activities	59
Table 15	Walk on Country design session responses summary	63
Table 16	Key topics and responses	64
Table 17	Scoping study summary	108
Table 18	Median age, SA2s 2021 to 2041	124
Table 19	Median age, Willoughby 2021 to 2041	124
Table 20	Age structure, SA2s 2021 to 2041	125
Table 21	Age structure, LGA 2021 to 2041	126
Table 22	Household Size, Willoughby LGA 2021 to 2041	127
Table 23	Household Types, SA2s 2021 to 2041	127
Table 24	Household Types, LGA 2021 to 2041	128
Table 25	Country of birth, Willoughby LGA 2021	129
Table 26	Highest level of educational attainment, SA2s and LGA, 2021	131
Table 27	Enrolment numbers 2019 - 2024	131

Table 28	Number of bedrooms in the SA2s and LGA, 2021	132
Table 29	Median weekly incomes, SA2s and LGA, 2021	133
Table 30	Housing tenure, SA2s and LGA, 2021	133
Table 31	Labour force participation in the Study Area, LGA and NSW, 2021	133
Table 32	Employment status in the Study Area, LGA and NSW, 2021	134
Table 33	Weekly rents at week ending 20 Aug 2025	135
Table 34	Estimated weekly rental commitments based on base weekly salaries for essential workers in NSW*	136
Table 35	IRSAD Index Score comparisons, 2021	137
Table 36	Car ownership in the SA2s and LGA, 2021	138
Table 37	Community & cultural facilities	140
Table 38	Education & training facilities	140
Table 39	Childcare and early years facilities	141
Table 40	Health facilities	143
Table 41	Open space & recreation facilities - Parks	145
Table 42	Open space & recreation facilities - Recreation	147

Figures

Towards Harmony by Aboriginal Artist Adam Laws	ii
Figure 1 Site and context. Source: Google Maps / Gyde	18
Figure 2 Social locality	37
Figure 3 Chatswood proposed development sites (August 2025). Source: Six Maps / Gyde	44
Figure 4 South Chatswood Conservation Area. Source: Willoughby City Council DCP.	45
Figure 5 Percentage of households under rental stress in the SA2s and LGA. Source: Tablebuilder	47
Figure 6 Distribution of essential workers across Sydney. Source: SGS Economics and Planning	49
Figure 7 Willoughby cycleway map (site marked with red dot). Source Willoughby City Council	51
Figure 8 Social infrastructure heat map – 400m, 800m and 2km.	53
Figure 9 Open space 400m, 800m and 2km from the site	54
Figure 10 Primary social locality - population	110
Figure 11 Social locality dwelling structure - Apartments	111
Figure 12 Social locality dwelling structure – Separate houses	112
Figure 13 Primary social locality – Most common language spoken at home (other than English)	113
Figure 14 Primary social locality – Children 0 - 4	114
Figure 15 Primary social locality – People aged over 70	115
Figure 16 Primary social locality – People with Asthma	116
Figure 17 Primary social locality – People with a mental health condition	117
Figure 18 Population projections, SA2s and Willoughby LGA 2021 to 2041. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.	124
Figure 19 Age structure 2021 and 2041 in the SA2s. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024	125
Figure 20 Age structure 2021 and 2041 Willoughby LGA. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.	127
Figure 21 Household types 2021 and 2041 in the SA2s. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024	128
Figure 22 Household types 2021 and 2041 in Willoughby LGA. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.	129
Figure 23 Top five languages spoken at home, SA2s and LGA, 2021. Source: ABS Table Builder	130
Figure 24 English language proficiency, SA2s and LGA, 2021. Source: ABS Table Builder	130

Figure 25 Dwelling Structure in the SA2 and Willoughby LGA, 2021. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024. 132

Figure 26 Top 5 industries of employment, SA2s. Source: ABS Table Builder 134

Figure 27 Top five industries of employment in the LGA. Source: ABS Table Builder 134

Figure 28 Top 5 Long term health conditions, SA2s and LGA. Source: ABS Table Builder 137

Figure 29 Motor vehicle ownership. Source: Quickstats 138

Appendices

Appendix A Scoping Study & Primary Social Locality Maps

Appendix B Scoping Study

Appendix C Demographic & Population Profile

Appendix D Social Infrastructure Maps & Audit Information

Appendix E Social Impact Survey Doorknocking Questionnaire

Appendix F Online Community Survey

Authorship

The report has been prepared by Paul Graham, Senior Associate, who has completed a Bachelor of Leisure Studies at the University of Technology Business School, a Graduate Diploma in Social Impact from the University of New South Wales and undertaking a Masters of Adult Education.

Paul is a member of the Australasian Evaluation Society and an accredited IAP2 practitioner.

Paul has worked in state and local government roles for 25 years in the disciplines of social and cultural policy and strategy.

I Paul Graham, confirm this Social Impact Assessment addresses the requirement of **SEAR No. 18** and relevant State and local legislation, policies, and guidelines including. I further confirm that none of the information contained in the Social Impact Assessment is false or misleading.



Executive Summary

This Social Impact Assessment has been prepared to support a state significant development application (SSDA) (ref. SSD- SSD-100006957) for the proposed development known as 'Chatswood 'Dive Site' Built-to-Rent' SSD located at 339 Mowbray Road, Chatswood.

The proposal involves the site preparation and development of a 23-storey mixed use development, consisting of commercial premises and a residential flat building with 180 build-to-rent dwellings. The building includes 4 storey podium and an additional 19 storey residential tower, including retail premises, services, lobby and communal open space. The proposed works include the preparation of the site, including connection of services and utilities and site fill to align with existing public domain.

The primary purpose of this SIA is to bring about a more ecologically, socio-culturally sustainable and equitable environment by minimising any potential negative impacts and enhances positive impacts that may result from the Proposal.

This Social Impact Assessment (SIA) has been prepared having regard to the Department of Planning, Housing and Infrastructure's (DPHI) *Social Impact Assessment Guidelines for State Significant Development Guidelines, 2025* and addresses the project's Planning Secretary's Environmental Assessment Requirements (SEARs), 21 November 2025.

The BTR SSDA will seek consent for:

- Site subdivision and construction of a high density 24-storey mixed-use building for the delivery of 180 apartments, including a mixed-use podium and residential tower with a height of approximately 85m, and associated services, including:
 - Ground floor, including 4 residential dwellings facing the future streetscape, residential lobby and internal services, commercial/retail tenancies, services, lift shaft and fire stairs.
 - Level 1 and 2 Podium, including 8 dwellings, 37 car spaces total, services, lift core and fire stairs.
 - Level 3 Podium, including the communal internal amenity area and communal outdoor space, services, lift core and fire stairs.
 - Level 4-13 Tower, including 8 dwellings, services, lift core and fire stairs.
 - Level 14-22 Tower, including 9 dwellings, services, lift core and fire stairs.
 - External landscaping, consisting of a mix of hard and green space, with a public art feature which integrates with the delivery of highly landscaped public open space that interfaces with Frank Channon Walk.

Supported by policies and plans from federal, state and local government, the SIA conducted an appraisal of relevant emerging issues and trends, an analysis of demographic and place characteristics including population projections, and a review of technical reports prepared for the Proposal.

Consistent with the community consultation objectives of DPIE's *SIA Guideline*, primary research was conducted to inform the assessment.

Based on this information the identified impacts have been considered in terms of their potential magnitude and likely impact according to the relevant impact categories. A residual assessment was then conducted by applying measures identified in the technical reports and other sources to determine how communities might experience these impacts after the implementation of enhancement or mitigation measures.

The SIA demonstrates that the Proposal will have significant positive impacts. While some negative impacts have been identified, these will be either low or negligible once the recommended mitigation measures have been actioned.

Way of Life

Key among the very high positive impacts will be the addition of an estimated 180 apartments dedicated to essential workers located in northern Sydney and close to transport. The provision of essential worker housing is based on a demonstrated need for the supply of more affordable dwellings to accommodate this workforce in the north of Sydney.

The provision of housing dedicated to the essential workforce has been assessed as very high positive.

The single most common concern raised through the engagement was traffic and parking. While noting current traffic congestion in the area, and that the intersection of Pacific Highway and Mowbray Road is over capacity, the population generated by the BTR Proposal and the small number of trips via car in peak periods as documented in the Traffic Impact Assessment is unlikely to have an impact.

The Proposal provides car parking spaces in compliance with the Willoughby Development Control Plan but based on 2021 Census data on average cars per household in the area, parking provided onsite may be inadequate.

Parking, and private motor vehicle travel should however be viewed in the context of the Site's proximity to multiple transport options, including a good active transport network linking Chatswood with surrounding suburbs.

The social impact created by traffic and parking from the Proposal is likely to be negligible.

Community

Communities are complex systems that can be characterised by community structure (the number and size of populations and their interactions) and community dynamics (how the members and their interactions change over time). These attributes contribute to a sense of place or sense of community.

It is unlikely that the increase in population generated by the Proposal will have any material impacts on community cohesion or dynamics. Over time an increased population may add vibrancy by encouraging diverse households and younger populations and provide more opportunities for social connections.

Impacts related to community cohesion have been assessed as medium positive.

Accessibility

Positive impacts will result from the Proposal's location. The site is close to Chatswood town centre, which provides essential goods and services to meet day-to-day needs, as well as leisure activities that can facilitate opportunities for relaxation and social connectivity.

The site is also close to Chatswood railway station, the Sydney metro and bus services that provide access to the Sydney CBD and key locations across northern Sydney. There is also good access to active transport routes.

Both active and public transport open personal mobility for all members of the public, and as a much more affordable option creates social opportunity for members of the community who may not have access otherwise. Public and active transport use improve health and wellbeing in the community.

Impacts related to location have been assessed as very high positive.

A future development adjacent to the BTR building is proposed to include between 4ha and 5ha of public open space. This will have positive health and wellbeing impacts and be particularly important for any essential workers unable to access commercial physical opportunities due to financial constraints. Readily available open space is also essential for those living in high density apartments.

Concerns about the current capacity of open space in Chatswood and how this would be addressed was raised on several occasions through the engagement.

An incoming population of approximately 418 people generated by the BTR apartments is unlikely to place undue demand on open space and is assessed as having a low impact. The small population generated by the Proposal is unlikely to stretch the capacity demands of other social infrastructure types, including schools.

Overall, the impact of the BTR Proposal on social infrastructure will be negligible. The potential impacts on social infrastructure do however need to be considered in the context of the future proposed development of the whole site, as well as the increasing number of new high density housing projects in Chatswood.

Culture

The First Nations Co-Design Values Report documents the inputs from the Walk of Country and design workshop. The 'Connecting with Country' design initiatives identified through the engagement and integrated in the landscape design and are likely to empower First Nations people and provide the community with a better understanding of Aboriginal culture.

To maximise these benefits several enhancement measures have been identified, specifically targeting employment opportunities and further engagement that will result in high positive impact.

Health and Wellbeing

Those living close to construction sites can suffer from the annoyance of noise, vibration and heavy vehicle traffic which can cause sleep disturbances, cognitive impairment, decreased mental wellbeing and other health and wellbeing impacts.

There will be negative impacts that arise from construction. While these are unavoidable, they will be temporary and the introduction of mitigation measures will minimise or negate the potential for negative impacts, including those that may arise in combination with construction on other development sites.

With the implementation of the recommended mitigation measures, impacts related to construction have been assessed as low negative.

Surroundings

Engagement revealed that neighbourhood amenity and character was important to many residents. The potential for the Proposal to have negative impacts appeared to be most pronounced among established residents. Negative impacts were related to increased density, height, traffic congestion, parking pressures and more people. There were also concerns about the impacts on local heritage, and the extent to which high density development was comparable with the established areas in Chatswood.

More recent arrivals to Chatswood were more supportive of the character attributes increased populations and higher density development brought to Chatswood. Positive attributes like the markets, cafes and restaurants were viewed as contributing to the vibrancy and character of the area.

Both high density development and more established areas, including the heritage buildings and 'Conservation Areas' make an equal but distinctive contribution the nature and character of Chatswood, which can be characterised as an historic urban cultural landscape with a dynamic urban core bounded by more stable residential heritage conservation areas

The nature of the Proposal and perceptions from established residents about its impact on local character are likely to be irreconcilable in the short term, however opposition may dissipate over time.

Ultimately the design of the Proposal, the open space and amenity it will provide to the corner of the busy intersection has been assessed as very high positive.

Decision Making Systems

Engagement revealed a level of scepticism amongst some residents regarding the extent to which their inputs would change or have relevance to Government decision makers, some believing consultation was just a 'tick-a-box' exercise.

Ongoing engagement is recommended to keep residents informed about the Proposal, which should highlight any design changes or adjustments to the Proposal made in response to community concerns or input.

While this engagement is unlikely to shift the perceptions of all participants, it may be viewed as a positive gesture and build a bank of good will in the community.

Impacts related to engagement and the ability of residents to influence planning decisions have been assessed as low positive impact.

This SIA concludes that the proposed development is suitable and warrants approval subject to the implementation of the following mitigation measures:

This SIA concludes that the proposed development is suitable and warrants approval subject to the implementation of the following mitigation measures:

- Establish a community information campaign to provide information of essential worker housing.
- Clarify and make public the definition of essential workers.
- Clarify and make public an essential worker eligibility and rental costs scale.
- Prepare an information circular detailing the conclusions of the traffic impact assessment and how traffic generated by the proposal will be managed.
- Implement mitigation measures identified in the preliminary construction traffic management plan, including the preparation of a detailed construction traffic management plan by the principal contractor.
- Prepare a Green Travel Plan to encourage residents and construction workers to reduce private motor vehicle use and promote public and active transport use.
- Ensure the design of communal spaces is maximised to create opportunities for building social connections amongst residents. This may be achieved by the types of seating, children's play equipment, or appropriate recreation activities.
- Provide a welcome pack to all new residents describing the overall community residing in the development (essential workforce) to help build a sense of belonging and social connections.
- Ensure signage / wayfinding for the site uses environmental cues like landmarks, colour contrast, and consistent features to help locals and visitors orientate and navigate safely.
- Consider the inclusion of commercial floor space suitable for a medical centre.
- Continue to engage with local First Nations people into the design development stage of the six seasons garden to implement outputs from the Walk on Country design workshop
- Procure a First Nations botanist or associated knowledge holder to provide input into the planting plan and selection on the site to ensure it appropriately reflects and engages with Country.
- Implement mitigation measures identified in the preliminary construction traffic management plan, including the preparation of a detailed construction traffic management plan by the principal contractor.
- Implement measures identified in the Noise and Vibration Impact Assessment.
- Prepare a detailed Construction Management Plan (CMP) prior to Construction Certificate (CC). The CMP will include (but not be limited to):
 - mechanisms to deliver regular updates to primary social locality residents throughout the construction stages, including key timings of major construction milestones and activities
 - mechanism or register to enable feedback from primary social locality residents during the construction phase
 - mechanisms for primary social locality residents with young children, older people, those with health

issues and shift workers to come forward and be given consideration during the construction period if required

- complaints log.
- Liaise with other development sites to minimise any potential impacts from construction traffic and noise on surrounding residents.
- Conduct ongoing reviews of cumulative heavy vehicle traffic generation and coordination of heavy vehicle routes used by these projects will be undertaken on a regular basis between the appointed contractor, Willoughby Council and TfNSW to minimise impacts on the road network.
- Implement measures identified in the Crime Prevention Through Environmental Design (CPTED) Report.
- Design the vertical landscape with a view to planting natural plants species to promote a resilient and sustainable green canopy and according to biophilic design principles.
- Continue to engage with the community, and specifically, those attending engagement sessions to keep them informed and close the engagement loop.
- Identify where community feedback has resulted in changes to the BTR Proposal.

1. Introduction

This Social Impact Assessment has been prepared to support a state significant development application (SSDA) (ref. SSD- SSD-100006957) for the proposed development known as 'Chatswood 'Dive Site' Built-to-Rent' SSD located at 339 Mowbray Road, Chatswood.

The proposal involves the site preparation and development of a 23-storey mixed use development, consisting of commercial premises and a residential flat building with 180 build-to-rent dwellings. The building includes 4 storey podium and an additional 19 storey residential tower, including retail premises, services, lobby and communal open space. The proposed works include the preparation of the site, including connection of services and utilities and site fill to align with existing public domain.

This Social Impact Assessment (SIA) has been prepared having regard to the Department of Planning, Housing and Infrastructure's (DPHI) *Social Impact Assessment Guidelines for State Significant Development Guidelines, 2025* and addresses the project's Planning Secretary's Environmental Assessment Requirements (SEARs).

1.1 Purpose

The primary purpose of the SIA will be to bring about a more sustainable result from a project that minimises any potential negative impacts and enhances positive impacts.

A social impact assessment is a process for the identification, analysis, assessment, management and monitoring of the potential social impacts of a project, both positive and negative.

The goal of a social impact assessment is to bring about a more ecologically and socio-culturally sustainable and equitable environment.

The Social Impact Assessment (SIA) is one input to the broader planning process that also considers environmental, economic, social, and cultural impacts. The SIA has been prepared in response to the requirements contained within the Secretary's Environmental Assessment Requirements (**SEARs**) 21 November 2025 and issued for the SSDA (**SSD-100006957**). Specifically, this report has been prepared to respond to the SEARs requirement issued below.

Item	Description of Requirement	Supporting Documentation
18. Social Impact Assessment	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 <i>Social Impact Assessment Guideline for State Significant Projects</i> .	<u>If required:</u> Social Impact Assessment in accordance with the guidelines

This SIA has been prepared according to the NSW Government Department of Planning, Housing and Environment *Social Impact Assessment and Guideline 2025*¹ (the *Guideline*), and the *Social Impact Assessment Technical Supplement, 2025*².

¹ NSW Department of Planning, Housing and Infrastructure. Social Impact Assessment Guidelines for State Significant Projects, 2025.

² NSW Department of Planning, Housing and Infrastructure. Social Impact Assessment Technical Supplement, 2025.

1.2 What are social impacts and how are they assessed?

Social impact is about understanding how changes affect the well-being and overall quality of life for individuals and communities.

Social impacts refer to the consequences, both positive and negative, that a project has on people and communities. These impacts can affect various aspects of life, including people's way of life, community, access, culture, health and wellbeing, livelihoods and people's ability to contribute to decision-making.

Social impacts are assessed according to the following categories as defined in the *Guideline*.



The principles below support an evidence-based approach to SIA.

Principles	Description
Action-oriented	Defines specific actions to deliver practical, achievable and effective outcomes for people.
Adaptive	Establishes systems to respond to new or different circumstances to support continuous improvement.
Culturally responsive	Develops culturally informed approaches and methodologies to ensure Aboriginal and culturally diverse communities are engaged appropriately, and their perspectives, insights and feedback are valued.
Distributive equity	Considers how different groups will experience social impacts differently (particularly vulnerable and marginalised groups, future generations compared with current generations, and differences by gender, age and cultural group).
Impartial	Uses fair, unbiased research methods and follows relevant ethical standards.
Inclusive	Seeks to hear, understand, respect and document the perspectives of all likely affected people. Uses respectful, meaningful and effective engagement activities tailored to the needs of those being engaged (e.g. being culturally sensitive and accessible).

Integrated	Uses and references relevant information and analysis from other assessments to avoid duplication. Supports effective integration of social, economic and environmental considerations in decision-making.
Life-cycle focus	Seeks to understand likely impacts (including cumulative impacts) at all project stages, from pre-construction to post-closure/operation commencement.
Material	Identifies which likely social impacts matter the most for people and/or pose the greatest risk/opportunity to those expected to be affected.
Precautionary	If there are risks of serious or irreversible environmental damage (including harm to people), avoids using any limits on full scientific certainty as a reason for postponing measures to prevent environmental (including social) degradation.
Proportionate	Ensures the scope and scale of the SIA corresponds to the scope and scale of the likely social impacts.
Rigorous	Uses appropriate, accepted social science methods and robust evidence from authoritative and trustworthy sources.
Transparent	Explains, justifies and makes available information, methods and assumptions so that people can see how their input has been considered.

Section 9. assesses the social impacts. The impacts are categorised and assessed according to the social impact categories identified in the graphic above. Each impact has an overarching heading that documents the impact it aims to assess, with a series of subheadings that provide a narrative and rationale for the eventual 'risk significance rating'. Impacts are assessed according to the following.

- **Impact description:** Includes a broad description of the subject matter and an understanding of how the issue may be experienced by the community. The impact description is usually supported by academic research and / or experience of like projects.
- **Social baseline:** Information under the social baseline heading is built on outputs from community and stakeholder engagement (Section 8), ABS census data and other relevant sources (Section 6), technical reports (Section 7), and site visits. Baseline data describes conditions in the social locality before the project.
- **Extent:** Describes who might be affected by the project.
- **Duration:** Describes the time period or when the impacts might be expected (i.e. construction or operations / throughout the project lifecycle / future generations).
- **Intensity or scale:** The degree or scale of the changes and their likely impact.
- **Sensitivity or importance:** The vulnerability or sensitivity of those likely to be impacted.
- **Level of concern or interest:** The level to which people have or are likely to demonstrate concern for a project.
- **Impact summary:** Provides an overview of the potential impacts that can be both positive and negative and attributes a risk significance rating based on the assessment of the information contained in the table.

The 'likelihood' of an impact is assessed by considering the 'impact description' and 'social baseline' and applying the information to determine a 'magnitude' level for each of the following dimensions.

The subheadings '*extent*', '*duration*', '*intensity or scale*', '*sensitivity or importance*', and '*level of concern or interest*' are described as 'dimensions of social magnitude'. The dimensions are assessed according to the following magnitude levels.

- **Minimal:** Little noticeable change experienced by people in the 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, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20% of a community.

Based on the impact description and social baseline, the likelihood of an impact is assessed according to four levels.

- **Almost certain:** Definite or almost definitely expected.
- **Likely:** High probability.
- **Possible:** Medium probability.
- **Unlikely:** Low probability.
- **Very unlikely:** Improbably or remote probability.

The level of likelihood, plus the magnitude provides an overall score of the likely social impact. For example, a social impact that is 'likely', with a magnitude of 'major' will be shown as Likely + Major = (social risk rating) Very high. Each risk rating is colour coded as per the social impact significance matrix presented below.

Table 1 Social impact significance matrix

LIKELIHOOD	MAGNITUDE					
		1	2	3	4	5
		Minimal	Minor	Moderate	Major	Transformational
	A. Almost certain	Low	Medium	High	Very high	Very high
	B. Likely	Low	Medium	High	High	Very high
	C. Possible	Low	Low	Medium	High	High
	D. Unlikely	Negligible	Low	Low	Medium	High
	E. Very unlikely	Negligible	Negligible	Low	Medium	Medium

Source: Adapted from Department of Planning, Industry and Environment, SIA Technical Supplement.

2. Methodology

The methodology for this assessment applies requirements outlined the NSW Government Department of Planning, Housing and Environment *Social Impact Assessment and Guideline 2025*, and the *Social Impact Assessment Technical Supplement, 2025*.

A. Proposal review

Provides an initial understanding of the Proposal and the potential impacts.

B. Literature review

A review of the literature covers two main categories:

- policy and planning drivers - state and local government policy and planning context in which the Proposal is situated.
- emerging issues and trends - academic and other research to understand the context for the Proposal.

C. Define the social locality

The identification of the social locality was undertaken during the scoping phase (see Appendix A) to detect the potential affected communities and stakeholders in one or more geographical areas, and how positive and negative impacts may be reasonably perceived or experienced by different people in that catchment.

The social locality is generally defined through an observational analysis. Observing the geographic location around site is done through a site visit and ariel mapping, as well GIS enquiries around the area to identify any communities or stakeholders that may be impacted.

The social locality is then expressed geographically, demonstrating how residents, communities and stakeholders will experience various impacts depending on their location.

D. Population and place analysis

The review and analysis of selected demographic data and other characteristics of the social locality will be undertaken to create an understanding of the existing community and conditions (social baseline), and how it may change or be impacted by the Proposal.

E. Community and stakeholder engagement

Community and stakeholder engagement is vital to ensure that the voices of those likely to be impacted by the Proposal are included in the SIA. Inputs identified through the engagement will identify impacts and the magnitude of their effects, inform refinements, and assist in the creation of mitigation and enhancement measures.

Residents, communities, and stakeholders that are identified as part of the social locality are the general focus of engagement, however as consultation begins it may be appropriate to expand the engagement to others.

The level of community and stakeholder engagement and the activities specifically designed to align with the Proposal will depend on the potential impacts identified through the scoping study.

Engagement processes for SIAs are social inquiry based and aim to explore and reflect on issues of a social nature, that because of a Proposal, may impact those in the social locality, as well as potential options that may assist to reduce, minimise or illuminate adverse impacts, or enhance positive impacts.

F. Technical report review

Technical reports communicate the outcomes of research undertaken in various disciplines to critically analyse aspects of the Proposal, and provide conclusions and recommendations related to the immediate and ongoing management of the site.

Technical reports are reviewed to support a comprehensive and informed overview relative to various social impacts.

Relative mitigation measures identified in the technical reports are included in the SIA and used to inform the residual impact assessment.

G. Social impact assessment

Based on information collected and collated in the previous sections, potential social impacts will be assessed against the corresponding impact categories as outlined in the *Guideline*. These eight categories provide for high level groupings of potential social impacts that can be interrogated, which then forms the basis of the assessment. The level and scope of interrogation of the categories will depend on the nature of the Proposal. The categories have been established to provide a standard approach to measuring social impact assessments.

The impact assessment process utilises tools from the *Guideline* and *Technical Supplement* to assess each impact in relation to its likelihood and magnitude (including the extent, duration, severity/scale, sensitivity/importance, level of concern/interest). The significance of the social impacts is then undertaken and a score (negligible, low, medium, high, very high) applied.

H. Residual impact assessment

Identified social impacts are reassessed with proposed enhancement and mitigation measures to determine the post-mitigation or residual social risk. Enhancement and mitigation measures aim to enhance positive impacts or reduce negative impacts.

3. The Proposal

This section provides information on the context, including a description of the site, its geographic location, and the Proposal.

3.1 Site & Context

The site known as the Chatswood 'Dive Site' consists of 20 lots located at 339 Mowbray Road, 569 Pacific Highway, 589 Pacific Highway, L 591 Pacific Highway, 607 Pacific Highway, 5 Bryson Street, and 8 Bryson Street, Chatswood. The site details are as below:

The site is located within the Willoughby City Local Government Area, approximately 7km north of Sydney CBD, and approximately 650 metres south of Chatswood Train Station and 650 metres north-west of Artarmon Train Station. The 2,789 square metre site is situated within the Chatswood CBD.

The site is located on the corner of Pacific Highway and Mowbray Road, with a northern site frontage to Nelson Street. The site is surrounded by detached residential development to the north, west and partially south. To the south of the site includes functioning industrial uses. The site's eastern interface is to a functioning entrance to the Sydney Metro line and acts as a buffer to the rail line directly east.

Figure 1. shows the site and context.



Figure 1 Site and context. Source: Google Maps / Gyde

3.2 Proposal Description

The BTR SSDA will seek consent for:

- The construction of a high density 24-storey mixed-use building for the delivery of 180 apartments, including a mixed-use podium and residential tower with a height of approximately 85m, and associated services, including:
 - Ground floor, including 4 residential dwellings facing the future streetscape, residential lobby and internal services, commercial/retail tenancies, services, lift shaft and fire stairs.
 - Level 1 and 2 Podium, including 8 dwellings, 37 car spaces total, services, lift core and fire stairs.
 - Level 3 Podium, including the communal internal amenity area and communal outdoor space, services, lift core and fire stairs.
 - Level 4-10 Tower, including 8 dwellings, services, lift core and fire stairs.
 - Level 11-22 Tower, including 9 dwellings, services, lift core and fire stairs.
 - External landscaping, consisting of a mix of hard and green space, with a public art feature which integrates with the delivery of highly landscaped public open space that interfaces with Frank Channon Walk.

4. Literature Review

This section provides a discussion of the relevant federal, state and local government policy and planning information, as well as emerging issues and trends relevant to the Proposal. This information contributes to establishing the social baseline that informs the assessment.

4.1 Policy and Planning Drivers

Following are the policy, plans and directions developed by federal, state and local governments that have relevance to this Proposal.

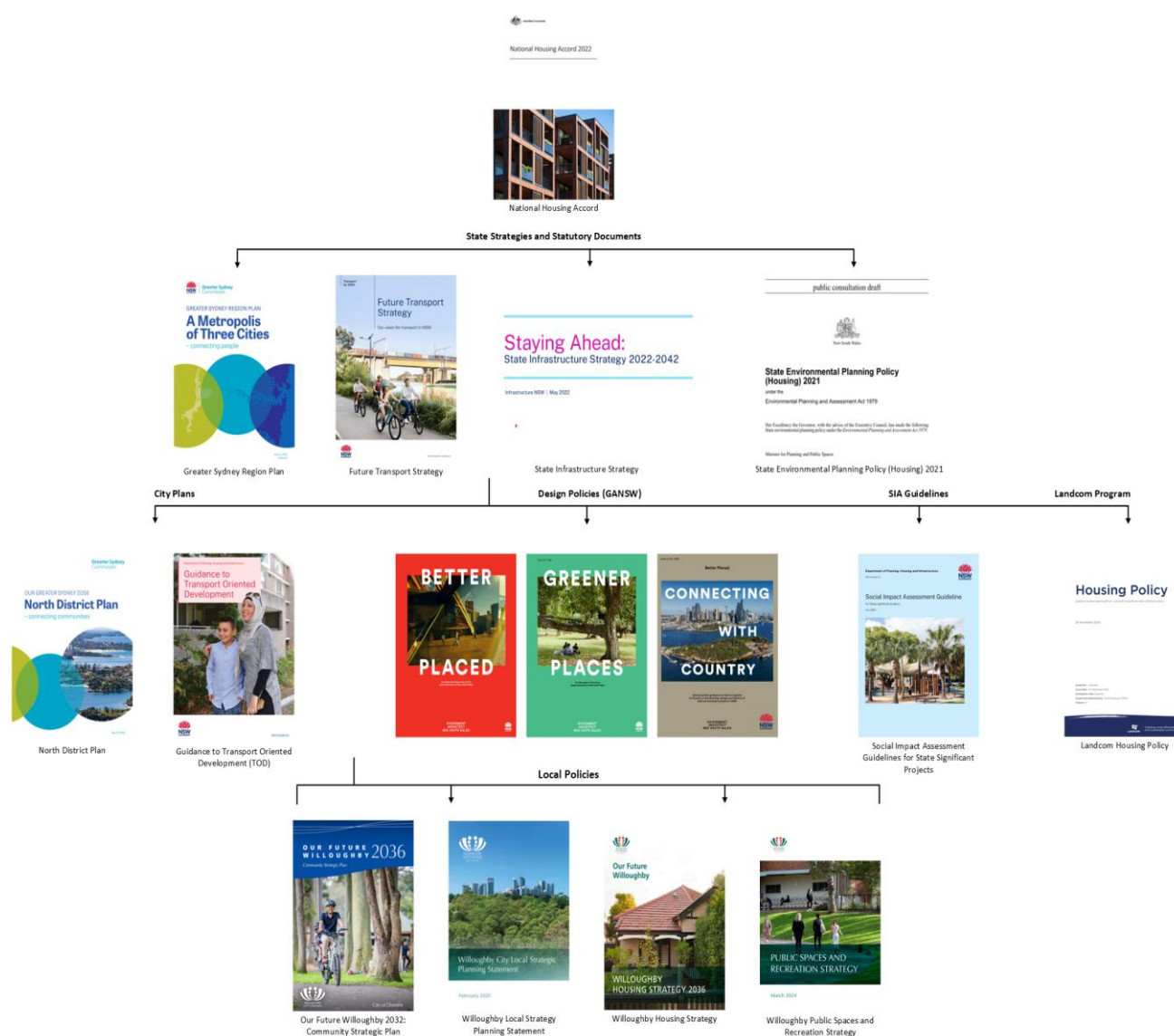


Table 2 Relevant policy and planning drivers

Policy / Plan	Discussion
Federal Government	
National Housing Accord	The Accord set a delivery target of 1.2 million homes nationally over the next five years to 2029. NSW is required to deliver 377,000 of these new homes, which corresponds to 75,000 homes per annum. Meeting the agreed housing delivery target will be challenging because it will require more than a 50% increase in NSW's average completion rate of 48,000 homes per annum. This requirement comes at a time when NSW recorded its lowest dwelling approval rate in the past 10 years (44,263 dwellings in 2023). Without an immediate increase in supply, rental availability and affordability will worsen. Through joint Commonwealth and State contributions, the Accord encourages planning reform, zoning and land release to enable faster housing delivery and institutional investment in housing, including build-to-rent developments. In the context of the Proposal, it will provide secure rental options in a high-demand market and addresses both the Accord's immediate goals of tackling low vacancy rates and high rents. The proposal also aligns with the longer-term vision of a more resilient, diverse and affordable national housing system.
State Government	
Greater Sydney Region Plan – A Metropolis of Three Cities	Greater Sydney is forecast to grow from 4.7 million people to 8 million people by 2056. Housing targets include 725,000 additional homes by 2036 and 817,000 new jobs to meet the needs of a changing economy. Integration of land use and transport will mean more people have access to jobs, education, health and other services by public transport within 30 minutes of their homes. The Plan aims to manage the effects of urban development on the natural environment, as well as reduce costs, carbon emissions and environmental impacts and work towards reaching net-zero emissions by 2050. The Plan recognises the importance of providing a range of housing types near areas where there is significant investment in mass transit corridors, such as Sydney Metro infrastructure projects and are within a 10-minute walking catchment. Given Chatswood's strategic location and CBD context, the Plan is supportive of housing diversity and affordability, particularly for moderate income households to support Greater Sydney's workforce, including build to rent developments.

Future Transport Strategy	The Future Transport Strategy sets out a 40-year vision, directions and outcomes framework for customer mobility in NSW and will guide transport investment over the longer term. The proposal is consistent with the Strategy, as it will provide for additional residential accommodation within a highly accessible location and is located within walking distance to transport, jobs, education and health services.
Staying Ahead; State Infrastructure Strategy 2022 - 2042	The State Infrastructure Strategy provides 57 recommendations to the NSW Government aimed at improving outcomes and living standards across NSW to be achieved by 2042. The Strategy is framed around nine (9) objectives and recognizes the need for continual economic productivity and competitiveness, protection of our natural environment, climate resilience, and transition to Net Zero while harnessing the power of data and technological advancement to support the integrated use of infrastructure, land use and services. In the context of the Proposal, the Strategy highlights the need to concentrate high-density housing around Metro Stations and transport corridors where existing infrastructure already exists. Chatswood's strong position as a mixed-use centre with prominent retail, employment, education and cultural offerings, the proposed development optimises land uses and will support Chatswood's role as a well-connected and highly liveable urban community.
North District Plan	The North District Plan aligns closely with the Greater Sydney Region Plan, focusing specifically on the northern district of metropolitan Sydney, including Willoughby LGA and aims to enhance the role of the Eastern Economic Corridor. The Plan provides several Planning Priorities to achieve by 2056 with a primary focus on liveability, productivity, sustainability and infrastructure. It emphasises protecting natural assets, delivering high-quality public spaces and linking new housing with appropriate infrastructure. The Plan highlights the importance of transit-oriented growth and quality-built form that supports diverse housing needs in addition to supporting the economic integrity of the Eastern Economic Corridor. The Proposal aligns with the following Planning Priorities in the North District Plan: • Planning Priority N4. Fostering healthy, creative, culturally rich and socially connected communities • Planning Priority N5. Providing housing supply, choice and affordability, with access to jobs, services and public transport • Planning Priority N6. Creating and renewing great places and local centres, and respecting the District's heritage • Planning Priority N10. Growing investment, business opportunities and jobs in strategic centres • Planning Priority N12. Delivering integrated land use and transport planning and a 30-minute city • Planning Priority N20. Delivering high quality open space.

Housing SEPP	The Housing SEPP aims to deliver more affordable and diverse forms of housing, including co-living housing and independent living units. It marks the completion of phase three of the NSW Government's housing reforms. To increase housing supply and the quantity of social housing within New South Wales (NSW'), the NSW State Government recently included 'bonus' provisions within Chapter 2 of State Environmental Planning Policy (Housing) 2021 (Housing SEPP') for certain residential developments within the Six Cities Region (excluding the Shoalhaven Local Government Area). In summary, the amended Housing SEPP offers up to 30% more gross floor area (GFA') and building height than allowed by the applicable local environmental planning instrument for certain residential development. The SEPP includes planning rules to encourage the delivery of more BTR housing.
Guide to Transport Oriented Development	The Guide to Transport Oriented Development (TOD) outlines the NSW Government's amendment to the Housing SEPP which introduced new planning controls aimed at increasing housing supply and affordability around public transport nodes, known as transport-oriented development. The amendment allows for increased building heights and floor space ratios, removes minimum lot sizes and encourages residential flat buildings and shop top housing within 400-metre and 800-metre walking catchments of designated public transport nodes. The reforms are intended to deliver more diverse, affordable and well-located housing while emphasising the importance of design quality, liveability and integration with local context. The Guide informs developers of the appropriate framework to support the development of compact, sustainable, and accessible neighbourhoods that leverage existing and future infrastructure. While Chatswood has not been identified as a nominated TOD station, the Proposal aligns with the NSW Government's interest in increasing housing supply in well-located areas.
Government Architect NSW – Better Placed	Better Placed was released in 2017 and seeks to capture collective aspirations and expectations for the places where people work, live and play. It creates a clear approach ensuring good design that will deliver the architecture, public places and environments people want to inhabit now and for the future. Better Placed provides a holistic definition of 'good design', and is not only limited to visual form, but also how places function and feel. Good design creates usable, user-friendly, enjoyable and attractive places and spaces, all of which underpin the key challenges and directions for NSW, including the influence of a healthy built environment, climate-resilient cities and NSW's rapidly growing population. GANSW defines a well-designed built environment as being: • Healthy • Responsive • Integrated • Equitable • Resilient.

Government Architect NSW – Greener Places	Greener Places was released in 2020 and is part of the design framework to elevate how green infrastructure is integrated into the built environment. It recognises the importance of parks, urban canopy, bushland, waterways, and open spaces in addition to green infrastructure as an essential and multifunctional infrastructure. The framework provides a holistic framework for a connected, resilient, and liveable environment that enhances wellbeing, biodiversity and climate adaptation. GANSW identifies four guiding principles: • Integration – combine green infrastructure with urban development and grey infrastructure • Connectivity – create an interconnected network of open space • Multifunctionality – deliver multiple ecosystems services simultaneously • Participation – involve stakeholders in development and implementation
Government Architect NSW - Connecting with Country Framework	The Connecting with Country Framework was released in 2023 and encourages all urban environment projects to take a Country-centred approach, guided by Aboriginal people. The framework aims to improve the health and wellbeing of Country through sustainable land and water use management to reduce the impacts of natural disasters, valuing and respecting Aboriginal cultural knowledge through co-designed development projects and protecting Aboriginal sites and ongoing access for Aboriginal people to their ancestral lands. The framework provides several opportunities for new projects to consider maintaining or restoring the harmony of living systems, including topography, ecology, biodiversity, water and promotion of the circular economy.
Social Impact Assessment Guideline and Technical Supplement for State Significant Projects	The Social Impact Assessment (SIA) Guidelines and Technical Supplement (2025) has been developed for proponents of State significant projects. The SIA is one input to the broader environmental impact assessment (EIA) process that also considers environmental, economic, social and cultural impacts. The EIA is reported through an environmental impact statement (EIS), which identifies likely environmental impacts and responses for certain types of development. All State Significant projects require an EIS as part of the application for consent or approval.
Landcom Housing Policy, 2023	The Housing Policy describes how Landcom will continue to contribute to meeting housing needs in NSW. The Policy identifies Landcom’s commitments to ensure it demonstrates leadership, showcases innovation, and delivers access to more affordable, diverse and sustainable housing. The Policy’s three focus areas and associated objectives are as follows: Focus Area 1: Affordable housing • Objectives – People can afford to live in the communities where they have social, work and family connections – People on low- and moderate-income levels, including key workers, can live closer to where they work, which also benefits local business and communities – People avoid needing to join social housing waiting lists or can transition out of social housing if their financial circumstances change – People can transition from rental accommodation to home ownership, or visa versa.

Focus Area 2: Diverse Housing

- Objectives
 - Encourage housing options that provide the level of choice required to meet the diverse needs of households that arise due to shifting preferences, diverse demographic and cultural background, different life stages and budgets, and varying household sizes
 - Support innovation and demonstrate the benefits of doing things differently
 - Increase the density and therefore the supply of housing.

Focus Area 3: Universal design

- Objectives
 - That any person can use a dwelling, irrespective of age, level of mobility, or condition of health
 - Homes can adapt to accommodate changing needs, such as ageing in place, or supporting those with a disability.
-

Landcom Essential Worker Program

The primary objective of the Landcom Essential Worker BTR Program is to address housing affordability for essential workers by developing at least 400 well-built, secure, and accessible apartments. These apartments will be located across at least two Sites proximal to essential worker employers in Metropolitan Sydney.

This initiative leverages the PDNSW land audit and utilises surplus government-owned land. It offers a unique opportunity to address the housing crisis by having a State-Owned Corporation develop and own housing on what was previously public land.

The Essential Worker BTR Program builds on the Regional BTR Pilot Program in Bomaderry and the Northern Rivers and will further showcase Landcom's capabilities as a developer and asset manager. The objectives of the Essential Worker Program are:

1. *Provide housing for Essential Workers:* At least 400 well-located apartments near major essential worker places of employment, leased exclusively to essential workers at discounted rents.
2. *Increase market housing:* Rezoning and development strategies for the Market Lots at the Chatswood Project will enable the private sector to construct between 1,150 to 1,270 new apartments, potentially including affordable rental housing.
3. *Increase the supply of Government owned housing:* Apartments owned by the NSW Government with no long-term use restrictions will allow future reassignment for social housing, affordable housing, or crisis accommodation.
4. *Provide sustainable non-government funding to Landcom:* Rental income will fund Landcom's continued housing provision.
5. *Enhance collaboration with the private sector:* Opportunities to work with the private sector to unlock housing supply and develop innovative solutions.
6. *Improve confidence in the construction sector:* A state-owned corporation developing quality high-rise apartments will positively impact confidence in the residential construction industry.

Demonstrate BTR viability: Showcasing the role of non-premium BTR offerings in addressing the housing crisis in well-located areas.

Local Government	
Our Future Willoughby 2036: Community Strategic Plan	This community strategic plan contains the community's long-term vision and priorities for the future of the City. Five strategic outcomes have been developed for the City that are supported by five priorities: • A City that is green. • A City that is connected, inclusive and resilient. • A City that is liveable. • A City that is prosperous and vibrant. • A City that is effective and accountable. These priorities reflect what the Willoughby community values about the area and wants to be preserved and improved. Under outcome three (3) 'A City that is Liveable', community priorities include: • 3.5 Balance population growth and development with quality of life. • 3.7 Promote housing choice, availability and affordability The Plan is intended to be implemented by following three principles which underpins Council's decision-making processes: • Sustainability • Social Justice • Ethical Government The proposed development aims to align with Council's Plan and seeks to incorporate feedback from the community to ensure a high level of satisfaction, liveability and amenity for the current and future residents of the LGA.
Willoughby Local Strategic Planning Statement 2020	The Willoughby City Local Strategic Planning Statement (LSPS) sets a 20-year vision with priorities and actions for land-use planning in the Willoughby Local Government Area. This vision considers the economic and social needs of the Willoughby City community and how they will change in the future, as well as how to protect and improve Willoughby's natural environment. To achieve this, the LSPS addresses what should stay the same and what will need to change in Willoughby's housing, centres and environment in response to local, metropolitan, national and global challenges and trends. The LSPS provides a locally relevant response to the NSW Government's strategic plans, the North District Plan, and the Greater Sydney Region Plan – A Metropolis of Three Cities, implementing the directions and actions from these plans at a local level and providing a clear line of sight between the key strategic priorities identified in these plans. The LSPS is also informed by other statewide and regional policies including Future Transport 2056 and the Staying Ahead: State Infrastructure Strategy 2022-2042. Key directions and Council priorities identified in the LSPS that are most relevant to the Proposal include: • Housing in the City – Increasing housing diversity to cater to families, the aging population, diverse household types and key workers • A City for People

-
- Enhancing walking and cycling connections, Willoughby’s urban areas, local centres and landscape features
 - Ensuring that social infrastructure caters to the population’s changing needs and improve the public domain to foster healthy and connected communities
 - A City of Great Places
 - Respect and celebrate our history, heritage sites and attractions of Willoughby City, including more dwellings close to open space
 - Facilitate the viability and vibrancy of our strategic and local centres.

The proposed development directly aligns with the LSPS by delivering the necessary diverse and affordable housing stock for key workers, families, smaller households, and an ageing population within the Chatswood CBD and supports the LSPS priority of concentrating housing growth near high-frequency public transport, social infrastructure and community facilities.

Willoughby Housing Strategy

The Strategy guides the quantity, location and type of future residential development within Willoughby City. It plans for an increase of approximately 6,700 dwellings between 2016-2036 (an average of 335 per year).

The strategy identifies that the forecast dwelling growth can be accommodated by applying three focus areas as follows:

- Focus Area 1: Existing medium and high-density zones, (R3 and R4) that have not yet been developed to the full potential of that zone.
- Focus Area 2: Expansion of the CBD to the north and south through proposed application of B4 Mixed Use zone surrounding the B3 Commercial Core of the Chatswood CBD.
- Focus Area 3: In local centres through changes to local zoning controls to accommodate an increased number of dwellings and local jobs as proposed in the Draft Local Centres Strategy.

In terms of housing supply, the Strategy makes the following conclusions relevant to this project:

- Additional housing be located on the edge of Chatswood CBD as part of mixed-use developments as recommended in the Chatswood CBD Planning and Urban Design Strategy to 2036.
- New up zoning of land to include an amended Affordable Housing Provision of 7% in the short-term rising to 10% by 2026.

The Strategy also highlights infrastructure needs required to accommodate additional dwellings in the LGA, in particular schools and open space. The Strategy notes the following:

- Schools
 - From 2012 to 2016 school enrolments in the LGA increased by 17.6%, the fourth highest in NSW. More recent data highlights public school enrolments reduced to 7.6% between 2019 and 2024.
 - Chatswood Public School was at 108% capacity. Both Chatswood Public School and Chatswood High School underwent significant upgrades in 2023 to cater for increased enrolments. As of 2024, Chatswood public school is at 99% capacity and Chatswood High School is at 105% capacity.
 - The Willoughby Public School and Willoughby Girls High School have 2000 students although they were originally designed to accommodate 450. Both schools underwent
-

significant upgrades in 2020. Willoughby Public School has spare capacity for 300 students, while Willoughby Girls High School is at 101% capacity.

- Use of demountable classrooms is common at many schools in the local government area.
- Open space and recreation
 - There is a future gap between demand and supply of sportsgrounds in the NSROC area.
 - Opportunities to acquire and expand open space and recreation facilities are limited.
 - Indicative examples identified in the Review for facilitating initiatives in Chatswood CBD includes the development of roof top sports fields on large commercial buildings / car parks.
 - The challenge is to maintain and upgrade existing facilities whilst investigating innovative ways to meet population expectations over time.

The proposed development is located within a Focus 2 Area, which surrounds the Chatswood CBD commercial core. By locating new residential development around the CBD's commercial core, it will support the strategy's goal of intensifying housing in highly accessible, transit-oriented areas. The proposed development will contribute to diverse housing tenure options by expanding rental supply and catering to a wide range of household typologies. The inclusion of shared amenities and proximity to transport and services, the proposal aims to contribute to the Strategy's broader aim of fostering a vibrant, inclusive and sustainable strategic urban centre.

Willoughby
Public
Spaces and
Recreation
Strategy,
2024

The purpose of the Willoughby Public Spaces and Recreation Strategy is to guide the planning, delivery and management of the City's public space and recreation network. The Strategy has been prepared to align with the NSW Government Public Spaces Charter (2021).

The Strategy's five strategic priorities and relevant actions to the Proposal include:

- Create and promote a network of public spaces via activated recreation links
 - Identify key connecting streets and laneways to explore implementation of recreational links.
 - Explore opportunities for unique and diverse experiences along recreational links (e.g. nature-based links, waterfront links, cultural links, playful links).
 - Improve the visibility and identification of existing recreational links (e.g. bold and consistent signage, online interactive maps).
 - Explore opportunities for stay and play along recreational links (e.g. swings, parklets, ping pong tables, hopscotch grids).
 - Explore ways to promote exercise and active lifestyles along recreational links (e.g. outdoor fitness stations).
 - Explore ways to improve comfort and amenity of recreational links for day and nighttime use (e.g. adding more trees and greenery, seating, bubblers, well-lit pathways).
 - Explore ways to make recreational links as opportunities for learning and connection (e.g. public art, information about the local area).
- Leverage future development and underutilised assets to deliver new public space
 - Actively pursue public-private partnerships to expand and create new public spaces, publicly accessible private spaces and publicly accessible through-links, including using Planning Proposals and Voluntary Planning Agreements.

-
- Explore ways to proactively inform and guide the design of public spaces in new developments that meet community aspirations (e.g. create a best practice document for public spaces in high-rise development).
 - Activate existing public spaces for increased recreational participation
 - Investigate equipping suitable public spaces with event-ready infrastructure, such as accessible power outlets, to enable activation (e.g. Markets, nighttime movies, music performances, and community events).
 - Explore integrating digital technologies to enhance public space appeal and use (e.g. interactive outdoor fitness stations providing real-time exercise feedback, interactive digital art boards).
 - Encourage shared use and multipurpose design of sports spaces.
-

4.2 Emerging Issues and Trends

Housing need

A persistent imbalance between the supply and demand for housing has significantly deteriorated the availability and affordability of rental accommodation in Sydney. This imbalance has led to a long run compression in Sydney vacancy rates to 1.5% as at October 2025 (SQM Research) which in turn has driven the median unit weekly rental price up by 50.0% in the four years to September 2024 (Domain). Conversely, wage growth over the period 2019 – 2025 has increased by 25%, far slower than the surge in rents³.

Australia's housing shortfall has collided with rapid population growth (including the largest net gain in overseas migrants on record) and a strained construction sector and rising property prices (locking people into renting for longer). Rental affordability is now at its lowest level since the 2008 Global Financial Crisis.

The divergence in asking rents and wage growth has seen NSW become the least affordable state for renters. More than half of renter households (58%) earn less than median income for households overall. Of the rentals advertised between July and December 2024, only 36% were affordable for a median-income household, and a median renter household is lower-income (\$101,000 versus \$116,000) and so could afford just 19%⁴. The situation in Sydney is more acute and is highlighted by the median weekly rent being \$100 more expensive than the national capital city median (as of September 2024).

To meet the forecasted demand for housing over the next five years, all State and Federal Governments agreed to the National Housing Accord (Accord). The Accord acknowledges that a significant increase in the supply of all housing types is a necessity to tackle the severity of the housing crisis.

The Accord set a delivery target of 1.2 million homes nationally over the next five years to 2029. NSW is required to deliver 377,000 of these new homes, which corresponds to 75,000 homes per annum.

Meeting the agreed housing delivery target will be challenging because it will require more than a 50% increase in NSW's average completion rate of 48,000 homes per annum. This requirement comes at a time when NSW recorded its lowest dwelling approval rate in the past 10 years (44,263 dwellings in 2023). Without an immediate increase in supply, rental availability and affordability will worsen.

Housing affordability and essential workers

While the housing supply and demand misalignment affects most people in New South Wales, it particularly impacts essential workers in metropolitan areas. Essential workers, who cannot work remotely, have less flexibility regarding job location when seeking employment.

A Report released in June 2025 from an Inquiry by the Legislative Assembly Select Committee on Essential Worker Housing, found that limited housing options are having a significant impact on the essential workers who are crucial to New South Wales.

Chapter Four – 'Increasing supply of well-located housing options for essential workers' summarises that:

The NSW Government should be maximising opportunities to provide essential worker housing on government-owned land, particularly vacant Crown land. Transferring these assets to Homes NSW or Landcom would allow these agencies to develop well-located essential worker housing for rent or sale to essential workers. This land could also be sold or

³ REA Group. Rental Affordability Report, 2025. <https://cdn.rea-group.com/wp-content/uploads/2025/03/10001617/REA-Group-Rental-Affordability-Report-2025.pdf>

⁴ REA Group. Rental Affordability Report, 2025. <https://cdn.rea-group.com/wp-content/uploads/2025/03/10001617/REA-Group-Rental-Affordability-Report-2025.pdf>

leased at below-market rates to developers to produce essential worker built-to-rent housing or mixed-used developments with a substantial portion of essential worker housing⁵.

In 2017 the Greater Sydney Commission identified Sydney as “one of the least affordable housing markets globally and the least affordable Australian City” (Greater Sydney Regional Plan, p.68).

A 2023 Report prepared for Sydney University concluded that since 2011, across Greater Sydney the proportion of essential workers living in the private rental sector has increased and the proportion of purchasing a home with a mortgage has declined. Further, based on indicative essential worker salaries, there are no Local Government Areas (LGAs) across Sydney with a median house price that is affordable to an early career essential worker. Even median prices for townhouses and apartments (strata titled properties) are largely unaffordable.

The Report conducted a comparison of the 2011 and 2021 ABS data revealed that the concentration of essential workers relative to the labour force generally has declined in expensive inner and middle ring areas of Sydney where concentrations were already low, which includes LGAs in the Eastern Suburbs, Inner West and North, including Willoughby. More affordable outer suburban areas with historically high relative concentrations of essential workers have seen an increase in concentration between 2016 and 2021⁶.

According to the 2021 Census, data showing where essential workers were living and working show a significant number travelling very long distances to their place of employment. For example, approximately 450 Registered Nurses working in inner subregions of Sydney also commute in from outside of the metropolitan region⁷.

Emergence of the Build to Rent housing model

Build to Rent (BTR) development is a viable part of the solution to address the housing needs of essential workers as well as address the broader housing crisis. BTR developments offer secure, long-term housing options through institutional ownership and ensures that buildings are efficiently designed and managed to meet renters' needs.

The scarcity of rental properties has created an environment where landlords can impose frequent and excessive rent increases on tenants with limited bargaining power. Landlords currently have less incentive to maintain properties and address tenancy complaints compared to a balanced market.

While legislated tenancy protections exist, the fragmented ownership of rental accommodation (~85% owned by individual landlords) complicates regulatory oversight and prolongs tenancy dispute resolutions. Since BTR accommodation is managed by reputable corporate or institutional landlords, it is subject to closer regulatory scrutiny and adheres to professional codes of conduct.

Historically, institutional capital has represented less than 10% of total rental development capital. In recent years, institutional investment in BTR has grown and Oxford Economics have forecasted new annual project commencements to reach \$10 billion by 2030 (up from \$2 billion in 2023). Despite this growth, institutional BTR investment is predominantly concentrated in the luxury market which charges 10-20% above market rent. This focus on the luxury segment is perceived as necessary to generate sufficient equity returns to offset elevated construction costs, rising debt costs due to RBA cash rate increases from 0.10% in April 2022 to 3.85% (as of 11 August 2025), and less favourable tax treatment compared to other property investments.

⁵ Legislative Assembly Select Committee on Essential Worker Housing. Options for essential worker housing in New South Wales. [https://www.parliament.nsw.gov.au/tp/files/191174/Tabling%20copy%20-%20Report%20-%20Options%20for%20essential%20worker%20housing%20in%20New%20South%20Wales%20\(June%202025\).pdf](https://www.parliament.nsw.gov.au/tp/files/191174/Tabling%20copy%20-%20Report%20-%20Options%20for%20essential%20worker%20housing%20in%20New%20South%20Wales%20(June%202025).pdf).

⁶ Gilbert, C., Nasreen, Z., and Gurran, N. (2023) Tracking the housing situation, commuting patterns and affordability challenges of essential workers: a report prepared for HOPE Housing, Sydney: The University of Sydney and HOPE Housing. <https://urbanism.sydney.edu.au/wp-content/uploads/2023/03/Gilbert-Nasreen-and-Gurran-w-HOPE-Housing-FINAL-March-2023.pdf>.

⁷ Gilbert, C., Nasreen, Z., and Gurran, N. (2023) Tracking the housing situation, commuting patterns and affordability challenges of essential workers: a report prepared for HOPE Housing, Sydney: The University of Sydney and HOPE Housing. <https://urbanism.sydney.edu.au/wp-content/uploads/2023/03/Gilbert-Nasreen-and-Gurran-w-HOPE-Housing-FINAL-March-2023.pdf>.

Families and high density living

Data from the ABS shows that family households are projected to remain the most common household type in Australia, at 68% to 70% of all household in 2046⁸.

Factors such as limited housing options and the cost of property has produced a trend of families raising children in apartments, particularly in urban areas where high-density living is becoming a necessity to meet housing needs.

According to the ABS 2021 Census, about one in 20 family households in Brisbane and Melbourne lived in an apartment during the 2021 Census. In Sydney, where median house prices were more than 1.5 times higher than Melbourne's, the figure was closer to one in five⁹.

Despite these trends, there are significantly fewer three- or four-bedroom units compared to your housing sector. According to CoreLogic¹⁰, three or more-bedroom houses make up about 90 per cent of the market for house listings, whereas for units, it's only about 29 per cent of listings. ABS Census data supports these findings, with three or more-bedroom houses accounting for 90.2 per cent of dwellings nationwide, compared to just 16.6 per cent for three or more bedroom apartments¹¹.

The supply of apartments is shaped by a range of market predictions, including developer perceptions of demand, market research, cost constraints and profit margins.

Consequently, there is a nationwide shortage of large, three-bedroom or more apartments in Australia because smaller, more profitable units have been prioritised, leading to families struggling to find suitable housing, especially in cities.

Despite being a growing cohort of apartment dwellers, assumptions that apartments are “temporary”, “stepping stones” and “unsuitable for families” have contributed to a landscape where Australian apartments have largely failed to meet the needs and preferences of families with children.

In addition to limited availability, among the key challenges for families are spatial constraints, inadequate storage, poor acoustic performance, a lack of play space and inadequate family-friendly neighbourhood infrastructure¹².

The future generations of all household types are more likely to live in apartments across all life stages. Failure to accommodate families' needs in the design and delivery of apartment housing now will have significant consequences for the future success of cities.

Rise in lone person households

The rise in lone person households reflects a long-running transition in demographics and contemporary economic-cultural change. Census data from the Australian Bureau of Statistics (ABS) shows more than one in four Australian households were lone person households in 2021, and the average household size decreased from 2.6 to 2.5 between 2016 and 2021¹³. This marks the first decline since 2000, continuing a century-long contraction from approximately 4.5 persons per household in 1911. Women comprise a modest majority of solo

⁸ ABS. Household and Family Projections, Australia. <https://www.abs.gov.au/statistics/people/population/household-and-family-projections-australia/latest-release>.

⁹ ABC News. As Australia's largest cities densify, family-friendly apartments are in short supply. <https://www.abc.net.au/news/2025-02-13/family-friendly-apartment-australian-cities-housing-density/104904044>.

¹⁰ The case of Australia's missing family-sized apartments, February 2025. <https://view.com.au/news/nsw/the-case-of-australia-s-missing-family-size-apartments/>.

¹¹ ABS. Housing: Census 2021. https://www.abs.gov.au/statistics/people/housing/housing-census/latest-release#:~:text=Key%20statistics%20*%20There%20were%2010%2C852%2C208%20private,were%201%2C043%2C776%20unoccupied%20dwellings%20on%20Census%20Night.

¹² James Martin Institute for Public Policy. Planning for the inclusion of families in apartments. Policy Insights Paper. Dr Sophie-May Kerr, May 2024. https://cityfutures.adfa.unsw.edu.au/documents/762/JMI-Policy-Insights-Paper-Planning-for-the-inclusion-of-families-with-children_vmaiJn.pdf.

¹³ Australian Institute of Family Studies. (2023). Households shrink as more people living alone. AIFS, Melbourne. <https://aifs.gov.au/sites/default/files/2023-08/Media-release-FF-Households-shrinking.pdf>.

households, and those living alone are more likely to be in young-adult and older-adult life stages as increasing living standards are making it more feasible for people to live alone¹⁴.

This phenomenon is representative of shifting priorities to follow traditional labour, housing and family formation, highlighting broader transformations in living arrangements. These shifts commonly link lone person households to delayed partnership and fertility, change in life aspirations and preferences for personal autonomy. In addition, globalised labour markets and digital economies have further diversified lone person profiles, including mobile professionals and digital nomads¹⁵.

The increase in high-density living, including studio apartments and co-living developments, have also played a pivotal role in attributing to the rise in lone-person households. The economic drivers of this change are double-edged. While higher incomes and a deepening rental market have enabled solo living, especially in urban centres, inequalities and housing costs can contribute to solitary living. For example, widowed older women or younger adults priced out of family formation. An analysis by the Australian Housing and Urban Research Institute (AHURI) revealed that in period from 2011 to 2021, there was a rapid increase in lone person households relative to overall household growth, and ABS projections predict approximately 27% of households will be occupied by solo dwellers by 2046, highlighting the impact of tightening housing markets and the emergence of diverse tenure pathways, such as build-to-rent housing¹⁶.

Changing family composition

The composition of families has undergone sustained and multifaceted change over recent decades, driven primarily by an ageing population, changes in partnership behaviours, and structural transformations in the economy and housing system. Couple households without children have increased as a proportion of all families, while couple families with children have declined. This pattern is supported by Census data from 2021, whereby 39% of households were couples without children and just over half of couple families had children living with them¹⁷. This trend is complemented by a steady rise in one-parent families and the growth of other non-traditional family forms, such as siblings or other related people living together.

Structural changes to families are also attributed to the rise in single-parent households. Historical trends indicate decreasing trends in marital relationships and the evolving social behaviours that have contributed to the larger proportion of single-parent households with children. At the same time, the proportion of one-parent families with non-dependent children has risen, reflecting a cohort effect of earlier separations and extended adolescence. Similarly, young adults are more likely to delay family formation due to the high costs of housing, and older adults downsize into couple-only households, while some households adopt multigenerational or shared living arrangements¹⁸.

Economic and housing structures have contributed to changes in how family composition is expressed spatially. Increased housing costs, tenure insecurity and varying standards of amenity shape decisions about family formation and household composition.

Land use mix and housing typologies strongly influence the formation and maintenance of social ties, and therefore the stability and composition of family networks. These spatial mechanisms mean that family change is both reflected in and constituted by the built environment.¹⁹

¹⁴ Cole, P.N. (2021). The Rise of One-Person Households. *Socius: Sociological Research for a Dynamic World*, vol. 7. <https://journals.sagepub.com/doi/full/10.1177/23780231211062315>.

¹⁵ Druta, O., Ronald, R. and Heath, S. (2021). Urban Singles and Shared Housing. *Social and Cultural Geography*, 22(9). <https://www.tandfonline.com/doi/full/10.1080/14649365.2021.1987507#d1e144>.

¹⁶ Australian Housing and Urban Research Institute. (2022). Census Reveals Changes in the Makeup of Households from 2011 to 2021. AHURI, Melbourne. <https://www.ahuri.edu.au/analysis/brief/census-reveals-changes-makeup-households-2011-2021>.

¹⁷ Australian Institute of Family Studies. (2023). Families and family composition. AIFS, Melbourne. <https://aifs.gov.au/research/facts-and-figures/families-and-family-composition>.

¹⁸ Australian Institute of Family Studies. (2025). Latest Trends – Children, Divorce and One-Parent Families. AHURI, Melbourne. <https://aifs.gov.au/research/facts-and-figures/divorces-australia-2024>.

¹⁹ Mouratidis, K. (2021). Urban Planning and Quality of Life: A Review of Pathways Linking the Built Environment to Subjective Well-Being. *Cities*. <https://www.sciencedirect.com/science/article/pii/S0264275121001293>.

High density development and community cohesion

High-rise residential development poses implications for the social cohesion of communities, which are highly dependent on building design, housing tenure, housing typology, urban form and location, residential mobility and resident demographics. At a neighbourhood scale, well-designed, mixed-use high-rise development can generate social value by concentrating amenities, enabling incidental encounters and supporting diverse land uses that underpin weak social networks critical to community cohesion. Given the transition to higher density living in Sydney, and more broadly across Australia, research undertaken at Deakin University suggests social connections should be encouraged in the built environment to reduce isolation and promote social health and wellbeing across various age, cultural and socioeconomic groups²⁰.

Recent Australian studies document a growing share of families living in apartments, demonstrating a shift in the predominant demographic of apartment dwellers from young professionals. Between 2011 and 2021, there has been a 51% increase in households with children living in apartments. NSW has the highest number of apartment buildings, with one quarter of apartments being occupied by families with children.²¹

The mix of tenure and market dynamics are important to consider as investor-driven development with short-term tenancies may result in weaker social ties than owner-occupied or long-term rental communities. In contrast, developments that integrate a range of tenures, including community facing facilities and programs are more likely to sustain social networks.²² While high-rise development can both enable and erode social cohesion, the balance lies between planning and design choices. The activation of ground-floor public realms, accessible green space, inclusive common areas, tenure diversity and responsive governance provides opportunities for socially resilient and cohesive communities to reside in high-rise developments.

Ageing population

Improvements in living conditions and better healthcare have increased life expectancy and resulted in a rapidly growing older population. Worldwide, by 2030, one out of every six people will be over 60 years old. The demographic trend of population aging has caused an imbalance among children, adults, and older people. This shifting age structure has a substantial demographic impact and affects the social context of the increasing older population²³.

According to the Australian Institute of Health and Welfare, on 30 June 2020, there were an estimated 4.2 million older Australians, over 1 in 6 people were aged 65 and over.

The number and percentage of older Australians is expected to continue to grow. By 2066, it is projected that older people in Australia will make up between 21% and 23% of the total population. For those aged 85 and over, the proportion has increased from 0.5% (63,200) in 1970 to 2.1% on 30 June 2020 (528,000). The proportion is expected to continue to rise to between 3.6% and 4.4% in 2066.

According to a report by the Australian Institute for Health and Welfare, many older Australians report a desire to age in place²⁴, remaining in their current accommodation. The main reason given for this is a desire to remain linked by proximity to the community and services with which they are familiar but not necessarily to the family

²⁰ Hall, C & Anddrews, F. (2020). Designing High-Density Neighbourhoods to Promote Social Health in Australia. *Journal of Social Inclusion*, 10(2). <https://journalofsocialinclusion.com/articles/10.36251/josi147>.

²¹ May-Kerr, S. (2024). Planning for the Inclusion of Families With Children in Apartments. James Martin Institute for Public Policy. https://www.unsw.edu.au/content/dam/pdfs/ada/city-futures/JMI-Policy-Insights-Paper-Planning-for-the-inclusion-of-families-with-children_vmaiiln.pdf.

²² Stone, W & Hulse K. (2007). Housing and Social Cohesion: An Empirical Exploration. AHURI, Melbourne. https://www.ahuri.edu.au/sites/default/files/migration/documents/AHURI_Final_Report_No100_Housing_and_social_cohesion_an_empirical_exploration.pdf.

²³ Pattasingh, T. (2025). Introduction: Emerging Issues in Aging. In: *Handbook of Aging, Health and Public Policy*. Springer, Singapore. https://doi.org/10.1007/978-981-16-1914-4_265-1.

²⁴ Australian Government. Australian Institute of Health and Welfare. The desire to age in place among older Australians. Bulletin 14, 2013.

home²⁵. Ageing in place prioritises the individual's well-being, autonomy, and deep connections to familiar places and people.

Despite the preference of older people to remain in their homes, ageing in place is not always easy. Apartment living is one option that has grown as more older Australians choose to downsize and seek more manageable housing options as they age. Across Australia there is a sizeable cohort, 13% of households over 75, that rent. Around half rent from a private landlord, and rental affordability is particularly acute for these households²⁶.

According to an analysis by the City Futures research group from the University of NSW²⁷, many of these Baby Boomers will downsize but will do so close to where they currently live. This means that large numbers of apartments are likely to be required close to amenities.

The need to provide more affordable and accessible apartments for older people is being reflected in the housing market. In recognition, there is now a significant and ongoing rise in independent living units (ILUs) in Sydney, driven by the growing ageing population, increased desire to downsize, and supportive planning reforms that encourage more seniors housing development. NSW has implemented incentives, such as bonus floor space for higher-density areas, to boost ILU construction. This is leading to more project listings and increased interest in retirement living.

Increasing populations and demand on social infrastructure

Increasing development and density in urban centres reshapes the demand for, and provision of social infrastructure. Social infrastructure is increasingly important, both as material assets that enable service delivery, and relational spaces that cultivate civic ties. Understanding its interaction with development requires attention to physical capacity, governance and financing arrangements, and the socio-spatial distribution of need²⁸.

Recent data suggests there is a temporal and spatial mismatch between development and social infrastructure. In fast-growing suburbs, housing supply can outpace the delivery of schools, primary health care, public open space and community facilities, producing a lag in the provision of infrastructure that undermines liveability, amenity and disproportionately affects lower-income households. Given around 40% of Australia's population lives in Sydney and Melbourne alone, the long-term success of cities rests on planning, funding and delivery of infrastructure to support new populations²⁹.

According to the Social and Cultural Infrastructure Strategy prepared by the Northern Sydney Regional Organisation of Councils (NSROC) in 2020, the magnitude of growth in the northern Sydney region has not been accompanied by an increase in the provision of social infrastructure.

The Strategy notes that there are high utilisation rates for halls, meeting rooms and community facilities in some Councils, and in some cases, additional residents will exacerbate current shortages in facilities. Further, employment growth, particularly in North Sydney, Macquarie Park and St Leonards, and to a lesser extent Chatswood and Hornsby, will exacerbate demand for social infrastructure by non-residents³⁰.

The design and spatial configuration of social infrastructure is equally important. Research demonstrates that co-located, multi-functional infrastructure produces complementary activities that promote everyday contact,

²⁵ Olsberg D & Winters M 2005. Ageing in place: intergenerational and intrafamilial housing transfers and shifts in later life. Melbourne: AHURI.

²⁶ REA Group. Rental Affordability Report, 2025. <https://cdn.rea-group.com/wp-content/uploads/2025/03/10001617/REA-Group-Rental-Affordability-Report-2025.pdf>

²⁷ Urban Taskforce. Urban Ideas. Apartment Living for Seniors.

<https://www.urbantaskforce.com.au/urbanideas/issue6/files/inc/a9079bb0b2.pdf>.

²⁸ Enneking, G., Custers, G., Engbersen G. (2025). The Rapid Rise of Social Infrastructure: Mapping the Concept Through a Systematic Scoping Review. Cities, 158. <https://www.sciencedirect.com/science/article/pii/S0264275124008229>.

²⁹ Wear, A. (2016). Planning, Funding and Delivering Social Infrastructure in Australia's Outer Suburban Growth Areas. Urban Policy and Research, 34(3).

https://www.researchgate.net/publication/294876247_Planning_Funding_and_Delivering_Social_Infrastructure_in_Australia's_Outer_Suburban_Growth_Areas#read. Cited 26/08/2025

³⁰ Northern Sydney Regional Organisation of Councils (NSROC). Social and Cultural Infrastructure Strategy. Final Report, 8 April 2020

mutual and social inclusion. Conversely, fragmented or dispersed facilities reduce opportunities for incidental interaction, weakening local social capital. The delivery of social infrastructure is somewhat limited by the governance and financing of infrastructure, whereby the provision of additional infrastructure is only realised when a critical population level has been reached³¹.

³¹ Lawon, K., Pawson, H., Troy, L., Van Den Nouwelant, R. & Hamilton, C. (2018). Social Housing as Infrastructure: An Investment Pathway. AHURI, Melbourne. <https://www.ahuri.edu.au/sites/default/files/migration/documents/AHURI-Final-Report-306-Social-housing-as-infrastructure-an-investment-pathway.pdf>.

5. Social Locality

The social locality identifies the places and stakeholders that may be impacted by the Proposal. This section provides information to assist the community and stakeholder engagement process and inform the social baseline.

The Proposal may have a range of impacts that are local to the project and across the LGA.

People in the primary area (immediately surrounding the site) have the potential to be directly and most impacted by issues like increased population, disruptions to day-to-day routines due to increased traffic and parking, changes to amenity and construction activity.

Those in secondary areas (more general areas in the LGA) may be impacted by issues like increased demands on social infrastructure, haulage routes that include transportation of goods, materials and equipment, and the movement of the project construction workforce.

Through the scoping study and the identification of potential impacts the following geographic areas, and the residents and stakeholders within, were recognised as the social locality.

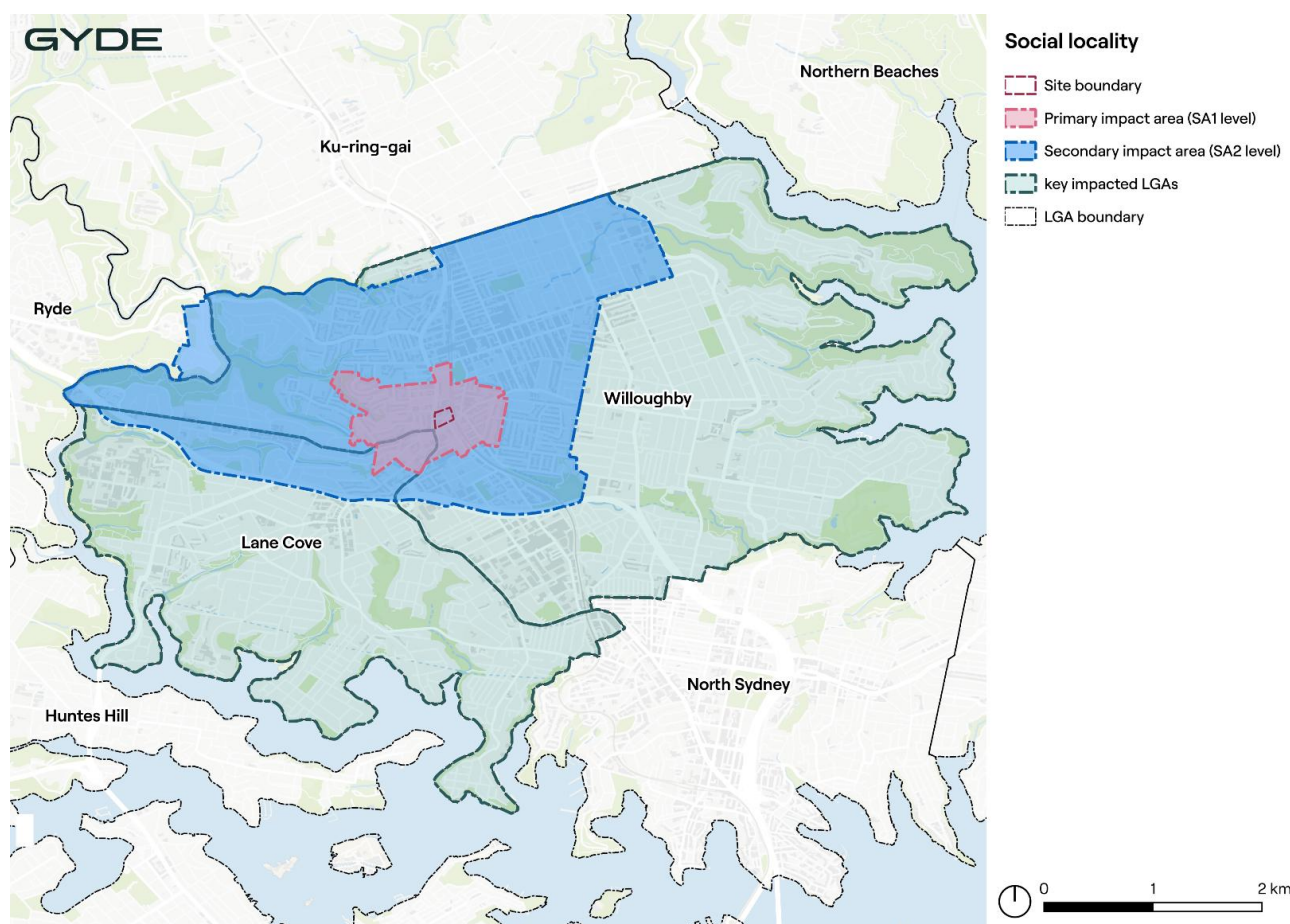


Figure 2 Social locality

Demographic data has been collected from Statistical Areas (SA1s) in the primary social locality to inform approaches to engagement and to understand what communication measures may be required to target specific groups. Demographic data for the SA1s is provided in **Appendix A**.

6. Population & Place

Population and Place provides a brief description of the area's characteristics which help establish an understanding of how the Proposal may impact the social locality.

Population profiles provide secondary data that creates a greater understanding of the characteristics of communities. With the addition of community engagement inputs, a review of the literature and conclusions from technical reports, population and place characteristics enable an informed analysis of current and future conditions in the community.

The primary source of demographic data is the Australian Bureau of Statistics (ABS) 2021 Census, and the Department of Planning, Housing and Infrastructure's Common Planning Assumptions Population Projections, 2024.

The Proposal is located at the intersection of three Statistical Areas (SA2s), as defined by the Australian Bureau of Statistics (ABS). To ensure representative analysis of the population characteristics, demographic and projection data from three SA2s (Artarmon, Chatswood (West) – Lane Cove North and Chatwood - East SA2) have been combined (the SA2s).

The demographic and population projection data below summarises some of the key characteristics of the SA2s. A full demographic and population projection profile using Willoughby LGA and NSW for comparative purposes is presented in **Appendix C**.

Demographics

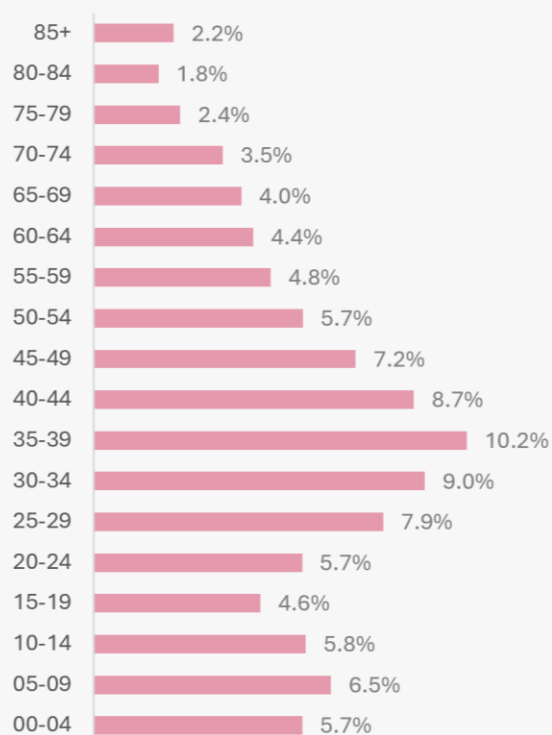
Source: ABS, 2021-SA2 level data



**Total Population in
2021**
50,660

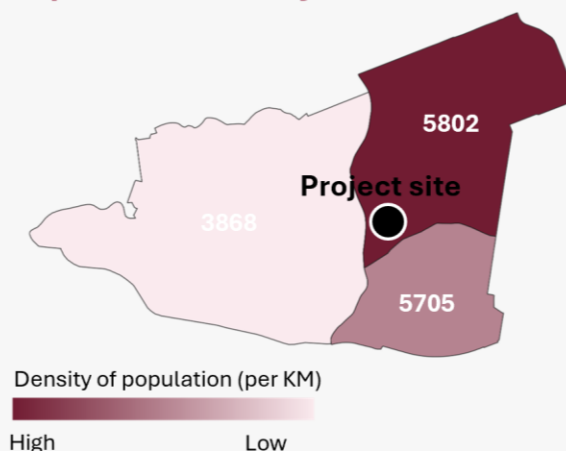
AGE STRUCTURE

Median Age (in 2021): 36.94



WHERE ARE PEOPLE LIVING?

Population Density in SA2s



HOUSEHOLD TYPE (Top 4)

Total Household in SA2s (in 2021): 20,325



32.8% (6,674) of households are **couple families with children.**



23.8% (4,831) of households are **lone person**



23.1% (4,702) of households are **couple families without children.**



8.9% (1,814) of households are **single parent family.**

CULTURAL DIVERSITY

Over half residents (**57.6%**) were born overseas, and **54.6%** speak a language other than English at home.

45.8% residents speak only English, while **41.3%** speak another language and English very well or well.

Top 5 Languages Spoken at Home

1. Chinese	26.0%
2. Indo-Aryan	4.6%
3. Korean	3.1%
4. Japanese	2.6%
5. Southeast Asian Austronesian Languages	2.5%

HEALTH CONDITION (Top 3)

32.7% of residents have a long-term health condition.



5.6% (2,825) of residents have asthma.



5.3% (2,697) of residents have a mental health condition.



4.3% (2,151) of residents have arthritis

DWELLINGS STRUCTURE

Total Dwelling in in SA2s (in 2021): **19,183**



64.7% (12,413) of dwelling are flat or apartment.



29.4% (5,634) of dwelling are separate house



5.9% (1,129) of dwelling are semi-detached, row or terrace house, townhouse etc

Tenure Type

NO.	Tenure Type	Number of dwellings	Percentage of dwellings
1.	Rented	8,822	46.0%
2.	Owned with a mortgage	4,973	25.9%
3.	Owned outright	4,909	25.6%

CAR OWNERSHIP



- Households with **≥1 vehicle**: about **50%**
- Households with **2+ vehicles**: **28.6%**

EDUCATION

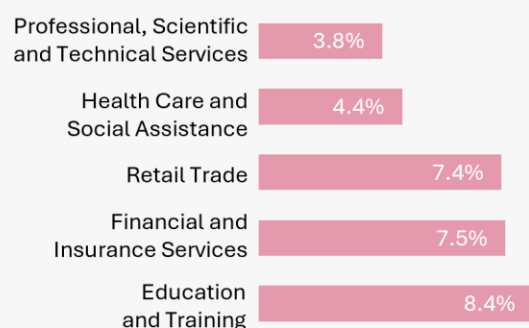


15% of residents have a bachelor degree or above

EMPLOYMENT

Half of residents (50.4%, 25,531) are employed, including full-time, part-time, and those away from work.

Top 5 Industry Employers (% of employed resident)



INCOME



Median household weekly incomes (in 2021): \$2,319



14.7% households where rent payments are more than 30% of household income.

For a household with the median weekly income, this equates to at least **\$695.70** in rent.

Index of Relative Socio-economic Advantage and Disadvantage: **1,125**

Willoughby LGA SEIFA: 1,075 (12th in NSW)

The project area has relatively high levels of socioeconomic advantage such as higher household incomes and more people in skilled occupations.

Population Projections

Source: ABS, 2021-SA2 level data



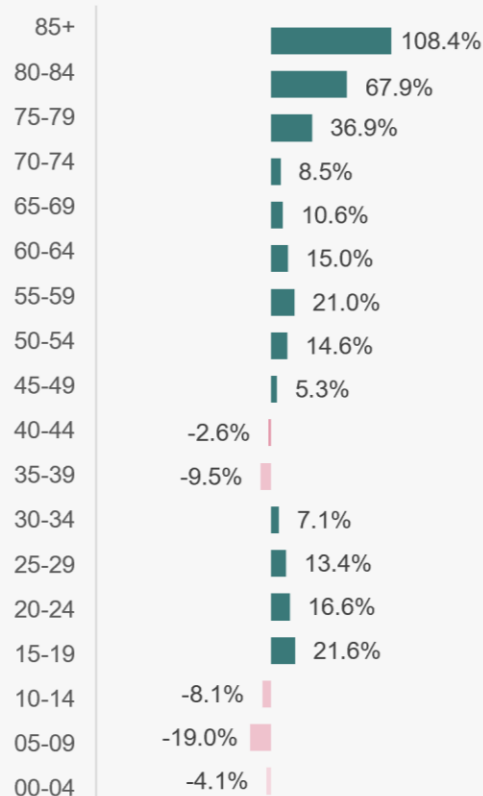
+8.6% (4,330)
Population growth
projected by 2041.

Total Population Change in SA2s from 2021 to 2024



FUTURE AGE STRUCTURE

- **Median Age (in 2041): 39.84**
- **Median Age increase (2021 to 2041): +2.9 years**

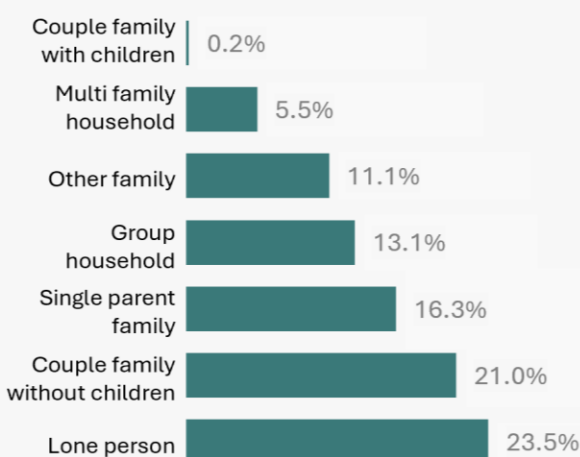


FUTURE HOUSEHOLD TYPE



+13.0% (2,641)
Household growth
projected by 2041.

Total Household Change in SA2s from 2021 to 2024



About **half of the increase** in household types will be **couple families without children**, and **lone-person** households, some of which are likely in the **75+ age group**.



There will be a **decline in the 5–14 years age group**, along with a **small increase in couple-family-with-children households (0.2%)**.

First Nations

Willoughby sits on the land of the Gamaragal people, of the Eora Nation.

The Gamaragal people (also spelt Cammeraygal) are the Aboriginal Australians who are the original custodians of the region between the north shore of Port Jackson to North Head and east towards Manly Cove.

In 2021, there were 207 people who identified as Aboriginal and/or Torres Strait Island in the Willoughby LGA. This is a very small proportion of the population, accounting for 0.26% of the entire LGA.

Willoughby LGA contains approximately 60 significant Aboriginal heritage sites, including middens, rock art, and rock engravings.

The Garadi Track explores the cultural remains and mysteries of the Aboriginal people once living in Mowbray Park. The track explores middens, grinding grooves, habitation caves, memories of bark canoes and hand stencilling.

The Mowbray Park Walking Track passes an Aboriginal Interpretive Site. In 2008 Aboriginal artist Joe Hurst created sculptures and carvings to highlight the Cameragials use of the land. Whilst removing grass to install one of the sculptures a huge midden was uncovered under the oval.

Community Values

The 'Our Future Willoughby 2032' sets the over-arching 10-year plan for the LGA, identifying the main priorities and strategies for achieving the community's desired future. The strategy sets five outcomes to guide the community's vision of a diverse, liveable and prosperous City:

- A City that is green
- A City that is connected, inclusive and resilient
- A City that is liveable
- A City that is prosperous and vibrant
- A City that is effective and accountable

Table 3. below identifies the key community priorities from the 'Our Future Willoughby 2032' strategy applicable to this Proposal.

Table 3 Relevant community priorities recorded in the Willoughby Community Strategic Plan

COMMUNITY PRIORITIES	
2.4	Manage parking and reduce traffic congestion.
2.5	Create neighbourhoods that connect people from all types of households and families.
3.1	Foster feelings of inclusion, safety and cleanliness
3.4	Create desirable places to be and enjoy.
3.5	Balance population growth and development with quality of life.
3.7	Promote housing choice and affordability.
5.4	Anticipate and respond to changing community and customer needs.

Source: Our Future Willoughby 2032 Community Strategic Plan.

Place Character

Places comprise numerous elements, such as the topography of the surrounding area, the underlying natural environment, the built environment, the physical enclosure and edges these create, but also the less tangible features such as activities generated within the place, their significance, and whether those activities occur in public or private spaces. Different histories and stories also all have a bearing on how we understand places. Places all have distinct qualities, identities and character³².

Chatswood is the major commercial, retail and transport hub in Willoughby and the North Shore. The Central Business District (CBD) includes major shopping centres, a thriving Asian food scene, and The Concourse cultural precinct with venues for concerts and performances. The area blends a high-density urban core with leafy streets and parks and is home to significant office buildings and high-rise residential towers.

The Planning and Urban Design Strategy³³ prepared in 2018 established a vision that *“Chatswood CBD will be confident, fine grain and green. It will be a diverse, vibrant, active and accessible place, with attractive places for residents, workers and visitors to enjoy”* (p.10).

One of Willoughby’s defining characteristics is local heritage, and the many designated Heritage Conservation Areas (HCA). Closest to the site is the South Chatswood HCA. The Willoughby Development Control Plan (2023)³⁴ describes the built form and street character of the area.

As a whole, South Chatswood has a mixed character: styles range up to California and Interwar bungalows, which are interwoven among the dominant Federation and late Victorian era buildings through the progressive resubdivision of what were often originally generous and gracious early estates.

As well as a few modest Victorian cottages, South Chatswood is remarkable for its concentration of imposing late Victorian mansions. Along Mowbray Road, their location on a prominent ridgeline and their well established gardens (including tall, highly visible exotic species), add to the landmark qualities of the more palatial buildings.

These typically two storey mansions and many later Federation grand villas, are usually listed as individual heritage items. They also have considerable significance in their own right in addition to the distinctive qualities they impart to the streetscapes.

There is great variety in the predominant Federation style from single storey semidetached cottages to rambling grand villas and rare two storey architect-designed mansions. Some streetscapes, as in Robinson and Neridah Streets, display a highly consistent Federation character, even where the scale and siting of buildings varies.

The streetscapes of South Chatswood are unified by the generous landscaped settings of both the modest cottages and mansions. These gardens are characterised by mature exotic shrubbery and lawns, and low fencing allowing leafy vistas to and from the houses.

The south Chatswood HCA interfaces with the Chatswood CBD, where the built form and skyline is dominated by high density apartments and office blocks. While close in proximity, the “setting” of most of the HCAs (North and South Chatswood HCAs) are relatively self-contained and not particularly affected by the distinctive character and taller scale of the nearby CBD.

³² NSW Government. Movement and Place: Understanding Place. <https://www.movementandplace.nsw.gov.au/place-and-network/understanding-place>.

³³ Willoughby City Council. Chatswood CBD. Planning and Urban Design Strategy to 2036, January 2018 https://www.willoughby.nsw.gov.au/files/sharedassets/public/ecm/willoughby-council-website/publications-reports-master-plans-strategies-action-plans/publications-reports-master-plans-strategies-action-plans/1-chatswoodcbdstrategyfinal_-_amended24_9_2019_-_footer_typo.pdf.

³⁴ Willoughby City Council. Willoughby Development Control Plan Part H: Heritage Items and Heritage Conservation Areas 2023. P.83. <https://www.willoughby.nsw.gov.au/Development/Plan/Planning-rules/WDCP>.

Figure 3. shows proposed high density development around the Chatswood CBD.

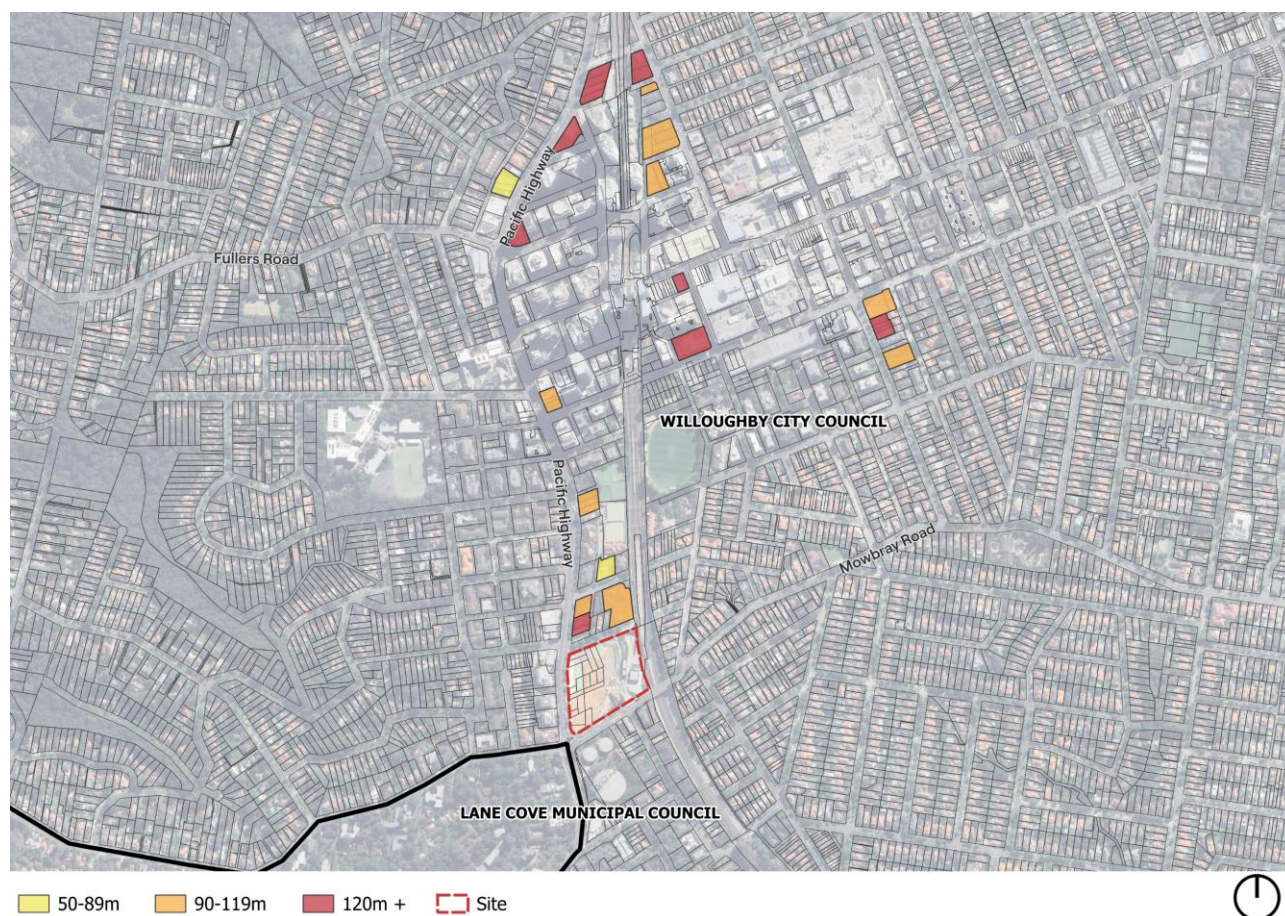


Figure 3 Chatswood proposed development sites (August 2025). Source: Six Maps / Gyde

Both the heritage and high-density development make an equal but distinctive contribution to the nature and character of Chatswood, which can be characterised as an historic urban cultural landscape with a dynamic urban core bounded by more stable residential heritage conservation areas³⁵. The south Chatswood HCA is shown below in **Figure 4**.

³⁵ GBA Heritage. Chatswood CBD – HCA Interfaces Report. Willoughby City Council, May 2019. https://www.willoughby.nsw.gov.au/files/sharedassets/public/v1/ecm/willoughby-council-website/publications-reports-master-plans-strategies-action-plans/publications-reports-master-plans-strategies-action-plans/4_gba_heritage_-_chatswood_cbd-heritage_interfaces_-_10_may_2019.pdf. Cited 16/09/2025

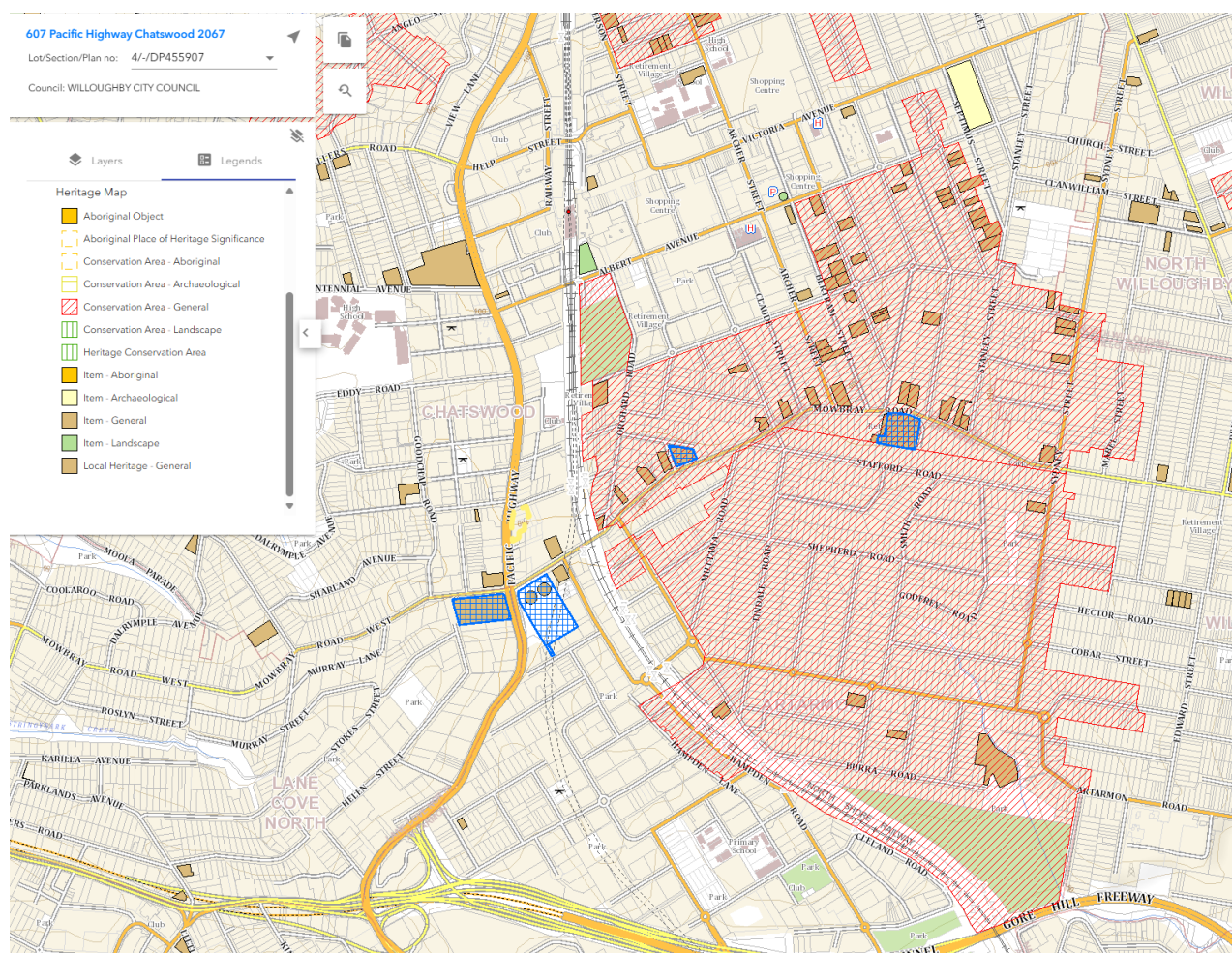


Figure 4 South Chatswood Conservation Area. Source: Willoughby City Council DCP.

Housing Affordability

When viewed with household income, the amount households pay in rental and mortgage payments may indicate the level of housing stress households in the community are under. If a household spends equal to or more than 30% of gross income on rent or mortgage payments, this is defined as rental or mortgage stress.

Table 4 Median weekly household incomes, SA2s and LGA, 2021

Median weekly incomes	SA2s	LGA	NSW
Household	\$2,319	\$2,556	\$1,829

Source: ABS Table Builder

Housing tenure data provides insights into its socio-economic status as well as the role it plays in the housing market. A high concentration of private renters may indicate a transient area attractive to young singles and couples, while a concentration of homeowners indicates a more settled area with mature families and empty nesters. Tenure can also reflect built form, with a significantly higher share of renters in high density housing and a substantially larger proportion of homeowners in separate houses, although this is not always the case.

Table 5 Housing tenure, SA2s and LGA, 2021

TEND Tenure Type	SA2s		LGA	
	Number	%	Number	%
Rented	8822	43.4%	10714	34.4%
Owned with a mortgage	4973	24.5%	7412	23.8%
Owned outright	4909	24.2%	8816	28.3%
Not applicable	2098	10.3%	2706	8.7%
Not stated	752	3.7%	883	2.8%
Other	449	2.2%	363	1.2%

Source: ABS Table Builder

Analysis of the housing tenure of households in the SA2s and Willoughby LGA in 2021 shows that there was a larger proportion of households who rented in the SA2s, a slightly higher proportion purchasing their dwelling, and a lower number that owned their dwellings outright.

The *State Environmental Planning Policy (Housing) 2021*, (Housing SEPP) defines households eligible for affordable housing in the following ways under Section 13(1)(a)(i):

- **Very low-income household** – a household with a gross income lower than 50% of the median household income for Greater Sydney or the Rest of NSW
- **Low-income household** – a household with a gross income between 50% and 80% of the median household income for Greater Sydney or the Rest of NSW
- **Moderate income household** – a household with a gross income between 80% and 120% of the median household income for Greater Sydney or the Rest of NSW.

Table 6. shows applies the income thresholds from the SEPP to the median Greater Sydney household income of \$2,077 per week to interpret affordability levels.

Table 6 Median household income 2021 based on affordable housing thresholds

Household Income Type	Weekly Household Income
Very low-income household	Up to \$1039
Low-income household	\$1040 - \$1662
Moderate income	\$1663 - \$2492

Table 7. below show the number of households in need of affordable housing (rent payments greater than 30% of weekly income) compared to households where rent payments are less than or equal to 30% of household income in the SA2s.

In the SA2s, 14% of households need affordable housing (rent payments greater than 30% of weekly incomes). This number is higher than the LGA where 10.7% of the households need affordable housing. Of the total households in the SA2s, 6.5% earn very low income (\$0- \$999) versus 4.9% in the LGA.

Table 7 Households in need of affordable housing, SA2s and LGA, 2021.

	\$0 - \$999	\$1000 - \$1749	\$1750 - \$2499
	Very low income	Low income	Moderate income
SA2s households where rent payments are less than or equal to 30% of household income	110	440	1378
SA2s households where rent payments are more than 30% of household income	1327	1085	425
LGA Households where rent payments are less than or equal to 30% of household income	144	423	1496
LGA Households where rent payments are more than 30% of household income	1512	1261	546

Source: ABS Tablebuilder.

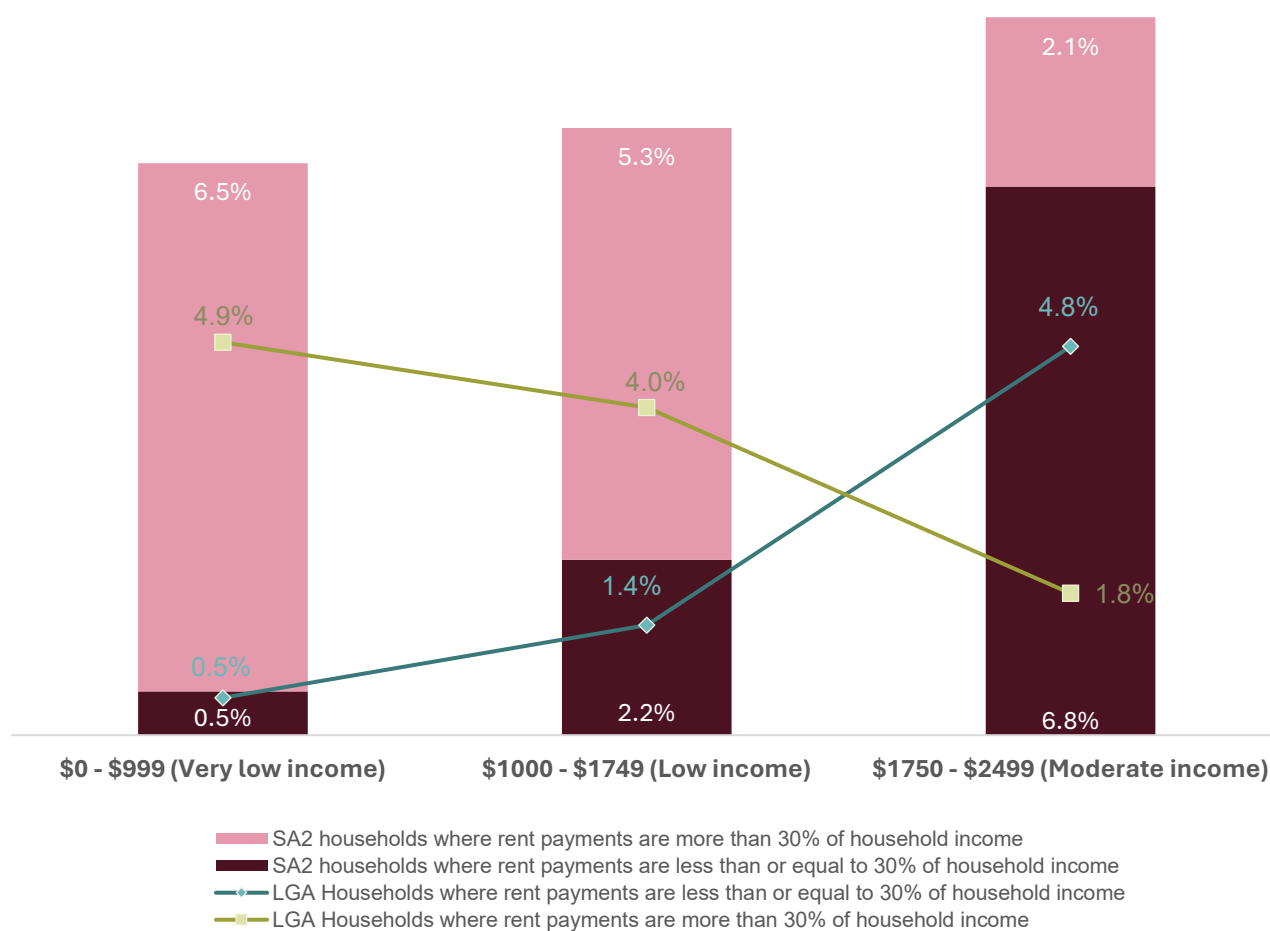
Figure 5. below shows the three income categories that are under rental stress.

Figure 5 Percentage of households under rental stress in the SA2s and LGA. Source: Tablebuilder

In 2023, SGS Economics' Rental Affordability Index assessed the rental stress of areas across Australia. Almost all postcodes in Willoughby LGA were found to have unaffordable rents, with Northbridge performing the worst at 'severely unaffordable'. Only Artarmon was deemed to be moderately affordable in the LGA by this study³⁶.

The Willoughby Community Wellbeing Survey conducted in 2023 found 38% of residents reported unwillingly sacrificing spending as a direct result of housing costs, significantly increasing from Council's 2021 (22%) and 2019 (21%) surveys³⁷.

Housing Affordability and Essential Workers

The most recent data from Realestate.com shows the average rent for units in Sydney varies significantly by property type, with the median around \$980 per week. For specific examples, a 1-bedroom unit can be approximately \$785 per week, a 2-bedroom unit around \$1,200 per week, and a 3-bedroom unit about \$1,850 per week, according to data from July 2025.

According to SQM Research³⁸, as of the 20 August 2025 the median rent for all units in Chatswood was approximately \$850 per week, as shown in **Table 8**. below.

Table 8 Weekly rents Chatswood, September 2025

Chatswood, 2067	Weekly Rents
All Houses	\$ 1,266.71
3 Br Houses	\$ 1,218.95
All Units	\$ 848.41
2 Br Units	\$ 984.29
Combined	\$ 957.28

Source: SQM Research

Table 9. below shows the percentage of selected essential workers weekly salaries payable based on median rents in Chatswood.

Table 9 Estimated weekly rental commitments based on base weekly salaries for essential workers in NSW*

Estimated Weekly Rental Commitments	Ambulance Officers and Paramedics	Child Carers	Fire and Emergency Workers	Police	Primary School Teachers	Registered Nurses	Average
Weekly Salary - Trainee	\$1,250.10	\$948.00	\$959.50	\$1,567.63	\$1,389.40	\$1,382.80	\$1,249.57
Weekly Salary - Experienced	\$1,266.70	\$1,555.40	\$988.20	\$1,774.63	\$1,922.40	\$1,693.90	\$1,533.54
% of salary for 2 BR	78.74%	103.83%	102.58%	62.79%	70.84%	71.18%	81.66%
% of salary for 3 BR	97.51%	128.58%	127.04%	77.76%	87.73%	88.15%	101.13%

* Award salaries as presented above do not consider overtime or penalty rates

According to a University of Sydney titled *Tracking the Housing Situation* by Gilbert, Nasreen and Gurran, Willoughby ranks in the top 10 LGAs in NSW with the lowest concentration of essential worker residents, alongside neighbouring LGAs such as North Sydney, Mosman, Ku-ring-gai and Lane Cove. The study determined Willoughby LGA to be 'very unaffordable' for many essential workers on indicative salaries to purchase or rent a median-priced home in the area³⁹.

³⁶ <https://www.willoughby.nsw.gov.au/Community/Community-services/Affordable-housing>. Cited 16/09/2025

³⁷ <https://www.willoughby.nsw.gov.au/Community/Community-services/Affordable-housing>. Cited 16/09/2025.

³⁸ <https://sqmresearch.com.au/weekly-rents.php?mode=p&postcode=2067&t=1>

³⁹ Gilbert, C., Nasreen, Z., and Gurran, N. (2023) Tracking the housing situation, commuting patterns and affordability challenges of essential workers: a report prepared for HOPE Housing, Sydney: The University of Sydney and HOPE Housing. <https://urbanism.sydney.edu.au/wp-content/uploads/2023/03/Gilbert-Nasreen-and-Gurran-w-HOPE-Housing-FINAL-March-2023.pdf>. Cited 16/09/2025

Figure 6. highlights the distribution of essential workers across Sydney, showing most essential workers live and work in the south-west and western Sydney.

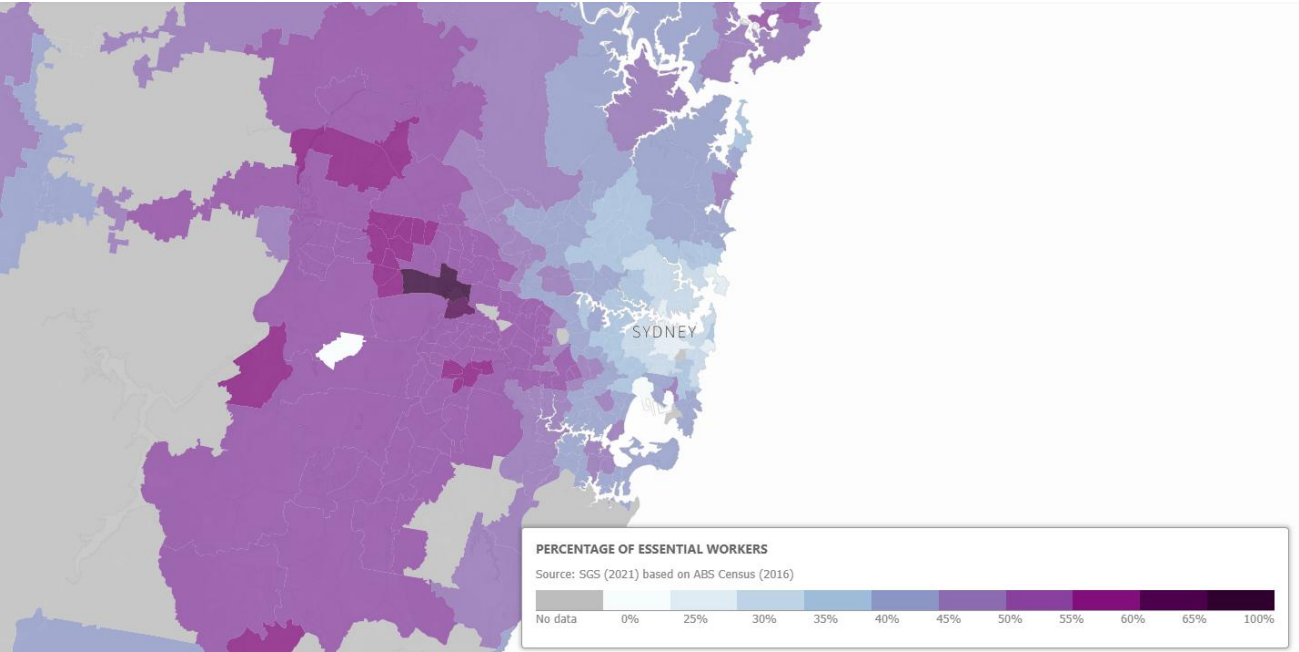


Figure 6 Distribution of essential workers across Sydney. Source: SGS Economics and Planning

Willoughby City Council currently (2025) manages 63 affordable housing units for essential workers, consisting of 37 established units and 26 transferred in the 2023/2024 and 2024/2025 financial years, with a further 13 planned to increase the portfolio. These are managed by Evolve Housing on behalf of the Council and are available to essential workers living and/or working in the area.

Transport

Public transport opens personal mobility for all members of the public, and as a much more affordable option creates social opportunity for members of the community who may not have access otherwise. This is extremely important for younger and older people, and those without access to a private motor vehicle, who may not have other transport options but are still able to experience the benefits of accessing a range of goods and services, visiting friends and various places.

Chatswood provides a range of public and active transport options, as identified in **Table 10.** below.

Table 10 Public and active transport servicing Chatswood

Transport Type	Details / Destinations / Frequency
 Rail	Chatswood is a key interchange station on Sydney's rail network, served by the T1 North Shore and T9 Northern Line (Sydney Trains). It provides connections that run through the North Shore line to various parts of the city and suburbs. Destinations include: • T1 – North Shore & Western Line • T9 – Northern Line • CCN – Central Coast & Newcastle Line
 Metro	The Metro Northwest & Bankstown Line (M1) currently runs from Tallawong in the city's northwest to Sydenham. The final stage is currently under construction, extending the M1 line further southwest to Bankstown.
 Bus	The main bus terminal is approximately 500m from the site at Chatswood Railway Station. The nearest bus stops (north and south bound) are directly outside the site along the Pacific Highway. The bus stops are serviced by bus route no. 267 (Chatswood to Greenwich via Crows Nest). The bus network in Chatswood connects to other parts of Sydney, with routes including the 120 and 115 serving the Sydney CBD, and the 516 connecting to areas like Top Ryde and North Ryde.
 Active	Willoughby has a pedestrian footpath network of 188km, and an existing and planned bicycle path network of 153km. As of August 2025, Willoughby Council are in the detailed design stage of the planned St Leonards shared path route 1 along the Pacific Highway that connects the Chatswood CDB, Artarmon industrial area, Royal North Shore health and education precinct, and St Leonards strategic centre. A new shared path is currently being constructed along Mowbray Road. The path will provide a connection for pedestrians and cyclists that links the Pacific Highway and Mowbray Road intersection to the extended Frank Channon Walk. The Mowbray Road shared path is designed to support future growth in active transport, complementing Willoughby Council's new cycleway from Hampden Road to St Leonards. Willoughby cycleway map is provided below.



Figure 7 Willoughby cycleway map (site marked with red dot). Source Willoughby City Council

Employment

Significant industries of employment in Willoughby LGA include the Professional, Scientific and Technical Services, Health Care and Social Assistance, and Financial and Insurance Services sectors.

According to REMPLAN economy profile for Willoughby, health care & social assistance paid \$1.472 billion in wages and salaries in 2021, more than any other sector in Willoughby. The retail trade industry sector is also significant employer in selected areas like Chatswood – East, with includes Chatswood town centre⁴⁰.

The St Leonards Health and Education Precinct is a state-led initiative in Sydney focused on transforming the suburb into a world-class hub for health, education, and innovation. It aims to integrate the Royal North Shore Hospital, North Shore Private Hospital, and other health and research entities with new housing, schools, and public spaces to create a vibrant, mixed-use strategic centre that supports economic growth and urban renewal. Key elements include the development of the Herbert Street Precinct and the broader St Leonards and Crows Nest 2036 Plan, which will be delivering more housing, affordable options, public open spaces, and enhanced transport links, including the new Sydney Metro station.

Social Infrastructure

Social infrastructure is a key component of liveability, providing access to essential community services and resources. Access to a wide range of different social infrastructure types is important for the creation and ongoing development of healthy communities. Access to social infrastructure promotes physical activity and social interactions that are essential for positive health outcomes. Social infrastructure in this Assessment is defined according to the following categories and characteristics.

⁴⁰ <https://app.remplan.com.au/willoughby/economy/summary?zidx=6mqbcqHJQp9wDFv#locality=chatswood-east~willoughby>. Cited 16/09/2025

Table 11 Social infrastructure categories

SOCIAL INFRASTRUCTURE	
 Community & Cultural	Community infrastructure is the buildings and spaces that provide opportunities to access key services and provide spaces for the community to be physically active and socialise. As well as access to key services, they are used as activity and learning centres, are hired to organise social events, and can often be the heart of a neighbourhood. Cultural infrastructure includes libraries, and buildings and spaces that accommodate or support arts and creative activities for both participation and audiences. Includes: Community Centres / halls; Seniors centres; Youth centres; Neighbourhood centres; Performing arts theatre; Art Gallery; Museums; Libraries; Arts, cultural and heritage space.
 Education & Training	A comprehensive network of accessible education infrastructure has a range of benefits for communities. As well as their role as learning spaces for the development of young people and adults, education institutions often become a focal point for communities, encouraging neighbourhood connections and supporting cohesiveness. Most educational institutions also provide shared use opportunities for local communities. Includes: Universities; TAFEs; Secondary schools; Primary Schools.
 Childcare & Early Years	Childcare plays an important role in the lives of Australian families, with services provided by both government and private organisations. Childcare helps support parents in their social and professional endeavours whilst assisting children in reaching important developmental milestones. Includes: Kindergarten / preschool; Outside of school hours care (OOSHC); Long day care.
 Health	Health infrastructure provides the necessary foundation for all public health services. Health infrastructure allows professionals to respond to ongoing health problems, such as chronic disease, and prepare for and respond to emergency health threats, such as natural disasters and disease outbreaks. A strong public health infrastructure includes a capable and qualified workforce, up-to-date data and information systems, and agencies that can assess and respond to public health needs. While a strong infrastructure depends on many organizations working together, public health departments play a central role in the nation's public health system. Includes: Hospitals; medical centres and GPs; Community health centres.
 Open Space & Recreation	Access to green space is associated with many health benefits through opportunities for physical exercise and social interaction. Benefits include lower longer life expectancy, fewer mental health problems, less cardiovascular disease, better cognitive functioning, and healthier babies. It also helps to mitigate air pollution, heat and noise levels. Recreation encompasses a range of activities that people undertake for fun, relaxation or fitness. This includes activities such as structured sport, self-directed endurance activities, appreciation of nature, socialising, picnicking, walking and group activities. Some of these activities are organised while others are more informal. Includes: Structured recreation and open space: Sports Ground and facilities; Leisure and Aquatic Centres; Indoor sports centres; playgrounds; skate parks; off leash dog parks. Includes: Unstructured recreation and open space: Informal play spaces; walking trails; natural areas; public gardens.

A social infrastructure audit was conducted to understand how these facilities may be impacted because of the Proposal. Maps and detailed tables identifying the social infrastructure 400m, 800m and 2km from the site is provided in Appendix x.

The heat map in **Figure 7**. shows the distribution of all social infrastructure categories in the three catchments.

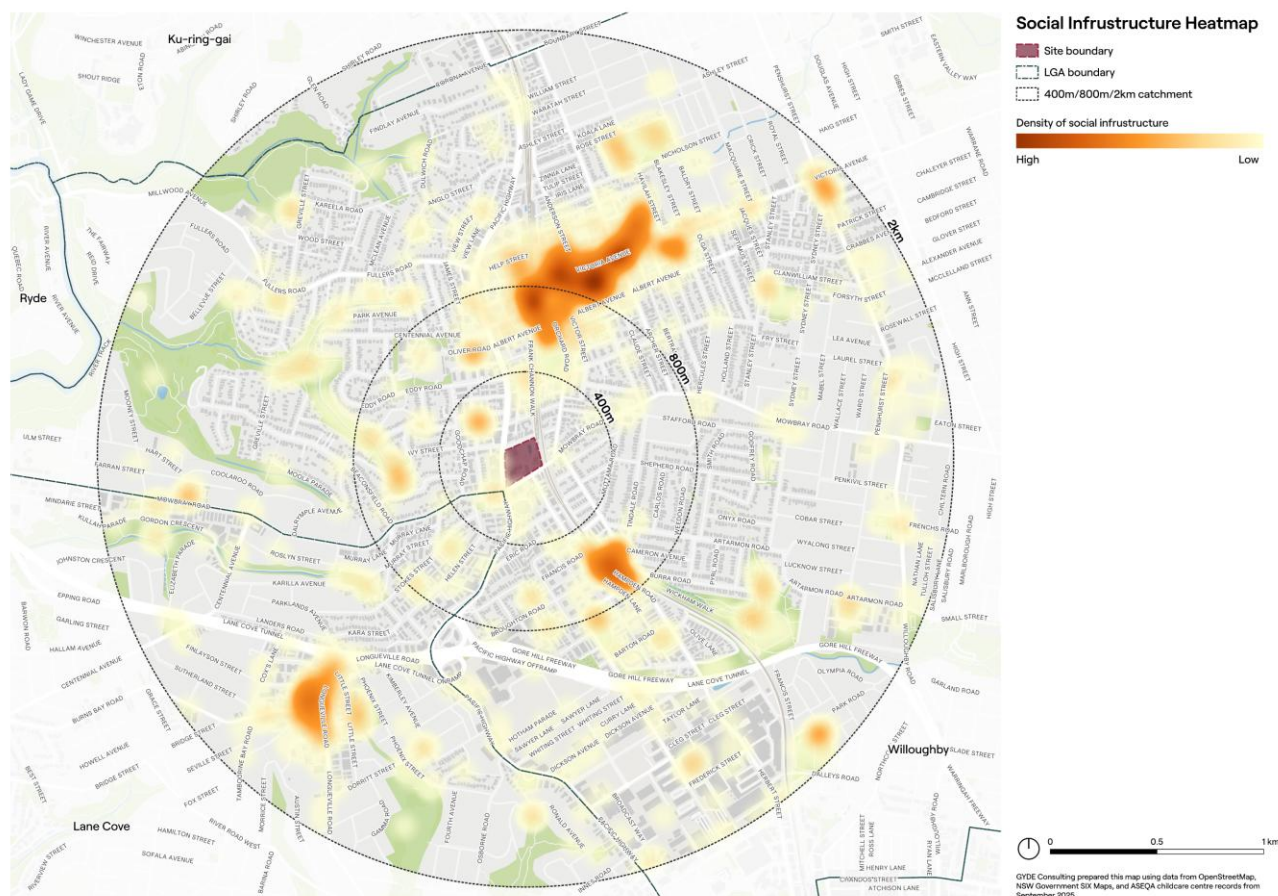


Figure 8 Social infrastructure heat map – 400m, 800m and 2km.

The heat map below shows the concentration of open green space within 400m, 800m and 2km from the site.

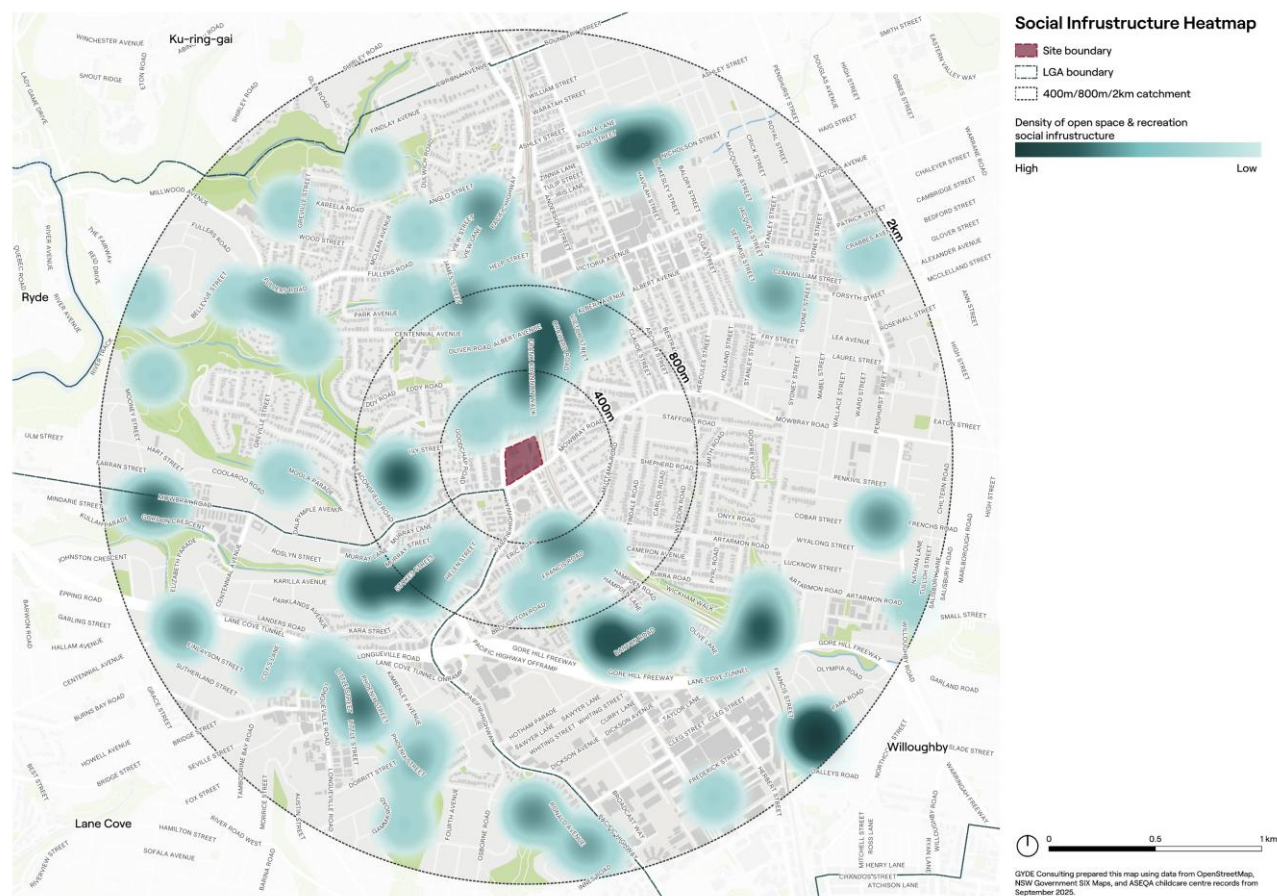


Figure 9 Open space 400m, 800m and 2km from the site.

A summary of the social infrastructure audit is provided in **Table 12**. below. A full list from the social infrastructure audit is provided in **Appendix D**.

Table 12 Social infrastructure audit summary results

Community & Cultural
There are five (5) community and cultural facilities within 800m of the site, which includes a community garden. Artarmon Library is a branch library that serves as a community hub offering a diverse collection of books, digital resources, and programs for all ages, including popular children's Story Play and Kids Create sessions, a Chinese book club, and digital literacy workshops. The Chatswood Youth Centre offers a free recreational space and advice and referral service for all young people aged 12-18 years. Facilities include: 2 pool tables, table-tennis, PlayStation and Xbox, rooftop basketball, study area, music rehearsal room, WIFI access, kitchen facilities and board games. Services Include youth worker support and supervision, and an advice and referral service. Barry Thompson Community Hall is available for hire for small meetings and events, exercise classes and rehearsals. The Foyer Exhibition Space is a free, public, and professional venue managed by the Willoughby City Council, that hosts a variety of community-focused exhibitions throughout the year, including works by local artists. There are 10 community and cultural facilities within the 2km catchment which include the Concourse, a modern, multi-venue performing arts, entertainment, and cultural centre offering a Concert Hall, Theatre, Art Space, and the largest library on Sydney's North Shore. There are also an additional two (2) libraries in the catchment.

Education & Training

There are three (3) schools within 800m of the site, two (2) government schools, Chatswood Public and Chatswood High School, and a private language school. Over the period 2019 to 2024 Chatswood Public School experienced a decline in enrolments from 1,315 to 1,116. Chatswood High School had a significant increase in students, from 1,575 in 2019 to 1,877 in 2024. In May 2025 2,106 students were enrolled at the High School.

Within 2km of the site there are three Public schools, Artarmon, Lane Cove and Willoughby, one (1) girls' high school, Willoughby Girls High, and a coeducational high school, Bradfield College, in St Leonards. St Leonards TAFE College is also within the 2km catchment.

Over the past decade, the Department of Education has upgraded more than 10 public schools in the Chatswood, St Leonards, Willoughby and North Sydney area, providing significantly increased capacity to enable projected long-term demand to be met.

There are also six (6) non-government schools within the 2km catchment.

Childcare & Early Years

There are nine (9) childcare centres within 800m of the site and 40 within the 2km catchment. There are a total of 1484 long day care spaces, 699 outside school hours care places, and 79 preschool / kindergarten places.

Health

There is one medical centre with four (4) general practitioners (GPs) within 800m of the site, and approximately 81 GPs within 2km. There are a range of specialist and allied health services in the catchments.

Open Space & Recreation

There is one park, Sutherland Park, within 400m of the site, which includes a playground and exercise station. Elsie Warren Park is just outside the 400m and features a playground, level lawn area and park benches. There are 10 parks in the 800m catchment, including Chatswood Park which features an outdoor exercise station, skate park and playground. Helen Street Reserve, also within 800m of the site has an off-leash dog area. There are another 26 parks within the 2km catchment.

There are 11 parks within 800m of the site that locate various sport and recreation facilities, including playgrounds, rugby field, cricket fields and cricket practice wickets.

7. Engagement

Community engagement provides opportunities for residents and stakeholders in the area surrounding the Proposal to put forward their views and provide inputs aimed at creating better social outcomes.

Consistent with the community consultation objectives of DPIE's SIA *Guideline*, community and stakeholder objectives for this SIA include:

- providing meaningful opportunities across the project planning lifecycle for communities to understand both the nature and complexity of potential positive and negative impacts, ensure inputs from the community inform the development of purposeful enhancement and mitigation measures.
- to use culturally appropriate methodologies to ensure Aboriginal and culturally diverse communities are engaged, and their perspectives, insights and feedback valued and considered.
- to tailor and organise engagement to ensure a range of views, concerns and community aspirations.
- to target engagement to understand and respond to the degree of potential impacts experienced by different residents and communities across the social locality.
- to ensure inputs, outputs and measures to enhance and / or mitigate impacts are reported back to the community.

7.1 Engagement Tools

A communications program was designed to inform the community and stakeholders of Landcom's proposal to redevelop the site and opportunities to learn more following announcement of the project on Thursday 2 October 2025, with feedback invited to 27 October 2025. Engagement tools are detailed in **Table 13** below.

Table 13 Engagement activities and key statistics

Activity	Description	Key statistics / Information
Media release / event	A media event was held on Thursday 2 October 2025 at which the NSW Premier and three ministers jointly announced the project, with a media release and early artist's impressions	The media event / media release generated extensive coverage across public and commercial television, radio, print and online media.
Landcom project webpage launch	A new project webpage (www.landcom.com.au/chatswood) launched on Thursday 2 October 2025 with project information and frequently asked questions (FAQs) to provide clear and accurate information about the project.	1,359 unique webpage views and 917 users between 2 October – 27 October 2025.
Landcom Join in consultation webpage including FAQs	A new Join In consultation webpage (https://www.joinin.landcom.nsw.gov.au/chatswood) was launched with information about the project, engagement process, engagement activities and online survey to inform the SCNA and SIA. Supporting documents and images were available including Frequently Asked Questions (FAQs) to help address key issues and concerns about the proposal and planning process in clear and accessible language.	During the engagement period (2 October – 27 October 2025) the Join In page recorded: 1,918 page views 2,870 visits 3,353 views.

Activity	Description	Key statistics / Information
Social media posts	Posts to Landcom's social media pages, including: • 2x Facebook posts • 2x Instagram posts and • 1x LinkedIn post Posts intended to inform community and stakeholders of the new project, provide high level project information and a link to the project webpage to learn more.	The Facebook post published 2 October 2025 was boosted with targeting focused on the site. It had 24,605 views, and generated 15 interactions and 56 link clicks. A reminder post on 22 October had 8,100 total views. The Instagram post published on the same day had 20,593 views and 313 link clicks. A reminder post on 22 October 2025 had 6,300 total views. The LinkedIn post reached 15,662 impressions, 3,162 engagements and 2,898 click throughs.
Project newsletter distribution via letterboxes	A project newsletter was distributed to local addresses on Thursday 2 October 2025. The 4-page A4 newsletter provided project information, a QR code and link to the Join In consultation webpage, details of engagement events, and phone and email contact information. Information was provided in English, Traditional Chinese and Simplified Chinese in response to the profile of the local community.	Newsletter delivered to 13,605 letterboxes, including 2791 businesses.
Community inbox and hotline	A project-specific email address (chatswood@landcom.nsw.gov.au) and hotline (1800 967 899) went live on Thursday 2 October 2025 on project announcement. Both contacts were published in all communications materials to provide the community and stakeholders with a direct line of contact to provide feedback and ask questions.	7 enquiries and 18 email submissions were received during the engagement period from 2 October 2025 – 27 October 2025. • 3 phone call enquiries • 4 community email enquiry • 9 community email submissions • 9 submissions from organisations
Essential worker phone and email outreach	Direct contact was made with local essential worker organisations, such as police, ambulance and fire stations, public and private hospitals and local health services to inform them about the project and encourage essential workers to provide their feedback on their needs and aspirations for essential worker housing.	13 phone calls with follow up emails to essential services near the site, and an additional 4 services contacted by email. Contacts included Fire, Police and Ambulance stations, Royal North Shore Hospital, Sydney North Health Network, NSW Nurses and Midwives

Activity	Description	Key statistics / Information
		Association, and private hospitals.
Stakeholder email and phone outreach	Email information was sent to a wide range of local stakeholders to inform them of the project and opportunities to participate in community engagement activities. Emails were sent to Councils, local schools, progress associations, heritage interest groups, cultural centres, emergency services unions, community housing providers and peak bodies, and development and planning industry stakeholders.	38 project emails sent to local community interest groups, cultural centres, peak bodies, key stakeholders.
Email newsletter (EDM)	An EDM was issued on Thursday 2 October 2025 to Landcom's database of EDM subscribers who expressed interest in the Annandale build-to-rent project, to provide high level project information and invite them to learn more and participate in engagement activities.	401 EDMs were sent to contacts in Landcom's database, resulting in 53 unique opens (135 total opens) and 9 unique click-throughs (13 total clicks).
Project posters	A project poster was designed with information about the project and inviting people to participate in community engagement activities in English, Traditional Chinese and Simplified Chinese languages. The poster was provided in active local locations to increase project reach.	10 posters displayed in the local library, and key locations around public transport and active areas of Chatswood.

7.2 Engagement Activities

Engagement activities included a mixture of primary and secondary research approaches. Primary engagement was undertaken by the social impact practitioner specifically for the social impact assessment. Secondary data collected through the engagement is used as supporting information.

The engagement activities conducted, and key statistics for each are presented in **Table 14**. below. A complete list of the responses to the engagement activities conducted for the Proposal is provided in the Engagement Outcomes Report as an Appendix to the EIS.

Table 14 Engagement activities

Activity	Description	Reach	Primary / Secondary
Connecting with Country	Walk on Country engagement with First Nations stakeholders was led by JMP Aboriginal Consultancy to create a cultural narrative. A design input session was conducted after the Walk on Country which allowed the Elders and Design Team to collaborate.	Held on Monday 28 July 2025 with three (3) Aboriginal Elders and the design team.	Secondary
Doorknocking	Following the project announcement and distribution of the project newsletter in the local area on Thursday 2 October 2025 door knocking was carried out on Tuesday 7 October 2025. Residents and businesses nearby the site had the opportunity to speak with members of the project team and find out more about the project and upcoming engagement activities. If no one answered, a 'Sorry we missed you' note was left at the property. All doorknocking was attended by staff members who could provide Mandarin interpreter services as required.	161 properties were visited over a five-hour period, and the team spoke with 27 residents and businesses during this time. The Social Impact Survey doorknocking questionnaire is provided at Appendix E.	Primary
Drop-in session	A drop-in session was held on Tuesday 14 October 2025, from 4pm – 7pm, at the Dougherty Community Centre in Chatswood. The drop-in session provided the opportunity for community members and other stakeholders to view information about the project, engage with the project team and provide their feedback. 11 boards were displayed at the event, providing information about the project and inviting post-it note feedback on the potential re-use of	53 people attended the drop-in session.	Secondary

	Mowbray House and what people would like to see in the project plan. Mandarin and Cantonese speakers were available at the event, to speak with attendees in their preferred language.		
Pop up	A pop-up stall was hosted at the busy Chatswood Mall Markets from 3pm-6pm on Thursday 16 October 2025, to raise awareness of the project among the broader community, provide project information, and seek feedback on the project. Feedback forms were available in English, Traditional Chinese and Simplified Chinese, with optional reply-paid envelopes. Mandarin and Cantonese speakers were available at the event, to speak with attendees in their preferred language.	65 conversations were had with individuals during the event.	Primary
Heritage workshop	A heritage workshop was held on Saturday 18 October 2025, from 2pm – 4pm with interested stakeholders from the Willoughby District Historical Society & Museum, local progress associations, a local church and general community.	8 stakeholders attended the workshop. 1 submission was received from the Willoughby District Historical Society & Museum.	Secondary
Focus groups	Three targeted focus groups were held with a mix of existing community and future beneficiaries of the project to discuss housing needs and expectations, provide project information and seek their feedback:	Focus groups were attended by: • 11 essential workers • 12 young adults • 13 residents	Primary
Feedback forms	Feedback forms, along with optional reply-paid envelopes, were provided at all engagement events to provide the community and stakeholders with another channel to provide their feedback.	6 feedback forms were returned to the project team at events or by post. Feedback forms available at the community and stakeholder drop-in, pop up, heritage workshop and all focus groups.	Secondary
Online survey	An online survey targeted members of the local community and potential beneficiaries of the project such as young people and essential workers. The survey sought to understand the community and stakeholder response to the proposal, what	A total of 393 surveys were completed during the engagement period (2 October 2025 – 27 October 2025).	Primary

	people value most and would like to see in Chatswood, and the potential impacts of the project and possible mitigation strategies. The survey was promoted via the project newsletter letterbox drop to over 13,000 properties, during drop-in, pop-up and focus groups sessions, on social media, and via Landcom's Join In consultation webpage. Survey responses have been considered in the development of the Social Infrastructure Needs Assessment for the Proposal.	A copy of the Online Community Survey is provided at Appendix F .	
Online ideas boards	Two online 'ideas boards' were made available on Landcom's Join In consultation webpage, inviting people to identify their big wish for Chatswood in the future, and the things they love most about Chatswood now, to inform project planning.	7 enquiries and 18 email submissions were received during the engagement period from 2 October 2025 – 27 October 2025. • 3 phone call enquiries • 4 community email enquiry • 9 community email submissions • 9 submissions from organisations.	Secondary
Community inbox and hotline	A project-specific email address (chatswood@landcom.nsw.gov.au) and hotline (1800 967 899) went live on Thursday 2 October 2025 on project announcement.	7 enquiries and 18 email submissions were received during the engagement period from 2 October 2025 – 27 October 2025. • 3 phone call enquiries • 4 community email enquiry • 9 community email submissions • 9 submissions from organisations.	Secondary
Key stakeholder meetings	Meetings were held with a range of key stakeholders to inform the project plan, SIA and SINA including: • Willoughby City Council • School Infrastructure NSW • Transport for NSW • Utility providers • Radio and television broadcaster stakeholders.	20 agencies, authorities and key stakeholder groups met with the project team.	Secondary / Primary

Agency Advice – Willoughby City Council	Council has provided comments on a high-level overview of a draft concept proposal to Council staff, noting no detailed plans were provided and the proposal was subject to further revision. Detailed comments most relevant to social impact include: ‘The open space proposed on the site is not commensurate with the need in this location and opportunity afforded by redevelopment of this State-owned site. The SEARs should require consultation with Council and detailed evaluation of the open space needs associated with the growth proposed in this location. Given the size, location of the site, and the proposed substantial increase to height and FSR, it should be required to provide a more substantial contribution to open space in the area, and this should include a more substantial, contiguous open space area on the site’.	Secondary
--	---	-----------

7.3 Walk on Country / Design Input Session

Design Input Session was conducted after the Walk on Country back at the Doherty Community Centre which allowed the Elders and Design Team to collaborate and blend Modern Design with the influence of Indigenous Traditional input. The following comments were provided during the Design Input Session.

Table 15 Walk on Country design session responses summary

Topic	Responses
Aboriginal Knowledge and stories	Elders emphasised the importance of embedding “cultural spirit” into the project through design elements and traditional place names. They suggested incorporating stories such as the “ <i>Captain Cook Pelican story</i> ” and those of local Aboriginal women, including Barangaroo and Patyegarang.
Song lines	Another idea proposed was to incorporate Songlines as a guiding principle for the design, drawing inspiration from the “ <i>Seven Sisters Songline</i> ” or to “ <i>Reinvent a Songline to the site using a Diversity Moiety</i> ”.
Water and Whale Country	The Whale Country and traditional creation-story connection to water could be reflected in the design through a waterplay theme or a women’s cultural water feature incorporating the Nawi (canoe).
Sky Country	The traditional connection to Sky Country could be expressed through the inclusion of rooftop sky gardens and design elements that convey creation stories using sunlight and sky throughout the site.
Connection with Other Countries	Participants recommended incorporating connections with surrounding Aboriginal nations - both north-south with coastal nations and east-west from Sea Country to the Western Plains. This could be expressed through a “ <i>public domain tribal direction pointer</i> ” located on the building’s roof. They also suggested blending modern Australian culture with a “ <i>bush tucker sense of Country</i> ” to strengthen cultural connection and identity.
Native Landscape Design	In designing the landscape, participants recommended the use of traditional flora and locally sourced materials, noting that “ <i>it’s not appropriate to bring materials from other Nations to the site</i> ”. As Cammeraygal Country is recognised as sandstone Country with woodlands and rocky outcrops, the landscape design could include native species such as “ <i>Lilly Pilly, Native Ginger, Lemon Myrtle, and Flannel Flowers, as well as Native and Sugarbag Bees on rooftop gardens.</i> ” Additional design features could incorporate megafauna footprint motifs, references to Dharug’s six seasons, community gardens, and digital art installations.

7.4 Primary Research Responses

The following provides a breakdown of the primary research (and supporting secondary research where appropriate) results conducted to inform the social impact assessment. Responses are generally grouped together by engagement activity, while some community feedback is provided verbatim to support the commentary.

Table 16 Key topics and responses

Major Topics	Responses
Traffic and parking related	Calls for a traffic study that addresses the cumulative impacts of the development and construction traffic management. Issues raised about limited public transport, unsafe pedestrian areas, and restricted turning movements. Concern that the parking provision is inadequate for the proposed 1,500 units. Several residents mentioned that there is no right hand turn from the Pacific Highway onto Mowbray Road to the west, leaving residents to detour around the city centre to go in that direction. It was suggested that this should be considered if the intersection was to be upgraded.
Pressure on social and other infrastructure related	The development is seen as lacking sufficient public benefit, with missing amenities such as a library, indoor sports centre, and recreation facilities Some participants saw the existing open and green spaces as insufficient, with concerns about overcrowded existing facilities. Some participants noted that Chatswood is already congested, with schools, medical centres, and public spaces near capacity It was suggested that transport and parking pressures, such as limited parking and expensive public transport make commuting difficult, with infrastructure lagging behind increasing density. Utilities and community facilities: Concerns that water, electricity, waste, and health services may not be upgraded in line with population growth, risking service overload.
Build-to-rent housing for essential workers related	Essential worker housing was not widely understood, with people asking questions around eligibility, and how rent calculations were made. Positive support for housing targeted to essential workers, but ongoing affordability and management are key concerns. Some participants noted that the site is central to a wide range of essential worker employment locations. It was noted that proximity to hospitals and services can reduce travel time and increase safety for those travelling after long shifts It was suggested that the availability of subsidised housing closer to key worker locations (eg hospitals) may improve staffing availability and assist in reducing current staff shortages It was suggested that build to rent housing for essential workers would be useful for trainees, including those who might be on short-term work placements from regional areas and need a secure place to stay. Participants were not widely aware of build to rent housing, or affordable housing for essential workers and were interested to know about how they would be managed and applied.

	There were concerns over long-term rental conditions: Uncertainty around rent levels, tenancy rules, and BTR selection processes raises fears that affordability may be temporary or restricted. On-site facilities like 24/7 childcare and gyms would support shift workers Improved access to hospitals and services, particularly after hours would allow safer and more convenient access to workplaces without the need for a car – e.g. higher-frequency bus services, and shuttle buses to key destinations. Participants valued secure tenure and stable rental terms. Some noted a preference for good soundproofing of apartments (particularly given some essential workers work night shifts), a safe environment (secure access and lighting), and on-site parking.
Affordable housing related	Some people wanted to see an increase in affordable housing provision, with suggestions to increase it to 50%. Some questioned whether housing will remain genuinely affordable in Chatswood's market.
Height, bulk and scale	Many people felt that the height of the towers was excessive, noting that recent developments of 40 storeys in the area were already substantial. Some residents raised concerns about visual impact and impact on local character. Suggestions to step down tower heights (shorter at front, taller behind) to reduce impact on surrounding streets and homes. Concerns that towers will overshadow homes on Pacific Highway, Mowbray Road, Sharland Avenue, and Raleigh Street. Overshadowing may affect solar access to green and open spaces. Some residents who attended the drop in and pop-up sessions were directly impacted by overshadowing and discussed their individual situations and concerns with the project director and architect.
Building amenity related	Participants note a desire for private and shared spaces such as gyms, pools, makers areas It was noted that the development should be fully accessible, with inclusive design to foster a sense of community and well-being. A supermarket on site would be beneficial and serve the wider community.
Benefits of living in the area related	Chatswood was seen as an appealing and convenient place to live and work with excellent accessibility to the city, Epping, and the northern beaches. Participants valued the multicultural character with its diverse restaurants, entertainment options, and strong community atmosphere. The clean and safe environment, and enjoyable urban experience was also highlighted. Noted the two major shopping centres with varied retail options as key advantages along with the range and quality of local schools. Observed that Chatswood has fewer development restrictions than other North Shore areas. People generally loved the markets in Chatswood Mall.

Dislikes about living in the area related	Older friends are moving out because of the changes. Worry about what development will do to the character and history of the place. Worry about the new population integrating with the current population. More people make it safer but can hardly walk on the footpath sometimes. It's unaffordable to live in Chatswood, particularly for younger people. Many apartments are empty so it's questionable whether we need housing. There is too much construction in the area and been going on for a while. Lane Cove shops have more character and is easier to get to. Lane Cove has more of a village atmosphere and not so hectic.
Decision making related	Some participants were unsure whether their views would be listened to. Some participants felt there was opportunity to have input into decision making but weren't sure if that input made any difference. Other participants thought the project was a done deal. Some residents were thankful for being informed about the project.
Uses for Mowbray House related	Suggestions for sport and recreation facilities included: multi-level indoor sports facility, 25m pool, basketball court, table tennis, badminton. Medical centre. Library or community rooms. Café. 12 people suggested that Mowbray House should be re-used as a school. Landscaping to support the heritage value of Mowbray House, including lots of trees, Blue Gum high forest ecological community, and more shade for pedestrian spaces.
Construction related	There is too much construction in the area and been going on for a while. There was concern about the cumulative impacts from the current and other developments in the area. Several people said they had been inconvenienced by construction activities in the area, mainly due to traffic.

7.5 Engagement Outcomes Summary

The most important issue emerging from the engagement concerned traffic. The current traffic situation is having a major impact on people's ability to get around, citing difficulties exiting and entering their respective residential streets leaving and returning from work or doing the school run.

“The Government should be widening the Pacific Highway at the intersection of Mowbray Road as part of this proposal to create a right-hand turn lane”.

Given the current traffic situation, people were most concerned that the additional traffic would make road conditions. Parking demand generated by new development was also raised as an issue by many attendees and respondents.

The feature that seems most important to people in Chatswood is the character of the area, which includes the green spaces, sense of community, heritage, green spaces and the multicultural nature, especially the vibrancy it creates in the town centre, and the convenience.

There is a perception that over development, the increasing and changing population and the height of the buildings proposed will have a detrimental impact on the character of the area place.

“Chatswood will become like...Hong Kong or Singapore...but they have good parks”.

There was also a perception that facilities such as, open spaces, footpaths, drainage and streets and especially schools that contribute to local character would become increasingly overcrowded and overused, placing strains on maintenance budgets.

“People in apartments and children don’t have backyards so where are they going to play?”

The capacity of local schools, specifically Chatswood Public and High Schools, and the demands this and other new developments would place on those schools was a frequently raised concern. Many of those concerned about enrolment demand suggested that both Chatswood schools were currently over capacity.

People generally appreciated the transport options available to them. The new Metro, and the recent additional buses serving the area were highlighted for their significant benefits.

“I can get just about anywhere using public transport these days but still use my car...on the weekends”.

Some people commented that they thought Chatswood had already changed for the worse and were more likely to go to Lane Cove because of the “sleepier” more “village like” atmosphere.

Whether they supported the Proposal or not, most people recognised the need for more housing, both for essential workers and other affordable housing models.

While there was overwhelming support, there were questions regarding the definition of essential workers, and how it may differ from COVID 19 definitions, and how rents.

“It’s only 6 mins for me to work but a lot of people I work with in health travel 1/12 hours to get to work”.

People generally supported the delivery of open space as part of the Proposal, however there was uncertainty about the size of the provision and its ability to service the incoming population.

One resident with a family from an apartment block directly opposite the site praised the proposed open space given its proximity but suggested that because several people living in the block had younger children a playground would be beneficial.

“There’s a playground in Chatswood Park, it’s not that far but with young children you need to get out often and it’s not that convenient”.

8. Technical Report Review

The purpose of the technical report review is to identify any findings from the that may have related social impacts. This information is used to inform the residual impact assessment by applying the enhancement and mitigation measures identified in the reports.

Impacts, social or otherwise, are generally assessed by a range of subject matter technical specialists. Mitigation measures recommended in technical reports may purposefully or unintentionally act to reduce or minimise social impacts.

Where findings in the technical reports are relevant to social impacts, they are considered as part of the residual impact assessment (i.e. impacts that remain after mitigations have been implemented).

Where technical report findings do not address social impacts arising from impacts associated with activities like traffic and noise, or additional are needed, measures to mitigate these impacts are recommended in the social impact assessment.

Complete technical reports for the project can be found in the Appendices of the Environmental Impact Statement (EIS).

Report	Enhancement / Mitigation Measures
First Nations Co-Design Values Report ⁴¹	The First Nations Co-Design Values Report documents the inputs from the design workshop held on the 28 July 2025 after the Walk of Country. Design ideas were grouped into the following three (3) categories: Cultural • North → South Connection, with the coastal Aboriginal Nations • East → West Connection, to Sea country to Western Plain's Connection • Rocky Outcrop landscape design to have a sense of country • Cameraigal Country is sandstone Country • Whale country, Our creation story is the Whale • Song line (Pacific Hwy) • Sky country Connection is important as our culture celebrates the connection between Sky and Country. • Captain Cook Pelican story of the Saltwater people of the South Coast • To really call this country home, its important to learn about Country and for new stories are created. • Cultural spirit into the project • 7 sister's Songline • Sunlight is important tell the story of time (Creation) • Being, Belong, Becoming (Past, Present and emerging) • Barangaroo/ Patyegarang (Local Cameraygal and Gadigal Women)

⁴¹ JMP Aboriginal Consultancy. First Nations Co-Design Values Report, 339 Mowbray Road, Chatswood.

Design

- Story to reflect the building to allow a sense of story.
- Sky Country connection theme in the middle of the site
- Create those links to other nation's being North - South,
- East - West to Local clan's
- Incorporate the Dharug 6 seasons into the landscaping
- Reinvent a Songline to the site using a Diversity Moiety
- Blend Traditional culture of Modern Australia or Bush
- Tucker sense of country
- Sensory of Country
- Digital Art opportunity
- Women's Cultural water feature with Nawi
- Materials: Woods/ Sandstone Rocky Outcrop
- Footprints of megafauna Primal footprints
- Roof top Sky gardens
- Community Garden opportunity
- BTR Rooftop garden opportunity
- Water Play theme (Whale)
- Public Domain tribe direction pointer on the roof of the
- building
- materials from other Nations to site.
- Traditional names in Language to be present on site

Landscape

- Native Lilly pills
- QR code/ Recipes
- Native Ginger
- Lemon Myrtle tree
- Flannel flowers
- Native Bee's on rooftop garden
- Sugar bag Bee's

Air Quality Impact Assessment (AQIA)

The purpose of the assessment is to document the process, objectives, and outcomes of the AQIA for the Proposal. The air quality assessment was carried out in the context of the construction and operations stage.

During the construction phase potential emissions for the following were assessed:

- Dust
- Exhaust
- Odour.

During the operational phase potential emissions for traffic were assessed.

The assessment concluded that the potential dust impacts from construction

activities indicate that the Proposal will have a **medium risk** of dust soiling or human health impacts from earthwork, construction and trackout whereas there is a **low risk** from land clearing/demolition if dust mitigation measures are not implemented.

To ensure best practice management, the assessment recommended several mitigation measures to minimise dust impacts during construction.

The assessment concluded that there are no substantial air quality impacts on future residents residing on the site from the Pacific Highway and Mowbray Road.

Green Travel Plan

The Green Travel Plan promotes and encourages the use of sustainable transportation options like walking, cycling, public transport, and carpooling to reduce reliance on single-occupancy vehicles. The Plan identifies the following initiatives:

Public transport

- Provide residents with public transport information and estimated travel times to key destinations.
- Information can be in the form of bus network maps circulated to residents or made available in shared spaces, e.g. in the building lobby or car park
- Clear signage and wayfinding to support bus stop access.

Active transport

- Provide residents with maps of active transport routes around the LGA.
- Provide e-bike charging facilities within the bicycle parking area.
- Provide sufficient lighting and surveillance at the entrance and pathways within the site to safely access bicycle parking and the local walking network.
- Promotion of bicycle initiatives – such as cycle-to-work days, free bike check-up events, and bike riding lessons.

Car use

- The development is proposing reduced parking rates (as part of the Housing SEPP), limiting car use and vehicle trips.
- Decrease personal car dependency (car ownership) by introducing dedicated car share facilities near the site.

Monitoring

- While developing a Travel Plan to manage travel demand and reduce reliance on car travel, it is more important to monitor and evaluate the effectiveness of individual measures and the need to adjust them.
- Different initiatives may have different levels of effectiveness for this specific site. Monitoring mode share and people's sentiment will be key to understanding how to encourage sustainable travel behaviour in the proposed site and subsequent developments.
- Include car share provider in the ongoing monitoring of the GTP initiatives, particularly ensuring a sufficient supply of car sharing services within close walking distance.

Noise & Vibration

The Noise & Vibration Impact Assessment (NVIA) measured the environmental noise levels and its potential impacts on the Proposal. The NVIA assessed noise

Impact Assessment ⁴²	and vibration associated with the construction and operational phases of the Proposal. This report concluded that the Proposal is suitable and warrants approval, provided the recommendations for the building envelope are implemented to control noise intrusion from the surrounding major roads and rail lines. The results of the assessment indicate in-principle that noise emissions from the site can comply with relevant acoustic requirements through considered design and the implementation of appropriate acoustic treatments and noise management controls. In terms of construction, the predicted worst case construction noise levels have the potential to exceed the established noise maximum levels for all residential receivers. No exceedances to the Highly Noise Affected Level are predicted, however noise levels at the closest residences have the potential to be equal to this threshold at times. Additionally, the nearest receivers may be within the safe working distance of vibration intensive plant, depending on equipment selections and the distance from the site boundary at which they are used. The NVIA recommends that a detailed construction noise and vibration management plan (CNVMP) be prepared to manage noise construction emissions from the site and identifies a list of minimum requirements.
Preliminary Construction Traffic Management Plan ⁴³	The Construction Traffic Management Plan (CTMP) outlines how to safely and efficiently manage vehicles, pedestrians, and cyclists around a construction site to minimize disruption and hazards. It details specific strategies like traffic routing, signage, barriers, and detour plans. The Plan outlines the following general mitigation measures: • Truckloads are to be covered during transportation • Neighbouring properties are to be notified of construction works and timing. Any comments would be recorded and taken into consideration when planning construction activities. • All activities, including materials delivery, are to be conducted fully within the sites and, therefore, would not impede traffic flow along local roads. • Materials are to be delivered, and spoil removed during standard construction hours. • Avoidance of idling trucks alongside sensitive receivers • Deliveries are planned to ensure a consistent and minimal number of trucks arriving at the site at any time. • Additionally, to manage driver conduct the following measures are to be implemented: – All truck movements will be scheduled – Vehicles are to enter and exit the site in a forward direction along the travel path shown on delivery maps – Drivers are to always give way to pedestrians and plants.

⁴² Chatswood 'Dive Site' Built to Rent'. rwdi

⁴³ SCT Consulting Preliminary Construction Management Plan

	The preliminary CTMP recommends that the principal contractor prepare a detailed CTMP and include /formalise the following information: • Description of construction activities, duration and work hours • Detailed assessment of construction traffic impacts, including any cumulative impacts from surrounding developments • Details regarding one-off activities such as crane installation and other equipment • Swept path analysis of heavy vehicle access to the site • Detailed assessment of on-street parking impacts • Detailed strategy for pedestrian diversion • Emergency vehicle access • Traffic Guidance Schemes • Contact details of key project personnel.
Public Art Plan ⁴⁴	The Public Art outlines a curatorial vision for public art to underpin the development of art projects for the overall site. It identifies preliminary art opportunities that respond to the place and present possibilities for its future development. The Strategy identifies an opportunity to commission and install public art as part of the Build to Rent development.
Traffic Impact Assessment ⁴⁵	The Traffic Impact Assessment (TIA) establishes the proposed traffic and parking conditions in the context of the proposal. The TIA concluded that the proposal is expected to generate up to 29 vehicle trips per peak hour, equivalent to about one vehicle every two minutes. This is a minimal addition that falls within normal daily traffic variations and would have negligible network impact. In the context of parking, the provision exceeds the DCP requirements, and there is no adverse parking impacts anticipated. As a result, no mitigations measures were recommended.
Visual Impact Assessment ⁴⁶	The purpose of the Visual Impact Assessment (VIA) is to determine whether the proposal has an acceptable visual impact. The VIA identified key issues associated with the BTR development and the overall masterplan development as necessary. The VIA identified that: Context and urban form • The proposed 23 storey height of the BTR is generally consistent with expectations for a large strategic site located within the expanded Chatswood CBD boundary as identified in the Chatswood CBD Planning and Urban Design Strategy 2036. • Siting of the proposed BTR incorporates a significant setback from the local heritage item, Mowbray House, located at the south-east corner of the broader masterplan site, ensuring the immediate heritage fabric of the two-storey brick development is not directly affected.

⁴⁴ Cultural Capital. Stage 1 Masterplan Public Art Strategy, 2025. 607 Pacific Highway, Chatswood

⁴⁵ Chatswood 'Dive Site' Build to Rent SSDA. SCT Consulting

⁴⁶ Visual Impact Assessment. 'Chatswood Dive Site' Concept SSDA and Concurrent Rezoning Proposal – Build to Rent (BTR) proposal. Colliers

Visual character

- When viewed from surrounding areas the proposed BTR itself will not be visually prominent, however when considered in context with the overall proposed masterplan development, the visual prominence of the cluster of towers will support the area's identity as a key urban renewal location.
- The existing low-medium rise character of the surrounding area will be re-framed against a backdrop of high-density development that is consistent with the evolving visual cluster defined by approved multiple DA's proximal to the site.

Visual amenity

- The proposed BTR development has been designed to mitigate impacts through podium scale and articulation, generous landscaped setbacks, and active ground-floor frontages that enhance street-level experience, in addition to tower separation and orientation (when considered as part of the overall proposed masterplan development).

At a broader scale the proposed BTR development contributes to the visual legibility of the emerging skyline. This visibility in the context of the broader future development of the area is appropriate in a metropolitan context.

View corridors

- As viewed from surrounding streets and public spaces, direct visibility of the entirety of the proposed BTR development will be diminished by surrounding built form, vegetation and the telecommunications tower.

Overall, the VIA concluded that:

- the proposal contributes to the evolving future character of the area and is consistent with the scale of recently approved DA's proximal to the site
- considered within the context of the proposed masterplan-built form and approved DA's, the proposed BTR building will be visually read as a cluster of towers within an evolving urban setting
- the proposal has been designed to mitigate public realm impacts through podium articulation, landscaped setbacks, and active ground-floor frontages that enhance street-level experience.

As such, additional fundamental or large-scale mitigation measures are not considered necessary.

9. Social Impact Assessment

The Social Impact Assessment considers the potential positive and negative impacts on the community arising from the Proposal. The impact assessment is informed by information from the previous sections in this document.



Way of Life

Impacts related to increased housing options for the essential workforce

Impact description

Housing is more than just a place to live; it's a fundamental human need and a cornerstone of a stable society. Access to good quality, affordable housing is fundamental to wellbeing. It can help reduce poverty and enhance equality of opportunity, social inclusion and mobility.

According to the 2022 NSW Population Projections, NSW will need to house an additional 85,000 people every year for the next 20 years. By 2041, the population will reach 3.7 million in regional NSW. The NSW Department of Planning and Environment estimates that to meet these projections the state will require an additional 904,000 homes over the next 20 years, including 16,700 homes per year in regional NSW⁹.

Given the growing demand for populations to live in the vicinity of their work and in areas with high amenity, the build to rent (BTR) models is emerging as a highly feasibly alternative housing option for the growing number of renters in Australia. BTR improves housing diversity by providing a secure rental home for those saving to buy their home, those without ownership aspirations, or those unable to afford a mortgage.

The demand for populations to live near their places of employment is particularly relevant for the essential workforce. Essential workers include nurses, teachers, childcare and emergency services employees that provide invaluable services in the community.

Rising rental costs are displacing essential workers from the metropolitan communities they serve, contributing to unsustainable urban sprawl and extended commute times. This trend negatively impacts on workers' quality of life and undermines the delivery of public services because of the difficulty recruiting and retaining essential workers in metropolitan areas.

Social baseline

The housing accord target for the Sydney LGAs in 5 years is 263,400. The revised forecast for that period is 151,650. At time of writing, Sydney is looking at a shortfall of 111,750. That is, Sydney needs on average around 52,680 new homes each year. Currently, the forecast shows Sydney will deliver just over 30,000 for the next 5 years.

The need for increased and diverse housing provision is identified in policies and plans prepared by all levels of government. This includes the North District Plan 2056, Landcom Housing Policy, 2023, Willoughby Local Strategic Planning Statement 2020, and Willoughby Housing Strategy.

The Landcom Essential Worker Program is a specific initiative to address housing affordability for essential workers by developing at least 400 well-built, secure, and accessible apartments proximal to essential worker employers across Metropolitan Sydney.

The need for housing impacts rental availability. The rental vacancy rate for Chatswood in September 2025 was 1.5%. The ideal rate, which establishes a context for competitive market rents, is around 3%.

The average rent for a two-bedroom apartment in Chatswood in August 2025 was approximately \$1,200 per week. The median weekly household income in SA2s was \$2,319, while the LGA was \$2,556 based on the 2021 ABS Census.

Based on weekly salaries for essential workers in NSW and their weekly rental commitments for apartments in Chatswood as of August 2025, the average rent for a 2br unit consumes 81.66% and 3br 101.13% of weekly salaries.

Evidence shows that between 2011 and 2021 the concentration of essential workers relative to the labour force generally has declined in expensive inner and middle ring areas of Sydney, including Willoughby. According to a graphic illustration developed by SGS Economics and Planning, 25% to 30% of essential workers live in the northern suburbs of Sydney, while most live in the western suburbs.

In the Willoughby LGA the industry of employment where most residents were employed was health care and social assistance, at 19.49%, while education and training ranked the 5th most common.

In the SA2s, health care and social assistance was the second most common industry of employment, and like the LGA education and training the 5th most common.

Community engagement

Community engagement feedback demonstrated agreement that more housing is needed to accommodate population growth, including housing for the essential workforce.

Input from essential workers noted that the site is central to a wide range of essential worker employment locations. Proximity to hospitals and services was noted as reducing travel time and increasing safety for those travelling after long shifts.

It was suggested that the availability of subsidised housing closer to key worker locations (e.g. hospitals) may improve staffing availability and assist in reducing current staff shortages

It was also suggested that build to rent housing for essential workers would be useful for trainees, including those who might be on short-term work placements from regional areas and need a secure place to stay.

The essential worker group valued the idea of on-site facilities like 24/7 childcare and gyms that could support shift workers. Participants also valued secure tenure and stable rental terms. Some noted a preference for good soundproofing of apartments (particularly given some essential workers work night shifts), a safe environment (secure access and lighting), and on-site parking.

In general, there was curiosity about what defined an 'essential worker', how rents would be calculated, whether affordability would be genuine, and what happens if residents' circumstances change.

Extent

- Households that include essential workers will benefit from increased and stable housing provision closer to their workplaces.
- Broader community will benefit from greater workforce participation across a range of essential services.

Duration

- The BTR apartments will remain in perpetuity.

Intensity / scale

- The Proposal will provide 180 BTR apartments which will significantly increase the housing offer for essential workers Chatswood and the Willoughby LGA.
- Essential services may have an increased workforce.

Sensitivity / importance

- Renters including essential workers are often vulnerable to changes in rental circumstances generally

determined by individual landlords. BTR provides a more secure type of housing for short and long-term renters.

- Access to more housing for key workers close to where they work and near transport nodes is a key policy government policy direction.

Level of concern / interest

- The cost of housing and rental accommodation is a major concern for all levels of government.
- Community members participating in the engagement expressed an interest in the BTR model and additional housing for the essential workforce in Chatswood.

Impact summary

- The Proposal will deliver 180 BTR apartments which will contribute toward meeting local housing targets.
- Chatswood is characterised by extremely low rental vacancy rates and record-high rents.
- The Proposal will deliver a more housing options that is affordable and stable for essential workers.
- Feedback from the community engagement indicated that participants supported the need for additional affordable housing options for essential workers, however they were unsure and asked for more information about the definition of an essential worker, and how rental payments would be structured.

Impact conclusion

The provision of BTR housing responds to the strategic vision and objectives for the delivery of additional housing supply encouraged under the National, State and Local housing policies, as well as Landcom Housing Policy and Essential Worker Program. The BTR apartments will provide more affordable housing for essential workers, resulting in socio-economic and health and wellbeing benefits for households, and stronger service sector workforce that benefits employers and the broader community.

Likelihood	Magnitude	Risk significance rating
Almost certain	Major	Very high positive

Impacts related to traffic and parking

Impact description

Motorised road traffic has a range of negative social impacts. Traffic creates air pollution and noise, which are linked with several health concerns and reduced wellbeing. Increases in traffic levels also increase collision risk for cyclists and pedestrians. This may reduce the propensity for walking and cycling, leading to a reduction in physical activity and levels of accessibility to local facilities, and ultimately to social exclusion and to the deterioration of health and well-being. High traffic levels also separate communities, with potential effects on social cohesion.

The absence of parking, or the presence of it, can have a significant impact on surrounding communities and frustrate residents, who at times are forced to park further from their residences. This can have a major impact on older people or those with a disability. Parking is generally a fiery issue across car dependent Australian cities. Parking issues can temporarily occur during the construction phases of a development project.

Social baseline

Pacific Highway in Chatswood is a vital arterial road and a key component of the major Pacific Highway route connecting Sydney and Brisbane. Due to its role as a major thoroughfare and the surrounding urban environment, the Pacific Highway experiences high volumes of car traffic, commercial vehicles, and pedestrians.

The Pacific Highway an important transport hub, with nearby access to the Chatswood Transport Interchange and a high volume of road and pedestrian activity.

There is ongoing development on the Pacific Highway of large-scale, mixed-use buildings, incorporating residential apartments, commercial space, and retail.

Mowbray Road is a classified regional road which connects Epping Road to suburbs such as Chatswood, Artarmon, Willoughby and Northbridge. In the immediate vicinity of the site, parking is prohibited along both sides of the road. However, parking is available west of Pacific Highway outside morning and evening peak periods.

Of those that own a private motor vehicle, more people in SA2s (50%) have one car than those in the LGA (45%), however less people in the SA2s have two or more cars than those in the LGA. The average car ownership in the Chatswood – East SA2 is 1.1 car per household.

Chatswood provides a range of public and active transport options. Chatswood is a key interchange station on Sydney's rail network, served by the T1 North Shore and T9 Northern Line (Sydney Trains). It provides connections that run through the North Shore line to various parts of the city and suburbs. The Metro Northwest & Bankstown Line (M1) currently runs from Tallawong in the city's northwest to Sydenham. The final stage is currently under construction, extending the M1 line further southwest to Bankstown. The bus network in Chatswood connects to other parts of Sydney, with routes including the 120 and 115 serving the Sydney CBD, and the 516 connecting to areas like Top Ryde and North Ryde.

Willoughby has a pedestrian footpath network of 188km, and an existing and planned bicycle path network of 153km. A new shared path is currently being constructed along Mowbray Road. The path will provide a connection for pedestrians and cyclists that links the Pacific Highway and Mowbray Road intersection to the extended Frank Channon Walk. The Mowbray Road shared path is designed to support future growth in active transport, complementing Willoughby Council's new cycleway from Hampden Road to St Leonards.

Community engagement

The most consistent concern emerging from all the engagement activities was the potential impacts on traffic and parking. The potential impact of the Proposal was viewed as making an existing situation worse, with traffic congestion and parking conditions, in many cases causing Chatswood to be an undesirable location to

live and visit. Several people indicated that they travelled to Lane Cove for shopping and recreation activities because of traffic and parking difficulties.

Participants at the focus group for younger people identified the need to include car share options / parking spaces as part of the Proposal.

Extent

- Increased traffic congestion has an impact on the entire community, including commuters, families and businesses.
- The availability of parking mostly has an impact on residents and businesses.

Duration

- During the operational stages of the Proposal.

Intensity / scale

- The Proposal will generate 180 new households.
- The Proposal is expected to generate up to 29 vehicle trips per peak hour.
- The Proposal provides 37 car parking spaces.
- ABS 2021 calculates that there is an average of 1.1 motor vehicles per household (using the Chatswood – East SA2).
- This would generate a need for approximately 198 parking spaces.
- The site is close to a range of transport options which is likely to reduce dependency on private motor vehicle use.
- The Proposal is expected to generate up to 109 walking and cycling trips (including public transport trips) during peak periods.
- There is potential for cumulative impacts resulting from the current and other development sites in Chatswood.

Sensitivity / importance

- All community members, either directly or indirectly, are impacted by traffic
- The provision of new housing close to transport options is a major policy of the state government, in recognition of social, economic and environmental benefits of reducing traffic congestion.

Level of concern / interest

- Traffic congestion and additional parking pressures were the number one concern across all the community engagement activities.

Impact summary

- The major impact according to many participants across all community engagement activities was the potential for the Proposal to make existing traffic and parking conditions even worse.
- The proposal is expected to generate up to 29 vehicle trips per peak hour, equivalent to about one vehicle every two minutes. This is a minimal addition that falls within normal daily traffic variations and would have negligible network impact.
- The Proposal will provide 37 car parking spaces, however according to average car ownership per household from the 2021 Census generates the need for 198 parking spaces.
- As the parking provision exceeds the DCP requirements, there are no adverse parking impacts anticipated.
- The site is close to Chatswood Railway Station, which includes heavy rail and Metro services. Buses

service the Station. There are active transport options available close to the site.

Impact conclusion

While traffic and parking are sensitive issues in the community, the traffic impact assessment concluded that the surrounding existing and planned transport network can accommodate the increased demand generated by the Proposal. Based on average car ownership figures from the 2021 Census, the parking spaces proposed are inadequate for the number of households generated by the Proposal. The location of the site close to public transport may reduce the needs for private vehicle ownership. Also, diverse (and affordable) housing typically has lower car ownership rates and depends more on active and public transport for travel⁴⁷. Both traffic generation and parking should however be considered in the context of other development sites and the increasing population, and the potential for cumulative impacts.

Likelihood	Magnitude	Risk significance rating
Unlikely	Minimal	Negligible.

⁴⁷ Chatswood 'Dive Site' Build to Rent SSDA. SCT Consulting



Community

Impacts related to community cohesion and a sense of place

Impact description

Communities are complex systems that can be characterised by community structure (the number and size of populations and their interactions) and community dynamics (how the members and their interactions change over time). These attributes contribute to a sense of place or sense of community.

A sense of community describes 'a feeling that members have of belonging, a feeling that members matter to one another and to the group, and a shared faith that members' needs will be met through their commitment to be together. A sense of community is made up of membership; influence; integration and fulfillment of needs; and shared emotional connection. A sense of community is positively related to experiencing higher levels of mental wellbeing.

Social connections are important to community wellbeing. When people are socially connected and have stable and supportive relationships, they are more likely to make healthy choices and to have better mental and physical health outcomes. They are also better able to cope with hard times, stress, anxiety, and depression. As people age, maintaining social connections is increasingly important, with research showing that lacking social connection is an indicator of premature mortality comparable to many leading health indicators⁴⁸. According to the World Health Organisation, high-quality social connections are essential to mental and physical health and well-being. Social isolation and loneliness are important, yet neglected, social determinants of the health of older people. Social isolation and loneliness among older people are growing health, social and economic concerns⁴⁹.

Social baseline

In 2021 approximately 40% of households in Willoughby were families with children. This will reduce slightly in 2041, while more families without children will become the predominant household type.

The population is also ageing. While the 30 – 49 age groupings will continue to be the most represented, proportionally the greatest increase in 2041 will be in the aged population.

The LGA is also culturally diverse. In the Willoughby LGA, approximately half of the population was born overseas. 58% of the population stated that their parents were born overseas.

Willoughby LGA and the surrounding areas are within a broader area of high socioeconomic advantage, scoring mostly within the 9th or 10th decile in each index of SEIFA. Willoughby scored 1,142 in the Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) and was within the 10th Decile.

The main priorities and strategies for achieving the community's desired future articulated in the Willoughby Strategic Plan 2032 includes 'A City that is connected, inclusive and resilient'.

Community engagement

Questions to collect primary research included those about what residents liked about living in Chatswood and what is important about living in a place. A sense of 'good' community' was a common response. Many people

⁴⁸ Usar Suragarn, Debra Hain, Glenn Pfaff, Approaches to enhance social connection in older adults: an integrative review of literature, Aging and Health Research, Volume 1, Issue 3, 2021 <https://www.sciencedirect.com/science/article/pii/S2667032121000275>

⁴⁹ World Health Organisation 2023 Social Isolation and Loneliness, <https://www.who.int/teams/social-determinants-of-health/demographic-change-and-healthy-ageing/social-isolation-and-loneliness> cited on 15 November 2023.

associate having the right facilities in the area to encourage community building and social interactions as important. Providing spaces to build a sense of community as part of the Proposal was also considered important.

There were concerns about the impacts that new development was having on community cohesion, some people believing that the increasing population was diluting the sense of community.

Some older people attending the consultations said that friends that had lived in the area for many years had moved because of the changes.

Others mentioned that one reason why they preferred shopping at Lane Cove was that the village feel in the area had more of a sense of place, and they felt more comfortable there.

Other participants, particularly younger people, said they felt a strong sense of community, articulated through the vibrancy of the area created by the markets (Victoria Street Mall), cultural events, shopping and the many cafes and restaurants.

There was strong interest by younger people in creating spaces that foster connection, creativity, and local events for all age groups.

Extent

- The incoming populations generated by new developments in the area may impact the experience of 'community cohesion' for some existing residents.
- The incoming populations generated by new developments may be attracted to Chatswood because they see themselves as part of a multicultural, vibrant community.

Duration

- There is the potential for impacts across the project lifecycle.
- Future generations are unlikely to experience the extent of changes to the community caused by increases in the population.

Intensity / scale

- The Proposal will generate approximately 400 additional people in the area which is unlikely to make a significant change to the population and community structure.

Sensitivity / importance

- A sense of community is important for health and wellbeing. It provides communities with a sense of belonging, emotional and physical support, and opportunities for personal growth. It reduces stress, isolation, and loneliness while fostering resilience and improved mental and physical health outcomes.
- The importance of a sense of community is likely to be more important to people as they age, needing to maintain social connections which reduces the potential for social isolation.

Level of concern / interest

- Community cohesiveness and sense of community were important to many people attending the engagement activities.
- There were concerns that the additional population generated by new developments in Chatswood was having a negative impact on existing community cohesion.

Impact summary

- Community cohesion and having a sense of place has a range of health and wellbeing impacts on residents.
-

-
- There was a general divide between the experience of older residents and younger people related to community cohesion in Chatswood.
 - Most participants in the engagement activities recognised the important of including spaces within the Proposal to enable opportunities to build community cohesion.
-

Impact conclusion

While there is a concern over changes to community cohesion, the small number of residents moving in means there is unlikely to be a negative impact on the existing community. Nevertheless, older residents that have resided in Chatswood for an extended period may maintain a perception of a negative impact, while younger generations may value a perception that the additional population will add to the vibrancy of Chatswood.

Likelihood	Magnitude	Risk significance rating
Unlikely	Minimal	Negligible



Accessibility

Impacts related to location

Impact description

The 20-minute city concept is an urban planning approach that aims to create neighbourhoods where residents can access most of their daily needs, such as workplaces, shops, schools, and healthcare, within a 30-minute walk, bike or public transport ride from their homes.

Having easy access to appropriate goods, services, transport and social infrastructure is important for everyone. Being able to live in a neighbourhood where transport, shopping and having opportunities to meet friends and socialise close by have a range of social benefits for communities.

The 20-minute city concept prioritises walkability, cycling networks and public transport. Active transport refers to physical activity that involves walking or cycling to or from a destination, as well as walking and cycling to or from public transport stops.

Both active and public transport open personal mobility for all members of the public, and as a much more affordable option creates social opportunity for members of the community who may not have access otherwise. This is extremely important for younger and older people, and those without access to a private motor vehicle, who may not have other transport options but are still able to experience the benefits of accessing a range of goods and services, visiting friends and various places.

Social baseline

The site is less than a kilometre from Chatswood town centre, which locates major supermarket chains, major shopping centres, gyms, cafes and restaurants, and nighttime activities.

The site is approximately 500m from Chatswood railway station, Sydney Metro Line and bus routes, providing easy access to the Sydney CBD and other major employment centres, minimizing the need to travel by car.

There are bus stops (north and south bound) directly outside the site.

Willoughby has a pedestrian footpath network of 188km, and an existing and planned bicycle path network of 153km. Well-established pedestrian footpaths are available along both sides of the roads surrounding the subject site. Signalised pedestrian crossings are available at the intersection of Pacific Highway and Mowbray Road.

A new shared path is currently being constructed along Mowbray Road. The path will provide a connection for pedestrians and cyclists that links the Pacific Highway and Mowbray Road intersection to the extended Frank Channon Walk. The Mowbray Road shared path is designed to support future growth in active transport, complementing Willoughby Council's new cycleway from Hampden Road to St Leonards.

As of August 2025, Willoughby Council are in the detailed design stage of the planned St Leonards shared path route 1 along the Pacific Highway that connects the Chatswood CDB, Artarmon industrial area, Royal North Shore health and education precinct, and St Leonards strategic centre.

Community engagement

Included in the most common responses was that people liked and thought was important about Chatswood was the public transport network that provided easy access to destinations across Sydney. Others said expensive public transport makes commuting difficult, with infrastructure lagging behind increasing density.

Traffic congestion was highlighted as a barrier to access in many instances, including getting into and out of the Chatswood town centre.

Some participants said that although they lived closer to the Chatswood town centre, they chose to do their shopping in Lane Cove, one of the reasons being better access.

Extent

- Those living in the proposed apartments are almost certain to benefit from the location and proximity to goods and services, employment areas and public and active transport access.
- The addition of commercial premises included as part of the Proposal may provide access to more goods and services for residents directly around the site.

Duration

- Operational stage.

Intensity / scale

- Living in a location close to goods, services and transport options discourages the use of private motor vehicles and encourages more physical activity, the benefits of which can make a major change to people's lives.
- The Proposal is expected to generate up to 109 walking and cycling trips (including public transport trips) during peak periods, a negligible increase that can be easily accommodated within the existing and planned active transport network.

Sensitivity / importance

- The broader community is vulnerable to negative health impacts caused by carbon emissions and traffic congestion.
- It is likely that essential workers or those on lower incomes are the most sensitive to location, with proximity and easy access to goods and services, employment and transport options reducing travel costs.
- Residents with some health conditions may be encouraged to walk more with major benefits arising from more physical activity.

Level of concern / interest

- There was interest in more goods and services being provided on site as part of the Proposal.
- There was concern that a greater number of people living in the area would reduce ease of access.

Impact summary

- The site is close to Chatswood town centre, which provides essential goods and services to meet day-to-day needs, as well as leisure activities that provide opportunities for relaxation and social connectivity.
- The site is close to Chatswood railway station, the Sydney metro and bus services that provide access to the Sydney CBD and key locations across northern Sydney.
- An additional 83 AM and 98 PM public transport trips are anticipated, which can be comfortably absorbed by the surrounding network given the available spare capacity at nearby train stations and bus services.
- There are a range of health and wellbeing benefits from physical activity, reduced traffic congestion and carbon emissions.
- The Proposal aligns with aims identified in the Greater Sydney Regional Plan, Future Transport Strategy, State Infrastructure Strategy and North District Plan, as well as Willoughby City Council's Strategic Planning Statement and Housing Strategy.

Impact conclusion

The location of the Proposal is almost certain to have a positive impact on incoming residents. The increase in population generated by the Proposal is unlikely to have a negative impact on access to goods and services, including public transport.

Likelihood	Magnitude	Risk significance rating
Almost certain	Major	Very high positive

Impacts related to social infrastructure

Impact description

Social infrastructure is a key component of liveability, providing access to essential community services and resources. Access to a wide range of different types of social infrastructure is therefore important for the creation and ongoing development of healthy communities. High levels of access to social infrastructure are linked to increased physical activity and wellbeing, and satisfaction within the local community, improving social interactions and mental health outcomes. Infrastructure Australia defines social infrastructure as: “The facilities, spaces, networks and services that support individual and community health and wellbeing, promote a cohesive society and support economic prosperity, and builds the collective skills, knowledge and experience of individuals that creates economic value and social capital”⁵⁰. Social infrastructure categories include community and cultural, education and training, childcare and early years, health and open space (including passive and active recreation spaces).

In most urban local government areas in NSW there is concern about the increase in population from new development and its impact on the capacity of social infrastructure including open space, recreation facilities and schools to meet existing and future resident demands.

Social baseline

Chatswood has a range of social infrastructure to support the needs of the population, most of which is within 800m of the site and concentrated in the CBD.

There are 15 community and cultural facilities within 2km of the site that provide opportunities for community meetings, access to services, and participation and attendance for leisure activities.

Chatswood Youth Centre is within 400m of the site. 800m from the site there is a community hall, exhibition space and a library. There are five (5) community halls, three (3) additional libraries, and the Concourse which includes performance and gallery space.

The site is covered by the Chatswood Public and Chatswood High School enrolment areas. Over the period 2019 to 2024 Chatswood Public School experienced a decline in enrolments from 1,315 to 1,116. Chatswood High School had a significant increase in students, from 1,575 in 2019 to 1,877 in 2024. In May 2025 2,106 students were enrolled at the High School.

A 2017 gap analysis prepared by Willoughby City Council identified that Chatswood Public and High Schools were over capacity. The need for additional schools is highlighted in the Willoughby City Council Housing Strategy.

A report in the Sydney Morning Herald in May 2025⁵¹ claims that Chatswood High School enrolments have doubled over 15 years and is currently 240 students over its enrolment ceiling.

The NSW Department of Education - School Infrastructure NSW. Design Framework: Site selection and development, 2024⁵², sets the following benchmarks for schools in high density / town centre areas: 1,000 students for primary and 2,000 students for secondary.

In the context of the overall population increase in the Chatswood East SA2, there will be an estimated increase in the 0 - 4 (+52) and 12 - 17 age groups (+12), and a decrease in the 5 - 11 group (-197). While noting that the school enrolment areas do not align exactly with the SA2 which must be considered when estimating

⁵⁰ 2021 Australian Infrastructure Plan.

https://www.google.com/search?q=Australian+Infrastructure+Plan%2C+2021&rlz=1C1GCEJ_enAU1175AU1175&oq=Australian+Infrastructure+Plan%2C+2021&gs_lcrp=EgZjaHJvbWUyBggAEEUYOTIHCAEQABiABDIHCAIQABjvBTIHCAEQABjvBTIKCAQQABiABBiiBDIHCAUQABjvBdIB CzEyNDg2MzdqMGo3qAIA&sourceid=chrome&ie=UTF-8.

⁵¹ Sydney Morning Herald. This Sydney school had a multimillion – dollar overhaul: Now its topped 2000 students. Lucy Carroll and Nigel Gladstone, May 18 2025.

⁵² NSW Department of Education. School Infrastructure NSW. Design Framework: Site selection and development, 2024. <https://education.nsw.gov.au/about-us/efsg/design-framework/site-selection-guidelines>

future demand, these forecasts indicate less demand for primary school places in 2041.

While families with children will continue to be the household type most represented in the Chatswood – East SA2 in 2041, they will only increase by 100. Single parent families will increase by 109, making a total of 209 households that will include children. Couples without children together with lone persons households will increase by an estimated 870 households by 2041.

Educational institution attending can also be an indicator of the level of demand for government schools. In 2021 there were 1,047 primary school aged and 706 secondary aged students, which is 64.23% and 56.08% respectively.

These population projections and demographic characteristics suggest that overall, demand for school places is declining.

There are nine (9) childcare centres within 800m of the site, which includes approximately 347 long day care spaces, 158 outside school hours care places, and 80 pre-school / kindergarten places.

There are 33 childcare facilities with 2km of the site, which includes 1484 long day care spaces, 699 outside school hours care places, and 79 preschool / kindergarten places.

There is one medical centre with four (4) general practitioners (GPs) with 800m of the site, and approximately 81 GPs within 2km. There are a range of specialist and allied health services in the catchments.

There is one park, Sutherland Park, within 400m of the site, which includes a playground and exercise station. Elsie Warren Park is just outside the 400m and features a playground, level lawn area and park benches. There are 10 parks in the 800m catchment, including Chatswood Park which features an outdoor exercise station, skate park and playground. Helen Street Reserve, also within 800m of the site has an off-leash dog area. There are another 26 parks within the 2km catchment.

There are 11 parks within 800m of the site that locate various sport and recreation facilities, including playgrounds, rugby field, cricket fields and cricket practice wickets.

Community engagement

Opinions on the provision and quality of social infrastructure were divided. Some participants suggested that there was inadequate open space to meet the needs of the incoming population and should be included as part of the Proposal. Some participants had the view that some existing community facilities such as libraries and aquatic centres are overcrowded and suggested the need for more or upgraded spaces.

Feedback from Willoughby City Council concluded that a substantial contribution to open space be provided.

In response to questions about what they liked about Chatswood, many participants responded with 'open space', which they used to play sport, meet friends and family, walk the dog and general recreation. Others expressed admiration for the Concourse cultural spaces, and particularly the library.

There was a general opinion amongst participants that the local schools were at capacity, and there were concerns that the demand generated by the Proposal would further extend the limits.

Engagement with the NSW Department of Education identified that more than 10 public schools in the Chatswood, St Leonards, Willoughby and North Sydney area have been upgraded, providing significantly increased capacity to enable projected long-term demand to be met. This includes Chatswood Public School's upgrade, completed in 2024, within a kilometre of the Dive site. The school would have capacity to meet demand from the proposed Dive site development. Upgrades to Chatswood High School have also been undertaken.

During the pop up event two residents living in the apartment block directly opposite the site claimed that although there were parks and playgrounds within walking distance, with small children they were difficult to access.

Extent

- While the potential for overcrowding of social infrastructure has impacts on incoming residents and other users in the Willoughby LGA, the size of the incoming population is unlikely to have an impact on existing social infrastructure capacity.

Duration

- Operational stage of the Proposal

Intensity / scale

- The estimated incoming population generated by the Proposal is approximately 418 people.
- The size of the population is unlikely to have an adverse impact on capacity demands for social infrastructure.
- There are likely to be cumulative impacts arising from other developments on the current and other sites in Chatswood.

Sensitivity / importance

- Social infrastructure is a key component of liveability, providing access to essential community services and resources. Access to a wide range of different social infrastructure types is important for the creation and ongoing development of healthy communities. Social infrastructure supports physical activity, education and social interactions that are essential for positive health outcomes.

Level of concern / interest

- Overcrowding of social infrastructure was consistently raised as a concern by participants, particularly the potential for increased demand on schools, with a perception that these are already over capacity.

Impact summary

- There is a good supply of social infrastructure within 2km of the site.
- The estimated incoming population of 418 is unlikely to an impact on capacity demands.
- The concentration of social infrastructure in the CBD makes it highly accessible to incoming residents.
- While there is some open space is within 400m of the site, it is mostly on the eastern side of the railway line which may provide a barrier to some parents with younger children wanting to access open space.
- Feedback during the community engagement demonstrates a perception that open space in Chatswood is at or over capacity.
- Feedback from community members during engagement and anecdotal evidence suggests Chatswood Public and Chatswood High Schools are over capacity.
- Information based on modelling of population projections and other data conducted by the NSW Department of Education suggests that Chatswood Public and Chatswood High Schools will accommodate additional demand.

Impact conclusion

The size of the population generated by the BTR apartments is unlikely to place any excessive demands on the capacity of existing social infrastructure. The Proposal's impact on demand should however be considered in the context of potential cumulative impacts from other current and future high density housing development sites in Chatswood and surrounds. This may be particularly relevant for open space.

Likelihood	Magnitude	Risk significance rating
Likely	Moderate	Negligible



Culture

Impacts related to Connecting with Country

Impact description

For tens of thousands of years Aboriginal and Torres Strait Islander cultures have relied on the land for sustenance and shelter. They treat it as a family member; a living, breathing entity captured in stories, music, and culture. Aboriginal and Torres Strait Islander cultures live in harmony with the world around them, placing great value on Country not just as Aboriginal land but as the foundation of the Aboriginal people, past, present, and future. The Connecting with Country Framework is intended to inform planning, design and delivery of built environment projects in NSW. The ambition of the Framework is that everyone involved in planning, designing and delivering built environment projects in NSW will commit to helping support the health and wellbeing of Country by valuing, respecting and being guided by Aboriginal people.

Social baseline

Willoughby sits on the land of the Gamaragal people, of the Eora Nation. The Gamaragal people (also spelt Cammeraygal) are the Aboriginal Australians who are the original custodians of the region between the north shore of Port Jackson to North Head and east towards Manly Cove.

In 2021, there were 207 people who identified as Aboriginal and/or Torres Strait Island in the Willoughby LGA. This is a very small proportion of the population, accounting for 0.26% of the entire LGA.

Australia's cities are and continue to be sacred cultural sites. Willoughby LGA contains approximately 60 significant Aboriginal heritage sites, including middens, rock art, and rock engravings. The Gardi Track and Mowbray Park Walking Track, close to the site, explore several of the Aboriginal heritage sites in Willoughby LGA.

Community engagement

Through the Walk on Country and then design input session attended by First Nations Elders and representatives, several opportunities to incorporate Aboriginal culture and design into the Proposal were identified.

The Walk of country enabled Elders and the design team to collaborate and blend Modern Design with the influence of Indigenous Traditional input.

Extent

- Representation of Aboriginal culture in the public domain can benefit all individuals, communities, and society in general by strengthening Indigenous identity and wellbeing, promoting cultural awareness and respect, fostering inclusive and culturally safe environments. Authentic representation empowers current and future generations of Indigenous people, enhances social cohesion, and enriches Australia's cultural landscape.

Duration

- Over the project lifecycle.

Intensity / scale

- The level of change to First Nations people and society in general as a result of greater exposure and recognition of Indigenous culture is unknown, however the National Agreement on Closing the Gap recognises that First Nations People benefit when 'Cultures and languages are strong, supported and

flourishing', as per Outcome 16 in the Agreement.

Sensitivity / importance

- Indigenous people remain amongst the most socially disadvantaged cohorts in Australia.
- Outcome 16 in the National Agreement on Closing the Gap recognises the important role that supporting Aboriginal culture plays in the health and wellbeing of First Nations People.

Level of concern / interest

- First Nations participation in the Walk on Country and design input session expressed their interest in representing and supporting First Nations culture as part of the Proposal for the benefit of the broader community.

Impact summary

- Connecting with Country design initiatives identified through the engagement are likely to empower First Nations people and provide the community with a better understanding of Indigenous places.
- The Proposal includes part of the six seasons garden.
- Supporting culture is identified in the National Agreement on Closing the Gap for its important role in promoting health and wellbeing.
- The Connecting with Country initiative aligns with the Connecting with Country Framework prepared by Government Architect NSW.

Impact conclusion

The Landscape Plan for the BTR site identifies initiatives from the First Nations engagement, including the use of native and seasonal landscapes and planting. The representation of First Nations culture in this way is likely to have a positive impact on Aboriginal people and the broader community.

Likelihood	Magnitude	Risk significance rating
Likely	Moderate	High positive



Health & Wellbeing

Impacts related to construction

Impact description

Those living close to construction sites can suffer from the annoyance of noise and vibration, which can cause sleep disturbances, cognitive impairment, decreased mental wellbeing and other health and wellbeing impacts. Children, particularly those with complex cognitive issues, the elderly and those with underlying mental health conditions are particularly vulnerable to the impacts of noise.

Construction sites can also generate additional traffic in an area. Heavy vehicles cause noise and air pollution, while the traffic generated by the construction workforce can place additional demand on parking in suburban streets.

According to the NSW Environment Protection Agency (2013), a range of health implications, including impacts on cardiovascular and respiratory health, can result from air born particle pollution, which includes dust and combustion emissions. Children, older adults and those with asthma, heart or lung disease are people most sensitive to particle pollution. The NSW Department of Education has identified asthma as a student wellbeing issue, and each school is required to have asthma management plans and guidelines in place. There is also a risk of children being exposed to air pollutants that may trigger undiagnosed respiratory issues or irritation.

Social baseline

The total population in the primary area is approximately 7,500 people. The most heavily populated zone in the primary area is to the east of the site, with 609 people. The most densely populated zone in the primary area is to the east of the site, with 609 people.

Apartments directly to the west and south of the site are the households with the most children aged 0-4. The highest concentration of those aged 70 and over are to the east and southeast of the site where the dwelling structure is predominantly separate houses.

Long term health condition data shows people in the primary area suffering from asthma. The highest concentration of those with asthma is southeast of the site, with pockets south and west.

Community engagement

More than half the responses given during the door knocking engagement stated that their day-to-day activities had been disrupted by construction in the area. Causes for disruption included noise, roadwork and construction traffic.

While overall construction was not raised as having a major impact, commentary by some participants suggested that there were too many buildings being built in the area and this caused disruptions.

Extent

- Residents in the primary social locality are likely to be most impacted during the construction stage.

Duration

- Over the construction stage.

Intensity / scale

- The site was previously the dive site for construction of Sydney Metro line and remediation works have been ongoing. Remediation work has included concrete saw-cutting and hammering, excavation,

compaction, removal of contaminated soil and offsite disposal of the contaminated soil. Some work has been carried out outside standard construction hours.

- Construction for the current Proposal is unlikely to make any significant additional changes to the current environment.
- Construction work may prolong any construction impacts currently being experienced by surrounding residents.

Sensitivity / importance

- There are community members in the primary social locality, including people with younger children, older people, and those with underlying long term health conditions that are likely to be susceptible to impacts caused by construction activities.

Level of concern / interest

- There was some concern about construction and the amount currently occurring in Chatswood noted through the community engagement.

Impact summary

- The Noise and Vibration Impact Assessment (NVIA) concluded that the Proposal is suitable and warrants approval, provided the recommendations for the building envelope are implemented to control noise intrusion from the surrounding major roads and rail lines.
- The predicted worst case construction noise levels have the potential to exceed the established noise maximum levels for all residential receivers (primary social locality). No exceedances to the Highly Noise Affected Level are predicted, however noise levels at the closest residences (primary social locality) have the potential to be equal to this threshold at times.
- The NVIA recommends Construction Noise and Vibration Management Plan be developed for the site and that all reasonable and feasible measures be applied to manage noise impacts during construction.

Impact conclusion

While many elements of the construction activities are unconfirmed, considering the size of the development it is not anticipated that contraction traffic will have a major impact on network performance. Mitigation measures recommended in the various technical reports relative to construction will ensure that the potential for negative impacts are minimised.

Likelihood	Magnitude	Risk significance rating
Likely	Minor	Medium negative



Surroundings

Impacts related to amenity, heritage and character

Impact description

Amenity is the pleasantness, attractiveness, desirability or utility of a place, facility, building or feature. Amenity is important to communities and other stakeholders. There are both positive and negative impacts on amenity that can be experienced because of development.

Good building design can greatly increase the quality of amenity. Design features in the built environment can improve perceptions of safety and a sense of belonging.

In some instances, local amenity can be adversely impacted by development. This can occur for a range of reasons, including significant increases in building heights and view loss, more traffic, reduced parking, overshadowing and higher population densities. A loss of amenity has the potential to negatively impact residents in several ways, including their health.

Heritage contributes a sense of individual and collective identity, a connection to the past, and can provide a framework for understanding the present and future. It encompasses the physical places and tangible elements, but also intangible qualities like traditions and stories that shape who we are as individuals and as communities. The preservation and conservation of heritage safeguards valuable cultural and historical information, promotes social cohesion, and contributes to a more sustainable future. The preservation and conservation of heritage can boost local economies through tourism, cultural events, and the creation of jobs, become focal points for community activities, fostering social cohesion and civic pride, and create a more attractive and liveable environment. Conserving heritage can promote sustainable development practices and encourage responsible stewardship of the environment.

Local character is a place's unique identity, a combination of its physical appearance, natural environment, built form, history, and culture, all interacting to create a distinct and desirable neighbourhood. Understanding and preserving local character is important for creating sustainable, vibrant, and liveable communities.

Losing local character can negatively impact local identity, leading to a reduced sense of belonging, potential economic decline, and loss of cultural heritage, while also negatively affecting residents' well-being by diminishing valuable social and environmental factors like local green spaces and historic buildings. Communities lose their distinctiveness, becoming indistinguishable from other areas, which diminishes the liveability and emotional connection residents feel toward place.

In the case of new development in an area, part of maintaining local character is ensuring that the natural and built environment is maintained or improved. Without careful management, development can result in generic architecture and urban design that fails to reflect the unique qualities of a place. Development that doesn't consider local character ignores the history, culture, and social fabric of an area, leading to a poor fit and a less cohesive community.

Social baseline

The site is at the intersection of the Pacific Highway and Mowbray Road. The Pacific Highway is an arterial road and major route connecting Sydney and Brisbane. Due to its role as a major thoroughfare and the surrounding urban environment, the Pacific Highway experiences high volumes of car traffic, commercial vehicles, and pedestrians. Mowbray Road is a classified regional road which connects Epping Road to suburbs such as Chatswood, Artarmon, Willoughby and Northbridge.

South of the site and southern side of Mowbray Road is a communications tower and water tanks.

Opposite the site on the western side of the Pacific Highway is the heritage listed 'Great Northern Hotel' and several commercial buildings and a service station.

The site is bounded to the north by the tree lined Nelson Street which includes commercial buildings and low-rise apartments. The site is bounded on the east by the railway line.

Currently the site is surrounding by hoarding. There is ongoing works involving remediation of the residual land outside the operational boundary of the site. Works include concrete saw-cutting and hammering, excavation, compaction, removal of contaminated soil and offsite disposal of the contaminated soil.

One of Willoughby's defining characteristics is local heritage, and the many designated Heritage Conservation Areas (HCA). Closest to the site is South Chatswood HCA. Additionally, there are several heritage buildings around the site. Mowbray House, a locally listed heritage building that was an independent, day and boarding school for boys, is part of the site.

The Willoughby Development Control Plan (2023) describes the area as being of 'mixed character with styles ranging up to California and Interwar bungalows, which are interwoven among the dominant Federation and late Victorian era buildings'.

Chatswood also is the major commercial, retail and transport hub in Willoughby and the North Shore. The Central Business District (CBD) includes major shopping centres, a thriving Asian food scene, and The Concourse cultural precinct with venues for concerts and performances.

The area blends a high-density urban core with leafy streets and parks and is home to significant office buildings and high-rise residential towers.

Recent policy reforms have led to an increase in proposals for high rise development in Willoughby, and close to transport hubs. A review of the NSW Planning Portal identifies 26 proposals for high density residential towers in Chatswood.

Community engagement

Impacts on local amenity, heritage and character of the area were major points on contention for engagement participants.

The key issues raised affecting Chatswood included its high density leading to overcrowding, traffic congestion, limited parking, inadequate open/public spaces, expensive housing, public hygiene issues, graffiti, and insufficient public amenities.

High-rise development was not viewed to be line with the existing neighbourhood character. Participants generally liked the idea of more low- and medium-density housing to suit Chatswood's existing family-oriented character.

Many participants thought the height of the Proposal was excessive and were concerned about the potential for overshadowing and privacy.

Unlike other groups, participants in the 'young people' focus group they viewed higher density as beneficial, creating vibrancy in the areas.

Extent

- Existing and incoming residents will benefit from the amenity improvements on the site provided by the proposed open space, landscaping and commercial offerings on the site.
- Amenity impacts are likely to be experienced by residents in the primary area, and specifically those directly surrounding the site, but also the broader community and those travelling past the site.
- Heritage and character impacts are likely to be experienced more broadly in the community, and in general those with a long term association with Chatswood.

Duration

- Operational stage.

Intensity / scale

- Amenity impacts may be experienced in the primary social locality because of the potential for some overshadowing and view loss.
- The proposed development will be a major change to current amenity, with the proposed open space making a major positive contribution.
- Proposed landscaping and public art on the site will make a major positive contribution to local amenity.
- The height and nature of the building is likely to be considered antithetical to the local heritage area and buildings, as well as the character of the area.
- The visual impact assessment (VIA) concluded that the proposal will have a visual impact through introducing a greater scale of built form. However, overall and on the balance of relevant considerations the proposal has been assessed as having an acceptable visual impact.

Sensitivity / importance

- The amenity, heritage and character of an area are considered by some in the community as important elements of its sense of place and notability.
- There is a high level of sensitivity regarding perceived changes or challenges to the established amenity, heritage and character of an area.
- Residents in the more established areas of Chatswood may be more vulnerable to a perceived change in the character of the area.

Level of concern / interest

- There was a high level of concern about the Proposal, and specifically the height and the potential for overshadowing.

Impact summary

- Residents in the older established areas predominantly populated by low density separate houses are likely to be opposed to the Proposal because of a perception it will detract from local character.
- The Proposal will improve amenity in the area through design, new public open space and shared active transport links.
- The site is in a cluster of high-density residential apartments separated from 'older' more established areas across the railway line on the eastern side, and those with similar characteristics in the Lane Cove LGA.
- The Proposal may cause some overshadowing for a small period and disrupt views for some residential dwellings on the eastern side of the railway line.
- The south Chatswood Heritage Conservation Area (HCA) interfaces with the Chatswood CBD, where the built form and skyline is dominated by high density apartments and office blocks. While close in proximity, the "setting" of most of the HCAs (North and South Chatswood HCAs) are relatively self-contained and not particularly affected by the distinctive character and taller scale of the nearby CBD.
- The VIA concluded that overall and on the balance of relevant considerations the proposal has been assessed as having an acceptable visual impact.

Impact conclusion

The character of Chatswood is defined by its busy urban core and quieter, leafy residential streets with family homes, as well as several high-rise developments which all offer different living experiences within the same suburb. There is no impact on heritage in the area, and the open space and commercial floor space offered as part of the Proposal is likely to result in a positive impact on amenity. The nature of the Proposal and

perceptions from established residents about its impact on local character are likely to be irreconcilable in the short term, however opposition may dissipate over time. The VIA concluded that overall and on the balance of relevant considerations the proposal has been assessed as having an acceptable visual impact.

Likelihood	Magnitude	Risk significance rating
Likely	Major	Very high positive



Decision Making Systems

Impacts related to engagement and the ability of residents to influence planning decisions

Impact description

Local democracy is predicated on public engagement. It allows the public to engage in and contribute to better planning solutions. To ensure shared values and fundamental living circumstances in a sustainable society, the population's active participation in planning and decision-making processes is emphasised.

According to Ali and Kadir (2020)⁵³, there are 5 parts in the decision-making process of local planning, which are input, planning, implementation, monitoring, and response. To allow fair opportunities for the public to participate, and to make them feel that their voices were heard, they need to be involved in most parts of the decision-making process for any development projects in their community area.

In contrast, some residents may hold the perception that engagement efforts are a superficial or obligatory process, done solely to satisfy a requirement rather than achieve genuine community input and buy-in. In these instances, residents may feel that their voices are not being heard, which can result in disengagement from the process, and a disgruntled community.

Social baseline

The NSW Government's Transport Oriented Development (TOD) policy aims to create higher densities around transport nodes to provide housing for the incoming populations.

There is general agreement in the community that Sydney needs more housing, however there has been community opposition to State Government setting planning controls for an area, which are seen as disregarding more balanced development plans put forward by local councils, which are perceived to better align with infrastructure capacity and neighbourhood character.

In some cases, opposition is fuelled by a perception that development plans are being imposed on communities without adequate consultation or input from residents and local government.

Community engagement

Most respondents and participants in the engagement activities did not support the Proposal for reasons including traffic, additional people and the height. In this context, many were skeptical about the genuineness of the engagement. While they agreed there were opportunities to discuss the Proposal, they were unsure whether their opinions or concerns would make any difference to the Proposal going ahead or not.

Extent

- Residents.

Duration

- Ongoing

Intensity / scale

⁵³ Azlan Abas, Kadir Arifin, Mohd Azhar Mohamed Ali, Muhammad Khairil, A systematic literature review on public participation in decision-making for local authority planning: A decade of progress and challenges, Environmental Development, Volume 46, 2023, 100853, ISSN 2211-4645, <https://doi.org/10.1016/j.envdev.2023.100853>. (<https://www.sciencedirect.com/science/article/pii/S2211464523000532>)

-
- N/A
-

Sensitivity / importance

- Residents are likely to be sensitive should the Proposal be approved.
-

Level of concern / interest

- There is a high level of concern about some elements of the Proposal.
 - There was a high rate of engagement in the consultation activities conducted for the Proposal.
 - There was some skepticism expressed about the engagement process, rationale and whether local voices would have an impact.
-

Impact summary

- It is unlikely that community opposition to the Proposal will influence the decision to provide residential development on the site.
 - While features of the Proposal may be refined in response to engagement inputs, this is unlikely to resolve many of the concerns raised by residents.
 - It is possible that many residents participating in the engagement activities may feel that while they had comprehensive opportunities to participate and provide their opinions, they were not listened to.
-

Impact conclusion

Despite a comprehensive engagement process and opportunities for a range of residents and stakeholders to provide input, it is likely that many of those opposed to the Proposal may feel they were not listened to, which might lead to further skepticism about consultation processes.

Likelihood	Magnitude	Risk significance rating
Likely	Moderate	High negative

10. Residual Assessment & Monitoring Framework

The potential Impacts of the Proposal have been considered in **Section 9**. **Section 10**. applies a residual assessment to the initial social risks and rates how communities will experience these impacts after the implementation of enhancement or mitigation measures.

Mitigation proposes actions or measures to reduce adverse social impacts of the Proposal. Mitigations may be performance based (achieve an appropriate social outcome without specifying how the outcome will be achieved) or prescriptive (actions or measures that must be taken, such as a known best-practice technology, design, or management approach).

Enhancement measures provide an opportunity to expand on the positive impacts of the Proposal and improve its social sustainability.

Many of the social impacts that require mitigation or enhancement have been already addressed in the design or documented in the technical reports as reviewed in Technical Report Summary in **Section 8**.

In the table below mitigation and enhancement measures have been divided into two categories:

- those that have been integrated into the design that respond to potential impacts or enhance the project
- those that have been identified in the various technical reports, including the social impact assessment, that respond to and aim to minimise impacts.

The monitoring plan is provided to help track and assess the results of the interventions throughout the life of the Proposal.

SOCIAL IMPACTS	SIGNIFICANCE RATING	MITIGATION / ENHANCEMENT MEASURES		RESIDUAL RISK RATING	RESPONSIBILITY / MONITORING
		INCLUDED IN DESIGN	TO BE ADDRESSED		
WAY OF LIFE					
Impacts related to increased housing options for the essential workforce	Almost certain + Major = Very high positive	The Proposal includes a mix of bedroom apartments dedicated to essential workers.	- Establish a community information campaign to provide information of essential worker housing. - Clarify and make public the definition of essential workers. - Clarify and make public an essential worker eligibility and rental costs scale.	Very High Positive Impact	Landcom <i>Definition of essential workforce</i> <i>Preparation of essential worker rental eligibility and scale.</i> <i>Distribution of information on eligibility and rental costs scale.</i>
Impacts related to traffic and parking	Unlikely + Minor = Low	- The Proposal has been assessed for its impact on traffic generation. - A traffic impact assessment has been included in the SSDA documentation. - The Proposal includes 37 at grade car parking spaces.	- Prepare an information circular detailing the conclusions of the traffic impact assessment and how traffic generated by the proposal will be managed. - Implement mitigation measures identified in the preliminary construction traffic management plan, including the preparation of a detailed construction traffic management plan by the principal contractor. - Prepare a Green Travel Plan to encourage residents and construction workers to reduce private motor vehicle use and promote public and active transport use. - Undertake a cumulative traffic impact assessment and implement recommended mitigation measures.	Negligible Impact	Landcom / Building Manager / Contractor <i>Traffic and parking incidents reported by neighbours during the operational phase.</i> <i>Traffic and parking incidents reported by neighbours during the construction phase.</i> <i>Percentage of construction staff using public transport</i>
COMMUNITY					
Impacts related to community cohesion and sense of place	Unlikely + minimal = Negligible	- Internal communal spaces are provided as per requirements. - Commercial areas that may be used for cafes etc will be provided.	- Ensure the design of communal spaces is maximised to create opportunities for building social connections amongst residents. - Provide a welcome pack to all new residents describing the overall community residing in the development (essential workforce) to help build a sense of belonging and social connections.	High Positive Impact	Landcom <i>Number of building and open space design initiatives purposefully created to encourage social interactions and build social cohesion.</i>
ACCESS					
Impacts related to location	Almost certain + Major = Very high positive	- Cycleway / pedestrian links will be provided on the site which will link with the Mowbray Road cycle link. - The Proposal will include ground floor commercial floor space.	- Implement the Green travel Plan. - Ensure signage / wayfinding for the site uses environmental cues like landmarks, colour contrast, and consistent features to help locals and visitors orientate and navigate safely. - Consider the inclusion of commercial floor space suitable for a medical centre.	High Positive Impact	Build Manager / Landcom <i>Green travel initiatives implemented</i>
Impacts related to social infrastructure	Negligible	N/A	Demand of set through developer contributions.	Negligible	N/A
CULTURE					

SOCIAL IMPACTS	SIGNIFICANCE RATING	MITIGATION / ENHANCEMENT MEASURES		RESIDUAL RISK RATING	RESPONSIBILITY / MONITORING
		INCLUDED IN DESIGN	TO BE ADDRESSED		
Impacts related to Connecting with Country	Likely + moderate = High positive	The proposed development represents a substantial intervention aimed at the comprehensive revitalisation of the site	- Continue to engage with local First Nations people into the design development stage to implement outputs from the Walk on Country design workshop - Procure a local First Nations artist for Indigenous themed public art on the site to ensure it appropriately reflects and engages with Country. - Procure a First Nations botanist or associated knowledge holder to provide input into the planting plan and selection on the site to ensure it appropriately reflects and engages with Country.	Very High Positive Impact	Landcom / Developer / Contractors <i>Engagement sessions held with First Nations stakeholders through design development</i> <i>First Nations artist procured</i> <i>First Nations related public art works</i>
HEALTH & WELLBEING					
Impacts related to construction	Likely + minor = Medium negative	- A traffic impact assessment has been included in the SSDA documentation. - A green travel plan has been included in the SSDA documentation.	- Implement mitigation measures identified in the preliminary construction traffic management plan, including the preparation of a detailed construction traffic management plan by the principal contractor. - Implement measures identified in the Noise and Vibration Impact Assessment. - Prepare a detailed Construction Management Plan (CMP) prior to Construction Certificate (CC). The CMP will include (but not be limited to): - mechanisms to deliver regular updates to primary social locality residents throughout the construction stages, including key timings of major construction milestones and activities - mechanism or register to enable feedback from primary social locality residents during the construction phase - mechanisms for primary social locality residents with young children, older people, those with health issues and shift workers to come forward and be given consideration during the construction period if required - complaints log. - Liaise with other development sites to minimise any potential impacts from construction traffic and noise on surrounding residents. - Conduct ongoing reviews of cumulative heavy vehicle traffic generation and coordination of heavy vehicle routes used by these projects will be undertaken on a regular basis between the appointed contractor, Willoughby Council and TfNSW to minimise impacts on the road network.	Low Negative Impact	Landcom / Contractor <i>Number of mitigation measures implemented from the Noise and Vibration Impact Assessment</i> <i>Number of mitigation measures implemented from the Construction Traffic Impact Assessment.</i> <i>Number of complaints received / Number of complaints successfully resolved.</i>
SURROUNDINGS					

SOCIAL IMPACTS	SIGNIFICANCE RATING	MITIGATION / ENHANCEMENT MEASURES		RESIDUAL RISK RATING	RESPONSIBILITY / MONITORING
		INCLUDED IN DESIGN	TO BE ADDRESSED		
Impacts related to amenity, heritage and character	Likely + Major = Very high positive	- There is a high level of positive change on the site through the inclusion of public open space and associated amenities, preservation of the heritage building, site landscaping and public art. - A heritage impact assessment is included in the SSDA documentation.	- Implement measures identified in the Crime Prevention Through Environmental Design (CPTED) report. - Include appropriate lighting throughout the site to improve nighttime surveillance. - Design the landscape with a view to planting natural plants species to promote a resilient and sustainable green canopy and according to biophilic design principles.	Very High Positive Impact	Landcom <i>Environmental performance (observable improvements in natural features and environmental health)</i> <i>Implementation of the heritage interpretation strategy</i>
DECISION MAKING SYSTEMS					
Impacts related to engagement and the ability of residents to influence planning decisions	Likely + moderate = High negative	Extensive engagement has been conducted to provide information on the Proposal and encourage community input.	- Continue to engage with the community, and specifically, those attending engagement sessions to keep them informed and close the engagement loop. - Identify where community feedback has resulted in changes to the Proposal.	Low Negative Impact	Landcom <i>Number of additional engagement sessions</i>

11. Conclusion

The primary purpose of this SIA is to bring about a more ecologically, socio-culturally sustainable and equitable environment by minimising any potential negative impacts and enhances positive impacts that may result from the Proposal.

Supported by policies and plans from federal, state and local government, the SIA conducted an appraisal of relevant emerging issues and trends, an analysis of demographic and place characteristics including population projections, and a review of technical reports prepared for the Proposal.

Consistent with the community consultation objectives of DPIE's *SIA Guideline*, primary research was conducted to inform the assessment.

Based on this information the identified impacts have been considered in terms of their potential magnitude and likely impact according to the relevant impact categories. A residual assessment was then conducted by applying measures identified in the technical reports and other sources to determine how communities might experience these impacts after the implementation of enhancement or mitigation measures.

The SIA demonstrates that the Proposal will have significant positive impacts. While some negative impacts have been identified, these will be either low or negligible once the recommended mitigation measures have been actioned.

Way of Life

Key among the very high positive impacts will be the addition of an estimated 180 apartments dedicated to essential workers located in northern Sydney and close to transport. The provision of essential worker housing is based on a demonstrated need for the supply of more affordable dwellings to accommodate this workforce in the north of Sydney.

The provision of housing dedicated to the essential workforce has been assessed as very high positive.

The single most common concern raised through the engagement was traffic and parking. While noting current traffic congestion in the area, and that the intersection of Pacific Highway and Mowbray Road is over capacity, the population generated by the BTR Proposal and the small number of trips via car in peak periods as documented in the Traffic Impact Assessment is unlikely to have an impact.

The Proposal provides car parking spaces in compliance with the Willoughby Development Control Plan but based on 2021 Census data on average cars per household in the area, parking provided onsite may be inadequate.

Parking, and private motor vehicle travel should however be viewed in the context of the Site's proximity to multiple transport options, including a good active transport network linking Chatswood with surrounding suburbs.

The social impact created by traffic and parking from the Proposal is likely to be negligible.

Community

Communities are complex systems that can be characterised by community structure (the number and size of populations and their interactions) and community dynamics (how the members and their interactions change over time). These attributes contribute to a sense of place or sense of community.

It is unlikely that the increase in population generated by the Proposal will have any material impacts on community cohesion or dynamics. Over time an increased population may add vibrancy by encouraging diverse households and younger populations and provide more opportunities for social connections.

Impacts related to community cohesion have been assessed as medium positive.

Accessibility

Positive impacts will result from the Proposal's location. The site is close to Chatswood town centre, which provides essential goods and services to meet day-to-day needs, as well as leisure activities that can facilitate opportunities for relaxation and social connectivity.

The site is also close to Chatswood railway station, the Sydney metro and bus services that provide access to the Sydney CBD and key locations across northern Sydney. There is also good access to active transport routes.

Both active and public transport open personal mobility for all members of the public, and as a much more affordable option creates social opportunity for members of the community who may not have access otherwise. Public and active transport use improve health and wellbeing in the community.

Impacts related to location have been assessed as very high positive.

Concerns about the current capacity of open space in Chatswood and how this would be addressed was raised on several occasions through the engagement.

An incoming population of approximately 418 people generated by the BTR apartments is unlikely to place undue demand on open space and is assessed as having a low impact. The small population generated by the Proposal is unlikely to stretch the capacity demands of other social infrastructure types, including schools.

Overall, the impact of the BTR Proposal on social infrastructure will be negligible. The potential impacts on social infrastructure do however need to be considered in the context of the future proposed development of the whole site, as well as the increasing number of new high density housing projects in Chatswood.

Culture

The First Nations Co-Design Values Report documents the inputs from the Walk of Country and design workshop. The 'Connecting with Country' design initiatives identified through the engagement and integrated in the landscape design and are likely to empower First Nations people and provide the community with a better understanding of Aboriginal culture.

To maximise these benefits several enhancement measures have been identified, specifically targeting employment opportunities and further engagement that will result in high positive impact.

Health and Wellbeing

Those living close to construction sites can suffer from the annoyance of noise, vibration and heavy vehicle traffic which can cause sleep disturbances, cognitive impairment, decreased mental wellbeing and other health and wellbeing impacts.

There will be negative impacts that arise from construction. While these are unavoidable, they will be temporary and the introduction of mitigation measures will minimise or negate the potential for negative impacts, including those that may arise in combination with construction on other development sites.

With the implementation of the recommended mitigation measures, impacts related to construction have been assessed as low negative.

Surroundings

Engagement revealed that neighbourhood amenity and character was important to many residents. The potential for the Proposal to have negative impacts appeared to be most pronounced among established residents. Negative impacts were related to increased density, height, traffic congestion, parking pressures and more people. There were also concerns about the impacts on local heritage, and the extent to which high density development was comparable with the established areas in Chatswood.

More recent arrivals to Chatswood were more supportive of the character attributes increased populations and higher density development brought to Chatswood. Positive attributes like the markets, cafes and restaurants were viewed as contributing to the vibrancy and character of the area.

Both high density development and more established areas, including the heritage buildings and ‘Conservation Areas’ make an equal but distinctive contribution the nature and character of Chatswood, which can be characterised as an historic urban cultural landscape with a dynamic urban core bounded by more stable residential heritage conservation areas

The nature of the Proposal and perceptions from established residents about its impact on local character are likely to be irreconcilable in the short term, however opposition may dissipate over time.

Ultimately the design of the Proposal, the open space and amenity it will provide to the corner of the busy intersection has been assessed as very high positive.

Decision Making Systems

Engagement revealed a level of scepticism amongst some residents regarding the extent to which their inputs would change or have relevance to Government decision makers, some believing consultation was just a ‘tick-a-box’ exercise.

Ongoing engagement is recommended to keep residents informed about the Proposal, which should highlight any design changes or adjustments to the Proposal made in response to community concerns or input.

While this engagement is unlikely to shift the perceptions of all participants, it may be viewed as a positive gesture and build a bank of good will in the community.

Impacts related to engagement and the ability of residents to influence planning decisions have been assessed as low positive impact.

This SIA concludes that the proposed development is suitable and warrants approval subject to the implementation of the following mitigation measures:

This SIA concludes that the proposed development is suitable and warrants approval subject to the implementation of the following mitigation measures:

- Establish a community information campaign to provide information of essential worker housing.
- Clarify and make public the definition of essential workers.
- Clarify and make public an essential worker eligibility and rental costs scale.
- Prepare an information circular detailing the conclusions of the traffic impact assessment and how traffic generated by the proposal will be managed.
- Implement mitigation measures identified in the preliminary construction traffic management plan, including the preparation of a detailed construction traffic management plan by the principal contractor.
- Prepare a Green Travel Plan to encourage residents and construction workers to reduce private motor vehicle use and promote public and active transport use.
- Ensure the design of communal spaces is maximised to create opportunities for building social connections amongst residents. This may be achieved by the types of seating, children’s play equipment, or appropriate recreation activities.
- Provide a welcome pack to all new residents describing the overall community residing in the development (essential workforce) to help build a sense of belonging and social connections.
- Ensure signage / wayfinding for the site uses environmental cues like landmarks, colour contrast, and consistent features to help locals and visitors orientate and navigate safely.
- Consider the inclusion of commercial floor space suitable for a medical centre.
- Continue to engage with local First Nations people into the design development stage of the six seasons garden to implement outputs from the Walk on Country design workshop
- Procure a First Nations botanist or associated knowledge holder to provide input into the planting plan and selection on the site to ensure it appropriately reflects and engages with Country.

- Implement mitigation measures identified in the preliminary construction traffic management plan, including the preparation of a detailed construction traffic management plan by the principal contractor.
- Implement measures identified in the Noise and Vibration Impact Assessment.
- Prepare a detailed Construction Management Plan (CMP) prior to Construction Certificate (CC). The CMP will include (but not be limited to):
 - mechanisms to deliver regular updates to primary social locality residents throughout the construction stages, including key timings of major construction milestones and activities
 - mechanism or register to enable feedback from primary social locality residents during the construction phase
 - mechanisms for primary social locality residents with young children, older people, those with health issues and shift workers to come forward and be given consideration during the construction period if required
 - complaints log.
- Liaise with other development sites to minimise any potential impacts from construction traffic and noise on surrounding residents.
- Conduct ongoing reviews of cumulative heavy vehicle traffic generation and coordination of heavy vehicle routes used by these projects will be undertaken on a regular basis between the appointed contractor, Willoughby Council and TfNSW to minimise impacts on the road network.
- Implement measures identified in the Crime Prevention Through Environmental Design (CPTED) Report.
- Design the vertical landscape with a view to planting natural plants species to promote a resilient and sustainable green canopy and according to biophilic design principles.
- Continue to engage with the community, and specifically, those attending engagement sessions to keep them informed and close the engagement loop.
- Identify where community feedback has resulted in changes to the BTR Proposal.

Appendix A

Scoping Study & Primary Social Locality Maps

GYDE

12. Scoping Study

The scoping study enables the identification of potential social impacts to determine the overall extent of the assessment. The identification of potential impacts early in the project can also inform any changes or mitigation measures to avoid or minimise the impacts early in the project design process.

After a review of the Proposal and a desk top review of the area immediately surrounding the site, a scoping study was undertaken to identify the potential impacts likely to occur because of the Proposal. By scoping the initial impacts, the scoping study helped inform:

- the geographic areas and populations most likely to be impacted
- the methods and data sources required to investigate the impact
- initial project refinements in response to likely impacts
- potential mitigation / enhancement measures.

The preparation of the scoping study involved:

- site / neighbourhood visit
- review of draft planning documents
- review of state and Council policy and planning drivers
- demographic profile and population projections.

Table 17. below lists the initial impacts identified through the scoping study. Project responses to the suggested actions and project refinements are also listed. The complete scoping study spreadsheet is presented in **Appendix A**.

Table 17 Scoping study summary

Potential Impact	Potentially impacted residents	Potential Impact	Project refinement / Recommended enhancements / Mitigations
WAY OF LIFE / COMMUNITY / HEALTH & WELLBEING			
Impacts related to increased housing provision	• Renters. • Essential workers.	• Positive	• Identify and engage local housing providers to identify local need. • Establish a community information campaign to provide information of essential worker housing. • Include outdoor private communal open spaces throughout the site to promote social connectivity and passive recreation with consideration to resident need. • Review population projection household data to support bedroom mix. • Consider partnerships or agreements with Council with reference to their role as a manager of affordable housing assets as per the Willoughby Affordable Housing Strategy.
Impacts related to traffic and parking during operation	• Residents in nearby streets • Regional commuters • Pedestrian traffic	• Potentially negative	• Ensure adequate parking on site, including visitor and bicycle parking, in accordance with the Willoughby DCP requirements. • Ensure a Green Travel Plan is prepared for the site for submission with the SSDA.
ASSESSIBILITY / WAY OF LIFE			
Impacts related to location	• Incoming residents • Local businesses	• Positive	• N/A
Impacts related to demand on social infrastructure and transport	• Service providers • Willoughby Council • Incoming residents • Existing residents • TfNSW	• Potentially negative / positive	• Investigate opportunities to include floor space on the site that may be suitable for additional social infrastructure (public and private). • Provide open space on site usable by the public. • Consider the inclusion of active recreation space on site that is available to the public.

Potential Impact	Potentially impacted residents	Potential Impact	Project refinement / Recommended enhancements / Mitigations
			- Investigate opportunities, with input from Willoughby Council, for the adaptive reuse of Mowbray House, noting this should allow for multiple uses and improve community and key stakeholders’ access. - Development of pocket parks, community gardens and green allotments on site. - Consider incorporating indoor and outdoor play spaces for children 0 – 4 and 5 – 11. - Provide outdoor play spaces according to the NSW Everyone Can Play Guideline. - Provision of public spaces shall align with Willoughby Public Spaces and Recreation Strategy 2024, and the NSW Public Spaces Charter 2021. - Prepare a public art plan and engage a public artist in the early stages of the landscape design. - Engage Council to identify current social infrastructure demand, existing and planned provision. - Prepare an information package on the likely adaptive reuse opportunities and community benefits to support community engagement activities.
SURROUNDINGS / HEALTH & WELLBEING / WAY OF LIFE			
Impacts related to amenity and character (construction & operational stages)	- Residents particularly in the primary social locality - Commuters along Pacific Highway disrupted by construction traffic. - Nearby commercial development. - Heritage groups.	Positive / Negative	- Respond to community inputs and concerns through the engagement, and where appropriate adjust the building design to limit amenity impacts. - Further building envelope testing should be informed by shadow impact testing, demonstrating the additional impacts to pedestrian ground plane areas, low density dwellings and tower façades. - Consider changes to the Proposal layout to increase distances from exiting residential areas, with the aim to preserve heritage and aesthetic values. - Building design must consider safety by design principles. - Include appropriate lighting throughout the site to improve nighttime surveillance. - Proposed building design must include active frontages and landscaping that is consistent with the green nature and amenity of the area. - Design the landscape with a view to replanting natural plants species on the site to promote the green canopy and according to biophilic design principles. - Conduct consultations with residents in the primary social locality to identify mitigation measures to minimise negative construction impacts. - Ensure consultation identifies residents that may be more sensitive to construction impacts (younger children, those that may be vulnerable to dust and reduced air quality, as well as night shift workers), and appropriate mitigation measures are implemented. - Consider staging the construction program to lessen the potential for impacts. - Maximise site safety by appropriately managing the pedestrian and construction activity interface. - A construction traffic management plan will be prepared for the site. The plan will specify (at a minimum): - Truck entry and exit points - Traffic control measures - Heavy vehicle haulage routes that avoid local streets - Workforce travel and parking plan - During site induction, workers will be informed of the public transport network servicing the site. - Identify other development sites in the area and coordinate construction activities as required. - Conduct ongoing reviews of cumulative heavy vehicle traffic generation and coordination of heavy vehicle routes used by these projects will be undertaken on a regular basis between the appointed contractor, Willoughby Council and TfNSW to minimise impacts on the road network.

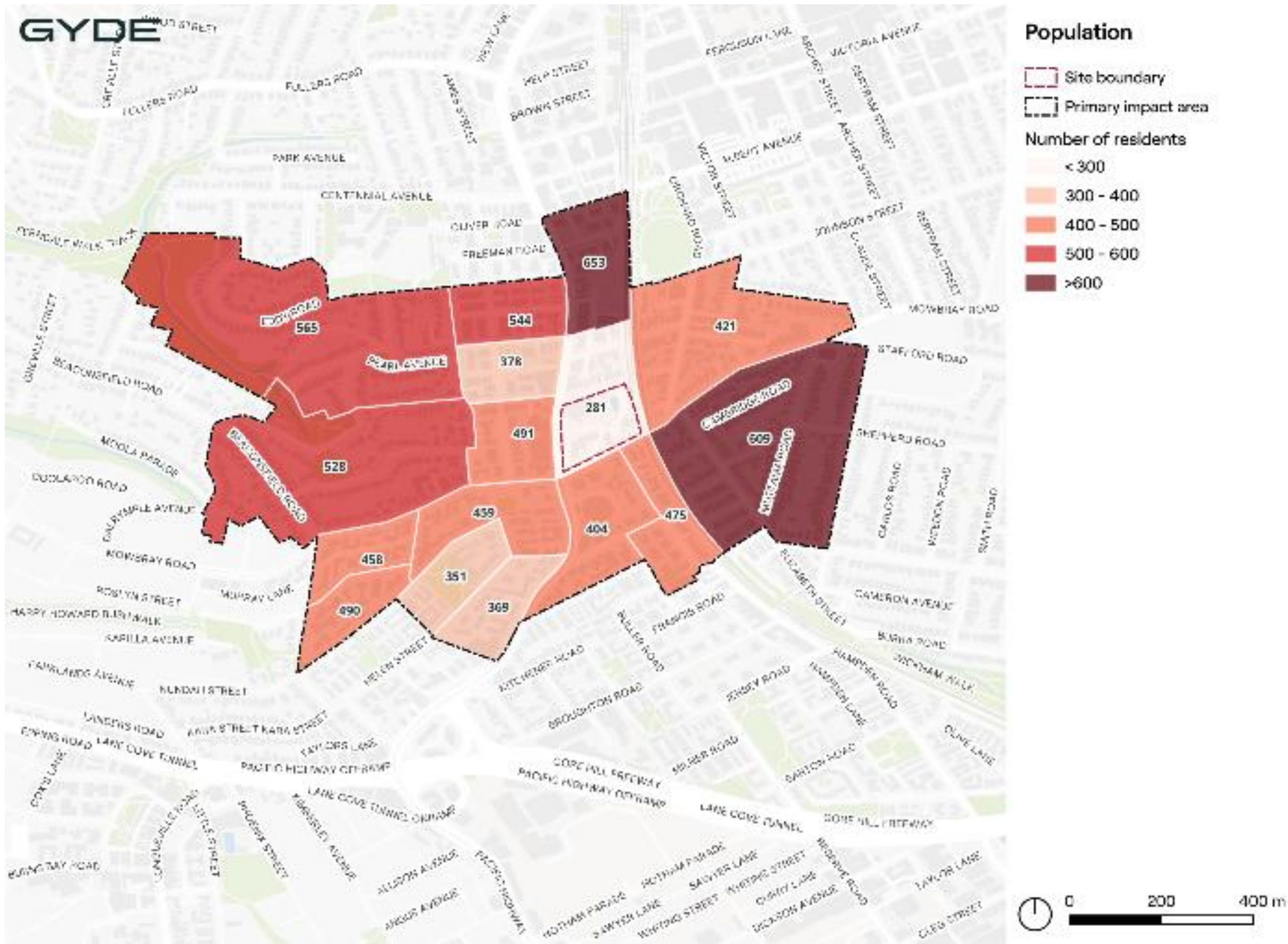


Figure 10 Primary social locality - population



Figure 11 Social locality dwelling structure - Apartments



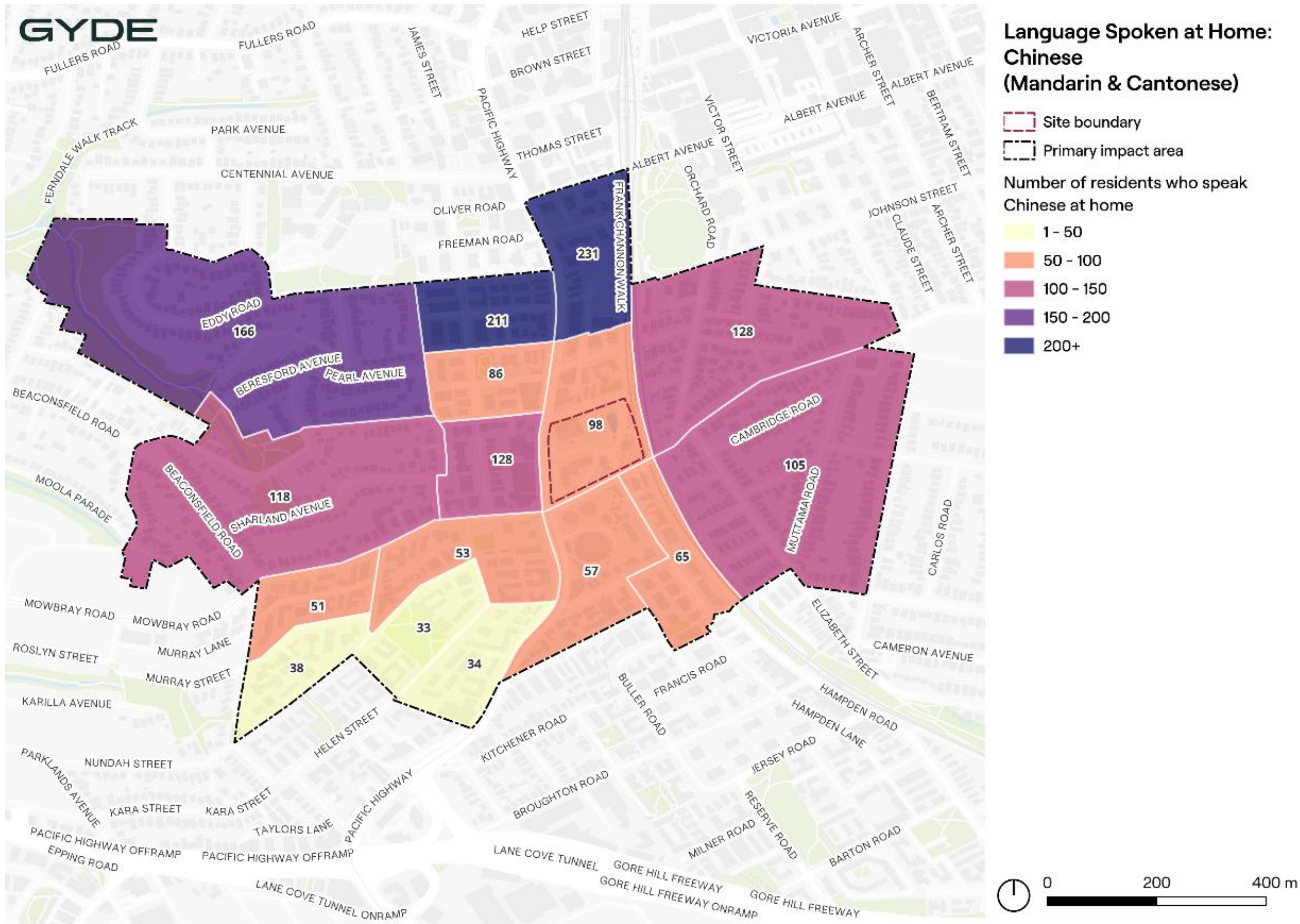


Figure 13 Primary social locality – Most common language spoken at home (other than English)

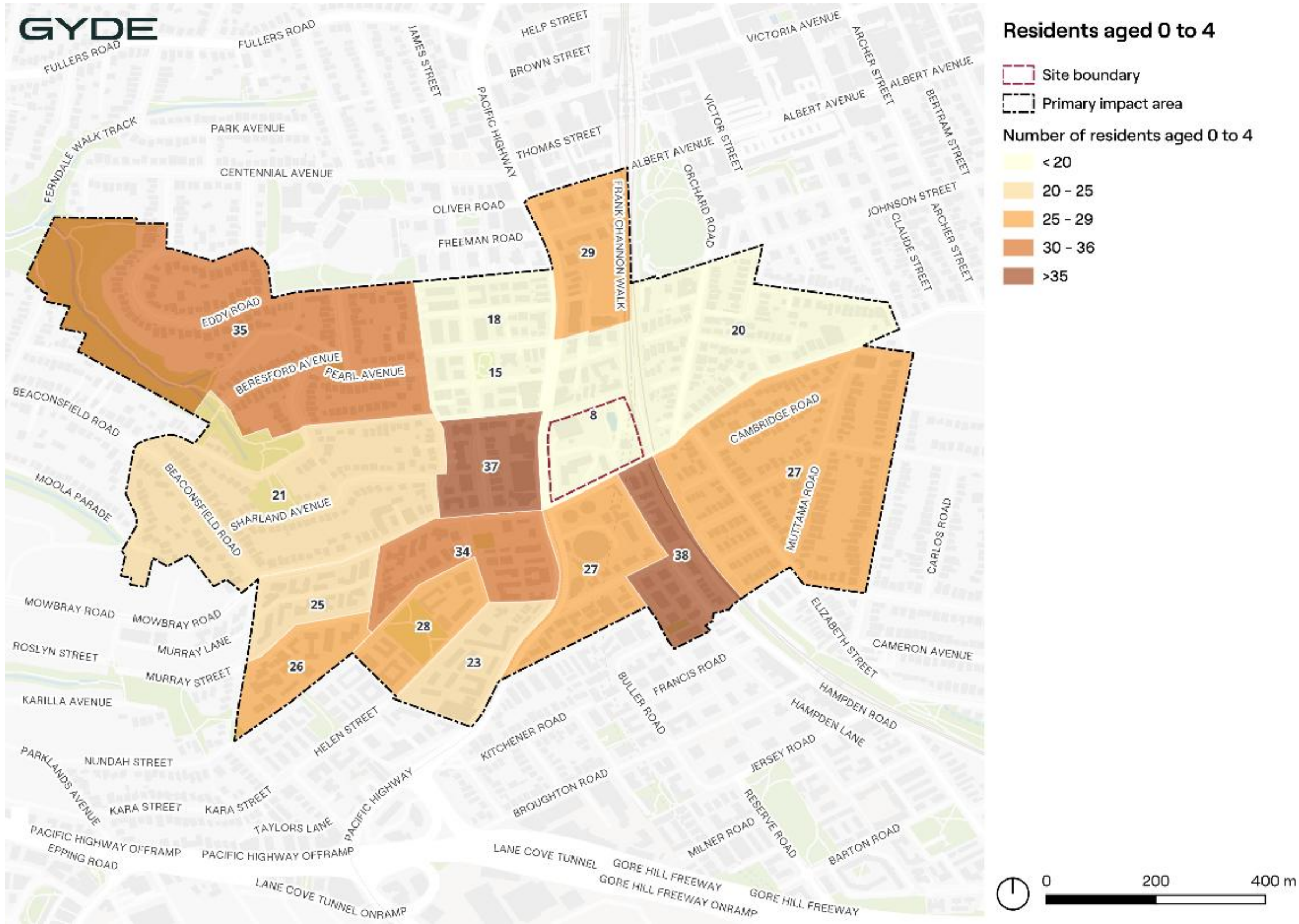


Figure 14 Primary social locality – Children 0 - 4

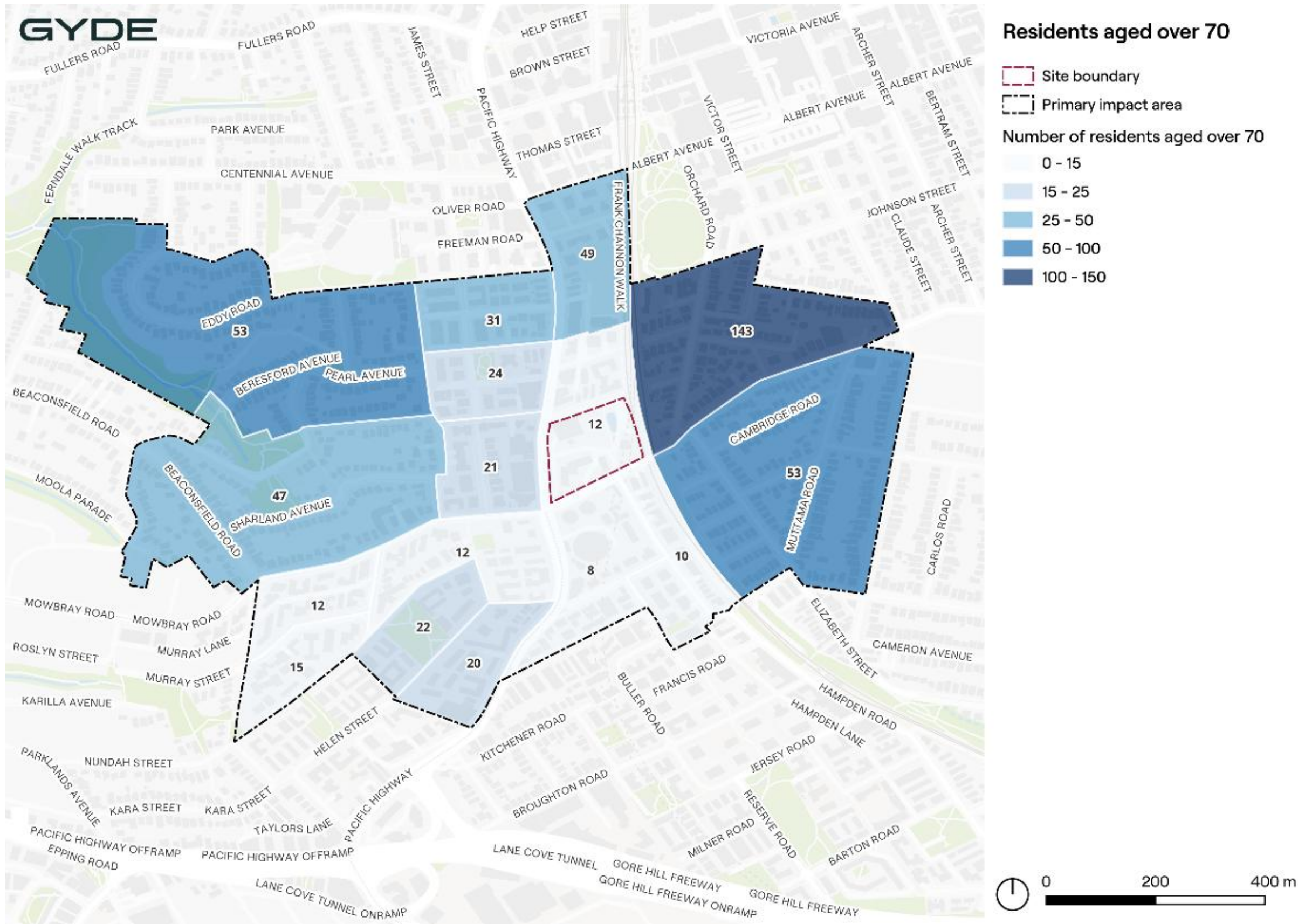


Figure 15 Primary social locality – People aged over 70



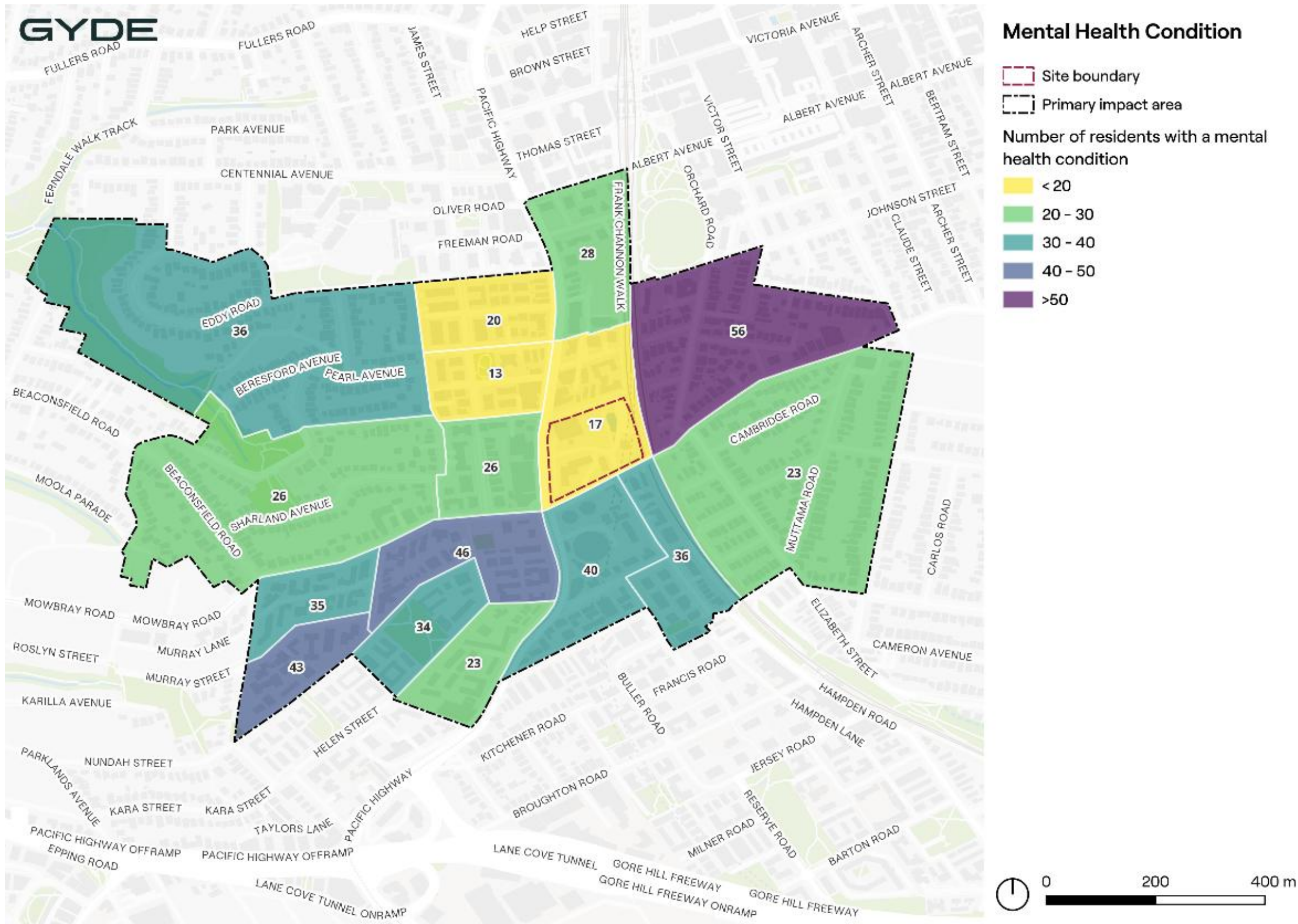


Figure 17 Primary social locality - People with a mental health condition

Primary Area

Understanding demographic characteristics in the primary area is most important when designing the social impact assessment engagement activities and communication methods, as well as considerations that should be taken into account when identifying project refinements, the preparation of technical reports, or the preparation of construction related mitigations.

The following demographic data has been prepared to describe some of the major resident characteristics in the primary impact area. The demographic data is collected from Statistical Areas (SA1s) as defined by the Australian Bureau of Statistics.

Due to the site location, specific demographic and population projections data from three Statistical Area 2s (SA2s) has been collected. The SA2s are Artamon, Chatswood East and Chatswood (West) – Lane Cove North.

The primary source of data is the Australian Bureau of Statistics (ABS) 2021 Census, and the Department of Planning, Housing and Infrastructure’s Common Planning Assumptions Population Projections, 2024.

Demographic characteristics are collected for the primary social locality mostly to inform approaches to engagement and to understand what mitigation measures may be required to target specific groups. The population characterstics and purpose of collecting specific data for these groups is presented in the table below.

Demographics	Collection Purpose	Demographic Characteristics
Population 	Provides an understanding of the overall population density of the area and how many people may be more directly impacted b the Proposal.	The total population in the primary area is approximately 7,500 people. The most heavily populated zone in the primary area is to the east of the site, with 609 people. The most densely populated zone in the primary area is to the east of the site, with 609 people.
Dwelling Structure 	While letterbox drops in low density areas can be an effective method to initiate resident contact, those living in apartments are generally more difficult to make contact with initially. Understanding the dwelling structure helps develop engagement methods that more effectively target different dwelling types.	Most higher density dwellings are located directly to the west and southwest of the site. There are few high-density dwellings directly east of the site, with this area dominated by separate houses.
Language 	Understanding languages spoken at home and the level of language proficiency in the primary social locality determines the need for the interpretation of engagement material.	Other than English, the two most popular languages spoken at home in the primary social locality were Mandarin (14.5%) and Cantonese (6.6%).
Age 	Families with younger children and households with older people can be more susceptible to impacts that may arise from noise generated by construction activity. Understanding the location of households with younger children and older people helps to frame engagement questions and direct mitigation measures that assist these groups specifically.	Apartments directly to the west and south of the site are the households with the most children aged 0-4. The highest concentration of those aged 70 and over are to the east and southeast of the site where the dwelling structure is predominantly separate houses.
Health 	People with long term health conditions can be more susceptible to impacts that may arise from noise and dust generated by construction activity. Understanding the location of households where occupants have asthma or mental health helps frame engagement questions and direct mitigation measures that assist these groups specifically.	Long term health condition data shows people in the primary area suffering from asthma. The highest concentration of those with asthma is southeast of the site, with pockets south and west.

Appendix B

Scoping Study

GYDE

Potential Impact	Description (Positive / Negative)	Potentially impacted residents	Potential Impact	Level of Assessment Required / Assessment by other discipline	Project refinement / Recommended enhancements / Mitigations
WAY OF LIFE / COMMUNITY / HEALTH & WELLBEING					
Impacts related to increased housing provision	- The Proposal: - aligns with an identified need for housing across greater Sydney. - provides housing for Essential Workers: Well-located apartments near major essential worker places of employment, leased exclusively to essential workers at discounted rents. - increases market housing: Rezoning and development strategies for the Market Lots at the Chatswood Project will enable the private sector to construct approximately 1,300 new apartments. - increases the supply of Government owned housing: Apartments owned by the NSW Government with no long-term use restrictions will allow future reassignment for social housing, affordable housing, or crisis accommodation.	- Renters. - Essential workers.	Positive	- Standard. - Secondary data + targeted engagement + potentially targeted research.	- Identify and engage local housing providers to identify local need. - Include outdoor private communal open spaces throughout the site to promote social connectivity and passive recreation with consideration to resident need. - Review population projection household data to support bedroom mix. - Consider partnerships or agreements with Council with reference to their role as a manager of affordable housing assets as per the Willoughby Affordable Housing Strategy.
Impacts related to traffic and parking during operation	The Proposal is likely to generate opposition due to a perception that the increase in population will add to traffic congestion and parking pressures.	- Residents in nearby streets - Regional commuters - Pedestrian traffic	Potentially negative	- Standard. - Secondary data + targeted engagement + potentially targeted research. - Traffic impact assessment	- Ensure adequate parking on site, including visitor and bicycle parking, in accordance with the Willoughby DCP requirements. - Ensure a Green Travel Plan is prepared for the site for submission with the SSDA.
ASSESSIBILITY / WAY OF LIFE					
Impacts related to location	- The Proposal is in a highly walkable location close Chatswood town centre. - Chatswood is a strategic town centre serviced by heavy rail and bus services.	- Incoming residents - Local businesses	Positive	- Minor. - Secondary data + limited engagement (if required). - Traffic impact assessmnet; Green travel plan.	N/A
Impacts related to demand on social	Increased demand on social infrastructure (i.e. schools, childcare) and transport may impact access to existing and incoming residents.	Service providers	Potentially negative / positive	- Standard. - Secondary data + targeted engagement + potentially targeted research.	Investigate opportunities to include floor space on the site that may be suitable for additional social infrastructure (public and private).

Potential Impact	Description (Positive / Negative)	Potentially impacted residents	Potential Impact	Level of Assessment Required / Assessment by other discipline	Project refinement / Recommended enhancements / Mitigations
infrastructure and transport	- The Proposal will provide more community facilities in Chatswood with the adaptive reuse of Mowbray House. - The Proposal will include new public space in Chatswood available for community use.	- Willoughby Council - Incoming residents - Existing residents - TfNSW		Social infrastructure needs assessment.	- Provide open space on site usable by the public. - Consider the inclusion of active recreation space on site that is available to the public. - Investigate opportunities, with input from Willoughby Council, for the adaptive reuse of Mowbray House, noting this should allow for multiple uses and improve community and key stakeholders' access. - Development of pocket parks, community gardens and green allotments on site. - Consider incorporating indoor and outdoor play spaces for children 0 – 4 and 5 – 11. - Provide outdoor play spaces according to the NSW Everyone Can Play Guideline. - Provision of public spaces shall align with Willoughby Public Spaces and Recreation Strategy 2024, and the NSW Public Spaces Charter 2021. - Prepare a public art plan and engage a public artist in the early stages of the landscape design. - Engage Council to identify current social infrastructure demand, existing and planned provision. - Prepare an information package on the likely adaptive reuse opportunities and community benefits to support community engagement activities.

SURROUNDINGS / HEALTH & WELLBEING / WAY OF LIFE

Impacts related to amenity and character (construction & operational stages)	- The Proposal will include the adaptive reuse of an exiting heritage building on the site that will be available for community use. - The Proposal will include new green space and plantings on the site. - Residents in separate houses in the older established lower density areas of the primary social locality may consider the Proposal out of character. - Perception that the bulk, scale and height may disrupt views. - Perception that the height of the Proposal may result in overshadowing, particularly on the lower density dwellings to the east of the site.	- Residents particularly in the primary social locality - Commuters along Pacific Highway disrupted by construction traffic. - Nearby commercial developments. - Heritage groups.	Positive / Negative	- Standard. - Secondary data + targeted engagement + potentially targeted research. - Heritage impact assessment; Visual impact assessment; Noise and vibration impact assessment; Traffic impact assessment; Construction traffic mangagement plan; Construction management plan.	- Respond to community inputs and concerns through the engagement, and where appropriate adjust the building design to limit amenity impacts. - Further building envelope testing should be informed by shadow impact testing, demonstrating the additional impacts to pedestrian ground plane areas, low density dwellings and tower façades. - Consider changes to the Proposal layout to increase distances from exiting residential areas, with the aim to preserve heritage and aesthetic values. - Building design must consider safety by design principles. - Include appropriate lighting throughout the site to improve nighttime surveillance. - Proposed building design must include active frontages and landscaping that is consistent with the green nature and amenity of the area. - Design the landscape with a view to replanting natural plants
--	---	---	---	--	--

Potential Impact	Description (Positive / Negative)	Potentially impacted residents	Potential Impact	Level of Assessment Required / Assessment by other discipline	Project refinement / Recommended enhancements / Mitigations
	• The increase in the population because of the construction workforce influx may disrupt amenity. • Additional residents and increased population in the area may disrupt amenity. • The Proposal is proximal to heritage buildings and heritage conservation area. • Likely to be impacts resulting from construction including traffic, noise and vibration and air quality issues. • There are residents in the primary social locality potentially vulnerable to construction activity, including younger children, older people, those with long term health conditions. • Potential for cumulative impacts because of combined construction activity in the general area. • Trees may be removed, negatively impacting local biodiversity and green canopy.				species on the site to promote the green canopy and according to biophilic design principles. • Conduct consultations with residents in the primary social locality to identify mitigation measures to minimise negative construction impacts. • Ensure consultation identifies residents that may be more sensitive to construction impacts (younger children, those that may be vulnerable to dust and reduced air quality, as well as night shift workers), and appropriate mitigation measures are implemented. • Consider staging the construction program to lessen the potential for impacts. • Maximise site safety by appropriately managing the pedestrian and construction activity interface. • A construction traffic management plan will be prepared for the site. The plan will specify (at a minimum): Truck entry and exit points Traffic control measures Heavy vehicle haulage routes that avoid local streets Workforce travel and parking plan During site induction, workers will be informed of the public transport network servicing the site. Identify other development sites in the area and coordinate construction activities as required. • Conduct ongoing reviews of cumulative heavy vehicle traffic generation and coordination of heavy vehicle routes used by these projects will be undertaken on a regular basis between the appointed contractor, Willoughby Council and TfNSW to minimise impacts on the road network.

Appendix C

Demographic & Population Profile

GYDE

Population and Population Growth

In 2021, the population of Willoughby LGA was 76,044. This is projected to increase to 81,856 by 2041, an increase of over 5,800 people at an average annual change of 0.4% or around 387 people per year. This is a total change of 7.6% across the 20-year period.

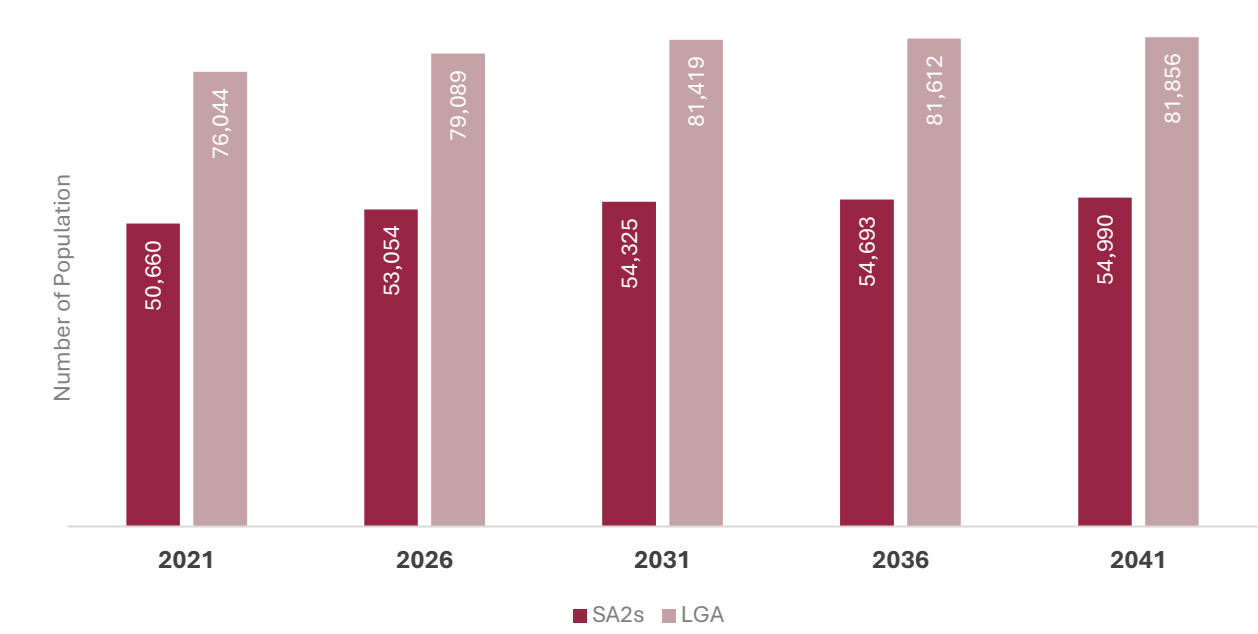


Figure 18 Population projections, SA2s and Willoughby LGA 2021 to 2041. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

Age Structure

Age Structure data provides key insights into the level of demand for age-based services and facilities, and well as housing needs. It is an indicator of an area’s characteristics and how it is likely to change in the future.

As shown in **Table 18.** and **19.** below, the median age for the SA2s was 36.9 in 2021, approximately 2 years younger than the LGA’s 39.3. The difference will reduce slightly by 2041, with the SA2s median age 38.9, and the LGA 39.8. In 2021 the median age in NSW was 39.

Table 18 Median age, SA2s 2021 to 2041

2021	2026	2031	2036	2041
36.9	37.1	37.7	38.3	38.9

Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

Table 19 Median age, Willoughby 2021 to 2041

2021	2026	2031	2036	2041
39.3	38.6	38.8	39.2	39.8

Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

As shown in **Table 20.** and **Figure 19.** below, the early childhood and younger age groups are projected to decrease but older age groups, especially people above 50 are projected to increase in number. Age groups 05-09 and 35-39 are projected to decrease by almost 2%, while 85+ year olds are projected to increase by 2%.

Table 20 Age structure, SA2s 2021 to 2041

Age group	2021	2041	Change
00-04	2884	2765	-119
05-09	3282	2660	-622
10-14	2935	2696	-239
15-19	2306	2805	499
20-24	2882	3361	479
25-29	4003	4540	537
30-34	4580	4905	325
35-39	5159	4668	-491
40-44	4429	4316	-113
45-49	3623	3814	191
50-54	2893	3314	421
55-59	2447	2960	513
60-64	2207	2537	330
65-69	2042	2258	216
70-74	1785	1936	151
75-79	1198	1640	442
80-84	896	1504	608
85+	1109	2311	1202

Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

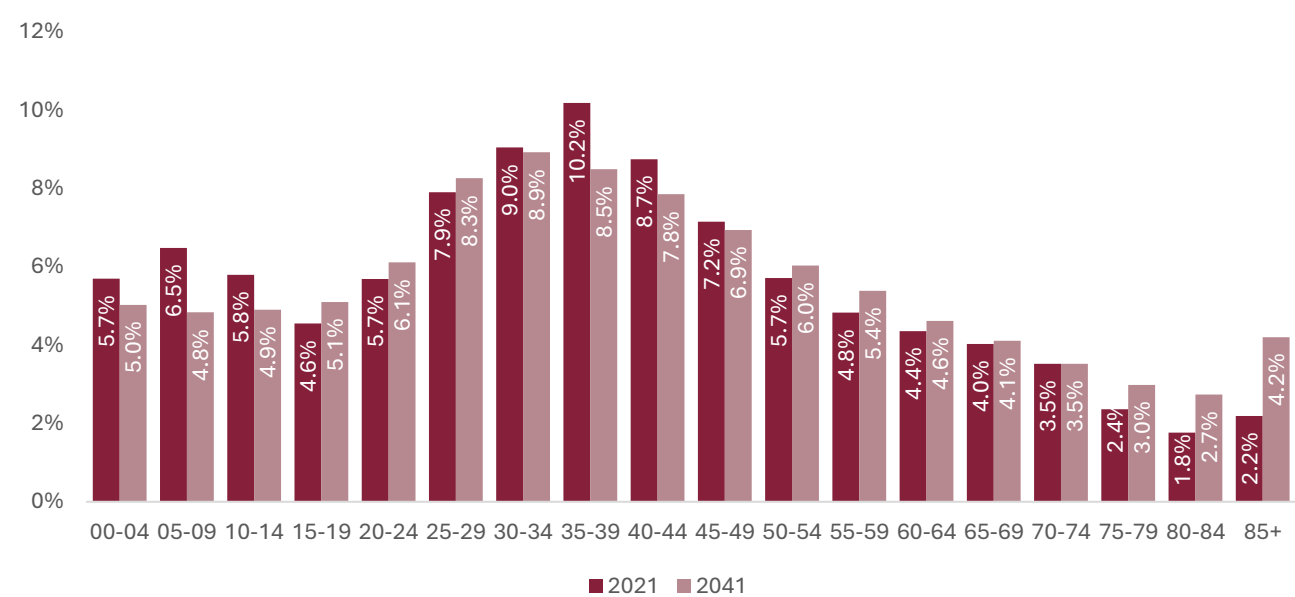


Figure 19 Age structure 2021 and 2041 in the SA2s. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

As shown in **Table 21.** and **Figure 20.** below, the LGA also follows similar trend with the 05-09 age groups projected to be decreasing and 85+ year olds projected to be increasing. 85+ age group is projected to increase by more than 60% over the 20-year period.

Table 21 Age structure, LGA 2021 to 2041

Age group	2021	2041	Change
00-04	4071	4058	-13
05-09	5244	4205	-1039
10-14	5180	4300	-880
15-19	4182	4448	266
20-24	4070	4533	463
25-29	4487	5689	1202
30-34	5161	6606	1445
35-39	6484	6642	158
40-44	6395	6359	-36
45-49	5842	5893	51
50-54	4938	5325	387
55-59	4379	4822	443
60-64	3716	4067	351
65-69	3328	3580	252
70-74	3049	3073	24
75-79	2057	2645	588
80-84	1497	2349	852
85+	1964	3263	1299

Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

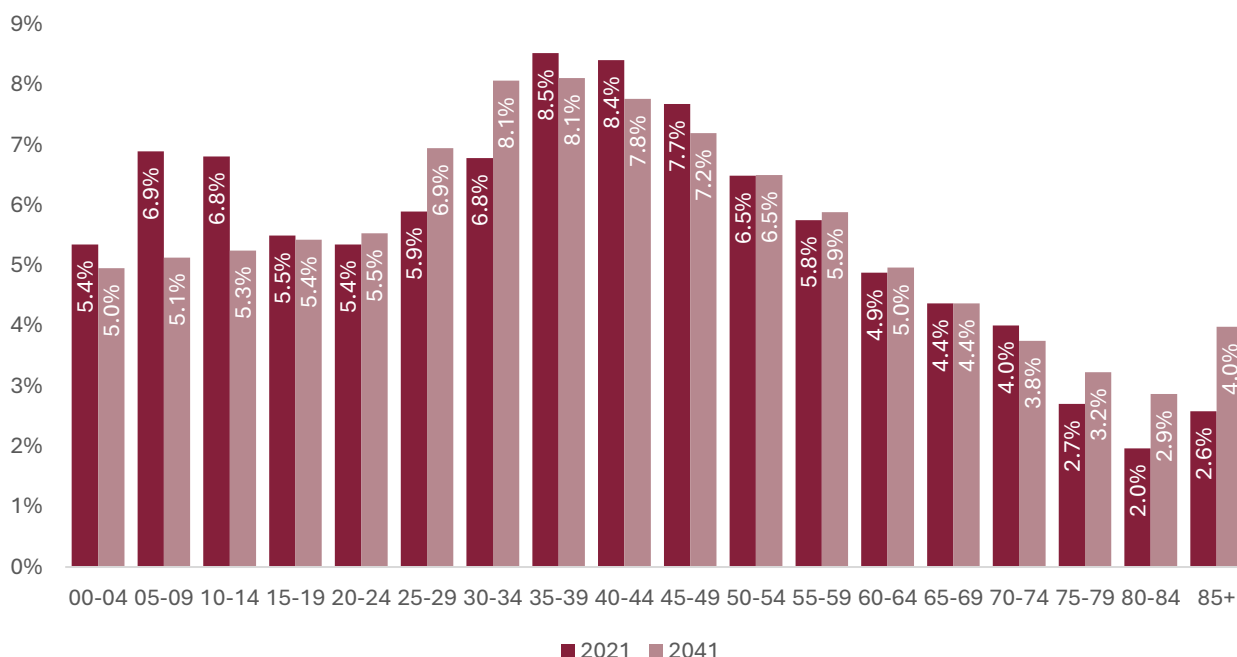


Figure 20 Age structure 2021 and 2041 Willoughby LGA. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

Household Size and Types

Household types are one of the most important demographic indicators, providing key insights into the level of demand for services and facilities, and housing compatibility.

Household size in the Willoughby LGA will decrease slightly from 2.5 in 2021 to 2.4 in 2041. As shown in **Table 22**, below, the reduction in household size is likely to be caused by increases in couples without children and lone person households.

Table 22 Household Size, Willoughby LGA 2021 to 2041

Year	2021	2026	2031	2036	2041
Willoughby	2.5	2.5	2.4	2.4	2.4

Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

As shown in **Table 23**, and **Figure 21**, below, while couples with children will continue to be the group most represented in the SA2s, they will decrease by almost 4%. Lone person households will increase by about 2%, making them the second largest household type.

Table 23 Household Types, SA2s 2021 to 2041

Household type	2021	2041	Change
Couple Family With Children	6674	6686	12
Couple Family Without Children	4702	5688	986
Single Parent Family	1814	2051	237
Multi Family Household	399	421	22
Other Family	676	786	110
Group Household	1229	1366	137
Lone Person	4831	5968	1137

Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

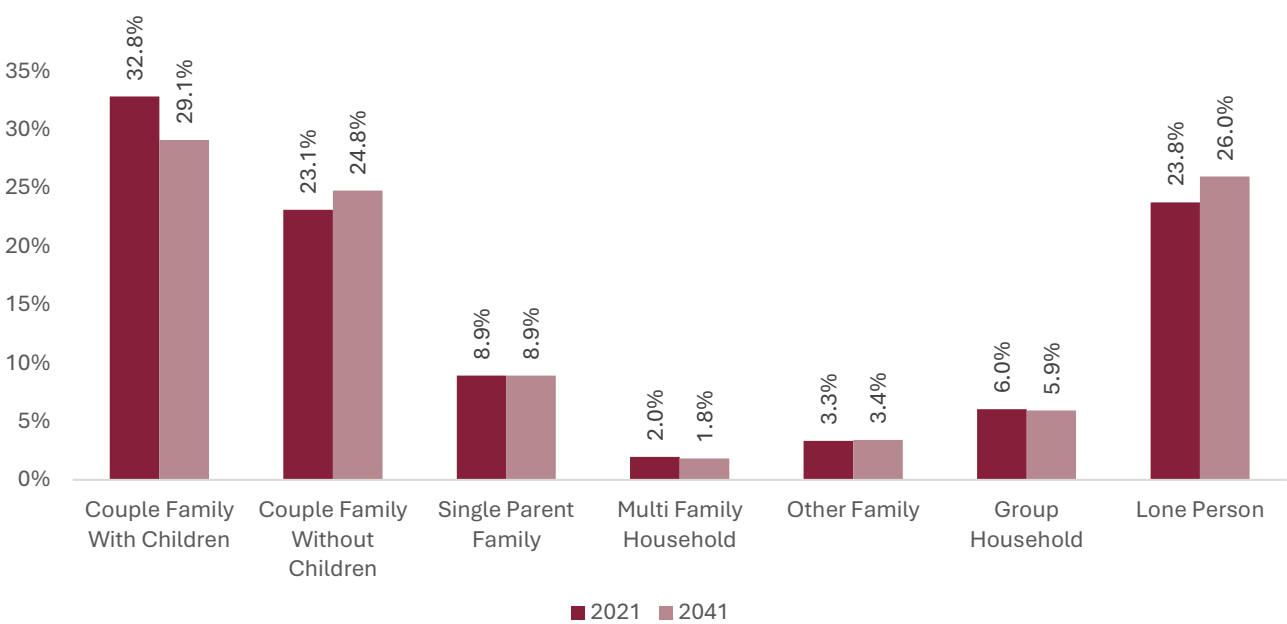


Figure 21 Household types 2021 and 2041 in the SA2s. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

As shown in **Table 24.** and **Figure 22.** below, the same trends are observed in the LGA, with an increase in couple families without children and lone person households.

Table 24 Household Types, LGA 2021 to 2041

Household type	2021	2041	Change
Couple Family With Children	10375	10618	243
Couple Family Without Children	7039	8632	1593
Single Parent Family	2644	2911	267
Multi Family Household	512	542	30
Other Family	831	981	150
Group Household	1408	1644	236
Lone Person	6898	8386	1488

Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

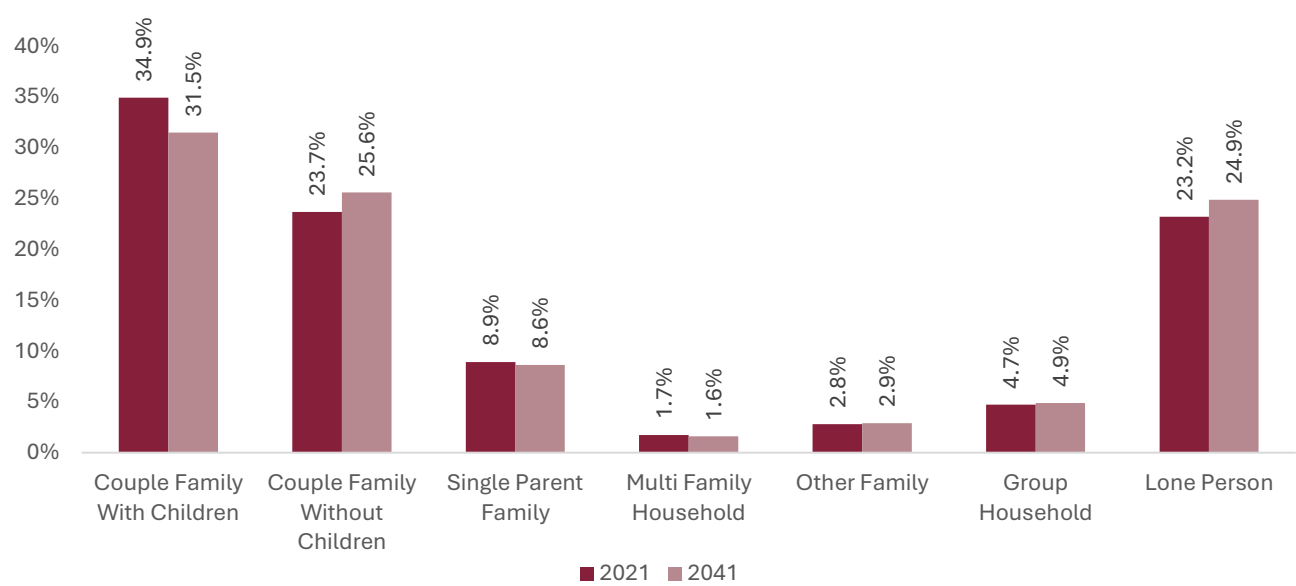


Figure 22 Household types 2021 and 2041 in Willoughby LGA. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

Cultural Diversity

Country of Birth data identifies where people were born and is indicative of the level of cultural diversity in Willoughby City. Language statistics show the proportion of the population who use a language at home other than English. They indicate how culturally diverse a population is and the degree to which different ethnic groups and nationalities are retaining their language.

The Chatswood East social locality is highly culturally diverse with over 64% of the population being born overseas. Of this, the highest proportion were born in North East Asia, accounting for 38.4% of the population. The second highest birthplace was Australia, being 35.3% of the population. This differs from the broader LGA with over 50% of people being born in Australia.

Table 25 Country of birth, Willoughby LGA 2021

	LGA		NSW
	Number	%	%
Australia	38,174	50.5	65.4
China (excludes SARs and Taiwan)	8,311	11.0	3.1
Hong Kong (SAR of China)	2,788	3.7	0.6
England	2,685	3.6	2.9
India	2,350	3.1	2.6
Korea, Republic of (South)	1,582	2.1	0.7

Source: Quickstats

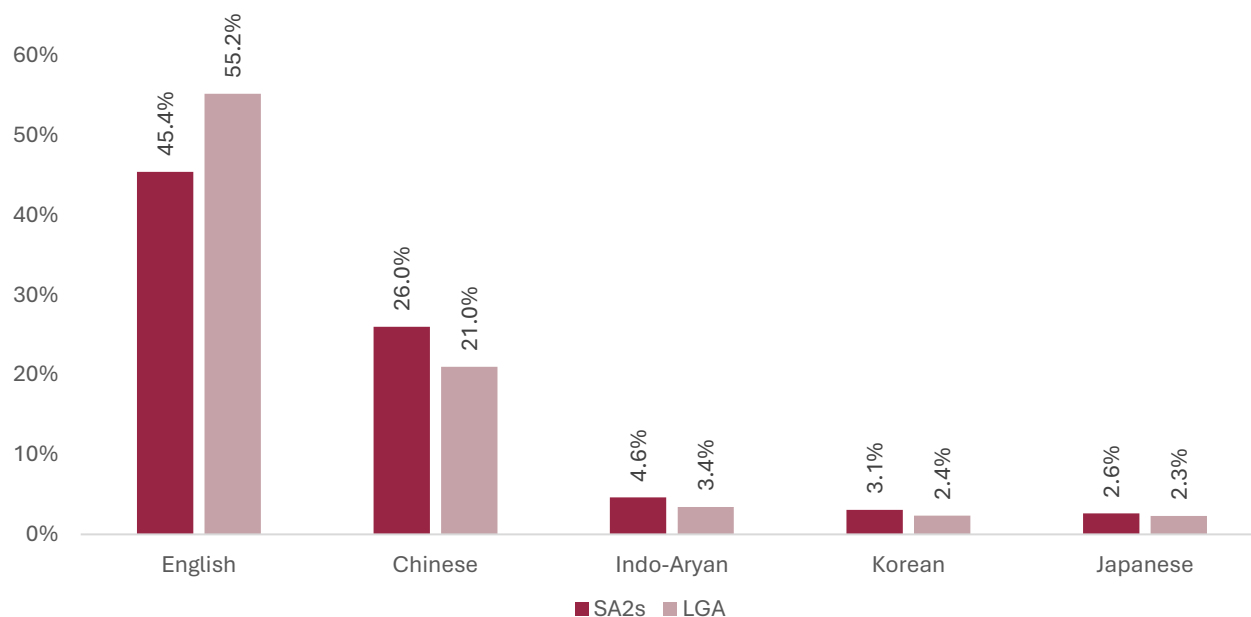


Figure 23 Top five languages spoken at home, SA2s and LGA, 2021. Source: ABS Table Builder

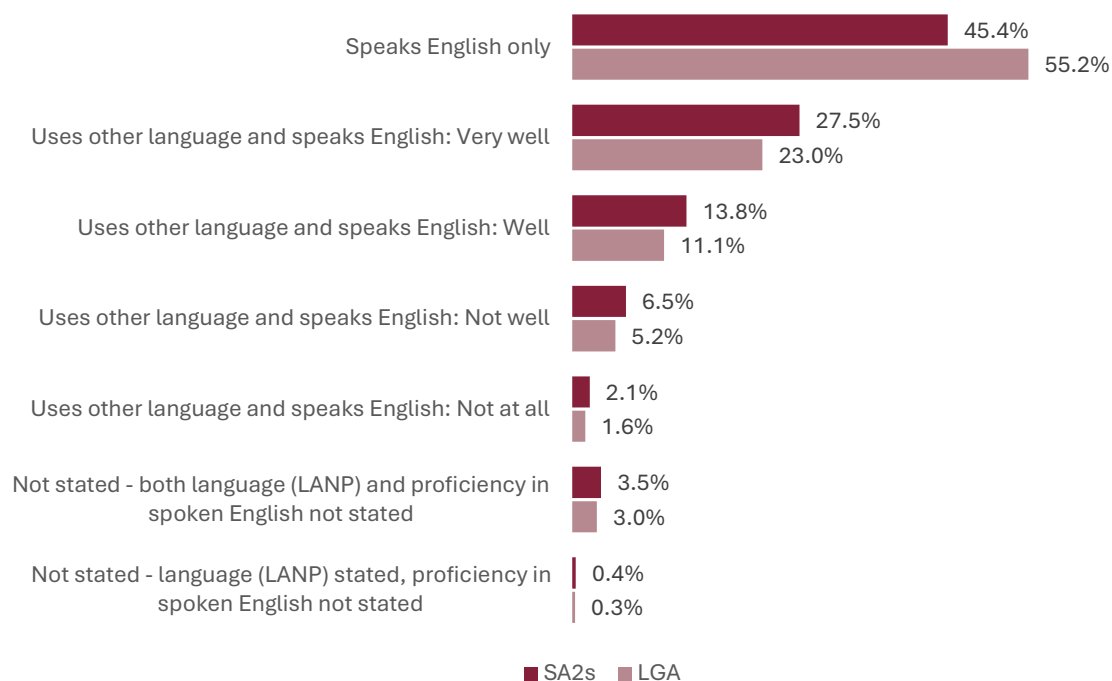


Figure 24 English language proficiency, SA2s and LGA, 2021. Source: ABS Table Builder

Education

School completion data is a useful indicator of socio-economic status. With other indicators, such as Proficiency in English, the data informs planners and decision-makers about people's ability to access services. Combined with Educational Qualifications it also allows assessment of the skill base of the population.

The share of the population attending educational institutions reflects the age structure of the population, as it is influenced by the number of children attending school; proximity to tertiary education, which can mean young adults leaving home to be nearer to educational facilities and; the degree to which people are seeking out educational opportunities in adulthood, especially in their late teens and early twenties.

Table 26 Highest level of educational attainment, SA2s and LGA, 2021

	SA2s		LGA		NSW
	Number	%	Number	%	%
Bachelor Degree level and above	22,242	43.9%	32,596	42.9%	23.2%
Advanced Diploma and Diploma level	3,854	7.6%	5,654	7.4%	7.7%
Certificate level IV	693	1.4%	2,206	2.9%	9.6%
Certificate level III	1,487	2.9%	8,598	11.3%	11.8%
Year 12	5,714	11.3%	2,536	3.3%	8.7%
Year 11	795	1.6%	1,340	1.8%	2.6%
Year 10	1,537	3.0%	2,536	3.3%	8.7%
Certificate level II	6	0.0%	11	0.0%	0.1%
Certificate level I	5	0.0%	5	0.0%	0.0%
Year 9 or below	1,345	2.7%	2,369	3.1%	6.0%
Inadequately described	1,084	2.1%	1,637	2.2%	2.3%
No educational attainment	246	0.5%	341	0.4%	0.8%
Not stated	2,320	4.6%	3,138	4.1%	6.8%

Source: ABS Table Builder

As shown in **Table 27**. below, over the period 2019 to 2024 Chatswood Public School experienced a decline in enrolments from 1,315 to 1,116. Chatswood High School had a significant increase in students, from 1,575 in 2019 to 1,877 in 2024. In May 2025 2,106 students were enrolled at the High School.

Table 27 Enrolment numbers 2019 - 2024

	2019	2020	2021	2022	2023	2024
Chatswood High	1575	1565	1628	1688	1830	1877
Chatswood Public	1315	1343	1216	1142	1132	1116

Source: My School

Dwelling Structure

Dwelling structure is a determinant of an area's residential role and function. A greater concentration of higher density dwellings is likely to be reflective and attract more young adults and smaller households, often renting. Larger, detached or separate dwellings are more likely to reflect and attract families.

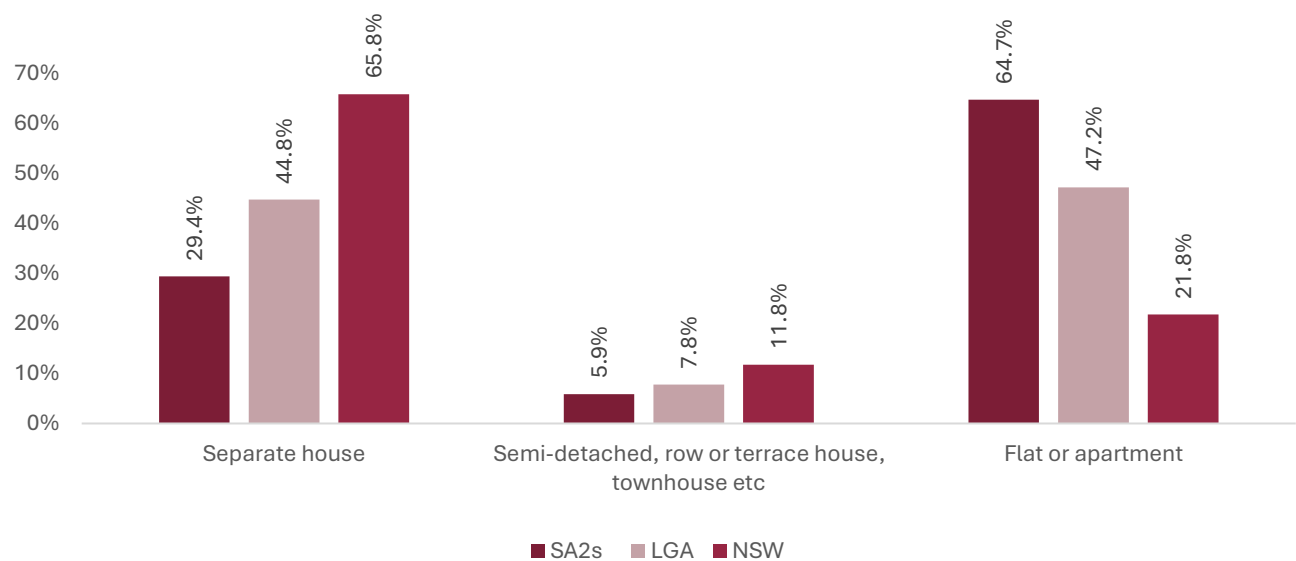


Figure 25 Dwelling Structure in the SA2 and Willoughby LGA, 2021. Source: Department of Planning, Housing and Infrastructure Common Planning Assumptions, 2024.

In the SA2s there are significantly more apartments than separate houses. Although not as significant, there are also more apartments than separate houses across the LGA.

The number of bedrooms in a dwelling is an indicator of the size of dwellings, and when combined with household type and dwelling structure information, provides insight into the role compatibility of housing in an area.

Table 28 Number of bedrooms in the SA2s and LGA, 2021

	SA2s		LGA		NSW
	Number	%	Number	%	%
None (includes studio apartments or bedsitters)	192	1.00%	275	1.0%	0.7%
1 bedroom	2796	14.6%	3,271	11.9%	6.6%
2 bedrooms	8131	42.4%	8,940	32.4%	22.7%
3 bedrooms	4386	22.9%	7,203	26.1%	34.7%
4 or more bedrooms	3526	18.4%	7,708	28%	33.9%
Not stated	170	0.9%	211	0.8%	1.4%

Source: ABS Table Builder

The Willoughby LGA dwelling structure is dominated by apartments, at 47.2% of all dwellings, with 44.8% separate houses. According to the 2021 Census, the SA2s are dominated by 2-bedroom dwellings with 42.4% of the share, followed by 3-bedroom dwellings at 22.9%. While the LGA is also dominated by 2-bedroom dwellings with 32.4% of the total share, it has more dwellings with 4 or more bedrooms than 3 bedrooms or 2 bedrooms.

Of the 47.2% apartments, 23.8% are 2-bedroom apartments, and 6.6% are 3-bedroom apartments. Of the 44.8% separate houses, 13.2% are 3-bedroom houses, and 15.8% are four-bedroom houses.

Income

Personal and Household Income are important indicators of socio-economic status, helping to reveal the economic opportunities and socio-economic status of the area. Household income should be viewed in conjunction with age structure and household composition.

Table 29 Median weekly incomes, SA2s and LGA, 2021

	SA2s	LGA	NSW
Personal	\$1,114	\$1,145	\$813
Family	\$2,860	\$3,235	\$2,185
Household	\$2,319	\$2,556	\$1,829

Source: ABS Table Builder

Housing tenure

Housing Tenure data provides insights into its socio-economic status as well as the role it plays in the housing market. A high concentration of private renters may indicate a transient area attractive to young singles and couples, while a concentration of home owners indicates a more settled area with mature families and empty-nesters. Tenure can also reflect built form (Dwelling Type), with a significantly higher share of renters in high density housing and a substantially larger proportion of home-owners in separate houses, although this is not always the case.

Table 30 Housing tenure, SA2s and LGA, 2021

	SA2s		LGA	
	Number	%	Number	%
Rented	8822	43.4%	10714	34.4%
Owned with a mortgage	4973	24.5%	7412	23.8%
Owned outright	4909	24.2%	8816	28.3%
Not applicable	2098	10.3%	2706	8.7%
Not stated	752	3.7%	883	2.8%
Other	449	2.2%	363	1.2%

Source: ABS Table Builder

Analysis of the housing tenure of households in Willoughby LGA in 2021 compared to New South Wales shows that there was a larger proportion of households who owned their dwelling; a smaller proportion purchasing their dwelling; and a larger proportion who were renters. Overall, 31.0% of households owned their dwelling; 26.1% were purchasing, and 37.7% were renting, compared with 30.3%, 31.0% and 31.3% respectively for New South Wales.

Employment and the worker population

Employment statistics are an important indicator of socio-economic status. employment, unemployment and labour force participation indicate the strength of the local economy and social characteristics of the population. Employment status is linked to a number of factors including age structure, which influences the number of people in the workforce; the economic base and employment opportunities available in the area.

Table 31 Labour force participation in the Study Area, LGA and NSW, 2021

	SA2s		LGA		NSW
	Number	%	Number	%	%
In the labour force	27,216	59.0%	39,043	63.7%	58.7%
Not in the labour force	12,782	25.2%	20,085	32.7%	35.5%
Not stated/Not applicable	10,662	21.1%	2,207	3.6%	5.9%

Source: ABS Table Builder

Table 32 Employment status in the Study Area, LGA and NSW, 2021

	SA2s		LGA		NSW
	Number	%	Number	%	%
Worked full-time	16,339	60.0%	23,476	60.1%	55.2%
Worked part-time	2,295	8.4%	10,618	27.2%	29.7%
Away from work (a)	6,897	25.3%	3,222	8.3%	10.2%
Unemployed	1,312	4.8%	1,731	4.4%	4.9%

Source: ABS Table Builder

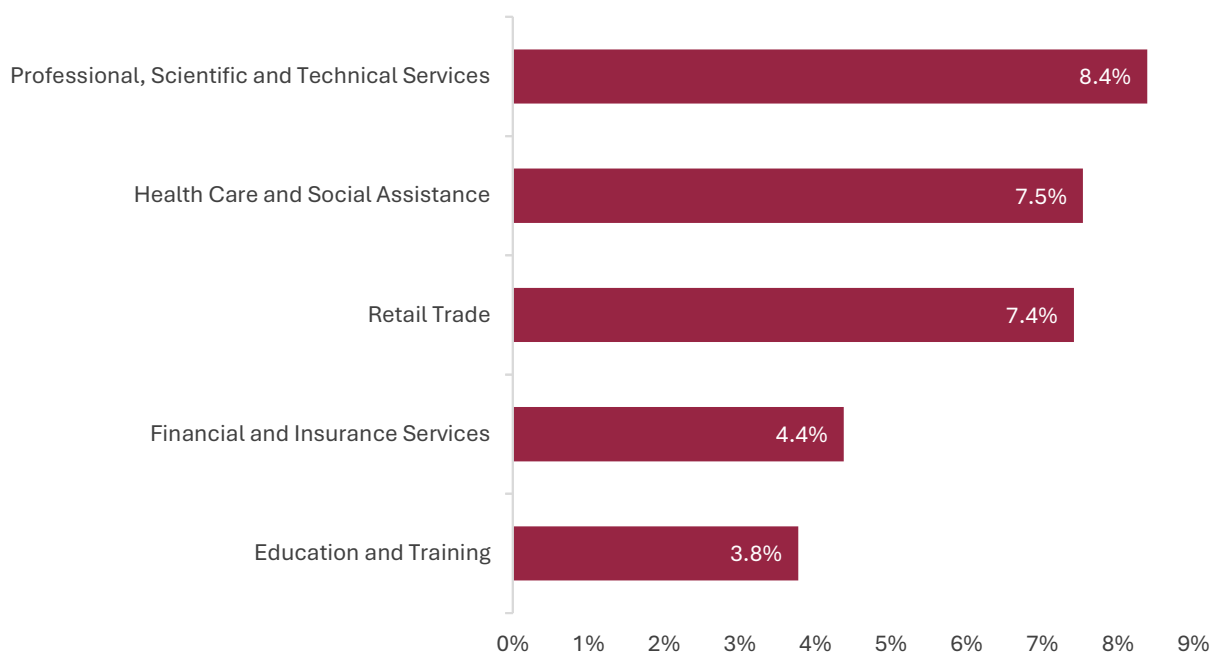


Figure 26 Top 5 industries of employment, SA2s. Source: ABS Table Builder

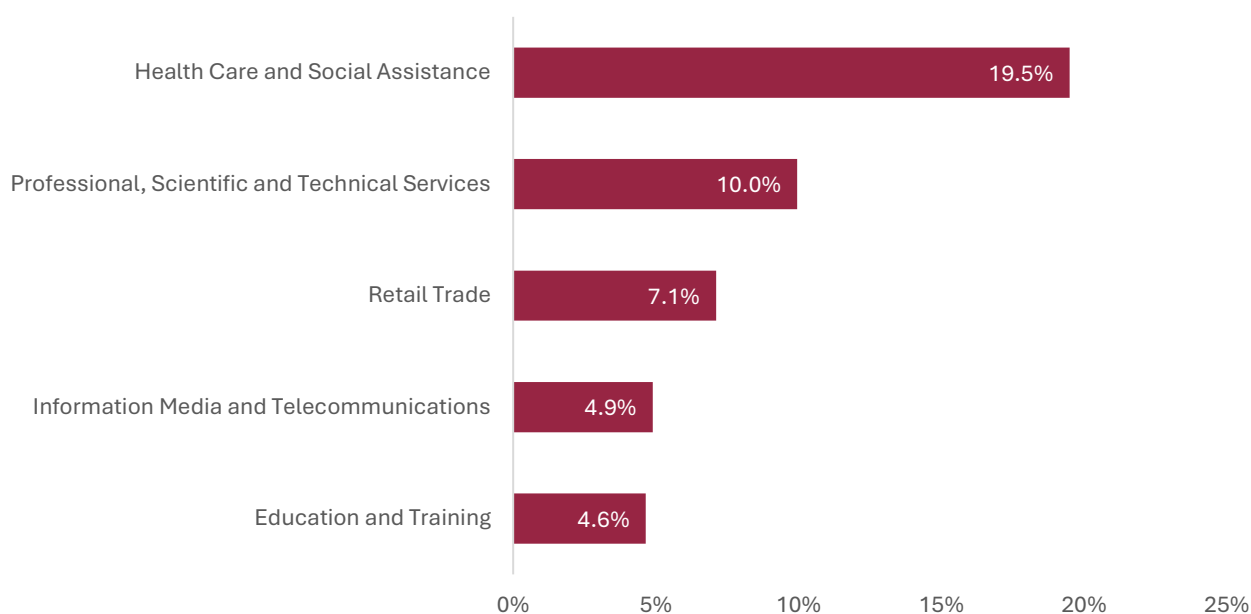


Figure 27 Top five industries of employment in the LGA. Source: ABS Table Builder

In 2017 the Greater Sydney Commission identified Sydney as “one of the least affordable housing markets globally and the least affordable Australian City” Greater Sydney Regional Plan, p.68).

The most recent data from Realestate.com shows the average rent for units in Sydney varies significantly by property type, with the median around \$980 per week. For specific examples, a 1-bedroom unit can be approximately \$785 per week, a 2-bedroom unit around \$1,200 per week, and a 3-bedroom unit about \$1,850 per week, according to data from July 2025.

According to SQM Research⁵⁴, as of the 20 August 2025 the median rent for all units in Chatswood was approximately \$850 per week, as shown in **Table 33.** below.

Table 33 Weekly rents at week ending 20 Aug 2025

Chatswood, 2067	Weekly Rents
All Houses	\$ 1,266.71
3 Br Houses	\$ 1,218.95
All Units	\$ 848.41
2 Br Units	\$ 984.29
Combined	\$ 957.28

Source: SQM Research

Table 34. below shows the percentage of selected essential workers weekly salaries payable based on median rents in Chatswood.

⁵⁴ <https://sqmresearch.com.au/weekly-rents.php?mode=p&postcode=2067&t=1>

Table 34 Estimated weekly rental commitments based on base weekly salaries for essential workers in NSW*

Estimated Weekly Rental Commitments	Ambulance Officers and Paramedics	Child Carers	Fire and Emergency Workers	Police	Primary School Teachers	Registered Nurses	Average
Weekly Salary - Trainee	\$1,250.10	\$948.00	\$959.50	\$1,567.63	\$1,389.40	\$1,382.80	\$1,249.57
Weekly Salary - Experienced	\$1,266.70	\$1,555.40	\$988.20	\$1,774.63	\$1,922.40	\$1,693.90	\$1,533.54
% of salary for 2 BR	78.74%	103.83%	102.58%	62.79%	70.84%	71.18%	81.66%
% of salary for 3 BR	97.51%	128.58%	127.04%	77.76%	87.73%	88.15%	101.13%

* Award salaries as presented above do not consider overtime or penalty rates

The heat map below shows the distribution of essential workers that live in the Willoughby LGA.

SEIFA Index

Socio-Economic Indexes for Areas (SEIFA) is an ABS product that ranks areas in Australia according to relative socio-economic advantage and disadvantage. The indexes are based on information from the five-yearly Census of Population and Housing. SEIFA consists of four indices. Each index is a summary of a different subset of Census variables and focuses on a different aspect of socio-economic advantage and disadvantage.

- The Index of Relative Socio-economic Disadvantage (IRSD) - a general socio-economic index that summarises a range of information about the economic and social conditions of people and households within an area. Unlike the other indexes, this index includes only measures of relative disadvantage.
- The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) - summarises information about the economic and social conditions of people and households within an area, including both relative advantage and disadvantage measures.
- The Index of Education and Occupation (IEO) - is designed to reflect the educational and occupational level of communities. The education variables in this index show either the level of qualification achieved or whether further education is being undertaken. The occupation variables classify the workforce into the major groups and skill levels of the Australian and New Zealand Standard Classification of Occupations (ANZSCO) and the unemployed.
- The Index of Economic Resources (IER) - focuses on the financial aspects of relative socio-economic advantage and disadvantage, by summarising variables related to income and wealth.

The average for Australia is set at approximately 1,000, with lower numbers being more disadvantaged and higher numbers being less disadvantaged (and more advantaged if you're using the IRSEAD index).

Local government areas are benchmarked according to the Australian average to determine the level of advantage and disadvantage in an area.

SEIFA indexes are mostly used to show whether an area is really in need of a particular service and provide support for funding applications or advocacy.

Willoughby LGA and the surrounding areas are within a broader area of high socioeconomic advantage, scoring mostly within the 9th or 10th decile in each index of SEIFA. Willoughby scored 1,142 in the Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) and was within the 10th Decile, as shown in **Table 35** below. The LGA ranks well above the NSW average (1,016), indicating high socio-economic advantage. Though it ranked below other surrounding LGAs such as Land Cove, North Sydney, Ku-ring-gai.

Table 35 IRSAD Index Score comparisons, 2021

LGA	IRSAD INDEX SCORE
Northern Beaches	1,125
Mosman	1,169
Ku-ring-gai	1,165
North Sydney	1,164
Lane Cove	1,162
Hunters Hill	1,156
Willoughby LGA	1,142
The Hills Shire	1,136
New South Wales	1,016

Source: ABS 2021 Census / GapMaps

Health and Wellbeing

Over 66% of people across the social locality and the broader LGA recorded no long-term health conditions in the 2021 Census. This is higher than the NSW recording of 54%. Of all the long-term health conditions recorded by residents in the Census across the social locality, asthma was the most prevalent health condition, followed by mental health conditions (including depression and anxiety). 5.8% of the Chatswood East population stated a need for assistance according to the 2021 Census. This was higher than the broader LGA, at 3.9% and around the same as the NSW recording of 5.75%.

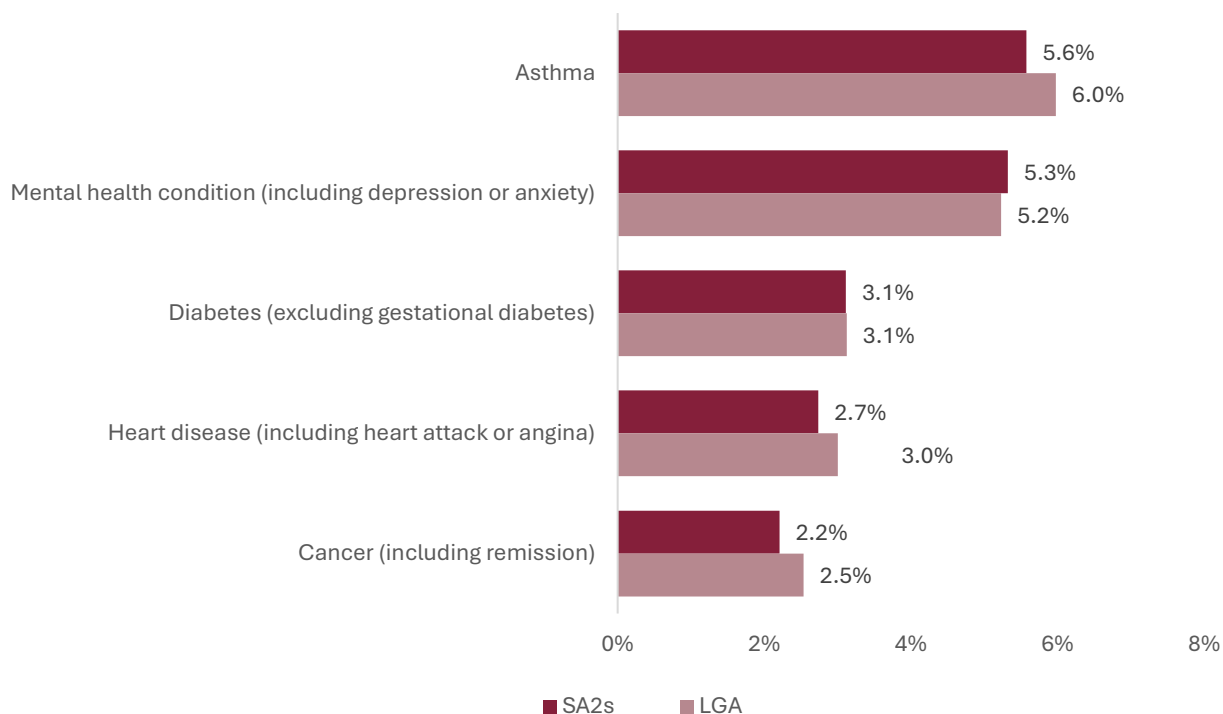


Figure 28 Top 5 Long term health conditions, SA2s and LGA. Source: ABS Table Builder

Transport

The Site is located 700m or a ten-minute walk east of the Chatswood Interchange (Train and Metro Stations and several bus stands).

Chatswood includes major transport infrastructure, which provide a high level of access and connectivity within the study area, to the wider Sydney area and regional NSW. Transport infrastructure includes high frequency heavy rail, Sydney metro and bus services that connect to other centres across Sydney. The table below provides a summary of the public transport services close to the state.

It should be noted that 2021 Census data was collected during the COVID 19 pandemic. Those employed in many professions and industries were required to work from home or not attend their place of employment on the Census collection day, which had an impact on travel to work data. For this reason, 'mode of travel to work' data is not presented or used to inform this Assessment.

Overall, 78.5% of the households across the social locality own at least one motor vehicle, with the proportion in the LGA slightly higher at 79.6%. The average number of cars per dwelling in the SA2 and LGA is 1.9.

Table 36 Car ownership in the SA2s and LGA, 2021

	SA2s		LGA	
	Number	%	Number	%
Household with one or more motor vehicle	15,960	78.5%	23,654	79.6%
Household without motor vehicle	3,173	15.6%	3,900	13.1%
Not stated/Not applicable	1,192	5.9%	2,153	7.2%

Source: Quickstats

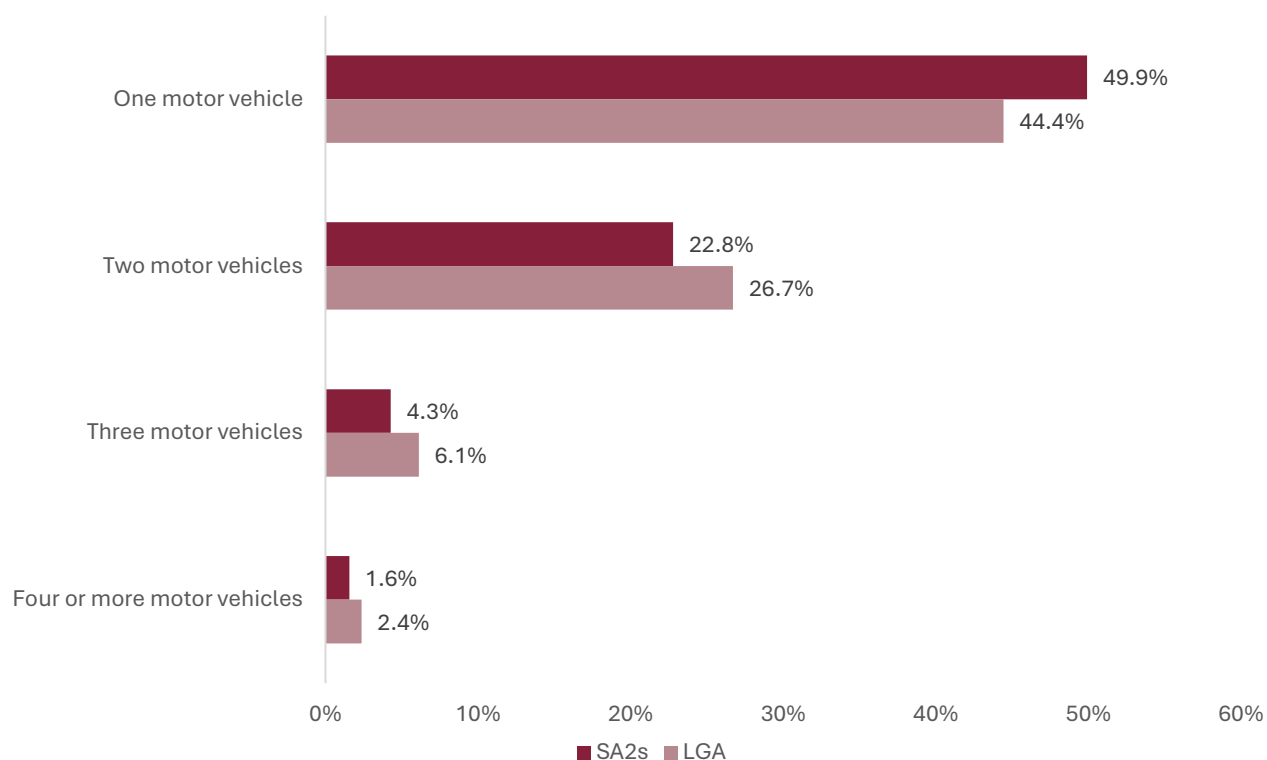


Figure 29 Motor vehicle ownership. Source: Quickstats

Appendix D

Social Infrastructure Maps & Audit Information

GYDE

Table 37 Community & cultural facilities

	Number	Name	Facility Type
800m from site	8	Chatswood Youth Centre	Youth Centre
	2	Foyer Exhibition Space	Art gallery
	9	The Hub Community Garden	Community garden
	10	Dougherty Community Centre	Community Centre
	12	Barry Thompson Community Hall	Community hall
	14	Artarmon Library	Public library
2km from the site	1	Art Space on the Concourse	Art gallery
	16	Chatswood Library	Public library
	3	1 st Willoughby Scout Hall	Scout hall
	4	Housing NSW Community Garden	Community Garden
	5	2 nd Willoughby Antranig Scout Hall	Scout hall
	6	Artarmon Guide Hall	Girl Guides hall
	7	Chatswood Girl Guides Hall	Girl Guides hall
	11	Chatswood Hall Blue Gum Park	Community hall
	13	Lane Cove Library	Public library
	15	West Chatswood Library	Public library

Table 38 Education & training facilities

	Number	Name	Service Type	No. of Student Enrolments					
				2019	2020	2021	2022	2023	2024
800m from site	10	Chatswood High School	High School	1575	1565	1628	1688	1830	1877
	11	Chatswood Public School	Primary School	1315	1343	1216	1142	1132	1116
	9	Saturday School of Community Languages Chatswood							
2km from the site	6	Artarmon Public School	Primary School	1248	1278	1260	1237	1195	1157
	7	Bradfield College	High School	290	304	286	307	316	332
	8	St Leonard's	Higher Education						

	Number	Name	Service Type	No. of Student Enrolments					
		TAFE College							
	12	Mercy Catholic College	High School	688	706	719	722	740	727
	13	Our Lady of Dolours Catholic Primary School	Primary School	314	321	322	338	353	384
	14	St Pius X College	Primary School / High School	1131	1144	1153	1145	1155	1178
	15	Lane Cove Public School	Primary School	867	826	801	769	731	734
	16	St Michael's Catholic Primary School	Primary School	522	511	540	528	527	520
	17	Aspect Vern Barnett School Lane Cove	Special Education School						
	2	St Thomas' Catholic Primary School	Primary School	357	360	377	366	364	332
	4	Willoughby Girls High School	High School	962	968	938	923	992	1009
	3	Willoughby Public School	Primary School	1047	1003	982	939	911	903

Table 39 Childcare and early years facilities

	Number	Name	Service Type	Capacity
800m from site	4	Sandcastles Childcare Chatswood 2	Long Day Care	50
	6	Three Little Birds Early Learning Centre	Long Day Care	72
	9	Jambra Early Learning	Long Day Care	92
	20	Children's Choice Early Learning	Long Day Care	56
	37	Devonshire Street Children's Centre	Long Day Care	59

	Number	Name	Service Type	Capacity
	36	Bela Babes	Long Day Care	18
	47	Chatswood OSHC Centre	Outside School Hours Care	158
	45	KU – Chatswood West Preschool	Preschool/Kindergarten	40
	44	KU – Chatswood Community Preschool	Preschool/Kindergarten	40
2km from the site	2	Innovative Early Learning	Long Day Care	56
	1	Artarmon OOSH Services	Outside School Hours Care	80
	3	Apples and Honey Preschool Incorporated	Long Day Care / Preschool/Kindergarten	40
	5	Helping Hands Willoughby	Outside School Hours Care – After School & Vacation Care	158
	7	Bright Little Starts on Mowbray	Long Day Care	26
	8	Bambini House	Long Day Care	29
	10	Lane Cove Montessori Child Care	Long Day Care	33
	11	Chatswood Montessori Academy	Long Day Care	56
	12	SCECS OSHC St Micheal's Lane Cove	Outside School Hours Care	210
	13	Stringybark Day Care Centre	Long Day Care	25
	14	Tree of Life Early Learning School	Long Day Care	20
	15	Camp Australia – Artarmon White Street OSHC	Outside School Hours Care	NA
	16	Chatswood Early Learning Centre – Magnolia Cottage	Long Day Care	53
	17	Hee Mang Family Day Care Scheme	Family Day Care	NA
	18	Sandcastles Childcare Chatswood 1	Long Day Care	58
	19	Guardian Childcare & Education Artarmon	Long Day Care	38
	21	Arkie Education Lane Cove	Long Day Care	105
	22	Butterflies International Child Care Centre	Long Day Care	68
	23	Willoughby Kids House Association Inc	Outside School Hours Care	30
	24	Goodstart Early Learning Lane Cove	Long Day Care	59
	25	Koala Cottage	Long Day Care	43
	26	Explore and Develop Artarmon	Long Day Care	76
	27	Farran Street Quality Child Care Inc	Long Day Care	35
	28	Busy Bees at Lane Cove	Long Day Care	120

	Number	Name	Service Type	Capacity
	29	Lane Cove Out of School Incorporated 1	Outside School Hours Care	105
	30	Lane Cove Out of School Incorporated	Outside School Hours Care	80
	31	Birralee Preschool Lane Cove Limited	Preschool/Kindergarten	81
	32	Only About Children Artarmon	Long Day Care	86
	33	Lane Cove Occasional Child Care Inc	Long Day Care	24
	34	Camp Australia – Artarmon Public School OSHC	Outside School Hours Care	161
	35	Only About Children Chatswood Station	Long Day Care	84
	38	Ekidna Cottage	Long Day Care	28
	39	Swan Academy	Long Day Care	97
	40	Genius Childcare Artarmon	Long Day Care	149
	41	Kindy Cove	Long Day Care	60
	42	Konomi Kindergarten International	Long Day Care	60
	43	Kookaburra Kindergarten Chatswood	Long Day Care	66
	46	Our Lady of Dolours Chatswood OSHC	Outside School Hours Care	90
	48	Glenaeon Rudolf Steiner Preschool	Long Day Care / Preschool/Kindergarten	39
	49	Little Lion Early Learning	Long Day Care	120

Table 40 Health facilities

	Number	Name	Service Type	Capacity
800m from site	20	Artarmon Medical Centre	Medical Centre	4 x General Practitioners
	21	Artarmon Fine Dental	Dentist	
	8	Bentleigh Dental Care	Dentist	
	25	Station Medical Clinic	Medical Centre	7 x General Practitioners
	13	Boutique Dental Care	Dentist	
	30	Complete Allied Health Care	Allied Health Clinic	
2km from the site	2	Northside Group St Leonards Clinic	Mental Health Facility	92 beds
	3	Chatswood Private Hospital	Day Hospital	
	4	Hirondelle Private Hospital	Mental Health Facility	45 beds

	Number	Name	Service Type	Capacity
	5	Vision Eye Institute Chatswood	Ophthalmology Clinic	
	1	North Shore Private Hospital	Hospital	336 beds
	6	Physiocise	Allied Health Clinic	
	7	Chatswood Medical and Dental Centre	Medical Centre and Dentist	25 x General Practitioners
	9	Chatswood Dental Centre	Dentist	
	10	Chats Dental	Dentist	
	11	Healthpac	Medical Centre	13 x General Practitioners
	12	NIB Dental Centre	Dentist	
	14	Chatswood Dental Care	Dentist	
	15	Chatswood Holistic Medical Practice	Allied Health Clinic	
	16	Chatswood Medical Practice	Medical Centre	9 x General Practitioners
	17	Emerald Medical Centre	Medical Centre	5 x General Practitioners
	18	iCare Family Dental	Dentist	
	19	Dr Hariman Family Dentists Chatswood	Dentist	
	22	So Dental	Dentist	
	23	Clinic66	Medical Centre	9 x General Practitioners
	24	Willoughby Medical Practice	Medical Centre	6 x General Practitioners
	26	Oracle Healthcare	Dentist	
	27	Myhealth Medical Centre Chatswood Chase	Medical Centre / Allied Health Clinic	9 x General Practitioners 4 x Allied Health Specialists
	28	Archer Family Medical Centre	Medical Centre	
	29	Simply Dental Chatswood	Dentist	
	31	Pacific Smiles Dental	Dentist	
	32	Goh Dental Practice	Dentist	
	33	Katherine Street Medical Practice	Medical Centre	
	34	The Special Needs Dentistry Practice	Dentist	
	35	Myhealth Medical Centre Anderson Street	Medical Centre	7 x General Practitioners
	36	Family Care Medical Services	Medical Centre	
	37	Crown Dental Chatswood	Dentist	
	38	Care Dentistry	Dentist	

	Number	Name	Service Type	Capacity
	39	Willoughby Community Health Centre	Community Health Centre	
	40	Chatswood Community Health Centre	Community Health Centre	
	41	Lane Cove Community Health Centre	Community Health Centre	

Table 41 Open space & recreation facilities - Parks

	Number	Name	Social Infrastructure description
800m from the site	19	Campbell Park	This is an open forest parkland of remnant Blue Gum High Forest vegetation containing a playground, BBQ and seating. The park helps to manage drainage in the headwater of Swaines Creek.
	18	Ferndale Park	Ferndale Park is a long and narrow remnant bushland reserve that is surrounded by residential properties and sign-posted walking tracks that are part of the larger Rail to River walk.
	16	Kenneth Slessor Reserve	The park features grassed terraces, play equipment, park benches, picnic tables and public art surrounded by large Hoop Pines and Date Palm.
	13	Chatswood Park	Chatswood Park features an outdoor exercise station, skate park and playground. The fenced playground features a basket swing, wide embankment slide, trampolines, swings and climbing net with slide. It also contains a picnic setting, bench seats and an accessible bubbler.
	8	Currey Park	The park features park benches, public art and water features across more than 4,000m ² of open space.
	26	Garden of Remembrance	The garden features a war memorial, in addition to park benches and walking paths
	6	Artarmon Village Green	The Village Green is a narrow park adjacent to Artarmon Station and features public art and park benches
	12	Elsie Wearn Park	The fenced park features a playground, level lawn area and park benches
	26	Helen Street Reserve	A shaded, grassed area with tall trees between Helen Street and Huxtable Avenue in Lane Cove North, and features a BBQ, Park Bench, Picnic Table, Off-leash dog Area, Play Equipment, Exercise Equipment and a Street Library.
	27	Goodlet Reserve	A shaded park including play equipment, picnic table and BBQ.
2km from the site	7	Thomson Park Playground	Playground located within Thomson Park.
	40	Whitton Park	The park features a BBQ, park bench, picnic tables and shelters.
	2	Mashman Park	The park features walking paths, park benches and a water feature amongst several salvaged palm trees.
	3	Sanders Park	Set amongst 3,200m ² of open space, the park features a playground, picnic tables, park benches and wide walking paths under large, shaded trees.
	4	Artarmon Park	The park features a bicycle and walking tracks, off-leash dog areas, park benches and public art surrounded by blue gums.

	9	Cleland Park	The park includes playground equipment, picnic tables, park benches, tennis courts and Artarmon District Guides Hall.
	10	Naremburn Park	The park features the Don Wilson playground, off-leash dog area, BBQ, picnic tables and park benches, wide walking pathways, exercise station, basketball/netball courts and cricket nets.
	11	Bartels Park	The park is fenced and includes a playground, picnic tables and park benches.
	14	Ferndale Park	The park includes sign-posted walking tracks, off-leash dog areas, picnic tables and park benches.
	15	Coolaroo Reserve	The Reserve is a long and narrow, stretching from the Lane Cove River Catchment to Chatswood Gold Course. The Reserve features a walking track and park benches.
	17	Beauchamp Park	The open space includes a park, playground, sportsground, off-leash dog areas, rose garden, public art and park benches across 4.47 hectares.
	23	Blue Gum Park	The bushland reserve includes a walking track, off-leash dog area, historical features of the former rifle range and BBQ facilities.
	24	Jim McCredie Park	The park includes playground equipment, picnic tables and park benches.
	5	Artarmon Reserve Playground	Playground located within Artarmon Reserve.
	28	Pottery Green Oval	The sportsgrounds include a large oval with spectator seating, playground area, picnic areas and off-leash dog areas.
	29	Lane Cove Bushland Park	The park includes a wide variety of native and threatened flora and fauna and features walking tracks that extend to Gore Creek Reserve.
	30	Ronald Park	The park comprises an open, grassy area designated as an off-leash dog area.
	31	Kimberley Playground	The park is situated at the end of a cul-de-sac and features playground equipment, open grass areas, shaded areas, picnic tables and park benches.
	32	Brickhill Playground	The park is located next to Lane Cove Bushland Park and includes a swing set, park bench and walking track.
	35	Turrumburra Park	The park features a fully fenced dog park, playground equipment, picnic tables, park benches, BBQ and a historical steamroller.
	36	Djanaba Place	The pocket park features BBQ facilities, playground equipment and picnic tables. The top section of the park is fully accessible and the entire park is fully fenced.
	37	Cox's Lane Playground	The fully fenced pocket park includes playground equipment and park benches.
	38	Finlayson Playground	The park includes an open grassy area and a train-themed playground.
	17	Beauchamp Park Rose Garden	Rose Garden located within Beauchamp Park.
	33	Pottery Green Oval Playground	Playground located at Pottery Green Oval.
	70	Thomson Park	The park includes a fenced playground, basketball court, cricket practice nets, amphitheatre, picnic tables and park benches.

Table 42

Open space & recreation facilities - Recreation

	Number	Name	Social Infrastructure description
400m from site	44	Sutherland Park	The playground features a playground, open grassy area, an exercise station, BBQ and picnic tables.
	74	Chatswood Bowling Club	Includes two lawn bowls fields.
	79	Chatswood Croquet Greens	Includes four croquet playing fields.
800m from the site	40	Whitton Park	The park features a BBQ, park bench, picnic tables and shelters.
	13	Chatswood Park	Chatswood Park features an outdoor exercise station, skate park and playground. The fenced playground features a basket swing, wide embankment slide, trampolines, swings and climbing net with slide. It also contains a picnic setting, bench seats and an accessible bubbler.
	42	Wickham Park	The park features updated play equipment, park benches, BBQ and picnic tables.
	63	Chatswood RSL	Provides social and recreation clubs.
	76	Chatswood Oval	The sportsgrounds include a rugby field, cricket fields and four cricket practice wickets.
	48	Campbell Park Playground	Playground located within Campbell Park Playground
	50	Kenneth Slessor Playground	Playground located within Kenneth Slessor Playground
	53	Elsie Wearn Playground	Playground located within Elsie Wearn Reserve
	54	Goodlet Reserve Playground	Playground located within Goodlet Reserve
	57	Goodlet Reserve Playground	Playground located within Goodlet Reserve
	80	Chatswood Oval Skate Park	Skate Park located at Chatswood Oval
2km from the site	39	Bales Park Playground	Playground located within Bales Park
	41	Naremburn Park Playground	Playground located within Naremburn Park
	43	Beauchamp Park Playground	Playground located within Beauchamp Park
	46	Naremburn Park Playground	Playground located within Naremburn Park
	47	Sanders Park Playground	Playground located within Sanders Park
	49	Lane Cove Bushland Playground	Playground located within Lane Cove Bushland Park
	51	Thomson Park Playground	Playground located within Thomson Park
	52	Jim McCredie Park Playground	Playground located within Jim McCredie Park
	55	Lowanna Park Playground	Playground located within Lowanna Park

56	Djanaba Park Playground	Playground located within Djanaba Park
65	Artarmon Reserve Basketball Courts	Basketball courts located within Artarmon Reserve
66	Artarmon Reserve Cricket Nets	Cricket nets located within Artarmon Reserve
67	Naremburn Park Basketball Courts	Basketball courts located within Naremburn Park
68	Naremburn Park Cricket Nets	Cricket nets located within Naremburn Park
69	Naremburn Park Netball Courts	Netball courts located within Naremburn Park
78	Beauchamp Park Cricket Field	Cricket field located within Beachamp Park
87	Stringybark Reserve Fitness Equipment	Fitness equipment located within Stringybark Reserve
58	The Urban Escape	Indoor playground facility.
59	Climb Fit	Indoor rock-climbing centre.
60	Willoughby Squash	Indoor squash courts.
10	Naremburn Park	Includes two ovals, two basketball/netball courts, bocce field and a cricket practice net.
61	Club Willoughby	Includes bowling greens.
62	Bales Park	The park features playground equipment, off-leash dog area, picnic tables, BBQ, park benches and sportsgrounds.
64	Artarmon District Tennis Club	Includes 5 open-air tennis courts.
75	Chatswood Golf Course	Currently undergoing significant upgrades, the new gold course will feature 12-hole golf course.
81	Oh Reid Oval	The sports grounds include a synthetic cricket pitch and soccer field.
82	Greville Street Reserve	The reserve includes playground equipment, BBQ, half basketball court and a small sportsground.
86	Stringybark Reserve	The reserve includes playground equipment, community gardens, BBQ, picnic tables, off-leash dog area, exercise equipment, tennis wall, basketball hoop, cricket nets and walking tracks to Stringybark Creek. The Reserve is undergoing upgrades for new playground equipment, formalisation of the community garden and the addition of a footpath.
85	Lane Cove Country Club	The club includes a 9-hole golf course.
89	Lane Cove Aquatic Centre	The centre includes a 25-metre indoor pool and a 50-metre outdoor pool.

Appendix E

Social Impact Survey Doorknocking Questionnaire

GYDE



Chatswood Dive Site

Social Impact Survey

Door Knocking Questionnaire

Recorded by:

House Number:.....

Street:.....

We're calling from / on behalf of Landcom to speak with neighbours about a proposal that includes apartments, shops and public spaces on the site at 607 Pacific Highway, Chatswood.





As part of our reporting requirements, Landcom is preparing a Social Impact Assessment (SIA) for the Project.

The purpose of this survey is to understand how nearby residents and businesses feel about Project, and how they think it may impact them.

The survey will take less than 5 minutes to complete.

1. What is important to you about living in this area?

Prompts: How long have you lived here; Why are those things important to you; What things don't you like about living here.

.....

.....

.....

.....

2. Are you aware of new housing development in Chatswood?

Prompts: Describe recent proposals for the area. Additional people. Contribution to community cohesion / social life.

.....

.....

.....

.....

3. How do you think these projects will affect Chatswood and the community?

Prompts: Additional people; Demands on social infrastructure; Traffic.

.....

.....

.....

.....

4. How do you think this project might impact you and your family?

Prompts: Overshadowing; Property values; Privacy; Overcrowding; Traffic; General disruption.

.....

.....

.....

.....

5. Has your day-to-day life been disrupted by construction on this or any other development site in Chatswood?

Prompts: Getting places; Noise and vibration; Construction traffic; Local parking.

.....

.....

.....

.....

6. Do you have any ideas about how construction can be managed to prevent or minimise any inconveniences to the community?

Prompts: Routing construction traffic; Notifications prior to major construction activity; Limit construction worker parking in neighbouring streets

.....

.....

.....

.....

7. What amenities do you think could be provided as part of the project that would benefit the Chatswood community?

.....

.....

.....

.....

8. Would like to be kept informed about the project?

YES NO

Contact number (optional):..... Email:

(optional)



Appendix F

Online Community Survey

GYDE

Landcom Chatswood - Community Survey

About you

1. What is your connection to the Chatswood area? (select all that apply)

- I live in the area
- I want to live in the area
- I work in the area
- I own a business in the area
- I am a student in the area
- I visit the area's facilities and services
- I visit for shopping, dining or entertainment
- I travel through Chatswood
- I have family or friends who live in the area
- Other (please specify) – [Open response option – max 200 characters]
-

2. Age:

- Under 18 - 40-59
- 18-24 - 60-69
- 25-30 - 70-79
- 31-39 - 80+

3. Gender:

- Female
- Male
- Non-binary
- Other (please specify) – [Open response option – max 50 characters]
- Prefer not to say

4. What is the main language you speak at home?

English

Mandarin

Cantonese

Korean

Japanese

Hindi

Other (please specify) [Open response option – max 50 characters]

5. Postcode of residence: - [Open response option – max 4 characters]

6. What is your current living situation?

Own my own home (outright or with a mortgage)

Pay rent or board, and looking to buy

Pay rent or board, and not looking to buy

Do not pay rent or board, but looking to buy

Do not pay rent or board, but looking to rent

Other (please specify): [Open response option – max 50 characters]

7. What type of property to you live in?

Detached / separate house

Semi-detached, terrace or townhouse etc.

Unit or apartment

Other (please specify): [Open response option – max 50 characters]

**8. How has the housing affordability and supply crisis affected you and those around you?
(select all that apply)**

Rent prices have increased

It has been hard to find available rental accommodation

It has been hard to find affordable rental accommodation

It has been hard to find a house to buy

I have to live further away from work or study and commute longer

House prices have become unaffordable

My/our mortgage repayments have increased

I am concerned my children / family members will not be able to afford a property in the future

I am not affected

Other (please specify) [Open response option – max 200 characters]

9. If you are currently employed as an essential worker, what sector do you work in? (emergency services, health, education, other)?

Emergency services

Health

Education

Other (please specify) [Open response option – max 50 characters]

About the proposal and neighbourhood

10. To what degree do you support the proposal?

(Strongly oppose / Somewhat oppose / Neutral / Somewhat support / Strongly support)

11. Which parts of the proposal do you think will most benefit the community? (select all that apply)

More housing supply

Rental accommodation for essential workers

Housing close to public transport, shops and services

New landscaped, green spaces

New retail and dining options

Safe and connected walking and cycling links through the site

Jobs and business opportunities during construction

Jobs and business opportunities once development complete

Other: (Please specify) [Open response option - max 400 characters]

12. Which parts of the proposal are you most concerned about? (select all that apply)

Noise, dust and/or vibration impacts during construction

Traffic and parking issues during construction

Traffic and parking issues once development complete

Impacts on local infrastructure

Number of apartments

Quality of apartments

Overshadowing

Changes to neighbourhood character

Other: (Please specify) [Open response option - max 400 characters]

13. If interested in buying or renting an apartment, what size of apartment would be of most interest to you?

Studio

1 bedroom

2 bedroom

3 bedroom

More than 3 bedrooms

14. What ideas do you have for how local heritage building Mowbray House could be used by the community in future?

Text box [Open response option - max 400 characters]

15. What types of shops and services would you like to see as part of the development?

Text box [Open response option - max 400 characters]

16. Is there anything that you think should be considered during the construction of the proposed development?

Text box. [Open response option - max 200 characters]

17. Is there anything that you think should be considered when the development is complete and open to residents?

Text box. [Open response option - max 400 characters]

18. What do you enjoy most about living, working, or spending time in the Chatswood area? (please select your top 3)

Close-knit community and sense of belonging

Convenient access to work

Close to schools and other educational institutions

Good for families

Access to services and facilities (e.g. recreation facilities, health, education, libraries, community centres etc.)

Access to shops, restaurants and other retail and commercial areas

Cultural activities and events (arts, entertainment, music, sports and other cultural events)

Historic character

The natural environment (e.g. parks, open spaces and outdoor areas)

Easy to get around

Feelings of safety

Diverse housing options

Other (please specify) [Open response option – max 200 characters]

19. What would you like to see more of in the Chatswood area in future? (please select your top 3)

Community and cultural events or activities (e.g. markets, live music, performances etc.)

Nightlife (e.g. bars, restaurants, things to do etc.)

Better access to shops or retail services

Parks and green spaces

Cafes or restaurants

Schools and other educational institutions

Childcare

Sport and recreation facilities

Community meeting places

Jobs and local employment opportunities

Better access to affordable housing and housing for essential workers

More housing choice

Better access to health and other medical services

Better local roads

Better access to public transport

Better active transport

Other (please specify) [Open response option – max 200 characters]

Project communication

20. How did you hear about this consultation opportunity? (please tick all that apply)

Landcom flyer in my letterbox

Social media

Project webpage

News article/story
Email or call from project team
Spoke with project team at a drop-in event
Word of mouth (from a family member, friend or colleague)
Other (please specify) [Open response option – max 200 characters]

21. If you want to receive email updates about this project, please provide your name and email address

[First name] - Max 50 characters
[Last name] - Max 50 characters
[Email address] - Max 100 characters

GYDE

gyde.com.au