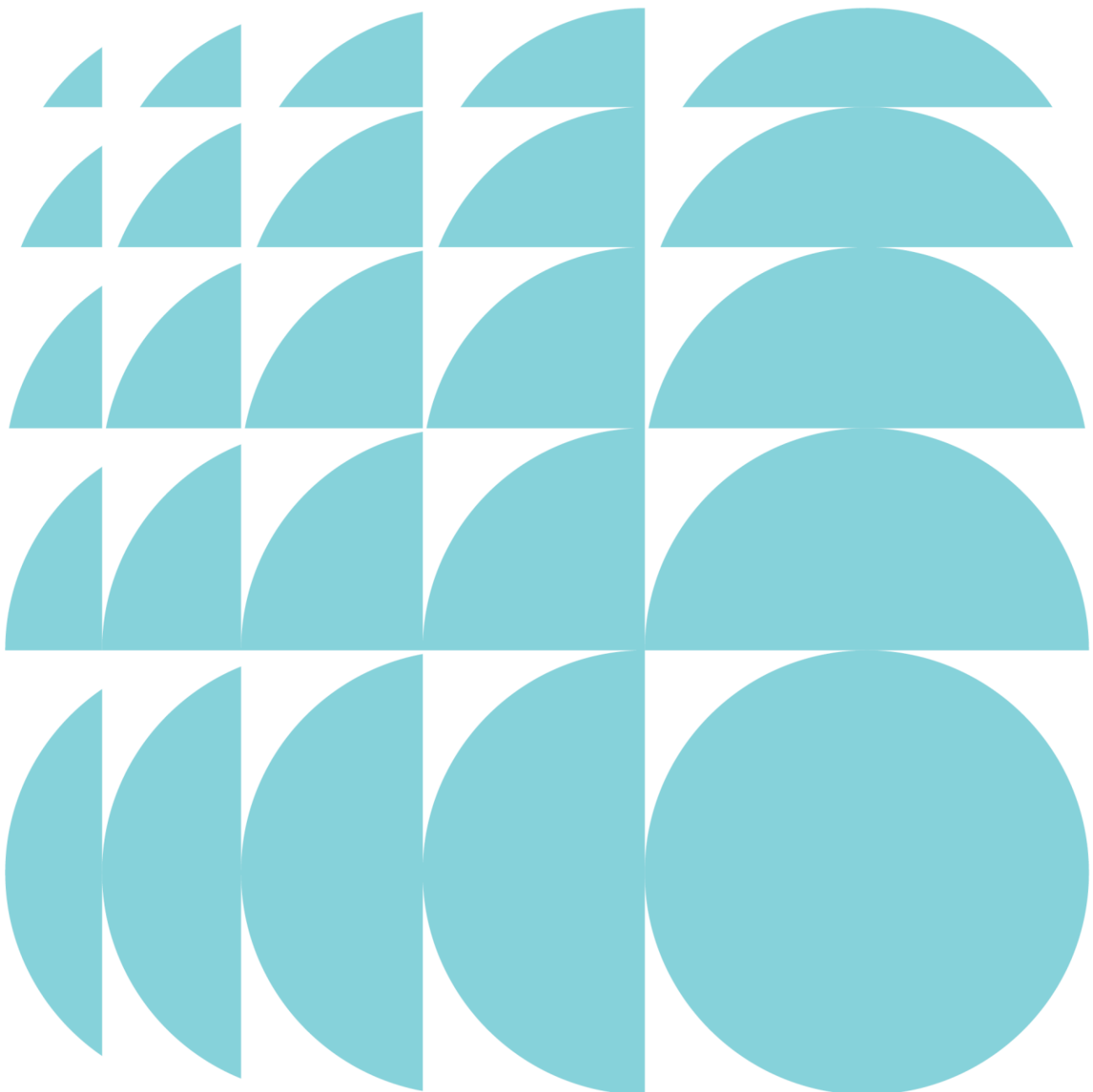


**The Children's Hospital at Westmead Stage 2  
Redevelopment, including: Paediatric Services  
Building (SSD-10349252) and multi-storey  
carpark (SSD-10434896).**

Prepared for Health Infrastructure

8 February 2021 | 2200794



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#### CONTACT

Allison Heller Director aheller@ethosurban.com

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This document has been prepared by:

This document has been reviewed by:



MariJaervis/Lucy Fokkema

8.2.2020

Allison Heller

8.2.2020

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Ethos Urban Pty Ltd  
ABN 13 615 087 931.  
www.ethosurban.com  
173 Sussex Street, Sydney  
NSW 2000 t 61 2 9956 6952

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## 1.0 Introduction

### 1.1 Overview

This Social Impact Assessment report supports The Children's Hospital at Westmead Stage 2 Redevelopment, comprising two State Significant Development (SSD) Applications:

- The Children's Hospital at Westmead – Paediatric Services Building (SSD-10349252)
- The Children's Hospital at Westmead – Multi-storey carpark (SSD-10434896).

The purpose of this report is to analyse the potential social impacts that may arise from the construction and operation of the Paediatric Services Building and multi-storey carpark, having regard to social trends and issues affecting the local and broader surrounding areas.

This consolidated SIA report addresses the requirement for a Social Impact Assessment (SIA) specified in the Department of Planning, Industry and Environment's Secretary's Environmental Assessment Requirements (SEARs) for the two projects – as set out in **Section 1.2** below. It follows the principles set out in the draft *Social Impact Assessment Guideline for state significant projects* (NSW DPIE 2020).

The assessment also takes account of Parramatta City Council's *Social Impact Assessment Guidelines* (2013).

This report includes the following components:

- Project summary and site context;
- Baseline analysis of the designated area of social influence of the development, including current and forecast population profile, population health profile, and existing social infrastructure networks;
- Strategic policy context, including relevant state and local government drivers;
- Social issues and trends relevant to the proposed development;
- Community perspectives of relevance to the proposed development, and
- Predicted social impacts of the proposed development at this location, along with recommended mitigation and enhancement measures.

A suggested social impact monitoring and measurement plan has also been provided – as per the NSW DPIE Draft SIA Guideline 2020.

### 1.2 Assessment scope and specification – SEARs

For the two separate SSDAs comprising The Children's Hospital at Westmead Stage 2 Redevelopment, the Department of Planning, Industry and Environment have issued Secretary's Environmental Assessment Requirements (SEARs).

The SEARs require the applicant to preparation of Social Impact Assessments for the proposed developments. The SEARs for each of the two SSDAs are outlined below.

**Table 1 SEARs specifications and report references**

SSDA	SEARs	Where addressed in this report
<b>SSD-10349252</b>	<b>10. Social impacts</b>	
The Children's Hospital at Westmead – Paediatric Services Building	<ul style="list-style-type: none"> <li>• Provide a Social Impact Assessment prepared in accordance with the draft Social Impact Assessment Guideline 2020.</li> </ul>	<b>Section 9.0</b>
<b>SSD-10434896</b>	<b>10. Social impacts</b>	
The Children's Hospital at Westmead – Multi-storey carpark	<ul style="list-style-type: none"> <li>• Provide a Social Impact Assessment prepared in accordance with the draft Social Impact Assessment Guideline 2020.</li> </ul>	<b>Section 9.0</b>

### 1.3 Project background

The NSW Government is currently leading the progressive renewal of the Westmead Health and Education Precinct. This renewal is in line with Greater Sydney Commission's *Central City District Plan* and the NSW Government's vision for the precinct *"as a workable, loveable and accessible health city with a focus on integrated healthcare, teaching and research, that promotes patient, carer and staff well-being and community engagement, and attracts staff, students, residents, researchers and visitors from all over the world."*

In March 2019, the NSW Government committed \$619 million for Stage 2 of The Children's Hospital at Westmead (CHW) Redevelopment ("CHW Stage 2"). The CHW Stage 2 would include a new Paediatric Services Building (PSB) and refurbishment of existing facilities, with a focus on acute clinical services to complement the Stage 1 investment.

The CHW Stage 1 Redevelopment is currently underway in the Westmead Precinct Central Acute Services Building (CASB). The CASB is due to commence operations in 2021 and accommodates a new children's Emergency Department (ED), paediatric short stay unit, pharmacy, and medical imaging facilities.

CHW Stage 2 will address the dislocation of acute paediatric services arising from the CHW Stage 1 Redevelopment, will contribute to meeting the priorities outlined in the CHW Clinical Services Plan 2018-2031 (CSP), support contemporary models of care and further embed education and research into clinical practice.

CHW Stage 2 will also enable broader plans for the Westmead Health and Education Precinct, including concurrent development research and education facility known as 'KIDSPARK' development and the redevelopment of "Lot 3", adjacent to existing CHW facility, that will support broader redevelopment within the Cumberland Campus and Parramatta North Urban Transformation.

The vision of the project is Transforming Kids Health, which is underpinned by the following project objectives:

- **For the community and family togetherness** – Providing a positive environment that supports the needs of the whole family and is welcoming and open to the community.
- **Integrated research and education** – Enabling the integration of research and education, by fostering and growing strategic partnerships, to achieve clinical excellence in paediatric care at Westmead.
- **Specialist role of CHW** – Enabling the hospital to fulfil its tertiary and quaternary role of delivering health care which is responsive to outcomes that matter to children and their families.
- **World leading** – Furthering CHW as a world leading facility to train and attract the best at Westmead.
- **Sustainability & Future focused** – Providing infrastructure and services which are sustainable, agile and technology-enabled to support current and evolving models of care.

### The Children's Hospital at Westmead

The Children's Hospital at Westmead is the largest paediatric centre in NSW, and provides specialist care and clinical services to 80,000 children each year. It is a public hospital, with more than 4,467 staff working across 150 departments. Sick children and their families are cared for each year in a family-focused healing environment – including 29,000 inpatient admissions, 51,000 emergency department presentations and 961,000 outpatient occasions of service.<sup>1</sup>

The Hospital is a world class institution combining clinical expertise, community education, advocacy for improved child health and ground-breaking research into childhood illnesses.

However, The Children's Hospital at Westmead – as one of the two core hospitals in the specialist Sydney Children's Hospitals Network (Randwick and Westmead) (SCHN) – provides inpatient and outpatient care for children living in the Greater Sydney area, broader NSW and beyond.

<sup>1</sup> Sydney Children's Hospital Network, "About the Children's Hospital at Westmead" <<https://www.schn.health.nsw.gov.au/about/about-the-childrens-hospital-at-westmead>>

## Westmead Health Precinct

The Westmead Health Precinct is one of the largest health, education, research and training precincts in Australia. It comprises over 400,000sqm of health-related developments, including four major hospitals, four world-leading medical research institutes, two university campuses and the largest research-intensive pathology service in NSW.

This report supports two SSDAs that form part of Stage 2 of the development of the Westmead Health Precinct – one of the biggest public health infrastructure projects in NSW, delivering an “innovative, integrated facility” for Western Sydney communities that will, according to NSW Government, “continue to deliver high quality healthcare for decades to come.”

Its goal is to enable the Westmead Health Precinct to “become an innovative, contemporary and integrated centre which will continue to deliver high quality health care and increase the Precinct’s workforce from 18,000 to 32,000 by 2036.”

The vision for the Westmead Health Precinct is:

- *A workable, liveable and accessible health city*
- *With focus on integrated healthcare, teaching and research*
- *That promotes patient, carer and staff wellbeing and community engagement*
- *And attracts staff, students, residents, researchers and visitors from all over the world.<sup>2</sup>*

The key components of the redevelopment are:

- Stage 1: Central Acute Services Building – the first facility in NSW to feature integrated health services for both adults and children, planned to open in early 2021. This includes a new and expanded Children’s Emergency Department, short-stay unit, additional operating theatres and shared medical imaging services.
- Stage 2, which is the subject of this assessment, comprising:
  - Paediatric Services Building, and
  - New multi-storey carpark.

### 1.4 Proposed Stage 2 development – subject of this assessment

In March 2019, the NSW Government announced \$619 million for a new Paediatric Services Building and car parking for The Children’s Hospital at Westmead, which is the subject of this Social Impact Assessment.

The new Paediatric Services Building – along with the Central Acute Services Building currently under construction as part of Stage 1 of the Westmead Redevelopment project – are part of an expansion of children’s health services at Westmead.

The Paediatric Services Building is expected to feature an expansion of acute paediatric services including:

- Operating theatres
- Neonatal intensive care unit
- Paediatric intensive care unit
- Cancer services
- Pharmacy department
- Overnight acute beds

The proposed development will significantly increase capacity at The Children’s Hospital, delivering new and expanded health services for children from across NSW.

A comprehensive description of the proposed development, including operational and services components, is provided at **Section 4.0**.

<sup>2</sup> NSW Health, “Westmead Project – Our vision for Westmead,” < <http://www.westmeadproject.health.nsw.gov.au/precinct/our-vision-for-westmead> >

## 2.0 Objectives and scope of the assessment

Social Impact Assessment (SIA) involves the analysis of social changes and impacts on communities that are likely to occur as a result of a particular development, planning scheme, or government policy decision. The purpose of this Social Impact Assessment is to assess the impacts of the development, both positive and negative, for all stages of the project lifecycle for key stakeholders and the broader affected community.

### 2.1 Assessment framework and methodology

#### Social Impact Assessment

The assessment of social impacts in this report has been based on two guidelines:

- *Draft Social Impact Assessment Guideline* (NSW DPIE 2020), applicable to all State-significant projects and developments.
- *Social Impact Assessment Guidelines* (City of Parramatta Council, 2013).

As the proposed development classifies as State Significant Development, the DPIE Guideline has been followed as the primary basis for assessment, for the purposes of this report. Social factors and principles of the Council SIA Guidelines have been acknowledged and comparison to the DPIE categories has been provided in the section below.

City of Parramatta's SIA Guidelines define SIA as:

*“the assessment of the social consequences of a proposed decision or action (such as development proposals, plans, policies, and projects) on affected groups of people and on their way of life, life chances, health, culture and capacity to sustain these.”* (p. 9)

As outlined in the *DPIE Social Impact Assessment Guideline* (2020), social impacts vary in their nature and can be positive or negative, tangible or intangible, physically observable, or psychological (fears and aspirations). Social impacts can be quantifiable, partly quantifiable or qualitative. They can also be experienced or perceived differently by different people and groups within a community, or over time.

The assessment involves a number of steps, including a baseline analysis of the existing socio-economic environment of a defined study area or areas; scoping of relevant issues; identification and assessment of potential impacts against the specified suite of factors set out in the NSW DPIE SIA Guideline and the SEARs for the project; determination of the significance of the impacts, and identification of measures to manage or mitigate the project's potential negative impacts and enhance potential benefits.

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

#### Social factors for assessment

The NSW DPIE *Draft SIA Guideline* (2020) classifies social impacts in the following way, which forms the core basis of this assessment:

- *Way of life: how people live, get around, work, play and interact with one another on a day-to-day basis*
- *Community: its composition, cohesion, character, how it functions, and sense of place*
- *Accessibility: how people access and use infrastructure, services and facilities*
- *Culture: people's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings*
- *Health and wellbeing: people's physical, mental, social and spiritual wellbeing*
- *Surroundings: access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity*



- *Livelihoods: including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits*
- *Decision-making systems: the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.*

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

City of Parramatta's *SIA Guidelines* (2013) require the SIA to identify key probable positive and negative impacts likely to occur and how they are likely to impact on key stakeholders, considering following aspects:

- *Health*
- *Housing*
- *Earning ability*
- *Safety*
- *Neighbourhood identity*
- *Belonging and connection to community*
- *Access to and usage of community facilities and services*
- *Social equity (needs of disadvantaged groups/displacement etc).*

The Council's SIA principles are aligned with the DPIE recommended approach. Comparison of social factors specified in the two sets of guidelines are shown in **Table 2**.

**Table 2 Comparison of social factors in the DPIE and Council guidelines**

DPIE social factors	Council social factors and scoping questions
Way of life	<ul style="list-style-type: none"> <li>• Accommodation and housing</li> <li>• Access to and usage of community facilities and services</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Community structure</li> <li>• Population change</li> <li>• Neighbourhood identity</li> <li>• Belonging and connection to community</li> </ul>
Accessibility	<ul style="list-style-type: none"> <li>• Access and mobility</li> <li>• Access to and usage of community facilities and services</li> </ul>
Culture	<ul style="list-style-type: none"> <li>• Belonging and connection to community</li> <li>• Culture and community values</li> </ul>
Health and wellbeing	<ul style="list-style-type: none"> <li>• Health</li> <li>• Safety</li> <li>• Recreation facilities</li> </ul>
Surroundings	<ul style="list-style-type: none"> <li>• Interaction between new development and the existing community</li> <li>• Crime and Public safety</li> </ul>
Livelihoods	<ul style="list-style-type: none"> <li>• Earning ability</li> <li>• Employment opportunities</li> </ul>
Decision-making systems	<ul style="list-style-type: none"> <li>• NA</li> </ul>
Relevant across most of the categories	<ul style="list-style-type: none"> <li>• Social equity</li> <li>• Needs of social groups</li> <li>• Risk perception in community</li> </ul>

## Assessment methodology

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

- Baseline analysis of the existing socio-economic environment, involving:
  - Study area definition, including primary and secondary geographic areas likely to be impacted (see **Section 6.2** of this report)
  - Demographic analysis, including socio-economic characteristics of current communities and population forecast (see **Section 6.3**)
  - Review of relevant background information, along with relevant local and state policy frameworks (see **Sections 5.0 to 7.0**)
- Stakeholder and community engagement: Findings of stakeholder and community consultation undertaken by Health Infrastructure and City of Parramatta have been reviewed to identify community and stakeholder aspirations and values. A further stakeholder interview was also conducted with Health Infrastructure regarding the objectives of the project (see **Section 8.0**).
- Scoping of issues: Analysis of potential impacts during and post-construction, with each of the directly affected communities and other stakeholders identified in relation to the way they may be affected. Both positive and negative potential issues are identified. An SIA Scoping Checklist has been prepared at the outset of this assessment, in line with the specifications of the NSW DPIE SIA Guideline. This is attached at **Appendix A**. This scoping process has underpinned the social impact assessment in **Section 9.0**.
- Identification of impacts as per the DPIE 2020 Draft SIA Guideline parameters. The social impact assessment ultimately appraises the significance of each identified impact based on its duration, extent and sensitivity of impact 'receivers'. This results in a social risk rating for impacts, as per the social impact significance matrix shown in **Section 9.0**.
- Identification of mitigation strategies to manage impacts and enhance benefits of the development.

## 2.2 Information sources and assumptions

Following are the key data sources and policy documents used to prepare this SIA (ordered by title):

- *Australia's Health 2020* (AIHW 2020) [www.aihw.gov.au/reports-data/australias-health/australias-health-snapshots](http://www.aihw.gov.au/reports-data/australias-health/australias-health-snapshots)
- *ABS Census of Population and Housing 2016* (Australian Bureau of Statistics, 2016)
- *Central City District Plan* (Greater Sydney Commission, 2018)
- *Children's Hospital And Research Facilities In New South Wales, Non-Clinical Experience Strategy* (BellRinger/ Hoyne 2020)
- *City of Parramatta Community Strategic Plan 2018-2038* (City of Parramatta 2018)
- *Community Engagement Report, Draft Local Strategic Planning Statement* (City of Parramatta 2020)
- *Greater Parramatta to Olympic Peninsula Vision* (Greater Sydney Commission, 2016)
- *Greater Sydney Region Plan – A Metropolis of Three Cities* (Greater Sydney Commission, 2018)
- *Healthy, Safe and Well: A strategic health plan for children, young people and families 2014–24* (NSW Health 2014)
- *Parramatta's Big Conversation, Workshop outcomes report* (Elton Consulting for City of Parramatta, 2017)
- *Parramatta Local Strategic Planning Statement* (City of Parramatta, 2020)
- *NSW State Health Plan* [health.nsw.gov.au/statehealthplan/Publications/NSW-state-health-plan-towards-2021.pdf](http://health.nsw.gov.au/statehealthplan/Publications/NSW-state-health-plan-towards-2021.pdf)
- *NSW Health Strategic priorities* <https://www.health.nsw.gov.au/priorities/Documents/strategic-priorities.pdf>
- *Request for Secretary's Environmental Assessment Requirements – for proposed Multi Storey Car Park (MSCP) at The Children's Hospital at Westmead* (Health Infrastructure 2020)
- *Request for Secretary's Environmental Assessment Requirements – for proposed Paediatric Services Building (PSB) at The Children's Hospital at Westmead* (Health Infrastructure 2020)

- *Review of health services for children, young people and families within the NSW Health system (The Henry Review)* (Emeritus Professor Richard Henry AM, 2019)
- *Social Impact Assessment Guideline, Draft* (NSW DPIE, 2020)
- *Social Impact Assessment Guidelines* (Parramatta City Council, 2013).
- *Socially Sustainable Parramatta Strategy* (City of Parramatta, 2020)
- *State Infrastructure Strategy 2018-2038: Building Momentum* (Infrastructure NSW, 2018)
- *Sydney Children's Hospitals Network Annual Review 2020*
- *Sydney Children's Hospitals Network Strategic Plan 2017-2022*
- *The Health of Children and Young People in NSW, Report to the Chief Health Officer 2014* (NSW Health 2014)
- *Western Sydney Local Health District Health Services Plan* [wslhd.health.nsw.gov.au/About-Us/Performance/Performance](https://www.wslhd.health.nsw.gov.au/About-Us/Performance/Performance)
- *Draft Westmead Place Strategy* (City of Parramatta, Cumberland City, 2020) [planningportal.nsw.gov.au/draft-westmead-strategy](https://planningportal.nsw.gov.au/draft-westmead-strategy)
- *Westmead Redevelopment – Collection of community and consumer feedback 2016*
- *Westmead Redevelopment website* [www.westmeadproject.health.nsw.gov.au](https://www.westmeadproject.health.nsw.gov.au)

**Assumptions applied to complete this SIA include:**

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

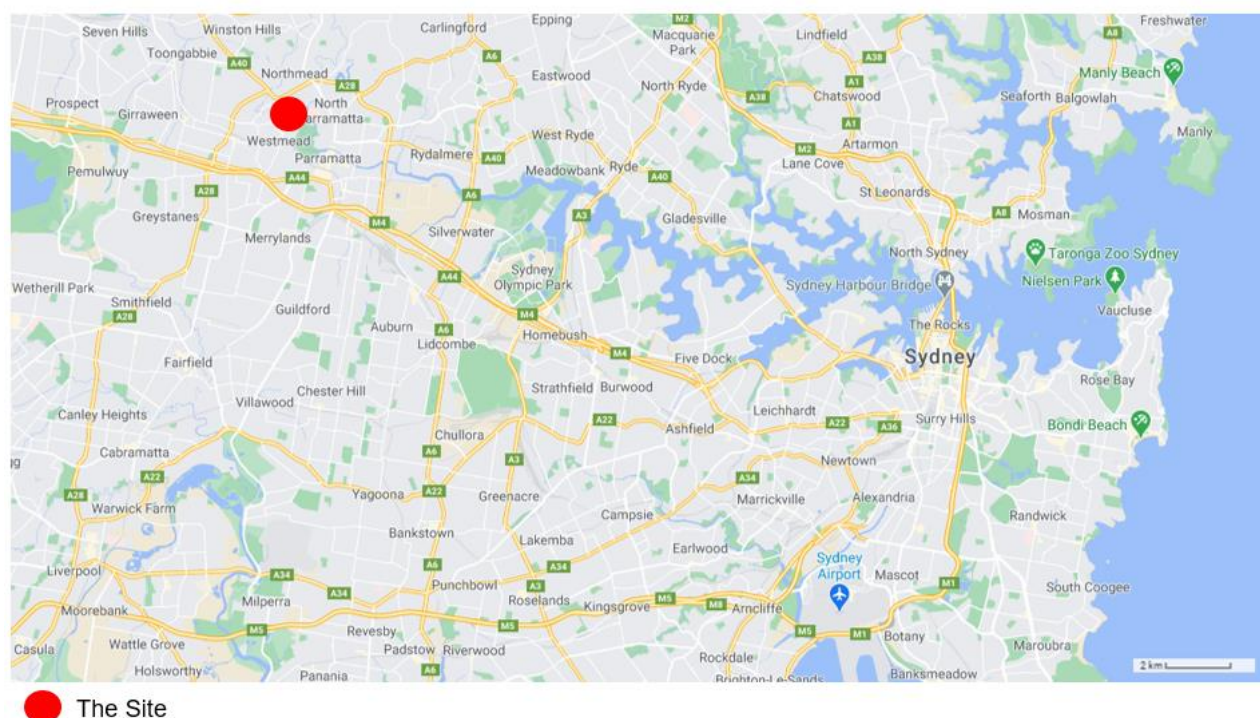
**A note on COVID-19:** COVID-19 is an unprecedented global health crisis and economic event that is rapidly evolving. At the current time, the research and analysis of economic and population data – such as forecasts of population or employment growth and so on – reflects a return to “business as usual” scenario, while also noting the potential impacts that may be associated with the COVID-19 virus, travel and border restrictions impacting on migration numbers, and the anticipated return to growth in economic or population indicators.

## 3.0 Site analysis

### 3.1 Site location and context

The Children's Hospital at Westmead (CHW) is situated within the Westmead Health Precinct, located within City of Parramatta LGA, approximately 1.5km north-west of the Parramatta CBD and approximately 26km west of the Sydney CBD.

**Figure 1** below provides a regional context map of the site showing its location in relation to the Sydney CBD and Parramatta CBD.



**Figure 1 Site context**

Source: Google Maps and Ethos Urban

#### 3.1.1 Westmead Health Precinct

The Westmead Health Precinct spans over 75 hectares, comprising over 400,000m<sup>2</sup> of high-end health related developments, including four major hospitals, four medical research institutes and two university campuses. The Westmead Health Precinct stretches from Westmead Railway Station in the south to Toongabbie Creek and Parramatta River in the north and north-east (see **Figure 3** over page).

Major health and education facilities in the Westmead Health Precinct, including The Children's Hospital at Westmead, Westmead Hospital and the Westmead Campus of Western Sydney University, are all accessible from Hawkesbury Road, which acts as the main north-south thoroughfare of the Precinct.

The Westmead Health Precinct is an established precinct with a variety of buildings of different ages, heights, scales and density, including the complex of buildings that comprise Westmead Hospital and The Children's Hospital at Westmead.

The majority of the existing Children's Hospital at Westmead buildings were completed in 1995 when the Children's Hospital relocated to the Westmead site. The recent completion of the new Central Acute Services Building will bring the Precinct to its tallest height, at 14 storeys / RL 86.495. Numerous at-grade parking lots are scattered around the site, particularly along Redbank Road and Dragonfly Drive.



In the medium term, there are two major transport infrastructure projects being delivered in Westmead – Parramatta Light Rail and Sydney Metro West – which will improve the public transport accessibility of the site:

- Stage 1 of Parramatta Light Rail, currently under construction with a projected completion date of 2023, will connect the Precinct with Parramatta CBD and beyond to Carlingford. The Children's Hospital at Westmead will have access to its own light rail stop to be located along Hainsworth Street.
- Sydney Metro West has also recently announced plans to complete a metro line in the late 2020s connecting Westmead Railway Station with Parramatta, Olympic Park and beyond to Sydney CBD.

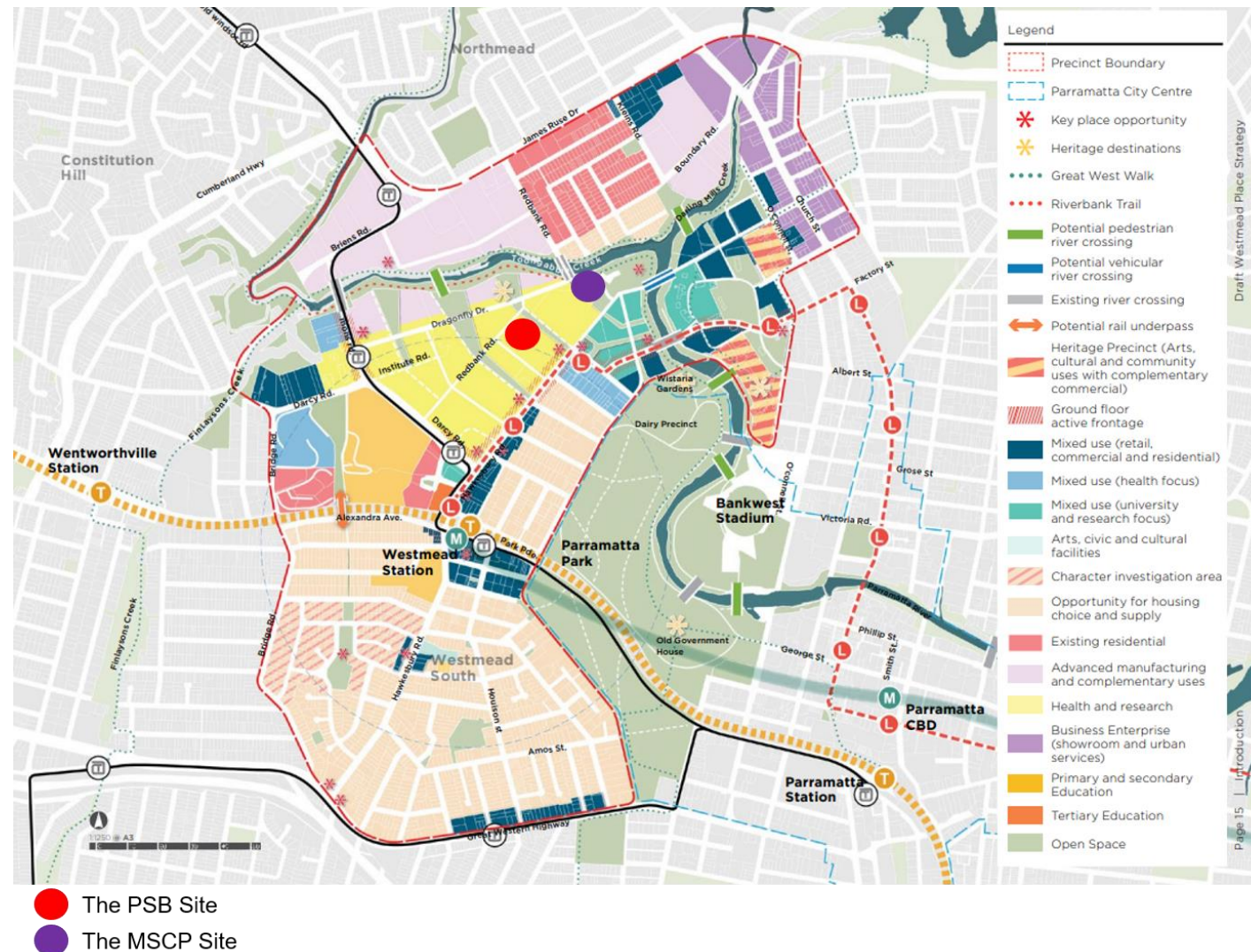
**Figure 2** shows an aerial view of the site in the context of the broader Westmead Health Precinct.



**Figure 2** Site context, aerial view from south-east

Source: Health Infrastructure





**Figure 3 Westmead Health Precinct**

Source: Draft Westmead Place Strategy and Ethos Urban

## 3.2 Existing and surrounding development

The Children's Hospital at Westmead Stage 2 Redevelopment comprises two separate State Significant Development Applications:

- Paediatric Services Building
- Multi-storey car park.

The details of these two proposed developments are included at **Section 4.0** over page.

### 3.2.1 Paediatric Services Building

The site of the future Paediatric Services Building is located within the broader Children's Hospital at Westmead site, located at corner of Hawkesbury Road and Hainsworth Street, Westmead.

#### Existing development

The site of the proposed Paediatric Services Building (PSB) will replace existing Carpark P17, demolition of which has been completed under a separate planning application.

The existing Children's Hospital at Westmead forecourt is an open space that accommodates the main pedestrian entrance to the existing Children's Hospital at Westmead, as well as an ambulance access point. The ambulance access point will be decommissioned following the opening of the Central Acute Services Building in early 2021, which includes new ambulance bays to support the new Children's Hospital Emergency Department. The forecourt will be redeveloped as part of the proposed development.

#### Surrounding development

The area adjacent to the Paediatric Services Building site to is characterised by:

- West: New Central Acute Services Building (CASB) for children and adults, of which construction is completed and operations due to commence early 2021, Children's Medical Research Institute and Kid's Research and Clinical Research Centre.
- North: Redbank Road is located along the north-western boundary of the site and served as the P17 car park's only vehicular access point.
- East: Blocks 5, 6 and 8 of The Children's Hospital at Westmead
- South: Medium density residential neighbourhood, generally comprising 2-4 storey apartment buildings.

### 3.2.2 Multi storey car park

#### Existing development

The location for the proposed multi-storey carpark (MSCP) is currently occupied by the former Ronald McDonald House ('The Lodge') which has been replaced by a new facility immediately to the east.

#### Surrounding development

The area adjacent to the multi-storey carpark site to is characterised by:

- North: Labyrinth Way road and the riparian corridor along Toongabbie Creek. Across Toongabbie Creek to the north is a residential neighbourhood, generally comprising single-storey private residences and 2-3 storey apartment buildings.
- East: New Ronald McDonald House, providing accommodation for families of seriously ill children who are receiving care at The Children's Hospital at Westmead
- South: Block 9 of the Children's Hospital campus, the Paringa Unit (acute inpatient mental health unit with 33 beds) and open space.
- West: Open space, car parking and premises HealthShare NSW (government organisation providing integrated services to local health districts, including linen service, patient transport, accounts payable and food support).

## 4.0 Proposed development

### 4.1 Description of the proposed development

The Children's Hospital at Westmead Stage 2 Redevelopment will include two major scopes of work, including:

- Paediatric Services Building
- Multi-storey car park.

These developments are subject to two separate SSDAs. As stated above, the social impacts of the two SSDAs have been assessed in this consolidated SIA report.

#### 4.1.1 Paediatric Services Building

The proposed Paediatric Services Building is to be located adjacent to the Central Acute Services Building, and on the site of the decommissioned P17 car park, including development of the Hawkesbury Road forecourt and access links works.

The proposed Paediatric Services Building (PSB) will enable the expansion and replacement of existing acute paediatric services at The Children's Hospital at Westmead, providing additional surgery, inpatient and critical care services.

Along with the Central Acute Services Building, the PSB will be an important addition to the Westmead Health Precinct, enhancing the provision and quality of paediatric health services to the growing Western Sydney population.

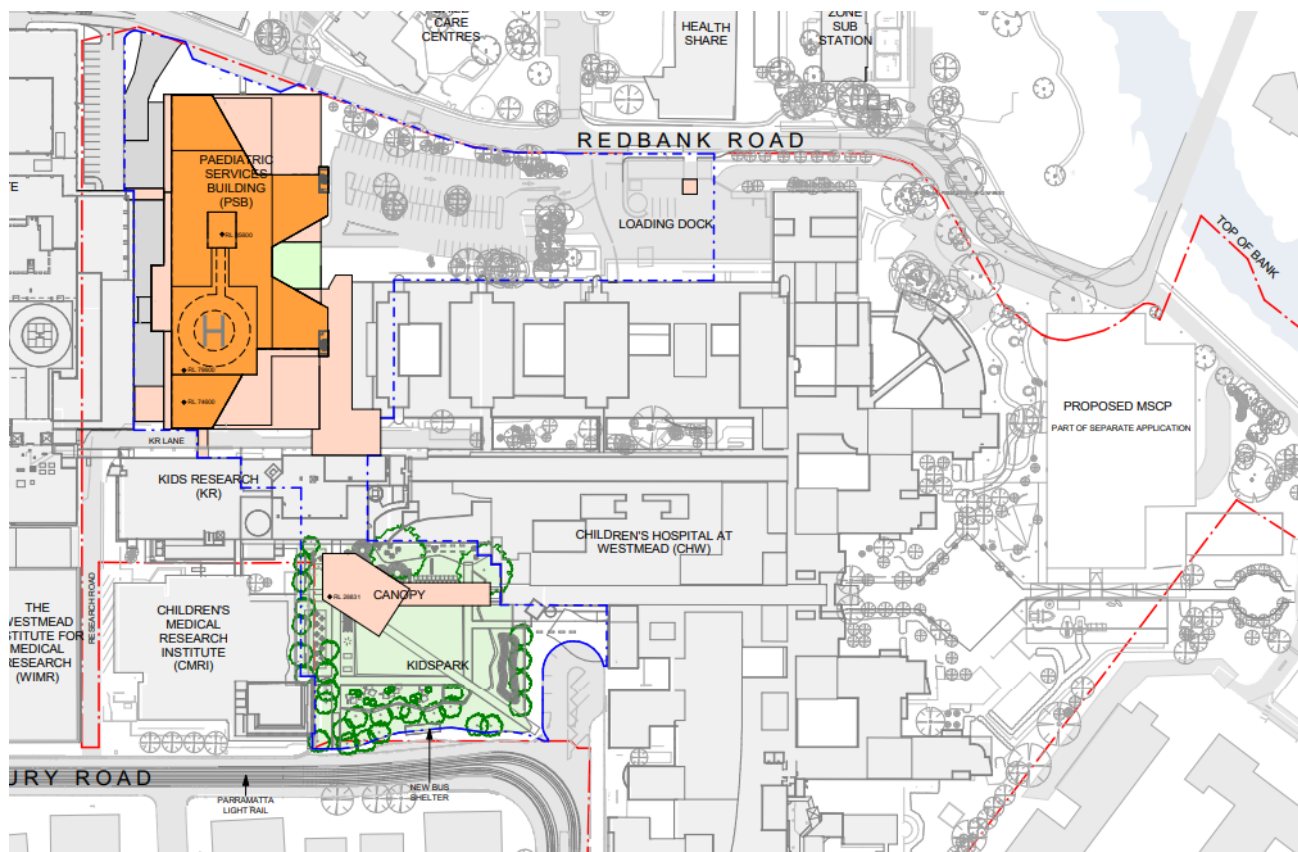
The PSB development will provide improved community amenity in the form of a new front entry, improved street frontage and enable a more cohesive main entrance connecting existing Children's Hospital, Westmead, adjoining research facilities, and the PSB.

The scope of proposed works includes:

- Construction of the main PSB, proposed to potentially reach 13 storeys, in alignment with the new Central Acute Services Building.
- The PSB may contain the following uses: perioperative and interventional services, neonatal and paediatric intensive care units, cancer centre, acute inpatient beds, back of house and parent facilities.
- Construction of a new pedestrian canopy link through Kids Research (KR), connecting the main PSB with The Children's Hospital at Westmead forecourt and existing hospital entrance. The canopy link is to be lifted 2 storeys above The Children's Hospital at Westmead forecourt.
- Alterations and additions to existing The Children's Hospital at Westmead, Kids Research and Central Acute Services buildings adjoining PSB site area to accommodate floor realignment and movement corridors.
- A new ground plane/ forecourt landscaped area extending from Hawkesbury Road to the proposed PSB.
- Tree removal to accommodate the construction of the PSB.

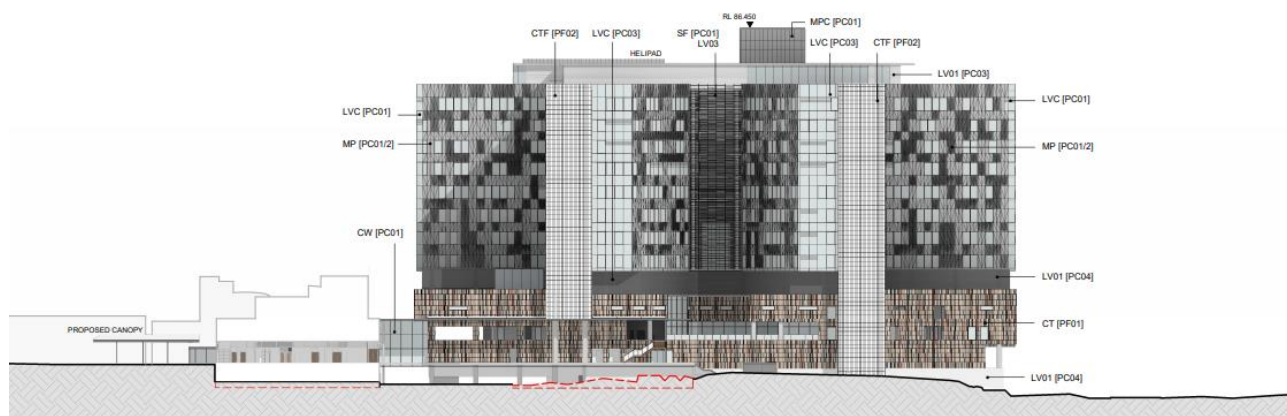
The location and bulk of the proposed PSB is shown in the site plans and sections over page (see **Figure 4** and **Figure 5**).





**Figure 4** Proposed site plan – Paediatric Services Building

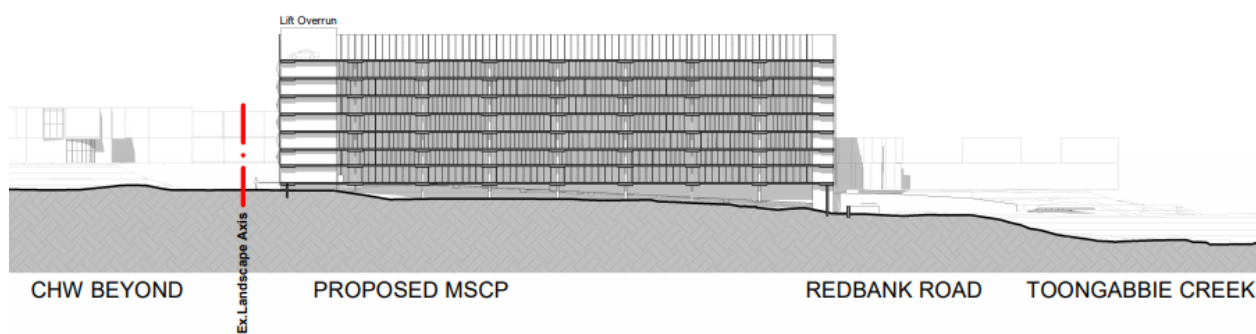
Source: SSDA Drawings, BLP 2021.



**Figure 5** Proposed north-east elevation – Paediatric Services Building

Source: SSDA Drawings, BLP 2021.





**Figure 7** Proposed site cross section – Multi-storey car park building

Source: SSDA Drawings, BLP 2021.

## 5.0 Strategic policy context

### 5.1 Strategic themes and drivers

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

#### 5.1.1 Key policy drivers for the development:

The strategic policy review has highlighted the following key policy drivers for the development:

- **Need to expand and deliver health infrastructure to meet the needs of growing population.** Parramatta LGA and the broader Central City District are projected to see a significant population growth in the coming 20 years. Western Sydney region is predicted to be 50% larger (2.9m+ people) and will be Australia's largest population growth centre for children. It is a state and local government priority to deliver infrastructure and care which meets current and future community needs to support improved health outcomes for the people of NSW.
- **Improving health and wellbeing outcomes across Western Sydney and NSW.** It is a state and local priority to expand and deliver more health infrastructure and services to support a 21st century health system and improved health outcomes for NSW. Contemporary healthcare environments are key to facilitating effective and efficient services by "supporting the latest clinician-led models of care".
- **Enhancing quality and capacity of health care for children to meet growing demand.** The Children's Hospital Network's vision is to be "international leaders in children's health" by driving innovation and transformation through a child and family-centred approach. The Network recognises the importance of health infrastructure in supporting improved quality of care, and prioritises infrastructure that is flexible and adaptable to evolving models of care and emerging technologies.
- **Supporting the transformation of Westmead.** State and local governments alike recognise the role of Westmead Health Precinct in driving economic and employment outcomes in the local area and beyond. The Precinct plays a key role in providing skilled job opportunities for Western Sydney residents.

The following key documents have been reviewed:

- *Central City District Plan* (Greater Sydney Commission, 2018)
- *Greater Parramatta to Olympic Peninsula Vision* (Greater Sydney Commission, 2016)
- *Greater Sydney Region Plan – A Metropolis of Three Cities* (Greater Sydney Commission, 2018)
- *Healthy, Safe and Well: A strategic health plan for children, young people and families 2014–24* (NSW Health 2014)
- *Parramatta Local Strategic Planning Statement* (City of Parramatta, 2020)
- *NSW State Health Plan: Towards 2021* (NSW Health, 2014)
- *NSW Health Strategic Priorities 2019-2020* (NSW Health, 2019)
- *Socially Sustainable Parramatta Strategy* (City of Parramatta, 2020)
- *State Infrastructure Strategy 2018-2038: Building Momentum* (Infrastructure NSW, 2018)
- *Sydney Children's Hospitals Network Strategic Plan 2017-2022* (Sydney Children's Hospital Network, 2017)
- *Western Sydney Local Health District Health Services Plan 2017-2021* (WSLHD, 2017)
- *Draft Westmead Place Strategy* (Greater Sydney Commission 2020)

A further summary of key themes and implications for The Children's Hospital at Westmead Stage 2 Redevelopment is provided at **Table 2** over page.



**Table 2 Policy themes and implications for the development**

Policy theme	Key implications for community needs	Relevant documents
Population growth, diversity, and demographic change	<ul style="list-style-type: none"> <li>The Central City District is projected to see a population growth of around 0.6 million in 20 years, from approximately 0.97 million residents counted in 2016 to an estimated 1.52 million in 2036. Within the district, the greatest increase is expected in Parramatta LGA (an additional ~0.2 million people by 2036, nearly doubling the current population of the LGA).</li> <li>The SCHN notes that significant population growth will drive demand for the Network's services. Within 20 years the population of Greater Sydney is predicted to be 40% higher than today (6m+ people), whereas Western Sydney is predicted to be 50% larger (2.9m+ people) and will be Australia's largest population growth centre for children.</li> <li>Parramatta LGA has a growing population of residents and workers, with significant diversity in terms of age groups, cultural and linguistic backgrounds, and income levels.</li> <li>Parramatta LGA will undergo significant change and growth due to increased population, private and public investment, and new, city-shaping infrastructure, such as the Parramatta Light Rail, Sydney Metro, redevelopment of Westmead and other urban renewal precincts.</li> <li>It is a priority of Parramatta Council and the GSC to deliver infrastructure which meets current and future community needs, and which aligns with forecasted growth. The provision of infrastructure should "equitably enhance local opportunities, inclusion and connection to services".</li> </ul>	<ul style="list-style-type: none"> <li>GPOP Vision (GSC 2016)</li> <li>Community Strategic Plan (CoP 2018)</li> <li>Socially Sustainable Parramatta Framework (CoP 2017)</li> <li>Central City District Plan (GSC 2018)</li> <li>Parramatta LSPS (CoP 2020)</li> <li>SCHN Strategic Plan 2017-2022</li> </ul>
Improving health and wellbeing outcomes across Western Sydney and NSW	<ul style="list-style-type: none"> <li>The three directions of the NSW State Health Plan are "Keeping people healthy", "Providing World Class Clinical Care", and "Delivering Truly Integrated Care".</li> <li>State Infrastructure Strategy states that there is a need to expand and deliver more health infrastructure and services to support the state's medical needs. Additionally, the strategic objective for health sector is to "Plan and deliver world-class health infrastructure that supports a 21st century health system and improved health outcomes for the people of NSW".</li> <li>Both the Central City District and the Western Sydney Local Health District (WSLHD) are characterised by a growing and ageing population, with the number of residents in the Central City District expected to grow by 106% by 2036. Furthermore, almost 55% of adults in Western Sydney are considered overweight, while rates among children are also increasing.</li> <li>As the WSLHD grapples with more complex and chronic illnesses and diseases, it has become a priority to deliver healthcare facilities and services which can respond to current and future community needs. This includes ensuring ease of access to the district's culturally and linguistically diverse population.</li> <li>The WSLHD maintains that "contemporary healthcare environments are most efficient when they support the latest clinician-led models of care so staff can deliver effective and efficient services". For this reason, the WSLHD supports the development of Westmead in order to provide a comprehensive level of services "from birth to end-of-life care".</li> <li>It is a priority of NSW Health to provide world-class clinical care by implementing new models to better suit the needs of patients. NSW Health facilities should deliver "truly integrated care" which is reflective of "the whole of a person's health needs, from prevention through end of life, across physical and mental health".</li> </ul>	<ul style="list-style-type: none"> <li>Community Strategic Plan (CoP 2018)</li> <li>Central City District Plan (GSC 2018)</li> <li>WSLHD Health Services Plan</li> <li>NSW State Health Plan</li> <li>State Infrastructure Strategy 2018-2038 (Infrastructure NSW 2018)</li> <li>Greater Sydney Region Plan (GSC 2018)</li> <li>Healthy, Safe and Well (NSW Health 2014)</li> </ul>
Improved accessibility of children's health care	<ul style="list-style-type: none"> <li>Strategic direction five "Right care, right place, right time" in the NSW Health's Healthy, Safe and Well plan for children and young people aims to deliver best-practice care as close to home as possible, integrate health care delivery across the State, raise safety and quality standards, and promote culturally-responsive, age-appropriate care.</li> <li>Planned expansion of the hospital will ensure that the children living in the region have access to essential health infrastructure supported by improved transport connections to meet the above as well as the GSC vision for a city where people will live within 30 minutes of health facilities.</li> </ul>	<ul style="list-style-type: none"> <li>Healthy, Safe and Well (NSW Health 2014)</li> </ul>

Policy theme	Key implications for community needs	Relevant documents
Improving quality and capacity of Sydney Children's Hospitals Network to meet growing demand	<ul style="list-style-type: none"> <li>The Sydney Children's Hospitals Network's vision is to be "international leaders in children's health" by driving innovation and transformation through a child and family-centred approach.</li> <li>To achieve this vision, the Network is focusing on the following: <ul style="list-style-type: none"> <li>Children and their families shape the care we provide</li> <li>Providing research enriched clinical care</li> <li>Teams working in agile and collaborative ways.</li> </ul> </li> <li>The Network recognises the importance of health infrastructure in supporting improved quality of care, and prioritises infrastructure that is flexible and adaptable to evolving models of care and emerging technologies.</li> </ul>	<ul style="list-style-type: none"> <li>Sydney Children's Hospitals Network Strategic Plan (SCHN 2017)</li> </ul>
Growing investment, business and employment opportunities and jobs in strategic centres	<ul style="list-style-type: none"> <li>It's a vision of the Greater Sydney Region Plan for the Greater Sydney to become a city where people will live within 30 minutes of jobs, education and health facilities, services and great places.</li> <li>The Plan identifies that the role of Westmead Health Precinct is to be an economic catalyst for Greater Parramatta and the Greater Parramatta and the Olympic Peninsula (GPOP) Economic Corridor. It states that improved and enhanced access to the Precinct will help boost the success of Parramatta in becoming stronger and better connected.</li> <li>While Parramatta is one of Sydney's fastest growing LGAs, only 27% of the population works within the LGA.</li> <li>However, local government expects that Parramatta's workforce will increase from 164,000 to 250,000 between 2016 and 2036, with 60% of jobs concentrated within the CBD and the Westmead Health and Education Precinct. It is a Council priority to support development which will stimulate higher order jobs and greater employment density.</li> </ul>	<ul style="list-style-type: none"> <li>Greater Sydney Region Plan (GSC 2018)</li> <li>Parramatta LSPS (CoP 2020)</li> </ul>
Transformation of Westmead	<ul style="list-style-type: none"> <li>Westmead Health Precinct has been identified by the Greater Sydney Commission as an important driver of social and economic outcomes for metropolitan Sydney. The precinct plays a key role in providing skilled job opportunities for Western Sydney residents.</li> <li>Planned expansion of the hospital will increase the number of jobs in the area and will be supported by improved transport connections and public domain. Increased investment in Westmead is required to ensure that the area continues to evolve as a meeting place for students, workers, and researchers, and is able to develop into from a health and education precinct into a full innovation district.</li> <li>It is a priority of both state and local governments to support the realisation of the Westmead Innovation District Masterplan which would establish Westmead as "an ecosystem for new discoveries, economic growth and global recognition".</li> </ul>	<ul style="list-style-type: none"> <li>GPOP Vision (GSC 2016)</li> <li>Central City District Plan (GSC 2018)</li> <li>Parramatta LSPS (CoP 2020)</li> <li>Draft Westmead Place Strategy (NSW Government 2020)</li> </ul>

## 6.0 Local social context

### 6.1 Introduction

This section provides an overview of the site and the existing social context surrounding the site. It analyses the existing social characteristics of the community within the identified study areas to better understand the potential characteristics and context of the existing community that may be impacted by the proposed development.

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#### Key findings:

A review of the local social context has highlighted:

- Population profile of the Primary Study Area (PSA):
    - Approximately 4,000 people live in the PSA, within 400m walking distance from the proposed site.
    - The PSA includes higher than average share of 25-49 year-old residents and very small children (0-4 years), indicating a number of young families in the area. Elderly people aged 85 years or over are also overrepresented, likely including the residents of the aged care providers within the PSA.
    - The PSA population is culturally diverse, but with a concentration of residents born in Australia and India.
    - The neighbouring residents typically live in apartments (83% of households) and majority are renters (63%). As many (63%) have moved to the area within the past 5 years.
    - Approximately third of the PSA residents are employed in either health related or professional/ scientific roles.
  - Population profile of the Secondary Study Area (SSA) – Greater Sydney:
    - Greater Sydney – the service catchment for the CHW – was home to an estimated 5.4 million residents in 2020. Nearly one third of them are children or young people (0-24 years), including over 1 million children aged 0-14 years.
    - The population of Greater Sydney is growing, with the population expected to reach 7.3 million mark by 2041, close to 2 million resident increase over the current figures. An additional 320,000 children aged 0-14 years are forecasted to live in the Greater Sydney area by 2041, including 100,000 children aged 0-4 years.
    - The population of the Greater Sydney area is culturally very diverse – while 62% of Greater Sydney residents were born in Australia, over 250 different languages are spoken across the area.
    - Similarly, the area is home to people with various level of education and income levels, and working across a range of industries - Health care and social assistance, Professional, scientific and technical services and Retail trade industries offering the most opportunities.
  - The population of the Greater Sydney area is forecast to grow significantly to 2041, from 5,402,080 residents in 2020 to 7,359,520 in 2041. This would drive demand for additional health services to support the growing population.
  - As the site is located within a major health precinct, there is a significant concentration of regional health infrastructure within 400m and 800m of the site, as well as open space.
  - The site is highly accessible via public transport, and there is major transport infrastructure within walking distance of the site, including Westmead Station, future Parramatta Light Rail stops and the future Westmead Metro Station.
-

## 6.2 Study area definition: area of social influence

Study areas have been chosen for the purposes of this Social Impact Assessment taking into consideration the need to factor in both local social impacts (e.g. associated with the construction period) and those likely to occur on a broader scale (e.g. enhanced access to high quality health services).

### Primary study area (PSA)

The Primary Study Area (PSA) represents the local community within the immediate area. This broadly includes residents living within 400m of the subject site (see Figure 9). The area has been defined using Statistical Area One (SA1) boundaries which intersect with the 400m radius from the site. Note that this includes the residential area north of the site across the Toongabbie Creek, up to Balmoral Road.

### Secondary study area (SSA)

The Secondary Study Area (SSA) has been considered for the purposes of this study due to importance of considering the regional context in which The Children's Hospital at Westmead is operating to determine longer term social impacts and benefits. Since The Children's Hospital at Westmead provides specialist care across Greater Sydney (and beyond), as well as serves as a worker catchment for the Westmead Health Precinct (only 21% of the Parramatta LGA Health care industry workers live locally<sup>3</sup>), the Greater Sydney Statistical Area has been defined as the secondary study area.

## 6.3 Community profile: demographic characteristics

This section provides an overview of the existing social context surrounding the site. It analyses the existing social characteristics of the community within the identified study areas to better understand the potential characteristics and context of the existing community that may be impacted by the proposed development.

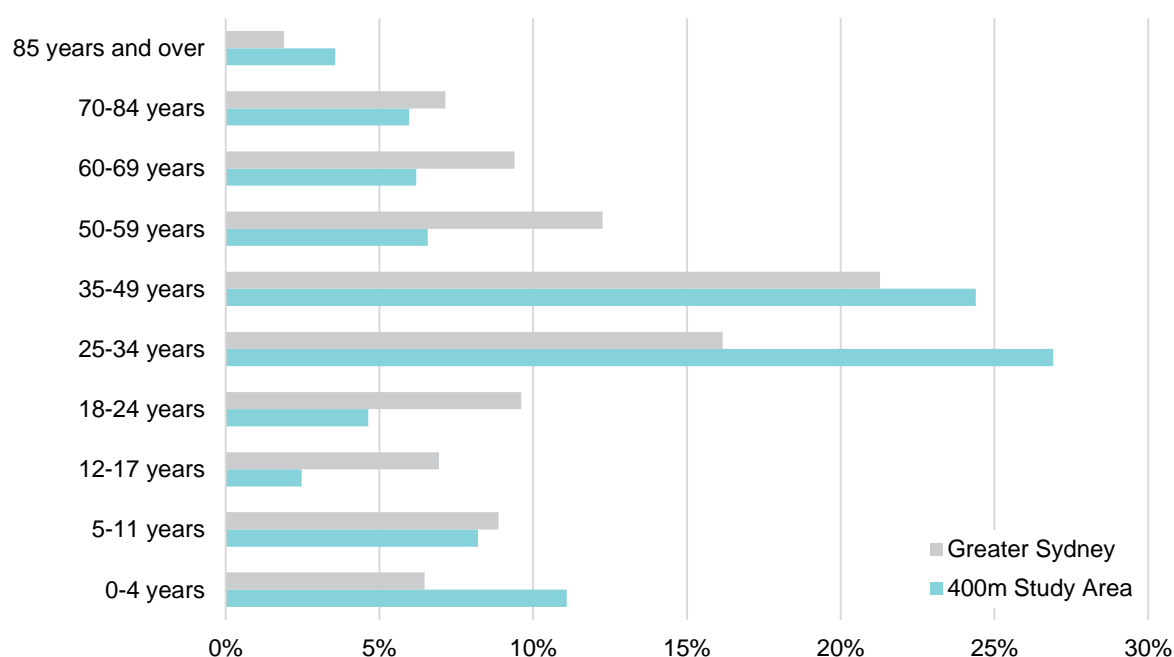
An overview of the demographic and social economic profile of the PSA and SSA residents is compared to the Greater Sydney benchmark in **Appendix B**. It is based on 2016 ABS Census of Population and Housing data, and summarised below:

- **Population:** In 2016, there were just under 4,000 residents living within the PSA. The population of the Greater Sydney area was an estimated 5 million residents for the same year. The Greater Population profile has since reached 5.4 million residents in 2020.
- **Age profile:** Roughly third (32%) or 1.5 million of the Greater Sydney area residents counted in 2016 were children and young people (0-24 years). Over a third (37%) of the metropolitan area residents were between ages 25-49, and the rest (31%) aged 50 or over. The PSA residents have a more distinct age pattern – with higher than average share of people aged 25-49 (51%), and babies and children between ages 0-4 suggesting there are many young families living in the area. There is also an overrepresentation of elderly aged 85 years or over (likely explained by the aged care providers within the PSA).
- **Cultural and linguistic diversity:** 62% of all Greater Sydney residents were born in Australia and similar amount speak only in English at home. The rest of the population is culturally very diverse – over 250 different languages are spoken, biggest groups are Mandarin at 5%, Arabic at 4%, Cantonese at 3% and Vietnamese (2%). The PSA community composition consists of 38% born in Australia, and a similar concentration (31%) of residents born in India. Further 5% are from China, 3% from Sri Lanka and Philippines and many from various other countries.
- **Aboriginal and Torres Strait Islander residents:** 1.4% of Greater Sydney area residents identify as being of Aboriginal and/or Torres Strait Islander descent. This is notably lower in the PSA with only 0.2% or less than 10 Indigenous residents living in the immediate surrounds of the hospital.
- **Transiency:** Just over half (57%) of the Greater Sydney residents have lived at their current address for five years or longer. 43% have moved around in the past five years. Nearly two thirds (or 63%) of the PSA population moved to the area within the past five years, and nearly one in four (23%) had a different address a year ago.

<sup>3</sup> Source: Australian Bureau of Statistics, Census of Population and Housing 2016. Compiled and presented in economy.id by .id informed decisions.  
<https://economy.id.com.au/parramatta/workers-place-of-residence-industry?Indkey=23017>



- **Industry of employment:** 'Health care and social assistance' and 'Professional, scientific and technical services' are the top two industries of employment in the Greater Sydney area overall (employing 12% and 10% of adults respectively). The same is further pronounced in the PSA adjacent the Westmead hospital and education precinct – 20% of the local residents are employed in Health related industries and 15% in the Professional and scientific services category.
- **Household composition:** Families with children form close to half (49%) of all the Greater Sydney households (including 38% couple parent and 11% one parent households). Couple families are the next most prominent group (24%), followed by lone person households (22%). PSA household profile is similar including 48% of families with children, 22% of couple households, but somewhat higher share of lone households (25%).
- **Dwelling structure and tenure:** While over half (57%) of Greater Sydney area residents live in separate houses, the PSA is characterised by apartment living (83% of dwellings, compared to 28% across Greater Sydney). A large proportion of the PSA residents are renters (63%), nearly double the rate of renting households in Greater Sydney area (35%). At the same time, 64% of the Greater Sydney homes are owned outright, or mortgaged.
- **Household income:** Greater Sydney residents median annual household income was \$92,200 in 2016, with the PSA median income on par (\$91,380).



**Figure 8 Age profile**

Source: ABS Census of Population and Housing (2016)



**Figure 9** Local social context, 400-metre radius from the site

Source: Ethos Urban

## 6.4 Population forecast – Greater Sydney area

The following table describes the population forecast for the area. For the purposes of this analysis, data has been drawn using the TFNSW projections. The Greater Sydney population is expected to grow by nearly 2 million residents by 2041, a total growth of 36% based on the 5.4 million residents estimated to live in the area in 2020.

**Table 3 Population forecast, Greater Sydney**

Population	2020	2026	2031	2036	2041	2020 to 2041
Greater Sydney	5,402,080	5,946,570	6,388,880	6,876,510	7,359,520	+1,957,440
Growth (avg per annum)						
Greater Sydney		+90,750	+88,460	+97,530	+96,600	+93,210
Growth Rate (avg per annum)						
Greater Sydney		1.6%	1.4%	1.5%	1.4%	1.5%

Source: Ethos Urban, based on TFNSW estimates.

Population projections by age cohorts between the period 2020 and 2041 show that whilst the proportion of children is expected to decrease slightly (in the context of ageing population) an additional 320,000 children aged 0-14 are forecasted to live in the Greater Sydney area by 2041, including 100,000 children aged 0-4 years.

**Table 4 Population forecast, Greater Sydney age profile 2020-2041**

Age						
Greater Sydney	2020	2026	2031	2036	2041	2020 to 2041
0-4 years	374,302	408,916	424,556	446,791	475,718	101,417
5-9 years	353,616	392,368	413,818	433,063	454,648	101,032
10-14 years	323,603	368,392	398,647	423,001	441,633	118,030
15-19 years	311,346	346,584	382,437	415,132	438,763	127,417
20-34 years	1,183,193	1,218,748	1,283,570	1,386,487	1,497,292	314,099
35-49 years	1,165,631	1,290,753	1,367,855	1,417,708	1,466,141	300,510
50-59 years	645,605	698,004	748,087	827,375	904,607	259,002
60-69 years	517,829	577,392	612,717	660,100	711,806	193,977
70-74 years	201,345	229,853	260,681	280,038	299,905	98,560
75-84 years	241,715	317,492	371,376	421,966	469,680	227,965
85 years and over	83,892	98,066	125,140	164,852	199,326	115,434

Source: Ethos Urban, based on TFNSW estimates.

## 6.5 Local social infrastructure context

A review of the existing local social infrastructure has been undertaken to inform the Social Impact Assessment. An overview of the local social infrastructure context is provided below, identifying key social infrastructure within a local 800m catchment of two sites (a distance equivalent to a 10-15 minute walk).

The following categories of social infrastructure are identified as being within walking distance of the two sites:

- **Health facilities.** There are several health care and associated facilities within Westmead Health Precinct and walking distance of the sites. Most prominent of those include the Westmead Hospital, Westmead Private Hospital, The Children's Hospital at Westmead, and the Cumberland Hospital.
- **Community facilities.** There are three community facilities located within walking distance of the site, including the Westmead Aged Community Based Transitional Care Program, the Cumberland Hospital Transcultural MH Centre and the North Parramatta Bridgeway Community Centre.
- **Open space:** There are fifteen open spaces within walking distance of the site, including Cumberland Oval, Hospital Farm Reserve, Coleman Oval, Salters Field and Yana Yirabana.
- **Places of worship:** There is one place of worship located within walking distance of the site: St. Barnaba's Church Westmead.
- **Educational facilities:** There are seven educational facilities located within walking distance of the site, including Mother Teresa Primary School, Parramatta Marist High School, Palm Avenue School, Redbank School and the University of Western Sydney Westmead Campus.

## 6.6 Transport and accessibility

The site is highly accessible via public transport, and there is major transport infrastructure within walking distance of the site, including:

- Westmead Station and Interchange, which is served by the T1 Western Line and T5 Cumberland Line, with frequent connections to Parramatta CBD and Sydney CBD, as well as other surrounding centres.
- Future Parramatta Light Rail stops, which will connect the site to Parramatta CBD, North Parramatta, Rydalmere and Carlingford.
- Future Westmead Metro Station, which will provide high frequency, high capacity rail services to Parramatta CBD and Sydney CBD.



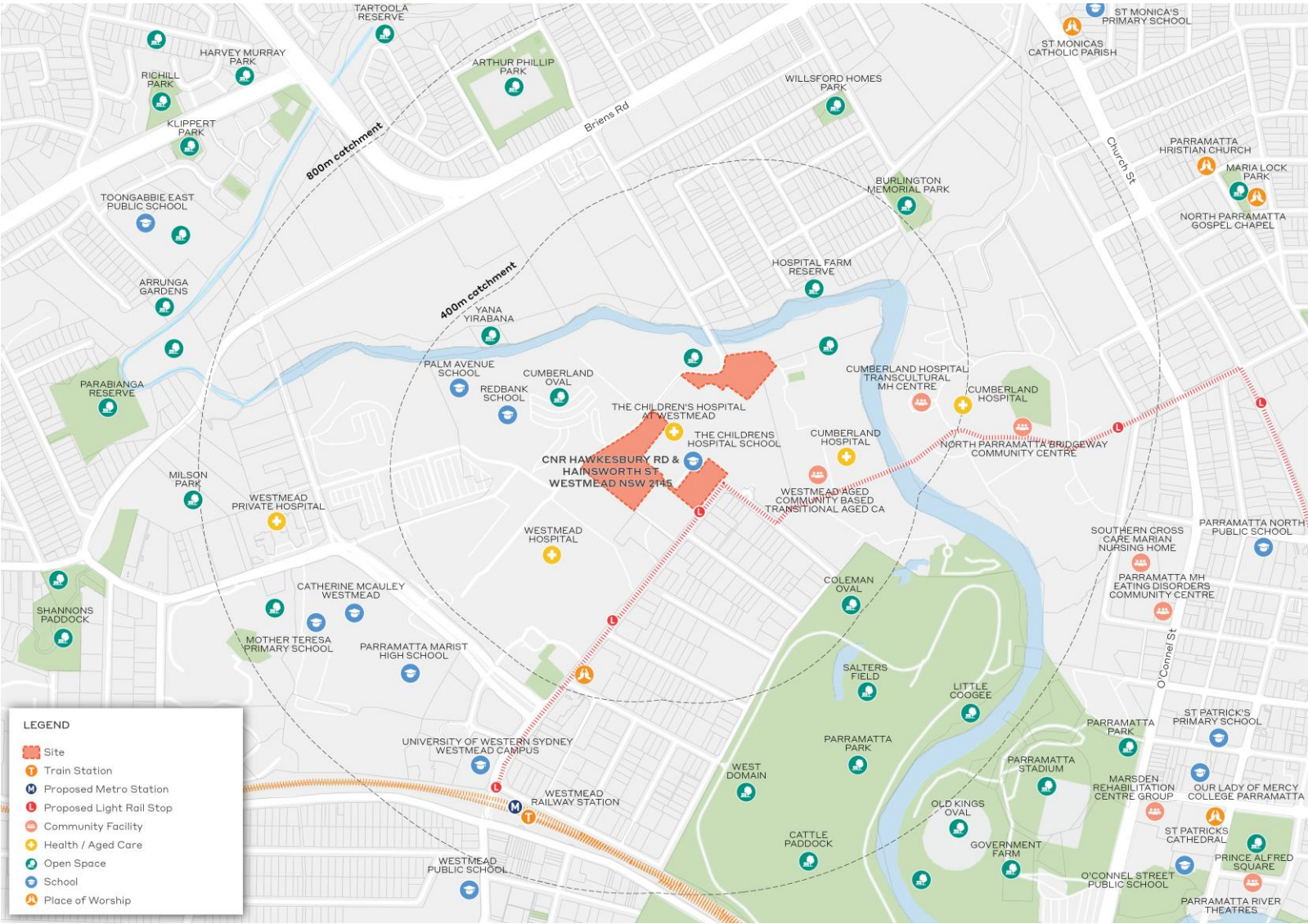


Figure 10 Social infrastructure context

Source: Ethos Urban

## 7.0 Local social issues and trends

The following section provides an overview of the social issues and trends that are likely to have an impact on the delivery of the proposed development, including the health profile of the children of NSW as well as the transformation of Westmead Health Precinct and the regional role of The Children's Hospital at Westmead.

### 7.1 Health issues and trends

#### 7.1.1 Health profile of children and young people in NSW and Australia

The following section provides a brief snapshot of the health and wellbeing of the children (aged 0-14 years) and young people (aged 15-24 years) in Australia and NSW.

According to the ABS Census, in 2016 there were 7.4 million people aged 0-24 years living in Australia (32% of the total population), including 4.4 million children aged 0-14. In Greater Sydney, there were 1.5 million 0-24 year olds (including 0.9 million children).

According to the Australian Institute of Health and Welfare (AIHW), the key health risk factors for Australian children aged 0-14 are nutrition (healthy eating, food security), insufficient physical activity, overweight and obesity. Top health risk factors for young people aged 15-24 are overweight and obesity, substance use, and sexual and reproductive health.

The leading causes of total health burden (the quantified impact of a disease or injury on a population, which captures health loss, or years of healthy life lost) among Australian children and young people in 2015 were as follows:

- Children under 5 years – preterm birth and low birthweight complications.
- Children aged 5-14 – asthma; followed by several mental health conditions.
- Males aged 15-24 – suicide/ self-inflicted injuries; alcohol use disorders; road traffic injuries.
- Females aged 15-24 – anxiety and depressive disorders; asthma.

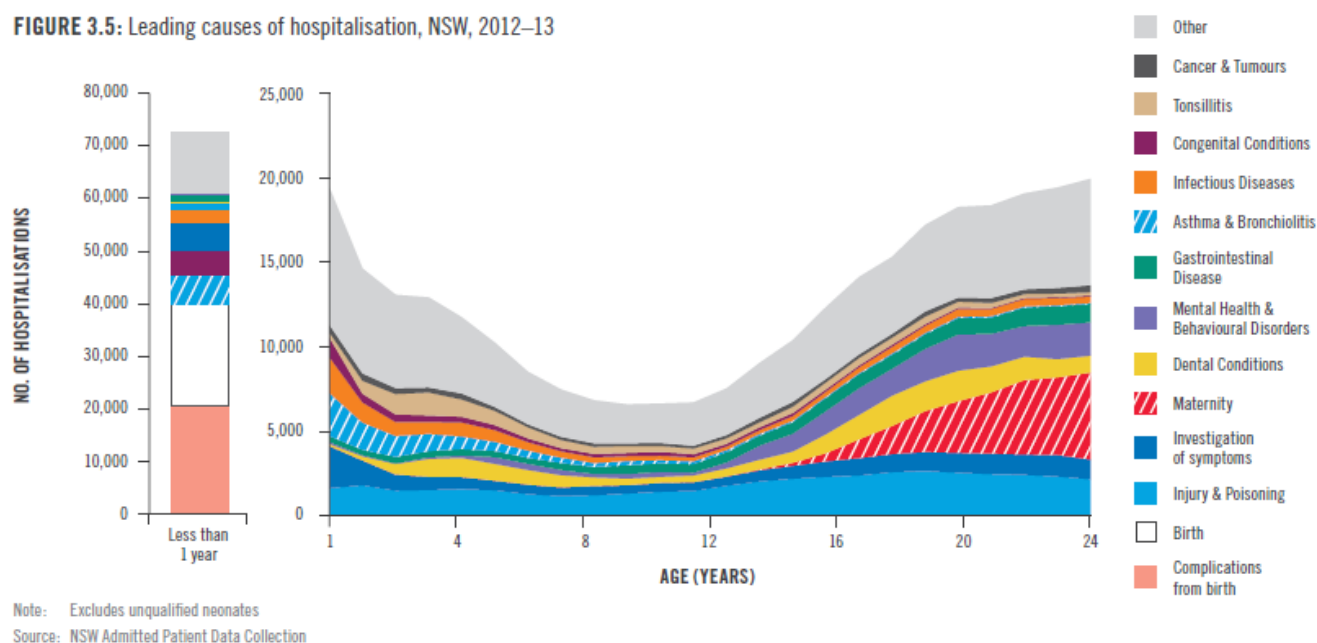
Hospitals, such as The Children's Hospital at Westmead, play an important role in meeting the health needs of children and young people. In 2013:<sup>4</sup>

- On an average day, there were 2,500 visits to an emergency department and 1,200 hospitalisations of children and young people in NSW.
- Emergency departments managed over 870,000 presentations from children and young people in that year. With the growing population, the rate of emergency department presentations among children and young people has also increased.
- Around 380,000 children were hospitalised each year.
  - The highest hospitalisation rates occur in infants under one year, typically for conditions associated with birth or congenital disease.
  - Injury and poisoning is the leading cause of hospitalisation for 1-24 year olds (1 of 7 hospitalisations).
  - The rate of hospitalisation was substantially higher for children and young people living in remote areas than those living in major cities and regional areas.

The leading causes of hospitalisation among children and young people is shown in **Figure 11** below.

The large number of hospitalisations among small children and the growing number of children living in NSW (percentage of the total population is decreasing due to ageing population) drive demand for specialist children's hospitals providing care for various and complex health issues.

<sup>4</sup> NSW Health's *Healthy, Safe and Well: A strategic health plan for children, young people and families 2014–24* and *The Health of Children and Young People in NSW, Report to the Chief Health Officer 2014* report.

**FIGURE 3.5: Leading causes of hospitalisation, NSW, 2012–13****Figure 11 Leading causes of hospitalisations among NSW children and young adults**

Source: *The Health of Children and Young People in NSW, Report to the Chief Health Officer 2014*

### 7.1.2 Social determinants of health

A person's health is closely linked to the conditions in which they live, work, grow and play – known as the “social determinants of health”. Socioeconomic position, educational attainment, lifestyle behaviours can affect the health of individuals and communities. The living arrangements of children and young people are a major determinant of their health:

- Of NSW families with dependent children, 14% were identified as jobless families. The percentage of jobless families was substantially higher in more remote regions, among one parent families (42%) and within Aboriginal households (40%).
- As of June 2012, 17,192 NSW children aged 0–17 years were living in out-of-home care, often leading to high, unrecognised and unmet physical, developmental, psychosocial and mental health needs. Furthermore, according to the 2011 Census, 10,551 people aged 0–24 years were classified as homeless in NSW. Young people account for one in four of all homeless people in NSW, with the rate highest (across all ages) among 19–24 year-olds.

Cultural background can impact on health outcomes and health care needs:

- According to the 2011 Census, an estimated 12% (over 245,000 persons) of children and young people who resided in NSW were born overseas. While the majority of overseas-born migrants to Australia enjoy good health, increased risks exist in specific population groups (such as refugees). People from non-English speaking backgrounds may also be less likely to report medical conditions or have difficulty accessing health services due to language barriers and are a priority population group.
- While the health of Aboriginal children has improved over the years in important ways, there continues to be a gap compared with non-Aboriginal children. Much of this difference is driven by social disadvantage. With overrepresentation of Aboriginal children across many health issues (e.g. low weight at birth, rate of diabetes hospitalisations, developmental vulnerability at first year of school etc), there is a need to ensure that health services are culturally safe and appropriate for the Aboriginal people in our community.

### 7.1.3 Regional role of The Children's Hospital at Westmead

The Children's Hospital at Westmead (CHW) is one of two major facilities within the Sydney Children's Hospital Network<sup>5</sup>. It is the largest paediatric centre in NSW and provides specialist care for children across NSW, Australia, and the Pacific Rim. Additionally, the Kids Research Institute, undertakes "cutting edge research into childhood diseases, resulting in significant advances in the treatment of cancer, obesity, kidney, heart and respiratory problems, diabetes and muscular dystrophy"<sup>6</sup>.

By 2036, the population of the Greater Sydney area is expected to increase significantly, while Western Sydney is expected to become Australia's largest growth centre for children, translating to an increased demand for children's health services. Families and parents are also becoming more attuned to the health of their child and are seeking more input into their children's care, holding clinical teams to account more than ever before.

This has meant that the Sydney Children's Hospital Network and The Children's Hospital at Westmead are committed to delivering child and family-centred care, in which "child and family needs and desired outcomes will deeply inform how [they] deliver and design models of care".

The Sydney Children's Hospital Network and The Children's Hospital at Westmead are prepared to incorporate and develop new models of integrated care, create opportunities for staff to advance research in their fields, support the future of children's health by building financial and environmental sustainability, and improve staff education initiatives.

### 7.1.4 Demand for additional children's health facilities in Westmead

According to the Sydney Children's Hospitals Network 2020 Annual report, The Children's Hospital at Westmead cared for 84,972 children, had 55,564 ED presentations and 34,505 hospital admissions in that year (at 90% occupancy), with additional 668,842 occasions of service for non-admitted patients.

The SCHN Strategic Plan 2017-2022 notes that significant population growth will drive demand for the Network's services. Within 20 years the population of Greater Sydney is predicted to be 40% higher than today (6m+ people). Western Sydney region is predicted to be 50% larger (2.9m+ people) and will be Australia's largest population growth centre for children. This translates to further increasing demand for children's health services. Given much of this growth is led by immigration, it also means a potentially different set of needs.

The *Review of health services for children, young people and families within the NSW Health system* (Henry, 2019) released in 2020 notes that, "Children's Hospital, Westmead [sic] was "bursting at the seams" and was struggling to cope with its current workload".<sup>7</sup>

The Children's Hospital at Westmead Stage 2 Master Plan, prepared by Billard Leece Partnership (BLP) Architects, provides a strategic development framework for The Children's Hospital at Westmead to enable the replacement and expansion of key services and facilities. The Plan sets out options for staged hospital redevelopment across the site for The Children's Hospital at Westmead Stage 2 Redevelopment and beyond.

<sup>5</sup> Sydney Children's Hospital Network, *Strategic Plan 2017-2022* [https://www.schn.health.nsw.gov.au/files/attachments/exc4092\\_schn\\_strategic\\_plan\\_2017-2022\\_fa4\\_lr.pdf](https://www.schn.health.nsw.gov.au/files/attachments/exc4092_schn_strategic_plan_2017-2022_fa4_lr.pdf)

<sup>6</sup> Sydney Children's Hospital Network, "Hospitals" <https://www.schn.health.nsw.gov.au/hospitals/chw>

<sup>7</sup> Henry, 2019 "Review of health services for children, young people and families within the NSW Health system" <https://www.health.nsw.gov.au/kidsfamilies/paediatric/Documents/henry-review.pdf>



## **7.2 Local social issues and trends**

### **7.2.1 Transformation of the Westmead Health Precinct**

The Westmead Health Precinct is an integral component of the Central City and the GPOP (Greater Parramatta and the Olympic Peninsula) Collaboration Area as it has the potential for significant economic growth. It is the Greater Sydney Commission's vision to see the Westmead Health Precinct transform into an Innovation district with greater employment density and diversity of knowledge-intensive jobs.

Westmead is currently Australia's largest health services precinct and offers world-class integrated tertiary clinical care, education and research networks, private health businesses and globally connected medical research institutes. The NSW Government seeks to establish Westmead as "an ecosystem for new discoveries, economic growth and global recognition" and will invest in infrastructure, transport connections and housing in order to facilitate this.

### **7.2.2 City-shaping transport investment supporting growth in Westmead**

A new transport interchange has been planned for Westmead which will connect the existing Westmead Station on Hawkesbury Road with new Westmead Metro and Light Rail stations. This interchange will connect the T1 Western Line and T5 Cumberland Line with a Westmead to Carlingford Light Rail route, a Westmead to Sydney CBD Metro route, as well as a number of bus routes. The interchange will be a vital service for employees, students, patients and visitors to the Westmead Health and Education Precinct.

On completion, the Sydney Metro West will double rail capacity between Parramatta and the Sydney CBD and transport over 40,000 people an hour in each direction<sup>8</sup>. It is also estimated that 28,000 people will be using the Parramatta Light Rail every day, with 130,000 people living within walking distance of Light Rail stations<sup>9</sup>.

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<sup>8</sup> Sydney Metro, Sydney Metro West EIS Summary [https://www.sydneymetro.info/sites/default/files/document-library/Westmead\\_to\\_the\\_Bays\\_and\\_Sydney\\_CBD\\_Environmental\\_Impact\\_Statement\\_summary\\_final\\_1.pdf](https://www.sydneymetro.info/sites/default/files/document-library/Westmead_to_the_Bays_and_Sydney_CBD_Environmental_Impact_Statement_summary_final_1.pdf)

<sup>9</sup> NSW Government, Parramatta Light Rail <https://www.nsw.gov.au/projects/parramatta-light-rail>

## 8.0 Community and stakeholder perspectives

The following section explores the perspectives of key stakeholders and communities, which have a bearing on the proposed development. It is structured as follows:

- Outcomes of engagement undertaken by Health Infrastructure to inform The Children's Hospital at Westmead Stage 2 Redevelopment
- Outcomes of engagement undertaken by City of Parramatta to understand community values and aspirations.

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### Key findings

Consultation undertaken by Health Infrastructure and City of Parramatta have highlighted the following key issues:

- Health Infrastructure has undertaken extensive engagement with the patient and carer community to inform the design of the Paediatric Services Building. The discussions have mainly focused on the functionality and user experience in the hospital and the precinct. The following key design features have been raised:
  - Improved ambience
  - Access to green space and fresh air
  - Improved accessibility and wayfinding
  - Culturally appropriate family spaces
  - Improved access to healthy and affordable food options within the Westmead Health Precinct and options to store food inside the hospital.
- City of Parramatta has recently undertaken broad consultation with the LGA community and stakeholders, highlighting the following priorities for the area:
  - Balanced growth, where delivery of housing, jobs, services and infrastructure is a coordinated effort to achieve a sustainable, liveable and productive city.
  - Concern about the projected rapid growth of the population in the area
  - Maintaining trees, green space, diverse housing and transport options
  - Increased employment options close to home.

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### 8.1 Engagement to inform this SSDA

Health Infrastructure has identified various stakeholders and undertaken comprehensive consultation to inform The Children's Hospital at Westmead Stage 2 Redevelopment, summarised below. This consultation is ongoing.

#### 8.1.1 Communities and stakeholders engaged

The following stakeholders and communities have been actively engaged:

- Sydney Children's Hospitals Network Staff
- Patients and families
- Transport for NSW
- NSW Government Architect
- Westmead Hospital
- Kid's Research
- Parramatta Light Rail
- Sydney Metro West
- Parramatta City Council

- Local residents and community
- General public
- Westmead Redevelopment team
- Health Infrastructure
- NSW Health
- NSW Minister for Health and Medical Research
- Westmead Health Precinct partners, including:
  - University of Sydney
  - Western Sydney University
  - Western Sydney Local Health District
  - Westmead Private Hospital
  - Children's Medical Research Institute
  - Westmead Institute for Medical Research
- Local schools
- The Children's Hospital at Westmead staff and their friends & families
- Westmead community via social media
- City of Parramatta Aboriginal and Torres Strait Island Advisory Group
- University students and staff
- Health professionals
- Construction and design professionals
- Landscaping professionals
- Former and current patients and families
- Aboriginal community members
- Culturally and linguistically diverse community members.

### **8.1.2 Engagement activities**

Consumer engagement for the proposed development began in 2019 to confirm future models of care as well as immediate improvements.

In 2020, engagement activities included:

- Consumer workshops
- Survey (approx.1000 participants)
- Activity worksheet format surveys for preschool and day care aged children
- Engagement with Youth Advisory Council
- Architectural Working Group
- Consumer Advisory Panel

A Consumer and Community Advisory Group has been established and meets once a month.

An Internal Disruption Coordinator has been appointed, and has engaged with the hospital community throughout the Stage 1 of the precinct redevelopment and will continue throughout Stage 2.

Further activities have been planned to engage the broader local community, including neighbouring residents and high-school students.

### 8.1.3 Engagement outcomes

The following consultation outcomes reports have been reviewed by Ethos Urban to identify engagement outcomes relevant to this SIA:

- *Consumer Engagement Workshops | The Children's Hospital at Westmead – Insights Report* (SCHN Redevelopment Communication and Engagement team 2020)
- *City of Parramatta Aboriginal and Torres Strait Islander Advisory Group Workshop* (Sept 2020)
- *Westmead Redevelopment Consumer and Community Advisory Committee Meeting Minutes Sept-Dec 2020* (SCHN Redevelopment Communication and Engagement team 2020)

### User priorities for the redevelopment

Based on the above documents, the following priorities for user experience have been identified by patients and their families at the existing Children's Hospital at Westmead:

- Access to green space, fresh air and sunlight
- Accessibility and safety of spaces
- Floor space functionality, lighting and privacy
- Better orientation and wayfinding
- Culturally appropriate areas and improved family spaces
- Supporting mental health and general comfort of parents
- Spaces for and diverse range of entertainment, arts and play
- Incorporation of technology in spaces and play
- Considering the needs and preferences of teenage patients (not just small children)
- Diverse storage options
- Access to fresh food and produce
- Incorporation of educational and fun elements into wayfinding and ward areas to make the hospital more child friendly
- Access to natural elements
- Options for outdoor activities

This consumer feedback has been incorporated into the functional design brief of the proposed development. The Consumer Advisory Panel continues to provide feedback on the evolving design for the proposed development.

### Aboriginal and Torres Strait Islander community perspectives on the redevelopment

The workshop with the Aboriginal and Torres Strait Islander Advisory Group pointed out that aboriginal children are overrepresented in the health care settings and cultural needs of the indigenous community need to be considered in the hospital design.

It was noted that for some children and families from rural areas (from across Australia) coming to the hospital in the city can be a significant cultural shock. Participants stressed the need for opportunity for children to connect with nature and water, access to outdoor space and culturally appropriate and family spaces.

The Advisory Group recommended native planting and Aboriginal cultural heritage elements in the design of indoor and outdoor spaces and textiles, also provision of music (if possible then in the indigenous language of the child) and soundscapes. Advisors also mentioned the need for affordable accommodation in the area for families to stay.

## 8.2 Engagement to inform the broader Westmead Redevelopment

*Westmead Redevelopment – Collection of community and consumer feedback 2016* available on the precinct redevelopment website provides a snapshot of community feedback on the broader hospital campus redevelopment, based on a consumer workshop.

Some of the topics, such as inviting and culturally sensitive ambiance, accessibility and wayfinding, better access to food and drinks, use of technology, were similar to those raised by participants consulted for the proposed development.

The 2016 workshop participants asked for:

- Improved customer service
- Better support for and use of technology
- A warm and inviting ambiance for patients and families
- Improved access to food, beverages
- Safe and culturally sensitive amenities
- Better access
- Intuitive and user-friendly wayfinding
- Improved infection control
- Comfortable and confidential patient reception rooms and carer spaces.

## 8.3 Broader engagement undertaken by City of Parramatta to identify community priorities

### 8.3.1 Engagement activities

Parramatta Council has recently undertaken consultation projects to support the development of the Council policies and strategies. The following documents have been reviewed to identify key community priorities:

- *City of Parramatta Community Strategic Plan 2018-2038* (City of Parramatta 2018)
- *Parramatta's Big Conversation, Workshop outcomes report* (Elton Consulting for City of Parramatta, 2017)
- *Community Engagement Report, Draft Local Strategic Planning Statement* (City of Parramatta 2020)

### 8.3.2 Engagement outcomes – community aspirations

Key community aspirations identified by the broader City of Parramatta community include:

- Balanced growth: Future growth to be managed, with the economy and other infrastructure improved to keep up with demand. Parramatta's rich heritage to be the cornerstone of future development. There is concern around the forecast doubling of the City's population.
- Council to continue to find the balance between maintaining existing assets and building new ones, to optimise use for a growing population.
- Concern over the capacity of roads and public transport, along with the impacts on amenity to meet the needs of the growing population.
- Planning for traffic and transport, jobs close to home:
  - To get where you need to go easily and efficiently, with a strong public transport network supported by walking and cycling paths.
  - The City's neighbourhoods to be better connected to the CBD, and to each other, with ongoing road improvements to address congestion spots, as well as parking at key locations.
  - To be able to work close to home, and not spend lots of time commuting across Sydney. To see new, and larger companies basing their operations in Parramatta, and support for small business.

- A more diverse range of affordable housing options, so that families of all income levels are catered for.
- Vibrant and safe neighbourhoods and precincts that showcase the City's emerging food and cultural scene – great destinations that are close to home.
- Parramatta's green and open spaces, and the Parramatta River – spaces to continue to enjoy. But also to see action on the changing climate, for Parramatta to be an eco-efficient City, where buildings use less energy and water, and everyone recycles more and wastes less.
- To build on Parramatta's unique cultural identity, celebrating the rich history, sense of community and diversity. Diversity – of cultures, ages, and income levels – is Parramatta's greatest strength, and fundamental to its identity.

#### **8.4 Data considerations for this assessment**

We note that the community and stakeholder perspectives are primarily based on engagement activities that require an active interest to participate. This may lead to over-representation of the voices of certain community or stakeholder groups (e.g. older women are more likely to have time and interest to participate in community meetings) and underrepresentation of others, and may hence be biased to an extent.

However, the Council and Health Infrastructure approaches appear well considered and engagement activities broad enough to gauge and represent a range of community views to adequately inform the Social Impact Assessment.

## 9.0 Social Impact Assessment

As noted above, The Children's Hospital at Westmead Stage 2 Redevelopment includes two major scopes of work, including:

- Paediatric Services Building
- Multi-storey car park.

These developments are subject to two separate SSDAs. The social impacts of the two SSDAs have been assessed in this consolidated SIA report.

### 9.1 Assessment framework and scope

This consolidated Social Impact Assessment has been prepared based on the *Draft SIA Guideline* (NSW DPIE 2020), as per the SEARs for the following SSDAs:

- The Children's Hospital at Westmead – Paediatric Services Building (SSD-10349252)
- The Children's Hospital at Westmead – Multi-storey carpark (SSD-10434896).

Social factors and principles identified in the City of Parramatta SIA Guidelines have been considered as part of the analysis (see comparison tables of the social factors of the DPIE and Council guidelines in **Section 2.0**.)

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

The purpose of this social impact analysis is to:

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

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

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

- People's way of life
- Community
- Surroundings
- Accessibility
- Health and wellbeing
- Culture
- Livelihoods

Impacts on decision-making systems were identified as negligible as part of the SIA Scoping Checklist stage, and have therefore not been assessed in detail in this report.

## 9.2 Impact assessment factors and responses

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

It includes a risk assessment of the degree of significance of risk, including the envisaged duration, extent, and potential to mitigate/enhance and likelihood of each identified impact. The social impact significance matrix provided within the DPIE Draft *Social Impact Assessment Guidelines (2020)* (see Figure 12) has been adapted for the purposes of undertaking this social and impact assessment.

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

		Magnitude level				
		1 Minimal	2 Minor	3 Moderate	4 Major	5 Transformational
Likelihood level	A Almost certain	Medium	Medium	High	Very High	Very High
	B Likely	Low	Medium	High	High	Very High
	C Possible	Low	Medium	Medium	High	High
	D Unlikely	Low	Low	Medium	Medium	High
	E Very unlikely	Low	Low	Low	Medium	Medium

**Figure 12 Social impact significance matrix**

Source: NSW Department of Planning and Environment, 2020, *Technical Supplement to support the Social Impact Assessment Guideline for State-significant projects (Draft)*, (adapted from Esteves A.M. et al. (2017) *Adapting social impact assessment to address a project's human rights impacts and risks*, *Environmental Impact Assessment Review* 67, 73–87.)

## 9.3 Key affected communities

This assessment covers both the Primary Study Area (PSA), which is expected to experience social impacts associated with the temporary construction activities and some of the future operational impacts, as well as the broader social locality (Secondary Study Area/SSA) that is likely to experience the resulting benefits from the operational phase of the project. These study areas are shown in **Section 6.0**.

Key communities to experience social impacts of the project can be grouped as follows:

- Hospital communities (staff, volunteers, suppliers etc)
- Other health and research related institutions within the Westmead Health Precinct
- Patients attending the health and education facilities within the Westmead Health Precinct and their carers
- Neighbouring residents, including aged care living residents
- Neighbouring businesses
- Local area workers
- Staff, students and visitors to other institutions and businesses within walking distance of the area
- Temporary construction workers in the area.



## 9.4 Impact assessment factors and responses

### 9.4.1 Way of life

#### Potential impacts

##### During construction:

- Temporary negative impacts to way of life associated with due to the noise, dust and vibration caused by the construction activity across the two sites, which may result in disruption and associated inconvenience for local residents, hospital community, other workers and visitors in the immediate vicinity. The impacts may disproportionately impact following groups:
  - Workers at The Children's Hospital at Westmead: There may be impacts to the usual working environment and routine of the surrounding Westmead Health Precinct communities (e.g. noise or vibration may be disrupting activities in the adjacent Clinical Acute Services Building and other Children's Hospital buildings. For example, there are proposed alterations and additions to existing buildings adjoining the site of the Paediatric Services Building to accommodate floor realignment and movement corridors). It is noted there an Internal Disruption Coordinator has been appointed to proactively engage with stakeholders to minimise disruption to hospital operations.
  - Visitors to the hospital, including patients and their carers who may be experiencing illness or distress. They may be more sensitive to way of life impacts associated with the construction phase as a result.
  - Residents living along Hawkesbury Road, Hainsworth Street and Redbank Road, close to the construction site, be disrupted by construction noise and dust. It is noted that the PSB and carpark being built are located deep within the Westmead Health Precinct, but some impacts to neighbouring residents may be possible.
  - Note that detailed assessments have been provided with the EIS in relation to noise and vibration, air quality, and visual impact.
- Potential way of life impacts for workers, patients and visitors within the Westmead Health Precinct associated with traffic changes during construction at the two sites, including:
  - Possible changes to preferred mode of transport choice for workers, residents, patients and others accessing the buildings surrounding the construction site.
  - Disruption and changes to way of life associated with increased traffic, reduced parking, pressure on parking from construction workers accessing site, truck movements associated with the construction activity on the site, which may result in increased inconvenience or road safety issues in the area.
- Potential way of life impacts associated with changes to access and wayfinding through the Westmead Health Precinct due to the establishment of construction sites, which may result in inconvenience, disruption and increased travel times for staff, patients and visitors moving around the precinct. This may be disproportionately felt by patients and their carers accessing hospital services, who may not be familiar with the Precinct or may be experiencing illness or disability that impairs mobility.
- Potential way of life impacts associated with cumulative construction impacts, which may result in an extended period of disruption due to changed road conditions, noise, dust and changed wayfinding. Local residents, worker, long-term/ repeat patient and student communities in the PSA may experience "construction fatigue" due to several major projects undertaken or planned in the immediate surrounds of the area, including the Westmead Redevelopment (e.g. new Central Acute Services Building, Darcy Rd Carpark, the proposed and envisaged future developments within the Westmead Health Precinct), Parramatta Light Rail construction, Parramatta North urban renewal area to the east of the precinct. Similarly, businesses in the vicinity may have had their normal operation adversely impacted for extended periods of time due to construction activity.

##### During operation:

- Improvements to way of life and daily routines for staff and visitors of the Westmead Health Precinct associated with delivery of a high quality, contemporary health and innovation facilities and increased parking provision at this site that prioritises user experience and functionality. Specifically, the proposed developments would result in:
  - High quality working environments in contemporary purpose-built spaces, that are flexible and adaptable to clinician-led innovation. It is envisaged the proposed Paediatric Services Building will contain perioperative and interventional services, neonatal and paediatric intensive care units, cancer centre, acute inpatient beds, back of house and parent facilities.

**Potential impacts**

- Improved quality of care associated with the delivery of the Paediatric Services Building, which has been flexibly designed to enable new, clinician-led models of care.
- Improved user experience for patients and their families visiting the PSB, associated with improved ambience, access to green and open space, provision of private spaces, culturally appropriate and improved family spaces, improved accessibility and wayfinding throughout the building. These design elements have been identified as priorities through consumer engagement.
- Improved convenience for staff, patients and visitors in the Westmead Health Precinct due to physical connection between the new and existing buildings. For example, the Paediatric Services Building will feature a new pedestrian canopy link through Kids Research, connecting the main Paediatric Services Building with the Children's Hospital at Westmead forecourt and existing hospital entrance.
- Improved daily routines associated with delivery of new parking options in the proposed multi-storey carpark, which may improve convenience.
- Improved convenience and daily routines for workers, patients/carers, visitors and residents in the Primary Study Area, associated with new retail, hospitality, entertainment and services options. Consultation has identified that improved access to fresh and healthy food options and outdoor activities are key priorities for patients and their families.

**Responses / mitigation measures**During construction:

- Mitigation measures set out in the Construction Management Plan will be implemented to reduce the impacts associated with noise and vibration and visual amenity during the construction phase.
- Develop a communications and engagement strategy to communicate with surrounding residents, workers, patients and carers, students and visitors to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Any opportunities to coordinate construction impacts with other construction projects in the area should be explored to reduce cumulative impacts. Opportunities for feedback and to ask questions should also be provided.

During operation:

- Consider opportunities to enhance pedestrian connections between the site and surrounding health and education infrastructure to ensure that workers, students and visitors are able to easily access surrounding facilities (e.g. ensuring surrounding walking paths are level and well-maintained, safe, well-sign posted).
- Consider opportunities for new accessways and connection points to the site to be designed to enhance the connectivity to the surrounding neighbourhood (e.g. light rail stops, connections through to surrounding parklands and the Parramatta North urban renewal area).
- Explore opportunities to support and promote active transport and sustainable travel plans for staff of the PSB and rest of The Children's Hospital at Westmead.
- Continue to undertake collaborative and shared governance of the Westmead Health Precinct and strengthen ongoing partnerships between Health Infrastructure to identify opportunities to enhance positive benefits to way of life.
- Implement the recommendations of the Retail Strategy completed for the site, to ensure retail services on the site respond to the priorities of staff, patients and their families, e.g. fresh, healthy and affordable food options.

**Summary:****Overall impact**

Overall improved access to high quality paediatric health care facilities within the Westmead Health Precinct would have a significant positive benefit. The redevelopment of the site, if impacts associated with construction are well mitigated, will ensure positive social outcomes for the community.

Negative social impacts associated with way of life are medium during construction, but low during operation:

- Construction: B2 (likely minor)

Potential impacts	
<b>Likelihood</b>	<ul style="list-style-type: none"> <li>Operation: D1 (unlikely minimal)</li> </ul> <p>Short term construction impacts with longer term positive impacts associated with improved health care and parking facilities on this site.</p>
<b>Duration</b>	Operational benefits are long term
<b>Consequence</b>	Minor change associated with development of the site as the PSB site of a decommissioned carpark and The Lodge on the multi-storey car park site has moved to a new building adjacent to the site.
<b>Severity/ sensitivity</b>	High sensitivity to impacts, as changes to way of life may impact staff and visitors to the Westmead Health Precinct, including children and adults experiencing illness, disability and distress. It is noted the PSB site is a decommissioned carpark, reducing severity of way of life disruptions associated with the project (as opposed to alterations to an existing building)
<b>Extent</b>	Construction impacts would likely impact residents, workers and students in the PSA. Provision of improved health care and parking facilities would impact residents of and workers living across the SSA and beyond.
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the sensitivity of users of the site and communities directly affected. During operation, there is a high ability for workers, patients and visitors to adapt to new facilities on the site, due to their proposed quality and design.

#### 9.4.2 Health and wellbeing

Potential impacts
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##### Construction phase:

- Potential wellbeing impacts for residents, hospital staff, and other workers, students and visitors in the area, associated with construction dust, noise and vibration. Many visitors to the Westmead Health Precinct (i.e. hospital patients and their carers) are likely to be experiencing physical and/ or mental illness, disability or distress, and may be therefore disproportionately impacted by construction impacts (e.g. visitors with existing respiratory conditions).
- Potential temporary changes to accessibility of the health infrastructure within the Westmead Health Precinct due to changes to wayfinding and pedestrian routes.
- Cumulative impacts to wellbeing – ongoing construction in this area (The Children's Hospital at Westmead Stage 1 Redevelopment, light rail construction) has the potential to cause local residents, precinct staff and patients receiving ongoing care psychological stress and deteriorated health with flow on effects on their way of life and livelihoods.

##### Operational phase:

- Positive social benefits associated with improved access to children's health facilities on this site. The Children's Hospital at Westmead is now operating close to capacity and majority of the infrastructure is approximately 25 years old. The redevelopment is required to enable the Westmead Health Precinct to meet future demand, as the population of the Western Sydney region is predicted to double in the coming 20 years and will be Australia's largest population growth centre for children.

The proposed PSB will enable the expansion and replacement of existing acute paediatric services at The Children's Hospital at Westmead, providing additional surgery, inpatient and critical care services leading to improved health outcomes of the families in NSW and beyond. The PSB will contain the following uses:

- Perioperative and interventional services
- Neonatal and paediatric intensive care units
- Cancer centre
- Acute inpatient beds

## Potential impacts

- Back of house and parent facilities.
- There may be significant benefits to health and wellbeing associated with the location of the PSB at this site:
  - Location next to the new Central Acute Services Building, the first facility in NSW to feature integrated health services for both adults and children that includes a brand new and expanded Children's Emergency Department, short-stay unit, additional operating theatres and shared medical imaging services. This could provide opportunities for innovation and collaboration between services, resulting in improved and integrated health services.
  - Positive benefits and improved health care associated with co-location of contemporary health, innovation, education and research uses within the broader Westmead Health Precinct. Innovation in the delivery of healthcare is required to address various chronic and complex health conditions in the community. The population of the region and the SSA is growing and there are several vulnerable groups (CALD, Aboriginal communities, low socio-economic groups) that will benefit from contemporary and inclusive paediatric hospital at this site.
- Positive health and wellbeing benefits associated for staff, patients and visitors associated with the delivery of a well-designed PSB, incorporating green space, a landscaped forecourt, flexible patient rooms and space for families. The PSB would provide improved amenity and spaces for users of the site, and these design elements reflect the outcomes of community engagement. The design of the PSB could result in the following positive health and wellbeing benefits:
  - Access to green space and fresh air contributes to positive mental and physical health outcomes and is an important cultural element for the Aboriginal and Torres Strait Islander community to be able to connect with Country.
  - Indoor and outdoor open spaces and play spaces can encourage social interaction and provide opportunities to connect with other members of community (including hospital workers, patients, carers, local residents, and visitors to the area).
  - Flexible, private, semi-private and comfortable spaces can support parent mental health and wellbeing.
- Potential negative wellbeing benefits associated with the delivery of a new multi storey car park at this site, which would replace a low density heritage item.

It is noted that the multi storey car park will in most part replace existing parking capacity decommissioned throughout the rest of the precinct and remaining additional parking capacity is needed to support increased number of jobs and patient capacity on the precinct to accommodate instances where accessing the site on public transport may not be practical (e.g. transporting unwell patients and distressed carers and their belongings, staff living in areas with poor public transport connections).

## Responses / mitigation measures

### During construction:

- Mitigation measures set out in the Construction Management Plan will be implemented to reduce the impacts associated with noise and vibration and visual amenity during the construction phase.
- Develop a communications and engagement strategy to communicate with surrounding residents, workers, patients and carers, students and visitors to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Any opportunities to coordinate construction impacts with other construction projects in the area should be explored to reduce cumulative impacts. Opportunities for feedback and to ask questions should also be provided.

### During operation:

- Consider opportunities to enhance accessible pedestrian and patient (including wheelchair users) connections to neighbouring green and recreational spaces that are within walking distance to support staff and patient wellbeing. Access to green space and fresh air was identified as a priority during the consumer consultation.
- Consider opportunities to enhance pedestrian connections between the site, surrounding facilities and surrounding neighbourhoods (including the proposed North Parramatta urban renewal area) to encourage active transport and promote physical activities (e.g. wayfinding, adequate shade, public art).
- Consider further opportunities to improve precinct access via public, active, and shared transport (e.g. bike paths, end of trip facilities incorporated in the precinct and building designs) and explore opportunities to support and promote active

**Potential impacts**

transport and sustainable travel plans for staff and visitors of The Children's Hospital at Westmead and throughout the hospital precinct.

- Based on community engagement feedback for both the Westmead Health Precinct and the existing Children's Hospital at Westmead, there appear to be a lack of suitable fresh food purchasing options within the precinct and lack of food storage options within the hospitals for inpatients and their carers. Explore opportunities to improve access to healthy and affordable food and drink options across the site and suitable storage options within the hospital (e.g. by implementing recommendations of the Retail Strategy). Note that the hospital caters for a broad range of customers from various cultural backgrounds and expectations for food options may vary.

**Summary:**

<b>Overall impact</b>	Overall improved health facilities within Westmead Health Precinct would have a significant positive benefit to health and wellbeing. The redevelopment of the site, if impacts associated with construction are well mitigated, will ensure positive health and wellbeing outcomes for the community. Negative social impacts associated with health and wellbeing are medium during construction, but low during operation: <ul style="list-style-type: none"> <li>Construction: C2 (possible minor)</li> <li>Operation: D1 (unlikely minimal)</li> </ul>
<b>Likelihood</b>	Positive impacts of the proposed development are highly likely.
<b>Duration</b>	Operational benefits are long term.
<b>Consequence</b>	Minor change associated with development of the PSB site as it is located on a decommissioned carpark site. However the proposed bulk of the multi storey car park would significantly change the atmosphere of the proposed site and reduce opportunity for enjoyment of greenery and sunlight around the site which may have associated impacts on wellbeing of users of the site.
<b>Severity/ sensitivity</b>	High sensitivity to impacts, as changes to the site may impact health and wellbeing of visitors to the Hospital campus, including children and adults experiencing illness, disability and distress. It is noted the existing hospital buildings will continue their normal operations during the construction phase, reducing severity of impacts.
<b>Extent</b>	Construction impacts would likely impact residents and workers in the PSA, as well as Westmead Health Precinct patients and carers. Access to improved health care facilities and associated amenity would impact the hospital staff living across the SSA and the resident community across the SSA and beyond.
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the sensitivity of users of the site and communities directly affected. During operation, there is a high ability for workers, patients and visitors to adapt to new facilities on the site, due to their proposed quality and design.



### 9.4.3 Accessibility

#### Potential impacts

The proposed development may have the following potential social impacts with relation to accessibility, including how people access and use infrastructure, services and facilities.

#### During construction:

- Potential changes to pedestrian and vehicular access to and use of health infrastructure surrounding the site, such as the new Central Acute Services Building, Kid's Research, Brain Injury Unit and other The Children's Hospital at Westmead buildings.
  - For example, there are proposed alterations and additions to existing Kid's Research and Central Acute Services buildings adjoining PSB site area to accommodate floor realignment and movement corridors.
  - Establishment of hoarding and changes to the streetscape associated with the construction phase may have an effect on wayfinding and access for health care workers, hospital users and visitors.
  - Reduced or temporarily relocated parking, truck movements associated with the construction activity may have an effect on accessibility across the site.
- Many visitors to the Westmead Health Precinct (i.e. hospital patients and their carers) are likely to experience illness, disability or distress, and may therefore be disproportionately impacted by accessibility issues (e.g. wheelchair users having to cover additional distance or experiencing barriers to access the hospital buildings)
- Potential reduced accessibility and inconvenience associated with construction-related traffic flows, increased traffic, reduced parking, truck movements on the residential streets surrounding the Westmead Health Precinct. Potential cumulative impacts due to the light rail construction along Hawkesbury Rd and Hainsworth Street.
- Potential changes to use of social infrastructure (e.g. schools within and around the Westmead Health Precinct etc), hospitality, retail services and commercial premises in the vicinity associated with construction impacts, e.g. dust, noise, vibration, increased traffic movements.

#### During operation:

- Improved accessibility of health care uses in the Westmead Health Precinct associated with the delivery of the new PSB at this location, contributing to increased patient capacity and growth of jobs within the precinct. It is a state and local priority to support the transformation of the precinct, to drive economic and health outcomes for Greater Sydney and supports state and local strategic policy which prioritises delivery of a "30-minute city".
- Improved accessibility of public open space associated with delivery of an enhanced outdoor forecourt. Community consultation has highlighted that access to open space and opportunities for outdoor activities are highly valued by patients and their families.
- Social benefits associated with delivery of health uses at an accessible location, close to the proposed light rail stop, within walking distance of the train and future metro station, and walking distance to the area earmarked for the North Parramatta urban renewal zone. A *Green Travel Plan* is currently being developed for the Children's Hospital at Westmead Stage 2 Redevelopment to encourage active and sustainable transport use.
- Improved accessibility to retail and other daily living needs. The following uses are being considered for inclusion in the proposed development:
  - Improved mix comprising food catering operators, a small store and a small provision of non-retail services (e.g. bank, post office, etc)
  - Outdoor amenity and activations accessible to the entire community.
- Benefits associated with the new proposed multi storey carpark providing additional parking capacity to cater for the needs of growing number of patients and jobs associated with delivery of new buildings at the precinct both hospital staff and visitors. It is noted that the multi-storey carpark is planned to be completed prior to the opening of the Paediatric Services Building, and could therefore support visitors to this site. The traffic and transport impacts of the delivery of the new multi storey carpark have been analysed in detail in the *Transport and Parking Concept Design Report* (WSP 2020).

Potential impacts	
Responses / mitigation measures	
<u>During construction:</u>	
<ul style="list-style-type: none"> <li>Mitigation measures set out in the Construction Management Plan will be implemented to reduce the impacts associated with noise and vibration and visual amenity during the construction phase.</li> <li>Develop a communications and engagement strategy to communicate with surrounding residents, workers, patients and carers, students and visitors to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Any opportunities to coordinate construction impacts with other construction projects in the area should be explored to reduce cumulative impacts. Opportunities for feedback and to ask questions should also be provided.</li> </ul>	
<u>During operation:</u>	
<ul style="list-style-type: none"> <li>Explore potential for internal and external wayfinding strategies to ensure that the PSB and multi-storey carpark buildings, and the remainder of the broader Westmead Health Precinct are legible and walkable for users of the site during both construction and operation. Community and stakeholder consultation undertaken by Health Infrastructure has highlighted that improving wayfinding within the new buildings and the precinct is a priority.</li> <li>Ensure adequate wayfinding and pedestrian connections to light rail stops on Hawkesbury Road and Hainsworth Street and to Westmead Train station to encourage public transport use.</li> <li>Ensure pedestrian connections between the site and surrounding health facilities are accessible to people experiencing reduced mobility (e.g. ensuring surrounding walking paths are level and well-maintained, there are frequent resting places).</li> <li>Consider opportunities to enhance pedestrian and active transport connections between the site and surrounding neighbourhoods (including the proposed North Parramatta urban renewal area) to encourage accessing the site using active transport and to promote physical activities.</li> <li>Identify opportunities to activate public space delivered on the site in ways that are welcoming to all community members and can encourage social interaction between workers, patients and visitors.</li> <li>Continue to undertake collaborative and shared governance of the Westmead Health Precinct and strengthen ongoing partnerships between Health Infrastructure, WSLHD, The Children's Hospital at Westmead, the University of Sydney as well as the City of Parramatta to identify opportunities to enhance positive benefits to accessibility (e.g. coordinated wayfinding strategy across the Westmead Health Precinct and between the site and surrounding neighbourhoods).</li> </ul>	
<b>Summary:</b>	
<b>Overall impact</b>	<p>Overall improved access to high quality health facilities within Westmead Health Precinct would have a significant positive benefit to community. Negative social impacts associated with accessibility are medium during construction, but low during operation:</p> <ul style="list-style-type: none"> <li>Construction: C2 (possible minor)</li> <li>Operation: D1 (unlikely minimal)</li> </ul>
<b>Likelihood</b>	Positive impacts of the proposed development are highly likely.
<b>Duration</b>	Operational benefits are long term.
<b>Consequence</b>	Minor change associated with development of the PSB site as it is currently occupied by a decommissioned carpark. The delivery of a new multi-storey car park as part of the proposed development will enhance the accessibility of the site.
<b>Severity/ sensitivity</b>	High sensitivity to impacts, as changes to the site may impact workers and visitors to the Hospital campus, including children and adults experiencing illness, disability and distress.
<b>Extent</b>	Construction impacts would likely primarily impact residents, workers, students and visitors in the PSA, access to improved health facilities would benefit patients, carers and workers across the SSA.

Potential impacts	
<b>Potential to mitigate/enhance</b>	Construction impacts would need to be proactively mitigated due to the sensitivity of users of the site and communities directly affected. During operation, there is a high ability for workers, patients and visitors to adapt to new facilities on the site, due to their proposed quality and design.

#### 9.4.4 Livelihoods

Potential impacts
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##### Construction phase:

- Increased access to employment opportunities within the construction sector during the construction phase. While these jobs will be temporary, project based work is typical to the sector. It is estimated that 1,872 jobs will be required for construction of the PSB, and 233 jobs for the multi-storey carpark.
- Cumulative impacts to livelihoods for local businesses that may be adversely impacted by the decreased amenity of the site, due to the cumulative construction impacts in the area associated with the several major projects undertaken or planned in the immediate surrounds of the area in the recent or coming years (e.g. the various Westmead Redevelopment projects, Light Rail construction, Parramatta North urban renewal area to the east of the precinct, the future proposed Metro station within the Westmead train station area).
- Potential improved viability of businesses in the area associated with trade from construction workers (for example for cafes and shops in the precinct).
- Possible property impacts to residential properties across the street from the PSB forecourt site, due to ongoing construction activity in the area. However, it is noted that this proposed development is aligned with the strategic vision for the Westmead Health Precinct and necessary to meet the health care needs of growing population in the region.

##### Operational phase:

- Significant positive benefits to livelihoods associated with contributing towards the ongoing transformation of Westmead as a health and innovation district, expected to result in increased employment opportunities and economic activity in the area. Health institutions co-located with universities and research organisations have an important role to play in realising the NSW Government's vision for "innovation districts", with an important role driving economic outcomes and employment in the broader district. The overall Westmead Health Precinct redevelopment is expected to generate 14,000 new jobs in the area (nearly doubling from 18,000 to 32,000 by 2036). It is a state and local government priority to deliver new employment opportunities close to population and housing growth, to achieve the vision of a "30-minute city".
- It is expected the PSB will provide 600 operational jobs (based on the preliminary workforce plan). While the majority of the jobs are expected to be health sector related, there are also potential new jobs associated with retail, café, services and programming recommended for the PSB site which may be appropriate for a broader profile of people seeking employment options in the area.
- Potential improved viability of other businesses in the area associated with concentration of employment uses and increased number of patients and visitors at this site, including flow on impacts for the Hawkesbury Road as well as future businesses within the Parramatta North urban renewal area.

#### Responses / mitigation measures

##### During construction:

- Mitigation measures set out in the Construction Management Plan will be implemented to reduce the impacts to local businesses associated with disruption during the construction phase.
- Develop a communications and engagement strategy to communicate with surrounding residents, workers, patients and carers, students and visitors to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Any opportunities to coordinate construction impacts with other construction projects in the area should be explored to reduce cumulative impacts. Opportunities for feedback and to ask questions should also be provided.

**Potential impacts**During operation:

- Deliver on the recommendations proposed in *Strategic vision for the non-clinical experience at the Children's Hospital, Westmead* (Bellringer/Hoyne, 2020) to provide a mix of retail uses, child care and provide outdoor amenity and activations for the entire community increasing viability of businesses on this site.

**Summary:**

<b>Overall impact</b>	Provision of new contemporary health care facilities at this location would have a significant positive benefit to livelihoods. The redevelopment of the site, if impacts associated with construction are well mitigated, will ensure positive social outcomes in terms of increased employment opportunities and improved viability of local businesses. Negative social impacts associated with livelihoods are medium during construction, but low during operation: <ul style="list-style-type: none"> <li>• Construction: C2 (possible minor)</li> <li>• Operation: D1 (unlikely minimal)</li> </ul>
<b>Likelihood</b>	Positive impacts of the proposed development are highly likely.
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary.
<b>Consequence</b>	Limited negative impact to livelihoods during construction as existing sites are occupied by decommissioned infrastructure and uses that have been relocated elsewhere. Significant positive impacts to livelihoods during operation due to new employment opportunities on the site.
<b>Severity/ sensitivity</b>	Moderate sensitivity to impacts, as there is currently significant construction activity in the area, which has contributed to cumulative impacts.
<b>Extent</b>	Construction impacts would likely mostly impact the construction sector and provide jobs within the PSA. Whilst it is a vision of both state and local governments to provide employment opportunities closet to home, the number of jobs provided within the new health care facilities and supporting businesses would likely impact workers further across the SSA.
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the sensitivity of users of the site and communities directly affected. During operation, there is a high ability for workers, patients and visitors to adapt to new facilities on the site, due to their proposed quality and design.

**9.4.5 Community, including its composition, cohesion, character****Potential impacts**During construction:

- The construction period may disrupt the existing local community surrounding the site, including:
  - Impacts to composition:
    - Changes to the composition of the local community may be experienced during construction, with an increased number of construction workers in the local area (noting the potential cumulative impacts of the recent, ongoing and further proposed major construction projects in the area).
    - No change to the composition of the local resident population is expected as the PSB is being built on a decommissioned parking lot and a currently vacant site. The multi storey car parks will be located on a site previously in the health care use with the previous facility located to adjacent site.
  - Impacts to how the community functions:
    - Potential impacts to how the community functions associated with the establishment of a major construction site (noting the potential cumulative impacts of the recent, ongoing and further proposed major construction projects

## Potential impacts

in the area), which may impact daily routines and networks of the Westmead Health Precinct staff, local residents and any businesses in the area.

- Impacts to sense of place: The PSB site is a decommissioned parking lot and impacts to sense of place are likely to be low. However, some patients, staff, surrounding residents and visitors to the area may have connections and memories associated with the multi storey car park site that will be disrupted by the demolition of 'The Lodge', construction on the site and ongoing operational phase of the development. This includes significant changes to the landscape with the one-storey lodge and manicured garden and trees being replaced by an 8-storey parking facility.

### During operation:

- Potential changes to the community composition of the site and broader Westmead Health Precinct associated with the increased capacity of The Children's Hospital at Westmead, which would increase the number of patients and their families accessing the Precinct.
- Potential changes to the community profile associated with delivery of new employment opportunities and expansion of the workforce at this site. It is expected the PSB will provide 600 operational jobs (based on the preliminary workforce plan). However, the redevelopment of the Westmead Health Precinct as a whole is forecast to generate 14,000 new jobs in the area by 2036 (nearly doubling from 18,000 to 32,000). This will change the local worker community notably. While the profile of the health care workers may remain similar, there will be changes associated with the significant change to the size of the community. It is noted that this is in line with the state and local government plans to grow the number of jobs in the Parramatta LGA to provide jobs and contemporary health infrastructure to meet the needs of the growing population of the area.
- Potential benefits to community cohesion and functioning for the staff, patients and visitors of The Children's Hospital at Westmead community associated with the delivery of high quality health use floorspace that reflects contemporary standards to support worker, patient and carer wellbeing.
- Potential benefits to community cohesion associated with potentially increased pedestrian activation on the site, catalysing new opportunities for community interaction and connection.
- Potential benefits to community cohesion associated with recommended provision of quality public space and programming as part of the PSB development enabling for people to meet and gather. Consumer consultation highlighted that improved access to open space and outdoor activities is a priority for patients and their families.
- Positive benefits to community cohesion associated with delivery of culturally appropriate spaces for patients and their families as part of the design of the PSB, with a particular focus on the needs of Aboriginal and Torres Strait Islander communities.

## Responses / mitigation measures

### During construction:

- Mitigation measures set out in the Construction Management Plan will be implemented to reduce the impacts associated with disruption to the Westmead Health Precinct during the construction phase.
- Develop a communications and engagement strategy to communicate with surrounding residents, workers, patients and carers, students and visitors to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Any opportunities to coordinate construction impacts with other construction projects in the area should be explored to reduce cumulative impacts. Opportunities for feedback and to ask questions should also be provided.

### During operation:

- Ensure the design includes outdoor and indoor gathering spaces that are welcoming to all community members, to provide a transition from interior to exterior use of public space, can facilitate social gatherings and casual social interaction enhancing community cohesion. Explore opportunities to include high quality internal and external play and family spaces and other design elements to support patient and carer wellbeing and social interactions. Access to outdoor space as well as appropriate and culturally safe family spaces were identified as a priority during the consumer consultation.
- Explore opportunities to include high quality internal and external gathering spaces, breakout spaces and other design elements to support worker wellbeing within the proposed development.



**Potential impacts**

- Explore opportunities for uses to form partnerships, knowledge sharing and contribute towards collaboration and innovation within the precinct and support the economic performance of the wider area.

**Summary:**

<b>Overall impact</b>	Overall improved high quality health care facilities within the Westmead Health Precinct would have a significant positive benefit to community. The redevelopment of the site, if impacts associated with construction are well mitigated, will ensure positive social outcomes for the broader community. Any negative social impacts on the community composition and cohesion are medium during construction, but low during operation: <ul style="list-style-type: none"> <li>• Construction: C2 (possible minor)</li> <li>• Operation: D1 (unlikely minimal)</li> </ul>
<b>Likelihood</b>	Short term construction impacts with longer term positive impacts associated with improved health care facilities and public space at this site.
<b>Duration</b>	Operational benefits are long term.
<b>Consequence</b>	Moderate change associated with development of the site related to additional construction phase and operational workers associated with the site.
<b>Severity/ sensitivity</b>	High sensitivity to impacts, as changes to the site would impact visitors to the hospital who may be experiencing illness, disability or distress.
<b>Extent</b>	Construction impacts would likely impact worker profile in the PSA. Improved and activated public space may benefit the local community within the PSA. Improved health care facilities would impact worker community profile, many of whom are likely to reside across the SSA.
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the sensitivity of users of the site and communities directly affected. During operation, there is a high ability for workers, patients and visitors to adapt to new facilities on the site, due to their proposed quality and design.

#### 9.4.6 Culture: shared beliefs, customs, values and stories, and connections to land, places, buildings

**Potential impacts**Construction phase:

- Potential changes to the community's connection to place and heritage associated with redevelopment of the multi-storey car park site - some patients, staff, surrounding residents and visitors to the area may have connections and memories associated with the multi-storey car park site that will be disrupted the demolition of 'The Lodge', construction and ongoing operation phase of the redevelopment. This includes significant changes to the landscape with the one-storey lodge and manicured garden and trees being replaced by an 8-storey parking facility.
- Changes to the community's connection to place and heritage associated with redevelopment of the PBS site are less likely as the building will utilise a site currently used for car parking.

Operational phase:

- Positive impacts to connection to place associated with the built form and design of the new PBS building and updated open space forecourt on site. If the strategic and design recommendations are executed well:
  - The proposed PBS building has potential to become more welcoming and inclusive space for workers and patients and their families from various backgrounds.

**Potential impacts**

- The new forecourt can support connection to place and community connections by providing a safe and attractive space for play, gathering, events and informal social interaction. It can provide opportunities to connect with other members of community and has the potential to catalyse improved connection to place for site users.
- The recommended 'Global village' approach to the non-clinical experience at the site is designed to cater for a diverse community and their needs, including through provision of culturally appropriate spaces.
- The redevelopment of the site has potential to contribute to place narratives associated with the ongoing development of the Westmead Health Precinct as an internationally competitive innovation district.
- Diverse cultural perspectives of the residents and workers of the Western Sydney area can be harnessed as drivers of innovation to deliver the broader plans and aspirations for the Westmead area.

**Responses / mitigation measures**During construction:

- Identify opportunities for public art on hoardings or other placemaking opportunities in consultation with the City of Parramatta to reduce visual impact of construction activity and catalyse improved connection to place at the site.

During operation:

- Westmead staff, patients and visitors are a very culturally and linguistically diverse community. There may be a need to consider opportunities for culturally appropriate spaces e.g. prayer rooms to support diversity and inclusion, spaces appropriate for Aboriginal and Torres Strait Islander community, as well as spaces for cross-cultural learning. Community and stakeholder consultation undertaken by Health Infrastructure has highlighted that improving providing culturally appropriate areas and improved family spaces is a priority.
- Incorporate Aboriginal and Torres Strait Islander cultural heritage into the design of indoor and outdoor spaces, and potentially consider opportunities for native plantings and soundscapes inspired by Australian environments.

**Summary:**

<b>Overall impact</b>	Provision of high quality contemporary paediatric health care facilities at this location would have a positive benefit to culture if cultural needs of the worker, patient and carer community are taken into account and executed well in the hospital design. Negative social impacts associated with culture are low during construction and operation: <ul style="list-style-type: none"> <li>• Construction: D2 (unlikely minor)</li> <li>• Operation: D1 (unlikely minimal)</li> </ul>
<b>Likelihood</b>	Positive impacts of the proposed development are likely, and negative impacts are minor during construction.
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary.
<b>Consequence</b>	Moderate change associated with development of the site related to demolition of "The Lodge".
<b>Severity/ sensitivity</b>	High sensitivity to impacts, as changes to the site would impact visitors to the hospital who may be experiencing illness, disability or distress.
<b>Extent</b>	Construction impacts would likely impact stakeholders within the PSA. Operational benefits have the potential to enhance connection to culture for visitors, staff and patients from across the SSA and beyond.
<b>Potential to mitigate/ enhance</b>	Construction impacts would need to be proactively mitigated due to the sensitivity of users of the site and communities directly affected. During operation, there is a high ability for workers, patients and visitors to adapt to new facilities on the site, due to their proposed quality and design.

### 9.4.7 Surroundings – amenity

#### Potential impacts

##### During construction:

- Impacts on the amenity of the area associated with dust, noise, vibration due to construction activity. It is noted that the site is situated within Westmead Health Precinct and patients and visitors are considered as sensitive receivers. The patients and carers visiting the facilities may be experiencing disabilities, illness and/or distress that may be particularly sensitive to construction-related disruption.
- Changes to the streetscape and appearance of the site associated with construction activity:
  - The establishment of hoarding and changes to the streetscape associated with the construction phase may have an adverse effect on:
    - Visual and aesthetic value of the high-use area.
    - Perceptions of night-time safety in the area – for the health-care staff working night-time shifts in the precinct hospitals as well as patients and carers needing to access the site (e.g. for emergencies) during the night.
  - Changes to views in the area associated with construction activity. The sites are overlooked by a range of buildings of a range of heights - construction activity on the PSB, forecourt and multi storey carpark sites would likely temporarily reduce the aesthetic value and views in this area.
- Cumulative negative impacts to surroundings (i.e. increased dust, noise, traffic changes, congestion and disruption) associated with other major construction projects in the vicinity of the site, including Parramatta Light Rail, Sydney Metro West and further upgrades to the Westmead Health Precinct.

##### During operation:

- Impacts to surroundings associated with the increased capacity of the site, including increased noise, traffic and pedestrian movements associated with expanded hospital operations at this site.
- Permanent changes to the surroundings and appearance of the site associated with the delivery of the new PSB and multi storey car park at the proposed sites.
  - The proposed PSB development is significantly higher than adjacent existing health care buildings on the site, however it is located deep within the Westmead Health Precinct and in line with the height of the new Central Acute Services Building (under construction).
  - The proposed multi-storey car park is notably higher than 'The Lodge' and will significantly change the atmosphere of the site. The proposed 8-storey building will replace a 1-storey lodge and surrounding garden and trees. Note that the site is located next to a children's playground. It is noted that the parking capacity (largely replacing existing capacity from elsewhere across the site, and some additional capacity) is needed to support the significant increase in the capacity and workforce of the Westmead Health Precinct required to meet the priorities of the state and local governments.
- Improvement to the streetscape along Hawkesbury Road associated with redevelopment and recommended activation of The Children's Hospital at Westmead forecourt.
- Improved amenity of the PSB and forecourt sites supporting better patient/carers as well as staff and visitor experience, in line with the recommendations of the *Non-clinical experience* strategy that new hospital buildings to feel non-clinical, welcoming and homely, the site to incorporate nature and natural elements and precinct activation (e.g. consistent opening hours of retail offerings, events and programming).
- Potential improved perceptions of safety associated with increased activation of the site associated with an increased number of patients and workers on the site, accessing the site and other services in the area. This may be valuable for hospital staff who may be working shift hours and need to access and move around the site during late night hours.
- Potential for increased traffic (including public transport) movements associated with the operation and visitation of the proposed development at this site.

Potential impacts	
Responses / mitigation measures	
<ul style="list-style-type: none"> <li>Mitigation measures set out in the Construction Management Plan will be implemented to reduce the impacts associated with noise and vibration and visual amenity during the construction phase.</li> <li>Develop a communications and engagement strategy to communicate with surrounding residents, workers, patients and carers, students and visitors to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Any opportunities to coordinate construction impacts with other construction projects in the area should be explored to reduce cumulative impacts. Opportunities for feedback and to ask questions should also be provided.</li> <li>Explore opportunities to incorporate consumer feedback into the PSB building and forecourt design. It is a key community priority for the precinct to deliver a child and family friendly environment, including access to open and green space.</li> <li>Identify opportunities for public art on hoardings or other placemaking opportunities in consultation with the City of Parramatta Council, to reduce visual impact of proposed developments.</li> <li>Develop and implement a sustainable travel plan to encourage active and public transport use by future staff and visitors to the PSB, and to reduce traffic and congestion impacts across the precinct.</li> <li>Consider opportunities to enhance pedestrian connections between the site and surrounding facilities to encourage active transport and improve perceptions of safety in the areas surrounding the development (e.g. wayfinding, lighting, adequate shade, public art).</li> <li>Continue to undertake collaborative and shared governance of the Westmead Health Precinct and strengthen ongoing partnerships between Health Infrastructure, WSLHD, The Children's Hospital at Westmead, the University of Sydney as well as the City of Parramatta to identify opportunities to enhance positive benefits to surroundings (e.g. coordinated public art strategy).</li> <li>Develop an operational plan of management to monitor the impact of the expanded hospital operations on surrounding residents and other users.</li> </ul>	
Summary:	
<b>Overall impact</b>	<p>Provision of high quality education and health facilities at this location would have a significant positive benefit to surroundings. Negative social impacts associated with surroundings are medium during construction, but low during operation:</p> <ul style="list-style-type: none"> <li>Construction: B2 (likely minor)</li> <li>Operation: D1 (unlikely minimal)</li> </ul>
<b>Likelihood</b>	Positive impacts of the proposed development are highly likely, if strategic and design briefs are executed well, and negative impacts are minor during construction.
<b>Duration</b>	Operational benefits are long term, construction impacts are temporary.
<b>Consequence</b>	Moderate consequence during construction, due to concurrent construction activity in the area which has contributed to cumulative impacts.
<b>Severity/ sensitivity</b>	Moderate sensitivity to impacts, as there is currently significant construction activity in the area, which has contributed to cumulative impacts.
<b>Extent</b>	Construction impacts would likely impact workers and visitors in the PSA, improved surroundings and amenity would affect users of the PSA and visitors from the broader PSA to the site.
<b>Potential to mitigate/ enhance</b>	There is a high ability for workers, patients and visitors to adapt to new facilities on the site, due to their quality and design.

## **9.5 Monitoring and management framework**

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

### During construction

- Development of a Construction Management Plan that includes complaints handling procedure for identifying and responding to community issues related to construction impacts.
- Ongoing consultation with relevant stakeholders, including users of surrounding hospital infrastructure, residents and staff of the hospital.

### During operation

- Continued consultation with relevant stakeholders, as identified by Health Infrastructure, to identify emerging social issues and trends.
- Development and implementation of an operational plan of management that mandates data collection (e.g. user surveys) to enable ongoing monitoring of the performance of the proposed PSB over time.



## 9.6 Concluding comments

An assessment of the social impact categories, as defined within the *Draft Social Impact Assessment Guideline* (DPIE, 2020) and *Social Impact Assessment Guidelines* (City of Parramatta, 2013) has been undertaken with consideration to the issues identified through the baseline analysis.

Each category of impact is appraised with a significance of the impact based on the likelihood, consequence and social risk rating. Overall, the level of impacts range from being low to moderate, with no major significant negative impacts identified in relation to the proposal.

Key challenges identified with the proposed development relate to:

- Impacts on the surroundings and amenity of the Primary Study Area associated with dust, noise, vibration due to construction activity. There may also be cumulative impacts to amenity associated with the concurrent construction of the Parramatta Light Rail and Sydney Metro West, and the recent construction of the CASB. Patients and carers visiting facilities within Westmead Health Precinct may be experiencing disabilities, illness and/or distress that may be particularly sensitive to construction-related disruption.
- Temporary negative impacts to way of life associated with changes to wayfinding and pedestrian and vehicle access routes associated with construction activities. The construction sites are located within the Westmead Precinct, which is a major regional hub for health services that attracts visitors from across Greater Sydney and NSW.
- Potential minor changes to connection to place and heritage associated with the demolition of 'The Lodge', the site of the former Ronald McDonald House, to accommodate the multi-storey car park. This site may have some connections and place narratives for workers, patients and their families that may be disrupted by construction activity.

The most significant social benefits of the proposal relate to:

- Positive social benefits associated with improved capacity of The Children's Hospital at Westmead. This facility is important health infrastructure serving the health needs of children and their families across Greater Sydney and NSW. The *Review of health services for children, young people and families within the NSW Health system* (Henry, 2019) released in 2020 notes that, The Children's Hospital at Westmead is under significant pressure due to growing demand.<sup>10</sup> Upgrades to capacity and quality are required to enable delivery of high quality, innovative care for a growing number of children across the region.
- Improvements to way of life and daily routines for staff and visitors of the Westmead Health Precinct associated with delivery of a high quality, contemporary health and innovation facilities that enable flexible, clinician-led innovative health care.
- Positive health and wellbeing benefits associated for staff, patients and visitors associated with the delivery of a well-designed Paediatric Services Building that prioritises worker wellbeing and user experience. The design of the future building is aligned with the outcomes of community engagement, and incorporates green space, flexible patient rooms, indoor and outdoor spaces, private spaces and culturally appropriate spaces.
- Positive benefits to livelihoods associated with the provision of 600 operational jobs at the Paediatric Services building, which would be accessible to residents of the Central City District and contribute towards achieving the vision of a "30-minute city".
- Accessibility benefits associated with the new multi storey carpark, which would provide additional parking capacity to cater for the needs of growing number of patients and workers at the site.
- Improved accessibility to retail, childcare and other daily living needs for workers, patients and staff. Community consultation has highlighted that there is currently a lack of affordable and health food options at The Children's Hospital at Westmead.

The overall long-term benefit of the proposed development is considered to be positive, and potential negative impacts can be mitigated through implementation of a robust Construction Management Plan and development of a Plan of Management for the site based on ongoing consultation with the local community and relevant stakeholders.

<sup>10</sup> Henry, 2019 "Review of health services for children, young people and families within the NSW Health system" <https://www.health.nsw.gov.au/kidsfamilies/paediatric/Documents/henry-review.pdf>

## Appendix A. SIA scoping checklist

See attached spreadsheet.

## Appendix B. Demographic profile

Category	400m Study Area	Greater Sydney
<b>Total persons</b>	<b>3,960</b>	<b>4,823,900</b>
<b><u>Income</u></b>	-	-
Median individual income (annual)	\$44,640	\$37,460
Variation from Greater Sydney median	19.2%	na
% of persons (15 years or older) earning \$1,000pw or more	43.3%	37.3%
Median household income (annual)	\$91,380	\$92,200
Variation from Greater Sydney median	-0.9%	na
% of Households earning \$2,500pw or more	23.5%	31.8%
<b>Individual income</b>		
<i>No income</i>	15.0%	12.3%
<i>Low</i>	26.6%	34.2%
<i>Medium</i>	49.0%	41.9%
<i>High</i>	9.4%	11.6%
<b>Household income</b>		
<i>No income</i>	1.2%	2.0%
<i>Low</i>	9.4%	14.1%
<i>Medium</i>	48.1%	39.6%
<i>High</i>	41.3%	44.3%
<b><u>Age Structure</u></b>	-	-
0 years	3.0%	1.2%
1-2 years	4.2%	2.6%
3-4 years	3.9%	2.6%
5-6 years	3.0%	2.6%
7-11 years	5.2%	6.2%
12-17 years	2.5%	6.9%
18-24 years	4.6%	9.6%
25-34 years	26.9%	16.2%
35-49 years	24.4%	21.3%
50-59 years	6.6%	12.3%
60-69 years	6.2%	9.4%
70-84 years	6.0%	7.1%
85 years and over	3.6%	1.9%
Males	49.1%	49.3%
Females	50.4%	50.7%
Median Age (years)	33.0	36.0
<b><u>Country of Birth</u></b>		
Australia	37.6%	61.9%
<i>Aboriginal and Torres Strait Islanders</i>	0.2%	1.4%
Other Major English Speaking Countries	3.8%	7.6%
Other Overseas Born	58.6%	30.5%
<i>% speak English only at home</i>	36.2%	62.5%

<b><u>Previous Address</u></b>	-	-
Same address as 1 year ago	76.7%	83.9%
Different address 1 year ago	23.3%	16.0%
Same address as 5 year ago	37.4%	56.6%
Different address 5 year ago	62.6%	42.9%
<b><u>Household Composition</u></b>	-	-
<i>Couple family with no children</i>	21.6%	23.8%
<i>Couple family with children</i>	41.9%	37.5%
Couple family - Total	63.5%	61.3%
One parent family	5.9%	11.1%
Other families	1.9%	1.3%
Family Households - Total	71.3%	73.7%
Lone person household	24.5%	21.7%
Group Household	4.2%	4.6%
<b><u>Dwelling Structure (Occupied Private Dwellings)</u></b>	-	-
Separate house	16.1%	57.2%
Semi-detached, row or terrace house, townhouse etc.	1.0%	14.0%
Flat, unit or apartment	82.9%	28.2%
Other dwelling	0.0%	0.5%
<i>Occupancy rate</i>	93.1%	92.3%
Average household size	2.6	2.8
<b><u>Tenure Type (Occupied Private Dwellings)</u></b>	-	-
Owned outright	12.0%	30.0%
Owned with a mortgage	23.0%	34.2%
Rented	63.3%	35.1%
<i>State or territory housing authority</i>	1.4%	4.2%
<i>Housing co-operative/community/church group</i>	2.8%	0.5%
Other tenure type	1.7%	0.7%
<b><u>Attending Education (% of those attending)</u></b>	-	-
Pre-school	10.9%	6.9%
Infants/Primary Total	36.3%	32.2%
<i>Government</i>	88.1%	68.4%
<i>Catholic</i>	9.0%	19.7%
<i>Other</i>	2.9%	11.9%
Secondary Total	14.0%	25.0%
<i>Government</i>	67.0%	54.8%
<i>Catholic</i>	13.6%	26.4%
<i>Other</i>	19.3%	18.9%
Technical or Further Educational Institution	6.9%	7.6%
University or other Tertiary Institution	25.6%	24.2%
Other type of educational institution	6.3%	4.0%
<i>% of total population attending education</i>	19.3%	25.2%
<b><u>Highest Level of Education Completed (% of population aged 15 years and over)</u></b>	-	-
Year 12 or equivalent	81.3%	67.5%

Year 9-11 or equivalent	14.9%	26.7%
Year 8 or below	2.9%	4.4%
Did not go to school	0.9%	1.5%
<b><u>Highest Level of Non-School Qualification</u></b>		
	-	-
Postgraduate degree	26.6%	13.9%
Graduate diploma or certificate	2.8%	3.4%
Bachelor degree	44.1%	36.4%
Advanced diploma or diploma	12.2%	17.7%
Certificate	14.2%	28.6%
% of persons with non-school qualifications (persons 15 years and above) - excludes not-stated and inadequately described	58.7%	52.7%
<b><u>Employment Status</u></b>		
	-	-
Unemployed/ looking for work	8.2%	6.0%
Labour force participation rate	69.0%	65.6%
<b><u>Need for Assistance</u></b>		
With Need for Assistance	6.6%	4.9%
No Need for Assistance	89.2%	88.7%
Need not stated	4.2%	6.4%
<b><u>Top 10 Countries of Birth</u></b>		
	<b><u>400m Study Area</u></b>	<b><u>Greater Sydney</u></b>
1	Australia (37.6%)	Australia (61.9%)
2	India (30.5%)	China (5.0%)
3	China (4.5%)	England (3.4%)
4	Sri Lanka (3.1%)	India (2.9%)
5	Philippines (2.8%)	New Zealand (1.9%)
6	Bangladesh (1.8%)	Vietnam (1.8%)
7	Nepal (1.7%)	Philippines (1.7%)
8	New Zealand (1.7%)	Lebanon (1.2%)
9	Fiji (1.5%)	Korea South (1.1%)
10	Korea South (1.4%)	Hong Kong (0.9%)
<b><u>Top 10 Languages Spoken at Home</u></b>		
	<b><u>400m Study Area</u></b>	<b><u>Greater Sydney</u></b>
1	English (36.2%)	English (62.5%)
2	Indo Aryan - other (11.5%)	Mandarin (5.1%)
3	Hindi (6.9%)	Arabic (4.3%)
4	Tamil (5.3%)	Cantonese (3.1%)
5	Mandarin (4.3%)	Vietnamese (2.2%)
6	Punjabi (3.2%)	Greek (1.7%)
7	Bengali (2.9%)	Hindi (1.4%)
8	Cantonese (2.8%)	Italian (1.4%)
9	Arabic (2.0%)	Indo Aryan - other (1.3%)
10	Korean (1.4%)	Korean (1.3%)

Source: ABS Census of Population and Housing, 2016.