Chullora Materials Recycling Facility

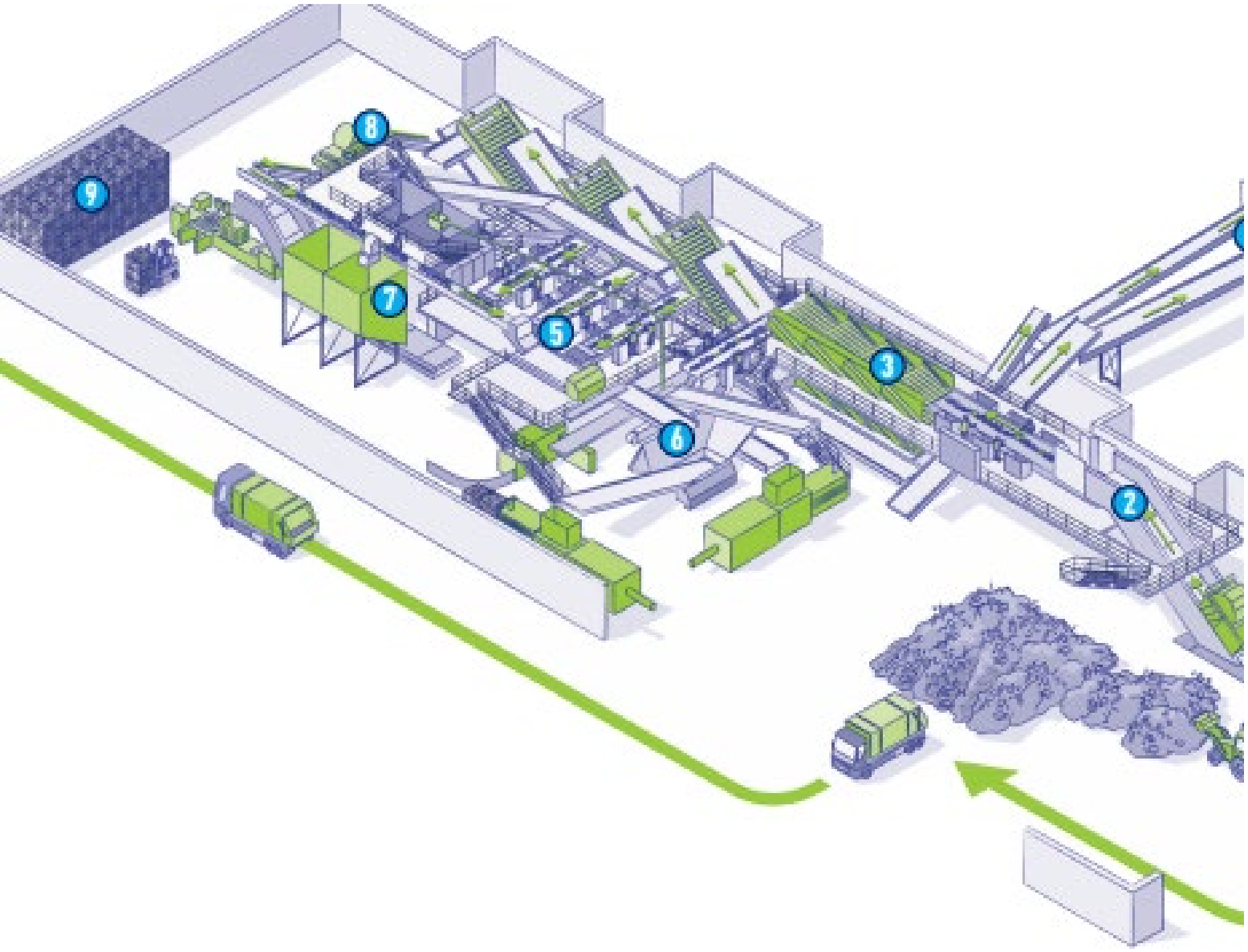
Environmental Impact Statement (SSD-10401)

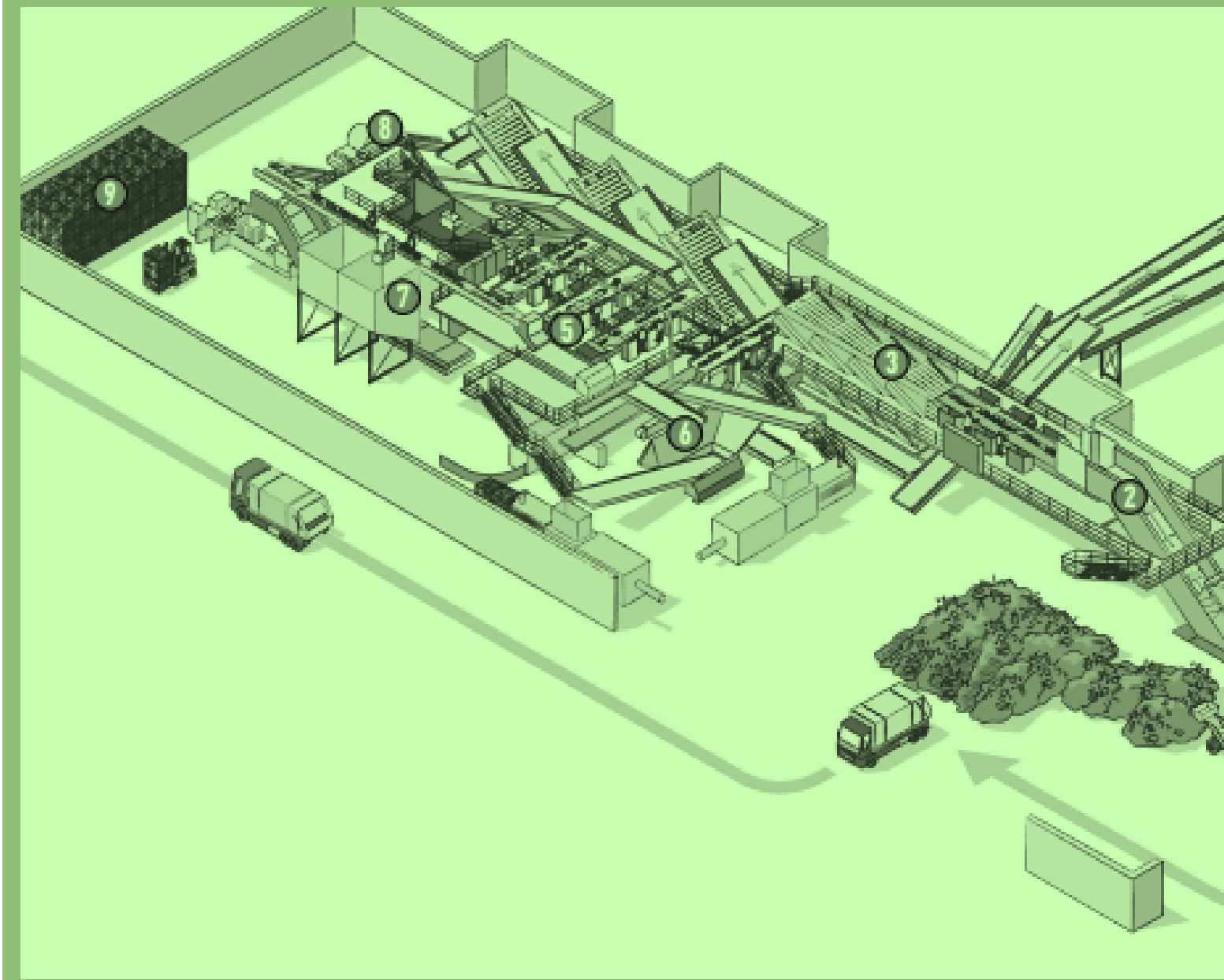
Appendix O Social Impact Assessment

Chullora Materials Recycling Facility | State Significant Development

SOCIAL IMPACT ASSESSMENT

Prepared for **Arcadis** | 28 May 2020

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Chullora Materials Recycling Facility

STATE SIGNIFICANT DEVELOPMENT | SOCIAL IMPACT ASSESSMENT

Prepared for Arcadis
28 May 2020

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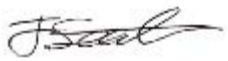
Signature		
Date	28 May 2020	28 May 2020

DOCUMENT CONTROL

Revision	Date	Description	Prepared by	Reviewed by
0	6 April 2020	For Arcadis review	Element Environment	Arcadis
1	25 May 2020	For Arcadis review	Element Environment	Arcadis
2	28 May 2020	For submission	Element Environment	Arcadis

Certification Page

Lead author declaration

I, Dr Jamie Seaton, certify that the social impact assessment (SIA) component of the Chullora Materials Recycling Facility (MRF) environmental impact statement (EIS) contains all information relevant to the SIA for the project, and that the information is not false or misleading. My qualifications and experience are listed below.

Qualifications:

1. Bachelor of Science Hons. (Human Geography)

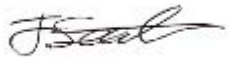
2. Community Development Diploma

3. Doctorate of Philosophy (Human Geography).

Experience:

I am trained in social science methodologies and I have demonstrated SIA skills in government, private and education settings. I have managed and authored SIAs for projects in New South Wales (NSW) and Queensland.

Date: 28 May 2020



Jamie Seaton - SIA and Community Engagement Lead

EXECUTIVE SUMMARY

SUEZ Recycling & Recovery Pty Ltd (SUEZ - the Applicant) are seeking to establish a state-of-the art Resource Recovery Park located at 21 Muir Road (Lot 2 DP1227526), Chullora in Sydney (the Chullora RRP). The Applicant are proposing to develop and operate the first phase of the Chullora RRP as a Materials Recycling Facility (MRF) (the Proposal) to process co-mingled and source separated recyclables from municipal sources and dry commercial and industrial (C&I) waste; with a material processing capacity of up to 172,000 tonnes per annum (tpa).

The Proposal would be considered State significant development (SSD) under Clause 23 (waste and resource management facilities) of Schedule 1 of the *State Environmental Planning Policy (State and Regional Development) 2011.* Accordingly, an Environmental Impact Statement (EIS) has been prepared to support the SSD Application for the Proposal. This Social Impact Assessment (SIA) has been prepared by Element Environment Pty Ltd (Element) to support the preparation of the EIS and assess the Proposal's potential social impacts.

Proposal overview

The Proposal would comprise the construction and operation of a MRF with a material handling capacity of up to 172,000 tpa. Waste streams that would be processed at the MRF would all comprise dry recyclables from municipal and C&I sources, including:

- co-mingled material collected from municipal and C&I sources;
- source separated paper and cardboard; and
- mixed plastics.

General operational activities are proposed to occur concurrently with the MRF within designated operational activities area, including truck parking, container storage and other ancillary activities as required.

Purpose of this assessment

This SIA has been prepared in accordance with the *Social Impact Assessment Guideline* (the guideline) (NSW Department of Planning, Industry and Environment, 2017). Its purpose is to address the Secretary's environmental assessment requirements (SEARs) as they relate to social impacts, and key issues described in the *Chullora Materials Recovery Facility Scoping Report* (scoping report) (Arcadis, 2020) and the Proposal's Community and Stakeholder Participation Strategy (provided in Appendix I of the EIS) including:

- local amenity;
- the national recycling crisis;
- traffic;
- air quality / emissions;
- noise; and
- fire risk.

Findings of the social impact assessment

The assessment concludes that the Proposal would create two positive social impacts for the regional and local populations. These impacts would improve access to and use of infrastructure, services and facilities, as defined by the guideline:

- a moderate positive impact for the built environment. The Proposal would benefit customers and employees working at the site in terms of site access, time efficiencies, and an improved, purpose-built workplace; and
- a substantial positive impact for community services and facilities. The Proposal would create advanced recycling capabilities for Greater Sydney and beyond, for communities increasingly engaged in waste and recycling.

The following negative social impacts emerged in the SIA as having a minor social risk rating and were assessed to be immaterial to the Proposal:

- social unease about cumulative traffic delays and network access issues;
- acoustic disturbance to nearby tenants during construction;
- air-quality (eg dust, vehicle exhaust emissions) disturbance to nearby tenants; and
- perceived safety risk held by the community in relation to fire.

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CHAPTER 1
INTRODUCTION

1 INTRODUCTION

SUEZ Recycling & Recovery Pty Ltd (SUEZ – the Applicant) are seeking to establish the state-of-the art Chullora Resource Recovery Park (Chullora RRP) located at 21 Muir Road (Lot 2 DP1227526), Chullora in Sydney (Figure 1). SUEZ are proposing to design build and operate the first phase of the Chullora RRP as a Materials Recycling Facility (MRF) (the Proposal) to process co-mingled recyclable municipal solid waste (MSW) and dry commercial and industrial (C&I) waste; with a material processing capacity of up to 172,000 tonnes per annum (tpa).

The Proposal would be considered state significant development (SSD) under Clause 23 (waste and resource management facilities) of Schedule 1 of the *State Environmental Planning Policy (State and Regional Development) 2011* being a recycling facility that handles more than 100,000 tonnes of waste per year. Accordingly, an Environmental Impact Statement (EIS) has been prepared to support the SSD Application for the Proposal. This Social Impact Assessment (SIA) has been prepared by Element Environment Pty Ltd (Element) to support the preparation of the EIS and assess the Proposal's potential social impacts.

1.1 Proposal overview

The Proposal would comprise the construction and operation of a MRF with a material handling capacity of up to 172,000 tonnes per annum (tpa), comprising:

- up to 115,000 tpa of co-mingled recyclables collected from municipal and C&I sources
- up to 50,000 tpa of source separated paper and cardboard for baling
- up to 7,000 tpa of external mixed plastics for secondary processing.

Once operational the Proposal would receive waste from locally generated sources as well as the greater Sydney area. The total input in any year would not exceed 172,000 tpa, with the exact throughput from each source varying subject to the market conditions in that year and different Councils' recycling collection regimes.

The Proposal would represent a critical piece of waste management infrastructure which would mitigate significant capacity constraints currently impacting the Sydney region. The Proposal would provide advanced recycling processes to build resilience within the current network of recycling facilities as well as promote the principles of a circular economy through implementation of a pull-through model that conceives of the sorting, reprocessing and specified end uses of processed materials as an integrated, closed loop solution.

The key construction components of the Proposal would include:

- establishment of a hardstand area and internal road network;
- construction of the enclosed MRF shed;
- installation and commissioning of fixed plant and equipment;
- installation of ancillary infrastructure, including weighbridges, pedestrian overbridge, and fire systems;
- installation and connection of site service infrastructure (electrical, water, sewer, gas and telecommunication services; and
- installation of signage;

The key operational components of the Proposal would include:

- operation of a MRF 24 hours per day, seven days per week (including processing and waste delivery and collection); and
- product storage.

The key components of the Proposal are shown in Figure 1.

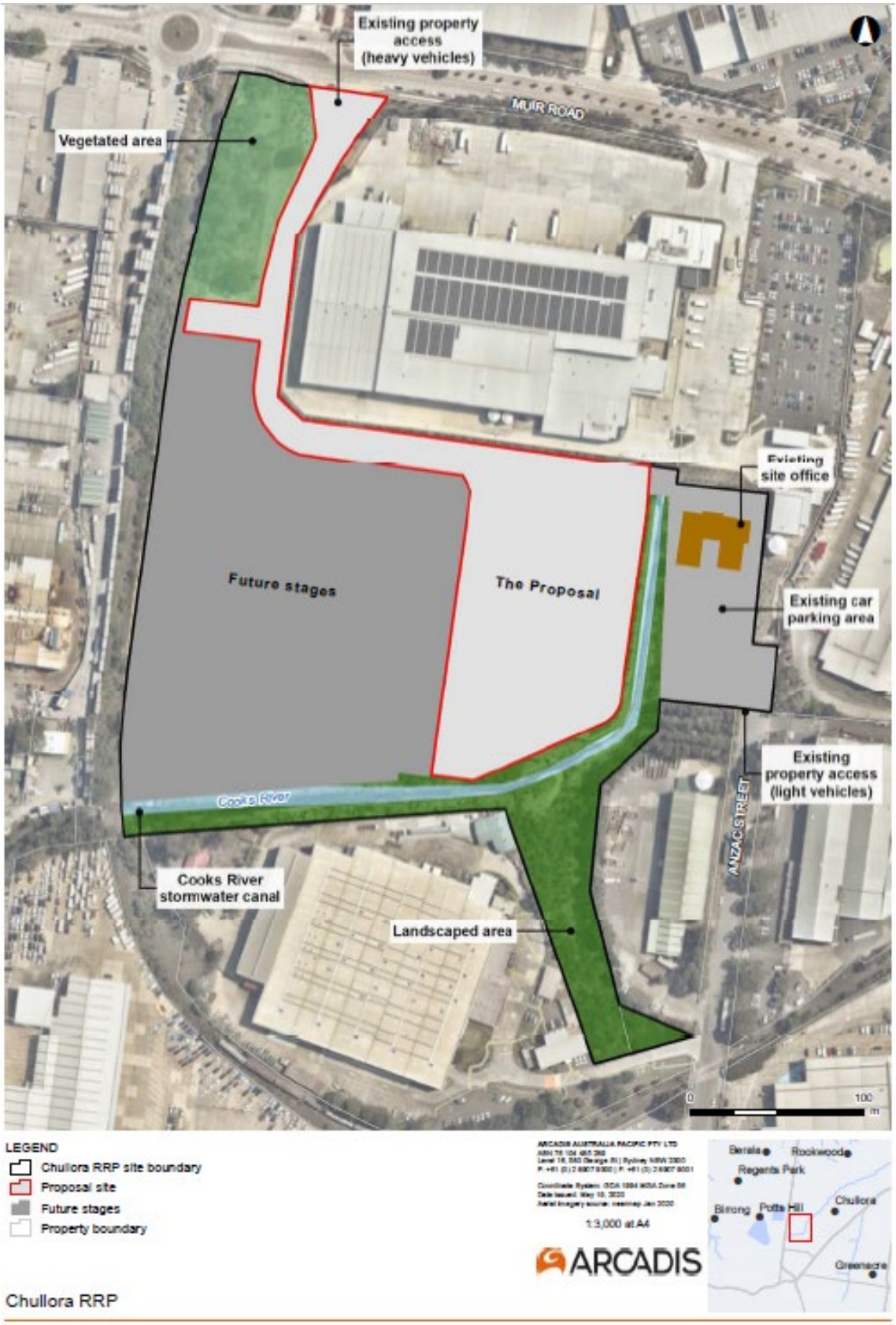


Figure 1 - Chullora RRP

1.2 Site location

The Chullora RRP site boundary including the Proposal site, shown in Figure 2, comprises one parcel of land being 21 Muir Road, Chullora (Lot 2 in DP 1227526). The Proposal site is located in the Canterbury-Bankstown Local Government Area (LGA) and is approximately 2.5 hectares (ha) in size and is located approximately 18 kilometres (km) west of Sydney Central Business District (CBD) and 10 km east of Parramatta CBD.

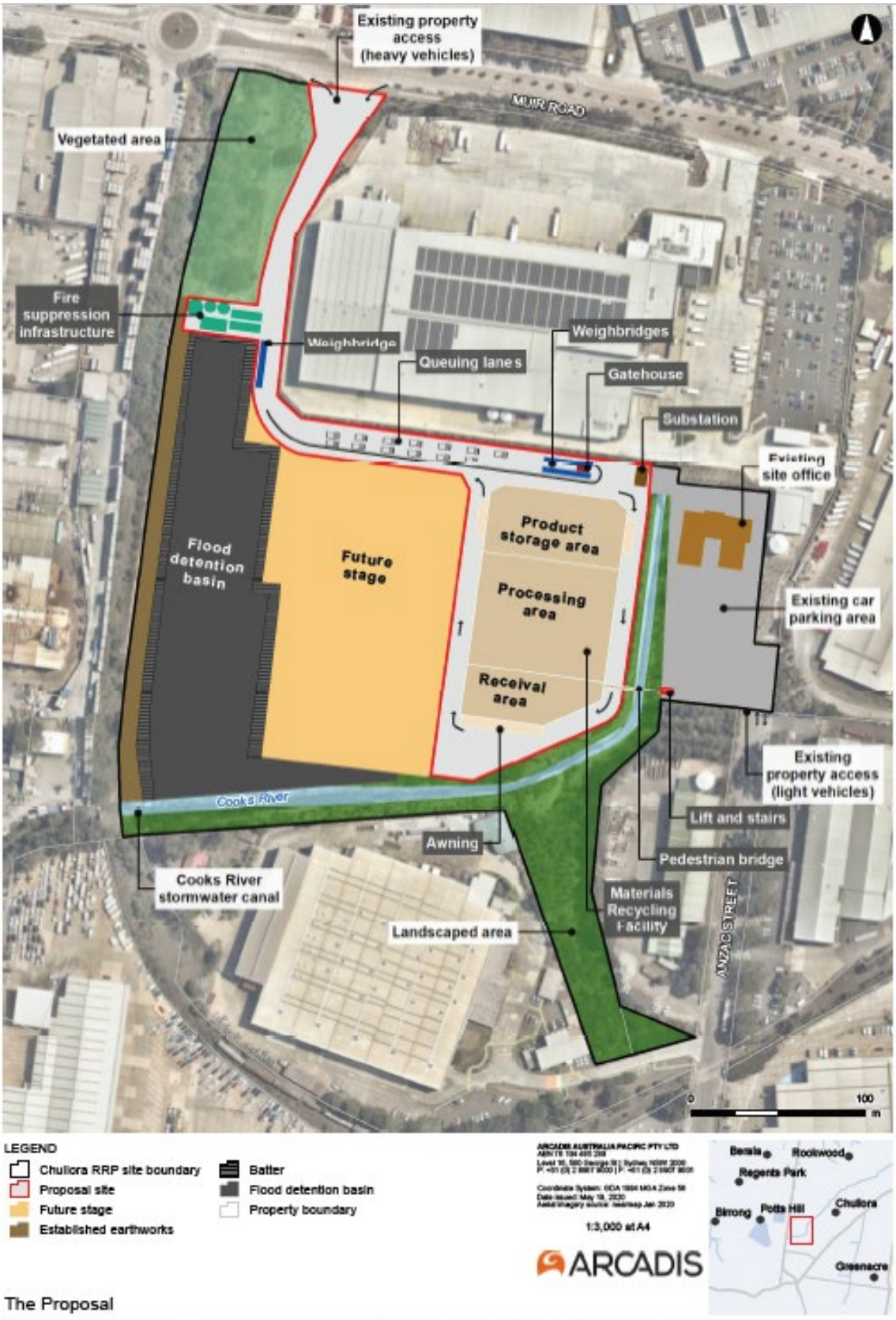
The Chullora site is bounded by Muir Road to the north, Anzac Street to the east and existing industrial development further east and to the south. A disused freight railway line forms the site's boundary to the west. The Proposal site forms the central portion of the Chullora RRP site.

The Chullora site is located within the Chullora Technology Park, and surrounded by a range of industrial developments including PFD Storage Warehouse, Tip Top Bakery, News Limited, Fairfax, Volkswagen Distribution Centre, Bluescope Steel and Veolia transfer station. Directly to the west of the Proposal site is a narrow strip of land owned by the State Railway Authority, which formed part of the former railway through this area. A number of other businesses are located further to the west, including a service station, fitness centre and a range of other industrial warehouse (refer to Figure 3).

The closest residential receivers are located approximately 455 m to the southwest and 600 m to the east of the site (refer to Figure 3).

The Chullora RRP site currently has two vehicular access points. The access point for heavy vehicles is via Muir Road, west of the roundabout at Muir Road / Dasea Street. A secondary access point for light vehicles is provided from Anzac Street. The Proposal site would utilise these existing access points. Primary access to the Proposal site from the north will remain via Muir Road from both directions, and egress is via left turn only. There are four major intersections along Muir Road including linkages to Rookwood Road (Metroad 6) and the Hume Highway:

- two-lane roundabout at the intersection of Muir Road and Dasea Street;
- signalised intersection at Muir Road and Worth Street;
- signalised intersection at Muir Road and Rookwood Road; and
- signalised intersection at Muir Road and Hume Highway.



The Proposal

Figure 2 - The Proposal

Figure 3 - Surrounding land uses and residential receivers

1.3 Site history

In 1996 the Waste Recycling and Processing Service of NSW took ownership of the Chullora RRP site and neighbouring site to the north (now occupied by the PFD storage warehouse). WSN Environmental Solutions, a State-owned corporation, operated the site in 1997 until 2011 when they were acquired by SITA Australia Pty Ltd (now SUEZ). From this time SUEZ, operated the previous Chullora RRC site which included a Transfer Station, MRF, Garden Organics platform and glass processing shed. In 2016, Frasers Property acquired both the Chullora RRP site and the site to the north, leasing the previous Chullora RRC back to SUEZ for ongoing use as a waste facility.

In 2017, the MRF component of the previous Chullora RRC, was subject to a fire and subsequently demolished, along with the former glass processing building and other waste infrastructure. At this time the site was subdivided with the northern portion developed as the PFD storage warehouse. Since demolition of the previous Chullora RRC, the Proposal site has been used for storage of residential waste bins, maintenance and parking of waste trucks, a heavy vehicle workshop, 5000 L diesel tank and wash bay to support truck maintenance activities.

On 12 May 2020 SUEZ lodged a development application (DA) (DA366/2020) with Canterbury Bankstown Council (Council) for the development of flood mitigation works across the Chullora RRP site (the flood mitigation works). The DA is seeking approval for early works and site establishment across the Chullora RRP site to provide flood immunity and stormwater infrastructure. The flood mitigation works include:

- site clearance, including:
  - demolition of temporary structures and general clean-up of the proposed site fill area and flood storage area;
  - removal of tress and other vegetation (within fill area and flood storage area); and
  - crushing of the existing concrete slab, temporary stockpiling of crushed material and reuse of it as a fill material.
- earthworks, including:
  - cut and fill for the flood storage area;
  - construction of a flood detention basin and installation of stormwater infrastructure; and
  - filling the area to the required level using existing crushed recycled concrete material and imported shale / sandstone material.

The commencement of the construction of the Proposal would occur following completion of the flood mitigation works. Figure 4 shows the flood mitigation works; depicting the features of the Chullora RRP site upon commencement of the construction of the Proposal.

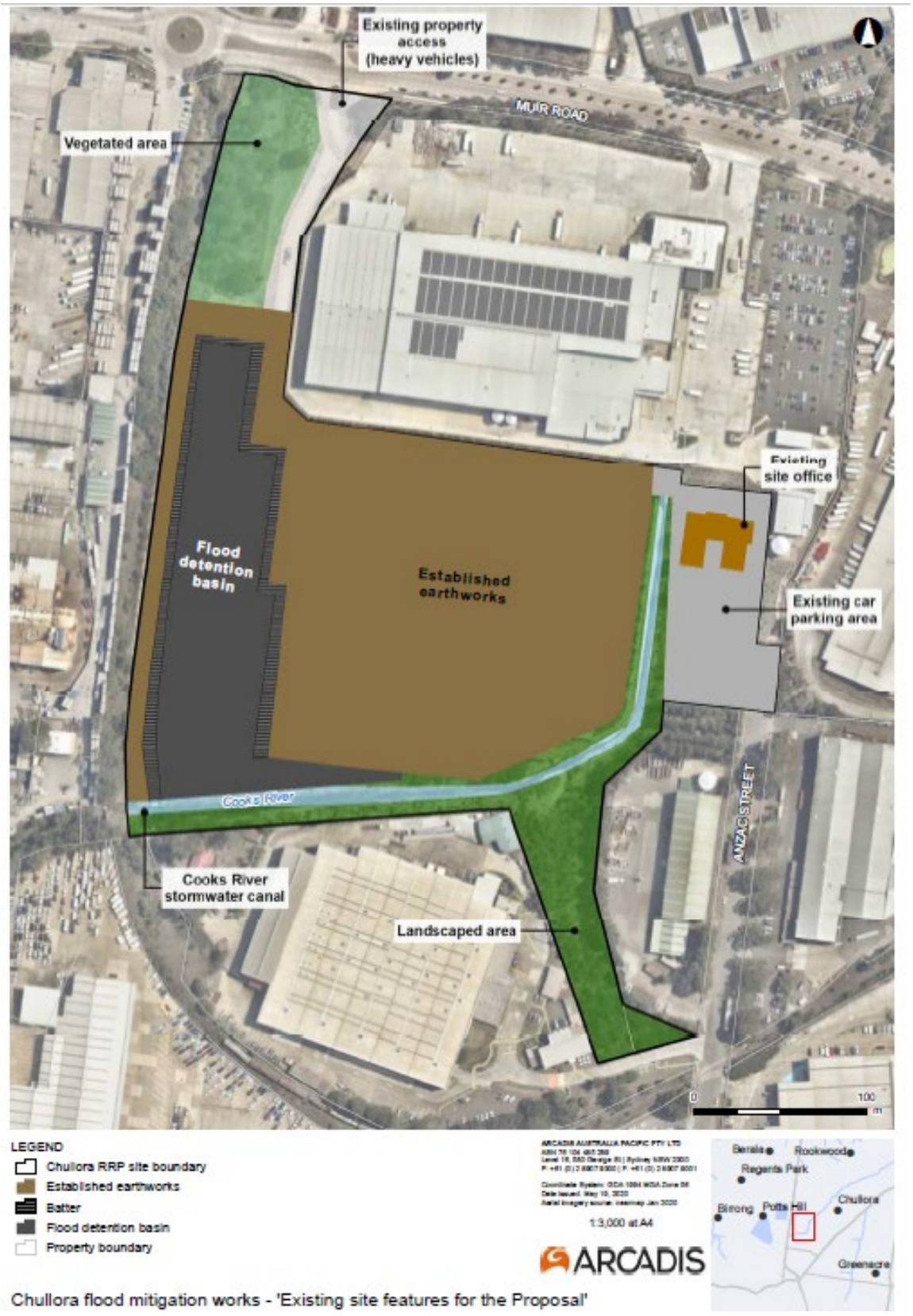


Figure 4 - Chullora RRP site – current conditions

1.4 Purpose of this report

This SIA has been prepared as part of an SSD application under Part 4, Division 4.7 of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act).

This report has been prepared to address the Secretary's environmental assessment requirements (SEARs) (SSD 10401) for the Proposal, issued by NSW Department of Planning, industry and Environment (DPIE) on 20 May 2020. The SEARs nominated social impacts as being among the key issues that must be addressed via a SIA undertaken by a suitably qualified and experienced person(s).

1.5 Objectives of the social impact assessment

The SIA objectives are consistent with the guideline (NSW Department of Planning, Industry and Environment, 2017), which outlines some mandatory requirements to be met by SIA practitioners in NSW.

The guideline outlines best practice engagement techniques, and provides a process for assessing, determining and responding to social impacts. The objectives contained in the guideline have been adopted for this SIA comprising:

- providing a clear, consistent and rigorous framework for identifying, predicting, evaluating and responding to the potential social impacts of the Chullora MRF, as part of the overall EIA process;
- facilitating improved project planning and design through earlier identification of potential social impacts;
- promoting better development outcomes through a focus on minimising negative social impacts and enhancing positive social impacts;
- supporting informed decision-making by strengthening the quality and relevance of information and analysis provided to the consent authority;
- facilitating meaningful, respectful and effective community and stakeholder engagement on social impacts across each environmental impact assessment (EIA) phase, from scoping to post-approval; and
- ensuring that the potential social impacts of approved projects are managed in a transparent and accountable way over the project life cycle through conditions of consent and monitoring and reporting requirements.

1.6 Structure of this report

The structure of this report is influenced by the guideline requirements. Once the legislative and social policy context of the study is established (Chapter 2), the method for scoping and preparing the SIA is described (Chapter 3).

Results of the SIA data collection are presented in chapters titled SIA scoping phase and community engagement outcomes, and existing social baseline (Chapter 4 and Chapter 5 respectively).

An analysis of the results, structured according to the social impact categories outlined in section 1.1 of the guideline (see Appendix A), is provided in Chapter 6, followed by social impact mitigation measures and the SIA conclusion (Chapter 7).

The structure of this report also observes the 'review questions' contained in Appendix D of the guideline. The review questions are essentially a checklist for the author to confirm this report is compliant with the guideline in terms of undertaking the SIA and preparing this report. A

compliance matrix is presented in Table 1 to identify where the review questions are addressed in this report.

Table 1 - Compliance matrix

Review questions (Appendix D of guideline)	Location in this report
General	
Has the applicant applied the principles in Section 1.3? How?	Chapter 3, 6 and 7
Does the lead author of the Scoping Report meet the qualification and skill requirements in Box 2?	Certification page
Does the lead author of the SIA component of the EIS meet the qualification and skill requirements in Box 4?	Certification page
Has the lead author of the SIA component of the EIS provided a signed declaration certifying that the assessment does not contain false or misleading information?	Certification page
Community engagement for social impact assessment (Section 2)	
Does the SIA include adequate explanations of how the engagement objectives have been applied? How?	Chapter 3
Does the SIA demonstrate that there has been a genuine attempt to identify and engage with a wide range of people, to inform them about the project, its implications and to invite their input? How?	Chapter 3
Does the SIA demonstrate that an appropriate range of engagement techniques have been used to ensure inclusivity and to ensure the participation of vulnerable or marginalised groups? How?	Chapter 3
Scoping – area of social influence (Section 3.1)	
Does the Scoping Report identify and describe all the different social groups that may be affected by the project?	Section 4.1.5
Does the Scoping Report identify and describe all the built or natural features located on or near the project site or in the surrounding region that have been identified as having social value or importance?	Section 5.3
Does the Scoping Report identify and describe current and expected social trends or social change processes being experienced by communities near the project site and within the surrounding region?	Chapter 4 and 5
Does the Scoping Report impartially describe the history of the proposed project, and how communities near the project site and within the surrounding region have experienced the project to date and others like it?	Chapter 4 and 6
Scoping – identifying social impacts (Section 3.2, Appendix A and Appendix B)	
Does the Scoping Report adequately describe and categorise the social impacts (negative and positive), and explain the supporting rationale, assumptions and evidence for those categories?	Chapter 4 and 6
How has feedback from potentially affected people and other interested parties been considered in determining those categories? Does the Scoping Report outline how they will be engaged to inform the preparation of the SIA component of the EIS?	Chapter 4
Does the Scoping Report identify potential cumulative social impacts?	Chapter 4 and 6
Social baseline study (Appendix C – Section C1)	
Does the SIA component of the EIS discuss the local and regional context in sufficient detail to demonstrate a reasonable understanding of current social trends, concerns and aspirations?	Chapter 5
Does the SIA component of the EIS include appropriate justification for each element in the social baseline study, and	Section 3.2.1

Review questions (Appendix D of guideline)	Location in this report
provide evidence that the elements reflect the full diversity of views and potential experiences in the affected community?	
Does the social baseline study include an appropriate mix of quantitative and qualitative analysis, and explain data gaps and limitations?	Chapter 5 Section 3.2.5
Prediction and analysis of impacts (Appendix C – Section C2)	
Does the SIA component of the EIS include an appropriate description of the potential impacts in terms of the nature and severity of the change and the location, number, sensitivity and vulnerability of the affected stakeholders?	Chapter 6
Does the SIA component of the EIS identify potential impacts at all stages of the project life cycle?	Chapter 6
Does the SIA component of the EIS appropriately identify and justify any assumptions that have been made in relation to its predictions?	Chapter 6
Does the SIA component of the EIS include appropriate sensitivity analysis and multiple scenarios to allow for uncertainty and unforeseen consequences? If relevant, does it include comparisons with studies of similar projects elsewhere?	Chapter 6
Evaluation of significance (Appendix C – Section C3)	
Does the SIA component of the EIS explain how impacts were evaluated and prioritised in terms of significance?	Chapter 6
Does the evaluation of significance consider cumulative aspects where relevant?	Chapter 6
Does the evaluation of significance consider the potentially uneven experience of impacts by different people and groups, especially vulnerable groups?	Chapter 6
Responses and monitoring and management framework (Appendix C – Sections C4 and C5)	
Does the SIA identify appropriate measures to avoid, reduce, or otherwise mitigate any significant negative impacts of the project, and justify these measures?	Chapter 7
Does the SIA explain and justify measures to secure and/or enhance positive social impacts?	Chapter 7
Does the SIA component of the EIS impartially assess the acceptability, likelihood and significance of residual social impacts?	Chapter 7
Does the SIA component of the EIS propose an effective monitoring and management framework?	Chapter 7
Modifications (Introduction – application)	
Are the social impacts associated with the modification expected to be new or different (in terms of scale and/or intensity) to those that were approved under the original consent? If yes, apply the review questions above to the SIA component of the environmental assessment.	Not applicable

CHAPTER 2

LEGISLATION AND POLICY

2 LEGISLATIVE AND SOCIAL POLICY CONTEXT

2.1 Legislation

The EP&A Act sets the legislative context for this study. The objects of the EP&A Act are to:

- promote the social and economic welfare of the community and a better environment by the proper management, development and conservation of the state's natural and other resources;
- facilitate ecologically sustainable development by integrating relevant economic, environmental and social considerations in decision-making about environmental planning and assessment;
- promote the orderly and economic use and development of land;
- promote the delivery and maintenance of affordable housing;
- protect the environment, including the conservation of threatened and other species of native animals and plants, ecological communities and their habitats;
- promote the sustainable management of built and cultural heritage (including Aboriginal cultural heritage);
- promote good design and amenity of the built environment;
- promote the proper construction and maintenance of buildings, including the protection of the health and safety of their occupants;
- promote the sharing of the responsibility for environmental planning and assessment between the different levels of government in the state; and
- provide increased opportunity for community participation in environmental planning and assessment.

The SEARs (and therefore the guideline) are issued under the provisions of the EP&A Act and set legislative requirements that this SIA must accommodate.

2.2 Community plans and strategies

Regional plans which reflect the aspirations of the community have been developed by the NSW Government and local authority associated with the Proposal. The plans outlined below are related to 'place-making', involve input from a range of stakeholders, and are, therefore, relevant to this SIA.

2.2.1 Greater Sydney Regional Plan

The *Greater Sydney Region Plan, A Metropolis of Three Cities* (the plan) (Greater Sydney Commission, 2018) presents a vision to transform Greater Sydney into a metropolis of three cities being the Western Parkland City, the Central River City, and the Eastern Harbour City. The vision involves most residents living within 30 minutes of their jobs, education and health facilities, services and great places. The plan:

- sets a 40-year vision (to 2056) and establishes a 20-year plan to manage growth and change for Greater Sydney in the context of social, economic and environmental matters;
- informs district and local plans and the assessment of planning proposals;
- assists infrastructure agencies to plan and deliver for growth and change and to align their infrastructure plans to place-based outcomes;
- informs the private sector and the wider community of the growth management and infrastructure investment intentions of government;

The plan sets the planning framework for five districts which make up the Greater Sydney region. The 'south' district has most relevance to the Proposal as it contains Canterbury-Bankstown. The following ten directions outlined in the plan are applicable to each district and intend to establish aspirations for the region over the next 40 years:

1. a city supported by infrastructure;
2. a collaborative city;
3. a city for people;
4. housing the city;
5. a city of great places;
6. a well-connected city;
7. jobs and skills for the city;
8. a city in its landscape;
9. an efficient city; and
10. a resilient city.

The plan has been prepared concurrently with *Future Transport 2056* (Transport for NSW, 2018) and *State Infrastructure Strategy 2018–2038* (Infrastructure NSW, 2018) to align land use, transport and infrastructure outcomes for Greater Sydney for the first time in a generation. As a subset of the plan, the *South District Plan - Connecting Communities* (Greater Sydney Commission, 2018) provides a response to the ten directions listed above at more local scale.

2.2.2 Sydenham to Bankstown Urban Renewal Corridor Strategy

The *Sydenham to Bankstown Urban Renewal Corridor Strategy* (the strategy) (NSW Department of Planning and Environment, 2017) is designed to address the needs of a bigger population, 725,000 new homes and 817,000 new jobs forecast to emerge in Sydney metropolitan area in the 20-years to 2035.

New infrastructure, such as trains, buses, parks and schools, will be required to service this population. Sydney Metro is a major transport infrastructure investment that will influence the Sydenham to Bankstown corridor, particularly around the Sydney Metro stations.

This investment justifies consideration of urban renewal near the stations, but also to the wider urban area in the corridor. The strategy acknowledges that careful planning is required to ensure that renewal respects the existing character of the local area and provides good development and social outcomes for the population.

The objectives of the strategy are:

- provide a detailed response to the issues raised in public submissions and community design workshops;
- present a revised vision for land use and development in each station precinct, including the supporting context analysis and planning rationale;
- revise the 20-year population, housing and employment forecasts;
- identify key infrastructure required to support growth in the corridor and how it will be delivered;
- identify key actions for each station precinct (including statutory planning deliverables);
- describe the role of a Section 117 Planning Direction in implementing parts of the strategy and explain the different planning pathways that will be used to implement the strategy;
- outline the required regional and state infrastructure in the corridor; and
- explain how development within the corridor will be periodically monitored and reviewed and the process for on-going community consultation.

The strategy provides a framework for development that is cohesive with the existing character and amenity. It also sets out actions for implementation and provides a detailed list of infrastructure required to support renewal.

The strategy proposes changes to land use and built form controls that would provide over 35,000 dwellings to be constructed across the 11 Station Precincts. It nominates the following key considerations for renewal in the corridor:

- growth;
- local character and heritage;
- density and development;
- transport, traffic and access;
- open space and recreation facilities;
- schools and community facilities;
- social impacts;
- employment;
- design quality;
- environment;
- affordable housing, housing affordability and housing choice; and
- utilities infrastructure and services.

2.2.3 CB City 2028

CB City (the community strategy) (Canterbury Bankstown Council, 2018) is Councils primary corporate community strategy. It is a 10–year plan designed to guide Canterbury Bankstown to its vision of being 'thriving, dynamic and real'. Seven 'destinations' have been identified by Council to underpin the vision. The destinations are illustrated in Figure 5.

The community strategy outlines some 'pathways' to arrive at the destinations. It then nominates 'success indicators' which will assist the community to implement the community strategy. Many of the success indicators involve metrics for measurement and tracking purposes. Examples include:

- increased number of volunteers;
- 20% of the City is using renewable energy;
- 10,000 new jobs in Bankstown and 1,500 new jobs in Campsie;
- 10% increase in length of park pathways;
- local health districts report 5% reduction in childhood obesity by 2025; and
- 15% of all new development in growth precincts is affordable housing.

The community was extensively engaged by Council during the development of the community strategy. It is based on thousands of conversations with residents, businesses and government agencies, and interprets their vision for the City of Canterbury Bankstown. As part of their engagement program, Council:

> "handed out 5,400 information flyers and held an online forum. There were more than 8,674 conversations at a variety of locations across the city. 1,620 people completed surveys. 4,734 people viewed our video. 114 residents attended visioning workshops. 15 locals represented their city on the people's panel. Nearly 200 representatives of key business, community, sport and recreation and government groups attended stakeholder forums (Canterbury Bankstown Council, 2018, p. 11).

The community strategy is, therefore, an important input to the SIA and a reliable source of secondary information which will be drawn upon for this study.

Figure 5 - Seven destinations outlined in the community strategy

Source: Canterbury Bankstown Council, 2018

CHAPTER 3

METHODOLOGY

3 METHODOLOGY

The methods described below enabled the collection of data to address the social impact categories defined in the guideline (refer Appendix A). Whilst this chapter describes the SIA methodology, it does not identify which social impact category each method is designed to address. This link is made clear in Chapter 4 (and summarised in Table 6). Following Chapter 4, the results of the SIA are presented and discussed according to the social impact categories, to ensure compliance with the guideline.

3.1 Methodology for scoping the SIA

Element was engaged to conduct this SIA during the EIS preparation phase of the Proposal. The SIA commenced after the EIS scoping phase and publication of the scoping report and subsequently, the SEARs being issued. The scoping report was, therefore, relied upon as a key input for the SIA scoping exercise.

In order to supplement the work completed by Arcadis (2019) and conduct a thorough SIA scoping exercise, a meeting was held with the project team which enabled the Lead SIA Author to gather background information and records associated with the Proposal. Details about each method adopted for the SIA scoping are provided below.

3.1.1 Literature review

The scoping report and *Community and Stakeholder Participation Strategy* were critically reviewed. The review provided the lead SIA author with an understanding of the Proposal in terms of its background, site location, site history, and objectives.

The review also enabled an identification of the Proposal's key issues, stakeholders, and their preliminary assessment outcomes. The results of the preliminary risk screening process completed as part of the scoping report were discussed with the lead scoping report author to inform the SIA in terms of the Proposal's potential social and economic impacts.

3.1.2 Scoping meeting with project team

In February 2020, the lead SIA author attended an inception and scoping meeting with the project team comprised of both Arcadis and SUEZ personnel. For the purposes of scoping the SIA, the meeting enabled:

- verification and discussion of the key issues derived from scoping report and their potential relevance to the SIA;
- reconciliation of the key issues in the scoping report with those outlined in the *Community and Stakeholder Participation Strategy*;
- discussion and understanding of the site history;
- discussion and understanding of the site location and surrounding land uses;
- identification and analysis of stakeholders;
- identification and discussion of SUEZ customers (current and prospective);
- identification and discussion of known of project correspondence including existing consultation records and other correspondence; and
- NSW Government policy and support (ie SUEZ as the recipient of a NSW Government Major Resource Recovery Infrastructure grant for the Proposal).

3.1.3 Canterbury Bankstown Council consultation

In early March 2020 the project team consulted Council at a meeting at Council's office. The meeting served as an early engagement opportunity. It provided a means to introduce the project team members to the Council representatives and provide them with an overview of the project. It enabled Council to identify their main interests in the Proposal and to ask the project team questions about issues of concern.

The meeting was similarly valuable to the project team and the SIA scoping. It enabled the project team to obtain early Council feedback about the Proposal generally, and for both parties to discuss the SIA and stakeholder engagement preferences.

3.1.4 Scoping tool

The guideline's scoping tool was implemented to scope the SIA. The process involved:

1. using early engagement results as inputs to the scoping tool and considering each 'matter' (ie amenity, access, built environment, heritage, community and economic) and its subcategories before determining how likely it is that the project will impact it (note that characteristics of potential impacts including extent, duration, severity and sensitivity were considered at this initial step and entered into the scoping tool, reproduced in Appendix B)
2. for each matter, considering and assessing the material characteristics of any likely impact;
3. for each matter, considering stakeholder/community opinions and sentiment towards the project;
4. for each matter, determining whether a social impact will arise from the Proposal, and then developing a rationale for the decision;
5. for each matter, determining the level of assessment (and engagement) required in the EIS preparation phase, and selecting from the following list the most appropriate SIA type:

    - Desktop – another specialist study or section of the EIS will provide the information and analysis needed to predict, evaluate and develop a response to the social impact, including relevant primary and secondary research, qualitative and quantitative data, and appropriate engagement with potentially affected people, to establish a baseline and support predictions. If this is the case, the SIA component of the EIS only needs to review the data and findings from the other sources through a SIA lens and cross-reference and integrate them into the overall social baseline and assessment.
    - Standard – most information and analysis needed to predict, evaluate and develop a response to the social impact will be provided by another specialist study or section of the EIS, but it will need to be supplemented with further evidence gathering and analysis to fill any gaps and obtain a complete picture from a SIA perspective.
    - Comprehensive – only limited or no information and analysis will be provided by another specialist study or section of the EIS. If so, the author/s of the SIA component of the EIS will need to undertake the evidence gathering and analysis needed to predict, evaluate and develop a response to the social impact; and

6. considering each matter and its associated level of assessment (determined by the scoping tool) in the context of the social impact categories specified in section 1.1 of the guideline. Refer to Appendix A for a list of these categories.

3.1.5 Stakeholder identification and analysis

A stakeholder is a group, individual or organisation that is interested in, affected by, or has the capacity to influence a project (Brereton, 2005). Figure 6 contains a general list of people and organisations that are likely to be stakeholders in most projects. This list was valuable for

providing a starting point for the stakeholder analysis (refer scoping meeting outlined above). There will, however, always be locally-specific groups and circumstances that influence the local cultural context (Vanclay, 2015).

The Chullora RRPs locally-specific stakeholders are known to SUEZ courtesy of their long-term local presence and association with the site. As part of scoping the SIA, a high-level stakeholder analysis was undertaken first by leveraging the knowledge held by three SUEZ staff in attendance at the scoping meeting.

Following the meeting, a desktop analysis of information provided by the project team, and online sources was completed to identify other stakeholders potentially interested in the Proposal. The Proposal's stakeholder list is in the stakeholder matrix (see section 4.1.5).

Figure 6 - Stakeholders likely to be involved with a project

Source: Vanclay, 2015

3.1.6 Area of social influence development

An area of social influence (ASI) is the geographical social footprint of a project which is not exclusively contained in a project boundary. The guideline explains that the term 'locality' does not have a prescribed meaning or refer to a fixed, pre-defined geographic boundary. This concept is further defined by Vanclay & Esteves (2011) who argue that relationships in and between scales will affect what people understand as impacts. This means that people may not perceive social impacts created by a project to be those felt exclusively in or immediately adjacent to the project boundary, or at a time when the site is operating. Instead, it is possible for impacts to be felt at

locations outside the project boundary and at any time of day (particularly in the event of long-distance haulage routes or complex supply chains).

The above observations were adopted for the Proposal. Care was taken to determine the ASI comprising the area in the Proposal boundary, but also the areas external to the site where social impacts may arise. The development of the ASI considered factors including but not limited to:

- supply chains;
- transport of goods;
- materials and equipment;
- movement of workers (drive-in-drive-out/fly-in-fly-out working arrangements);
- natural features and recreational values (eg the nearby Yana Badu Wetland);
- ancillary infrastructure; and
- reputation of other industrial operations in the area.

Both primary and secondary data was collected and analysed in developing the ASI. Primary data derived from discussions with the project team was reliable given the comprehensive knowledge of the area that the employees held. Secondary data in the form of the RRP complaints record was used to further develop an understanding of the ASI. This data provided an insight into the frequency of issues the community has raised with SUEZ in past years.

Results of the scoping activities which assisted the development of the ASI are in Chapter 4.

3.2 Methodology for preparing the SIA

3.2.1 Existing social baseline

The existing population was analysed to establish the social baseline relevant to the Proposal. Secondary data was obtained from the most reliable sources available, primarily the *2016 Australian Census of Population and Housing* (Australian Bureau of Statistics, 2018). The Chullora Statistical Area 2 (SA2) census geography was selected as the basis of the analysis because the scale represents a community that interacts socially and economically, and it allows a more detailed analysis than the statistical area or suburb datasets (Australian Bureau of Statistics, 2018).

The socio-economic variables discussed below align with the community profile measures adopted by the Australian Bureau of Statistics (ABS). Where available and relevant, comparative data at the NSW state level was obtained and forms part of the baseline.

A wide range of social indicators were considered prior to the statistical analysis and developing the baseline. Social indicators were selected based on the 'success indicators' in Council's community strategy (Canterbury Bankstown Council, 2018), the organisations primary corporate community strategy developed with community input. It was, therefore, logical to use complimentary indicators in the SIA baseline.

This selection method provided confidence that the social indicators represented the health and wellbeing values, and interests of the communities (Vanclay, 2015) surrounding the Chullora RRP. Each social indicator and its relevance to the seven destinations[1] contained in Council's plan is outlined in Table 2.

[1] The 'Clean and Green' destination (refer Canterbury Bankstown Council, 2018) is not addressed in the SIA baseline, as a baseline consisting of environmental indicators is contained in the EIS.

Table 2 - Relationship between the SIA baseline social indicators and 'success indicators' in *CBCity*

Destination listed in *CBCity*	Relevant social indicator contained in the baseline
Safe and strong	▪ Crime rates in top offending categories
Prosperous and innovative	▪ Employment status ▪ Employment by industry ▪ Weekly income; individual and household
Moving and integrated	▪ Journey to work
Healthy and active	▪ Educational status ▪ Physical activity
Liveable and distinctive	▪ Affordable housing
Leading and engaged	▪ Election participation rates ▪ Citizenship data

Source: Canterbury Bankstown Council, 2018

3.2.2 Existing social infrastructure

The *Spatial Services NSW Point of Interest* web service**Invalid source specified.** was searched to determine the existing social infrastructure in close proximity to the Proposal site. The web service allows users to search for and identify the location of features that people may want to see on a map, know about or visit. Point of interest features are maintained within the Spatial Services Digital Topographic Database. The features are listed under the following categories:

- community;
- education;
- medical;
- recreation;
- transportation;
- utility;
- hydrography;
- physiography; and
- place.

The categories (and the associated features) most relevant to the SIA were selected for display in the existing social infrastructure figure.

3.2.3 Further engagement methods

Following the completion of the EIS scoping phase and publication of the SEARs, further engagement methods were implemented to emphasise and seek feedback about the Proposal. Each of the methods implemented for further engagement are described in Table 3.

Table 3 - Further engagement methods

Method	Description
Written methods	
Emails	▪ industrial Neighbours ▪ other stakeholders
Community flyer	In early March 2020, the project team distributed a flyer to 24 properties surrounding the site. The flyer: ▪ provided an overview of the Proposal; ▪ provided contact details of the SUEZ project manager;

Method	Description
	▪ contained a feedback form for stakeholders to submit comments for queries to SUEZ; ▪ contained a link to the Proposal webpage; and ▪ invited stakeholders to visit the webpage and provide additional feedback (via an online survey)
In-person methods	
Briefing of key stakeholders	The project team met representatives from: ▪ DPIE; ▪ NSW Environment Protection Authority (EPA); ▪ Fire and Rescue NSW; ▪ Transport for NSW (including the former NSW Roads and Maritime Services); ▪ Council; and ▪ Sydney Water
Media methods	
Dedicated project page on SUEZ website	Information about the Proposal including its key features, the MRF process, the indicative EIS timeline, a link to the community flyer, and contact details were hosted on the SUEZ website. The website also provided a link to the SIA online survey described below

3.2.4 Social impact assessment methods

A range of methods were selected for the SIA. The methods were adopted to address the four risks identified in the Proposal's *Community and Stakeholder Participation Strategy:*

- traffic;
- air quality / emissions;
- noise; and
- fire risk.

These risks have an inherent social dimension and were also identified in the scoping report as having a high or moderate environmental assessment significance. It was subsequently determined that they require further social impact investigations as part of this SIA study.

The following steps were completed to select an appropriate social research method for the known risks:

1. populating the DPIE scoping tool with the relevant information (refer Appendix B);
2. determining the level of assessment prescribed by the scoping tool; and
3. selecting a method or a combination of methods to satisfy the level of assessment, considering:

    - the specific social matter to which the assessment related;
    - the availability of existing data held by the project team; and
    - feasibility of the methods (eg time, cost, reliability).

The methods adopted for the study are outlined below. The social matters to which each method relates are identified in Chapter 4.

Ethnographic content analysis (media analysis)

Altheide's (1996) ethnographic content analysis (ECA) was selected and adapted as the method to assess impacted social matters identified during the scoping exercise.

ECA is a qualitative media analysis method used to obtain, categorise and analyse different media documents (such as newspapers and magazines) in addition to other forms of media delivered online and via television.

ECA is an approach which blends the "traditional notion of objective content analysis with participant observation to form ethnographic content analysis" (Altheide, 1996, p. 2). It is, therefore, unlike the traditional positivist and quantitative approach to media analysis which engages in a rigorous quantitative testing of phenomena against a template devoid of human interface (Guba & Lincoln, 2005).

Instead, ECA encourages the investigator to be reflexive and interactive, and it enables an element of ongoing discovery as progress is made towards the SIA research goal. In this way ECA enables documents to be "studied to understand culture or the process and the array of objects, symbols, and meanings that make up social reality shared by members of a society" (Altheide 1996, p.2).

The characteristics of ECA are clearly distinguished from those associated with quantitative approaches (QA) to media analysis (see Table 4 for a comparison). Unlike QA which is concerned with statistical reliability, Altheide (1996) suggests that the emphasis of ECA is fixed more so on research 'validity'.

Although itself a term commonly associated with statistical tests, validity in this sense refers instead to the degree of rigour in a research project, as determined by the interpretive community who check the research for credibility and good practice (Bradshaw & Stratford, 2005).

ECA is also dissimilar to QA in terms of researcher involvement. Each of the research phases in an ECA approach is very individualistic in the sense that the main investigator is 'involved' with the concepts, relevance and development of the protocol and the way in which items are collected for purposes of later analysis (Altheide, 1996). Furthermore, in contrast to QA, data for ECA is predominantly collected using a purposive or theoretical sampling technique and is not intended to provide a representative sample (refer Bradshaw and Stratford, 2005).

As shown in Table 4, ECA focuses on narrative data (in addition to numerical data that is more commonly associated with QA) and allows the researcher to make analytical commentary on this data. This approach not only involves the measurement of the frequency and extent of terms consistent with QA approaches, but it also enables the investigation of text meaning, and encourages the provision of descriptive information (Altheide, 1996).

The qualitative text analyst produces this descriptive information by repeatedly exploring the sampled texts, and by noting the peculiarities contained in the sample (Roberts, 1997). It is through this process that the analytical concepts emerge and are applied to the text in ECA research. Roberts (1997) describes this as a key difference between QA and ECA; on the one hand "quantitative researchers specify their measures and their tests in advance…on the other hand, qualitative [ECA] researchers typically explore their data, applying one classification scheme after another, before settling on that scheme (or schemes) that in their view resonates best with their data" (Roberts 1997, p.2). Analysis, therefore, "takes place throughout the entire research process, a study is shaped and reshaped as a study proceeds, and data is gradually transformed into findings" (Watt, 2007, p. 95).

Table 4 - A comparison of quantitative media analysis and ECA

Characteristic	Quantitative approach to media analysis (QA)	Ethnographic approach to media analysis (ECA)
Emphasis	Reliability	Validity
Primary researcher involvement	Data analysis and interpretation	All phases
Sample	Random or stratified	Purposive or theoretical

Characteristic	Quantitative approach to media analysis (QA)	Ethnographic approach to media analysis (ECA)
Type of data	Numbers	Numbers; narrative
Narrative description and comments	Seldom	Always
Concepts emerge during research	Seldom	Always
Data analysis	Statistical	Textual; statistical
Data presentation	Tables	Tables and text

Source: Altheide, 1996

Applying ECA to the SIA using online news articles

The most important element of the entire ECA exercise is the protocol (or a data collection sheet). It is "a way to ask questions of a document; a protocol is a list of questions, items, categories or variables that guide data collection from documents" (Altheide 1996, p.26). It is, therefore, an essential utility of ECA. The protocol itself consists of two tables, Table A and Table B, as shown in the example in Table 5.

Table A has eight columns with the following headers and definitions:

1. case number - a number sequentially allocated to each article analysed (ie number '1' was allocated to the first article analysed, number '2' to the second and so on);
2. search string – the word or phrase used to search for online news articles, via the search function on the publications webpage;
3. source publication - the title of the newspaper which contained the article. Each article analysed in this ECA exercise was sourced from the *Canterbury Bankstown Express* website;
4. date of article - the production date of the newspaper article (found on the web page). Note only articles collected from January 2018 to March 2020 were collected;
5. title - the title of the newspaper article;
6. frame - a numeral, corresponding to a particular Frame in Table B which is allocated during the analysis of a *Canterbury Bankstown Express* article;
7. theme - a numeral, corresponding to a particular Theme in Table B which is allocated during the analysis of a *Canterbury Bankstown Express* article; and
8. discourse - a numeral, corresponding to a particular discourse in Table B which is allocated during the analysis of a *Canterbury Bankstown Express* article.

A new record containing the above information was added to Table A each time an article containing a narrative about the target social impact matter (identified during the scoping exercise and described in Chapter 4) was read.

The second table (Table B) contained in the protocol lists all the categories (frames, themes and discourses) that emerged from the *Canterbury Bankstown Express*. Table B is best understood as a 'lookup table' or a 'storage table' which holds the categories that are individually applied to *Canterbury Bankstown Express* articles during analysis. The three columns in Table B (refer Table 5) have the following headers and definitions:

1. frames - "very broad thematic emphases or definitions of a report" or "a way of discussing the problem or the kind of discourse that will follow" (Altheide 1996, p.30);
2. themes - "general meanings or even 'miniframes for a report'" or "the recurring typical theses that run through a lot of reports" (Altheide 1996, p.30); and

Table 5 - ECA protocol

TABLE A							
Case No.	**Search string**	**Publication**	**Date of article**	**Title**	**Frame**	**Theme**	**Discourse**
1	Traffic	Canterbury Bankstown Express	29/010/2019	Clearways will help traffic flow	1	1	1
2	Traffic	Canterbury Bankstown Express	27/03/2018	MORNING TRAFFIC NIGHTMARE	DQ		
3	Traffic	Canterbury Bankstown Express	3/19/2019	Premier pledge on local traffic	2	2	2
4	Traffic	Canterbury Bankstown Express	11/12/2018	Traffic will be affected	DQ		
5	Traffic	Canterbury Bankstown Express	16/01/2018	CALL FOR MORE FREE WI-FI IN HIGH TRAFFIC HUBS	DQ		

TABLE B					
Frames		**Themes**		**Discourses**	
Road network improvements	1	Solution required for LGA traffic volumes	1	Clearways improve LGA road network alleviate traffic volumes	1
Political attention to traffic	2	Traffic congestion in Greater Sydney	2	Government commitment to improve traffic problems	2
Residential development and traffic	3	Maintenance essential for road functionality	3	Potential traffic delays as a result of maintenance work	3
CBD improvements	4	Traffic congestion in local area	4	Cumulative traffic/delays congestion occurs in the local area	4
Road network capacity	5	High traffic volume in the city centre	5		

3. discourses - “a series of representations, practices and performances through which meanings are produced” (Johnston & Gregory, 2000, p. 178).

Each *Canterbury Bankstown Express* article that mentioned or suggested an association to the target social impact matter was analysed for its relevance to the Proposal. Using Table B, this objective was achieved by developing a frame, theme and discourse for each article. As each article was read, the message it conveyed about the target social impact was considered, and the most appropriate frame, theme and discourse was allocated to it. Articles that did not contain content meeting the definitions of a frame, theme and discourse were disqualified from the ECA. The frames, themes and discourses were developed, defined in one or two sentences, and added to Table B as they emerged from reading each article. The categories were, therefore, ‘stored’ in Table B, and they were assigned a numerical code which was eventually copied into the corresponding cell in Table A.

Rather than being produced at the end of the collection and analysis of newspaper articles, both tables which comprise the protocol are drawn up prior to commencement and entries are gradually and progressively added to it during the execution of ECA. Each time a pertinent article containing a discourse relevant to the target social impact matter was read, a new record was added to Table A.

In addition, if no suitable categories (ie frames, themes or discourses) existed in Table B, then new categories were developed and added to that table. The information added to each new record in the protocol corresponds with details sourced from each individual *Canterbury Bankstown Express* article. The protocol was, therefore, expanded as the newspaper sample was read.

There were ten key steps involved in carrying out the ECA method, and whilst being fundamental to the practice of ECA, the protocol is not utilised until step four. The following section will outline all ten steps and further illustrate the utility of the Protocol described above.

The ten steps of ECA

The implementation of ECA to *Canterbury Bankstown Express* articles involved carrying out ten of the key steps defined by Altheide (1996). Each of these ten steps is listed below, along with a description of how it was applied in the context of the *Canterbury Bankstown Express* analysis.

Step 1: pursue a specific problem and opportunities to be investigated.

The SIA scoping identified social matters that required assessment as part of the SIA. These assessments resemble the problems and opportunities that need to be investigated.

Step 2: become familiar with the process and context of the information source. Explore possible sources of information.

Given its position as the most dominant and popular text media publication in the Canterbury Bankstown region, the *Canterbury Bankstown Express* is a unique source of social narratives. The publication broadcasts the views held by society in respect to topical issues and it does so in a standardised process. This process involves the regular and frequent publication of news topics in a uniform format. Articles from the publication are made available online and free of charge. For these reasons it was adopted for the ECA exercise.

Step 3: become familiar with several examples of relevant documents and select a unit of analysis.

Familiarity with individual news articles was gained by scoping, involving an online search for a *Canterbury Bankstown Express* article using the search term “traffic”. The search used the ‘articles’ search function on the *Canterbury Bankstown Express* webpage. The search string returned a page of search results, and the five highest ranked articles were read. The process

enabled recognition of the layout of the articles and other sections of the page (eg graphics) which were not analysed on the basis they gave little value to the ECA.

A decision was made during the initial scoping about the 'unit of analysis' to be incorporated into the ECA exercise. A unit of analysis refers to the portion or segment (eg a particular page, an individual article, a certain paragraph) of relevant articles that will actually be subject to ECA.

It was decided that the entire individual articles (including any heading, body text, and caption and images) that mentioned or suggested an association to the target social impact matters would be the unit of analysis. This decision was made "because it was clear from the content of the messages [contained in the *Canterbury Bankstown Express* articles] that they could not be further reduced before analysis without losing valuable contextual information" (Markman & Simons, 2003, p. 16).

Step 4: list several categories (variables) to guide data collection and draft a protocol (data collection sheet).

Step 4 marked the phase where a protocol (or data collection sheet) was first introduced to the ECA exercise. Categories (ie frames, themes and discourses) that emerged from the articles read during Step 3 were entered into a draft protocol (refer Table 5) as they emerged.

Step 5: test the protocol by collecting data from several documents.

At Step 5 the additional articles were collected to test the protocol. The same search term used at Step 3 was adopted. During the collection and analysis activities there were additional frames, themes and discourses that emerged from the content of the news articles. An entry was created in the protocol for each article, and the protocol expanded progressively as a consequence.

Step 6: revise the protocol and select several additional cases to further refine the protocol.

The protocol was revised when all articles (obtained at the time) that mentioned or suggested an association to the target social impact matter had been tentatively analysed. The revision involved checking the definitions of all categories to ensure that they were succinct and appropriate for the articles that they represented. Modifications to inadequate categories listed in Table B of the protocol were made as needed. The modifications were made in one of four ways; categories were renamed, re-defined, split into two, or merged into one.

Step 7: arrive at a sampling rationale and strategy (eg theoretical, purposive, opportunistic, cluster or stratified).

Following the consideration of a range of sampling techniques, theoretical sampling was the technique adopted. Theoretical sampling involves "the selection of material based on emerging understanding of the topic under investigation" (Markman & Simons, 2003, p. 17). The theoretical sampling technique was adopted to identify and refine knowledge of narratives about traffic in the area of the Site, over time.

At Step 7, other sampling parameters were confirmed such as the publication date range. Articles published between January 2018 and January 2020 were considered for the ECA method. This date range was selected as it commences when the demolition of the site had occurred following the 2017 fire. It seemed logical that narratives about the site expressed in local media would be 'reset' at this time. The date range would, therefore, capture any impacts relevant to the site as it exists at the time of writing. Articles published in the subject date range and in the first six pages of online search results (sorted by relevancy) were included in the ECA.

Step 8: Collect data for the target social matter.

The search term was applied and relevant *Canterbury Bankstown Express* articles were collected in a sustained and diligent fashion until all articles returned via the online search had been covered.

As articles were collected, they were added to the protocol following the procedure outlined earlier (ie a record of each article was created in Table A of the protocol using its attribute details, and each article was categorised with a frame, theme, and discourse in Table B).

At the completion of Step 8 the sample had been obtained, each article in the sample had been subject to content analysis, and the results from these analyses had been recorded in the protocol. The results provided a means to understand the implications of the Proposal for the target social impact matter, via the discourses being circulated amongst the population.

Step 9: consider the content analysis results shown in the 'discourse' column. Write summaries or overviews of the key findings.

The individual results were considered once every *Canterbury Bankstown Express* article listed in Table A of the protocol had been analysed and the results had been entered into the 'discourse' column. Summaries were produced of each discourse, and they were the key findings of the ECA exercise.

Step 10: integrate the findings including the discourse interpretations and key concepts into the SIA report.

The final step of the ECA involved collating the results contained in the protocol and the discourse summaries into the SIA report. Chapter 6 contains the results.

Survey

An online survey was used to investigate two social matters identified during scoping (these matters are nominated in Chapter 4). The goal and value of this method is well suited to the SIA objectives, as described by (McLafferty, 2016, pp. 129-30):

> "The goal of survey research is to acquire information about the characteristics, behaviours and attitudes of a population by administering a standardised questionnaire, or survey, to a sample of individuals. Surveys have been used to address a wide range of geographical issues, including perceptions of risk from natural hazards; social networks;…environmental attitudes; travel patterns and behaviours;….and access to employment.
>
> …
>
> Survey research is particularly useful for eliciting people's attitudes and opinions about social, political, and environmental issues such as neighbourhood quality of life, or environmental problems or risks".

The online survey was used because it is comparatively inexpensive, a survey invitation could be easily distributed to respondents via a web address provided in the community flyer (refer Table 3), and results could be obtained in real time.

Survey design

The survey was designed to investigate community well-being in the Chullora area, with a specific focus on the two social matters. The design involved a series of closed, multiple-choice questions, and one open question where respondents could openly express their opinion. The following guidelines for designing survey questions (McLafferty, 2016) were adopted:

- keep it simple;
- define terms clearly;
- use the simplest possible wording; and
- avoid:
  - long, complex questions;
  - two or more questions in one;

- jargon;
- biased or emotionally charged terms; and
- negative words.

Participants were invited to complete the survey over 17 days in early March 2020. The period included two weekends to give adequate opportunity for respondents to provide their opinions outside the conventional working week.

Sampling

Purposive sampling was adopted for the online survey. The “purposive sampling technique, also called judgment sampling, is the deliberate choice of an informant due to the qualities the informant possesses. It is a non-random technique that does not need underlying theories or a set number of informants. Simply put, the researcher decides what needs to be known and sets out to find people who can and are willing to provide the information by virtue of knowledge or experience” (Tongco, 2007).

The aim of the survey was to obtain feedback from a specific population sub-group, that sub-group being the immediate neighbours of the RRP. The purposive sampling technique was considered ideal to serve this aim.

Direct consultation via telephone

Project staff contacted representatives of the Chullora RRPs neighbouring properties mid-way though the survey date range as a form of direct consultation. The industrial properties surrounding the Chullora RRP that were sent a community flyer (refer Table 3) were contacted and asked if they received it. Each stakeholder was asked if they had any concerns or queries about the Proposal. Through this means stakeholders were provided with an opportunity to submit feedback about any aspect of the Proposal.

3.2.5 Data limitations

A data limitation relates to the online survey. Despite all stakeholders adjacent to the site being invited to participate in the online survey, no responses were obtained (this outcome is discussed further in Chapter 6). Strong survey participation was preferred and would have provided additional data for use in the SIA.

At the time of consultation, NSW was experiencing the COVID-19 pandemic and associated social distancing. Although COVID-19 lockdown laws were not enacted, direct consultation in person was avoided. A letter box drop method was selected instead of hand delivery (in the context of the community flyer), in addition to consultation via telephone. This scenario may have also influenced data collection.

CHAPTER 4

SIA SCOPING AND ENGAGEMENT OUTCOMES

4 SIA SCOPING PHASE AND COMMUNITY ENGAGEMENT OUTCOMES

The SIA was scoped to identify and assess social impacts associated with the Proposal. The scoping highlighted the aspects of the natural or human environment (refer to the social impact categories in Appendix A) that are expected to be impacted by the Proposal, how those impacts should be assessed and to what level of detail.

During scoping, a literature review, scoping meeting, and consultation with Council and other stakeholders were undertaken. In addition, the scoping tool (NSW Department of Planning, Industry and Environment, 2017) was used to determine the matters applicable to the Proposal, key stakeholders were identified, and the ASI was developed. Outcomes of these undertakings are provided below.

4.1 Scoping phase outcomes

4.1.1 Literature review outcomes

Literature was reviewed to obtain SIA scoping inputs. The scoping report was the first subject of the literature review. The report contains a preliminary environmental risk analysis which was used to determine the level of assessment required in the EIS to adequately identify and reduce potential risks. As part of the analysis, preliminary risk screening was carried out and found the following Proposal issues to have the most significance in terms of their potential likelihood, consequence and risk:

- traffic, access and car parking (high significance);
- noise and vibration (moderate);
- air quality (moderate);
- water quality and hydrology (moderate);
- soils and contamination (low); and
- hazards and risk (high).

A range of other Proposal issues were found to have low and very low significance. See Appendix C for the full results.

The Proposal's *Community and Stakeholder Participation Strategy* was the second subject of the literature review. It also contains a risk analysis and nominated four issues as being potentially relevant to the Proposal:

- traffic (medium risk);
- air quality / emissions (low);
- noise (high); and
- fire risk (high).

It was noted that these four risks were consistent with those listed in the scoping report. Despite having different risk ratings in the respective documents, their prominence in both risk assessments suggested further attention in the SIA was justified.

4.1.2 Scoping meeting outcomes

The scoping meeting provided valuable information for the purposes of scoping the SIA. A summary of the meeting outcomes is below:

- a historical description of the site, including the fire that damaged the site in 2017;

- a thorough description of site and nearby stakeholders using online mapping software as a visual aid;
- no community reference group has operated in the past, in relation to the operations on site;
- a complaints register exists for the existing RRP and it contains a single complaint submitted to SUEZ;
- the Cooks River Alliance may be operating in the local community and interested in the Proposal;
- likely customers of the Proposal were identified;
- the Proposal has received NSW Government grants which reflects strong government support for the Proposal;
- consultation with businesses via the engagement program will be useful to gather evidence of positive impacts predicted to emerge from the Proposal (eg drawing a new workforce and business into the area);
- there has been little interest or correspondence about SUEZ operations from external stakeholders in the past;
- SUEZ has a positive relationship with the businesses surrounding the site and there has been no concerns raised from them in relation to the site or Proposal;
- SUEZ staff provided input to ASI considerations; and
- the SIA methodology was identified and discussed with all attendees.

4.1.3 Canterbury Bankstown Council consultation outcomes (early engagement)

At this early engagement activity, the project team provided Council representatives with an overview of the Chullora RRP including:

- an overview of SUEZ' business;
- a summary of what the Chullora RRP would include;
- a description of the MRF and future stages of the Chullora RRP;
- an overview of SUEZ' intention to improve on the previous MRF design by improving fire prevention and enhancing the resource recovery outcome of the facility; and
- an overview of the status of the stakeholder engagement process and confirmation that a stakeholder engagement strategy has been prepared.

Council representatives made enquiries about future flood storage and flood related issues, and the earthworks proposed for the Proposal. It is noted that flood storage will be established prior to the commencement of construction of the MRF under a separate development application.

Council provided the following feedback:

- it would be preferred for the MRF design to avoid any disturbance to the stormwater channel running though the site, and the adjacent landscaping;
- the site is well buffered from residential receivers, that it is surrounded by industrial neighbours, and that the local community recognise the history of the site as a waste management facility; and
- flooding is Council's key issue, and it acknowledges all other issues would likely be addressed in the EIS.

The consultation provided value for scoping the SIA as Council feedback was used to consider what social impacts might require further investigation. Compared to other government agencies, Council has the greatest interface with the Chullora population and best understand it, courtesy of their community engagement activities. Council feedback was, therefore, considered to have strong relevance to the SIA scoping.

4.1.4 Scoping tool outcomes

The scoping outcomes presented above were used as inputs to the scoping tool contained in the guideline and, therefore, assigned a relevant 'social matter' for the purpose of the scoping tool. Each social matter has a number of subcategories. For example, the amenity matter contains subcategories including acoustic, visual, odour, and microclimate. For the purposes of this SIA, where it was determined that the Proposal would be unlikely to impact a subcategory, that subcategory is not discussed below. Only those applicable to the Proposal receive attention herein.

Matter 1: amenity

Acoustic amenity

The first amenity sub-category determined to be applicable to the Proposal is 'acoustic' amenity. The scoping report identified that noise would be generated in both the construction (eg construction vehicles, cranes and cherry pickers, front end loaders, generator sets and hand tools) and operational (eg traffic, plant and equipment) phases.

The Proposal's *Community and Stakeholder Participation Strategy* also nominated plant generated noise as a potential social issue. It is recognised that standard construction hours would apply to the Proposal in the construction phase, and 24-hour operations would be targeted in the operational phase. On the basis of operational noise monitoring results related to the previous Chullora RRC, consideration of the application of standard mitigation measures, and the separation of the site from residential receivers (minimum 415 m), noise and vibration impacts are predicted in the scoping report to be low.

At the scoping meeting, feedback about noise was consistent with the findings in the scoping report. Attendees stated that the location of the site minimised the potential for social impacts derived from noise disturbance. The meeting attendees emphasised that the site is an industrial area and furthermore, their view that noise derived from the area is consistent with that experienced in other industrial areas across Greater Sydney. The separation of the site from nearby residential receivers was again mentioned as a positive aspect of the Proposal in relation to noise impacts.

Using the above information as scoping tool inputs and the fact that a quantitative noise assessment would be conducted, the scoping exercise determined that a standard SIA would be adequate for the EIS. The online survey was the method selected to investigate this social matter.

Air-quality

The second amenity sub-category deemed to be relevant to the Proposal is air-quality. The scoping report suggests a connection between the previous Chullora RRC and air-quality impacts derived from waste handled on site. However, it is predicted that the new operations would potentially make an improvement to this scenario:

> "Air modelling for the previous Chullora RRC suggested that there may have been odour impacts on the Chullora industrial sensitive receptors, however, it is noted that the previous Chullora RRC included a green waste platform area. The Proposal would not receive green or other organic waste and is of sufficient distance to residential receivers to make odour impacts likely to be negligible (p.39)".

The low risk of air-quality causing a social disturbance was also raised in the Proposal's *Community and Stakeholder Participation Strategy*, including an expectation of limited odour impact.

The connection between waste and air-quality was not one that caused concern for the scoping meeting attendees or Council representatives in the context of the MRF. Air-quality was not raised as a concern in the respective meetings or in any subsequent correspondence from Council.

The above observations about MRF-produced air-quality impacts and the intention for an EIS air-quality study to be conducted were used as the basis of the scoping tool exercise. The tool again determined that a standard SIA would be adequate for the EIS, and the online survey was selected as a method to investigate the social matter.

Matter 2: access

Road and rail network

'Road and rail network' is a subset of the access matter that has relevance to the SIA, and this became evident in the literature review. This social matter subset relates specifically to the existing road (not rail) network capacity, and the potential for the MRF to influence it and the daily life of road users in Greater Sydney.

Firstly, the scoping report (Arcadis, 2020) explains that:

> "Construction of the Proposal would require the use of heavy vehicles to deliver construction plant, equipment and materials to the Proposal site. The construction period would also result in temporary increase of light vehicles on the surrounding road network associated with the construction workforce. The introduction of additional heavy and light vehicles may result in temporary deterioration of intersection and traffic performance on the surrounding road network; and
>
> …
>
> Operation of the Proposal would result in an increase in truck movements associated with transportation of wastes to the proposal site and processed product from the proposal site. The potential impacts of the operational traffic from the Proposal on the surrounding road network may include:
>
> - increased heavy and light vehicle traffic may impact traffic movement;
> - alterations to local intersection performance;
> - potential for limited queuing traffic outside the Proposal site access point;
> - alterations to road safety; and
> - increase the risk of truck conflict and collision (Arcadis, 2020, p.28)".

Secondly, the Proposal's *Community and Stakeholder Participation Strategy* also suggests that increased traffic volumes derived from the MRF would potentially create a medium risk. Both documents confirm that a comprehensive traffic impact assessment will determine the impacts associated with the Proposal for both the construction and operational phases.

The potential influence of the MRF on the road network was discussed and clarified further in the scoping meeting. SUEZ staff confirmed that the MRF would service customers from the Greater Sydney region who would transport materials via the regional road network. The volume of traffic travelling to and from the site would be dispersed over the regional network. On this basis it was suggested that the extent of social disruption would be minimal. This scenario could change if Proposal related traffic arrives or leaves site simultaneously and condenses in the local road network as opposed to the wider regional network.

Aside from the literature review and scoping meeting, parking (as an alternate perspective of the potential MRF-related road network influence) was discussed during the Council consultation meeting. Council staff indicated that the traffic impact assessment would need to outline parking requirements and provisions to nullify potential parking issues derived from the MRF.

The scoping tool was populated with details of the potential MRF road network influence. The tool determined that, alongside the traffic impact assessment to be conducted as part of the EIS, a standard SIA was required for the Proposal. The ECA method was applied for this purpose with a particular focus on traffic delays and network access impacts in Chullora or its immediately adjacent suburbs, either as a local or cumulative issue.

Matter 3: built environment

Other built assets

The 'built environment' emerged as a social matter pertinent to the SIA during scoping. The sub-category deemed applicable to the Proposal was 'other built assets', on the basis that the MRF would likely create positive impacts for the built environment at the site.

This prediction emerged in the scoping literature review. Both the scoping report and the Proposal's *Community and Stakeholder Participation Strategy* describe that the site was substantially damaged by fire in 2017 and that buildings were subsequently demolished. Both documents then describe that the Proposal is an opportunity to re-activate the site by establishing a state-of-the-art MRF in Chullora.

Discussions at the scoping meeting also referred to the fire and the damage it caused to the built environment. Attendees discussed the prospect of the Proposal creating a positive social outcome as a result of built environment improvements. There was a suggestion that visual aspects of the site would be improved for neighbours. In addition, it was predicted that staff and customers interacting with the MRF would enjoy the new built form that the Proposal entails, more so than the previous Chullora RRC.

Potential improvements to the built environment as a result of the MRF was not explicitly discussed at the Council consultation meeting.

Scoping determined that the other built asset sub-category warrants further investigation for this SIA via desktop research.

Matter 4: community

Safety

As the first item under the 'community' social matter, 'safety' was identified in the scoping exercise to be relevant to the SIA from a fire risk perspective. Specifically, it is the *perceived* safety risk as a result of fire at the MRF that attracted attention for further investigation. The scoping report identifies that fire would be one of a number of potential MRF construction and operation hazards, each addressed with specific responses and mitigation measures. The *Proposal's Community and Stakeholder Participation Strategy* is perhaps more pertinent to the SIA in terms of the *perceived* safety risk the MRF may create. It highlights that the site has a strong association with 2017 fire event at the previous Chullora RRC.

Attendees at the scoping meeting gave an historical account of the fire at the site. Online news articles were reviewed at the meeting and these articles conveyed the scale of the fire. The attendees explained the major impact the fire had on the site and the extent of the damage caused to infrastructure and buildings. The fire drew widespread attention in the local community and made headlines globally.

As part of the discussion at the Council consultation, the fire was raised by SUEZ and an overview of the proposed fire prevention measures was provided to Council. The project team confirmed to Council representatives they are willing to acknowledge the historic fire associated with the site in stakeholder communications and are committed to reducing risk significantly for the MRF.

As per the scenario implied in the Proposal's *Community and Stakeholder Participation Strategy*, the scoping tool was completed on the basis that a safety risk could potentially exist in the community, even if that risk is *exclusively perceived* courtesy of the 2017 fire. Acknowledging that a comprehensive preliminary hazard analysis could be completed for the EIS, the scoping tool again determined that a standard SIA was required for the Proposal. Direct consultation via telephone was selected as the method to investigate this matter.

Services and facilities

From a potentially positive social impact perspective, the second 'community' sub-category determined to be applicable to the Proposal was 'services and facilities'. According to the scoping report, the MRF represents a positive opportunity to remedy the recycling service crisis in Australia:

> "Commingled kerbside recycling has been a key feature of municipal waste services in Australia for nearly 40 years. Traditionally recyclables have been collected and processed to a quality sufficient for local use and export to international markets; with China being the major international off-taker. As of January 2018, this offtake market became increasingly uncertain as China implemented its National Sword Policy, with strict contamination thresholds Australian recyclers were unable to meet. This 1.25 million tonne (NSW Environment Protection Authority [EPA], 2018) impact on the Australian recycling market was largely absorbed by other South East Asian countries. One by one these nations have been following suit demonstrating that this offtake market for highly contaminated recyclables is no longer viable and that Australia needs to improve the quality of materials recovered and invest in local re-manufacturing.
>
> The 'recycling crisis' triggered by the National Sword Policy brought to the attention of the public the vulnerability of the Australian waste industry to international markets. Confidence in the kerbside recycling, which took decades to build and is critical to our circular economy ambitions, was undermined overnight. Responding to the fragility of this situation, the federal government is proposing a ban on waste exports under the National Waste Policy, and seeking to stimulate local markets for uptake of recycled content product. At a state level the NSW EPA is supporting recyclers to improve the quality of recycled products generated for improved suitability of recycled materials for local and international markets" (Arcadis, 2020, p.14)

Together with the potential recycling service opportunity is the prospect of introducing a much-needed facility to the small number of equivalent facilities existing in Greater Sydney and beyond. The demand for a MRF is again described in the scoping report

> "…more than 620,000 tonnes [of material] is processed in just seven MRFs across the region that extends from Nowra in the south to Port Stephens in the north. While already a small number of facilities, this concentration risk is exacerbated by the Visy Smithfield MRF accounting for more than 40% of that annual capacity. The limited redundancy in the recycling fleet exposes the extended metropolitan region to the risk of failure in any of these facilities, with MRFs in NSW and Victoria forced to close in recent years due to fire and insolvency, respectively… With only a handful of MRFs in Sydney, additional processing capacity ensures the security of kerbside recycling, a vulnerability that extends beyond the financial, with the permanent or temporary closure of facilities straining the network" (Arcadis, 2020, p.15).

Although not discussed at the scoping meeting or consultation meeting with Council, this SIA acknowledges that the above potential benefits are among the main drivers of the Proposal. Moreover, a facility of this nature is a success indicator nominated by Council in their primary

strategic community plan (ie that a “recycle/reuse facility [is] established” [Canterbury Bankstown Council, 2018, p.53]).

Based on the above SIA scoping inputs, it was determined that potential positive impacts for services and facilities derived from the MRF would be investigated via desktop research.

Summary

A summary of the scoping tool outcomes is in Table 6. It lists each social matter from the scoping tool (and relevant subcategory) described above, and the associated scoping tool input.

For each social matter, it identifies the relevant social impact category per Section 1.1 of the guideline (refer Appendix A) which will frame its assessment and discussion in the subsequent chapters of this SIA report. It also identifies which matters will be the subject of a specialist study in the EIS, the level of assessment defined by the scoping tool, and the SIA method selected to address it.

Whilst the full range of social impact categories outlined in Section 1.1 of the guideline were considered during the scoping phase, the seven following categories were not recognised in the scoping tool outputs as having potential to cause a social impact beyond that already identified in the scoping report:

- way of life;
- community;
- culture;
- health and wellbeing;
- personal and property rights;
- decision-making systems; and
- fears and aspirations.

This is due to the fact that they did not emerge in the literature review, scoping meeting outcomes, Council consultation, stakeholder analysis or historic complaints register as issues that required further investigation in the SIA.

Table 6 - Scoping tool outcomes

Social matter (relevant subcategory) and scoping tool input	Social impact category (Guideline section 1.1)	Will a specialist study be conducted for the EIS?	Level of assessment for the social impact (scoping tool output)	SIA method(s) implemented for the assessment
Amenity (acoustic)	Surroundings	Yes	Standard SIA	Online survey
Amenity (air-quality)	Surroundings	Yes	Standard SIA	Online survey
Access (road and rail network)	Access to and use of infrastructure, services and facilities	Yes	Standard SIA	ECA
Built environment (other built assets)	Access to and use of infrastructure, services and facilities	No	Desktop SIA	Desktop research
Community (safety)	Surroundings	No	Standard SIA	Direct consultation

Social matter (relevant subcategory) and scoping tool input	Social impact category (Guideline section 1.1)	Will a specialist study be conducted for the EIS?	Level of assessment for the social impact (scoping tool output)	SIA method(s) implemented for the assessment
Community (services and facilities)	Access to and use of infrastructure, services and facilities	No	Desktop SIA	Desktop research

4.1.5 Stakeholder analysis

The key stakeholders identified for the MRF are contained in the stakeholder matrix (Table 7). The matrix contains the key Proposal stakeholders, and the engagement techniques applied to establish and foster a dialogue about the Proposal.

Table 7 - Stakeholder matrix

Proposal stakeholder	Letter	Flyer	Website	Meeting	Direct consultation
Government (state and local)					
Council			X	X	
Environmental Protection Authority (EPA)			X	X	
Department of Planning, Industry and Environment (DPIE)			X	X	
Sydney Water			X	X	
Transport for NSW	X		X		
NSW Fire and Rescue			X	X	
Nearby neighbours					
PFD Food Services	X	X	X		X
Tip Top Bakeries	X	X	X		X
Western Containers	X	X	X		X
McWilliams Wines	X	X	X		X
Veolia Recycling Centre	X	X	X		X
Bluescope Steel	X	X	X		X
My Car	X	X	X		X
Nepean Building & Infrastructure	X	X	X		X
Pickles Chullora	X	X	X		X

Proposal stakeholder	Letter	Flyer	Website	Meeting	Direct consultation
Encompass Business Park	X	X	X		X
Alpha Precast	X	X	X		X
UD Trucks	X	X	X		X
Pacific National	X	X	X		X
Volvo Bus Australia	X	X	X		X
Aramex Sydney	X	X	X		X
Chullora Business Park	X	X	X		X
News Limited	X	X	X		X
Tafe NSW Chullora	X	X	X		X
Primo Foods Head Office	X	X	X		X
EWE Group	X	X	X		X
Australia Post Sydney Parcels Bulk Logistics	X	X	X		X
Volkswagen Group Australia Head Office	X	X	X		X
RSPCA	X	X	X		X
Swiss Deli	X	X	X		X

4.1.6 Area of social influence

The ASI (see Figure 7) is in the suburb of Chullora. Chullora is in the north-eastern corner of the Canterbury Bankstown LGA. Unlike some of its neighbouring suburbs (eg Greenacre) which contain a large volume of residential properties, Chullora is predominantly comprised of industrial and manufacturing properties. The suburb is characterised by transport, postal and warehousing, and food product manufacturing. These industries represent about 20 per cent of employment in the precinct. Utilities, creative industries and wholesale and retail trade are other important activities in the precinct, which is an important location for urban services. Chullora focuses more heavily on interstate rail freight than port shuttles (Greater Sydney Commission, 2018).

The nominated ASI is a polygon containing the Proposal site, the neighbouring properties in the industrial area bordered by Muir Road, Rockwood Road, Brunker Road and the Hume Highway, and the block of residential receivers nearest to the site.

Although not in the ASI illustrated in Figure 7, main transport routes across Greater Sydney which customers would potentially use to transport material to and from the site must be recognised. Major roads in the area appear in the upper portion of Figure 7. Contracts with material customers have not yet been established, however, it is expected that delivery or collection trucks would generally have origins and destinations throughout Sydney and that site-generated traffic travelling to/from the site would be distributed evenly from all directions (The Transport Planning Partnership, 2020). There are no remote locations considered to be indirectly impacted.

Rationale for selecting the ASI

Development of the ASI was initially assisted by discussions at the project team scoping meeting. SUEZ staff in attendance had a strong knowledge of the site and its history. SUEZ staff also had a long-term association with the site and, therefore, had a well-developed understanding of it and

social conditions in the local area. A range of factors pertinent to the ASI were discussed at the meeting, these are summarised in Table 8.

Table 8 - Summary of ASI discussions at the project team scoping meeting

ASI factor discussed during interview	Feedback obtained
Supply chains	The Proposal would have a connection to Greater Sydney, primarily via transport routes that would be used to transport waste material to the site. The local supply chain would also be used for manufacturing and maintenance. The workforce supply chain would not be negatively influenced by the Proposal. A locally based workforce would supply the MRF. The workforce would potentially increase local expenditure by supporting local businesses
Transport of co-mingled recyclable waste and recycled materials other goods	As above, haulage links to the MRF will be from Greater Sydney (and occasionally beyond) via the local and regional road network
Materials and equipment	MRF operations would require the procurement of specialist equipment at start-up from an overseas supplier, all else would be sourced domestically (both locally and regionally)
The movement of workers (drive-in-drive-out [DIDO] and fly-in-fly-out [FIFO] working arrangements)	There would be no FIFO workforce required for the Proposal. City based employees would be essential for the MRF, sourced from entire Greater Sydney region. Most opportunities will be for blue-collar workers
Natural features and recreational values	A drainage channel connected to Cooks River runs through site and would remain the responsibility of Sydney Water. The MRF design aims to avoid influencing landscaping works completed along the channel and the adjacent wetland
Ancillary infrastructure	The Proposal would be a standalone site. There would be no ancillary infrastructure or secondary sites that would extend its footprint beyond the existing site
Reputation of other operations in area	N/A

Figure 7

Area of Social Influence

CHULLORA MATERIALS RECYCLING FACILITY

Social Impact Assessment

The previous Chullora RRC complaints register maintained by SUEZ was also considered during the ASI development. The register contained a single 2017 customer complaint related to a loader operator and the method used to transfer waste from to a receptacle.

Aside from the project history and traffic routes mentioned above, the physical features of the site were also considered as part of the initial ASI development. The site is within an industrial area of Chullora and surrounded by industrial property. The closest residential receivers are approximately 415 m to the southwest and 650 m to the east of the site and residences are not visually exposed. In addition, only one residential block (refer Figure 7) is potentially exposed to noise impacts, however, these impacts would be nullified through mitigation measures (Wilkinson Murray, 2020).

The ASI was determined after considering the circumstances described above.

4.2 Further engagement outcomes

During the EIS preparation phase in March 2020, the project team conducted further stakeholder engagement via the range of stakeholder engagement methods outlined in the methodology chapter. The engagement activities emphasised and sought stakeholder feedback about the Proposal. Table 9 contains the results of the further engagement program.

Table 9 - Further engagement results

Method	Description
Community flyer (via letterbox drop)	No feedback was received by SUEZ (either by phone, email or feedback form) following the flyer distribution.
Follow up phone and email consultation	Feedback received from RSPCA via email. Request for access to vacant land for use of parking during construction works at their property.
Web update	No feedback was submitted via the ‘contact us’ form on the SUEZ website.

CHAPTER 5

THE SOCIAL BASELINE

5 EXISTING SOCIAL BASELINE

This chapter presents the social baseline for the Proposal. The baseline is the nominated set of social indicators for communities potentially affected by the Proposal. It provides a point of comparison; it can be used as reference data against which to measure the impacts of the Proposal as it develops, and/or to determine the adequacy or otherwise of existing facilities (Vanclay, 2015).

All data used in the baseline is derived from the 2016 Australian Census of Population and Housing (Australian Bureau of Statistics, 2018) and relates to persons aged 15 years and older, unless an alternate source is cited.

The unit of analysis for the regional context is the Greater Sydney region, as defined by the Greater Sydney Regional Plan (Greater Sydney Commission, 2018). The equivalent local context is the Chullora SA2. The data are compared to NSW data where possible.

5.1 Regional context

Sydney has some prominent features compared to other capital cities in Australia. It is the nation's most populous city, it attracts the most foreign tourists, and it has the largest economy by gross domestic product.

Census data illustrate the cosmopolitan nature of the city. Greater Sydney supports major health, IT, banking, hospitality and retail industries, and a similarly diverse range of occupations which are typical of global cities.

Sydney is well-connected courtesy of Sydney International Airport which offers national and international air transport links. Greater Sydney is also serviced by efficient passenger and freight rail linkages, with the heavy rail services connecting Chullora intermodal terminals to Port Botany to facilitate the inter-regional movement of goods. Port Botany is Australia's "second largest container port, handling about a third of the nation's maritime container trade" (Greater Sydney Commission, 2018, p. 75).

Canterbury Bankstown and the Chullora area in particular are integral parts of Greater Sydney's industrial fabric and employment lands. Canterbury Bankstown contains almost 58% of the industrial and urban services land in the southern district of Greater Sydney.

Even though larger-scale freight and logistics firms may choose to locate in the western city district, a significant freight and logistics task will remain in the south district due to the competitive advantages and efficiencies afforded by proximity to Villawood and Chullora freight intermodal terminals (Greater Sydney Commission, 2018, p. 75).

The data in Table 10 illustrate the scale of industrial land in the Chullora precinct. The precinct contains 212 ha of industrial land, the largest area of all precincts in Greater Sydney's southern district apart from Kurnell. This data suggests the Proposal is well-suited to the existing Chullora area in terms of its scale and industrial nature.

Table 10 - Largest industrial and urban services precincts in Greater Sydney's southern district

LGA	Precinct	Underdeveloped land (ha)	Developed land (ha)	Total (ha)
Canterbury Bankstown	Chullora	21	191	212
	Leightonfield station	0	160	160
	Milperra	1	101	102
	Padstow North	<1	94	95

LGA	Precinct	Underdeveloped land (ha)	Developed land (ha)	Total (ha)
	Padstow South	2	44	45
	Revesby	<1	132	133
Georges River	Peakhurst, Boundary Road	<1	56	56
Sutherland	Caringbah/Taren Point	<1	142	143
	Kirrawee	0	50	50
	Kurnell	43	217	260

Source: Greater Sydney Commission, 2018

Other characteristics of Greater Sydney compared with NSW are displayed in Table 11.

The median age of people in Greater Sydney (36 years) is slightly younger than the NSW median age of 38 years.

The cost of living in the region is high compared with broader NSW, with both the median mortgage and rent repayments being higher in Greater Sydney. For many Greater Sydney residents, the disadvantage of this scenario is potentially offset as their personal incomes are higher than the equivalent incomes of the NSW population.

The average household size in the region is not remarkably different to NSW, nor is the fact that 3.4% of the population work in hospitals (except psychiatric hospitals) as the most common industry of employment.

In the Greater Sydney population, the most common country of birth other than Australia is China. 4.7% of the population registered China as their birthplace in the region.

Table 11 – Selected characteristics of the region compared with NSW

Selected characteristic	Greater Sydney	NSW
Median age of persons	36	38
Median mortgage repayment ($/monthly)	2,167	1,986
Median total personal income ($/weekly)	719	664
Median rent ($/weekly)	440	380
Average household size	2.8	2.6
Most common country of birth (other than Australia)	China (4.7% of population)	China (3.1%)
Most common industry of employment	Hospitals (except psychiatric hospitals – 3.4%)	Hospitals (except psychiatric hospitals - 3.5%)

5.2 Existing population (local context)

As outlined in Chapter 3, the social indicators presented below are complementary to the 'success indicators' in Council's corporate community strategy, *CBCity* (Canterbury Bankstown Council, 2018). The 'destinations' in *CBCity* are adopted as section headings below.

5.2.1 Safe and strong

The Bureau of Crime Statistics and Research (2020) publishes NSW crime statistics. These can be interpreted as measures of safe and strong communities. For six of the top offence types

recorded by the bureau, the number of recorded incidents in 2018 and rate per 100,000 population are in Table 11.

For most of the offences in Table 12, rates associated with the Canterbury Bankstown LGA were more positive in comparison to the NSW population.

Two offence types (murder and robbery with a weapon) are the exception. Indecent assault, act of indecency and other sexual offences were committed at a rate of 59 per 100,000 in the LGA, much less than the rate of 100.1 committed at the state level.

A similar scenario was evident between the two geographies in relation to non-domestic violence related assault. Most offence types in Table 12 suggest that Canterbury Bankstown is safer and stronger than broader NSW.

Table 12 – Major offences in Canterbury Bankstown LGA, January to December 2018

Offence type	Canterbury Bankstown LGA		NSW	
	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population
Murder (recorded victims, not criminal incidents)	4	1.1	69	0.9
Domestic violence related assault	1,131	307.3	29,572	376.2
Non-domestic violence related assault	975	264.9	31,698	403.2
Sexual assault	185	50.3	5,816	74.0
Indecent assault, act of indecency and other sexual offences	217	59.0	7,867	100.1
Robbery without a weapon	73	19.8	1,492	19.0

Source: Crime Statistics and Research, 2020

5.2.2 Prosperous and innovative

Employment and income data provide an indication of a prosperous and innovative population. Three relevant baseline datasets are provided below.

Employment status

The Chullora industrial and employment lands traits are reflected in the employment data for the Chullora SA2. In the SA2, 65.7% of the population worked full-time and 20.7% worked part-time. These proportions are larger than the employment status figures in NSW and nationally (see Table 13).

As an additional illustration of the comparatively strong employment status in the SA2, the unemployment figures for its population were also lower by more than 1.5%.

Table 13 – Employment status

	Chullora	%	NSW	%	Australia	%
Worked full-time	302	65.7	2,134,521	59.2	6,623,065	57.7

	Chullora	%	NSW	%	Australia	%
Worked part-time	95	20.7	1,071,151	29.7	3,491,503	30.4
Unemployed	22	4.8	225,546	6.3	787,452	6.9

Industry of employment

In terms of industry of employment, the Chullora SA2 data is not dissimilar to the Greater Sydney region.

Table 14 depicts banking, construction, IT services, building and other industrial cleaning services and clothing retail as being the most prominent industries.

With the exception of IT services, each of these industry sectors provide the Chullora SA2 population proportionally with more than double the employment opportunities that they provide to the broader NSW population. This scenario reflects the urban economy of Chullora which excludes agricultural or primary production enterprises that would influence the NSW figures.

Table 14 – Industry of employment

	Chullora	%	NSW	%
Banking	17	4.9	63,678	1.9
Other Residential Building Construction	11	3.1	19,173	0.6
Computer System Design and Related Services	10	2.9	63,717	1.9
Building and Other Industrial Cleaning Services	10	2.9	41,390	1.2
Clothing Retailing	9	2.6	32,169	1

Income

As shown in Table 15, the median weekly personal income for people aged 15 years and over in Chullora SA2 was $779 (personal), $1,994 (family) and $1,973 (household). Compared to the equivalent figures for the NSW and Australian populations, people residing in the Chullora SA2 have strong incomes. In the case of personal income, individuals earn an income of at least $115 more per week.

Table 15 – Weekly income

	Chullora	NSW	Australia
Personal	779	664	662
Family	1,944	1,780	1,734
Household	1,973	1,486	1,438

5.2.3 Moving and integrated

Journey to work data was selected as an indicator of a moving and integrated population. In Chullora SA2, the most common methods of travel to work (see Table 16) for employed people were car as driver (55.7%), train (19.5%) and car as passenger (5.2%).

Other common census responses were worked at home (2.9%) and Train/bus (1.8%). On the census day, 25.6% of employed people used public transport (train, bus, ferry, tram/light rail) as at least one of their methods of travel to work and 65.1% used car (either as driver or as passenger).

Comparing the above Chullora SA2 figures with the NSW figures, the data are similar except for the train and other public transport travel modes which are more heavily patronised by the Chullora population. This is expected given the availability of public transport in Greater Sydney compared to regional areas across broader NSW. By this logic one might expect that the figures for car as driver would be lower amongst the Chullora SA2 compared to NSW, but there was not a large difference between the two percentage measurements.

Table 16 – Journey to work

	Chullora	%	NSW	%
Car, as driver	246	55.7	1,953,399	57.8
Train	86	19.5	252,786	7.5
Car, as passenger	23	5.2	144,820	4.3
Worked at home	13	2.9	163,026	4.8
Train, bus	8	1.8	60,155	1.8
People who travelled to work by public transport	111	25.6	540,215	16
People who travelled to work by car as driver or passenger	282	65.1	2,182,854	64.6
Car, as driver	246	55.7	1,953,399	57.8

5.2.4 Healthy and active

Two datasets (education status and physical activity) are analysed below to address the healthy and active success indicator in Council's corporate community strategy.

Educational status

Between the Chullora SA2 and NSW populations, there is a distinct difference in the educational status (school attendance) of pre-secondary school students as shown in Table 17. Excluding the non-Government primary school students, Chullora SA2 has smaller proportions of students attending both preschool and primary school.

The difference is most observable in the primary school category where 18% of the NSW population attends school compared with 11.9% in the local area. The pattern is reversed in the post-secondary school categories. The figures for the Chullora SA2 population exceed those recorded for the NSW population. There are almost 8% more people attending university in the Chullora SA2 area.

Table 17 – Educational status

	Chullora	%	NSW	%
Preschool	10	3.3	132,047	5.7
Primary - Government	36	11.9	417,465	18
Primary - Catholic	5	1.7	122,099	5.3

	Chullora	%	NSW	%
Primary - other non-Government	19	6.3	67,611	2.9
Secondary - Government	34	11.2	269,249	11.6
Secondary - Catholic	5	1.7	117,689	5.1
Secondary - other non-Government	11	3.6	79,915	3.4
Technical or further education institution	26	8.6	144,103	6.2
University or tertiary institution	72	23.8	376,133	16.2

Physical activity

The South Western Sydney local health district (LHD) data in Table 18 show the proportion of children aged 5-15 years old that were adequately physically active in 2017-2018.

Just over one quarter (25.7%) of the survey respondents from the South Western Sydney LHD reported that they were adequately physically active. The South Western Sydney LHD ranked 8th against all LHDs in the survey and scored the lowest of the LHDs in the Greater Sydney region.

Table 18 – Adequate physical activity by children

LHD	Number of Respondents	Per cent
Sydney LHD	161	23.4
South Western Sydney LHD	165	25.7
South Eastern Sydney LHD	188	18.5
Illawarra Shoalhaven LHD	216	24.4
Western Sydney LHD	166	21.8
Nepean Blue Mountains LHD	208	12.1
Northern Sydney LHD	178	22.3
Central Coast LHD	172	28.6
Hunter New England LHD	179	31.7
Northern NSW LHD	224	27.1
Mid North Coast LHD	208	31.6
Southern NSW LHD	178	25.7
Murrumbidgee LHD	209	31.4
Western NSW LHD	201	19.1
Far West LHD	100	34.3
Other, not stated	34	27.1
All LHDs	2,787	24.2

Source: NSW Ministry of Health, 2020

5.2.5 Liveable and distinctive

Housing affordability data are used below to address the liveable and distinctive social indicator.

Affordable housing

Table 19 contains mortgage and rental payment data for the Chullora SA2 and NSW scales. Housing affordability is conventionally determined by considering the proportion of household income that is spent on rent or as a mortgage repayment. “Lower income households that spend more than 30% of their gross income on housing costs are sometimes referred to as being in ‘housing stress’” (Australian Bureau of Statistics, 2018).

Property in Sydney is generally among the most expensive in Australia and this scenario is reflected by the median mortgage repayments in Chullora ($2,700/wk). Housing stress would be more common amongst the Chullora population compared to the NSW population, with 20.6% of the population paying mortgage repayments greater than or equal to 30% of household income. A similar pattern applies to rental payments.

Table 19 – Mortgage and rent payments

Payments	Chullora	NSW
Median mortgage repayments	$2,700/wk	$1,986/wk
Households where mortgage repayments are greater than or equal to 30% of household income	20.6%	7.4%
Median rent	$550/wk	$380/wk
Households where rent payments are greater than or equal to 30% of household income	15.5	12.9%

5.2.6 Leading and engaged

For the final baseline item, results from the 2019 NSW state election are used to illustrate the degree to which the population is leading and engaged. Voting formality and voting participation are the two relevant variables. The scale most suitable to this analysis is the Bankstown NSW electoral district as defined by the NSW Electoral Commission (2019).

Voting formality

The NSW Electoral Commission (2019) report that there is no significant difference in formality between regional and metropolitan areas. However, there are substantial differences across metropolitan Sydney.

Table 20 shows the election districts with the highest and lowest formality are all in the Sydney metropolitan area. The Bankstown election district has the highest voting informality rate in the state at 6.15%, an indication that leadership and engagement among the population could be improved.

Table 20 – NSW state election voting formality

Category	Election district	Informality rate (%)
NSW electoral districts with the highest informality rate	Bankstown	6.15
	Lakemba	6.13
	Auburn	6.03
	Fairfield	5.81
	Liverpool	5.43
NSW electoral districts with the lowest informality rate	North Shore	1.48
	Balmain	1.56
	Sydney	1.83
	Vaucluse	1.83

Category	Election district	Informality rate (%)
	Coogee	1.87

Voting participation rates

One measure of voting participation is the number of 'apparent failure to vote notices' issued by the NSW electoral commission following each state election. As a percentage of the district electoral roll, 10.33% of voters in the Bankstown election district received a notice. By comparison, 7.30% of the broader NSW population received a notice in the same year. The higher figure recorded in the Bankstown district may be interpreted as an indication of a less engaged population.

5.3 Existing social infrastructure

Social infrastructure refers to facilities and services that enhance the social capacity of communities and may include infrastructure related to health, housing, youth, aged care, leisure, community safety facilities and road safety (Franks, 2012).

As with the social indicators presented above, the social infrastructure identified in areas surrounding the Proposal prior to SSD approval will provide a reference point against which social impacts may be measured if the Proposal proceeds. Such impacts can take the form of a decrease in the quantity, diversity, or capacity of the existing social infrastructure, courtesy of demand from an expanded workforce and their relatives relocating to an area.

Conversely, an influx of staff and their families, or changes to the footprint of a Proposal may stimulate new social attributes of the communities, bolster organisational capacities, and contribute to the supply of services.

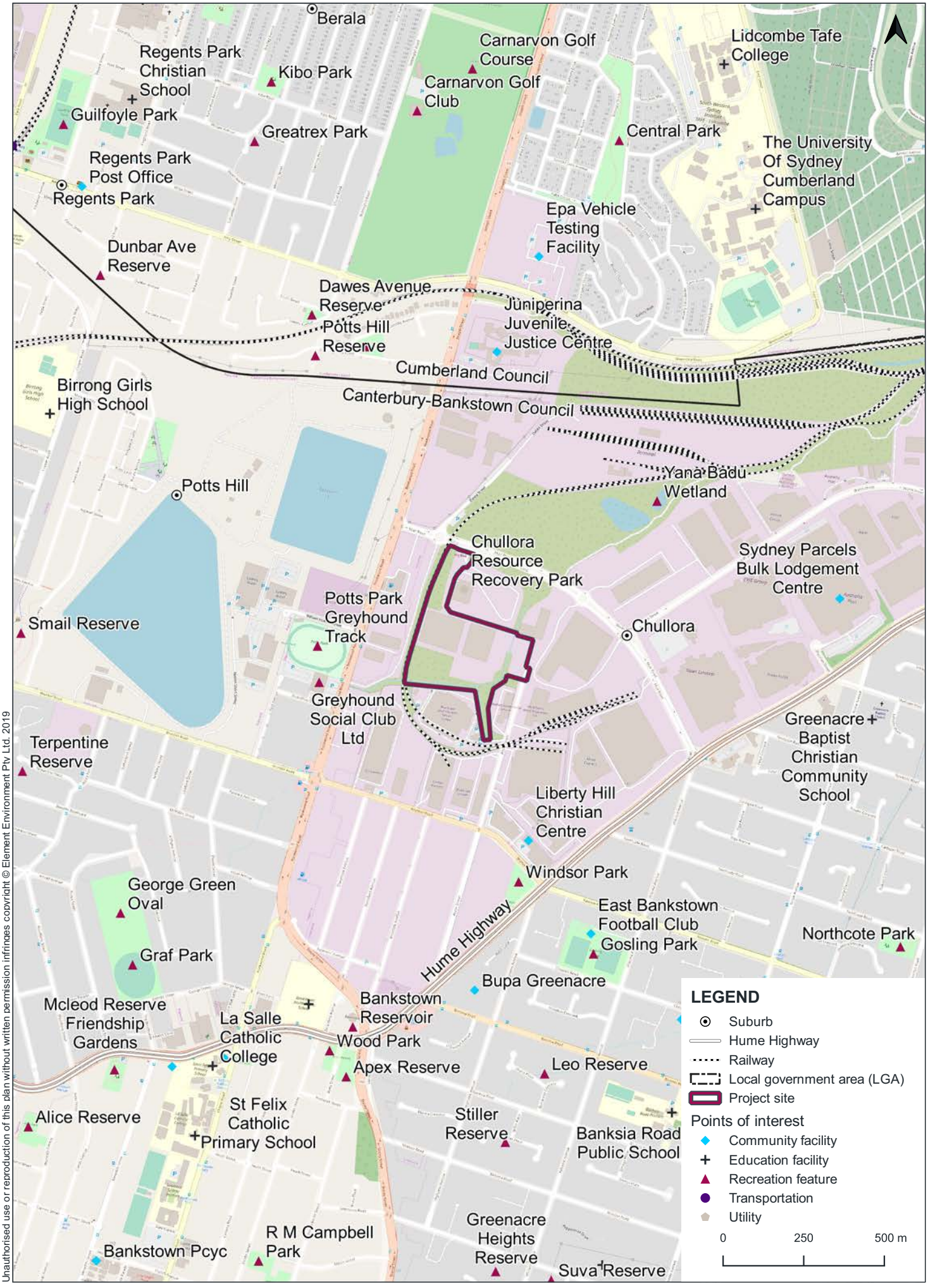
The following essential social infrastructure was identified, which underpin the social wellbeing of the population:

- parks, reserves and ovals;
- sport facilities (eg a golf course and football clubs);
- education institutions;
- transport infrastructure;
- justice facilities (eg Juniperina Juvenile Justice Facility);
- art and cultural facilities;
- health facilities;
- aged care facilities; and
- places of worship (eg Liberty Hill Christian Centre).

The locations of all identified infrastructure are shown in Figure 8.

Figure 8
Social Infrastructure

CHULLORA MATERIALS RECYCLING FACILITY
Social Impact Assessment



CHAPTER 6

IMPACT ASSESSMENT

6 ASSESSMENT OF SOCIAL IMPACTS

This chapter summarises the assessment of the potential negative social impacts associated with the construction and operation of the Proposal. Predicted positive impacts associated with the Proposal are also assessed. Outcomes of the assessments are discussed according to the social risk matrix in Appendix C3 of the Guideline (see Appendix D).

6.1 Way of life

'Way of life' was the first social impact category considered and assessed for the Proposal. According to the guideline, this applies to the influence of the Proposal on how people live, work, play and interact with one another on a daily basis. It was considered as part of the SIA scoping exercise (refer to the summary in section 4.1.4) and determined to be a category not influenced by the Proposal. It was subsequently disqualified from the SIA.

6.2 Community

Consistent with the guideline, 'community', including its composition, cohesion, character, how it functions, and sense of place, was considered in the SIA. The matter was considered during scoping and determined to be a social impact category not affected by the Proposal. Refer to the scoping tool results summary in section 4.1.4 for an explanation regarding its disqualification from the SIA.

In the absence of any contrary evidence gathered during this SIA, a range of explanations might be plausible as to why a community impact did not emerge. The industrial nature of the site, its long-term function as a waste handling facility and its separation from residential properties are potentially among the factors.

6.3 Access to and use of infrastructure, services and facilities

The social impact category related to access and use of infrastructure (per the guideline), was identified in the SIA as being relevant to the Proposal. The social matter subsets of this category that required assessment include impacts to the 1) road and rail network, 2) built environment (other built assets), and 3) Community (services and facilities).

6.3.1 Road and rail network

The 'road and rail network' was identified as a social matter potentially affected by the Proposal which required further assessment via the ECA method in the SIA scoping. The specific focus of the ECA was traffic delays and network access impacts (either as local or cumulative issues) in Chullora or its immediately adjacent suburbs.

Fifty-five online media articles were obtained and analysed as part of the ECA (see Appendix E for the ECA protocol and list of articles), to assess the social impacts to public infrastructure. Of those articles, 43 were disqualified based on geography or because they did not contain a discourse about traffic delays or network access.

The following four discourses emerged from the ECA exercise, two conveying positive sentiment and two conveying negative sentiment towards the subject social impacts:

1. clearways improve LGA road network and alleviate traffic volumes;
2. government commitment to improve traffic problems;
3. potential traffic delays as a result of maintenance work; and

4. cumulative traffic/delays congestion occurs in the local area.

The discourses numbered three and four are directly relevant to traffic delays or network access issues. Below are extracts from articles associated with these discourses which illustrate the type of commentary they expressed:

> "Stacey St *[sic]* has the dubious honour of being the seventh slowest road in Australia and New Zealand and the slowest road outside the Sydney CBD. Stacey St's *[sic]* unflattering reviews has been confirmed by Ausroad and gives extra importance as Roads and Maritime Services start preliminary work for the proposed upgrade of this vital transport artery, which taxes the patience of motorists.
>
> …
>
> He *[Blaxland state Labor MP Jason Clare]* said Stacey St *[sic]* needs three lanes in both directions from Bankstown Central shopping centre all the way to the Hume Highway. "Sometimes it can take 40 minutes just to travel 5km," he said. "Stacey St *[sic]* is a major bottleneck, especially the intersection of Stacey St *[sic]* and the Hume Highway. What's needed here is an overpass or interchange to get traffic flowing" (Machado, Work starts on slow roads, 2018); and
>
> "Greenacre traffic, safety of children issues raised. Chullora marketplace in Waterloo Rd *[sic]*, Greenacre, will be transformed into a multistorey development with hundreds of units and a piazza if a proposal is accepted by the council
>
> …
>
> The proposal has received a positive response from Canterbury Bankstown Council and the Local Planning Panel with the company's representatives addressing the council at its recent meeting. However, more studies will be undertaken before the green light is given. Some councillors are worried about the impact on the already heavy traffic in the area" (Machado, Plan for 300 units on site of marketplace, 2018).

Whilst traffic delays and network access impacts are associated with the discourses created by this and similar media commentary, neither the Proposal, Chullora, or the ASI were their exclusive focus or cited as having a future connection to traffic impacts. These observations have implications for the assessment of social impacts under the 'road and rail network' social impact category. They suggest that the social impacts in question are exclusively cumulative in nature.

The guideline states that for "impacts identified as requiring further assessment in the EIS, consideration should be given to their potential contribution to cumulative impacts" (NSW Department of Planning, Industry and Environment, 2017, p. 37). Strictly from a cumulative impact perspective, results of the ECA illustrate a social unease in relation to the collective volume of traffic across the LGA, traffic delays, and network access issues. These issues are created by vehicles and road users across an area much broader than the ASI.

ECA results aside, the SIA also considered results of the specialist traffic impact assessment (refer Transport Planning Partnership, 2020) prepared for the EIS. The study addresses the two matters above among many other traffic details of the Proposal. It assessed the MRF traffic impacts to be minor, found the existing road infrastructure has capacity to absorb such minor impacts to the road network, and that road upgrades, infrastructure works or new roads would not be required for the development.

Therefore, this social impact was assessed to have a **low social risk rating** during both the construction and operational project life-cycle stages. This rating was applied on the prediction that the additional traffic generated by the Proposal would have a minor contribution to the cumulative social impact evident in public commentary emerging from the ECA, and to the extent,

duration, severity and sensitivity of the potential impact. Considering the industrial nature of the ASI and the traffic impact assessment results, the impact is considered to be immaterial.

6.3.2 Built environment (other built assets)

A potential positive benefit of the Proposal was identified in the SIA scoping in relation to 'built environment (other built assets)'. The predicted benefit explored further via desktop analysis is the improvement that the MRF would bring to the built environment at the site.

Since demolition of the previous Chullora RRC the site has been used at a reduced capacity. An aerial photograph captured in February 2020 (see Figure 9) reflects the current site usage for storage and garbage truck parking among other uses. Figure 9 also illustrates that the built form is not equivalent to a modern, world-class waste recycling facility.

Despite a final design for the MRF being unavailable, it is obvious from the photograph that its establishment at the site would create a significant built form improvement. It would create a use for much of the redundant land shown in Figure 9. It would provide an architecturally designed facility, substantially improved property access, and purpose-built and enclosed storage/parking areas rather than the current ad-hoc arrangement on site.

The social benefits of the above built form improvements would likely be felt by both MRF customers and employees. Customers would benefit from ease of access and clearly delineated operational areas that would aid their physical movement around the site. The built form would potentially produce a time saving for customers by reducing the duration of their transport tasks.

Employees would potentially also realise these benefits and in addition, would enjoy new workspaces that the MRF would create. The MRF would provide a purpose-built work environment for staff and improve their workplace experience. Site neighbours would potentially also gain a social benefit (eg visual and acoustic amenity) from the MRF built form.

It is predicted the Proposal will yield a **moderate positive impact** from a built environment (other built assets) perspective. This prediction is based on the forecast moderate level of interest, scale of benefit, equity in the distribution of the benefit, and likelihood of the benefit.

Figure 9 – Recent aerial photograph of the site

6.3.3 Community (services and facilities)

The Proposal was considered during scoping to have a potentially significant positive impact to the 'community (services and facilities)' social impact category due to a direct connection to improved recycling services. Consistent with the guideline and scoping tool results, desktop research was again used to further explore this potential positive impact.

Commentary in the scoping report about the status of Australia's waste industry and pressure derived from China's stringent enforcement of its National Sword policy demonstrates that a waste crisis exists on a national scale. The crisis is well known in NSW by local government representatives:

> "For example, the Hunter Joint Organisation of Councils, which represents ten councils in the Hunter/Central Coast Waste Region of New South Wales, submitted that in its region, there is "limited reprocessing infrastructure…for dry recyclables, with two MRFs taking materials from almost one million residents". As the local and regional markets for recycled materials are 'relatively immature', it advised that 'a large proportion of dry recyclables are sent overseas for recycling'.
>
> ….
>
> Similarly, Maitland City Council submitted that the "markets for most recyclables in Australia are unable to absorb the quantity of material collected". As a result, unstainable practices such as stockpiling and export to overseas markets are occurring. The NWRIC also submitted that it considers that the markets for glass, soft plastic and end of life tyres 'are under stress…or have failed'" (Australian Parliament House, 2018, p. 72).

The limited number of waste reprocessing facilities is a distinct problem for NSW and the nation, one that the NSW Government recognises and is targeting via its Major Resource Recovery Infrastructure grant program (NSW EPA, 2020). The program funds the construction of new major recycling and waste processing facilities, to increase the amount of material being recovered, reused, recycled and reprocessed. It complements the Resource Recovery Facility Expansion and Enhancement program, which funds capital works for existing facilities. In government recognition of the benefits that the Proposal will bring to the state, SUEZ are the recipients of two grants under the program (see Table 21).

Table 21 - Major Resource Recovery Infrastructure grant project summaries

Project name	Grant amount awarded	Description
SUEZ Chullora fibre beneficiation facility	$4,800,000	Historically, recycled fibre (paper and cardboard) was exported to China and other Asian countries; however, due to contamination concerns these export markets have become drastically restricted. As a result, some recycled paper and cardboard is being landfilled. Local paper mills also receive recycled fibre but are significantly tightening their allowable contamination levels. SUEZ will build a fibre beneficiation facility in Sydney, which will process 100,000 t each year of recycled paper and cardboard. The facility will de-contaminate and sort the fibre into clean cardboard, newspaper and mixed paper which will meet the criteria for sale to local paper mills.
SUEZ Chullora plastics beneficiation facility	$3,305,000	Historically, recycled plastics were exported to China and other Asian countries; however, due to contamination concerns these export markets have become drastically restricted with recycled plastics being stockpiled or landfilled. The Council of Australian Governments has agreed to ban exports of recyclable waste from Australia. To address the lack of local

Project name	Grant amount awarded	Description
		plastic processing capacity, SUEZ will build a plastics beneficiation facility in Sydney, which will process 16,000 t each year of mixed plastics separated from household recycling and general waste bins. The plastic will be sorted, washed and flaked to produce valuable plastic flakes for sale to local plastics manufacturers.

Source: NSW EPA, 2020

Government support for recycling solutions is shared by the community more broadly. The *National Waste Report 2018* (Blue Environment, 2018) highlights that very experienced people in the community are ready and willing to contribute information and ideas to improve waste management in the coming years. The community acknowledges the new market circumstances. It demands expansive and enduring recycling, the associated economic growth, and is eager for the market to "obtain a renewed social licence to operate" (Blue Environment, 2018, p.77).

The recycling crisis, the solution that the Proposal will provide, and the potential positive social impacts that the Proposal will yield to the NSW population are compelling. Therefore, it is predicted that the Proposal will create a positive impact to the community (services and facilities) social impact category. This prediction is made on the basis that the level of interest, scale of benefit, equity in the distribution of the benefit, and likelihood of the benefit would be **high**.

6.4 Culture

The social impact category 'culture' was considered and assessed for the Proposal. According to the guideline, this applies to shared beliefs, customs, values and stories, and connections to land, places, and buildings (including Aboriginal culture and connection to country). These matters were considered as part of the SIA scoping (refer to the summary in section 4.1.4) and determined to be a category not influenced by the Proposal. It was subsequently disqualified from the SIA.

6.5 Health and wellbeing

According to the guideline, the 'health and wellbeing' social impact category relates to the impact of a project on physical and mental health. This social impact category was considered as part of the SIA scoping (refer to the summary in section 4.1.4), determined to be a category not influenced by the Proposal, and disqualified from the SIA.

6.6 Surroundings

The surroundings social impact category outlined in the guideline was identified in the SIA as being relevant to the Proposal. The social matter subsets of this category that required assessment are impacts to the 1) amenity (acoustic), 2) amenity (odour) and 3) community (services).

6.6.1 Amenity (acoustic)

'Acoustic amenity' in both the construction and operational phases of the MRF emerged as a topic requiring investigation in the SIA. An online survey was the method selected to investigate this matter under the surroundings social impact category.

Nil responses were obtained via the survey. This is despite all stakeholders adjacent to the site being invited to participate, and a web link and invitation to complete the survey being hosted on the dedicated Proposal webpage. The risk that potential survey respondents were not aware of the survey's existence was offset by SUEZ staff contacting stakeholders adjacent to the site mid-

way through the survey period. The lack of survey participation is interpreted as a lack of interest in the Proposal on behalf of the target stakeholders.

Noise and vibration impacts were assessed by Wilkinson Murray (2020) and its study was reviewed to assess acoustic amenity social impacts. The noise and vibration assessment concluded that predicted construction noise levels will exceed the established noise management level by up to 1 decibel (A-weighted) at the most potentially affected residential receivers in the ASI (refer Figure 7). No vibration intensive plant is expected to be used during the construction of the Proposal. Therefore, vibration impacts were considered unlikely and were not assessed further. A range of measures were identified to mitigate construction noise impacts. The Proposal will comply with operational and road noise criteria at all sensitive receivers.

The Proposal is predicted to have a **low social risk rating** given the lack of online survey responses and the noise and vibration study results. Pending the construction noise mitigation measures are implemented as per the noise and vibration study, the SIA predicts that acoustic amenity impacts would be immaterial in terms of their extent, duration, severity and sensitivity, and that additional mitigation measures would be unnecessary.

6.6.2 Amenity (air-quality

The second social matter assessed under the surroundings category was air-quality amenity. The online survey was again the method selected for the SIA, and a section of the survey was dedicated to gather feedback specifically about potential odour impacts. Survey participation and results are discussed above and had the same influence on the assessment of this matter.

The air-quality assessment (Katestone Environmental, 2020) conducted for the Proposal found that any emissions to air during the construction phase would be due to diesel exhaust emissions of vehicles bringing material to site or operating on site. The following air-quality matters were considered for the proposed operations:

- wheel generated dust from transport of incoming and outgoing waste along the sealed road to and from the MRF;
- dust due to screening, shredding, crushing and other material transfers within the MRF;
- emissions of exhaust pollutants including NOx, SO2, CO and particulates from vehicle movements on-site and mobile equipment within the MRF; and
- odour from small amounts of incoming waste, depending on the source of the waste, its cleanliness and storage prior to arrival at the MRF. Odour is not expected so a conservative assessment was undertaken.

Overall, Katestone Environmental (2020) predicted that the MRF is to have a minimal impact on air-quality in the local area.

Considering both the survey responses and the findings of the air-quality assessment, air-quality disturbance to nearby tenants in the construction and operational phases of the MRF is predicted to have **a low, immaterial social risk rating**. This rating considers the minor extent, duration, severity and community sensitivity associated with the impact.

6.6.3 Community (safety)

Safety, both actual and the perceived fire safety risk at the MRF, was identified in scoping to be relevant to the SIA. Direct consultation was the SIA method selected to further explore this issue.

In March 2020, the project team attempted to directly consult via telephone representatives from each of the 24 properties inside the red boundary shown in Figure 10. Note that each property was also the target of the community flyer letterbox drop.

For the purposes of direct consultation, where a voicemail system was reached a message was left which identified the Proposal and a call back was requested. Nine of the properties either did not have an active voice mail system or had a disconnected phone number.

An open question about the Proposal was posed to each stakeholder. Their feedback was invited in relation to their concerns or queries about the Proposal. Only one stakeholder provided a material response by:

- requesting an overview of the MRF operations;
- stating that the MRF would be a good idea; and
- stating that the Proposal raises no personal concerns.

The single response derived from the direct consultation (a scenario also evident following the letterbox drop) was considered when assessing the community safety social impact category.

There is no suggestion that stakeholders hold a perceived safety risk in relation to fire and the MRF. Based on these results, the impact for the local community at all stages of the project life-cycle is predicted to have a **low social risk rating** considering the impact's characteristics (ie extent, duration, severity and sensitivity). The risk is considered to be immaterial, and mitigation measures to address the perceived fire safety risk are not required beyond those which form part of the Proposal, namely:

- separation of waste stockpiles to the extent possible;
- installation of A-rated fire-resistant walls between sections of the MRF;
- sprinkler systems and fire suppression infrastructure; and
- placement of hydrants.

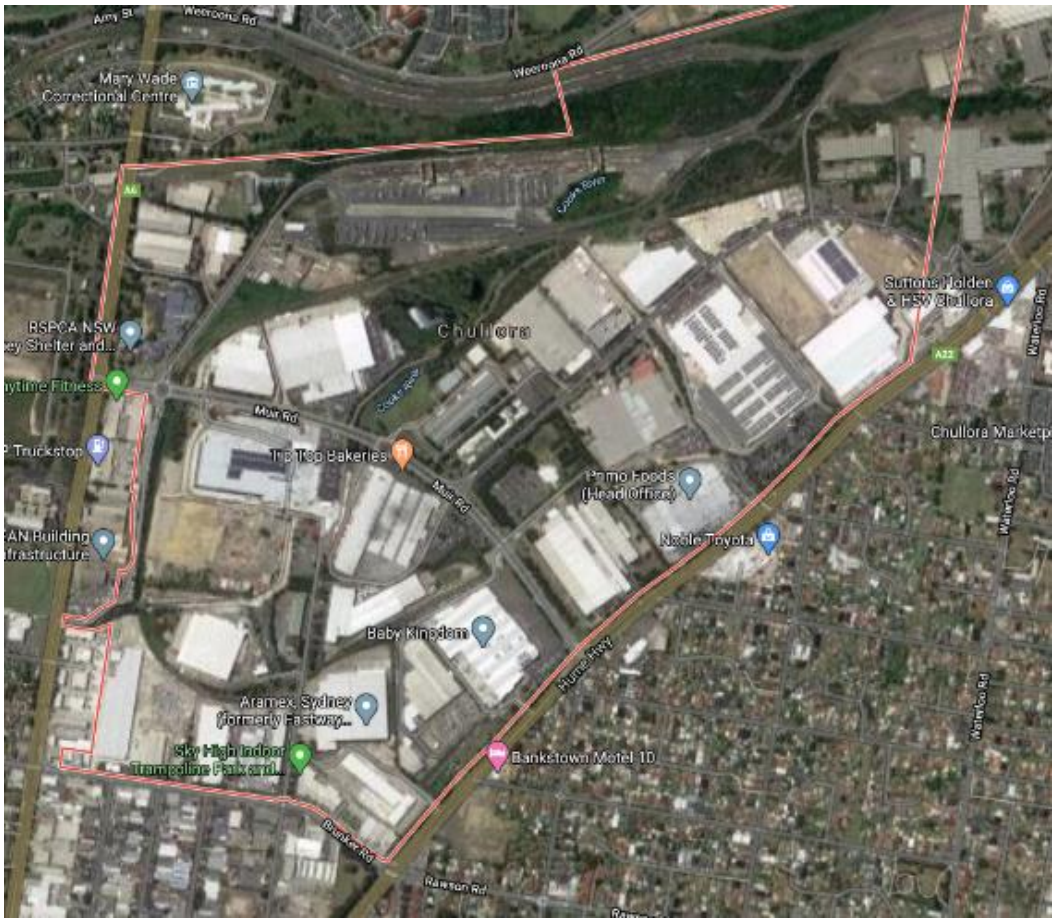


Figure 10 - Properties directly consulted

6.7 Personal and property rights

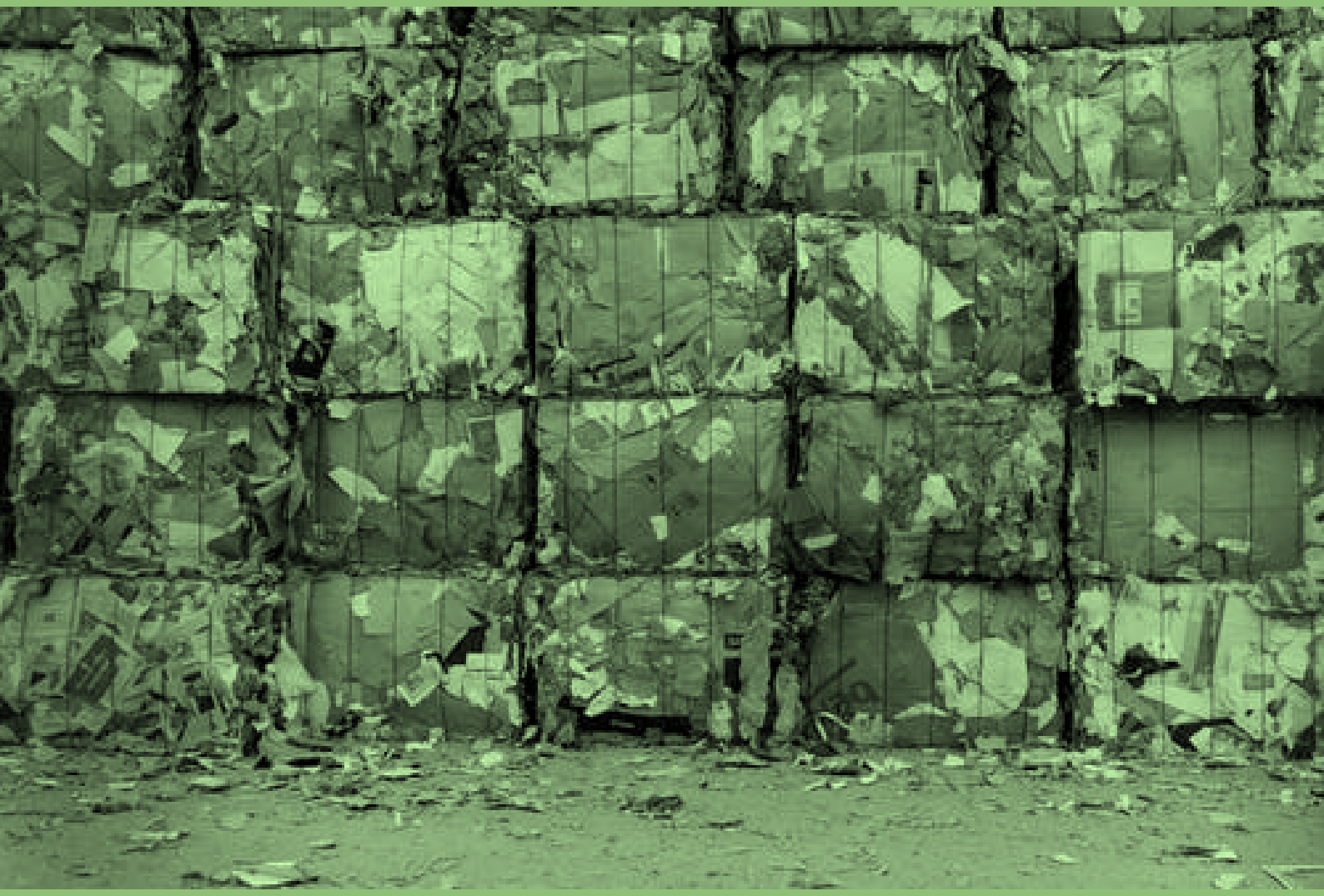
Defined in the guideline as affects to economic livelihoods, personal disadvantage or civil liberties, the 'personal and property rights' social impact category was considered in the SIA. It was not identified in scoping as having relevance to the SIA and was, therefore, disqualified per the summary in Section 4.1.4.

6.8 Decision-making systems

'Decision-making systems' is the social impact category that relates to the influence that individuals have on decisions that affect their lives, and access to complaint, remedy and grievance mechanisms. This category did not emerge in the SIA scoping as one that was potentially affected by the Proposal, or one that required attention in the SIA. It was subsequently disqualified from the SIA for the reasons outlined in the summary in Section 4.1.4.

6.9 Fears and aspirations

According to the guideline, the final social impact category assessed during the SIA was 'fears and aspirations'. The category relates to one or more of the social impact categories discussed previously, or fears about the future of the communities surrounding the project. This category did not emerge as one likely to be influenced by the Proposal and was disqualified from the SIA. Again, the rationale for its disqualification is provided in Section 4.1.4.



CHAPTER 7

MITIGATION MEASURES AND CONCLUSION

7 MITIGATION MEASURES AND CONCLUSION

7.1 Mitigation measures

A Construction Environmental Management Plan and an Operational Environmental Management Plan would be developed and would provide a social impact management and monitoring framework for the MRF.

A social impact monitoring framework would apply to all phases of the Proposal life-cycle. Although assessed to be immaterial, the negative social impacts that were initially predicted in SIA scoping would be subject to monitoring.

Table 22 outlines the social issues which would be monitored to ensure compliance and meet the social objectives. In accordance with the guideline, the table outlines the:

- key social issues to be monitored;
- how and when monitoring data would be collected; and
- community participation.

Although not included in Table 22, the Proposal complaints register is an additional data source that applies to each social issue and would provide value to the monitoring framework. The register would continue to operate and provide data in relation to each social issue should a complaint be submitted.

Table 22 – Monitoring framework

Social impact category	Social issue	Data source	Data availability / frequency
Access to and use of infrastructure, services and facilities	Proposal related traffic delays and network access impacts	Community feedback via Council	As available
		Community feedback received via SUEZ corporate communications channels or staff	
Surroundings	Amenity (acoustic and air quality)	Environmental and safety assessments/audits	As specified in respective management plans
	Community safety	Community feedback via Council	As available
		Community feedback received via SUEZ corporate communications channels or staff	

7.2 SIA Conclusion

This SIA report outlines the process to identify, predict, evaluate, and develop responses to the social impacts of the Proposal. The report supports the EIS and SSD application.

SUEZ is seeking to establish a state-of-the-art RRP at 21 Muir Road, Chullora in Sydney. The applicant is proposing to develop and operate the first phase of the Chullora RRP as a MRF. It would involve the construction and operation of a MRF with a material handling capacity of up to 172,000 tpa.

The social baseline for the Proposal was designed in accordance with the social indicators and ‘success indicators’ in Council’s corporate community strategy. The social baseline analysis

suggests that the population of Chullora is no more or less susceptible to types of social impacts that may be generated by the Proposal and that the Proposal is well-suited to the existing Chullora area in terms of its scale and industrial nature.

The baseline indicates that, in comparison to the NSW population, the Chullora SA2 population:

- committed proportionally fewer of the NSW major criminal offences with the exception of murder and robbery with a weapon, which were marginally higher in NSW (note the Canterbury Bankstown LGA was the geographic area relevant to crime data);
- has stronger employment status and income data;
- reflects the NSW norms in terms of its journey to work (excluding public transport travel modes);
- has smaller proportions of students attending both preschool and primary school;
- would be more likely to experience housing stress due to the mortgage and rent payments attracted by Sydney property; and
- had a lower voting participation rate and a similar informal voting rate, yet it had the highest rate of informal votes recorded in the Sydney metropolitan area.

A range of engagement and SIA methods were used to collect and analyse information to predict the potential social impacts of the Proposal. Results of the SIA analysis were considered according to the social impact categories defined in the guideline. Of those categories, two were predicted to apply:

1. access to and use of infrastructure, services and facilities; and
2. surroundings.

The Proposal is predicted to yield positive impacts for the regional and local populations in the first of these categories. Firstly, the built environment would see a moderate positive impact (without any enhancement) if the MRF is developed at the site. The MRF would benefit customers and employees working at the site in terms of site access, time efficiencies, and an improved, more attractive built environment.

Secondly, substantial positive impacts are predicted to be borne for community services and facilities as a result of the advanced recycling capabilities the MRF would bring to the local area, Greater Sydney, and beyond. Again, no enhancement would be required to realise this positive impact which is vital for a society increasingly concerned about waste and recycling.

In relation to the Proposal, the ‘do nothing’ or ‘not approved’ scenarios would prevent the realisation of these potentially positive impacts and their clear benefits for the local and regional community. A ‘do nothing’ scenario would preserve the current condition of the site which was damaged by fire and currently underutilised when considering its potential use according to the Proposal. The site would be of comparatively less social value to those who interact with it regularly including adjacent workplace neighbours. In terms of community services, any alternative to the ‘approved’ scenario would stifle the realisation of a significant recycling opportunity, previously recognised by NSW EPA and its Major Resource Recovery Infrastructure grants. This alternative would have dire consequences for the recycling opportunities available to local and regional populations.

Negative social impacts that emerged and were assessed in the SIA were:

- cumulative social unease about traffic delays and network access issues across the LGA;
- acoustic disturbance to nearby tenants in the construction phase of the MRF;
- air-quality impacts to nearby tenants in the operational phase of the MRF; and
- perceived safety risk held by the community in relation to fire at the MRF.

These negative social impacts were assessed and determined to have low social risk ratings and considered to be immaterial to the Proposal. The social impacts are summarised in Table 23.

Table 23 – Summary of predicted social impacts

Social impact type	Social impact category	Predicted social impact
Positive	Access to and use of infrastructure, services and facilities	Built environment improvement (moderate social impact).
		Advanced recycling capability to mitigate regional recycling crisis and satisfy a society demanding waste industry reform (high social impact).
Negative	Access to and use of infrastructure, services and facilities	Cumulative social unease about traffic delays and network access issues across the LGA (immaterial, low social risk rating).
	Surroundings	Acoustic disturbance to some residences at the residential block in the ASI, in both the construction and operational phases of the MRF (immaterial, low social risk rating).
		Air-quality disturbance to nearby tenants in the construction and operational phases of the MRF (immaterial, low social risk rating).
		Perceived safety risk held by the community in relation to fire at the MRF (immaterial, low social risk rating).

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Appendix A

Social impact categories from section 1.1. of the guideline (NSW Department of Planning, Industry and Environment, 2017)

1.1 What are social impacts?

In the context of this guideline, a social impact is a consequence experienced by people[5] due to changes associated with a State significant resource project. As a guide[6], social impacts can involve changes to people's:

- **way of life**, including:
  - how people live, for example, how they get around, access to adequate housing
  - how people work, for example, access to adequate employment, working conditions and/or practices
  - how people play, for example, access to recreation activities
  - how people interact with one another on a daily basis
- **community**, including its composition, cohesion, character, how it functions and sense of place
- **access to and use of infrastructure, services and facilities**, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or volunteer groups
- **culture**, including shared beliefs, customs, values and stories, and connections to land, places, and buildings (including Aboriginal culture and connection to country)
- **health and wellbeing**, including physical and mental health[7]
- **surroundings**, including access to and use of ecosystem services[8], public safety and security, access to and use of the natural and built environment, and its aesthetic value and/or amenity[9]
- **personal and property rights**, including whether their economic livelihoods are affected, and whether they experience personal disadvantage or have their civil liberties affected
- **decision-making systems**, particularly the extent to which they can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms
- **fears and aspirations** related to one or a combination of the above, or about the future of their community.

Appendix B

Scoping tool

What does the proposal mean for people?	AMENITY	acoustic	Likely	An noise impact assessment has been commissioned as part of the feasibility study and the results shared with the community to confirm any disturbance would be short term and there is limited odour impact.	Y	Y	Y	?	Yes	Unknown	Project Specific	No	Key Issue + CIA
		visual											
		odour	Likely	The Proposal would not receive green or other organic waste and is of sufficient distance to residential receivers to make odour impacts likely to be negligible. Nevertheless, construction air quality impacts, operational dust and vehicle emissions, and operational odour are potential risk to social well-being.	Y	Y	?	?	Yes	No	Project Specific	No	
		microclimate											
		other - please specify											
	ACCESS	access to property											
		utilities											
		road and rail network	Likely	Concern that construction and/or operation of the plant will generate increased traffic volumes	Y	Y	Y	?	Yes	No	Standard	No	Other Issue
		offsite parking											
		other - please specify											
	BUILT ENVIRONMENT	public domain											
		public infrastructure											
		other built assets (FIRE DAMAGE)											
		other - please specify											
	HERITAGE	natural											
		cultural											
		Aboriginal cultural											
		built											
		other - please specify											
	COMMUNITY	health											
		safety	Likely	Concern of waste management facilities catching fire Association with previous fire incident at Chullora Resource Recovery Park	N	Y	Y	Y	Yes	No	Project Specific	No	Key Issue
		services and facilities (world class recycling)											
		cohesion, capital and resilience											
		housing											
		other - please specify											
	ECONOMIC	natural resource use											
		livelihood											
		opportunity cost											
		other - please specify											

Filter results	Remove filter	Scoping results from EIS Worksheet			Is there a social impact?		What information will be required to assess the social imapct?		
Social and environmental matters *Click on a matter below for brief description, or refer to full glossary*			Outline of impact *(Auto fill from EIS worksheet)*	Is a material effect on the matter expected? *(Auto fill from EIS worksheet)*	Is there community or other stakeholder concerns regarding the impact or activity? *(Auto fill from EIS worksheet)*	With regard to the matter expected to be impacted, will there be a social impact? *Select this cell for brief description, or click link above for further detail* Yes/No *(Select from list)*	If yes, outline the social impact *(Manual entry, if not already covered in column D)* If no, outline why *(Manual entry)*	Are impacts on the matter expected to require a non-SIA specialist study? *(Auto fill from EIS worksheet, then manually enter non-SIA report type)*	Will the non-SIA specialist study address the social impact? *Click on link above for further detail on potential classifications* *(Select from list)*	Level of assessment for the social impact in the SIA *Click on link above for further detail on potential classifications* *(Auto fills)*
What does the proposal mean for people?	AMENITY	acoustic	An noise impact assessment has been commissioned as part of the feasibility study and the results shared with the community to confirm any disturbance would be short term and there is limited odour impact.	Yes	No	Yes		Yes - enter generic title	Yes - in part	Standard SIA
		visual								
		odour	The Proposal would not receive green or other organic waste and is of sufficient distance to residential receivers to make odour impacts likely to be negligible. Nevertheless, construction air quality impacts, operational dust and vehicle emissions, and Operational Odour are a risk to social well-being.	Yes	No	Yes		Yes - enter generic title	Yes - in part	Standard SIA
		microclimate								
		other - please specify								
	ACCESS	access to property								
		utilities								
		road and rail network	Concern that construction and/or operation of the plant will generate increased traffic volumes	Yes	No	Yes		No	Yes - in part	Standard SIA
		offsite parking								
		other - please specify								
	BUILT ENVIRONMENT	public domain								
		public infrastructure								
		other built assets								
		other - please specify								
	HERITAGE	natural								
		cultural								
		Aboriginal cultural								
		built								
		other - please specify								
	COMMUNITY	health								
		safety	Concern of waste management facilities catching fire Association with previous fire incident at Chullora Resource Recovery Park (may cause a lack of safety perception)	Yes	No	Yes		Yes - enter generic title	Yes - in part	Standard SIA
		services and facilities								
		housing								
		cohesion, capital and resilience								
		other - please specify								
	ECONOMIC	natural resource use								
		livelihood								
		business opportunity								
		other - please specify								

Appendix C

Environmental screening outcomes (Arcadis, 2020)

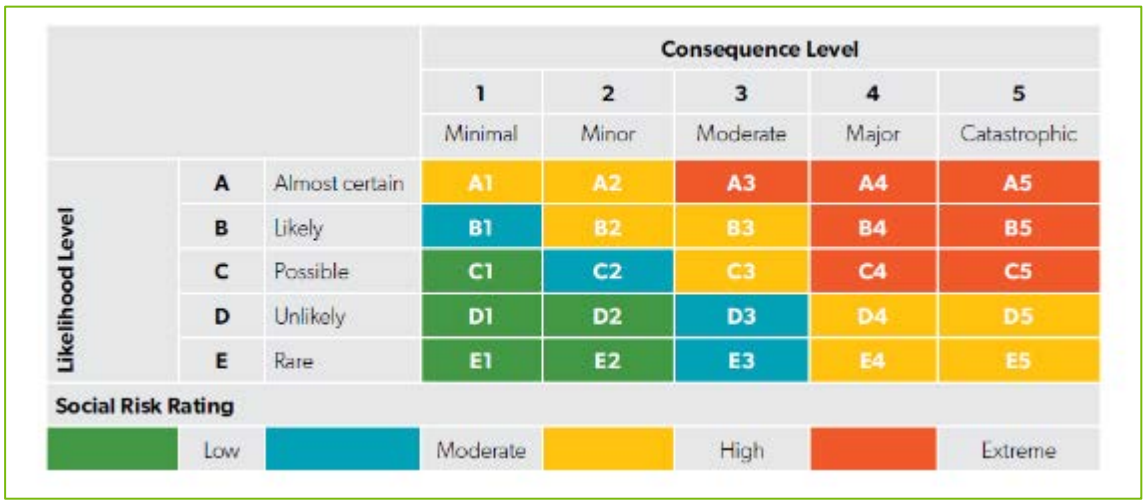
Issue	Unmitigated Environmental Risk Screening			Environmental Assessment Significance
	Likelihood	Consequence	Risk	
Traffic, access and car parking				
Construction traffic and transport impacts	Possible	Not significant	Low	High
Operational traffic and transport impact on surrounding network	Likely	Major	Very high	
Noise and vibration				
Construction noise and vibration impact on sensitive receivers	Possible	Not significant	Low	Moderate
Operational noise and vibration impact on sensitive receivers	Possible	Moderate	Moderate	
Air Quality				
Construction air quality impacts on sensitive receivers	Improbable	Not significant	Very low	Moderate
Operational dust and vehicle emissions on sensitive receivers	Possible	Moderate	Moderate	
Operational odour impact on sensitive receivers	Improbably	Minor	Low	
Water quality and hydrology				
Potential to encounter groundwater during construction	Rare	Minor	Very low	Moderate
Potential for water contamination during construction	Improbable	Moderate	Low	
Change in flooding regime resulting in increased flood impacts	Likely	Moderate	High	
Soils and contamination				
Potential to encounter contaminated soils during construction	Rare	Minor	Very low	Low

Issue	Unmitigated Environmental Risk Screening			Environmental Assessment Significance
	Likelihood	Consequence	Risk	
Contamination of soils caused by spills and leaks	Possible	Moderate	Moderate	
Hazards and risk				
Storage and handling of dangerous goods causing risk	Improbable	Minor	Low	High
Potential fire or other hazard and risk	Possible	Major	High	
Greenhouse Gas (GHG) Emissions				
GHG emissions from direct and indirect sources	Likely	Minor	Low	Low
Biodiversity				
Construction or operational impact to flora and fauna	Rare	Not significant	Very low	Low
Potential impact to threatened flora and fauna that the site may support	Rare	Not significant	Very Low	
Waste management				
Construction waste generation	Likely	Not significant	Low	Low
Operational waste handling and generation	Likely	Not significant	Low	
Visual				
Construction (temporary) impact on visual landscape on sensitive receivers	Improbable	Minor	Low	Low
Long-term impact on visual landscape on sensitive receivers	Improbable	Minor	Low	
Social and economic				
Amenity impacts during construction and operation	Improbable	Minor	Low	Very low

Issue	Unmitigated Environmental Risk Screening			Environmental Assessment Significance
	Likelihood	Consequence	Risk	
Property and land use impacts	Rare	Not significant	Very low	
Creation of employment opportunities	Likely	Minor	Moderate (positive)	
Aboriginal and non-Aboriginal heritage				
Construction or operational impacts to Aboriginal heritage	Rare	Not significant	Very low	Very low
Construction or operational impacts to non-Aboriginal heritage	Rare	Not significant	Very low	

Appendix D

Social risk matrix



			Consequence Level				
			1	2	3	4	5
			Minimal	Minor	Moderate	Major	Catastrophic
Likelihood Level	A	Almost certain	A1	A2	A3	A4	A5
	B	Likely	B1	B2	B3	B4	B5
	C	Possible	C1	C2	C3	C4	C5
	D	Unlikely	D1	D2	D3	D4	D5
	E	Rare	E1	E2	E3	E4	E5
Social Risk Rating							
	Low		Moderate		High		Extreme

Appendix E

ECA protocol

TABLE A

Case No.	Search string	Publication	Date of article	Title	Frame	Theme	Discourse	Notes
1	Traffic	Canterbury Bankstown Express	29/010/2019	Clearways will help traffic flow	1	1	1	
2	Traffic	Canterbury Bankstown Express	27/03/2018	MORNING TRAFFIC NIGHTMARE	DQ			Disqualified by geography
3	Traffic	Canterbury Bankstown Express	3/19/2019	Premier pledge on local traffic	2	2	2	
4	Traffic	Canterbury Bankstown Express	11/12/2018	Traffic will be affected	DQ			Disqualified by geography
5	Traffic	Canterbury Bankstown Express	16/01/2018	CALL FOR MORE FREE WI-FI IN HIGH TRAFFIC HUBS	DQ			No discourse re traffic delays or network access
6	Traffic	Canterbury Bankstown Express	22/01/2019	Improved road on the way	DQ			
7	Traffic	Canterbury Bankstown Express	4/01/2019	Street Watch	DQ			
8	Traffic	Canterbury Bankstown Express	13/11/2018	Greenacre road work	1	3	3	
9	Traffic	Canterbury Bankstown Express	4/06/2019	Meccano Set is back	DQ			No discourse re traffic delays or network access
10	Traffic	Canterbury Bankstown Express	6/11/2018	Road work on Hume	1	3	3	
11	Traffic	Canterbury Bankstown Express	25/09/2018	Hume Hwy work starts	1	3	3	
12	Traffic	Canterbury Bankstown Express	22/02/2018	30-year traffic protest	DQ			Disqualified by geography
13	Traffic	Canterbury Bankstown Express	18/12/2018	Plan for 300 units on site of marketplace	3	4	4	
14	Traffic	Canterbury Bankstown Express	15/01/2019	Danger ahead	DQ			Disqualified by geography
15	Traffic	Canterbury Bankstown Express	14/08/2018	Streetwatch	DQ			Disqualified by geography
16	Traffic	Canterbury Bankstown Express	5/06/2018	Smart speed bumps	DQ			No discourse re traffic delays or network access
17	Traffic	Canterbury Bankstown Express	18/12/2018	Lower the temperatures	DQ			No discourse re traffic delays or network access
18	Traffic	Canterbury Bankstown Express	8/05/2018	400 road safety fines in a term	DQ			Disqualified by geography
19	Traffic	Canterbury Bankstown Express	15/01/2019	Danger at the intersection	DQ			Disqualified by geography
20	Traffic	Canterbury Bankstown Express	7/05/2019	$101m splash on city works	DQ			Disqualified by geography
21	Traffic	Canterbury Bankstown Express	13/03/2018	New parking offences	DQ			Disqualified by geography
22	Traffic	Canterbury Bankstown Express	19/06/2018	New ramps link to motorway	DQ			Disqualified by geography
23	Traffic	Canterbury Bankstown Express	20/02/2018	Roads	DQ			Disqualified by geography
24	Traffic	Canterbury Bankstown Express	14/08/2018	Clearways expanded	DQ			Disqualified by geography
25	Traffic	Canterbury Bankstown Express	29/10/2019	CBD for walkers, cyclists	4	5	2	
26	Traffic	Canterbury Bankstown Express	31/07/2018	$31 million for roads	DQ			Disqualified by geography
27	Traffic	Canterbury Bankstown Express	5/06/2018	Driver's record 'appalling', says magistrate	DQ			Disqualified by geography
28	Traffic	Canterbury Bankstown Express	16/10/2018	Your say	5	4	4	
29	Traffic	Canterbury Bankstown Express	31/07/2018	Awards for life saving police	DQ			Disqualified by geography
30	Traffic	Canterbury Bankstown Express	16/10/2018	Your say	DQ			No discourse re traffic delays or network access
31	Traffic	Canterbury Bankstown Express	5/06/2018	Work starts on slow roads	5	4	4	
32	Traffic	Canterbury Bankstown Express	29/05/2018	The vision to make busy road people friendly	DQ			Disqualified by geography
33	Traffic	Canterbury Bankstown Express	6/02/2018	12 months to build new bridges	DQ			Disqualified by geography
34	Traffic	Canterbury Bankstown Express	17/07/2018	LOADED HOLDEN LIGHTS UP	DQ			No discourse re traffic delays or network access
35	Traffic	Canterbury Bankstown Express	9/10/2018	VEHICLE GUTTED BY FIRE	DQ			No discourse re traffic delays or network access
36	Traffic	Canterbury Bankstown Express	1/05/2018	NOSE JOB THAT FLATTERS	DQ			No discourse re traffic delays or network access
37	Traffic	Canterbury Bankstown Express	20/03/2018	Helen St roundabouts	DQ			Disqualified by geography
38	Traffic	Canterbury Bankstown Express	30/01/2019	Woman, 81, in fatal bus collision	DQ			No discourse re traffic delays or network access
39	Traffic	Canterbury Bankstown Express	30/04/2019	Walkers put first in CBD 20-yr plan	4	5	2	
40	Traffic	Canterbury Bankstown Express	25/09/2018	PARKING PROPOSALS ANGER HOSPITAL NEIGHBOURS	DQ			Disqualified by geography
41	Traffic	Canterbury Bankstown Express	28/08/2018	New fence for safety	DQ			No discourse re traffic delays or network access
42	Traffic	Canterbury Bankstown Express	5/06/2018	Completion	DQ			No discourse re traffic delays or network access
43	Traffic	Canterbury Bankstown Express	7/05/2019	Makeover for loved Meccano set	DQ			Disqualified by geography
44	Traffic	Canterbury Bankstown Express	19/03/2019	State's most marginal seat	1	4	2	
45	Traffic	Canterbury Bankstown Express	27/03/2018	Blitz to cut death and injury on roads	DQ			Disqualified by geography
46	Traffic	Canterbury Bankstown Express	14/05/2019	Crunch time as candidates face the public	DQ			No discourse re traffic delays or network access
47	Traffic	Canterbury Bankstown Express	11/06/2018	New and extended clearways	DQ			Disqualified by geography
48	Traffic	Canterbury Bankstown Express	8/05/2019	C Platoon to rescue, again	DQ			No discourse re traffic delays or network access
49	Traffic	Canterbury Bankstown Express	2/10/2018	street watch	DQ			No discourse re traffic delays or network access
50	Traffic	Canterbury Bankstown Express	19/06/2018	Upgrade for gridlocked drive	DQ			Disqualified by geography
51	Traffic	Canterbury Bankstown Express	23/07/2019	Track closure 'chaotic'	DQ			No discourse re traffic delays or network access
52	Traffic	Canterbury Bankstown Express	3/19/2019	Streetwatch	DQ			No discourse re traffic delays or network access
53	Traffic	Canterbury Bankstown Express	12/03/2019	The billion-dollar hospital	DQ			No discourse re traffic delays or network access
54	Traffic	Canterbury Bankstown Express	4/09/2018	Boy dies after road accident	DQ			No discourse re traffic delays or network access
55	Traffic	Canterbury Bankstown Express	24/04/2018	Lights and widening major roads	1	3	2	

TABLE B

Frames		Themes		Discourses	
Road network improvements	1	Solution required for LGA traffic vo	1	Clearways improve LGA road network alleviate traffic volum	1
Political attention to traffic	2	Traffic congestion in Greater Sydne	2	Government commitment to improve traffic problems	2
Residential development and traffic	3	Maintenance essential for road fun	3	Potential traffic delays as a result of maintenance work	3
CBD improvements	4	Traffic congestion in local area	4	Cumulative traffic/delays congestion occurs in the local area	4
Road network capacity	5	High traffic volume in the city centr	5		

SYDNEY NEWCASTLE CENTRAL COAST TOWNSVILLE

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aspberry
flavour
yogurt drink
500g