
Appendix CC

Social impact assessment

Social Impact Assessment

Sydney Metro West - Parramatta Over and Adjacent Station Development – Concept
State Significant Development Application

Sydney Metro



'Gura Bulga'
Liz Belanjee Cameron

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

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

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

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

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

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Glossary and abbreviations

Term	Definition
Community infrastructure	See 'social infrastructure', below
Concept and Stage 1 CSSI Approval	SSI-10038, approved 11 March 2021, including all major civil construction works between Westmead and The Bays, including station excavation and tunnelling, associated with the Sydney Metro West railway line.
Concept SSDA	A concept development application as defined in Section 4.22 the EP&A Act, as <i>a development application that sets out concept proposals for the development of a site, and for which detailed proposals for the site or for separate parts of the site are to be the subject of a subsequent development application or applications.</i>
Council	City of Parramatta Council
CSSI	Critical State Significant Infrastructure
Detailed SSDA	The SSD Application(s) to be made after the Concept SSDA, to seek consent for the design and to physically carry out the proposal
DPE	Department of Planning and Environment
Draft PLEP 2020	Draft <i>Parramatta Local Environmental Plan 2020</i>
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
EP&A Regulation	<i>Environmental Planning and Assessment Regulation 2000</i>
FSR	Floor Space Ratio
Human capital	The knowledge, skills and attributes an individual or community possesses and regards as a resource or asset, encompassing education, training and creativity, along with other attributes linked to productivity. It is noted that for the purposes of this assessment report, a relatively narrower interpretation of human capital has been applied, based on Census data on communities' level of educational attainment, income and employment.
Locality	The 'locality' is spatially defined as a 400 metre catchment around the site, and is a proxy for five minutes walking distance. This is identified as the geographic area in which communities are most likely to experience social impacts from the proposal.
PDGP 2011	Parramatta Development Control Plan 2011
PLEP 2011	<i>Parramatta Local Environmental Plan 2011</i>
Region	In some instances, the 'area of social influence' is extended to a 'region' to reflect potential social impacts on a broader community, compared to locality or suburb-level communities. This geography is applied where the change associated with the proposed development would impact amenity or infrastructure frequented by regional populations, for example a key employment centre, or cultural destinations. A 'region' typically comprises several Local Government Areas (LGAs). In this Technical Paper, 'region' is spatially defined as a 5km catchment around the site.
SEARs	Secretary's Environmental Assessment Requirements
SEPP	State Environmental Planning Policy
SIA	Social Impact Assessment. The process of identifying, predicting, evaluating and developing responses to the social impacts of a proposed project, as part of the overall EIA of that project. (NSW DPIE Guideline, 2017). The processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans and projects) and any social change processes affected by those interventions (City of Sydney, 2018).
Social capital	The networks, connections and relationships in a society that enable its members to trust each other and work together. High levels of social capital are characteristic of a well-functioning, socially sustainable society.
Social cohesion	A core feature of an inclusive, socially sustainable society indicated by positive relationships and strong bonds among its members, measured through levels of generalised trust, reciprocity and sense of belonging.

Term	Definition
Social impact	The net effect of an activity on a community and the wellbeing of its members
Social infrastructure	Infrastructure assets that deliver social services and other community uses, including schools, hospitals, childcare centres, libraries and sport and recreation facilities. The term can also be used to broadly encompass the networks of facilities, places, spaces, programs, projects and services that sustain a communities' quality of life and wellbeing.
Social sustainability	A core aspect of sustainability (along with environmental, economic and governance aspects) that encompasses the social conditions of life and societies' potential to meet the needs of current generations without compromising those of future generations. A socially sustainable city or society is one that sustains individual and community wellbeing and resilience, providing people with equitable opportunities to thrive. It describes a range of factors that impact wellbeing, quality of life and people's ability to realise their potential, including universal and equitable access to quality housing, education and employment opportunities, health services and other social infrastructure, human rights and good governance, opportunities for civic participation, levels of social inclusion and connectedness, trust and a sense of belonging.
SSDA	State Significant Development Application
Stage 2 CSSI Application	Application (SSI-22765520) seeking approval to carry out major civil construction works between The Bays and Sydney CBD including station excavation and tunnelling, associated with the Sydney Metro West railway line.
Stage 3 CSSI Application	Application (SSI-227-65520) seeking approval to carry out rail infrastructure, stations, precincts and operation of the Sydney Metro West line.
Suburb-level	'Parramatta CBD' is applied through the social impact assessment where the spatial extent of social impacts on communities is generally broader than the locality. For example, the site is frequented by populations from other areas who would be impacted. In this Technical Paper, 'suburb' refers to a conceptual geography not necessarily aligned to actual suburb boundaries, and has been defined as an 800m catchment around the site.
Sydney Metro West	Construction and operation of a metro rail line and associated stations between Westmead and the Sydney CBD as described in Section 1.2 .
TfNSW	Transport for NSW
Wellbeing	A positive state of being for individuals or communities, taking account of a range of social, environmental, economic and psychological or perception-based factors that impact quality of life, social progress and resilience. Wellbeing may be measured through 'community wellbeing indicators' – a broad suite of factors typically including financial security, employment and education, health, social connectedness, perceptions of safety and belonging, and perceptions of access to opportunities to prosper and flourish.

Executive Summary

This Social Impact Assessment Report supports a Concept State Significant Development Application (Concept SSDA) submitted to the Department of Planning and Environment pursuant to Part 4 of the Environmental Planning and Assessment Act 1979 (EP&A Act). The Concept SSDA is made under section 4.22 of the EP&A Act.

Sydney Metro is seeking to secure concept approval for an over station development (OSD) and adjacent station development (ASD) on the site (referred to as the 'proposed development'). The proposed development will comprise three new commercial office buildings (Buildings A, C, D), and one new residential building (Building B).

The Concept SSDA seeks consent for a building envelope and mixed-use purposes, maximum building height, a maximum gross floor area (GFA), pedestrian and vehicular access, circulation arrangements and associated car parking, and the strategies and design parameters for the future detailed design of the proposed development.

This Social Impact Assessment Report provides an analysis of social changes and impacts on identified communities that are likely to occur as a result of the proposed development. These impacts, both positive and negative, will be assessed for all stages of the project lifecycle.

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

Potential positive social impacts identified with the proposed development relate to:

- Way of life, surroundings, accessibility, and health and wellbeing associated with provision of a mixed-use, walkable development which encourages active and public transport uptake.
- Livelihoods and community associated with provision of local employment opportunities, increased viability of local businesses, and potential for new social network formations.

Potential negative social impacts identified with the proposed development relate to:

- Way of life, accessibility, health and wellbeing, culture, community and surroundings impacts during construction. These impacts will be most pronounced for those within the 400m surrounding the project site, though also to a lesser degree for those within the suburb.
- Community, accessibility, culture and surroundings impacts during operation, to the suburb-level extent. Changes to sense of community will likely be the most pronounced of the social impacts during operation.

It is noted that disadvantaged community members, such as those from culturally and linguistically diverse backgrounds, people with mental health issues, people experiencing homelessness, people with existing health conditions and the elderly will likely experience negative impacts to a higher degree due to the vulnerabilities they experience in their lives.

The overall long-term benefit of the proposed development, associated with livelihoods, way of life, accessibility and surroundings benefits, is considered to be positive. Potential negative impacts can be avoided or mitigated to some degree through implementation of a robust Construction Management Plan, social mitigation and monitoring, and ensuring excellent communication channels with local residents during the construction and operation process.

1.0 Introduction

1.1 Sydney Metro West

Sydney Metro West will double rail capacity between Greater Parramatta and the Sydney Central Business District (CBD), transforming Sydney for generations to come. The once in a century infrastructure investment will have a target travel time of about 20 minutes between Parramatta and the Sydney CBD, link new communities to rail services and support employment growth and housing supply.

Stations have been confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont and Hunter Street (Sydney CBD). Sydney Metro West station locations are shown in **Figure 1**.

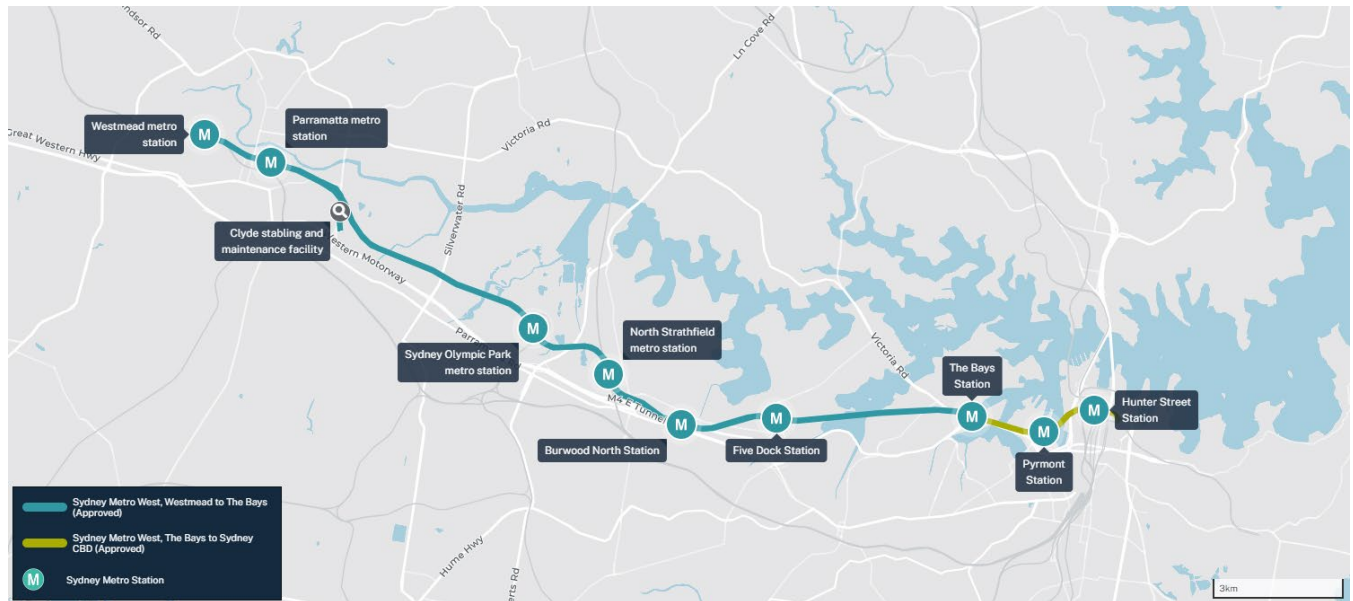


Figure 1 Sydney Metro West

Source: Sydney Metro

1.2 Background and planning context

Sydney Metro is seeking to deliver Parramatta metro Station under a two-part planning approval process. The station is to be delivered under a Critical State Significant Infrastructure (CSSI) application subject to provisions under division 5.2 of the Environmental Planning and Assessment Act 1979 (EP&A Act). The over and adjacent station developments (this proposal) are to be delivered under a State Significant Development (SSD) subject to the provisions of part 4 of the EP&A Act.

1.2.1 Critical State Significant Infrastructure

The State Significant Infrastructure (SSI) planning approval process for the Sydney Metro West metro line, including delivery of station infrastructure, has been broken down into a number of planning application stages, comprising the following:

- Concept and Stage 1 CSSI Approval (SSI-10038) – All major civil construction works between Westmead and The Bays including station excavation, tunnelling and demolition of existing buildings (approved 11 March 2021).
- Stage 2 CSSI Application (SSI-19238057) – All major civil construction works between The Bays and Hunter Street Station (approved 24 August 2022).
- Stage 3 CSSI Application (SSI-22765520) – Tunnel fit-out, construction of stations, ancillary facilities and station precincts between Westmead and Hunter Street Station, and operation and maintenance of the Sydney Metro West line.

1.2.2 State Significant Development Application

The SSD will be undertaken as a staged development with the subject Concept State Significant Development Application (Concept SSDA) being consistent with the meaning under section 4.22 of the EP&A Act and seeking conceptual approval for a building envelope, land uses, maximum building heights, a maximum gross floor area, pedestrian and vehicle access, vertical circulation arrangements and associated car parking. A subsequent Detailed SSDA is to be prepared by a future development partner which will seek consent for detailed design and construction of the development.

1.3 Purpose and scope

This Social Impact Assessment Report supports a Concept SSDA submitted to the Department of Planning and Environment (DPE) pursuant to Part 4 of the EP&A Act. The Concept SSDA is made under Section 4.22 of the EP&A Act. This report has been prepared to specifically respond to the Secretary's Environmental Assessment Requirements (SEARs) issued for the Concept SSDA on 22 February 2022 which states that the environmental impact statement is to address the following requirements:

Table 1 SEARs and where this is addressed in this report

Key Issue	SEARs	Addressed in
20. Social Impact	<i>Provide a Social Impact Assessment prepared in accordance with the Social Impact Assessment Guideline.</i>	Throughout this report, with particular reference to Chapters 5-8

The purpose of this Technical Paper is to provide an assessment of the potential social impacts of the proposal on the community and social environment.

1.4 The site and proposal

1.4.1 Site location and description

The subject application is in the Parramatta CBD, in the City of Parramatta Local Government Area (LGA). It is within the city block bounded by George Street, Church Street, Smith Street, and Macquarie Street.

The site presents a 164m long frontage to Macquarie Street, 125m frontage to George Street, 48m frontage to Church Street, and 15.5m frontage to Smith Street (in the form of Macquarie Lane).

The site location is shown in **Figure 2**. As described in **Table 2**, the site comprises fourteen different allotments of varying sizes. It is irregular in shape, with a total area of approximately 24,899m².

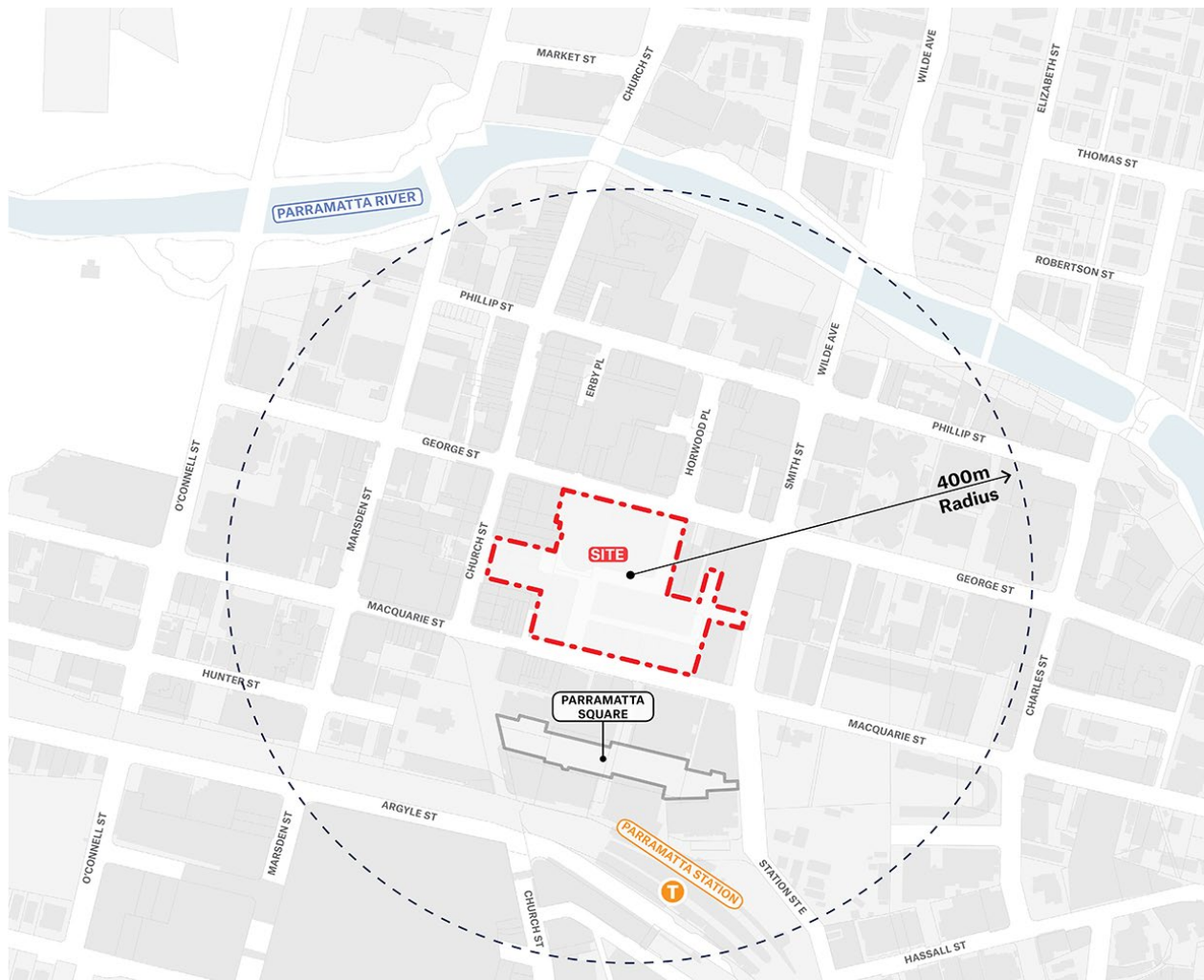


Figure 2 Parramatta metro station location precinct

Source: Sydney Metro

Table 2 Site legal description

Street Address	Legal Description
41-59 George Street	Lot 10 in DP858392
45A George Street	Lot 2 in DP701456
61B George Street	Lot 1 in DP607181
71 George Street	Lot 100 in DP607789
220 Church Street	Lot 1 in DP1041242
222 Church Street	Lot 1 in DP702291
232 Church Street	Lot 1 in DP651992
236 Church Street	Lot 1 in DP128437
238 Church Street	Lot 2 in DP591454
48 Macquarie Street	Lot B in DP394050
58-60 Macquarie Street	Lot 1 in DP399104
62-64 Macquarie Street	Lot AY in DP400258
68 Macquarie Street	Lot 1 in DP711982
70 Macquarie Street	Lot E DP 402952

Street Address	Legal Description
72 Macquarie Street	Lot 3 in DP218510
74 Macquarie Street	Lot H in DP405846

Source: Sydney Metro

1.5 Overview of this proposal

The Concept SSDA will seek consent for four building envelopes, as detailed in **Table 3** and **Figure 3**.

Table 3 Proposed development overview TBC

Item	Description
Building use	Building A: Commercial and retail Building B: Residential and retail Building C: Commercial and retail Building D: Commercial and retail
Building Height (Number of storeys)	Building A: 38 storeys Building B: 33 storeys Building C: 26 storeys Building D: 25 storeys
(sought) Gross Floor Area (m ²)	Building A: 78,700 Building B: 20,000 Building C: 35,950 Building D: 55,350 TOTAL: 190,000
Car parking spaces	455

Source: Sydney Metro

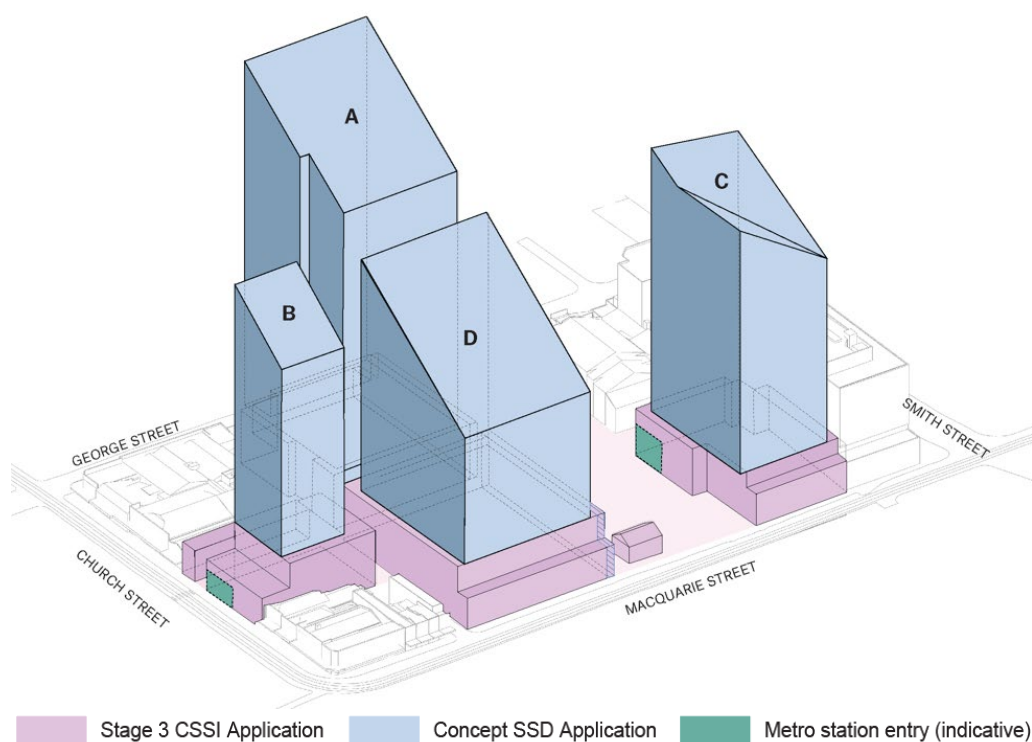


Figure 3 Proposed building envelopes – isometric view (looking northeast)

Source: Ethos Urban

2.0 Scope of the assessment

2.1 Assessment framework and methodology

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

2.1.1 Social Impact Assessment

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

- *Social Impact Assessment Guideline for State Significant Projects* (SIA Guideline) released by the NSW Department of Planning, Industry and Environment in July 2021.
- *Social Impact Assessment Guidelines* (City of Parramatta Council, 2013).

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

As the proposed development classifies as State Significant Development, the NSW DPE Guideline has been followed as the primary basis for assessment, for the purposes of this report. Social factors and principles of the Council SIA Guidelines have been acknowledged and comparison to the DPE categories has been provided in the section below. Consideration of the Council's Social Impact Assessment requirements is not required by the SEARs, but has been included as a means of providing a comprehensive assessment of social impacts.

Council's SIA Guidelines define SIA as:

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

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

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

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

2.1.2 Social factors for assessment

The SIA Guideline (NSW DPE, 2021) classifies social impacts in the following way, which forms the core basis of this assessment:

- Way of life: how people live, get around, work, play and interact with one another on a day-to-day basis
- Community: its composition, cohesion, character, how it functions, and sense of place
- Accessibility: how people access and use infrastructure, services and facilities
- Culture: people's shared beliefs, customs, values and stories, and connections to Country, land, water, places and buildings

- Health and wellbeing: people's physical, mental, social and spiritual wellbeing
- Surroundings: access to and use of natural and built environment, including ecosystem services, public safety and security, as well as aesthetic value and amenity
- Livelihoods: including impacts on employment or business, experience of personal breach or disadvantage, and the distributive equity of impacts and benefits
- Decision-making systems: the extent to which people are able to participate in decisions that affect their lives, procedural fairness, and the resources provided for this purpose.

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

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

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

Council's SIA principles are in general aligned with the DPE 2021 SIA Guideline. Social aspects highlighted in the Council's Guidelines have been acknowledged and comparison to the DPE categories has been provided in **Table 4**.

Table 4 Comparison of social factors in the DPE and Council guidelines

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

Source: Ethos Urban

Note that Council's social factors have been included as a means of providing a comprehensive assessment of social impacts, and will be covered by the factors described by the NSW DPE recommended approach.

2.1.3 Assessment methodology

Stages in the preparation of this Social Impact Assessment include the follows:

- Baseline analysis of the existing socio-economic environment, involving:
- Study area definition, including primary and secondary geographic areas likely to be impacted (see **Chapter 5.2**).
- Demographic analysis, including socio-economic characteristics of current communities and population forecast (see **Chapter 5.4**).
- Review of relevant background information, along with relevant local and state policy frameworks (see **Chapter 4.0**).
- Stakeholder and community engagement: Findings of stakeholder and community consultation undertaken by the proponent and the local Council have been reviewed to identify community and stakeholder aspirations and values (see **Chapter 6.1** and **6.2**).
- Scoping of issues: Analysis of potential impacts during and post-construction, with each of the directly affected communities and other stakeholders identified in relation to the way they may be affected. Both positive and negative potential issues are identified. An SIA Scoping Checklist has been prepared at the outset of this assessment, in line with the specifications of the *SIA Guideline* (NSW DPE, 2021) and provided to the proponent. The scoping process has underpinned the social impact assessment in **Chapter 7.0**.
- Identification of impacts as per the *SIA Guideline* parameters. The social impact assessment ultimately appraises the significance of each identified impact based on its duration, extent and sensitivity of impact “receivers.” This results in a social significance rating for impacts and benefits, as per the social impact significance matrix shown in **Chapter 7.0**.
- Identification of mitigation strategies to manage impacts and enhance benefits of the proposed development (**Chapter 8.1**).
- Summary of residual impacts following the implementation of additional responses and controls (**Chapter 7.6**).

2.2 Information sources and assumptions

Following are the key data sources and policy documents used to prepare this SIA:

Demographic data:¹

- Australian Bureau of Statistics, 2016, ABS Census 2016 – SA1 level demographic data for study areas,
- Australian Bureau of Statistics, 2016, ABS Census 2016 – SA2 level demographic data for study areas,
- Australian Bureau of Statistics, 2016, ABS Census 2016 – Destination Zone level place of work data for study areas,
- Australian Bureau of Statistics, ABS Estimated Resident Population figures.

Local government strategies, plans and research projects:

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

NSW Government strategies, plans and research projects:

- Greater Cities Commission, 2018, *Central City District Plan*,
- Greater Cities Commission, 2018, *Greater Sydney Region Plan – A Metropolis of Three Cities*.

Social Impact Assessment guidelines:

- City of Parramatta Council, 2013, *Social Impact Assessment Guidelines*,
- International Association for Impact Assessments, 2003, *International Principles for Social Impact Assessment Guideline*,
- NSW Department of Planning, Industry and Environment, 2021, *Social Impact Assessment Guideline for State Significant Projects*.

¹ It is noted that 2021 census data was not available at the time of preparing this report.

Sydney Metro West reports:

- Sydney Metro, 2020, Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD– Technical Paper 6 (Social Impact Assessment),
- Sydney Metro, 2020a, Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD,
- Sydney Metro, 2020b, Sydney Metro West Westmead to The Bays and Sydney CBD – Submissions Report,
- Sydney Metro, 2021, Sydney Metro West Scoping Report – major civil construction between The Bays and Sydney CBD,
- Sydney Metro, 2021, Sydney Metro West – Major civil construction between The Bays and Sydney CBD - Technical Paper 6 (Social Impact Assessment),
- Sydney Metro, 2021, Request for Secretary’s Environmental Assessment Requirements - Concept State Significant Development Application for Parramatta Over Station Development.

2.2.1 Assumptions

Assumptions applied to complete this SIA include:

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

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

2.3 Social impact Assessment author qualifications and experience

The Technical Paper authors meet the qualifications and experience criteria outlined in the Social Impact Assessment Guideline (NSW Department of Planning, Industry and Environment, 2021) – i.e., have qualifications in relevant social science disciplines and/ or proven experience over multiple years and competence in social science research methods and SIA practices. Team qualifications and professional affiliations are provided below.

Table 5 Author qualifications and experience

Author	Expertise/Qualifications
Allison Heller Director Social Strategy	Bachelor of Town Planning (Hons.1) Post Graduate Diploma History of Architecture and Art MPIA Practicing urban and social planning/policy across the private and public sectors since 2000
Madeleine Beart Associate Director Social Strategy	Bachelor of Architectural Studies, Master of Urban Planning Practicing social planning/sustainability professional across the private and public sectors since 2011 Member of Social Impact Measurement Network Australia (SIMNA), Accredited Social Value Associate by Social Value International.
Sean Perry Senior Urbanist Social Strategy	Bachelor of Arts (Social Sciences) Cert.II (Outdoor Recreation) Member of Planning Institute of Australia

3.0 Site analysis

3.1 Site context and description

3.1.1 Site context

The proposed development is in the Parramatta CBD, in the City of Parramatta Local Government Area (LGA).

The site is located approximately 200 metres north of the existing Parramatta Station. The site is situated centrally within the city block bounded by George Street to the north, Macquarie Street to the south, Church Street to the east and Smith Street to the west. The site is situated to the north-east of Centenary Square and is surrounded by retail, commercial, education and other employment centre uses.

3.1.2 Site description

The site is currently experiencing construction, with previous buildings demolished (City Centre Car Park, Parramall Shopping Centre and others). Consent for the demolition of all buildings and structures on site has been approved under the Stage 1 CSSI Approval.

The site currently accommodates the following laneways and roads:

- Horwood Place connecting George Street and Macquarie Street,
- United Lane, a small service lane stub heading north from Macquarie Street,
- Macquarie Lane, an east-west laneway linking Smith Street to Horwood Place.

The site comprises fourteen (14) different allotments of varying sizes, as described in Table 2 above. It is irregular in shape, with a total area of approximately 24,899m².

3.1.3 Surrounding context

Development within the Parramatta CBD core comprises a variety of typologies, densities and uses. There is significant variation in building height and scale surrounding the site, ranging from 1-2 storey shops, to 5-10 storey commercial buildings, up to the new 55-storey Parramatta Square development to the south.

The site is within 400 metres of a number of commercial, retail educational, and government land uses, including a significant number of cultural and entertainment values.

- To the south of the site is the new Parramatta Square development, with the existing Parramatta railway station and Westfield Parramatta further south.
- To the east is the Parramatta Education Precinct, containing the new Arthur Philip High School and Western Sydney university campus.
- To the west and north west is the Parramatta 'Eat Street', a highly activated stretch of Church Street with numerous restaurants and bars, characterised by outdoor seating. Further west is the Old Government House and Parramatta Park.
- Further north of the site is the Parramatta River waterfront, and the proposed Powerhouse Museum, Riverside Theatre, as well as Bankwest Stadium.

The height and density of the surrounding built form will increase in the future following the implementation of the Parramatta CBD Planning Proposal.

3.2 Surrounding development

As per the SIA Guideline, cumulative social impacts defined as successive, incremental and combined impacts that can arise from project activities (such as dust and noise), or multiple projects needing similar resources. This proposal will interact with the following planned and recently completed projects in proximity to the proposal site:

- Parramatta Light Rail (Stage 1),
- Parramatta Square,
- Westfield Shopping Centre redevelopment,
- Arthur Phillip High School redevelopment,
- Western Sydney University Innovation Hub.

The potential for community sensitivity to impacts would be increased by the relative number of other major construction projects currently underway, which potentially may already result in amenity impacts in the locality and broader locality. The number and scale of projects underway in the area would contribute to communities' cumulative sense of disruption and 'construction fatigue'.

4.0 Legislation and strategic policy context

4.1 Legislation

The legislation and guidelines that are relevant to this proposal are summarised in Table 6.

Table 6 Relevant legislation and guidelines

Legislation/ guideline	Brief description	Relevance to proposal
International legislation and guidelines		
International Association for Impact Assessment's (IAIA) International Principles for Social Impact Assessment guideline (2003) (IAIA guideline)	<p>The IAIA guideline defines Social Impact Assessment as:</p> <p><i>"The process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment"</i> (2003, p.5).</p> <p>As outlined in the IAIA guideline, social impacts vary in their nature and can be positive or negative, tangible or intangible, quantifiable, partly quantifiable or qualitative. Social impacts can also be experienced or perceived differently by different people and groups within a community.</p>	The IAIA Guideline has informed the Social Impact Assessment Guideline that has been applied in this technical paper.
State legislation and guidelines		
EP&A Act	The act establishes the framework for assessing all types of development in New South Wales. The objects of the EP&A Act include the need to promote the social and economic welfare of the community and to include social considerations in decision-making about environmental planning and assessment.	This proposal is being assessed under Part 5 of the EP&A Act
Social Impact Assessment Guideline for State Significant Projects (2021) (the SIA Guideline)	<p>The SIA Guideline provides a consistent framework and approach to the assessment of social impacts associated with all state-significant projects and developments in NSW. The SIA Guideline is considered by the NSW Government to represent best practice in social impact assessment processes.</p> <p>Prior to the release of the SIA Guideline in July 2021, the NSW Government had released a Social Impact Assessment – Guideline for resource projects (2017) which was adaptively applied to the SIA for Stage 1 of Sydney Metro West (see Westmead to The Bays and Sydney CBD Environmental Impact Statement: Concept and Stage 1, Technical Paper 6: Social Impact Assessment).</p> <p>Key differences between the SIA Guideline (2021) and the Guideline for resource projects (2017) include:</p> <ul style="list-style-type: none"> • Changes to the scoping phase (this involves the identification of potential social impacts arising from the project to identify a preliminary assessment of each impact and the proportionate level of assessment, as well as to identify opportunities to refine the project to address potential social impacts). • Changes to the classification of categorisation of social impacts (i.e. way of life, community, accessibility, culture, health and wellbeing, surroundings, livelihoods and decision making systems). <p>Changes to the consideration of cumulative impacts defined as spatial (occurring over the same area), temporal (varying over time) and linked impacts (involving more complex interactions where one impact may trigger another). Rather than considering cumulative impacts as a separate category, under the SIA Guideline (2021) these are now assessed under each social factor.</p>	This guideline is referenced in the SEARs for this proposal and has been applied to this assessment of potential social impacts.

4.2 Strategic themes and drivers

The following section identifies the key social drivers for this site, based on a review of the key state and local policies and strategies. The following key documents have been reviewed:

- *Premier's Priorities* (NSW Government, 2021),
- *Greater Sydney Region Plan* (Greater Cities Commission, 2018),
- *Central City District Plan* (Greater Cities Commission, 2018),
- *Greater Paramatta and the Olympic Peninsula* (Greater Cities Commission, 2016),
- *Parramatta Local Strategic Planning Statement* (City of Parramatta Council, 2020),
- *Community Strategic Plan* (City of Parramatta Council, 2018),
- *Socially Sustainable Parramatta Framework* (City of Parramatta Council, 2017),
- *Draft Parramatta Ways* (City of Parramatta Council, 2017),
- *Better Placed* (NSW Government Architect, 2017),
- *NSW Infrastructure Strategy 2018-2038* (NSW Government, 2018),
- *Greener Places* (NSW Government Architect, 2020),
- *Practitioner's Guide to Movement and Place* (NSW Government Architect, 2020),
- *Draft Urban Design Guide* (DPE, 2021).

A summary of the key themes of these documents are identified in **Table 7** below.

Table 7 Strategic policy review

Policy theme	Key implications for community needs	Relevant documents
Population growth, diversity, and demographic change	<ul style="list-style-type: none"> • The Central City District is projected to see a population growth of around 0.6 million in 20 years, from approximately 0.97 million residents counted in 2016 to an estimated 1.52 million in 2036. Within the district, the greatest increase is expected in Parramatta LGA (an additional ~0.2 million people by 2036, nearly doubling the current population of the LGA). • Parramatta LGA has a growing population of residents and workers, with significant diversity in terms of age groups, cultural and linguistic backgrounds, and income levels. • Parramatta LGA will undergo significant change and growth due to increased population, private and public investment, and new, city-shaping infrastructure, such as the Parramatta Light Rail, Sydney Metro, redevelopment of Westmead and other urban renewal precincts. • It is a priority of Council and the Greater Cities Commission (GCC) to deliver housing opportunities that align with this growth. • In the City of Parramatta, 13.1% of households were experiencing housing stress and 24% of households experiencing rental stress in 2016. The Council recognises the issue of housing affordability and homelessness and has aimed to increase the provision affordable and diverse housing options that caters to all levels of income. It is also a priority of the Council to increase provision of affordable rental housing across the City as set out in the Affordable Rental Housing Policy 2019. 	<ul style="list-style-type: none"> • <i>Greater Paramatta and the Olympic Peninsula</i> (Greater Cities Commission, 2016) • <i>Community Strategic Plan</i> (City of Parramatta, 2018) • <i>Socially Sustainable Parramatta Framework</i> (City of Parramatta Council, 2017) • <i>Central City District Plan</i> (Greater Cities Commission, 2018) • <i>Parramatta Local Strategic Planning Statement</i> (City of Parramatta Council, 2020)
Growing investment, business and employment opportunities in Sydney's second CBD	<ul style="list-style-type: none"> • It is a vision of the Greater Sydney Region Plan for the Greater Sydney to become a city where people will live within 30 minutes of jobs, education and health facilities, services and great places. • While Parramatta is one of Sydney's fastest growing LGAs, only 27% of the population works within the LGA. • However, local government expects that Parramatta LGA's workforce will increase from 164,000 to 250,000 between 2016 and 2036. It is a Council priority to support development which will stimulate higher-order jobs and greater employment density. • Improved metropolitan accessibility to Parramatta CBD through the Metro West project and stage 1 Parramatta light rail will catalyse the growth of this precinct. 	<ul style="list-style-type: none"> • <i>Greater Sydney Region Plan</i> (GCC 2018) • <i>Parramatta Local Strategic Planning Statement</i> (City of Parramatta Council, 2020) • <i>Community Strategic Plan</i> (City of Parramatta Council, 2018)

Policy theme	Key implications for community needs	Relevant documents
	<ul style="list-style-type: none"> The Council has aimed to attract inward investment to support the growth and prosperity of local businesses and encourage a thriving small business sector. 	
Walkability and accessibility for a healthy, sustainable city	<ul style="list-style-type: none"> It is a government priority to establish connected public space networks that provide a forum for public life. Delivering activated and vibrant neighbourhoods is key to supporting the night-time economy and providing more varied, well-integrated entertainment uses (Objective 3, Objective 5 Draft UDG (DPE 2021)). Major centres such as Parramatta CBD play a key role in meeting the employment, education and goods and service needs of their communities, while delivering social and economic benefits. It is a state and local priority to deliver a "30 minute city" where employment and education opportunities, daily living needs and housing are accessible to each other in 30 minutes or less via public transport. The GCC is committed to delivering a well-connected city which is safe and walkable, and which optimises community use of infrastructure. The GCC recognises that providing adequate infrastructure to support population growth is essential to delivering a liveable, productive and sustainable community. Investment in public transport projects, including Sydney Metro will improve business-to-business connections and enhance the attractiveness of the Parramatta CBD as a commercial centre. Council is currently planning for a 'Civic Link' which will facilitate the delivery of a significant green, pedestrianised public space running through the site to the Parramatta River Waterfront. 	<ul style="list-style-type: none"> <i>Parramatta City River Strategy; Civic Link Framework Plan</i> <i>Better Placed, NSW Government Architect (2017)</i> <i>NSW Infrastructure Strategy 2018-2038 (NSW Government, 2018)</i>
Demand for additional green infrastructure	<ul style="list-style-type: none"> State and local governments have recognised the importance of green and open spaces in supporting liveability, social sustainability and wellbeing as the community grows. It is a vision of the Greener Places framework to "create a network of attractive, new, and upgraded environments, routes, and spaces" which "improve the quality of our urban and rural environments as well as help adapt and mitigate the effects of climate change". The Sydney Green Grid Strategy identifies opportunities for improving Sydney's green infrastructure in the CBD through increasing connectivity between Sydney CBD and surrounding suburbs. It is a priority of the NSW Premier to 'green our city' by increasing the proportion of homes in urban areas within 10 minutes' walk of quality green, open space and public space, and by increasing the tree canopy and green cover across Greater Sydney by planting 1 million trees by 2022. It is identified in the <i>Premier's Priorities</i> that green and public places support population health and wellbeing, environmental resilience and thriving local economies. It is an objective of Council to design, build and maintain public spaces that are green, safe and inclusive. The Council has identified action steps such as revitalising public domain in the CBD to improve access to green spaces and implementing Parramatta Ways to connect green spaces across neighbourhoods, 	<ul style="list-style-type: none"> <i>Greener Places, NSW Government Architect (2020)</i> <i>Premier's Priorities, NSW Government (2019)</i> <i>Draft Parramatta Ways (City of Parramatta Council, 2017)</i>
Supporting community wellbeing and liveability	<ul style="list-style-type: none"> The GCC recognises the importance of socially-connective spaces in building resilient communities. Well-planned social infrastructure, educational facilities and communal spaces can assist in fostering "healthy, culturally rich, and networked communities that share values and trust and can develop resilience to shocks and stress" (<i>Greater Sydney Region Plan, 2018</i>). The City's most recent <i>City Plan 2036</i> aims to encourage wellbeing, liveability and social connectedness by providing 'great places and spaces designed for people of all ages and abilities'. 	<ul style="list-style-type: none"> <i>Practitioner's Guide to Movement and Place (NSW Government Architect, 2020)</i> <i>Parramatta Local Strategic Planning Statement (City of Parramatta, 2020)</i>

5.0 Social baseline study – existing social context

5.1 Introduction

This section describes the existing social context of the site. It describes the following:

- Community profiles – key demographic characteristics including age, income, employment, cultural and linguistic diversity, household structure, relative levels of advantage and disadvantage, and transport and access, including journey to work travel patterns.
- Due to the significance of Parramatta CBD as an employment centre, both resident and worker population have been provided.
- Community assets – both tangible (social infrastructure) and intangible (human and social capital, community cohesion, community values and connection to place).
- Community and stakeholder perspectives, including the outcomes of community and stakeholder engagement undertaken by Sydney Metro to date which is relevant to this assessment have been discussed in **Chapters 6.1** and **6.2**. Broader community values and aspirations, based on a review of Community Strategic Plans and outcomes of related research projects have also been provided.

5.2 Study area definition: Area of social influence

The areas of social influence have been determined for the proposal based on the consideration of:

- The construction activities and operational uses of the proposal.
- The likely scale and extent of potential direct and indirect impacts and benefits of the proposal on the social factors identified in the SIA Guideline. This includes indirect impacts that are generally less tangible and more commonly relate to matters such as community values, identity and sense of connection to place.
- Cumulative impacts that may impact affected communities as a result of other transport, construction and major urban renewal processes underway within or proximate to the corridor or localities.
- The potentially affected built or natural features that have social value or importance located on or near the site, and the social characteristics of the areas likely to be affected by the proposal, as informed by the social baseline study and other technical assessments that inform the Environmental Impact Statement.
- The community and stakeholder groups that would be most likely affected by the direct and indirect impacts, based on stakeholder and community engagement activities, and other available information sources.

Based on the above, this assessment has considered the following 'areas of social influence'.

- **Locality:** The 'locality' is spatially defined as a 400 metre catchment around the site, and is a proxy for five minutes walking distance. This is identified as the geographic area in which communities are most likely to experience social impacts from the proposal.
- **Suburb-level:** 'Parramatta CBD' is applied through the social impact assessment where the spatial extent of social impacts on communities is generally broader than the locality. For example, the site is frequented by populations from other areas who would be impacted. In this Technical Paper, 'suburb' refers to a conceptual geography not necessarily aligned to actual suburb boundaries, and has been defined as an 800m catchment around the site.
- **Region:** In some instances, the 'area of social influence' is extended to a 'region' to reflect potential social impacts on a broader community, compared to locality or suburb-level communities. This geography is applied where the change associated with the proposed development would impact amenity or infrastructure frequented by regional populations, for example a key employment centre, or cultural destinations. A 'region' typically comprises several Local Government Areas (LGAs). In this Technical Paper, 'region' is spatially defined as a 5km catchment around the site.

To further clarify the application of these geographies or areas of social influence where the site would be located within a centre such as Parramatta CBD, many of the social impacts are likely to extend beyond the 400 metre catchment. This is because the population of residents, visitors and workers from surrounding areas may regularly travel to or through this centre as part of their daily routines, such as employment, shopping, visiting cultural amenity, and are therefore likely to experience construction impacts. This approach is reflected throughout the impact assessment chapter (**Chapter 7.0**).

5.3 Urban context and social trends

5.3.1 Strategic location of the site

The site is located approximately 200 metres north of the existing Parramatta Station. The site is situated centrally within the city block bounded by George Street to the north, Macquarie Street to the south, Church Street to the east and Smith Street to the west. The site is situated to the north-east of Centenary Square and is surrounded by retail, commercial, education and other employment centre uses.

The Parramatta CBD is Sydney's second city and is currently a regional population-servicing centre for Western Sydney. The site's locality has a high density and diversity of social infrastructure. As a city centre experiencing significant and ongoing urban transformation, such as the current revitalisation of Parramatta Square, ongoing construction works in the Parramatta CBD are likely to cause temporary disruption to the accessibility of some local social infrastructure and services. This could be particularly disruptive for visitors from outside the local area coming to Parramatta CBD to access regional and district services.

5.3.2 Growth of Parramatta CBD and Central City District

Parramatta has been the second CBD of Sydney for many years, but the recasting of Sydney as a Metropolis of Three Cities puts The River City at the heart of the global city. Within the Central City District, Parramatta is growing substantially, capitalising on its strategic location close to the geographic centre of Greater Sydney. Unparalleled public and private investment is contributing to major transformation, including substantial new transport infrastructure, such as Parramatta Light Rail and Sydney Metro West.

As its centre, the Parramatta CBD is emerging as a powerhouse of new administrative, business services, judicial and educational jobs, strengthening its significant economic, social and cultural role within Greater Sydney. The CBD commercial core currently yields one of Sydney's largest high-density employment centres, in combination with significant retail and civic uses.

As Western Sydney's population continues to grow, the CBD will increasingly play a critical role in providing key economic, social, and cultural functions in the region. This involves rapid growth as a metropolitan employment centre and substantial urban renewal, including new housing, recreation, and cultural opportunities. To attract skilled workers and businesses, future regeneration will encompass enhanced radial transport links to regional connections and the urban renewal of the CBD, defined by landmark buildings and high-quality public spaces and social infrastructure.

With significant developments planned, an estimated 200,000m² of office space will be added to the CBD over the next five years, to house over 14,000 additional workers. This includes Parramatta Square, which sits at the heart of the CBD, and provides a significant mixed-use development including the new Western Sydney University campus, as the city's knowledge-producing engine, and offices, shops and public spaces.

5.3.3 The build-to-rent model

Housing affordability in Sydney continues to be an ongoing challenge. Home ownership rates have been declining, pointing to the difficulty faced by the population to enter the property market. As a response to this contemporary issue, new housing provision models are being explored including the Build-to-Rent (BTR) model. As opposed to the traditional residential Build-to-Sell (BTS) model, BTR model refers to a residential development that is designed and built for long-term lease rather than for sale. The property is held in a single ownership structure after its completion and is usually managed and maintained by the owner or operator. Already popular in international markets such as UK, Europe and the US, the BTR concept is an emerging type of housing development in Australia. In Sydney, the BTR sector is starting to grow with opening LIV Indigo in Sydney Olympic Park and a new project expected in Sydney CBD.

The BTR model is becoming a popular alternative housing option among residents as it relieves some of the issues associated with other housing models. For instance, provision of facilities and amenities are typically of a higher quality than BTS developments and promotes social cohesion and sense of community with shared and communal spaces. In addition, maintenance works and upgrades are less complicated to carry out under BTR model due to its single ownership structure than under a strata owned residential model. The BTR model also caters to modern lifestyle choices including the growing preference of younger generations to rent rather than own property, but also provides housing choices in desirable areas for residents who do not have yet the financial capacity to purchase their own homes.

5.4 Community profile

5.4.1 Demographics related to the 400m 'locality'

For the purposes of demographic analysis, the Parramatta locality comprises of the SAIs that best fit the 400 metre catchment surrounding the site. The figures below draw from the 2016 Census, being the data available at the time of analysis.

The key findings of the demographic analysis for the Parramatta locality are as follows:

- As of 2016, the population of the Parramatta locality was 7,130 residents. Between the period 2011 to 2016, the population of the locality increased by 2,240 residents at an average annual growth rate of 7.9 per cent.
- The population of the Parramatta locality was relatively young, with a median age of 30.6 years (refer to **Figure 4**). Driving this relatively younger age was the large share of residents aged 0 to 4 years and 20 to 34 years.
- In 2016, 67.4 per cent of households were family households (refer to **Figure 5**). The majority of these family households were couple family households, of which there were slightly more couple families with children households than couples with no children. There was also a fairly high share of lone person households, and group households. The average household size was 2.5 persons.
- In the Parramatta locality, 1.5 per cent of residents needed assistance in their day to day lives due to disability.
- The overwhelming majority of dwellings within the Parramatta locality were flats, units or apartments which accounted for 93.4 per cent of all dwelling structure types. A significant majority of dwellings were being rented at 74.6 per cent, which was among the highest across all the localities, while a notably low level of dwellings (17.7 per cent) were owned with a mortgage.
- In 2016, the median annual household income in the locality was \$97,150. Median monthly mortgage repayments were \$1,900. This is 23.5 per cent of median household income, suggesting households in the Parramatta locality face relatively low levels of mortgage stress. Median weekly rents in the Parramatta locality were \$460, which was comparable to the median weekly rent elsewhere.
- In the Parramatta locality, a low proportion (23.7 per cent) of households spoke English only at home, indicating a highly multi-cultural community. Many of the residents are recent arrivals - the Parramatta locality has a fairly high share of residents living overseas in 2011 and 2015, though this has also declined in 2016. Accordingly, the stability of residence within the Parramatta locality was fairly low, with many having moved to the area within the past 5 years prior the Census.
- In 2016, 19.6 per cent of all residents of the Parramatta locality were attending an educational institution, including preschool, or primary or secondary school, or university, or TAFE or other educational institutions. Of the residents attending an educational institution, 37.5 per cent of residents were attending university or other tertiary institution, which was slightly higher than the corridor average.
- Residents of the Parramatta locality show low levels of car dependency with only 25.4 per cent reporting travelling to work via car as a driver. A high overall share of residents travel to work via train or bus, and also by walking. This implies that residents in the Parramatta locality have relatively good access to public transport, with some residents also living within walking distance to work.
- Parramatta locality is estimated to offer employment to 55,130 people in 2016, which will grow by 1,240 people by 2026 (2.1% growth rate). This growth rate will slow slightly to 1.0% by 2031. The most common employment type in this locality is traditional office, at 19,080 in 2016, with knowledge workers also being common (17,560).

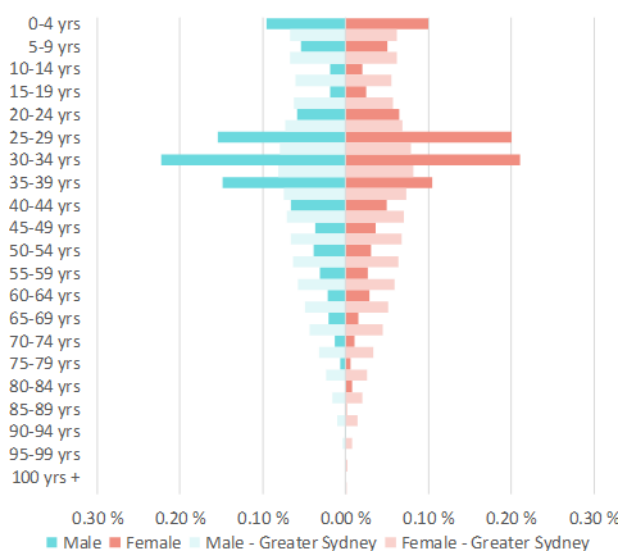


Figure 4 Age structure: Parramatta locality

Source: ABS, 2016

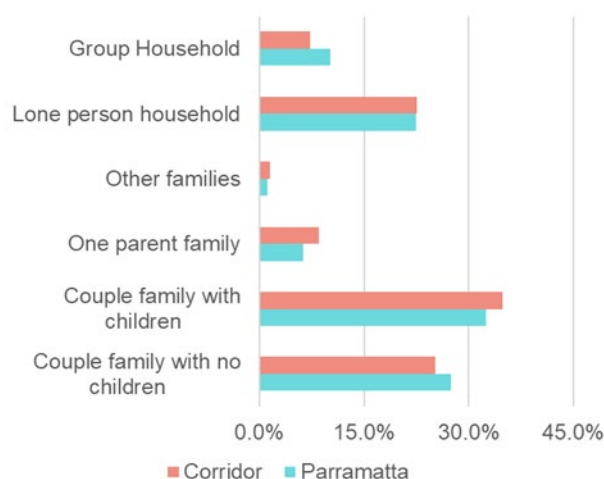


Figure 5 Household types: Parramatta locality

Source: ABS 2016

5.5 Community assets (intangible)

This section identifies intangible community assets in the Parramatta locality, including human and social capital, community values and connection to place.

- Pace of change and population growth:** Parramatta is currently undergoing significant urban transformation with numerous major infrastructure projects occurring within and around the city centre including the construction of Parramatta Light Rail (Stage 1) and the transformation of Parramatta Square. There are also six major CBD residential tower projects which are expected to provide more than of 2,600 apartments in the short to medium term. Associated with these developments will be a significant increase in the number of jobs and residents living and working in Parramatta over the next 5 to 10 years.
- A changing local community:** As Parramatta CBD transforms over time, there will be a change in the types of jobs and local business within the area. Local cultural institutions such as the Roxy Theatre, adjacent to the site, and Centenary Square, will become increasingly more important in reflecting and retaining community linkages and identity to place and heritage.
- High social capital:** Parramatta CBD is a vibrant urban area, comprising many diverse communities and interest groups. As a regionally significant destination within the Central City District with a high level of social infrastructure provision, Parramatta attracts commuters and visitors from a wide metropolitan catchment who visit the Parramatta CBD to engage with the many education, health and cultural assets. Social capital in the community is strengthened through the regular and varied program of community events, cultural gatherings, celebrations and festivals across different venues and public spaces within the Parramatta CBD. These gatherings bring the community together and foster social cohesion.
- Relatively lower human capital:** The Parramatta locality has relatively lower levels of human capital. While residents have obtained relatively high levels of education, households have overall lower levels of average household income.
- New city-shaping infrastructure transforming a city:** Parramatta is a key focus for public and private investment as it transforms into Sydney's Central City. Between 2016 and 2021, more than \$10 billion has been invested in constructing roads, light rail, schools, hospitals, offices, shops, accommodation, a museum, a sports stadium and new public spaces. There is also likely to be strong demand for office and commercial space, partly driven by the relocation of public and private sector tenants from the Sydney CBD to the Parramatta CBD. The intensity of development across Parramatta LGA will lead to intense construction activity, which is likely to be disruptive to the local community – including their sense of connection to place.
- Community aspirations for balanced growth:** Community consultation activities carried out by the City of Parramatta throughout 2017 and 2018 highlighted that 'balanced growth' is a priority for Parramatta LGA residents. While many residents are enthusiastic about and supportive of growth and development in Parramatta, some residents are concerned about overdevelopment, and increased population not being well supported by increased infrastructure provision. In particular, community comments reflect that growth should not be at the expense of green space or valued heritage assets.

5.6 Community assets (tangible) – social infrastructure context

The Parramatta CBD is Sydney's second city and is currently a regional population-servicing centre for Western Sydney. The site's locality has a high density and diversity of social infrastructure.

As a regionally significant, population serving centre, there is a range of regional and district level social infrastructure including government services, university campuses and other educational institutions. There are also a number of historic sites, cultural heritage sites and monuments distributed within proximity around the Parramatta site.

5.6.1 Local community infrastructure

An assessment of the existing supply of local community infrastructure within 800m of the site has identified the following:

- **Integrated multipurpose facilities:** There are no identified integrated multipurpose facilities within 800m of the site.
- **Local community facilities:** Three local community facilities are located within 800m of the site, with two in close to the south (Parramatta Town Hall, Powerhouse Community Space), and one at the southern edge of the catchment (Harry Todd Band Hall).
- **Libraries:** One library is located within 800m of the site, which can be found to the south, and is accessible over the existing Parramatta Station (City of Parramatta Library).
- **Childcare:** Five childcare facilities are located within 800m of the site (YMCA Child Care Services, Goodstart Early Learning Parramatta, Parramatta Early Learning, Little Bees Childcare Centre, Miss Helena Place), and one located immediately outside the northern edge of the catchment (Entrada Montessori Academy Child Care Centre). Those located inside the catchment are evenly distributed within the southern and eastern quarters. There are at least 164 childcare places available within the 800m catchment, with facilities outside the catchment offering 59 places.
- **Healthcare (including medical centres and GP's):** Seven healthcare facilities are located within 800m of the site (Isra Medical Services Parramatta, Rivaside Medical Practice, Argyle Street Medical Centre, Parramatta Doctors Medical Centre, Dr Vidaya Shetty, Dr Shana Pathmatheva, Good St Medical Centre), and two located immediately outside the south-eastern edge of the catchment (Wigram Street Family Medical Practice, Albion Medical Practice). Those inside the catchment are evenly distributed.
- **Primary schools (public):** Two primary are schools located within 800m of the site (Bayanami Public School, Parramatta Public School), to the southeast and to the northeast of the site.
- **Open space:** Six open spaces are located within 800m of the site (Parramatta Park, Prince Alfred Square, Rumsey Rose Garden, Stewart Street Reserve, River Foreshore Reserve, Jubilee Park), and five are outside the northern and eastern edges of the catchment. Those within the catchment are mostly north of the site, surrounding the Parramatta River, with two located to the west and south of the site.
- **Sports fields/courts:** There is one sports court located within 800m of the site (Bankwest Stadium Basketball Court), and three located outside the eastern and north-western edges of the catchment. The sports court located within the catchment can be found to the northwest of the site.
- **Indoor sports/courts:** One indoor sports facility is located within 800m of the site (PCYC Parramatta) and is to the east of the site.

Figure 7 provides a map outlining the local community infrastructure within an 800m radius of the site.

5.6.2 District and regional community infrastructure

An assessment of the existing supply of district and regional level community infrastructure has identified the following:

- **Aquatic facilities:** Five aquatic facilities are within 5km of the site, with two just outside the 800m local catchment (Macarthur Girls High School Aquatic Centre, Parramatta Aquatic and Leisure Centre), and three which are evenly distributed in the southwest quarter of the 5km catchment (Granville Swimming Centre, Merrylands Swimming Centre, Wentworthville Swimming Centre).
- **Cultural infrastructure:** Six sites with cultural infrastructure are within 5km of the site, with the majority clustered around the 800m catchment and just outside in all directions (The Crescent, Riverside Theatre, Nautanki Theatre, Pari, Elizabeth Farm), and one located further north (The Performance Studio).
- **District/regional open space:** Nine district/regional open spaces are within 5km of the site, most in the southwest quarter of the catchment (Parramatta Park, Blaxland Riverside Park, Granville Park, Holroyd Gardens, Merrylands Park, P H Jeffrey Reserve, John Curtin Reserve, George Kendall Riverside Park, West Domain). Two district/regional open

spaces are located outside of the southwestern and southern edges of the catchment (Auburn Botanic Gardens, Central Gardens Nature Reserve).

- **Emergency services:** Twelve emergency services sites are within the 5km catchment, including several police stations, fire stations, and ambulance stations. The majority of these are clustered in+ the southwestern quarter of the catchment. There are four emergency services located outside of the southern and eastern edges of the catchment.
- **High schools (public):** There are six high schools located within 5km of the site, with three located within the 800m catchment (Arthur Phillip High School, Parramatta High School, Macarthur Girls High School). There are three high schools located outside the south and southwestern edges of the catchment (Merrylands High School, Holroyd High School, Granville South Creative and Performing Arts High School).
- **Other schools:** There are twenty other schools located within 5km of the site, including private schools, religious schools, and other specialty schools. There are two other schools located outside the southwestern and south-eastern edges of the catchment.
- **Hospitals:** There are four hospitals located within 5km of the site, most of which are clustered around the Westmead Hospital Precinct (Westmead Hospital, Cumberland Hospital, Westmead Private Hospital, The Children's Hospital at Westmead). There are two hospitals located at the southern and south-eastern perimeters of the catchment (St Joseph's Hospital, Holroyd Private Hospital).
- **Tertiary education:** There are eight tertiary education facilities located within 5km of the site, three of which are located within the 800m catchment (Western Sydney University Parramatta CBD Campus, Swinburne University of Technology Sydney, UNE Sydney), with five other dispersed evenly throughout the 5km catchment (TAFE NSW Granville, Charles Sturt University Parramatta Campus, Western Sydney University Westmead Precinct, Western Sydney University Parramatta (North Campus), Western Sydney University Parramatta Campus).

Figure 7 provides a map outlining the district and regional community infrastructure within a 5km radius of the site.

5.6.3 Planned supply

Social infrastructure planned within the Parramatta CBD is centred around the development of Parramatta Square, which will include:

- A regional scale civic building including a library, a Discovery Centre, cultural heritage spaces, performance spaces and makers spaces,
- Western Sydney University campus.

The development of this social infrastructure has recently been completed as of 2022.

Council is currently constructing a new Aquatic and leisure centre including a multipurpose community room, in Parramatta Park. The project is expected to be completed in 2023.

Council has recently adopted a new Developer Contributions Plan which includes the development of a regional scale aquatic facility within 800m of the site, and a range of other social infrastructure within a 5km catchment including:

- Upgrades to existing open space, sports fields, and associated infrastructure to improve the capacity of these facilities,
- Acquisition of land for new open space,
- A new hub in North Parramatta incorporating community space (1,000m²) including a library (500m²).

While these facilities are outlined in the Developer Contributions Plan, their development or upgrade is not confirmed.

The Draft Parramatta CBD Local Contributions Plan is expected to replace the existing CBD contributions plan. Funded social and community infrastructure include:

- 6,800m² of flexible local community space across two facilities,
- 2,000m² of youth space across two facilities,
- Performing arts facilities, including training studios, gallery spaces, and performing and creative spaces,
- Upgraded open space and new play spaces and pocket parks.

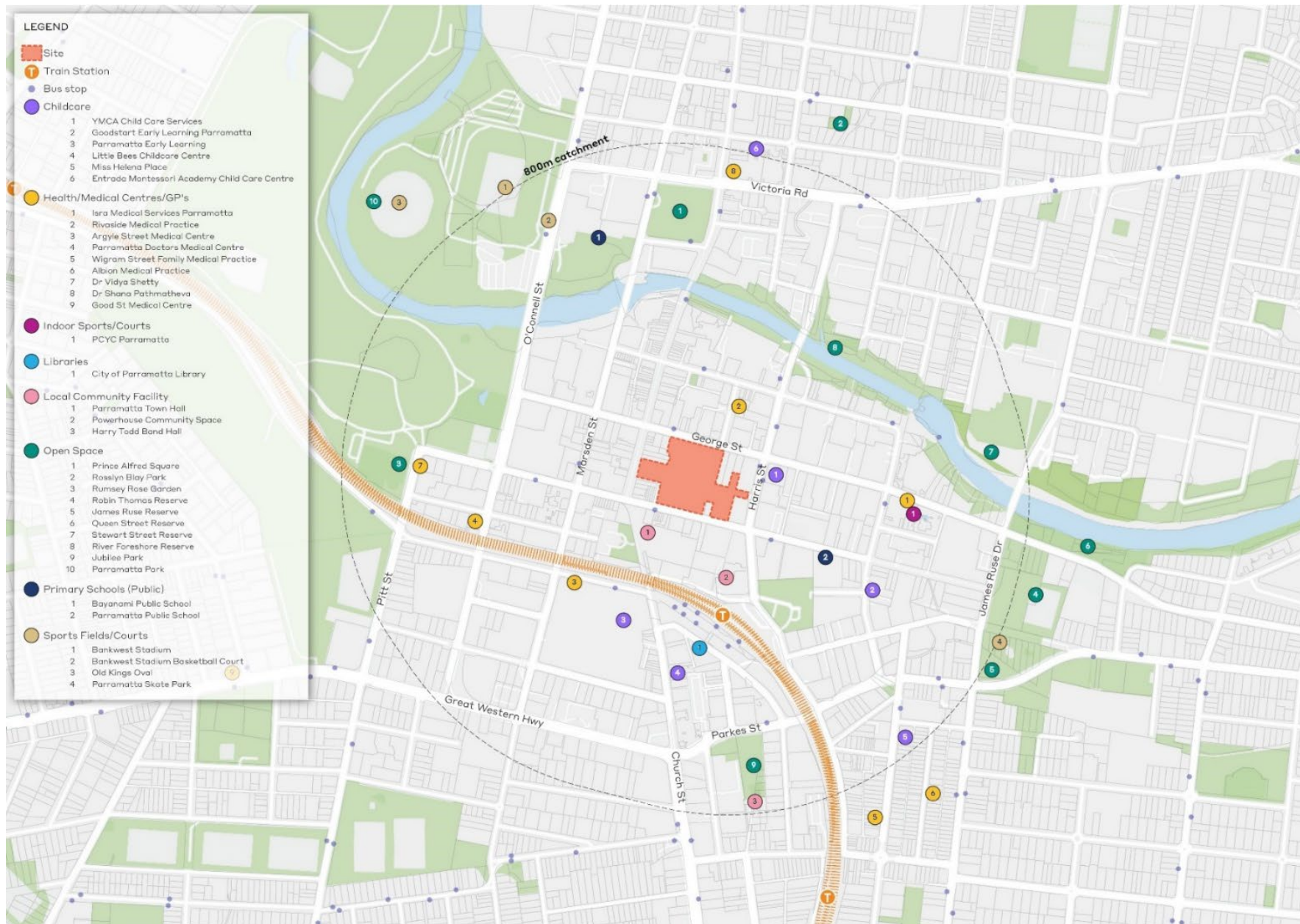


Figure 6 Existing local community infrastructure: 800m radius of the site

Source: Ethos Urban

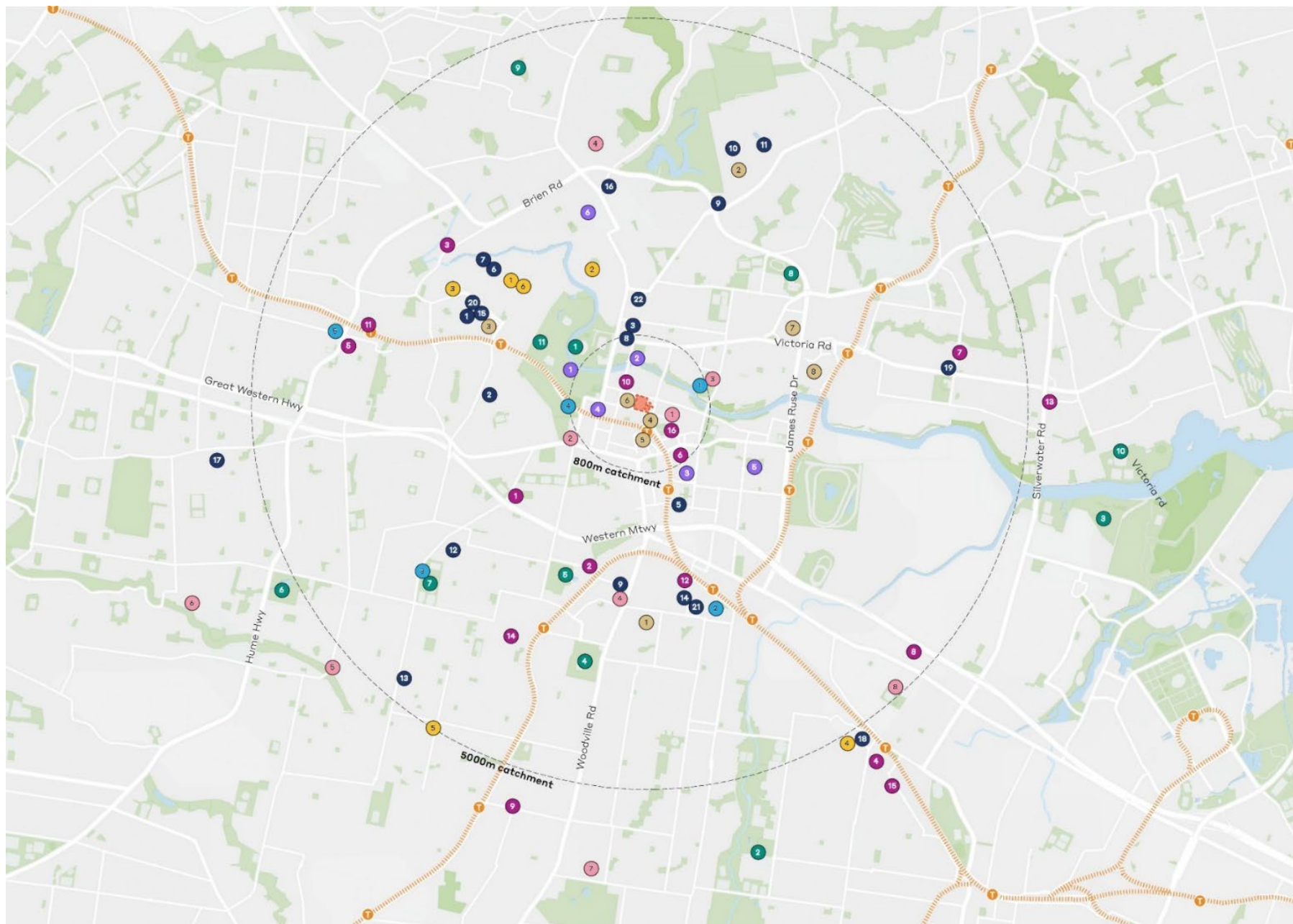


Figure 7 Existing district and regional community infrastructure: 5km radius of the site

Source: Ethos Urban



Figure 8 Legend: Existing district and regional community infrastructure: 5km radius of the site

Source: Ethos Urban

6.0 Community and stakeholder perspectives

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

- Outcomes of engagement undertaken by Sydney Metro to inform the proposed development,
- Outcomes of engagement undertaken by Council to understand community values and aspirations.

Consultation undertaken by Sydney Metro and Council have highlighted the following key issues and opportunities:

- Sydney Metro consultation activities and outcomes have identified in principle support for transport-oriented development and urban renewal guided by sustainability outcomes and a place-making approach, driving increased activation and amenity accessible for local residents and workers.
- There is community support for increased activation in the area, driven by enhanced convenience and delivery of new retail and hospitality offerings for locals and visitors. It is recognised that the development will contribute to local amenity.
- The community has expressed concerns relating to the mitigation and management of construction impacts, and ensuring that adequate community and stakeholder consultation is ongoing. Additionally, concern around cumulative construction impacts was noted.
- Council has recently undertaken broad consultation with the LGA community and stakeholders, highlighting the following priorities of relevance to the proposal, as identified through a review of the Council's Community Strategic Plan and Socially Sustainable Parramatta Framework:
 - The community has expressed concerns over the pace and scale of growth and development across Parramatta LGA. It is a community aspiration that increased development leads to improved liveability. Drawing on extensive community engagement, Council's key documents define improved liveability as improved infrastructure and public transport, enhanced access to high quality jobs, management of congestion and prevention of overdevelopment.
 - While the Parramatta LGA community recognises the opportunities offered by infrastructure investment and urban renewal – including improved accessibility and connectivity, amenity and liveability, as well as improved access to high quality jobs close to home – some members of the community are also concerned that growth is having an unacceptable impact on existing lifestyles in Parramatta LGA. A key community priority is planning and delivering a vibrant, safe and attractive Parramatta CBD and local centres that are supported with improved public transport options.

6.1 Engagement by Sydney Metro

Sydney Metro has been engaging with the community, stakeholders and industry on Sydney Metro West since 2017. Feedback gathered has helped shape the project, including station locations. Early engagement with the community and stakeholders began in June 2017 and continued into 2018. Further engagement for the project followed the announcement of confirmed station locations between Westmead and The Bays in October 2019.

Specifically, community consultation has occurred at the following stages:

- Stage 1 CSSI approval and Stage 3 CSSI application: Community consultation prior to lodgement of Stage 1 CSSI approval and Stage 3 CSSI application and the public exhibition of the applications by DPE,
- PLEP2011 Amendment No 56: Community consultation that was undertaken as part of changes to the PLEP2011 specifically in regards to the Parramatta CBD.
- Community and customer insights received during the development of the Concept SSDA.

6.1.1 Communities and stakeholders engaged

Consultation has proactively sought feedback and comments on Sydney Metro West through different forums and channels to inform the development phase and the scope of issues to be assessed as part of the environmental assessment process. Key stakeholders for Sydney Metro West include (but are not necessarily limited to):

- State government agencies (including but not limited to Department of Planning and Environment, Greater Cities Commission, other sections of Transport for NSW, NSW Environment Protection Authority, Heritage NSW, Port Authority of NSW and Schools Infrastructure NSW),
- Local government (Cumberland City Council, City of Parramatta, Burwood Council, Strathfield Council, City of Canada Bay, Inner West Council and the City of Sydney),
- Public utilities and business and industry groups near the project,
- Special interest groups including Local Aboriginal Land Councils, Aboriginal stakeholders, and sporting associations and groups,
- The broader community.

Further information on this engagement and outcomes is available in **Chapter 6 (Engagement)** and **Appendix C** of the Environmental Impact Statement.

6.1.2 Engagement activities

Consultation activities have varied depending on the stage of approval. These activities have included the following:

- **Concept and Stage 1 CSSI Approval:** consultation activities included virtual community engagement via an interactive portal and virtual community engagement room, stakeholder briefings, phone calls, and emails, Sydney Metro Place Managers engaged with the community, addressing concerns, and providing accurate and transparent information to generate the community's understanding of the project and any relevant impacts.
- **Stage 3 CSSI Application:** numerous engagement activities were undertaken for Stage 3 including an interactive portal and virtual community engagement room, stakeholder briefings, phone calls, and emails, Sydney Metro Place Managers engaged with the community, addressing concerns and providing accurate and transparent information to increase the community's understanding of the project and any relevant impacts.
- **Community and customer insights:** as part of its on-going community engagement, Sydney Metro has sought community and customer feedback on the following key areas:
 - Overall sentiment about the community's local area and current developments,
 - Types of pedestrian amenities and their importance,
 - The importance of maintaining and respecting local heritage,
 - Views on public transport integration,
 - Sentiments about proposed Sydney Metro developments in the community's local area,
 - How people want to be engaged post COVID-19 lockdowns.
- **Connecting with Country and ACHAR:** During the development of Sydney Metro West, targeted consultation was undertaken with the local Aboriginal community and knowledge holders, including an Aboriginal Focus Group.

6.1.3 Engagement outcomes

Key community aspirations and concerns identified by the broader Sydney Metro engagement activities include:

- The need for ongoing community and stakeholder engagement,
- Integrating placemaking strategies and principles, and a focus on sustainability,
- Managing impacts identified in technical reports, including regarding traffic and transport, Aboriginal heritage, non-Aboriginal heritage, visual impacts, and air quality concerns,
- Concern regarding the potential for cumulative impacts associated with large-scale CBD renewal,
- Provide new or innovative ways to help people fully experience the area and deal with issues of size and scale.
- Support and encourage active modes of travel,
- General view that the opportunity for revitalisation of the precinct and transit-oriented development is a positive benefit,
- Support for more cafes, restaurants, convenience stores and hospitality offerings for visitors and locals,
- General view that there would be increased activity around the precinct and greater support for small businesses,
- Support for the methodology and recommendations of the Aboriginal Cultural Heritage Assessment Report,
- The need to ensure future alignment with the Connecting to Country framework, and allowing room for interpretation and connecting to Country in a culturally appropriate way. Consideration of the intangible aspects of Country, moving beyond just art and interpretation.

6.2 Broader engagement undertaken by the Council to identify community priorities

6.2.1 Engagement activities

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

- City of Parramatta Community Strategic Plan 2018-2038 (City of Parramatta Council 2018).²
- Parramatta's Big Conversation, Workshop outcomes report (Elton Consulting for City of Parramatta Council, 2017).
- Community Engagement Report, Draft Local Strategic Planning Statement (City of Parramatta Council 2020).

6.2.2 Engagement outcomes – community aspirations

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

- Balanced growth: future growth to be managed, with the economy and other infrastructure improved to keep up with demand. Parramatta's rich heritage to be the cornerstone of future development. There is concern around the forecast doubling of the City's population.
- Council to continue to find the balance between maintaining existing assets and building new ones, to optimise use for a growing population.
- Concern over the capacity of roads and public transport, along with the impacts on amenity to meet the needs of the growing population.
- Planning for traffic and transport, jobs close to home:
 - To get where you need to go easily and efficiently, with a strong public transport network supported by walking and cycling paths,
 - The City's neighbourhoods to be better connected to the CBD, and to each other, with ongoing road improvements to address congestion spots, as well as parking at key locations,
 - To be able to work close to home, and not spend lots of time commuting across Sydney. To see new, and larger companies basing their operations in Parramatta, and support for small business.
- A more diverse range of affordable housing options, so that families of all income levels are catered for.
- Vibrant and safe neighbourhoods and precincts that showcase the City's emerging food and cultural scene – great destinations that are close to home.
- Parramatta's green and open spaces, and the Parramatta River – spaces to continue to enjoy. But also to see action on the changing climate, for Parramatta to be an eco-efficient City, where buildings use less energy and water, and everyone recycles more and wastes less.
- To build on Parramatta's unique cultural identity, celebrating the rich history, sense of community and diversity. Diversity – of cultures, ages, and income levels – is Parramatta's greatest strength, and fundamental to its identity.

6.2.3 Data considerations for this assessment

We note that the community and stakeholder perspectives are primarily based on engagement activities that require an active interest to participate. This may lead to over-representation of the voices of certain community or stakeholder groups and underrepresentation of others, and may hence be biased to an extent.

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

² Community Strategic Plans are overarching Council policy documents that are prepared on the basis of extensive community engagement, so provide insights into issues important to communities along the proposal corridor.

7.0 Social Impact Assessment

7.1 Assessment framework and scope

As the proposed development classifies as a State Significant Development this Social Impact Assessment applies *the Social Impact Assessment Guideline for State Significant Projects* (NSW DPE 2021) to address the SEARs. Social factors and matters identified in the Social Impact Assessment Guidelines (City of Parramatta Council, 2013) have been considered as part of the analysis (see comparison tables of the social factors of the DPE and Council guidelines in **Chapter 2.0**.)

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

The purpose of this social impact analysis is to:

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

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

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

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

Sydney Metro West is a NSW Government project which has undergone community engagement through the development and release of strategic planning and transport policies, and through the development of the Sydney Metro West Concept. The decision-making systems of the planning system provide the mechanisms for people to have their say, and provide for complaint, remedy and grievance mechanisms. As such, decision-making systems have only been addressed broadly in this Technical Paper within other social factors, and has not been identified as requiring further exploration in the scoping phase of this assessment.

Outcomes of a detailed assessment, and the social significance ratings of impacts and benefits for each social factor, is provided in **Chapter 7.4**. Summary of residual impacts after implementing various responses and opportunities to mitigate impacts is provided in **Chapters 7.5** and **8.1**.

First, an assessment of social impacts without additional social impacts mitigation or management measures was completed, then the impacts were re-assessed, following the application of additional social impacts mitigation measures. For the purposes of this assessment, 'without mitigation' represents the potential social impact without any specific social mitigation measures above and beyond what has already been included in the design of the proposal, or what is standard practice for construction management (e.g., dust suppression).

7.1.1 Evaluation principles

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

- **Way of life:** how people live, get around, work, play and interact with one another each day
- **Community:** its composition, cohesion, character, how it functions, resilience, and people's sense of place
- **Accessibility:** how people access and use infrastructure, services and facilities (private, public, or not-for-profit)
- **Culture:** both Aboriginal and non-Aboriginal - people's shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings
- **Health and wellbeing:** people's physical, mental, social and spiritual wellbeing – especially for people vulnerable to social exclusion or substantial change, psychological stress (from financial or other pressures), access to open space and effects on public health
- **Surroundings:** access to and use of natural and built environment, including ecosystem services (shade, pollution control, erosion control), public safety and security, as well as aesthetic value and amenity
- **Livelihoods:** including people's capacity to sustain themselves through employment or business

The evaluation includes a risk assessment of the degree of significance of risk, including the envisaged magnitude (duration, extent, severity, sensitivity), likelihood, and potential to mitigate/enhance and likelihood of each identified impact. The social impact significance matrix provided within the SIA Guidelines Technical Supplement (see **Table 10**) has been adapted for the purposes of undertaking this social and impact assessment.

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

Magnitude of impact generally considers the following dimensions:

- **Extent** - Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people? Which location(s) and people are affected? (e.g. near neighbours, local, regional, future generations).
- **Duration** - When is the social impact expected to occur? Will it be time-limited (e.g. over particular project phases) or permanent?
- **Severity or scale** - What is the likely scale or degree of change? (e.g. mild, moderate, severe)
- **Intensity or importance** - How sensitive/vulnerable (or how adaptable/resilient) are affected people to the impact, or (for positive impacts) how important is it to them? This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change.
- **Level of concern/interest** - How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or intensity.

Table 8 Defining magnitude levels for social impacts

Magnitude level	Meaning
Transformational	<ul style="list-style-type: none">• Substantial change experienced in community wellbeing, livelihood, infrastructure, services, health, and/or heritage values;• permanent displacement or addition of at least 20% of a community.
Major	<ul style="list-style-type: none">• Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	<ul style="list-style-type: none">• Noticeable deterioration/ improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	<ul style="list-style-type: none">• Mild deterioration/ improvement,

Magnitude level	Meaning
	<ul style="list-style-type: none"> for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	<ul style="list-style-type: none"> Little noticeable change experienced by people in the locality.

Source: NSW DPE, 2021, Technical Supplement - Social Impact Assessment Guideline for State Significant Projects.

Table 9 Defining likelihood levels of social impacts

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

Source: NSW DPE, 2021, Technical Supplement - Social Impact Assessment Guideline for State Significant Projects.

Table 10 Social impact significance matrix

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

Source: NSW DPE, 2021, Technical Supplement - Social Impact Assessment Guideline for State Significant Projects

7.2 Key affected communities

This assessment covers both the 400m Primary Study Area (PSA), which is expected to experience social impacts associated with the temporary construction activities and some of the future operational impacts, as well as the broader social localities that are likely to experience the resulting benefits from the operational phase of the project. These study areas are described in **Chapter 5.2**.

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

- Local residents,
- Local workers,
- Students,
- Commuters,
- Local businesses and organisations,
- Visitors to the area, including people accessing cultural and community organisations, health or social services in the area, and many others.

The area is likely to be accessed by people from various vulnerable groups who would be more sensitive to various changes that the construction and operational phase of the project may entail. This includes, but is not limited to:

- Aboriginal and Torres Strait Islander people,
- Locals or visitors with no or limited English skills,
- Residents from diverse neighbouring communities,
- Residents of social housing in surrounding neighbourhoods,
- People experiencing homelessness or insecure housing,
- People with chronic health issues,
- People experiencing disability,
- People with limited mobility,
- Parents with small babies and children,
- Young people, including international students,
- Older people,
- Women.

7.3 Geographic extent of the impacts

The preliminary scoping assessment identified the social factors (see **Table 11**), which have been carried forward for further detailed assessment at the extents identified. This means that, during the scoping process, a preliminary assessment of the potential for social impacts within a particular social factor to extend to the defined study areas (i.e. locality, suburb-level, or region) has been undertaken.

It is noted that 'suburb level' extent incorporates impact in the 'locality', and that 'region level' extent incorporates assessment of impacts in the 'suburb' and 'locality' therein. There are several impacts at 'suburb level' and 'region' for the site, as this site is the centre for the surrounding suburb and some nearby local government areas, where the community is likely to undertake daily living activities (e.g., grocery shopping, accessing services).

Table 11 Social factors and extents carried forward to detailed assessment

Social factor	Extent		
	Locality	Suburb level	Region
Way of life		✓	
Community		✓	
Access to and use of infrastructure, services and facilities			✓
Culture		✓	
Health and wellbeing	✓		
Surroundings		✓	
Livelihoods			✓

Source: *Ethos Urban*

As discussed above, decision making systems have only been addressed broadly in this Technical Paper within other social factors.

7.4 Impact assessment factors and responses

7.4.1 Way of life

Potential impacts

This factor assesses: how people live, get around, work, play and interact with one another each day.

During construction:

- Potential temporary negative impacts to way of life associated with the noise, dust and vibration caused by the construction activity across the site, which may result in disruption and associated inconvenience for local residents, local businesses, and other workers and visitors in the immediate vicinity. The impacts may disproportionately impact various sensitive groups (for example children, elderly persons, people experiencing disability) who are likely to be accessing Parramatta CBD on a daily basis.
- Noise may potentially impact on residents through disruption to their ability to work from home, sleep, and may impact those with further vulnerabilities to a greater extent (e.g., children, people experiencing homelessness, people with mental health issues).
- Heavy vehicle movements associated with construction activities may disrupt normal patterns of movement, requiring temporary closures or diversions on local roads and/or resulting in potentially increased traffic volumes on local roads. This would potentially lead to deterioration of local roads and feelings of frustration and inconvenience among local residents and workers, as well as increased travel times.
- Construction activities may reduce access to popular gathering spaces in the area, or decrease the amenity of these areas (e.g., due to noise, dust, vibration, hoardings etc.). This may cause disruption to the way that people access and use popular squares and gathering places, causing inconvenience and frustration and altering routines. This may be felt particularly by users of Church Street, Parramatta Uniting Church, and Parramatta Square due to proximity to the site.
- Construction activities may also disrupt community interaction with local service providers due to road closures and the construction impacts associated with the project. Due to proximity to the site, this may disproportionately affect users accessing Mission Australia, Teachers Healthcare, Arab Bank Australia, University of New England, and other small businesses located adjacent to the site. This disruption to access may cause confusion and frustration at changes to daily routines, noting particularly the prevalence of more sensitive receivers accessing social infrastructure.
- Located in the centre of Parramatta CBD, which is experiencing numerous large-scale construction and infrastructure projects (e.g., Parramatta Square and Church Street Light Rail), the addition of this construction project may cause a cumulative sense of disruption, inconvenience and frustration. It is noted that although construction activities have already commenced on-site for the demolition of existing structures and delivery of the Parramatta metro station, the increased timelines of construction on-site for the proposed development has the potential to increase residents and local workers experiencing construction fatigue.

During operation:

- The delivery of a proposed mixed-use development in accordance with a Design Excellence Strategy (Appendix L of the EIS) has the potential to improve the way of life of residents and workers using the site. This may be through:
 - Improvements to working environments for the tenants of the proposed buildings, potentially leading to improved work performance, staff, and visitor satisfaction.
 - High quality residential design, potentially facilitating community connection and improving resident wellbeing.
 - The provision of a permeable and connected development with through-site links to the Parramatta Civic Link and metro station has the potential to enhance convenience and improve the daily living routines of workers and visitors interacting with the project and surrounding areas.
- The delivery of new commercial and retail uses on-site has the potential to improve accessibility of daily living needs for workers, residents and visitors interacting with the site and surrounding area. This positive impact is compounded by proximity to the new metro station, increasing accessibility.
- The provision of bicycle parking and end of trip facilities in Building B and the commercial buildings will have a positive impact on accessibility for cyclists.

Responses/ mitigation measures	
	<ul style="list-style-type: none"> • Develop and implement a Construction Management Plan. • Implement mitigation measures included in other technical reports, including Noise and Vibration Impact Assessment (Appendix X to the EIS), Transport and Access Report (Appendix EE to the EIS), and relevant Traffic Management Plan/s. • Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted. • Continue to consult with the Council, adjacent businesses, and other key stakeholders, to minimise cumulative impacts.
Summary	
Overall impact and social impact significance rating	<p>Overall, once operational, the project would have a significant positive benefit to way of life. The proposed development, if impacts associated with construction are well mitigated, will ensure positive social outcomes for the community.</p> <p><u>Negative social impacts</u> associated with way of life are high during construction, but low during operation:</p> <ul style="list-style-type: none"> • Construction: High (Major – likely). • Operation: none identified. <p><u>Social benefits</u> associated with way of life are low during construction, but medium during operation:</p> <ul style="list-style-type: none"> • Construction: none identified. • Operation: Medium (Moderate – Possible).
Duration	Medium term (2-3 years) cumulative construction impacts with longer term (10+ years) positive impacts associated with the delivery of the mixed-use development.
Severity/sensitivity	Higher sensitivity due to location in inner Parramatta CBD and cumulative impacts of substantial surrounding development, due to the presence of disadvantage in the local population (as described in demographic profile).
Extent	Construction impacts would likely impact workers, residents, and visitors in the Parramatta CBD. The mixed-use development would impact residents and workers living on-site and in surrounds in the immediate locality, with some broader benefits to the region.

7.4.2 Community

Potential impacts

This factor assesses the community's composition, cohesion, character, how it functions, resilience, and people's sense of place.

During construction:

- Potential for increased numbers of construction workers in the area to change the composition and size of the community. This is based on an indicative 160 FTE construction workforce required for the project (Economic Impact Assessment, Appendix R to the EIS). There is the potential for impacts on perceptions of safety in the area due to the presence of 'strangers'. However, it is noted that, as an inner-city project, the area sees a large number of 'anonymous' visitors and through-commuters daily. This is compounded by various cumulative construction projects ongoing in the Parramatta CBD.
- It is uncertain whether the presence of increased numbers of construction workers will increase or decrease perceptions of safety in surrounding streets. For some people, the presence of more 'eyes on the street' will increase the feeling of safety, while for others, any strangers represent a decrease in perceptions of safety.
- Changes to the appearance of the streetscape due to ongoing construction activities (for example through the establishment of hoardings, site offices, and construction vehicles) has the potential to negatively impact community connection to and sense of place. This is particularly noted for the impact of construction hoardings and facades on adjacent heritage buildings, potentially negatively impacting the community's connection and sense of belonging associated with heritage items.
- Ongoing construction activities and associated noise, dust, vibration, hoardings etc. have the potential to negatively impact the way the community functions. This is associated with potential negative impacts on the community's use and access to community service providers, small businesses, and popular gathering places in the locality. This reduction in access may have a corresponding negative impact on the levels of community cohesion in the Parramatta CBD – noting particularly the role that third spaces have in maintaining social cohesion in inner-city contexts.
- During construction, the local community, already experiencing rapid change in Parramatta due to the level of development and change, may begin to experience a fear that their community is changing quickly and no longer represents the community they moved to the area for.
- For disadvantaged community members, this change may be particularly distressing. For instance, people with mental health issues or people experiencing homelessness. Rough sleepers have a sense of community based on their networks on the streets, and the loss of regular habits and places may disconnect them from their support networks.

During operation:

- The tenanting of the proposed adjacent station development will impact on the size and composition of the community. The proposal will support approximately 9,280 office, retail and leisure jobs on an ongoing basis and approximately 365 residents (Economic Impact Assessment, Appendix R to the EIS). The new retail offering is also likely to attract a new set of visitors to the area. This may also offer employment opportunities to local residents who in the past would have travelled beyond the suburb for their work.
- The cumulative influx of new residents and workers associated with this and similar mixed-use developments in the Parramatta CBD may lead to negative cumulative impacts on the community's cohesion and compositions, and sense of belonging. While this impact is not only as a result of this project, it will contribute to the change as part of a broader shift in Parramatta.

However, the cumulative influx of new residents and workers associated with this and similar mixed use developments in the Parramatta CBD may lead to positive cumulative impacts on the community's cohesion and compositions, and sense of belonging, due to the ability for a new sense of community to form. This would be supported by the enhanced amenity and liveability offering associated with this transport oriented development.

- Delivery of the proposed development may result in increased community connection and cohesion through the creation of a walkable, mixed-use precinct which catalyses interaction between a diverse range of user groups. This may positively impact the way in which the local community functions, including enhanced socialising in an activated, mixed-use precinct.

Responses/ mitigation measures	
	<ul style="list-style-type: none"> • Develop and implement a Construction Management Plan. • Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted. • Explore opportunities to include high quality internal gathering spaces, breakout spaces and other design elements to support resident and worker wellbeing and community capacity-building within the proposed development.
Summary	
Overall impact and social impact significance rating	<p>Community can be impacted in both positive and negative ways, with the most pronounced change likely to occur during construction.</p> <p><u>Negative social impacts</u> associated with community are medium during construction and during operation:</p> <ul style="list-style-type: none"> • Construction: Medium (Moderate – Possible). • Operation: Medium (Moderate – Possible). <p><u>Social benefits</u> associated with community are low during construction, but medium during operation:</p> <ul style="list-style-type: none"> • Construction: Low (Minimal – Very unlikely). • Operation: Medium (Moderate – Possible).
Duration	Changes to community composition and character will be evident throughout both the construction and operation phases. Negative impacts during operation are likely to lessen (while positive impacts arise) over time (5+ years) as people become accustomed to the new sense of community in this social locality. Positive impacts expected with this development and cumulative changes to enhanced community cohesion and socialisation will be experienced during operation and will be ongoing.
Severity/sensitivity	Particular sensitivity to changes to feelings of community and belonging for Parramatta's homeless community and existing residents and workers.
Extent	Changes to the community will be most noticeable at a suburb-level.

7.4.3 Accessibility

Potential impacts
<p>This factor assesses how people access and use infrastructure, services and facilities (private, public, or not-for-profit).</p> <p><u>During construction:</u></p> <ul style="list-style-type: none"> • Potential negative accessibility impacts associated with construction activities generating dust, vibration, and noise. These activities have the potential to reduce ease of access to surrounding social infrastructure and popular gathering places, including Church Street and Parramatta Square. There is a high concentration of social infrastructure within the site locality, including the University of New England campus, Parramatta Mission, Centenary Square, Parramatta Town Hall, Western Sydney University, Parramatta Library, along with a number of places of worship, childcare centres, schools and courts. • It is noted that under all development timing scenarios construction of the proposed development would continue beyond the scheduled completion of the Parramatta metro station. The continuing construction has the potential to negatively impact accessibility to the Metro station, as well as to Light Rail stops on Church Street and Macquarie Street.

- Increased vehicle movements in the surrounding precinct associated with construction activities on-site have the potential to negatively impact accessibility. There is the potential for these activities to create increased congestion along key roads in the locality, noting the inner-city context and the major thoroughfare role of the streets surrounding the site.
- Construction activities have the potential to place pressure on existing parking in the area due to the presence of construction worker vehicles. The potential flow-on-effect is disruption to access to local residential and commercial buildings, businesses, and community service providers and public transport in the area due to limited access to parking. It is noted that there is a fairly high rate of provision of parking facilities in the surrounding area.
- Continuing construction activities have the potential to reduce access to laneways and rear-access to surrounding properties. This may have impacts on resident and business access through the blocking and redevelopment of key through-site links.
- Changes to access to footpaths associated with the construction process, including the potential need to block pedestrian footpaths for some of the construction period, would have a negative impact on pedestrian accessibility in the locality. It is noted that surrounding roads are currently high capacity with heavy traffic, narrow footpaths and significant pedestrian foot traffic at certain times. Changes to access to footpaths have the potential to create increased conflict zones between pedestrians and motorists. This impact may be compounded by the opening of Parramatta Square, Parramatta Light Rail and the Parramatta metro station – further increasing levels of pedestrian foot traffic.
- Temporary changes to wayfinding and the streetscape associated with construction activities has the potential to reduce ease of access for visitors in the area.

During operation:

- The provision of additional residential capacity at this site has the potential to positively increase overall accessibility in the region, through the flow-on effects of encouraging active and sustainable transport. Improving the provision of higher-density residential dwellings co-located with public transport connections, including the Parramatta metro station and Light Rail, reduces the need for residents living in the region to rely on private vehicles. The cumulative impact of this co-location and transit-oriented development is contribution to the creation of the '30-minute cities' described in **Chapter 5.2** above, therefore positively contributing to the region's sustainability.
- Similarly, provision of additional commercial capacity at this site has the potential to positively increase overall accessibility in the region. Improving the provision of high-quality office space and retail offerings accessible by various modes of active and public transport will potentially reduce the need for workers to rely on private vehicles – contributing to positive accessibility outcomes for the region.
- The provision of a permeable and connected development with through-site links will positively enhance connectivity and convenience for residents, workers and visitors using the new Parramatta metro station and interchanging with surrounding areas and other modes of transport.
- The provision of the proposed on-site car parking spaces across three basements to service the buildings is considered a potential positive impact on parking supply across the suburb (refer to the Transport and Access Report, Appendix EE to the EIS). In particular, parking access for residents and workers accessing the buildings will be improved by the provision of car parking spaces on-site, alleviating pressure on other facilities in the local area.
- The delivery of four high-capacity buildings may negatively impact accessibility for the surrounding locality by placing pressure on existing transport services. In particular, the proposed development may place pressure on the future Sydney Metro station and Light Rail due to its proximity. It is noted that this potential negative impact is considered a strategic necessity for increasing density in Parramatta CBD.

Responses/ mitigation measures

- Develop and implement a Construction Traffic Management
- Implement mitigation measures included in other technical reports, including Noise and Vibration Impact Assessment (Appendix X to the EIS), Transport and Access Report (Appendix EE to the EIS). It is noted that the Transport and Access Report (Appendix EE to the EIS) outlines negligible impacts and consideration given to maintaining access. The recommendations in the Transport and Access Report (Appendix EE to the EIS) should be implemented accordingly, including in relation to footpaths and parking arrangements.
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should

also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.

- Engage stakeholders (e.g., local business owners) to explore opportunities to minimise impacts on access to daily living needs, amenity and services. Retain wayfinding to significant buildings, and landmarks important to wayfinding. Explore potential for internal and external wayfinding strategies to ensure that the site and surroundings remain legible and walkable for users of the site during both construction and operation.
- Consider streetscape modification surrounding the site, reducing lanes of traffic, and preserving wide and accessible footpaths. Liaise with Council to ensure that surrounding streets are amenable to the provision of high-quality pedestrian domain.
- Develop and implement a Green Travel Plan for occupants, including monitoring frameworks.

Summary

Overall impact and social impact significance rating

Overall increased provision of residential and commercial supply in strategic location would have a significant positive benefit to accessibility outcomes across the region. The delivery of this project, if accessibility impacts associated with construction are well mitigated, will ensure positive accessibility outcomes for the community.

Negative social impacts associated with accessibility are medium during construction, but low during operation:

- Construction: Medium (Moderate – Possible).
- Operation: Low (Minimal – Possible).

Social benefits associated with accessibility are not present during construction, but high during operation:

- Construction: none identified.
- Operation: High (Moderate – likely).

Duration

Short term (about 2 years) accessibility impacts associated with the post-metro station construction phase of the proposed development. Long-term (10+ years) overall accessibility improvements associated with operation.

Severity/sensitivity

Higher sensitivity due to location adjacent to Parramatta metro station and Parramatta Light Rail. Accessibility highly valued by the community, particularly in inner-city contexts. Some sensitivity for vulnerable persons living in Parramatta CBD to access to social infrastructure.

Extent

Accessibility improvements possible for persons in the Region. Improvements and impacts are most noticeable for persons interacting with the locality-level study area.

7.4.4 Culture

Potential impacts

This factor assesses the shared beliefs, customs, values and stories, and connections to land, places, buildings.

During construction:

- The presence of construction activities (generating noise, dust, vibration, and construction vehicle movements) has the potential to negatively impact access to Aboriginal cultural heritage sites. It is understood that, apart from any access implications, the Aboriginal Cultural Heritage Assessment (Appendix K to the EIS) concludes that the Proposal would have no impact on any Aboriginal archaeological values in the study area because the proposed works will not impact the ground surface.
- Parramatta is a significant place for Aboriginal people across Australia, including as the location of some of the earliest interactions between Aboriginal people and European settlers, and the displacement of Aboriginal communities. The site is partially located on the Parramatta Sand Body, which has significant Aboriginal heritage potential and has cultural value for members of Aboriginal community as it provides a tangible cultural link to the past environment of Parramatta and pre-colonial uses of the area.
- The Aboriginal Cultural Heritage Assessment (Appendix K to the EIS) identifies the presence of two AHIMS items within the broader site (45-6-2686 and 45-6-3582). While it is concluded that these items will not be directly

impacted by this proposal, there are potential indirect impacts to access to and connection with these items. If not mitigated properly, this has the potential to negatively impact the maintenance and encouragement of significant customs and connections to Country for the community.

- It is understood that the Aboriginal Cultural Heritage Assessment (Appendix K to the EIS) found socio/cultural significance for Aboriginal people through their ongoing connection to land. One RAP commented that the area was highly significant to Aboriginal people due to this custodianship and are connection through their lore, kinship and customs (page 54).
- The presence of construction activities (generating noise, dust, vibration, and construction vehicle movements) has the potential to negatively impact access to existing heritage sites adjacent to the towers.
- Potential impacts to non-Aboriginal heritage items within the site boundary (noting that Kia Ora and the heritage listed shop on George Street would be protected), as well as adjacent to the site (e.g., Roxy Theatre, colonial terraces, trees, and heritage facades along Macquarie and Church Streets), with associated impacts to sense of place and community character. Built heritage items within the site would be retained, and controls implemented to minimise impacts of vibration intensive activity to built heritage items within and adjacent to the site (for example, which would mitigate community concerns about any loss of culture).
- It is understood that the Historic Heritage Impact Assessment (Appendix V to the EIS) outlines moderate adverse impacts caused by overshadowing to Kia Ora, the George Street Shops, and Bicentennial Square, and major adverse impacts to Horse Parapet Façade, St John's Anglican Cathedral and Leigh Memorial Church. Positive impacts are noted for Dr Pringles Cottage and Civic Arcade, due to the opening up of the public space in the centre of the site. Mitigation measures identified in that report, including Conservation Management Plan for Kia Ora and Shops, as well as consideration and guidelines in the development of future building design, is noted to mitigate these adverse impacts somewhat.
- Cumulative impacts of changes at the suburb-level have the potential to negatively impact Parramatta CBD's Aboriginal and non-Aboriginal cultural heritage. This may include changes to connections to land, place, and buildings. It is noted that this impact can be mitigated at a project-level through sensitive design, although at a construction phase additional mitigation will be necessary.

During operation:

- Increased activation of the site due to notably increased capacity and re-design has the potential facilitate the creation of new place narratives and an improved connection to place.
- Potential negative impacts on sightlines from important World and national heritage listed items. This originates from the building height impacting historic sightlines from Old Government House, Bath House, and the Domain. The potential social impact of a reduction in the quality of heritage sightlines includes a negative impact on culture, including connections to land, places, and buildings.

Responses / mitigation measures

- Implement mitigation measures included in technical reports, including Historic Heritage Impact Assessment (Appendix V to the EIS) and Aboriginal Cultural Heritage Assessment (Appendix K to the EIS), both during construction and operational phase.
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period, including Aboriginal elders and stakeholders. Opportunities for feedback and to ask questions should also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.
- Explore opportunities to maximise access to existing Aboriginal and non-Aboriginal heritage on-site and to incorporate heritage into the design of the buildings. Adopting the recommendations of the Aboriginal Cultural Heritage Assessment (Appendix K to the EIS) to ensure future design processes adopt the DPE Connecting with Country Framework would contribute to mitigating impacts on Aboriginal cultural connection.
- Explore opportunities to exhibit clear directions to businesses relocated due to the establishment of the site in previous stages of the proposed development.
- Residents and workers in the suburb and region are a culturally and linguistically diverse community. There may be a need to consider opportunities for culturally appropriate spaces within the proposed development e.g., prayer rooms to support diversity/inclusion, as well as spaces for cross-cultural learning.

Summary	
Overall impact and social impact significance rating	<p>There is an overall negative impact on existing culture and cultural connections to place associated with the construction and operation phases. There is potential for positive impacts to culture in the operation phase associated with increased activation of the locality.</p> <p><u>Negative social impacts</u> associated with culture are high during construction, but low during operation:</p> <ul style="list-style-type: none"> • Construction: High (Moderate – Likely). • Operation: Low (Minimal – Possible). <p><u>Social benefits</u> associated with culture are not present during construction, but medium during operation:</p> <ul style="list-style-type: none"> • Construction: not identified. • Operation: Medium (Moderate Unlikely).
Duration	Most acute impacts to culture associated with the construction phase, with positive benefits of activation extending throughout the lifecycle of the building
Severity/sensitivity	Particular sensitivity to changes to feelings of community and belonging for Parramatta's homeless community and existing residents and workers. Culture and connection to place is deemed important particularly for these receivers, who will feel the effects of negative impacts the greatest.
Extent	Suburb-level, with some minor regional-level impacts from the flow-on effect of Parramatta CBD's growing cultural role.

7.4.5 Health and wellbeing

Potential impacts
<p>This factor assesses people's physical, mental, social and spiritual wellbeing – especially for people vulnerable to social exclusion or substantial change, psychological stress (from financial or other pressures), access to open space and effects on public health.</p> <p>During construction:</p> <ul style="list-style-type: none"> • Potential negative health and wellbeing impacts for residents, workers, and visitors in the area, associated with construction dust, noise and vibration. Many persons in Parramatta CBD, including accessing social infrastructure in the surrounding area, are likely to be experiencing illness, disability, or distress, and may be therefore disproportionately impacted by construction impacts (e.g., persons with existing respiratory conditions). • People experiencing homelessness are likely to be highly impacted. Parramatta LGA is known to have the second highest population of people experiencing homelessness in all of Sydney, after the City of Sydney LGA. • The Noise and Vibration Impact Assessment (Appendix X to the EIS) outlines that construction activities, both for the towers and cumulative with the metro station and podium are expected to produce negative health and wellbeing impacts for a number of non-residential receivers in proximity to the site. • Increased construction vehicle movements in the locality have the potential to negatively impact pedestrian health and safety. • Cumulative impacts of prolonged construction activities on this site and in surrounding projects (e.g., Parramatta Square, Parramatta light rail), have the potential to increase community sensitivity to health and wellbeing impacts. Residents and local workers experiencing 'construction fatigue' may be prolonged by the timeframes of this development extending beyond other projects in the vicinity, exacerbating the negative mental and social impacts of these projects. • Note particularly the impact of prolonging construction on the site for the physical, mental, and spiritual wellbeing of residents and workers living adjacent to or in close proximity to the site.

- Potential negative social and spiritual health impacts are noted particularly for users of 119 Macquarie St, Parramatta (place of worship) associated with construction noise and vibration. The Noise and Vibration Impact Assessment (Appendix X to the EIS) p. 34 notes that this receiver was the worst-affected sensitive receiver with an exceedance of 20dB over the NML.

During operation:

- The provision of a permeable and connected development with through-site links to the civic spine and new Parramatta metro station may have a positive impact on health and wellbeing for residents, workers, and visitors in the area. Enhanced convenience for walking and cycling connections can encourage uptake and use of active transport modes and increase physical activity of the population.
- The provision of bicycle parking and end of trip facilities in Building B and the commercial buildings may positively encourage the uptake and use of active transport modes and physical activity by residents and workers occupying the towers – thus contributing to positive health and wellbeing outcomes.

Responses / mitigation measures

- Prepare and implement a Construction Traffic Management Plan
- Implement mitigation measures included in other technical reports, including the Noise and Vibration Impact Assessment (Appendix X to the EIS).
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.
- Explore opportunities for seamless integration with existing active transport networks in the area
- Develop and implement a Green Travel Plan for future tenants of the site.

Summary

Overall impact and social impact significance rating

Overall impact on health and wellbeing will be high and negative during construction, but medium and positive during operation.
Negative social impacts associated with health and wellbeing are high during construction, but not present during operation:

- Construction: High (Moderate – Likely).
- Operation: none identified.

Social benefits associated with health and wellbeing are not present during construction, but medium during operation:

- Construction: none identified.
- Operation: Medium (Minor – Possible).

Duration

Negative impacts will be most acute during the construction phase, with the cumulative negative impacts associated with this and surrounding construction activities extending the timeframe of impact over a substantial period of time (5+ years). Positive impacts to health and wellbeing for occupants of the towers will be experienced over the longer-term.

Severity/ sensitivity

Sensitivity to health and wellbeing impacts will be highest for occupants and users of commercial spaces adjacent to and in proximity to the site, and to people experiencing homelessness. Note particularly the place of worship at 119 Macquarie St, Parramatta and the impacts that prolonged construction noise and vibration will have on the spiritual and social wellbeing of that congregation.

Extent

Impacts extending primarily to the 'locality' level

7.4.6 Surroundings

Potential impacts

This factor assesses the access to and use of natural and built environment, including ecosystem services (shade, pollution control, erosion control), public safety and security, as well as aesthetic value and amenity.

During construction:

- The continued presence of hoardings and site boundaries may have potential amenity impacts and visual impacts on the surroundings. These impacts are heightened by close proximity to high-pedestrian and civic domain areas, including Church Street, Parramatta Square, and the metro station entrance.
- Continued changes to sightlines due to the establishment of hoardings associated with this phase of development on-site has the potential to negatively impact on perceptions of safety in the area. This is particularly relevant to the area surrounding the metro station entrance, noting particular safety concerns around public transport hubs and the close proximity between this site and the station entrance.
- Reduced amenity could affect the community's enjoyment of their surroundings due to construction noise, vibration, changes to the streetscape and establishment of the site (e.g., hoardings) along a major retail spine and within a CBD context. This could particularly be experienced by workers and visitors accessing premises in close proximity to the site, e.g., shops along Church Street; and visitors to community services along Macquarie Street, and users of Centenary Square – one of the more important community meeting places in Parramatta CBD. The highest impacts would typically occur when noise intensive equipment is in use (which would not be continuous and will be temporary in nature), and for buildings immediately adjacent to the site, and impacts would reduce with increasing distance from the site.

During operation:

- Permanent changes to the skyline and streetscape due to the establishment of buildings of notably taller height compared to the existing structures at the site and on the adjacent Church Street may produce negative social impacts on surroundings from some people's perspective. Note particularly the sensitivity of this location given its location adjacent to major public spaces (e.g., Church Street, Civic Link, Parramatta Square).
- Potential glare and reflectivity attributed to these new towers would have potentially negative impacts on the use and enjoyment of the civic link and Metro station entrances. The Reflectivity Assessment (Appendix Z to the EIS) notes risk of disability glare exceeding 500 cd/m² in the late afternoon and mid-morning for pedestrians located in the civic link open space. The Assessment further notes opportunities to decrease this risk of glare through the use of lower reflectivity glazing and other mitigation measures (Refer to Appendix Z to the EIS, p. 19).
- The construction of towers to a significant height has the potential to cause overshadowing and visual impact to the civic link open space, as well as the Church Street pedestrian corridor. This impact has the potential to decrease the amenity value of these civic spaces. It is noted that the Shadow Impact Analysis (Appendix J to the EIS) outlines compliance with solar protection for the Parramatta Square and Lancer Barracks civic spaces.
- Construction of the proposed mixed-use development in accordance with the design excellence strategy will have positive amenity impacts for some, due to the visual impact of the proposed development. The design solution for the proposed development is likely to deliver highest quality architectural, landscape and urban design outcomes in a highly visible and prominent location. This will likely improve amenity and enjoyment of surroundings.
- Increased activation of the site due to increased capacity, passive surveillance opportunities, and re-design has the potential to improve perceptions of safety, particularly surrounding the metro station opening and Civic Link. The CPTED Report (Appendix O to the EIS) notes that this increased activation outcome positively supports safety in the locality.

Responses / mitigation measures

- Develop and implement a Construction Management Plan
- Implement mitigation measures included in other technical reports, including CPTED Report (Appendix O to the EIS), Aboriginal Cultural Heritage Assessment (Appendix K to the EIS, Historic Heritage Impact Assessment (Appendix V to the EIS), Shadow Impact Analysis (Appendix J), Reflectivity Impact Assessment (Appendix Z to the EIS).
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should

also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.

- Explore opportunities to utilise the hoardings to exhibit artwork or photography of local culture and heritage to reduce visual impact of construction activity and catalyse improved connection to place at the site during the construction phase.

Summary	
Overall impact and social impact significance rating	<p>Overall impact is medium and negative during construction, and will result in both social benefits (high) and impacts (medium) during operation.</p> <p><u>Negative social impacts</u> associated with surroundings are Medium during construction, and Medium during operation:</p> <ul style="list-style-type: none"> • Construction: Medium (Minor – Likely). • Operation: Medium (Moderate – Possible). <p><u>Social benefits</u> associated with surroundings are nil during construction, but High during operation:</p> <ul style="list-style-type: none"> • Construction: none identified. • Operation: High (Moderate – Likely).
Duration	Negative impacts associated with the scale of the towers will be noticeable throughout the construction and operation phases. Positive impacts will be experienced during the operation phase only.
Severity/sensitivity	A high number of persons will be affected by both negative and positive impacts due to proximity to popular civic spaces, including the future civic link. These users may include a subset of particularly vulnerable persons given the location with the CBD.
Extent	Amenity impacts will be experienced across the suburb, although will be particularly acute at a locality level.

7.4.7 Livelihoods

Potential impacts
<p>This factor assesses livelihoods including people's capacity to sustain themselves through employment or business.</p> <p>During construction:</p> <ul style="list-style-type: none"> • The establishment of the site generating approximately 160 construction related jobs has the potential to increase employment opportunities in the construction sector (Economic Impact Assessment, Appendix R to the EIS). This impact has the potential to positively increase livelihood outcomes across the region. • Increased number of people in the locality due to the construction activities has the potential to increase patronage for local businesses. This has the potential to improve livelihoods for local businesses. Indirect job creation is expected to be approximately 460 FTE, generating a value add of approximately 58.6\$M (Economic Impact Assessment, Appendix R to the EIS). • Construction activities, including associated noise, vibration, dust, road closures and reduced parking, has the potential to reduce amenity and accessibility in the area. This may lead to reduced patronage for local businesses. This negative impact will be particularly severe for existing and new businesses associated with the delivery of the Parramatta metro station and surrounding Parramatta Square and Church Street Light Rail opening. • Cumulative construction activities in the area, and extended timeframes for this project relative to the Parramatta metro station, has the potential to negatively impact livelihoods in the locality. Specifically, the contribution of this project to cumulative construction impacts has the potential to cause further loss of business opportunities, particularly on Church Street, and continue impacts on business viability. This project, due to its extended timeframes impacting on adjacent businesses, may continue these cumulative impacts.

During operation:

- Expanded capacity of the site, including delivering 16,130 FTE direct and indirect commercial and retail jobs on an ongoing basis, has the potential to positively increase employment in a highly accessible location.
- Increased activation of the area due to high quality design has the potential to increase patronage for local businesses.
- Increased gentrification and higher rents has the potential to negatively impact existing and future businesses, reducing viability. It is understood, however, that the Economic Impact Assessment notes that retail uses created by this development would represent a very small proportion of overall retail floorspace in Parramatta, making any impact on surrounding businesses minimal (Economic Impact Assessment, Appendix R to the EIS).

Responses / mitigation measures

- Implement mitigation measures included in other technical reports
- Develop and implement a communication and engagement strategy to communicate with surrounding residents, nearby businesses, workers and visitors to the area to ensure that all stakeholders are made aware of the timing and likely impact of the construction period. Opportunities for feedback and to ask questions should also be provided. Engagement should explore opportunities to minimise impacts and to understand community attachment to the sites and venues impacted.

Summary**Overall impact and social impact significance rating**

Negative social impacts associated with livelihoods are Medium during construction, but Low during operation:

- Construction: Medium (Moderate – Possible)
- Operation: Low (Minimal – Possible)

Social benefits associated with livelihoods are High during construction, but very high during operation:

- Construction: High (Moderate – Almost Certain)
- Operation: Very High (Major – Almost Certain)

Duration

Negative impacts will be primarily experienced during the construction period, with positive impacts experienced throughout both construction and operation.

Severity/ sensitivity

The high-density location of this proposal, with numerous surrounding businesses, will increase the severity of negative impacts associated with construction activities. Economic benefits will extend to a higher number of persons associated with the scale of this development and its location in a busy CBD.

Extent

Tertiary study area.

7.5 Responses and opportunities

Table 12 below includes mitigation measures that have been identified in this social impact assessment as well as mitigation measures associated with other disciplines (such as noise and vibration, traffic and transport, landscape and visual etc) that influence social impacts.

Table 12 Responses, mitigation and management strategies

Response, mitigation and management strategies	Social factor
<p>Environmental management</p> <p>Implementation of the Construction Environmental Management Framework, which would include development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> • Changes to the pedestrian environment, such as suitable wayfinding strategies and consideration of the principles of Crime Prevention Through Environmental Design (CPTED) where works have a public interface • Changes to pedestrian and vehicular access and/or circulation • Amenity related impacts such as noise, vibration, dust and visual impacts • Cumulative impacts due to other major projects in the locality. • Cumulative impacts due to timeframes for this project. 	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p> <p>Surroundings</p> <p>Livelihoods</p>
<p>Stakeholder and community involvement</p> <p>Future engagement and consultation would be guided by Sydney Metro's Overarching Community Communications Strategy (OCCS) and any statutory requirements of the SSD. The OCCS includes details on the approach to:</p> <ul style="list-style-type: none"> • ongoing consultation with key stakeholders, local councils and other government agencies • approaches and communication tools to support consultation with diverse communities; people who come from culturally and linguistically diverse backgrounds; speak languages other than English; vulnerable communities; and Aboriginal and Torres Strait Islander communities • provision of regular updates to the nearby community and development and implementation of a community complaints and response management system. <p>It is noted that future developer(s) will be required to prepare a communication and engagement strategy as part of the future detailed SSD(s). These strategies should be in accordance with SMWs Overarching Community Communication Strategy.</p> <p>Distribution of the Sydney Metro West Homelessness Strategy, or a tailor-made strategy for the proposed development. This strategy:</p> <ul style="list-style-type: none"> • Highlights the NSW Government's approach to homelessness, which is derived from the NSW Protocol for Homelessness • Recognises its construction activities will have an impact on people sleeping rough, including through noise, dust and vibration, the loss of regular rough sleeping spots, temporary changes to social infrastructure provision, and increased possibility of safety risks if rough sleepers are seeking places to sleep near the construction sites • Highlights the potential issues contractors might experience including trespassing on site, sleeping against structures, and discovery of belongings of rough sleepers. • Recognises that places around the stations are some people's homes and that communication with rough sleepers is a critical component and duty. • Outlines a series of principles for engagement based on ensuring dignity and respect for people experiencing homelessness. It also notes the importance of placing safety and wellbeing – for both Metro and its contractors and rough sleepers – front of mind. <p>The Construction Complaints Management System outlines the process for managing complaints, enquiries and escalation processes throughout the project lifecycle. Further engagement and consultation would be carried out with:</p>	<p>Way of life</p> <p>Accessibility</p> <p>Health and wellbeing</p> <p>Community</p> <p>Culture</p> <p>Surroundings</p> <p>Livelihoods</p>

Response, mitigation and management strategies	Social factor
<ul style="list-style-type: none"> The affected communities (including residents, businesses, workers and others, as relevant) to understand their preferences for mitigation and management measures. 'Other sensitive' receivers such as hotels, cultural infrastructure, child care services, schools, medical facilities or places of worship to understand periods in which they are more sensitive to impacts. <p>Based on this consultation, appropriate mitigation and management options would be considered and implemented where feasible and reasonable to minimise the potential impacts.</p>	
Social infrastructure Ongoing engagement with managers of social infrastructure located near the site (for example, educational institutions, places of worship, community facilities, childcare, health and medical facilities) about the timing and duration of construction works and management of potential impacts.	Way of life Accessibility Community Culture
Community benefits It is noted that SMW has developed a community infrastructure needs assessment which outlines potential community benefit inclusions for this proposed development.	Way of life Accessibility Health and wellbeing Community Culture Surroundings
Culture Site hoardings would be designed in accordance with Sydney Metro Brand Design Guidelines and opportunities for public art on hoardings would be considered in locations of high pedestrian use, such as Parramatta CBD.	Community Culture Surroundings
Cumulative impacts Co-ordination and consultation would be undertaken prior to and during construction to manage the interface between the proposal, and other major projects in the locality, to manage construction fatigue impacts where possible.	Way of life Health and wellbeing Culture Surroundings Livelihoods
Maximising operational benefits Green Travel Plan for occupants, including monitoring frameworks and consideration of public access to bicycle parking facilities. Explore opportunities to include high quality internal gathering spaces, breakout spaces and other design elements to support resident and worker wellbeing and community capacity-building within the proposed development. This may include opportunities for culturally appropriate spaces within the proposed development.	Way of life Accessibility Health and wellbeing Community Culture Livelihoods

Source: Ethos Urban

7.6 Summary of residual impacts

In accordance with the SIA Guideline, the potential social impacts in the Parramatta locality have been re-assessed following the implementation of additional responses and controls. **Table 13** over page provides a summary of impacts 'without mitigation' (i.e., those impacts identified in **Section 7.4**), along with an assessment of residual impacts following the implementation of the mitigation responses and opportunities identified in **Section 7.5**.

The following provides a summary of social impacts 'without mitigation' along with an assessment of residual impacts with mitigation.

Table 13 Social significance ratings with and without mitigation - residual impact

Impact	Impact Dimensions			Potential Impact without Mitigation ³				Potential Impact with Mitigation				Avoidance, minimisation or enhancement approach	Significance of residual impact	
	Period	Duration	Extent	Likelihood	Magnitude	Significance	Experience	Likelihood	Magnitude	Significance	Experience			
Way of Life														
Impacts associated with construction activities including noise, vibrations, dust, and visual impacts. Some changes to daily activities associated with heavy vehicle movements may cause potential disruptions to residents, workers and visitors.	Construction	Short-term	Suburb-level	Likely	Moderate	High	Negative	Likely	Minor	Medium	Negative	Implementation of construction management plans and general environmental management, as well as a proactive program of community engagement and communications on construction impacts	Present during construction – while the impact may inconvenience way of life, proactive communications can assist people in Parramatta CBD to manage their lives around the disruptions.	
Cumulative impacts associated with concurrent projects and extended timeframes for construction on-site due to the delivery of the proposal.	Construction	Medium-term	Suburb-level	Likely	Major	High	Negative	Possible	Major	Medium	Negative	Co-ordination and consultation would be undertaken prior to and during construction to manage the interface between the proposal, and other major projects in the locality, to manage construction fatigue impacts where possible.	Negative cumulative impacts across Parramatta due to delivery of multiple major projects over the next decade	
Positive impacts to way of life associated with the delivery of mixed-use development in accordance with a <i>Design Excellence Strategy</i> . Improvements to resident and worker wellbeing and higher access to commercial and retail uses for daily living needs close to high quality public transport.	Operation	Longer-term	Locality	Possible	Moderate	Medium	Positive	Likely	Major	High	Positive	It is noted that a community infrastructure needs assessment has been developed which outlines potential community benefit inclusions for the proposed development. Adoption has the potential enhance improvements to resident and worker wellbeing.	Positive ongoing benefits across the Parramatta area	
Accessibility														
Impacts associated with construction activities generating dust, vibration, and noise. Accessibility impacts due to increased vehicle movements in the precinct, placing pressure on parking and disrupting vehicle and pedestrian routes. Particular impacts are noted for adjacent landowners' rear access, and changes to access to footpaths and wayfinding.	Construction	Short-term	Locality	Possible	Moderate	Medium	Negative	Possible	Minimal	Low	Negative	Environmental management, including development of a construction traffic management plan. Consider streetscape modification surrounding the site, reducing lanes of traffic, and preserving wide and accessible footpaths.	Present during construction – while the impact may inconvenience ease of accessibility, proactive communications can assist people in Parramatta CBD to manage their movements around the disruptions.	
Impacts associated with the delivery of high capacity residential and office uses in an accessible location – contributing to broader a regional accessibility. Provision of parking, including active transport.	Operation	Longer-term	Region	Likely	Moderate	High	Positive	Likely	Moderate	High	Positive	Green travel plan	Ongoing positive benefit for the Parramatta CBD.	
Community														
Potential impacts to community character and sense of place, associated with influx of construction workers and changes to familiar streetscapes due to ongoing construction activities. Note particular impacts on community connection to heritage buildings and access to small businesses, social infrastructure, and popular gathering places.	Construction	Short-term	Suburb-level	Possible	Moderate	Medium	Negative	Possible	Minor	Medium	Negative	Extensive community consultation, identifying further mitigation measures and to allay concerns. Implementation of Homelessness Strategy to guide engagement with people experiencing homelessness.	Negative short term (2-3 years) impact experienced around the project site and Parramatta CBD, and more pronounced impact on disadvantaged groups.	

³ Note that without mitigation refers to without specific social mitigation measures that are above and beyond standard impact mitigation that will be in place.

Impact	Impact Dimensions			Potential Impact without Mitigation ³				Potential Impact with Mitigation				Avoidance, minimisation or enhancement approach	Significance of residual impact
	Period	Duration	Extent	Likelihood	Magnitude	Significance	Experience	Likelihood	Magnitude	Significance	Experience		
The long-term change in community composition based on the delivery of office, retail and leisure jobs – as well as residents – in this development. This impact is cumulative with other mixed-use project in the Parramatta CBD bringing in new tenants to the site and changing the composition of the community.	Operation	Medium-term	Suburb-level	Possible	Moderate	Medium	Positive and negative	Minimal	Very Unlikely	Low	Positive	<p>It is noted that a community infrastructure needs assessment has been developed which outlines potential community benefit inclusions for this proposed development.</p> <p>Explore opportunities to include high quality internal gathering spaces, breakout spaces and other design elements to support resident and worker wellbeing and community capacity-building within the proposed development.</p>	Notable impact soon after completion of construction. Over time (5+ years), community members are likely to become accustomed to the change to some degree.
Culture													
The presence of construction activities (including noise, dust, vibration, and construction vehicle movements) has the potential to negatively impact access to Aboriginal and non-Aboriginal heritage items.	Construction	Short-term	Suburb-level	Likely	Moderate	High	Negative	Unlikely	Minor	Low	Positive	<p>Implement mitigation measures included in the Historic Heritage and Aboriginal Cultural Heritage Assessments.</p> <p>Explore opportunities to maximise access to existing Aboriginal and non-Aboriginal heritage on-site and to incorporate heritage into the design of the buildings.</p>	Avoidance according to a Cultural Heritage Management Plan can quite effectively manage the risk of disruption of Aboriginal cultural heritage. Less tangible cultural values may be impacted negatively during construction due to changed sense of place.
Increased activation of the site due to increased capacity.	Operation	Long-term	Suburb-level	Unlikely	Moderate	Medium	Positive	Likely	Moderate	High	Positive	<p>Consideration of cultural uses on-site during design phase. Noting identification of increase cultural uses within the community infrastructure needs assessment which has been developed for this proposed development.</p> <p>Residents and workers in the suburb and region are a culturally and linguistically diverse community. There may be a need to consider opportunities for culturally appropriate spaces within the proposed development e.g. prayer rooms to support diversity/inclusion, as well as spaces for cross-cultural learning.</p>	Moderate benefits during operation, over lifecycle of the building
Health and wellbeing													
Construction activities, including dust, noise, and vibration. Noting particularly high numbers of non-residential receivers in proximity and social restructure. Spiritual impacts for users of 119 Macquarie St, Parramatta.	Construction	Short-term	Locality	Likely	Moderate	High	Negative	Likely	Minor	Medium	Negative	Standard baseline mitigation measures outlined in environmental management plan. Extensive communication with 119 Macquarie St place of worship to mitigate construction impacts on that congregation.	Mitigation measure can quite effectively minimise likely impacts of construction activities. Proximity to the place of worship will remain a concern for that congregation.
Enhanced convenience for walking and cycling connections due to permeable and connected development located close to mass transport and the provision of bicycle parking and end of trip facilities.	Operation	Long-term	Locality	Possible	Minor	Medium	Positive	Likely	Minor	Medium	Positive	Develop and implement a sustainable travel plan for future tenants of the site. Explore opportunities for seamless integration with existing active transport networks, and the provision of publicly accessible bicycle parking.	During operation, there is a high ability for workers, visitors and local community to adapt to new facilities on the site, due to their proposed quality and design. Positive impacts to health and wellbeing for occupants of the towers will be experienced over the longer-term.

Impact	Impact Dimensions			Potential Impact without Mitigation ³				Potential Impact with Mitigation				Avoidance, minimisation or enhancement approach	Significance of residual impact
	Period	Duration	Extent	Likelihood	Magnitude	Significance	Experience	Likelihood	Magnitude	Significance	Experience		
Surroundings													
Construction activities creating visual and amenity impacts on surroundings.	Construction	Short-term	Suburb-level	Likely	Minor	Medium	Negative	Likely	Minor	Medium	Negative	Standard mitigation measures.	Short term (2-3 year) medium impact, most acutely to people within 400m of the site, and to a lesser degree, across the suburb.
Visual impacts, including glare and overshadowing, associated with the delivery of the towers.	Operation	Long-term	Suburb-level	Possible	Moderate	Medium	Negative	Unlikely	Minor	Low	Negative	Implement glare and overshadowing mitigation measures outlined in technical reports.	Operational impact, most pronounced for those within 400m. Impact may be felt as less pronounced over the medium term (5+ years) due to habituation.
Improvements to local aesthetic value due to the construction in accordance with a design excellence strategy and increased activation creating safety improvements.	Operation	Long-term	Suburb-level	Likely	Moderate	High	Positive	Likely	Major	High	Positive	Implement CPTED recommendations outlined in the CPTED report (Appendix O to the EIS).	Ongoing benefit, most pronounced for those within 400m from project.
Livelihoods													
Reduced patronage of local businesses due to construction activities impacting amenity and accessibility around the site.	Construction	Short-term	Locality	Possible	Moderate	Medium	Negative	Possible	Moderate	Medium	Negative	No specific social mitigation measure above and beyond standard construction management and careful consideration of impacts to local businesses and wayfinding.	Short term (2-3 year) medium impact, most acutely to local businesses directly proximate to the site, and to a lesser degree across the 400m locality.
Positive contributions to livelihoods associated with the delivery of additional construction jobs.	Construction	Short-term	Region	Almost certain	Moderate	High	Positive	Almost certain	Major	High	Positive	No specific social mitigation measure above and beyond standard construction management.	Ongoing benefit rated as very high social impact, particularly during the construction period (short term).
Expanded capacity, activation of the area, and associated job generation	Operation	Ongoing	Suburb-level and region	Almost certain	Major	Very high	Positive	Almost certain	Major	Very High	Positive	No specific social mitigation measure above and beyond standard construction management.	Ongoing benefit to livelihoods rated as very high, particularly pronounced in the medium term (5+ years).
Increased gentrification and higher rents for local small business owners	Operation	Medium-term	Suburb-level	Possible	Minimal	Low	Negative	Possible	Minimal	Low	Negative	No specific social mitigation measure above and beyond standard construction management.	A low significance of ongoing social impact associated with gentrification and the 'pricing out' of small businesses.

8.0 Ongoing management of impacts

The implementation of a project post planning approval should ideally include continuous mitigating, enhancing, monitoring and managing of social impacts, as per the *NSW SIA Guidelines 2021*. This management can help to ensure negative impacts are better mitigated, positive impacts are further amplified and that you maintain and enhance your positive working relationships with communities and stakeholders. The monitoring and adaptive management of social impacts aims to protect and enhance the social environment throughout the life of the project, starting during construction.

This chapter sets out a suite of mitigation and management measures in response to the potential social impacts identified in **Chapter 7.4**, and a social impact monitoring plan.

8.1 Mitigation and management

The mitigation and management of other predicted potential impacts that interrelate with social impacts (such as noise and vibration) would contribute to the mitigation and management of social impacts of the proposal. Mitigation and management measures identified in other technical papers and chapters of the Environmental Impact Statement relevant to the mitigation of potential social impacts include:

- CPTED Report (Appendix O to the EIS),
- Solar Impact Assessment (Appendix CC to the EIS),
- Reflectivity Impact Assessment (Appendix Z to the EIS),
- Visual Impact Assessment (Appendix GG to the EIS),
- Transport and Access Report (Appendix EE to the EIS),
- Noise and Vibration Impact Assessment (Appendix X to the EIS),
- Aboriginal Cultural Heritage Assessment Report (Appendix K to the EIS),
- Historic Heritage Impact Assessment (Appendix V to the EIS).

Additional measures to mitigate and manage potential social impacts of the proposal are outlined in **Table 14**. Note that mitigation measures identified in **Table 14** include any revised environmental mitigation measures included in the Sydney Metro West Westmead to The Bays and Sydney CBD – Submissions Report (Sydney Metro, 2020b) that would be applicable to the proposal.

These measures would be complemented by the environmental management requirements of:

- Sydney Metro West Construction Environmental Management Framework,
- Sydney Metro West Construction Noise and Vibration Standard,
- Sydney Metro West Construction Traffic Management Framework.

Table 14 Additional mitigation measures

Impact/issue	Mitigation measure
Impacts on social infrastructure	Consultation would be carried out with managers of social infrastructure located near construction sites about the timing and duration of construction work and management of potential impacts, with the aim of minimising potential disruption to the use of the social infrastructure from construction activity.
Impacts on events or festivals	Consultation would be carried out with festival and event organisers, and operational teams within Transport for NSW, in proximity to construction sites to mitigate potential impacts on the operation of the festival or event.
Promote local culture and identity	Construction site hoardings would be designed in accordance with Sydney Metro Brand Design Guidelines and opportunities for public art on hoardings would be considered in locations of high pedestrian use.

Source: Ethos Urban

9.0 Conclusion

An assessment of the social impact across categories defined within the NSW DPE SIA Guideline 2021 has been undertaken of the proposed development, with additional reference to Council's Social Impact Assessment Guidelines 2013.

The most significant social benefits of the proposal relate to:

- Livelihoods benefits, both during construction and in operation, will be noticed at the suburb and regional level. These include up to 610 direct and indirect additional jobs associated with construction, and up to 16,130 direct and indirect jobs generated during operation. Flow on effects for businesses in the area associated with increased amenity and accessibility will further improve livelihoods outcomes in the region.
- Way of life, accessibility and surroundings benefits at the suburb level during operation. The construction of the proposed development in accordance with a design excellence strategy, will support improved way of life for residents, workers and visitors interacting with the site and increase the accessibility and amenity associated with the Parramatta metro station and Civic Link.

Potential negative social impacts identified with the proposed development relate to:

- Way of life, accessibility, health and wellbeing, culture, community and surroundings impacts during construction. These impacts will be most pronounced for those within the 400m surrounding the project site, though also to a lesser degree for those within the suburb. Disadvantaged community members, such as people with mental health issues, people experiencing homelessness, people with existing health conditions and the elderly will likely experience negative impacts to a higher degree due to the vulnerabilities they experience in their lives.
- Community, accessibility, culture and surroundings impacts during operation, to the suburb-level extent. Changes to sense of community will likely be the most pronounced of the social impacts during operation. Disadvantaged community members, such as those from culturally and linguistically diverse backgrounds, people with mental health issues, people experiencing homelessness and the elderly will likely experience negative impacts to a higher degree due to the vulnerabilities they experience in their lives.

Potential mitigation measures include:

- Implementation of recommendations outlined within various technical reports which support the EIS.
- Implementation of a sustainable travel plan for future tenants of the site.
- Provision of culturally-appropriate spaces and consideration of cultural uses on-site during design phase.
- Implementation of SMW Homelessness Strategy.
- Exploration of opportunities for spaces which support resident and worker wellbeing.
- Maximisation of access to Aboriginal and non-Aboriginal heritage on-site.

The overall long-term benefit of the proposed development is considered to be positive, and potential negative impacts can be avoided or mitigated to some degree through implementation of a robust Construction Management Plan, social mitigation techniques, and ensuring excellent communication channels with local residents during the construction and operation phases.

Appendix A Stakeholder Mapping

The following section provides an overview of the community stakeholders identified within each locality, by stakeholder group, including:

- State government agencies and departments,
- Local government,
- Special interest groups,
- Community stakeholders.

The purpose of this stakeholder mapping exercise is to identify the key stakeholders to engage with. The SIA Guideline states:

'The analysis of stakeholders will be an important factor in deciding the level/s and engagement techniques needed for the SIA.' (p.13)

The outcomes of this stakeholder mapping exercise are identified in **Table 15**.

Table 15 Key stakeholders

Stakeholder Group	Details
Local Government and Peak Agencies	City of Parramatta Council
Elected Members	State and Federal MPs Mayor and Councillors – City of Parramatta
Businesses	Refer to Business Impact Assessment
Schools and Education	Western Sydney University Campus Western Sydney University Nuvocca Beauty College Trison Business College Front Runner Learning Centre Navitas English School UNE – Church Street Warakirri College Parramatta Public School Arthur Phillip High School Saturday School Of Community Languages Arthur Phillip Parramatta Early Childhood Centre
Health and Medical	Parramatta Community Health Centre Teachers Health Centre Parramatta Cancer Council NSW
Places of Worship	St John's Cathedral St John's Anglican Cathedral Church Leigh Memorial Church/Parramatta Mission The Fellowship Centre Parramatta Mosque
Community Groups	Parramatta Chamber of Commerce North Parramatta Residents Action Group

Source: Ethos Urban

Appendix B Strategic policy review

A review of Community Strategic Plans and social plans relevant to the City of Parramatta local government area has been undertaken to identify community values and aspirations in the City of Parramatta area. Community Strategic Plans are overarching local government policy documents that are prepared on the basis of extensive community engagement, so provide further insights into issues important to the communities.

Community Strategic Plan 2018 – 2038 (City of Parramatta (2018))

Purpose & vision

The City of Parramatta's most recent community strategic plan identifies a twenty year vision for the future of the LGA, based on extensive community consultation. The following vision for the LGA has been identified: *"Sydney's central city, sustainable, liveable and productive – inspired by our communities."* (p.27)

Public consultation undertaken to develop the CSP indicates that Parramatta LGA residents view "balanced growth" as a priority and seek to ensure that development improves liveability across the LGA:

"Now is the time to take significant strides to shape the future and harness change to deliver positive outcomes for our community."

Over the next 20 years, the intensity of growth and investment has the potential to create many opportunities. For Council, a growing population and more investment means a stronger rates base. This allows an increased capacity to improve the lives of our community through a more powerful voice in advocacy with other levels of government, and more resources to upgrade and expand essential facilities.

Council is committed to ensuring that our City benefits from this period of growth, and that our community emerges more sustainable, liveable and productive than before.

We will use our increased capacity as a Council to advocate for the needs of our community, so that all people can share in the benefits of growth, without compromising what makes our community strong." (p.24)

Based on a review of the City of Parramatta's CSP, Council defines improved liveability as:

- Improved infrastructure and public transport
- Improved access to high quality jobs
- Protecting and improving green spaces
- Protecting and celebrating heritage assets
- Managing congestion
- Preventing overdevelopment

Key actions

To achieve this vision, the following long term goals and strategies have been identified, including the following strategies relevant to the proposed development:

- Goal 1: Far – We can all benefit from the opportunities our City offers.
 - 1.1 Invest in services and facilities for our growing community.
 - 1.2 Advocate for affordable and diverse housing choices.
 - 1.3 Support people to live active and healthy lives.
 - 1.4 Ensure everyone has access to education and learning opportunities.
 - 1.5 Empower communities to be strong and resilient by building individual and community capability.
 - 1.6 Engage and consult the community in decision making.
 - 1.7 Deliver effective, responsible and ethical leadership and decision making, reflective of community needs and aspirations.
- Goal 2: Accessible – We can all get to where we need to go.
 - 2.1 Design our City so that it is usable by people of all ages and abilities.
 - 2.2 Improve public transport to and from Parramatta CBD, our local centres, neighbourhoods and the Greater Sydney region.
 - 2.3 Make our City more enjoyable and safe for walking and cycling.
- Goal 3: Green – We care for and enjoy our environment.
 - 3.1 Protect and enhance our natural environment
 - 3.2 Improve our River and waterways
 - 3.3 Keep our City clean
 - 3.4 Provide green spaces for recreation, relaxation and enjoyment.
 - 3.5 Prepare for and lessen the impacts of extreme weather events.
- Goal 4: Welcoming – We celebrate culture and diversity – past, present and future.
 - 4.1 Acknowledge the Darug peoples as the traditional custodians of this land and make Parramatta a leading City of Reconciliation.

Community Strategic Plan 2018 – 2038 (City of Parramatta (2018))

- 4.2 Promote the growth of arts and culture and champion the role that culture plays in city-building.
- 4.3 Respect, protect and celebrate our shared living histories of Parramatta and embrace our heritage.
- 4.4 Recognise that Parramatta has always been a gathering place and our diversity is our strength.
- Goal 5: Thriving – We benefit from having a thriving CBD and local centres.
 - 5.1 Accelerate local jobs growth and support people in finding employment.
 - 5.2 Attract public and private investment to our City and support the growth and prosperity of local business.
 - 5.3 Plan and deliver a vibrant, safe and attractive CBD and local centres.
 - 5.4 Ensure major centres have a thriving day and night-time economy.
- Goal 6: Innovative – We collaborate and champion new ideas to create a better future.
 - 6.1 Engage in strategic planning and implement innovative solutions to manage the growth of our City.
 - 6.2 Support collaboration and partnerships to deliver key outcomes for our City.
 - 6.3 Embrace technology, creativity and innovation to solve complex problems and improve our City.
 - 6.4 Attract leading research, education and training facilities to Parramatta
 - 6.5 Manage the City's assets and financial resources in a responsible manner and provide the best possible resources to the community.

Sharing the opportunities of growth for all: Socially Sustainable Parramatta Framework, City of Parramatta (2017)

Purpose & vision

The purpose of the City of Parramatta's *Socially Sustainable Parramatta Framework* is to outline Council's commitment to social sustainability in Parramatta, in response to the significant changes taking place across the City, including: population growth, urban renewal, unprecedented public and private investment, climate change, rising inequality, Sydney's housing crisis, safety issues and high density living.

The City of Parramatta's vision of the LGA is that: "*In a socially sustainable City of Parramatta, the opportunities of growth are shared equitably with all people.*" (p.38).

The Framework also includes a range of values for making socially sustainable decisions, including:

- Collaborative: We work together to achieve social sustainability recognising that everyone has a role to play. Social sustainability is a whole-of-Council and whole-of-community responsibility.
- Equitable: First and foremost, we help those who need it most. By working for an inclusive and socially just Parramatta, we strengthen the whole community and enable everyone to thrive.
- Courageous: We will take fearless decisions in our community, and implement them, where it is the right thing to do. We accept the challenge and responsibility to address our most complex problems.
- Honest: We act openly, transparently and ethically. We listen to our community, uphold their rights and responsibilities and make effective decisions based on evidence.
- Respectful: Diversity is our strength, and everyone is welcome here. We recognise that the differences within and between our communities enrich our people and this place as a whole. (p.106 – 107)

Key actions

The Framework contains a number of goals that identify how City of Parramatta will work in partnership to advance social sustainability including:

- Goal 1: Children are our future – Work to ensure every child in Parramatta is healthy, nurtured, happy and will thrive.
- Goal 2: Diverse affordable homes for everyone – Deliver and expand a diverse range of affordable, high quality housing that meets the spectrum of housing needs in the community, including:
 - Implement an Affordable Housing Policy to expand housing choice and improve community access to affordable rental housing.
 - Ensure new residential development is consistent with dwelling mix requirements within Council's planning controls.
 - Continue to use the best available demographic information to inform the dwelling mix of the new developments to meet the needs of the new communities in the city.
 - Continue to use demographic information to ensure an appropriately diverse housing mix is delivered through precinct renewal.
- Goal 3: All people can learn, share and grow – Facilitate formal and informal learning opportunities at all ages, to help people improve their circumstances, reach their full potential and share their knowledge, creativity and culture, including:

- Continue to improve and expand City of Parramatta Council's network of libraries and community centres.
 - Continue to work to secure affordable community spaces through planning controls and negotiations with developers.
 - Goal 4: All people can access a job that enables them to live with dignity and security – Secure and retain decent jobs and access to enterprise for all Parramatta residents, including:
 - Continue to implement Parramatta Skills Exchange in partnership with TAFE NSW, and support similar programs to improve access to jobs, skills and learning opportunities.
 - Goal 5: Green, inclusive and safe places to share – Design, build and maintain public spaces and neighbourhoods that are green, safe and inclusive for all.
 - Develop a Social Infrastructure Strategy to increase sharing and access to community facilities, open space and recreation facilities.
 - Implement Parramatta Ways to connect green spaces across our neighbourhoods and improve walkability by greening our streets and improving shading and amenity.
 - Implement Council's active travel strategies including Bike Plan and CBD Pedestrian Strategy, to improve the accessibility and amenity of our City, while reducing car reliance.
 - Goal 6: All people can live healthy, active lives – Improve health outcomes, starting with people experiencing disadvantage in our community.
 - Goal 7: We trust each other, are welcoming, and feel good about being here together – Facilitate social connections to foster socially and culturally diverse, inclusive and empowered communities.
 - Goal 8: We lead by example – Improve Council's policy and practices to enable a more socially sustainable City of Parramatta.
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Appendix C Review questions

The NSW Government's Social Impact Assessment Guideline (2021) includes a set of review questions for proponents to check that they have fulfilled the requirements of the Guideline. Responses to the review questions are included below.

Table 16 Review Questions

Item	Review question	Response	Where addressed in this Technical Paper
General			
1	Does the lead author meet the qualification and experience requirements?	Yes	Section 2.3.
2	Has the lead author provided a signed declaration?	Yes	Page 2.
3	Would a reasonable person judge the SIA report to be impartial, transparent and suitably rigorous given the nature of the project?	Yes	Throughout
Project's social locality and social baseline			
4	Does the SIA report identify and describe all the different social groups that may be affected by the project?	Yes	Chapter 5.0 and Chapter 7.0
5	Does the SIA report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes	Chapter 5.0 to Chapter 7.0
6	Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes	Chapter 5.0
7	Does the social baseline study include appropriate justification for each element, and provide evidence that the elements reflect both relevant literature and the diversity of views and likely experiences?	Yes	Chapter 5.0 and Chapter 6.0
8	Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Yes	Chapter 2.0 and Chapter 6.0
Identification and description of social impacts			
9	Does the SIA report adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA report been detailed?	Yes	Chapter 2.0, Chapter 7.0
10	Does the SIA report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Yes	Chapter 7.0
11	Does the SIA report describe how the preliminary analysis influenced project design and EIS engagement strategy?	TBC with Metro	TBC
Community engagement			
12	Were the extent and nature of engagement activities appropriate and sufficient to canvass all relevant views, including those of vulnerable or marginalised groups?	TBC based on the activities undertaken by Metro	Chapter 6.0 Further information on engagement activities is available in Chapter 4 (Stakeholder and community engagement) of the

Item	Review question	Response	Where addressed in this Technical Paper
			Environmental Impact Statement.
			Further community and stakeholder engagement is planned during the public exhibition of the planning application of this proposal. The Social Impact Assessment findings may be amended based on the community feedback received during exhibition, if required.
13	How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?	TBC with Metro The public exhibition of the Scoping Report, and other community engagement activities have informed the proposed development of this SIA. TBC	Chapter 6.0 and Chapter 7.0 Further community and stakeholder engagement is planned during the public exhibition of the planning application of this proposal. The proposal and the Social Impact Assessment findings may be amended based on the community feedback received during exhibition, if required.
Predicting and analysing social impacts			
14	Does the SIA report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Yes	Chapter 7.0
15	Does the SIA report analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will lose from the project?	Yes	Chapter 7.0
16	Does the SIA report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Yes.	Chapter 2.0 and Chapter 7.0
Evaluating significance			
17	Do the evaluations of significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Yes	Chapter 7.0
18	Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Yes	Chapter 7.0

Item	Review question	Response	Where addressed in this Technical Paper
Responses, monitoring and management			
19	Does the SIA report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Yes	Chapter 8.0
20	Does the SIA report demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	Yes	Chapter 8.0
21	Does the SIA report demonstrate how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	Yes	Chapter 8.0