



URBIS

SOCIAL IMPACT ASSESSMENT

Alexandria Health Centre
28-32 Bourke Road,
Alexandria

Stage 1 Concept State Significant
Development Application

Prepared for

ALEXANDRIA PROPERTY DEVELOPMENT PTY LTD

1 July 2022

This Social Impact Assessment was prepared and reviewed by:

Director **Dr Rachel Trigg**
Doctor of Philosophy (Built Environment)
Bachelor of Arts (Social Geography)
Member of Planning Institute of Australia

I confirm this SIA contains all relevant information and complies with legal and ethical obligations of social impact practitioners, including those set out in the Social Impact Assessment Guidelines for State Significant Project, 2021, prepared by the Department of Planning, Industry and Environment.

I further confirm that none of the information contained in the SIA is false or misleading.



This Social Impact Assessment was prepared by:

Senior Consultant **Isabelle Kikirekov**
Bachelor of City Planning (Honours)
Member of Planning Institute of Australia

Consultant **Gilbert Elliott**
Bachelor of City Planning (Honours)
Member of Planning Institute of Australia

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Aboriginal and Torres Strait Islander people make in
creating a strong and vibrant Australian society.**

**We acknowledge, in each of our offices the Traditional
Owners on whose land we stand.**

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1. EXECUTIVE SUMMARY

This Social Impact Assessment (SIA) has been prepared by Urbis Pty Ltd (Urbis) for Alexandria Property Development Ltd to inform a Concept State Significant Development Application on the site. The proposal is for the 'Alexandria Health Centre' comprising medical centre uses and anchored by a mental health hospital.

Assessing social impacts

A SIA is a specialist technical study which identifies and analyses the potential positive and negative social impacts associated with a proposal. Social impacts are the consequences that people experience when a new project brings change. Social impacts are those that impact on people's way of life, community, accessibility, decision making, culture, livelihoods, surroundings and health and wellbeing.

The potential impacts of the proposal are assessed by comparing the magnitude of impact (minimal to transformational) against the likelihood of the impact occurring (very unlikely to almost certain). This risk assessment methodology has been applied from the DPIE SIA Guideline: Technical Supplement (2021) and is outlined below.

Table 1 Social impact significance matrix

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

Source: DPIE, 2021, SIA Guideline for State Significant Projects: Technical Supplement, p. 13

Potential social impacts

Based on the assessment in this report, the key social impacts of the proposal are considered to be:

- **Delivery of targeted mental health services:** Private sector health services play an important role in providing health care and alleviating pressure on the public health system. The proposal will fill an important gap in short stay, intensive care for people with mental ill health. The financial barriers for some people in the community will limit access and reduce the overall social impact, decreasing it from a very high positive to a high positive impact on residents across Sydney with private health insurance.
- **Providing holistic and integrated care:** The proposal will provide a new centre that integrates a mental health hospital with medical centre uses including a GP clinic, pharmacy and other allied health providers in an easily accessible location. Providing integrated care within the one centre is a preferred approach from a mental health service perspective as it encourages a holistic mental and physical approach to patient recovery. Providing holistic and integrated care will have a high positive impact on future patients and staff who use and work within the proposal.
- **Improved urban realm:** The proposal will improve the urban realm experience by providing landscaping features, larger setbacks, through site links and places to stay and sit. The improved urban realm will have a high positive impact on local residents and future patients, visitors and staff who use and work within the proposal.

Recommendations are provided below to help further manage and improve the potential impacts arising from the proposal.

Recommendations

The following recommendations are provided to further manage the potential impacts from the proposal:

- Consider ways to partner and/or connect with Royal Prince Alfred HealthOne as a referral pathway for patients who may not be able to afford the services provided at the proposal. HealthOne is an integrated public health centre operated by the Sydney Local Health District and provides a range of health care services, including mental health services.
- Connect with Royal Prince Alfred Hospital (RPAH) and implement a referral pathway for patients whose condition worsens and who may require longer-term and/or involuntary care in the public system.
- The future operator of the proposal to consider implementing affordable community outreach programs and/or events with a focus on early intervention, health promotion and prevention messaging to connect with the local community.
- Consider having GPs and/or allied health services that bulk bill or provide affordable care for people on lower incomes or without private health insurance.
- Implement a landscape maintenance plan for the site to ensure trees, low-level planting and climbers are well maintained.
- Consider implementing CCTV at car park entrances to minimise opportunities for crimes related to car theft and damage.
- At the detailed design stage, implement a lighting strategy with particular focus on the laneways, car parking areas and outdoor seating to ensure staff and visitors feel safe at all times of the day.

Overall impact assessment

Based on this assessment and the recommendations provided, the proposed Alexandria Health Centre will have an overall high positive impact on the local and LGA wide communities, as well as more broadly communities in the Sydney Local Health District and in Sydney.

2. INTRODUCTION

Urbis Pty Ltd (Urbis) was engaged by Alexandria Property Development Pty Ltd to prepare a Social Impact Assessment (SIA) to inform a Concept State Significant Development Application (SSDA) for the 'Alexandria Health Centre'. The proposal is located at 28-32 Bourke Road, Alexandria (the site).

2.1. PROJECT OVERVIEW

Development consent is sought for a concept proposal for the 'Alexandria Health Centre' comprising medical centre uses and anchored by a mental health hospital. Specifically, the application seeks concept approval for:

- In principle arrangements for the demolition of existing structures on the site and excavation to accommodate a single level of basement car parking (partially below ground level).
- A building envelope to a maximum height of 45 m (RL 53.41) (including architectural roof features and building plant). The podium will have a maximum height of RL 28.41.
- A maximum gross floor area of 11,442.20 sqm, which equates to a maximum FSR of 3.85:1. The total FSR will comprise a base FSR of 2:1, a community infrastructure bonus FSR of 1.5:1 and a 10% design excellence bonus FSR (subject to a competitive design alternatives process).
- Indicative use of the building as follows:
 - Mental health hospital at levels 5-7
 - Medical centre uses at levels 1-4
 - Ground level reception/lobby and pharmacy.
- Principles for future vehicular ingress and egress from Bourke Road along the site's western frontage.
- Subject to agreement on a public benefit offer submitted with this application, the proposal includes the indicative dedication of the following land to Council as envisaged by the Draft Sydney Development Control Plan 2012 – Southern Enterprise Area Amendment (Draft DCP):
 - A 2.4m wide strip of land along the site's frontage to Bourke Road for the purpose of footpath widening
 - A 3m wide lane along the site's western boundary contributing towards a 6m wide lane (it is noted that the concept proposal will allocate an additional 3 m strip of land within the site along the western boundary to enable two-way vehicle movement into and out of the site).
 - A 3m wide lane along the site's southern boundary, contributing towards a 9m wide lane.

Mental health hospital

The mental health hospital component of the proposed Alexandria Health Centre will provide services targeted at privately insured patients aged 18 and over with mood and anxiety disorders, and those with comorbid drug and alcohol disorders. Specifically, the mental health hospital will provide:

- Short stay, intensive inpatient hospital admission focused on assessment, treatment initiation and stabilisation or detox, and discharge planning
- Step-down outpatient and in-home care provided by a multidisciplinary team
- Telehealth, digital and peer support programs to provide ongoing support.

2.2. REPORT PURPOSE AND SCOPE

A SIA is a specialist technical study which identifies and analyses the potential positive and negative social impacts associated with a proposal. It involves a detailed and independent study to scope potential social impacts, identify appropriate mitigation measures and provide recommendations aligned with professional standards and statutory obligations.

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FINAL SIA_28-32 BOURKE ROAD ALEXANDRIA
FINAL SIA_28-32 BOURKE ROAD ALEXANDRIA

According to the Department of Planning, Industry and Environment's (DPIE) SIA Guideline for State Significant Projects (2021), social impacts are the consequences that people experience when a new project brings change. For the purposes of an SIA, 'people' can be individuals, households, groups, communities, businesses or organisations. These impacts can be considered in eight categories, as shown in Figure 1 below.

Figure 1 Social impact categories



Source: DPIE, 2021, SIA Guideline for State Significant Projects

2.3. STRUCTURE OF THIS REPORT

This report has seven chapters as summarised below:

- **Chapter 1** (this chapter) introduces the proposal, purpose and scope of this report.
- **Chapter 2** outlines the legislative requirements and methodology applied to complete this SIA
- **Chapter 3** reviews the key findings and strategic directions from relevant state and local policies, as it relates to the proposal
- **Chapter 4** provides a social baseline of the study area including the site's locality, social and demographic characteristics, and consultation outcomes
- **Chapter 5** outlines a preliminary assessment of expected and perceived social impacts of the proposal
- **Chapter 6** assess the significant (moderate to very high impacts) of the proposal, including mitigation and management measures
- **Chapter 7** concludes the SIA by setting out a summary of the social impacts, recommendations and overall impact assessment.

3. METHODOLOGY

This section outlines the methodology to prepare this assessment, with reference to the relevant legislative requirements.

3.1. LEGISLATION AND GUIDELINES

This SIA has been prepared in response to the requirements of the Secretary's Environmental Assessment Requirements (SEARs) for the proposal, as outlined in Table 2.

Table 2 SEARs item for SIA

19. Social Impact
<ul style="list-style-type: none">Provide a Social Impact Assessment prepared in accordance with the Social Impact Assessment Guidelines for State Significant Projects.

Source: SEARs issued on 7 April 2022

3.2. ASSESSMENT METHODOLOGY OVERVIEW

The following methodology was undertaken to prepare this SIA. The methodology was informed by the guidance contained within the DPIE SIA Guidelines for State Significant Projects (2021).

Table 3 SIA methodology

Background review	Impact scoping	Assessment and reporting
<ul style="list-style-type: none">Review of surrounding land uses and site visitReview of relevant state and local policies to understand potential implications of the proposalAnalysis of relevant data to understand the existing community.	<ul style="list-style-type: none">Review of site plans and technical assessmentsConsultation with Council to identify potential impactsReview of engagement outcomesIdentification of impacted groupsInitial scoping of impacts.	<ul style="list-style-type: none">Assessment of significant impacts considering management measuresProvision of recommendations to enhance positive impacts, reduce negative impacts and monitor ongoing impacts.

3.3. APPROACH TO ASSESSING SOCIAL IMPACTS

The assessment of social impacts can be approached in several ways. The International Association for Impact Assessment (IAIA) highlights a risk assessment methodology, whereby the significance of potential impacts is assessed by comparing the consequence of an impact against the likelihood of the impact occurring. This approach is used in the Technical Supplement which supported DPIE's SIA Guideline.

The DPIE's risk assessment methodology is outlined below and has been applied in this SIA.

Table 4 Social impact significance matrix

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

Source: DPIE, 2021, SIA Guideline for State Significant Projects: Technical Supplement, p. 13

Likelihood and magnitude level characteristics

The likelihood and magnitude levels are determined by subjective and objective components. It considers both individual experiences, community perceptions and technical evaluations.

The likelihood level assesses the probability of the impact occurring impact. The level of magnitude assesses the likely significance of the impact and considers several characteristics including:

- **Extent:** the volume of people expected to be affected and their relative location to the proposal
- **Duration:** the timeframe and frequency of potential impacts
- **Severity or scale:** the degree of change from the existing condition as a result of the impact
- **Intensity or importance:** the extent to which people or an environment can adapt to or mitigate the impact, including the value they attach to the matter and their capacity to cope and/or adapt to change
- **Level of concern/interest:** the level of interest or concern among the people affected.

Management measures

Social impacts are assessed before and after the implementation of management measures. Management measures are designed to reduce negative impacts and enhance positive impacts. These measures can take different forms and may be incorporated in the planning, construction, or operational stage of the proposal.




Section 5 of this report assess potential impacts prior to management measures as part of the impact scoping phase. Impacts which are assessed as moderate or higher are considered significant and included for further assessment in Section 6. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level.



4. POLICY AND LITERATURE REVIEW

4.1. POLICY CONTEXT

A review of relevant state and local policies and strategies was undertaken to understand the strategic context of the proposed development and any potential impacts. A summary of key findings relating to the potential social impacts of the proposal is provided below. A full list of policies and strategies reviewed is provided in the References section on pages 24 and 25 of this report.

Table 5 Relevant social themes from policy review

Theme	Summary of findings
Developing connection with Aboriginal culture and heritage 	<ul style="list-style-type: none"> ▪ The City of Sydney's Draft Community Strategic Plan 2030-2050 and Vision (2022) and Sustainable Sydney 2030 acknowledges the importance of Aboriginal culture and heritage to the past, present and future of the City. ▪ Council's Local Strategic Planning Statement (2020) (LSPS) notes that archaeological or historical evidence of Aboriginal life has survived two centuries of urban development and requires careful management and celebration. ▪ The Government Architect of NSW's Draft Connecting with Country Framework and Designing with Country Discussion Paper (2020) provides guidance on developing connections with Aboriginal and Torres Strait Islander peoples to implement First Nations design into the built environment.
Increased focus on mental health as a key health issue 	<ul style="list-style-type: none"> ▪ The City of Sydney's Social Sustainability Policy and Action Plan (2019) identifies youth mental health, domestic and family violence and harm minimisation for substance misuse as priority issues in the City of Sydney. ▪ Self-reported health data provided in the City of Sydney's Community Wellbeing Indicators Report (2019) suggests that residents' mental ill health and psychological stress has increased between the survey recording periods of 2015 and 2018. ▪ The Mental Health Commission of NSW's Strategic Plan for Mental Health (2014) and the Sydney Local Health District's (SLHD) Mental Health Service Strategic Plan (2015) recognise that some groups may have a greater risk of developing mental ill health. This includes LGBTI people, CALD people, people with an intellectual disability, people with eating disorders and people with borderline personality disorder.
Mental health service delivery is changing 	<ul style="list-style-type: none"> ▪ The Strategic Plan for Mental Health notes that mental illness and physical illness are typically addressed by different parts of the health system. This fragmented approach contributes to poorer physical health among people with mental illness. ▪ The Mental Health Commission of NSW advocates for an integrated approach to mental and physical health. This could involve a community hub model where GPs and allied health clinicians work with mental health professionals within the same location to provide holistic care for the patient.

<p>Providing social infrastructure in accessible locations</p> 	<ul style="list-style-type: none"> ▪ All strategic land use planning documents, from the District Plan to the LSPS, recognise the value of social infrastructure in supporting healthy and strong communities. ▪ The LSPS recognises that locating social infrastructure close to homes and public transport will help the City of Sydney achieve its goal of becoming a 15-minute city by 2030. ▪ All health-related documents reviewed as part of this SIA highlight the importance of collaboration with levels of government, patients, the community and industry in delivering successful health services and programs.
<p>Renewing the Green Square Town Centre and the surrounding Northern Alexandria area</p> 	<ul style="list-style-type: none"> ▪ All strategic land use planning documents reviewed as part of this SIA recognise that Green Square is a key urban renewal centre within the City of Sydney. According to the City of Sydney's Draft Community Strategic Plan and Vision 2030-2050 (2022), Green Square will be home to 61,000 people and host 22,000 workers by 2030. ▪ The LSPS notes that the area of North Alexandria (where the site is located and close to Green Square station) is a strong location for business transformation from the former industrial activities towards a range of higher-density and more knowledge-intensive employment sectors.

4.2. LITERATURE AND HEALTH DATA REVIEW

Mental health in Australia

Mental health is a key component of a person's health and wellbeing. It is estimated that around one in five people aged 16 – 85 will experience a mental health disorder (ABS 2008). In 2019-20 4.4 million people in Australia received mental health-related prescriptions (Australian Institute of Health and Wellbeing (AIHW) 2021)). The proportion of the population receiving mental health-related prescriptions rose from 16.6% in 2015-16 to 17.2% in 2019-20 (AIHW 2021).

Another insight into the mental health and wellbeing of Australians can be provided by measures of psychological distress (AIHW). In February 2017, it was reported that 7.7% of Australians identified as having severe psychological distress. The COVID-19 pandemic lockdowns and social distancing measures further impacted on the mental health of Australians. This is demonstrated by the number of Australians who identified as having severe psychological distress in April 2021, which increased to 9.7%. (Biddle & Gray, 2021).

The impacts of the COVID-19 pandemic have placed even more pressure on an already fragile mental health system (Roseberg et al. 2020). In a report prepared by the University of Sydney it was acknowledged that even before the COVID-19 pandemic, "Australia's mental health system was providing a low level of care far below what could be expected" (Roseberg et.al, 2020).

There is a particular gap in what is often referred in the literature as the 'missing middle'. This can be understood as people who are too unwell and their needs too complex for a general practitioner (GP) to successfully support, but whose condition is not severe enough for admission to a public hospital (Davey, 2021).

Over the past 15 years, the Federal Government has generally focused mental health reform around Medicare by including psychological and social interventions within the general health system (Roseberg et.al, 2020). This has left the primary responsibility for mental health treatment to GPs, as evidenced by data from the AIHW. In 2018-19 9% of the Australian population received clinical mental health services through a GP, 2% from a private psychiatrist and 2% from a public specialised service (hospital or community care). Since 1 November 2006 to 30 June 2019 GP's wrote 31 million mental health care plans costing \$2.75bn (Roseberg et.al, 2020).

Private health and socio-economic status in Australia

In 2021, almost 14 million Australians or approximately 54% of the population has some form of private health insurance, which was an increase of around 1.4% since June 2020 (Australian Competition and Consumer Commission, 2021). In 2014-15 ABS undertook analysis of people with private health and their socio-economic status. This found that people living in relatively high levels of socio-economic disadvantage had the lowest levels of private health insurance in Australia (33%) while people living in areas of low disadvantage had the highest levels (79%) (ABS, 2017). The most common reason for people not taking out private health insurance was due to it being too expensive or not being able to afford it (ABS 2017).

5. SOCIAL BASELINE

This section provides a social baseline of the study area including the site's locality, social context, demographic characteristics, engagement outcomes and areas of social influence.

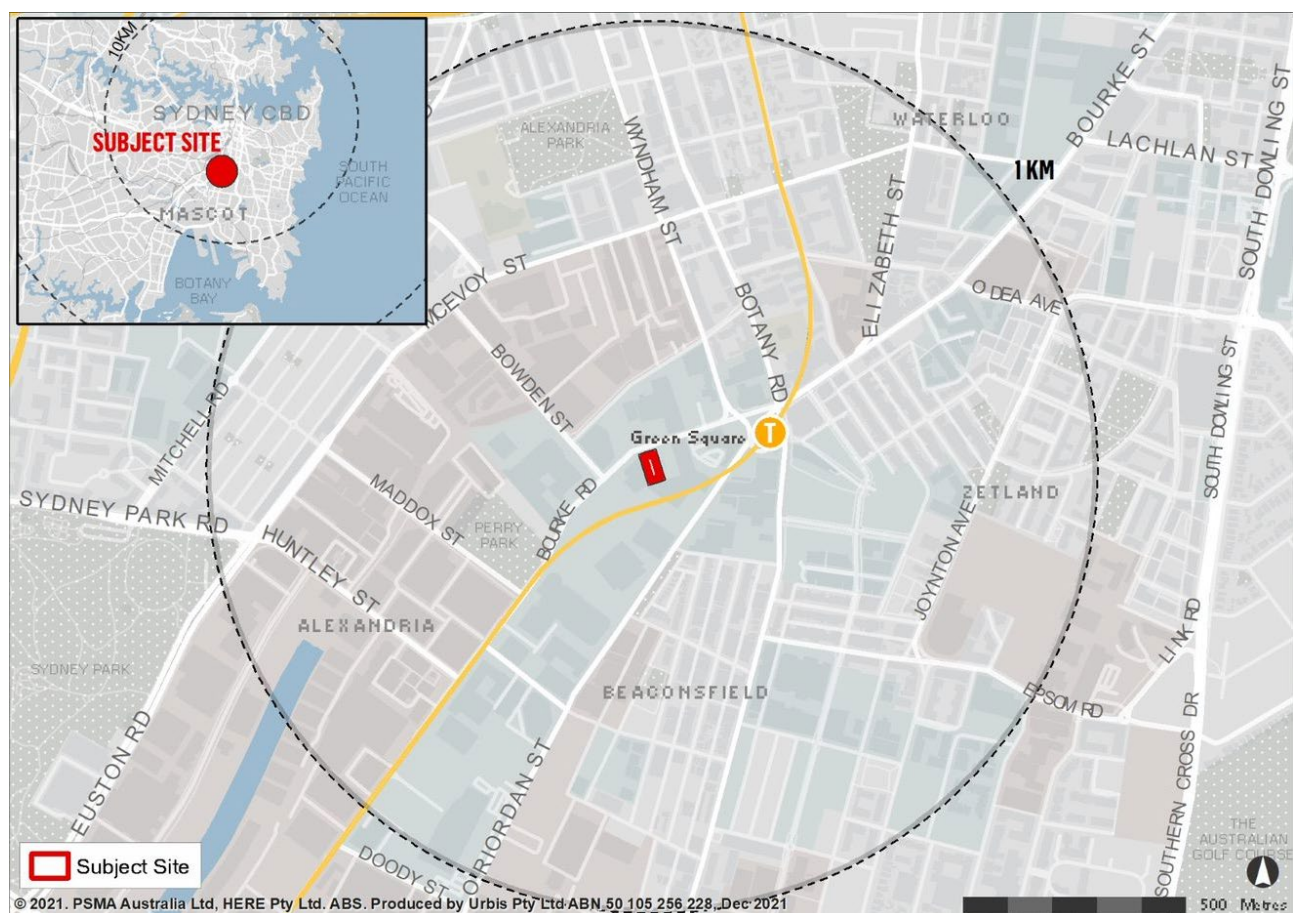
5.1. SOCIAL LOCALITY

The site is located on Gadigal land. It is known as 28-32 Bourke Road, Alexandria and is within the City of Sydney local government area (LGA). The site is a rectangular shape and currently accommodates a single storey warehouse building used for vehicle repairs.

The surrounding area predominately consists of industrial and commercial uses. To the north of the site are various light industrial and retail uses and a NSW Fire and Rescue facility. To the east, directly adjoining the site on Bourke Road, is a single storey warehouse building. Further east is the Green Square Town Centre with a range of infrastructure including Green Square Railway Station, Green Square Infinity Health and Medical Centre, Green Square Library and the Gunyama Park Aquatic Centre.

To the south of the site are industrial and commercial uses. Further to the south, on the southern side of O'Riordan Street is a small pocket of low density residential uses. Directly west of the site on Bourke Road is a two storey warehouse building owned and operated by the City of Sydney. To the south west of the site is Perry Park and the Grounds of Alexandria, a café and restaurant.

Figure 2 Site location



Source: Urbis 2022

Figure 3 Site photos



Picture 1 View of the site from Bourke Road looking south



Picture 2 View of Bourke Road looking south west



Picture 3 View of the City of Sydney building immediately west of the site



Picture 4 View of high density residential development in Green Square



Picture 5 View of Green Square Library and plaza



Picture 6 View of entry to Green Square Station

Source: Urbis 20262

5.2. COMMUNITY PROFILE

A community profile identifies the demographic and social characteristics of a proposal's likely area of social influence. This is an important tool in understanding how a community currently lives and that community's potential capacity to adapt to changes arising from a proposal.

A community profile has been developed for the suburbs of Alexandria and Waterloo based on demographic data from the 2016 Australian Bureau of Statistics (ABS) Census of Population and Housing and population projections from DPE. These suburbs were chosen due to the proximity of the proposal to the residential areas in these suburbs. They were also identified as having distinct community characteristics during the interview with the Council (see Section 5.4).

The demographic characteristics of the City of Sydney (CoS) LGA and Greater Sydney have been used where relevant to provide a comparison. While population data from the 2016 Census now dates to five years ago, it remains the most recent population data source until the release of 2021 Census data in June 2022.

In 2016, there were 8,262 people living in Alexandria and 14,616 people living in Waterloo. Key characteristics of this community include:



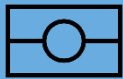
Young adult population

People aged 25-39 years account for almost half of the Alexandria and Waterloo populations (46% and 42% respectively), which is significantly higher compared to Greater Sydney (23%).



High proportion of social housing in Waterloo

More than a quarter of all dwellings (26%) in Waterloo are rented as social housing. This figure is significantly lower in Alexandria at just 1%.



A diverse community

Waterloo has a high proportion (3%) of people who identify as Aboriginal and/or Torres Strait Islander. This is higher than Alexandria where 1.7% of the population identify as Aboriginal and/or Torres Strait Islander.



High proportion of health care workers

The health care and social assistance industry is the third most common industry of employment for Alexandria and CoS LGA residents (accounting for 8% of all employed residents in both localities). This was also the industry of employment for 5% of employed residents in Waterloo.



Mixed income levels

Alexandria has a higher median weekly household income (\$2,441) compared to Waterloo (\$1,503). The figure for CoS LGA residents sits between these suburbs (\$1,926).



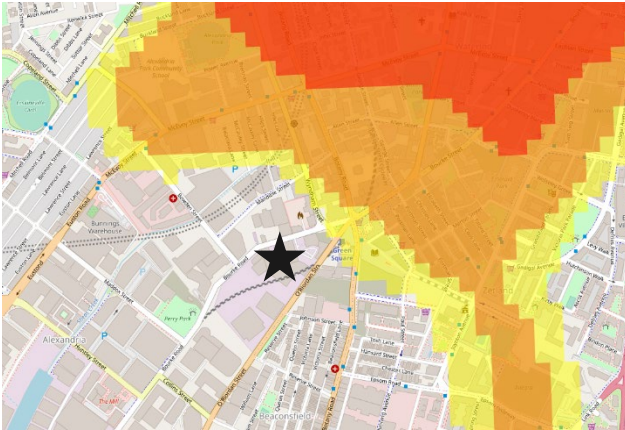
Strong population growth

Over the next 20 years (2021-2041), the CoS LGA population is expected to increase by 21%. Key changes include an increase in 45-49 year olds (+6,382) and a decrease in 20-24 year olds (-3,495).

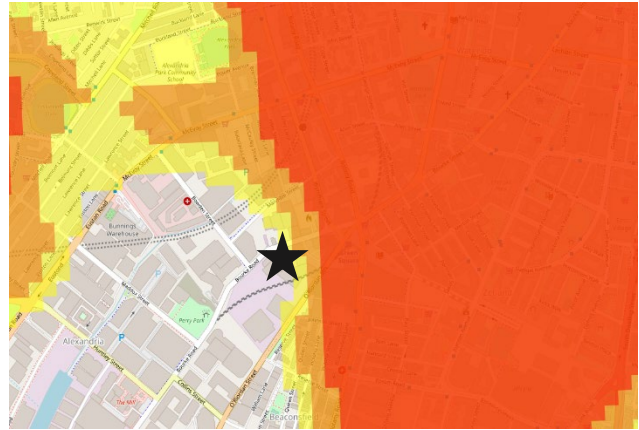
5.3. CRIME AND SAFETY

As part of the social baseline, hotspot map data from the NSW Bureau of Crime Statistics and Research (BOCSAR) was analysed to understand the crime and safety context around the site. These maps show areas of high crime density relative to crime concentrations across NSW. As shown in Figure 4, the site is in a hotspot for motor vehicle theft and close to hotspots for non-domestic and domestic assault, break and enter non-dwelling, malicious damage to property and steal from motor vehicle.

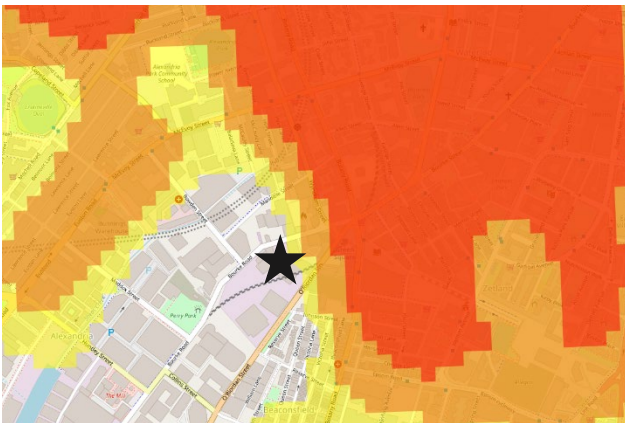
Figure 4 Crime hotspots (approximate site location indicated by black star)



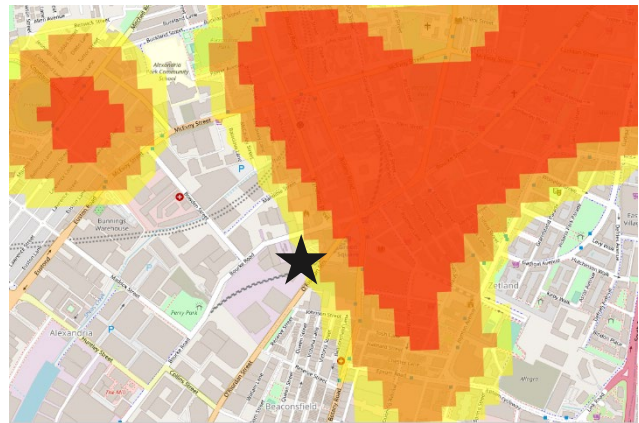
Picture 7 Non-domestic assault



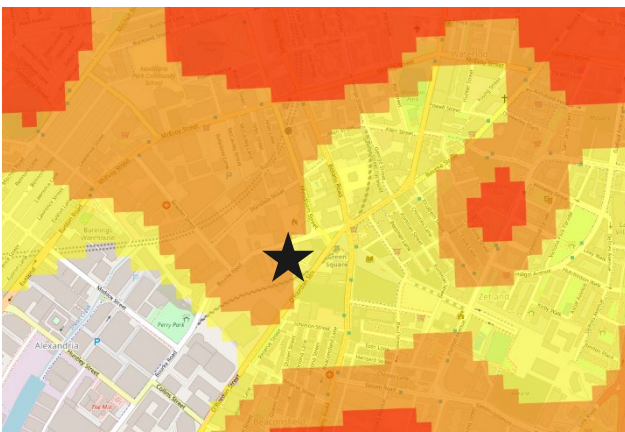
Picture 8 Domestic assault



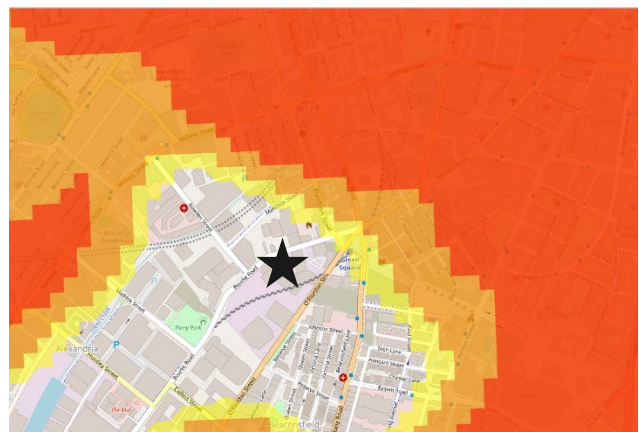
Picture 9 Malicious damage to property



Picture 10 Break and enter non-dwelling



Picture 11 Motor vehicle theft



Picture 12 Steal from motor vehicle

Source: BOCSAR 2022

5.4. RELEVANT ENGAGEMENT OUTCOMES

Consultation with City of Sydney Council

Urbis undertook consultation with Council's Social Strategy & Communications Strategic Advisor on 13 April 2022 to inform this SIA. The interview focused on understanding the local characteristics of the Alexandria and Green Square communities, mental health needs in the LGA, and potential positive and negative social impacts from Council's perspective.

A summary of consultation outcomes is provided below.

- Overall, the proposal is seen to represent a positive addition to the community as there is a lack of community and mental health facilities in the local area.
- The proposal is located close to vulnerable communities in Waterloo, which is undergoing a period of transition. Green Square was identified as having a high number of international students and people from different cultural backgrounds. These communities may not have the resources to seek assistance from a private facility for mental ill health.
- Connection with other public facilities such as HealthOne, a SLHD service being provided in 2023 in Green Square, will be important.
- The proposal will likely be accessible to a range of people throughout Sydney due to its proximity to public transport, including Green Square Station and inner-city bus routes, as well as the onsite car parking.
- It will be important to prepare a plan of management in the detailed DA stage to manage patient and staff safety during the proposal's operation (and potential negative community perceptions around mental health facilities).
- Consideration of 'wrap-around' services (i.e. referrals to other services like employment and housing assistance) will also be important when the project is operational.
- Consideration of the City of Sydney's greening principles should be given during the detailed design of the rooftop terrace component of the proposal. The rooftop terrace should be accessible to patients, as well as staff.

Summary of other community and stakeholder consultation undertaken

Urbis Engagement undertook community and stakeholder consultation for the proposal between March and June 2022. The community engagement activities undertaken for the proposal included:

- Creation of a dedicated phone number and email address to capture feedback and address community and stakeholder enquiries.
- A letter box drop of a newsletter outlining key features of the proposal and invitation for feedback to approximately 1,185 properties surrounding the site. The newsletter was also emailed to identified owners of properties.
- Creation of a website (www.alexandriahealthcentre.com.au) containing key information about the proposal, explanation of the planning process and contact details for feedback and/or enquiries.

The Engagement Outcomes Report prepared by Urbis indicates that no community responses had been received at the time of writing the report. The report notes that Alexandria Property Development will continue consultation with the local community as the development progresses.

Urbis also contacted the Sydney Local Health District to discuss the proposal on the 7 and 19 April 2022. No response has been received at the time of writing this report.

5.5. AREAS OF SOCIAL INFLUENCE

Considering the outcomes from the social baseline, the area of social influence is the immediate context, City of Sydney LGA and the wider district. Within the areas of social influence, the following individuals and communities are likely to be impacted by the proposal:

- Alexandria and Waterloo residents
- Local Aboriginal communities
- City of Sydney LGA residents
- Sydney Local Health District residents
- Sydney residents experiencing mental ill health
- Future staff, visitors and patients of the proposal
- Health professionals.

5.6. IMPLICATIONS FOR THE PROPOSAL

- The site is located in the North Alexandria area, which currently comprises industrial and commercial uses but is undergoing a transition to higher density and knowledge-intensive uses. This area will provide employment opportunities to support the increased residential development surrounding the Green Square Town Centre.
- Waterloo is home to vulnerable community members. This includes a high proportion of residents who live in social housing and people suffering socio-economic disadvantage. These communities may not have the resources to seek assistance from a private facility for assistance with mental ill health.
- It will be important to consider the impact of the proposal on existing and planned health facilities and services in the surrounding area. This includes the Royal Prince Alfred Hospital in Camperdown and the proposed HealthOne facility in Green Square.

6. EXPECTED AND PERCEIVED IMPACTS

A proposal may cause a range of direct and indirect social impacts which can have a positive, negative or neutral impact on the existing community. A SIA should assess the expected and perceived impacts which are considered to have the most significant impacts on the community and identified stakeholder groups.

The following section outlines the impact scoping considerations which were used to inform the determination of significant social impacts. These impacts have been informed by the contextual information outlined in Sections 4 – 5 of this SIA and have been assessed against the SIA criteria described in Section 2.

6.1. NEUTRAL TO LOW IMPACTS

This section outlines the social impacts considered to have a neutral to low impact on the community. These are not considered to have a significant impact on the community and are not included for further assessment.

Table 6 Initial scoping of neutral to low impacts

Potential impact	Social impact category	Impact assessment summary
Impact on Aboriginal culture and heritage	<ul style="list-style-type: none"> Culture 	<p>Any new development should consider impacts on Aboriginal culture. Urban developments may impact on Aboriginal objects, the landscape or landform, or the spiritual connection Aboriginal people have with Country.</p> <p>According to the Aboriginal Cultural Heritage Assessment Report (ACHAR) prepared by Urbis, there is moderate potential for a range of Aboriginal artefacts to be found on the site. However, as no physical works are proposed under this Concept SSDA, the ACHAR notes further assessment will be required once the construction works for Stage 2 of the SSDA are proposed.</p> <p>As this Concept SSDA is not proposing any physical works, impacts to Aboriginal culture at this stage is considered neutral. If the further assessment undertaken for the Stage 2 ACHAR finds Aboriginal artefacts to be located on site, the level of social impact in relation to impact on Aboriginal culture and heritage will be reconsidered.</p> <p>The ACHAR also provides several recommendations based on consultation with key Indigenous stakeholders. This includes continuing to consult with Registered Aboriginal Parties (RAPs) until the finalisation of the proposal, implementing a Cultural Integration Plan, considering the Connecting with Country Framework and Designing with Country Discussion Paper, and incorporating native planting into the proposal's design during Stage 2. This SIA supports these recommendations.</p>

Increased availability of health sector jobs	<ul style="list-style-type: none"> ▪ Livelihoods 	<p>The proposal will create 400 on-site construction jobs. The mental health hospital will create approximately 130 full time equivalent (FTE) jobs. Another 350 jobs will be created to support the GP, pharmacy and allied health services.</p> <p>The increased availability of jobs aligns with the desired for the North Alexandria precinct to host more employment opportunities.</p> <p>The jobs provided at the proposal will contribute to the 22,000 jobs anticipated for Green Square.</p> <p>The increased availability of some health sector jobs as a result of the proposal is considered to have a low positive impact on health professionals in Sydney.</p>
Potential pressure on the traffic network	<ul style="list-style-type: none"> ▪ Accessibility ▪ Way of life 	<p>The proposal includes 70-74 car parking spaces to be provided on the ground and basement levels with the vehicle access arrangements provided by construction of a new laneway (to be a public road). This represents 70% of required parking.</p> <p>The Traffic, Transport and Parking Assessment prepared by Transport and Traffic Planning Associates found that the projected movements of the proposal's traffic generation will be relatively insignificant and quite "muted" compared to what they might be if the development uses were different (such as retail or a commercial office). The Assessment noted that generally mental health facilities do not generate high volumes of traffic generation for reasons including:</p> <ul style="list-style-type: none"> ▪ Mental health patients receive significantly fewer visitors than other hospital patients ▪ The average patient stay at a mental health centre is 21 days, compared to 3 days in a medical/surgical centre. The stay for the Alexandria Health Centre is proposed to be 7-10 days. ▪ Practitioners generally see one patient per hour compared to two to three in a medical/surgical centre. ▪ Hospital staff shift times do not conflict with on-street peak periods and hospital visitors do not generally arrive in the morning peak. <p>Given the findings of the Traffic, Transport and Parking Assessment, the potential additional time spent by community members in traffic as a result of the proposal is likely to have a low negative impact on the Alexandria community.</p>

<p>Amenity impacts during construction</p>	<ul style="list-style-type: none"> ▪ Surroundings 	<p>Impacts during the construction phase can include increases in noise, dust, traffic and changes to the urban realm due to closures of footpaths or roads.</p> <p>The proposal will result in the demolition of the existing motor vehicle repair building and the development of a new mental health hospital and medical centre.</p> <p>The indicative Construction Traffic Management Plan (CTMP) prepared by Transport and Traffic Planning Associates (see Chapter 7 of the Traffic, Transport and Parking Assessment) includes measures to manage traffic-related impacts during the construction phase. This includes providing traffic controllers at the vehicle access and works zones and requiring trucks to travel State roads only (except for Bourke Road). As stated in the indicative CTMP, a detailed CTMP should be prepared by the builder prior to the issuing of the construction certificate. A Construction Management Plan (CMP) should also be prepared at this stage. This should include details of the construction stages and mitigation measures for potential noise and dust-related impacts.</p> <p>It is also important to consider possible cumulative construction impacts associated with other proposed developments in the local area. The Environment Impact Statement (the EIS) prepared by Urbis identifies the following projects that may contribute to a cumulative construction impact:</p> <ul style="list-style-type: none"> ▪ New developments in Green Square as part of its ongoing renewal ▪ The Green Square to Ashmore Connector – a new transport corridor from Green Square to Alexandria. This project will result in upgrades to Bourke Road and is expected to be opened in mid-2022. ▪ 23-27 Bourke Road and 41-43 Bowden Street, Alexandria – demolition of an existing light industrial building and construction of a four-storey retail and commercial building. This project is located around 150m from the site and the DA is currently under assessment. <p>The construction impacts arising from the proposal will be temporary. It is expected that significant construction impacts will be identified and managed appropriately through the CMP and CTMP. The absence of residential properties around the site is also expected to reduce the magnitude of these</p>
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		impacts. For these reasons, the construction of the proposal is expected to have a short-term, low impact on the amenity of the Alexandria community.
Visual change	<ul style="list-style-type: none"> Surroundings 	<p>The site currently consists of a single storey warehouse building used for vehicle repairs and is in an area characterised by light industrial uses.</p> <p>The proposal will introduce a taller building to the site which will create visual change. The Visual Impact Assessment (VIA) prepared by NBRIS (contained within the Urban Design Report) indicates that the proposal will be first to be assessed under Draft Sydney Development Control Plan 2012: Southern Enterprise Area Amendment (the Draft DCP).</p> <p>The height of the building will comply with the maximum height for the site as set out in the Draft DCP. The North Alexandria precinct desired future character will see a transition in light industrial uses towards commercial uses. The VIA also considers that the proposal will have minimal visual impacts on neighbouring properties due to their light industrial uses.</p> <p>The visual change of the site will be consistent with this desired future character for the North Alexandria precinct and is likely to have a neutral impact on the local Alexandria community.</p>

6.2. MODERATE TO HIGH IMPACTS

Table 7 outlines the social impacts which were identified in preliminary scoping as likely to be moderate to high. **These impacts are considered significant and are included for further assessment in Section 6 of this report.**

Table 7 Initial scoping of moderate to high impacts

Potential impact	Social impact category	Potentially impacted groups	Preliminary assessment
Delivery of targeted mental health services	<ul style="list-style-type: none"> Health and wellbeing Livelihoods Way of life 	<ul style="list-style-type: none"> Alexandria and Waterloo residents City of Sydney LGA residents Sydney Local Health District residents Metro Sydney residents 	<p>The proposal will provide targeted mental health services for privately insured patients aged 18+ with mood and anxiety orders, and those with comorbid drug and alcohol disorders.</p> <p>The proposal will help fill the gap in the in private mental health services in the local area by providing short stay, intensive inpatient hospital admission with a focus on assessment, treatment, stabilisation and/or detox.</p>

			<p>The delivery of targeted mental health services is likely to have a positive impact on Sydney residents experiencing mental ill health and has been included for further assessment in Section 6.</p>
<p>Providing holistic and integrated care</p>	<ul style="list-style-type: none"> ▪ Health and wellbeing ▪ Livelihoods ▪ Way of life ▪ Accessibility 	<ul style="list-style-type: none"> ▪ Alexandria and Waterloo residents ▪ City of Sydney LGA residents ▪ Sydney Local Health District residents ▪ Metro Sydney residents 	<p>The proposal will provide a holistic and integrated care model, with mental health services, GP clinic, pharmacy and health consulting rooms in an area that is expected to experience significant population and employment growth.</p> <p>The holistic and integrated approach will enhance referral pathways between mental health staff and allied health providers, enabling patients to receive wrap-around physical and mental health care at the same location.</p> <p>Providing holistic and integrated care is likely to have a positive impact on local residents, and Sydney residents experiencing mental ill health. This impact has been included for further assessment in Section 6.</p>
<p>Improved urban realm</p>	<ul style="list-style-type: none"> ▪ Way of life ▪ Surroundings ▪ Accessibility 	<ul style="list-style-type: none"> ▪ Alexandria and Waterloo residents ▪ Future staff, visitors and patients of the proposal 	<p>The current site consists of a single storey warehouse building used for vehicle repairs. The warehouse building is built to the front boundary, with limited on-site landscaping.</p> <p>The proposal will provide improved ground floor and streetscape urban realm with landscaping and new rear and side laneways and through-site links to improve site connectivity.</p> <p>Improved urban realm is likely to have a positive impact on local residents and future patients, visitors and staff who use and work within the proposal. This impact has been included for further assessment in Section 6.</p>

7. ASSESSMENT OF SIGNIFICANT IMPACTS

The following section provides a detailed assessment of the significant social impacts of the proposal, as identified in Table 7. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level. The assessment process used to determine each impact level is described in Section 2.

7.1. DELIVERY OF TARGETED MENTAL HEALTH SERVICES

Description of impact
New mental health hospital and medical centre uses with short stay and intensive inpatient hospital admission targeted at patients aged 18 and above with private health insurance.
Current environment
<p>As identified in Section 4.2 mental health is a key issue impacting the health and wellbeing of people's lives in Australia. The proportion of people who identify as having severe psychological distress has risen in the past five years, exacerbated by the COVID-19 pandemic. The rise in mental health challenges has placed pressure on the health system, with a particular gap in the 'missing middle' services. This has left responsibility for mental health treatment to many GPs.</p> <p>The City of Sydney in its Social Sustainability Policy and Action Plan also recognises youth mental health, domestic and family violence and harm minimisation for substance misuse as priority issues for the LGA. In its Community Wellbeing Indicators Report the City also found that mental ill health and psychological stress have increased among its residents. Enhancing community mental health services and improving the continuity of care pathways is also a key objective of the SLHD.</p> <p>As identified in Section 4.2 around half of the Australian population has some form of private health insurance. There is a strong correlation between communities with higher levels of socio-economic advantage and higher levels of private health insurance.</p> <p>The site is located at the border of two suburbs – Alexandria and Waterloo. Alexandria high levels of socio-economic advantage, being in the top 10% of all NSW suburbs for socio-economic advantage compared to Waterloo which is in the bottom 20% for socio-economic disadvantage. At a broader scale, socio-economic status also varies across communities in the SLHD, and metropolitan Sydney. As identified in the City of Sydney's Wellbeing Indicators 2019 report, between 2008 and 2016 there has been an increase in the number of suburbs in the LGA with Index of Relative Socioeconomic Disadvantage scores below the Australian average.</p>
Impact of the proposal
<p>The proposal will provide targeted mental health services for privately insured patients aged 18+ with mood and anxiety orders, and those with comorbid drug and alcohol disorders.</p> <p>The proposal will help fill the gap in the 'missing middle' by providing short stay, intensive inpatient hospital admission with a focus on assessment, treatment, stabilisation and/or detox. It will also provide step-down outpatient and in-home care provided by a multidisciplinary team to ensure the continuity of care pathways between inpatient and primary health care services such as general practitioners and other allied health services are provided to patients. Peer support programs and other digital and telehealth services will also be provided. The proposal will not provide involuntary hospital stay services for mental health patients who may require more complex care.</p> <p>As outlined in Section 5.4 consultation Council's Social Strategy & Communications Strategic Advisor identified that the proposal represents a positive addition to the community as there is a lack of community and mental health facilities in the local area. However, it was noted by Council's Social Strategy & Communications Strategic Advisor that the proposal will only cater for those who can afford private health</p>

care. As outlined in Section 4.1, the Mental Health Commission and the SLHD recognise that some groups may have a greater risk of developing mental ill health. This includes LGBTIQ+ people, CALD people, people with an intellectual disability, people with eating disorders and people with borderline personality disorder. These people are also more likely to experience socio-economic disadvantage and/or be reliant on a pension or government support payments (Mental Health Australia, 2022), limiting their ability to afford private health insurance and therefore assistance at the proposed proposal.

Consultation with Council (see Section 5.4) recognised that other facilities, such as the Royal Prince Alfred HealthOne facility to be provided by Health Infrastructure in Green Square by 2023, will meet some of the demand from people who cannot afford private health insurance. RPA HealthOne is expected to provide a diverse range of healthcare services, including community health services such as mental health.

Management measures	SIA recommendations
<ul style="list-style-type: none"> The use of mixed mode operation to appropriate areas of the building to allow occupants to connect to the outdoors in ambient weather conditions. Inclusion of an outdoor area at Level 6 and a courtyard at Level 7 to be available for patients at the mental health hospital. 	<ul style="list-style-type: none"> Consider ways to partner and/or connect with RPA HealthOne as a referral pathway for patients who may not be able to afford the services provided at the proposal. Connect with Royal Prince Alfred Hospital (RPAH) and implement a referral pathway for patients whose condition worsens and who may require longer-term and/or involuntary care in the public system. The future operator of the proposal to consider implementing affordable community outreach programs and/or events with a focus on early intervention, health promotion and prevention messaging to connect with the local community.

Residual impact (considering management measures)

Likelihood: Almost Certain	Magnitude: Moderate	Resultant impact: High
<p>Private sector health services play an important role in providing health care and alleviating pressure on the public health system. The proposal will fill an important gap in short stay, intensive care for people with mental ill health.</p> <p>The financial barriers for some people in the community will limit access and reduce the overall social impact, decreasing it from a very high positive to a high positive impact on residents across Sydney with private health insurance.</p>		

7.2. PROVIDING HOLISTIC AND INTEGRATED CARE

Description of impact		
Providing wholistic and integrated care including GP clinic, allied health consulting spaces and a mental health hospital in an accessible location.		
Current environment		
<p>Mental illness and physical illness have historically been addressed by different parts of the health system, leading to a fragmented approach and poorer health outcomes (Mental Health Commission, 2014). The Mental Health Commission of NSW instead advocates for an integrated approach to mental and physical health. This includes providing an integrated care model with GPs and allied health clinicians working with mental health professionals within the same location. This enables a holistic care approach for patients, and likely better physical and mental health outcomes.</p> <p>As outlined in the City of Sydney’s Community Wellbeing Indicators 2019 report, the number of residents in the LGA per GP has been declining over time from 924 residents per GP in 2007 to 883 residents per GP in 2018. The growth expected for Green Square will place pressure on this desired downwards trend. The report also provides data around residents' personal wellbeing. This shows that between 2011 and 2018 there has been a marginal decrease in the personal wellbeing score and between 2015 and 2018 a decrease in the subjective self-reported health ratings for physical and mental health.</p> <p>Council’s LSPS recognises the importance of providing social infrastructure close to homes and public transport to create healthy and liveable communities. Providing accessible social infrastructure is also expected to contribute to the City’s goal of becoming a 15-minute city by 2030.</p>		
Impact of the proposal		
<p>The proposal will provide a holistic and integrated care model, with mental health services, GP clinic, pharmacy and health consulting rooms in an area that is expected to experience significant population and employment growth. As outlined in Section 4, Green Square is expected to be home to 61,000 people and host 22,000 workers by 2030. An increasing resident and worker population will place pressure on existing health and social infrastructure services such as GPs and allied health providers.</p> <p>The holistic and integrated approach will enhance referral pathways between mental health staff and allied health providers, enabling patients to receive wrap-around physical and mental health care at the same location.</p> <p>The proposal will be in a very accessible location for local residents, as well as staff and patients travelling from other parts of Sydney. It will be within 250m of Green Square Station and within walking distance of several bus stops. As noted in the Green Travel Plan prepared by Transport and Traffic Planning Associates, Bourke Road has high quality pedestrian footpaths on both sides of the street and a separated cycle way. End of trip facilities are proposed, accommodating staff and visitors to choose active travel options to work.</p>		
Management measures		SIA recommendations
<ul style="list-style-type: none">▪ Inclusion of an activity/therapy room and gym to support mental health patient recovery programs.▪ Lounge areas at levels 6 and 7 to encourage patient connection and interaction.		<ul style="list-style-type: none">▪ Consider having GPs and/or allied health services that bulk bill or provide affordable care for people on lower incomes or without private health insurance.
Residual impact (considering management measures)		
Likelihood: Almost certain	Magnitude: Moderate	Resultant impact: High

The proposal will provide a new centre that integrates a mental health hospital with medical centre uses including a GP clinic, pharmacy and other allied health providers in an easily accessible location. Providing integrated care within the one centre is a preferred approach from a mental health service perspective as it encourages a holistic mental and physical approach to patient recovery. Providing holistic and integrated care will have a high positive impact on future patients and staff who use and work within the proposal.

7.3. IMPROVED URBAN REALM

Description of impact	
Improved ground floor and streetscape urban realm with landscaping and new rear and side laneways and through-site links.	
Current environment	
<p>The site is a rectangular shape and currently accommodates a single storey warehouse building used for vehicle repairs. The warehouse building is built to the front boundary, with limited on-site landscaping. The site is in an area characterised by light industrial uses, with other small scale warehouse facilities also located along Bourke Road.</p> <p>As identified in Section 5.3 the site is in a crime hotspot for motor vehicle theft and close to hotspots for non-domestic and domestic assault, break and enter non-dwelling, malicious damage to property and steal from motor vehicle.</p> <p>The future desired character of the North Alexandria precinct is to transition from industrial activity towards office and knowledge-based sectors.</p>	
Impact of the proposal	
<p>The proposal will improve the pedestrian urban realm experience by providing landscaping and new laneways and through-site links at ground level.</p> <p>To improve connectivity at the site, and the Southern Enterprise Area more broadly, public domain works are proposed. These includes a 2.4m wide strip of land along the site's frontage to Bourke Road for the purposes of footpath widening, a 6m wide laneway along the site's western boundary and a 3m wide lane along the site's southern boundary, which will be part of a 9m wide lane with the adjoining site. Increased connectivity throughout the site at ground floor will likely increase casual surveillance, deterring crimes related to theft and assault.</p> <p>A Landscaping Strategy has been prepared by Place Design Group. At the Bourke Road frontage, in addition to the widened footpath, a front setback will be introduced with three new trees and low-level planting sitting behind. Curved seating is also proposed adjacent the planting and trees to provide outdoor seating.</p> <p>At ground level along the western and southern boundary facades planter climbers are proposed to soften the visual appearance of the building and car parking ramps. Climbers are also be proposed at the level 4 western and southern facades. The use of climbers will help deter crimes related to malicious damage to property.</p>	
Management measures	SIA recommendations
<ul style="list-style-type: none"> None identified. 	<ul style="list-style-type: none"> Implement a landscape maintenance plan for the site to ensure trees, low-level planting and climbers are well maintained.

	<ul style="list-style-type: none">▪ Consider implementing CCTV at car park entrances to minimise opportunities for crimes related to car theft and damage.▪ At the detailed design stage, implement a lighting strategy with particular focus on the laneways, car parking areas and outdoor seating to ensure staff and visitors feel safe at all times of the day.	
Residual impact (considering management measures)		
Likelihood: Likely	Magnitude: Moderate	Resultant impact: High
The proposal will improve the urban realm experience by providing landscaping features, larger setbacks, through site links and places to stay and sit. The improved urban realm will have a high positive impact on local residents and future patients, visitors and staff who use and work within the proposal.		

8. CONCLUSION

This SIA has been undertaken to assess the potential social impacts arising from the proposed Alexandria Health Centre at 28-32 Bourke Road, Alexandria. The centre comprises medical centre uses and is anchored by a mental health hospital.

Based on the assessment in this report, the key social impacts of this proposal are:

- **Delivery of targeted mental health services:** Private sector health services play an important role in providing health care and alleviating pressure on the public health system. The proposal will fill an important gap in short stay, intensive care for people with mental ill health. The financial barriers for some people in the community will limit access and reduce the overall social impact, decreasing it from a very high positive to a high positive impact on residents across Sydney with private health insurance.
- **Providing holistic and integrated care:** The proposal will provide a new centre that integrates a mental health hospital with medical centre uses including a GP clinic, pharmacy and other allied health providers in an easily accessible location. Providing integrated care within the one centre is a preferred approach from a mental health service perspective as it encourages a holistic mental and physical approach to patient recovery. Providing holistic and integrated care will have a high positive impact on future patients and staff who use and work within the proposal.
- **Improved urban realm:** The proposal will improve the urban realm experience by providing landscaping features, larger setbacks, through site links and places to stay and sit. The improved urban realm will have a high positive impact on local residents and future patients, visitors and staff who use and work within the proposed centre.

8.1. RECOMMENDATIONS

The following recommendations are provided to further manage the potential impacts from the proposal:

- Consider ways to partner and/or connect with Royal Prince Alfred HealthOne as a referral pathway for patients who may not be able to afford the services provided at the proposal. HealthOne is an integrated public health centre operated by the Sydney Local Health District and provides a range of health care services, including mental health services.
- Connect with the Royal Prince Alfred Hospital (RPAH) and implement a referral pathway for patients whose condition worsens and who may require longer-term and/or involuntary care in the public system.
- The future operator of the proposal to consider implementing affordable community outreach programs and/or events with a focus on early intervention, health promotion and prevention messaging to connect with the local community.
- Consider having GPs and/or allied health services that bulk bill or provide affordable care for people on lower incomes or without private health insurance.
- Implement a landscape maintenance plan for the site to ensure trees, low-level planting and climbers are well maintained.
- Consider implementing CCTV at car park entrances to minimise opportunities for crimes related to car theft and damage.
- At the detailed design stage, implement a lighting strategy with particular focus on the laneways, car parking areas and outdoor seating to ensure staff and visitors feel safe at all times of the day.

8.2. OVERALL IMPACT ASSESSMENT

Based on this assessment and the recommendations provided, the proposed Alexandria Health Centre will have an overall high positive impact on the local and LGA wide communities, as well as more broadly communities in the Sydney Local Health District and in Sydney.

REFERENCES

This SIA has been informed by a range of data sources, information and technical studies. The following data sources have been used:

Demographic, crime and health data

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FINAL SIA_28-32 BOURKE ROAD ALEXANDRIA
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