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# Appendix AA

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## Social Impact Assessment

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**URBIS**

# **HUNTER STREET WEST OVER STATION DEVELOPMENT**

Social Impact Assessment

Prepared for  
**SYDNEY METRO**  
21 November 2022



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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.



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# EXECUTIVE SUMMARY

This Social Impact Assessment (SIA) accompanies a Concept State Significant Development Application (Concept SSDA) submitted to the Department of Planning and Environment (DPE) 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 concept approval for a commercial tower above the Hunter Street Station western site (the site), otherwise known as the over station development (OSD). The Concept SSDA seeks consent for a building envelope and its use for a commercial and retail premises, a maximum building height of 51 storeys (213 m/reduced level 220.0), a maximum gross floor area (GFA) of 69,863m<sup>2</sup>, pedestrian and vehicular access, circulation arrangements and associated car parking and the strategies and design parameters for the future detailed design of the development.

## 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 DPE SIA Guideline: Technical Supplement (2021) and is outlined below.

Table 1 Social Impax Significance Matrix

		Magnitude level				
		1	2	3	4	5
Likelihood		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: DPE, 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:

- **Travel experience for pedestrians:** During construction, the proposed development will likely require temporary short-term closures to footpaths and therefore have a negative minor impact on pedestrians in the nearby area through delayed travel times.

During operation, the TAA finds the proposed development's generation of additional pedestrians will be negligible in comparison to the pedestrian flows and accessibility impacts resulting from the construction of Hunter Street Station. The TAA also finds that the proposed development's impact on pedestrians will likely be minimal once pedestrian network is considered.

At this stage, and with the information available, it is difficult to determine the cumulative social impact of the two OSDs and Hunter Street Station development on pedestrian experience in the nearby area.

It is therefore recommended that this impact be reassessed as part of the detailed SSDA for the Hunter Street West OSD, once further information about the detailed design of all three sites and their cumulative impact on pedestrian experience is available.

- **Increased noise and vibration during construction:** The proposal is expected to have a low negative impact on residents, businesses and workers nearby the site from noise exceedances during construction. To mitigate this negative impact, the recommendations made in the NVA should be implemented in the future Construction Noise and Vibration Management Plan.
- **Increased employment opportunities in high-quality and accessible spaces:** The proposal is expected to have a low positive impact on working-aged residents in the professional, scientific and technical sector and the insurance and financial sectors connected by the Sydney Metro West line.

## Overall Impact Assessment

Based on this assessment and the information provided, the Concept SSDA is likely to have a low positive overall social impact. This overall social impact should be re-assessed once further information is provided during Detailed Design stages.

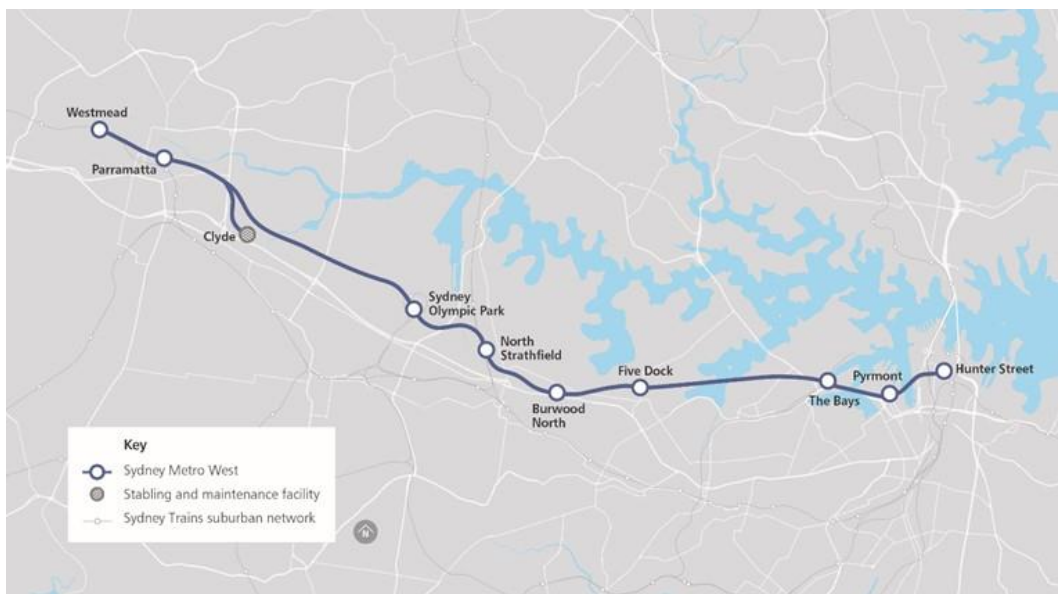
# 1. INTRODUCTION

## 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, linking new communities to rail services and supporting 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 Metro West station locations are shown in Figure 1.

Figure 1 Sydney Metro West



## 1.2. BACKGROUND AND PLANNING CONTEXT

Sydney Metro is seeking to deliver Hunter Street Station under a two part planning approval process. The station fit out infrastructure is to be delivered under a Critical State Significant Infrastructure (CSSI) application subject to provisions under Division 5.2 of the EP&A Act, while the over station developments are to be delivered under a State Significant Development (SSD) subject to the provisions of Part 4 of the EP&A Act. It is noted a Planning Proposal request has been submitted to the City of Sydney Council to amend the planning controls on the site.

### 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 March 2021)
- Stage 2 CSSI Application (SSI- 19238057) – All major civil construction works between The Bays and Hunter Street Station (approved August 2022)
- Stage 3 CSSI Application (SSI- 22765520) – Tunnel fit-out, construction of stations, ancillary facilities and station precincts between Westmead and the Hunter Street Station, and operation and maintenance of the Sydney Metro West line.



## 1.2.2. Planning proposal

A Planning Proposal request has been submitted to the City of Sydney Council to amend the planning controls that apply to the Hunter Street Station under the Sydney Local Environmental Plan 2012 (LEP). Hunter Street Station includes both a western site (this application) and an eastern site.

The Planning Proposal request seeks to enable the development of a commercial office building on the site that would:

- Comprise a maximum building height of between reduced level (RL) 213m and RL 220.0m (as it varies to comply with the relevant sun access plane controls)
- Deliver a maximum gross floor area (GFA) of 69,912 m<sup>2</sup> (resulting in a maximum floor space ratio (FSR) of 18.71:1), measured above ground level.
- Facilitate the adaptive reuse of the existing Former Skinners Family Hotel within the overall development.
- Include site specific controls which ensure the provision of employment and other non-residential land uses,
- Require the mandatory consideration of a site-specific Design Guideline
- Allow for the provision of up to 70 car parking spaces
- Establish an alternative approach to design excellence.

The Planning Proposal request was submitted to the City of Sydney in May 2022 and is currently under assessment.

## 1.3. PURPOSE OF THE REPORT

This Social Impact Assessment (SIA) accompanies a Concept State Significant Development Application (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 8 August 2022 which states that the Environmental Impact Statement is to address the following requirements:

Table 2 Relevant SEARs requirement

### 19. Social impact

Provide a Social Impact Assessment prepared in accordance with the Social Impact Assessment Guideline and developed in consultation with the City of Sydney.

Include an analysis of social and cultural infrastructure within the local area and identify if there is a need to provide spaces for community and cultural uses.

Source: SEARs issued on 8 August 2022

## 1.4. REPORT SCOPE

A Social Impact Assessment (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.

According to the Department of Planning and Environment's (DPE) 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 3 Social impact categories



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

## 1.5. STRUCTURE OF THIS REPORT

This report has seven chapters as summarised below:

- **Chapter 1** (this chapter) introduces the project background, purpose and scope of this report.
- **Chapter 2** outlines the proposal
- **Chapter 3** outlines the legislative requirements and methodology applied to complete this SIA
- **Chapter 4** reviews the key findings and strategic directions from relevant state and local policies, as they relate to the proposal
- **Chapter 5** provides a social baseline of the study area including the site's locality, social and demographic characteristics, local social and cultural infrastructure, and consultation outcomes
- **Chapter 6** outlines an assessment of the expected and perceived social impacts of the proposal
- **Chapter 7** summarises the assessment of impacts and the overall impact of the proposal.

## 2. THE SITE AND PROPOSAL

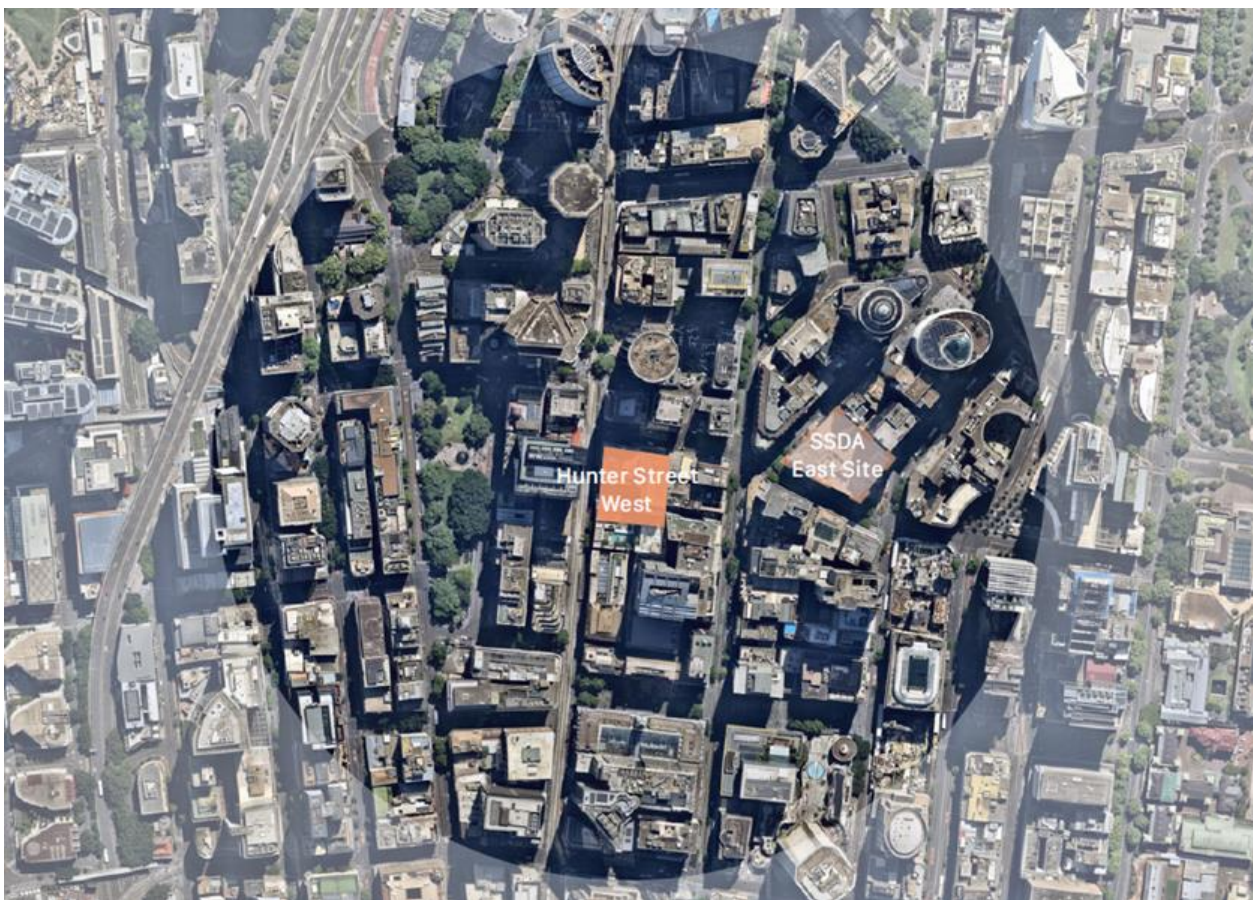
### 2.1. SITE LOCATION AND DESCRIPTION

Hunter Street Station is in the northern part of the Sydney CBD, within the commercial core precinct of Central Sydney and within the Sydney Local Government Area (LGA). The Hunter Street Station includes two sites – the western site and the eastern site. This report relates to the western site only.

The Hunter Street Station western site (the site) is on the corner of George Hunter Street. It includes De Mestre Place, the heritage listed former Skinners Family Hotel, and land predominantly occupied by the existing Hunter Connection retail plaza. The site is occupied by commercial office buildings, restaurants, shops, as well as a range of business premises and employment and medical/health services premises.

The site area is 3,736 m<sup>2</sup> and will be cleared of all buildings and utilities prior to commencement of station construction activities. The site location is shown in Figure 2.

Figure 2 Location of the site



Source: Urbis 2022

Table 3 sets out the address and legal description of the parcels of land that comprise the site.

Table 3 Site legal description

Address	Lot and DP
296 George Street, Sydney	Lot 1, DP438188
300 George Street, Sydney	CP and Lots 1-43, SP596
312 George Street, Sydney	Lot 1, DP211120
314-318 George Street, Sydney	Lot 13, DP622968
5010 De Mestre Place, Sydney (Over Pass)	Lot 1, DP1003818

<b>9 Hunter Street, Sydney</b>	Lot 2, DP850895
<b>5 Hunter Street, Sydney (Leda House &amp; Hunter Arcade)</b>	CP and Lots 1-63, SP71068
<b>5 Hunter Street, Sydney (Leda House &amp; Hunter Arcade)</b>	CP and Lots 1-14, SP65054
<b>7-13 Hunter Street, Sydney (Hunter Connection)</b>	CP and Lots 1-53, SP50276
<b>7-13 Hunter Street, Sydney (Hunter Connection)</b>	Lots 57 and 58, SP61007
<b>7-13 Hunter Street, Sydney (Hunter Connection)</b>	Lots 54, 55 and 56, SP60441
<b>7-13 Hunter Street, Sydney (Hunter Connection)</b>	Lots 59, 60 and 61, SP62889
<b>7-13 Hunter Street, Sydney (Hunter Connection)</b>	Lots 62, 63, 64 and 65, SP69300
<b>7-13 Hunter Street, Sydney (Hunter Connection)</b>	Lots 66 and 67, SP77409
<b>7-13 Hunter Street, Sydney (Hunter Connection)</b>	Lot 2, SP50276
<b>De Mestre Place, Sydney</b>	N/A
	Total Area: 3,736 m <sup>2</sup>

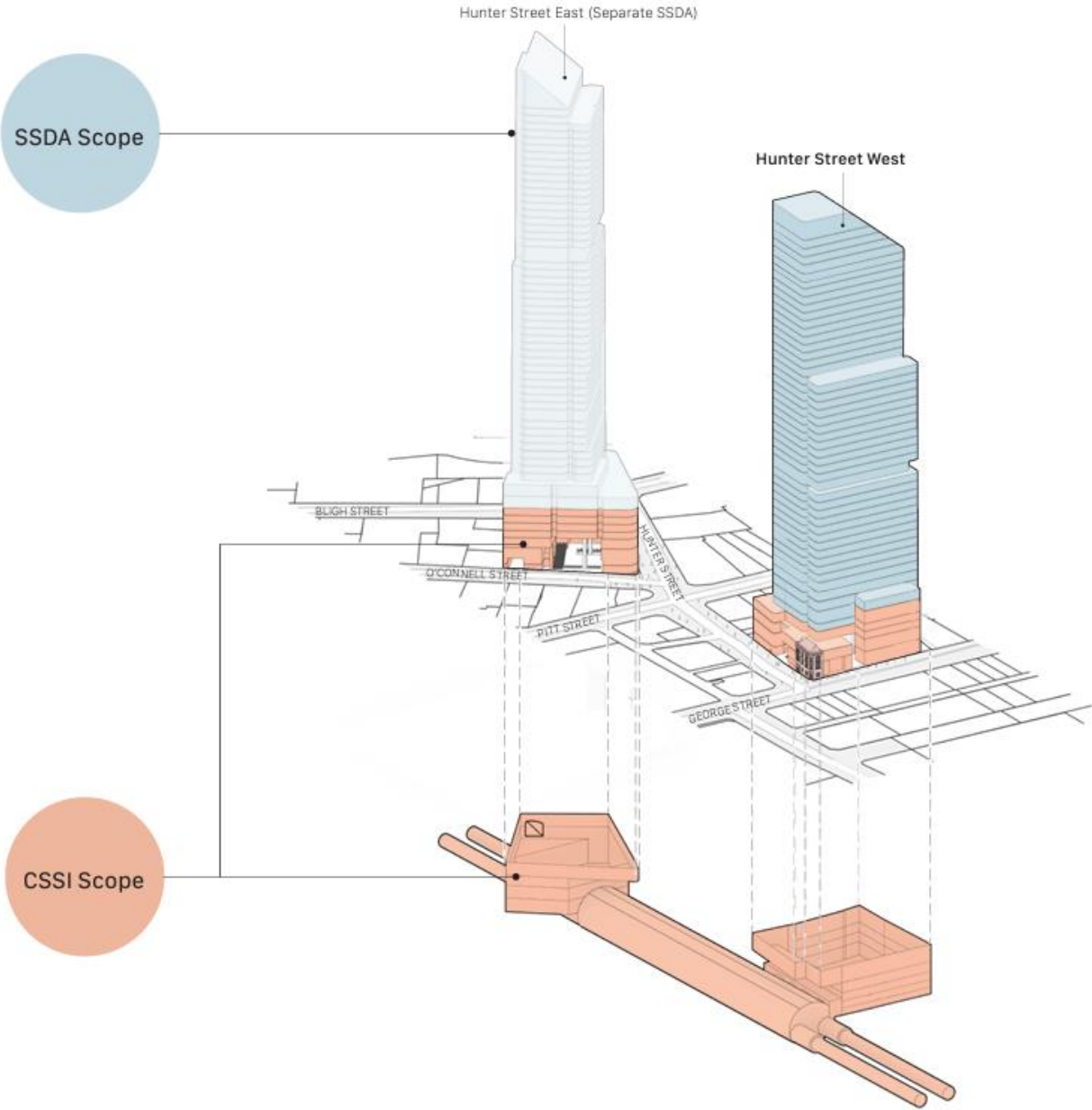
## 2.2. OVERVIEW OF THIS PROPOSAL

The Concept SSDA will seek consent for a building envelope above the site (the proposed development) as is provided in Table 4 and shown in Figure 3.

Table 4 Proposed development overview

<b>Built form component</b>	<b>Proposed development outcome</b>
<b>Site area</b>	3,736m <sup>2</sup>
<b>Height</b>	Building height up to 213.0m (RL 220.00)
<b>Ground Floor Area</b>	Up to 69,863m <sup>2</sup>
<b>Land Use(s)</b>	Commercial office and retail
<b>Carparking</b>	Up to 70 car parking spaces

Figure 3 Proposed Concept SSDA development





### 3. METHODOLOGY

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

Table 5 SIA methodology

Background review	Impact scoping	Assessment and reporting
<ul style="list-style-type: none"> <li>Review of surrounding land uses and site visit</li> <li>Review of relevant state and local policies to understand potential implications of the proposal</li> <li>Analysis of relevant data to understand the existing community</li> <li>Analysis of local social and cultural infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>Review of site's envelope plans and technical assessments</li> <li>Consultation with City of Sydney to identify potential impacts</li> <li>Review of engagement outcomes</li> <li>Identification of impacted groups</li> <li>Initial scoping of impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Assessment of significant impacts considering management measures</li> <li>Provision of recommendations to enhance positive impacts, reduce negative impacts and monitor ongoing impacts.</li> </ul>

#### 3.1. 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 DPE's SIA Guideline.

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

Table 2 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: DPE, 2021, SIA Guideline for State Significant Projects: Technical Supplement, p. 13

##### 3.1.1. 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.

### 3.1.2. 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 6.1 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 6.2. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level.

## 4. POLICY CONTEXT

A review of relevant state and local policies was undertaken to understand the strategic context of the proposed development and any potential impacts. This included the following documents:

- Greater Cities Commission, 2018, Our Greater Sydney 2056: Eastern City District Plan (ECDP)
- Transport for NSW, 2022, Future Transport Strategy 2056 (FTS)
- Government Architect NSW, Connecting with Country Draft Framework (CwC)
- Government Architect NSW, Designing with Country Discussion Paper (DwC)
- City of Sydney, 2019, A City for All: Towards a socially just and resilient Sydney (ACA)
- City of Sydney, 2022, Community Strategic Plan – Delivering Sustainable Sydney 2030-2050 (CSP)
- City of Sydney, 2020, Community Recovery Plan (CRP)
- City of Sydney, 2022, Central Sydney Planning Strategy (CSPS)
- City of Sydney, 2020, City Plan 2036: Local Strategic Planning Statement (LSPS).

A summary of key findings relating to the potential social impacts of the proposal is provided below.

Table 3 Relevant social themes from policy review

Theme	Summary of findings
<b>Supporting and protecting Aboriginal culture</b>	<ul style="list-style-type: none"> <li>▪ City of Sydney LSPS and ECDP outline objectives around supporting and protecting Aboriginal culture.</li> <li>▪ The LSPS indicates Aboriginal people have an ongoing cultural and spiritual connection to the City. There has been much archaeological and historical evidence of Aboriginal life found in the local area and it is expected that more will be found during redevelopment of the area.</li> <li>▪ The CwC and DwC provide directions around engagement with Aboriginal people to inform the planning and design of built environment projects across NSW. Under this framework, all projects should value and respect Aboriginal cultural knowledge.</li> </ul>
<b>Protecting and empowering the arts, cultural, and Aboriginal culture and community sectors by providing spaces</b>	<ul style="list-style-type: none"> <li>▪ The ACA, CSP, LSPS, and CRP all contain objectives around protecting and empowering the arts and cultural sectors by providing opportunities for spaces and venues.</li> <li>▪ There are an estimated 1,800 creative businesses and 33,000 jobs operating in the Sydney CBD area. Arts and cultural organisations are described by the community as the heart of the city.</li> <li>▪ The CRP highlights a need for creative and cultural spaces, as there is limited capacity in cultural facilities as the community comes out of COVID-19. COVID-19 has had significant impacts on the arts and creative sectors.</li> <li>▪ The CSP indicates there is a need to create space for Aboriginal and Torres Strait Islander communities to gather.</li> </ul>
<b>Supporting health and wellbeing by encouraging accessibility and a</b>	<ul style="list-style-type: none"> <li>▪ State and local policies emphasise improving accessibility in the LGA by providing people with modes of transport such as safer walking paths, more public transport, and cycling routes. This will contribute to achieving the vision of a 30-minute city.</li> </ul>



<b>comfortable urban environment</b>	<ul style="list-style-type: none"> <li>▪ The ECDP recognises the importance of metropolitan and strategic centres such as the CBD. These centres provide 50% of all Greater Sydney jobs and play a significant role in providing employment in accessible locations.</li> <li>▪ The LSPS, CSP, ACA, and ECDP all contain objectives and priorities to create a more resilient, accessible, and comfortable urban environment for residents and workers.</li> <li>▪ Actions include increasing tree canopy, implementing green infrastructure, footpath widening, using water efficient development? methods, and reducing air, light, and noise pollution.</li> </ul>
<b>Increasing employment opportunities through providing commercial spaces</b>	<ul style="list-style-type: none"> <li>▪ The CRP, ECDP, LSPS, and CSRS all contain objectives to increase employment opportunities in central hubs, including the City, by increasing commercial space.</li> <li>▪ The ECDP recognises Central Sydney as the economic powerhouse of the nation and supports continued growth through attracting businesses and workers.</li> <li>▪ The CRP, CSRS and ECDP emphasise encouraging office businesses back into the CBD, especially post COVID-19. This will contribute to increasing visitor activity in the city and economically support local businesses.</li> </ul>
<b>Supporting businesses out of COVID-19</b>	<ul style="list-style-type: none"> <li>▪ The CRP aims to return Sydney to a 24-hour city through rebuilding the visitor economy, promoting the vibrancy of the city and activating main streets.</li> <li>▪ The CRP supports and promotes the 'shop local, buy local' initiatives and campaigns and business events.</li> <li>▪ The local community is looking to City of Sydney to coordinate industry, government and precincts to bring back the image of the city as a safe, healthy, green and vibrant cultural location.</li> </ul>

## 5. SOCIAL BASELINE

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

### 5.1. SOCIAL LOCALITY

#### Local context

The site is on the corner of George and Hunter Street. It includes De Mestre Place, the heritage listed former Skinners Family Hotel, and the existing Hunter Connection retail plaza. The site is occupied by commercial office buildings, restaurants, shops, as well as a range of business premises and employment and medical/health services. All but one of the buildings, the former Skinners Family Hotel that is a State registered heritage item, will be demolished.

The site is easily accessible by transport as it is within proximity to several bus routes, City Light Rail, Wynyard and Martin Place train stations, and the future Hunter Street Station.

The site is surrounded by highly developed commercial and official buildings such as education facilities, law, retail, health, government, and community facilities, as well as high density residential developments. Significant open and cultural spaces, such as the Botanical Gardens, the Domain, Hyde Park, and Sydney Opera House are also located near the site.

#### Regional context

The ECDP identifies the Harbour CBD as an engine room of Greater Sydney's economy. Out of the 904,500 jobs generated by the Eastern City District, 496,100 are in the Harbour CBD. Australia's most significant industries are located within the Harbour CBD, including finance, health and education, business services and an emerging innovation cluster. The concentration of these industries is expected to continue economic growth for Greater Sydney and NSW.

Figure 5 Site photos



Picture 1 View of Skinners Family Hotel along Hunter Street



Picture 2 View of Skinners Family Hotel and existing business premises along Hunter Street



Picture 3 North-west view of site's existing business premises along George Street



Picture 4 View of Hunter Connection's pedestrian link



Picture 5 View of Skinners Family Hotel along George Street



Picture 6 View of Hunter Connection's pedestrian link along George Street

Source: Urbis

## 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 Sydney based on demographic data from Australian Bureau of Statistics (2016 and 2021) census of Population and Housing. Sydney is identified as one of the suburbs under ABS's Suburbs and Localities categories. ABS Suburbs and Localities are an ABS approximation of the officially recognised boundaries of suburbs and localities identified by State and Territory governments.

The demographic characteristics of Sydney LGA and Greater Sydney have been used, where relevant, to provide a comparison.

2021 Census data will be released in a phased approach, with key population data being released in June 2022, location variables and employment data released in October 2022, and complex topics in 2023. Therefore, 2016 Census data for some more complex categories such as education, employment, and travel to and from work remain the most recent.

In 2021, there were 16,667 people living in Sydney. Key characteristics of this community include:



### Young adult population

The median age in Sydney was 32, with most of the adult population (61%) aged 20-39 years old. In comparison, 30% of the population in Greater Sydney were in the same age bracket.



### Linguistically diverse

Over half (64%) of Sydney's population spoke a language other than English at home, compared to 39% of people in Sydney LGA. The top three non-English languages spoken were Mandarin, Thai, and Indonesian.



### Higher levels of income

Sydney had a median weekly household income of \$2,227, which was slightly higher than Greater Sydney at \$2,077.



### Tertiary educated

In 2016, almost half of the population (42%) were educated at a bachelor's degree level or higher. In comparison, 28% of the population in Greater Sydney had attained the same level of education.



### Higher employment rates and professional workers

In 2016, 94% of the eligible population were employed as full-time or part-time. In comparison, 89% of the same cohort in Greater Sydney were employed. The most common employment cohorts were professionals (27%), community and personal service workers (16%), and managers (14%).



### Walking to work

In 2016, almost half (44%) of Sydney's population walked to work. In comparison, only 4% of Greater Sydney's population walked to work.

### 5.3. CRIME AND SAFETY

As part of the community profile, data from the NSW Bureau of Crime Statistics and Research (BOSCAR) was also analysed on 12 August 2022 to understand the crime and safety context around the site.

The data indicates that in general Sydney had higher rates of assault, robbery, theft, malicious damage to property, and trespass per 100,000 head of population in comparison to NSW. BOCSAR also produces hotspot maps to illustrate areas of crime density relative to crime concentrations across NSW. The site is located within several crime hotspots, including:

- Non-domestic assault
- Robbery
- Break and enter (non-dwelling)
- Steal from person
- Steal from motor vehicle.

As part of the Concept SSDA, a Crime Prevention Through Environmental Design (CPTED) was undertaken (Appendix L of the EIS). The CPTED assessment found the site and the suburb is a high pedestrian and crowded place. This can contribute to the site experiencing opportunistic crime such as theft, assault, public order, vagrancy and vandalism.



## 5.4. SOCIAL AND CULTURAL INFRASTRUCTURE

Social infrastructure can be defined as comprising of the facilities, spaces, services and networks that supports quality of life and wellbeing in our communities (Australian Infrastructure Audit, 2019). The network of social infrastructure contributes to social cohesion, inclusivity and sense of belonging. Types of social infrastructure can often include:

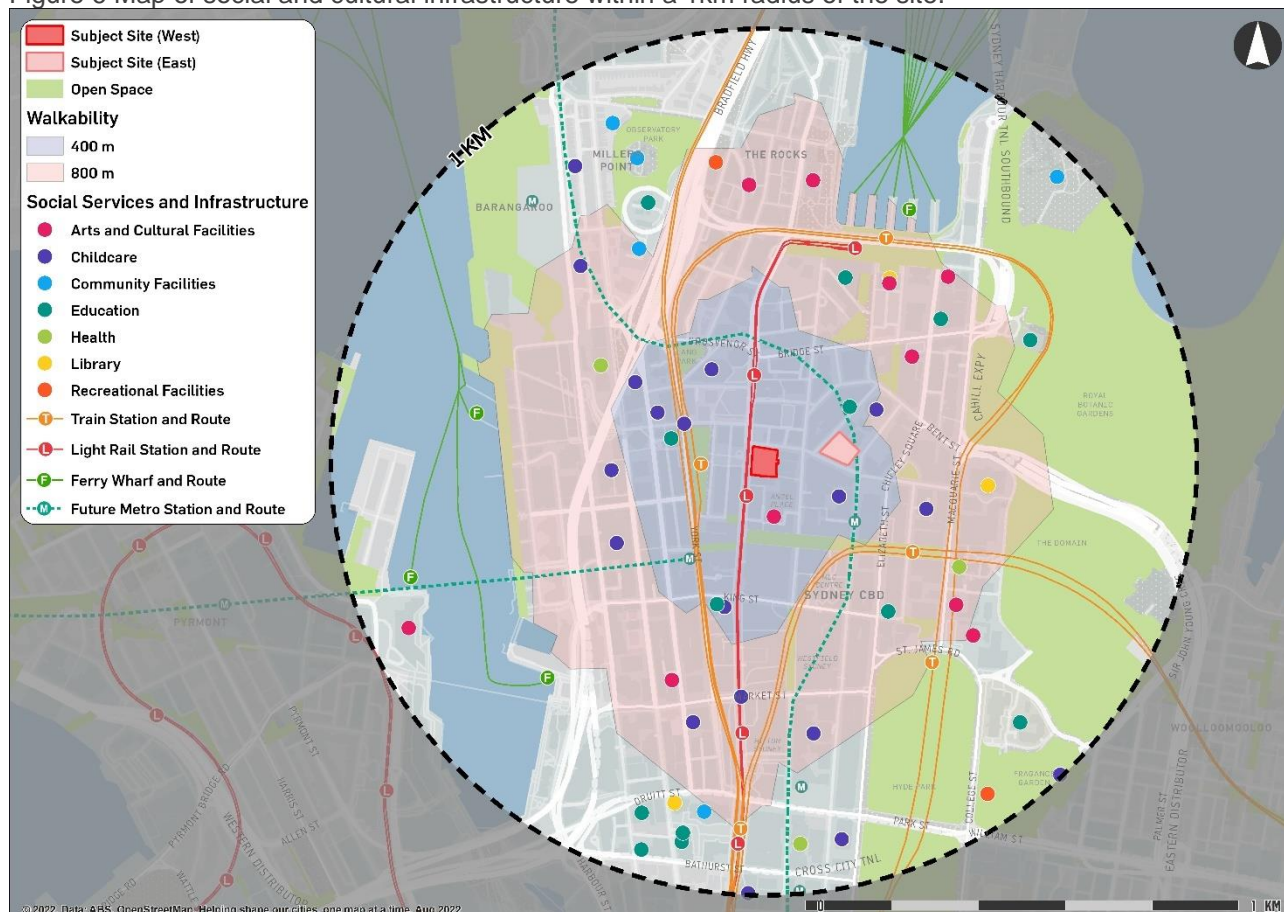
- Arts and culture
- Community facilities and services
- Education
- Health facilities
- Green and blue (water) spaces
- Recreational facilities.

Cultural infrastructure can be defined as buildings and spaces that accommodate or support culture (Cultural Infrastructure Plan, 2019). Culture can involve production, distribution and participation in creativity through activities such as visual arts, crafts, media arts, performing arts, heritage, museums, and digital arts. Culture infrastructure further supports quality of life, creativity and inclusion in communities.

To address the SEARs requirements outlined in Section 2.1, an analysis of social and cultural infrastructure within the local area has been undertaken through Geographic Information System (GIS) mapping in Figure 6. The GIS mapping indicates there are many social and cultural infrastructure sites nearby within the categories identified above:



Figure 6 Map of social and cultural infrastructure within a 1km radius of the site.



Source: Urbis

In 2020, the City of Sydney Council undertook a cultural infrastructure study in response to feedback from Sydney residents that existing policies no longer supported cultural values of the community. The Study identified that residents have opportunities to access internationally renowned works of art and events. However, opportunities to produce cultural work were significantly less available, such as the local music sector due to the loss of smaller venues.

## 5.5. RELEVANT ENGAGEMENT OUTCOMES

As part of this SIA, interviews were undertaken with relevant stakeholders to help understand the local characteristics of the community and any potential positive or negative social impacts of the proposal.

### City of Sydney

An interview was facilitated by Urbis on the 18 August 2022 with a representative from City of Sydney's Social Strategy team. The meeting focused on understanding the characteristics of the local community and identifying any potential positive or negative social impacts that may arise from the proposed development from the perspective of Council's representatives. The following table summarises the key points raised by representatives during the interview.

Table 2 Key stakeholder feedback

Key theme	Feedback summary
<b>City of Sydney Council</b>	
<b>Sydney is a diverse suburb</b>	<ul style="list-style-type: none"> <li>▪ The Northern and Southern parts of the suburb are vastly different from each other. <ul style="list-style-type: none"> <li>– The North is occupied by commercial space and businesses and the South is occupied by more residential buildings.</li> <li>– The local community groups are diverse with some public housing and many from a non-English speaking background.</li> </ul> </li> </ul>
<b>From office-based work to working from home</b>	<ul style="list-style-type: none"> <li>▪ Sydney has had some significant changes over the last few years with COVID-19 prompting a change from office-based work to flexible working or working from home.</li> <li>▪ In general, there are now less people travelling into the city consistently for office-based work.</li> </ul>
<b>Adequate local social and community infrastructure</b>	<ul style="list-style-type: none"> <li>▪ In general, there is adequate local social and community infrastructure, such as traditional community spaces.</li> <li>▪ The incoming worker population the proposed development will generate is unlikely to create a significant demand on existing social and community infrastructure.</li> <li>▪ However, the interviewee identified there is a need for more spaces that provide opportunities for theatre and performance-based activities in the area. The proposed development provides an opportunity to address this need (such as live music bars/restaurants or performance-based activities).</li> <li>▪ The interviewee noted examples where developments had provided performance-based spaces (live music bars) such as Jacksons on George Street in the CBD.</li> </ul>
<b>Providing adequate health and wellbeing amenities for future employees</b>	<ul style="list-style-type: none"> <li>▪ The proposed development's commercial space should provide adequate amenities for future employees such as gyms or fitness venues.</li> </ul>
<b>Provision of high-quality commercial spaces</b>	<ul style="list-style-type: none"> <li>▪ The proposed development's commercial spaces will likely provide a positive benefit to the community through employment opportunities. However, the interviewee highlighted there may be a risk of over-supplied commercial space in the CBD.</li> </ul>
<b>Opportunity to provide benefit for the broader community</b>	<ul style="list-style-type: none"> <li>▪ There is opportunity for the proposed development to provide public spaces, such as bars, for the broader community to engage with and benefit from.</li> <li>▪ The interviewee noted the displacement of businesses that could be seen as a 'cultural institution', such as Frankie's Pizza, as a negative impact.</li> <li>▪ There is opportunity for these performance-based venues (live music bars/restaurants) to be considered an inclusion in future plans.</li> </ul>



## 5.6. AREAS OF SOCIAL INFLUENCE

Considering the outcomes from the social baseline, the area of social influence is the immediate context, Sydney LGA and the wider district. As noted in Section 3, Central Sydney is recognised as the economic powerhouse of the nation and there is an increased focus on attracting businesses and workers into the area. Within the areas of social influence, the following individuals and communities are likely to be impacted by the proposal:

- Local businesses, residents, and workers near the site
- Working-age residents connected by the Sydney Metro West line
- Future employees working on the site.
- Local working-age residents.

## 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 1.3.

Technical reports have been referenced in relation to the Hunter Street OSD Environmental Impact Statement (EIS) prepared by Urbis.

### 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 4 Initial scoping of neutral to low impacts

Social impact category	Impact assessment summary
Culture	<p><b>Potential loss to Aboriginal culture</b></p> <p>Sydney Metro has engaged Murawin Consultants to develop a 'Designing with Country' strategy. This strategy aims to celebrate the spiritual significance of the site and connect Aboriginal and Torres Strait Islander people through a reconciliatory process of collaborative design.</p> <p>An Aboriginal Cultural Heritage Assessment Report (ACHAR) (Appendix Y of the EIS) was undertaken to identify any potential research, Aboriginal objects and the cultural significance of the site to Aboriginal people. The ACHAR indicates there were no previous unrecorded Aboriginal sites or objects identified within the survey area. The ACHAR indicates the proposed development also does not involve ground disturbing work and would therefore not impact areas of Aboriginal archaeological potential.</p> <p>Consultation undertaken by the AHCAR found one Registered Aboriginal Party believed the site holds significance for Aboriginal people through their ongoing connection to the land. The ACHAR notes that the Connecting with Country framework outlined by GANSW should be adopted for the future design process.</p> <p>Based on the ACHAR, the proposed development is expected to have a neutral impact on Aboriginal cultural heritage and Aboriginal people's connection to the site.</p>
Culture Surroundings	<p><b>Potential loss to historic and cultural heritage</b></p> <p>The Historic Heritage Impact Assessment (HHIA) (Appendix Z of the EIS) identifies two State Heritage Register listed sites on the site, the Former Skinners Family Hotel and the Tank Stream tunnel. There are also several heritage buildings that surround the site. The HHIA only assesses world and commonwealth listed heritage items.</p>

	<p>As part of the CSSI scope, the Former Skinners Family Hotel, and the Tank Stream will be protected and remain on site. A Conservation Management Plan is currently being prepared for the former Skinners Family Hotel to manage potential impacts.</p> <p>The HHIA indicates the proposed development is responsive to the site's context of being located near several significant heritage items and has incorporated mitigation measures into the design. These include design features to balance the impacts of streetscape permeability and sightlines. The design also includes positioning and structural features to reduce the overshadowing of existing heritage buildings.</p> <p>Therefore, if the recommendations in the HHIA are implemented, the proposed development will likely have a neutral impact on people's connection to cultural heritage.</p>
Culture Accessibility Health & Wellbeing	<p><b>Access to social and cultural infrastructure</b></p> <p>Social and cultural infrastructure supports quality of life, wellbeing, creativity and inclusion in communities. There are 58 social and cultural infrastructure sites within a 1km radius, including arts and cultural, education, recreational, childcare, and health facilities. As noted in Section 5.4, Sydney residents recognised there were significant opportunities to engage in cultural activities.</p> <p>The proposal will introduce approximately 4,300 employees into the area (this has been calculated based on estimates from the Hunter Street Station Sites Planning Proposal). These workers will require access to a range of day to day services, such as places to buy food, open space to take breaks and access to general practitioners. Some workers will also seek access to aquatic and recreation centres provided by the public and private sectors, as well as a range of social and cultural activities.</p> <p>As discussed in Section 5.4, there are a large number and range of local and district level social and cultural facilities located close to the site. As it will be located within Australia's largest CBD, future workers will also have access to a range of existing state and national level social and cultural facilities.</p> <p>Given the number of workers proposed to be introduced to the site, and the level of service already provided within the CBD location, existing social and cultural infrastructure is highly likely to meet the needs of incoming workers. Similarly, the demand incoming workers will place on incoming infrastructure is highly unlikely to negatively impact the ability of CBD residents to access social and cultural infrastructure.</p> <p>This perspective was supported during consultation with a representative from the City of Sydney.</p> <p>The proposed development is therefore likely to have a neutral impact on the ability of residents and workers to access social and cultural infrastructure.</p>
Accessibility Health & Wellbeing	<p><b>Travel experience for pedestrians</b></p> <p>The site is located on main streets with access to shops, cafes and restaurants, services and public transport.</p> <p>In relation to the existing site conditions, the Transport and Access Assessment (TAA) (Appendix Q of the EIS) prepared by Mott MacDonald Australia states: "Pedestrian connectivity in the precinct around the proposed</p>

	<p>development is satisfactory, with footpaths on both sides of all roads. Accessibility on Hunter Street is however constrained by high pedestrian volumes on the footpath, restricting flow and causing crowding, particularly around the intersection of Pitt Street” (pp. 22).</p> <p>During construction, the Constructability Management Statement (Appendix FF of the EIS) indicates that temporary closures of footpaths for between one to two months may be required. If this occurs, it will create minor travel delays for pedestrians in the nearby area and is therefore likely to create a short term low negative impact for pedestrians.</p> <p>During operation, the proposed development will introduce approximately 5,600 employees on site and will provide commercial space that is connected to the Hunter Street Station. The TAA finds that the “impact on surrounding footpaths from people only walking is expected to be minimal once the distribution across the network is considered. The increase in pedestrian flows from the OSD are negligible compared to the pedestrian flows and accessibility impacts resulting from the construction of the Hunter Street Station” (pp. 41).</p> <p>The TAAs for the Hunter Street East and Hunter Street West OSDs are for Concept stage. There is also ongoing work on the detailed design of the Hunter Street Station.</p> <p>At this stage, and with the information available, it is therefore difficult to determine the cumulative social impact of the two OSDs and Hunter Street Station development on pedestrian experience.</p> <p>It is therefore recommended that this impact be reassessed as part of the detailed SSDA for the Hunter Street West OSD, once further information about the detailed design of all three sites and their cumulative impact on pedestrian experience is available.</p>
Way of Life Surroundings	<p><b>Increased noise and vibration during construction</b></p> <p>The site is primarily surrounded by office uses, shops, hotels, and residential buildings. The closest residential building is approximately 100m from the site.</p> <p>The construction of any development can generate a range of amenity impacts such as increased noise, vibration and dust emissions which can negatively impact on community health and wellbeing.</p> <p>The Noise and Vibration Assessment (NVA) (Appendix S of the EIS) classifies the surrounding area as urban and comprises of mostly traffic noise at ground level, and other building plant equipment at higher levels.</p> <p>The construction of the proposed development will introduce increased noise and vibration to the surrounding environment. The NVA indicates there will be minor noise exceedances during construction for commercial receivers closest to the proposed development, with construction being undertaken over approximately three years.</p> <p>Based on the findings of the NVA, noise exceedances during construction are likely to create some disturbances and have a low negative impact on residents, businesses and workers nearby the site.</p>

	To mitigate this negative impact, the recommendations made in the NVA should be implemented in the future Construction Noise and Vibration Management Plan.
Livelihoods Way of Life Accessibility	<p><b>Increased employment opportunities in high quality and accessible spaces</b></p> <p>The site is currently occupied by commercial and business premises that provide existing employment. As noted in Section 5, the site is currently highly accessible through many different modes of public transport.</p> <p>The proposal will generate approximately 66,000 sq.m of commercial space and approximately 900 sq.m of retail space.</p> <p>The Economic Impact Assessment (prepared by Urbis from the Hunter Street Station Sites Planning) has calculated the east and west sites combined will generate 616 direct jobs and 431 indirect jobs in the construction stage over three years. They will also generate approximately 9,900 direct jobs and approximately 5,800 indirect jobs during operation.</p> <p>As the west site is proposed to accommodate approximately 44% of the combined gross floor area (around 150,000 sq.m), for the purposes of this assessment it is reasonable to estimate the west site will generate 44% of the jobs. This equates to 271 direct jobs during construction and 4,374 direct jobs during operation. It is expected that most of the direct ongoing jobs will be in the professional, scientific and technical sector and the insurance and financial sector.</p> <p>In 2016 (the most recent year for which data is available), there were approximately 185,000 people working in these two sectors in the Sydney LGA. The proposal will therefore contribute to an approximate 3% increase in the number of jobs in the professional, scientific and technical sector and the insurance and financial sector.</p> <p>In July 2022, the unemployment rate in the Sydney LGA was and Greater Sydney were both very low, at 2.6% and 4.0% respectively.</p> <p>The proposed development's generation of jobs will therefore likely have a low positive impact on working-aged residents in the professional, scientific and technical sector and the insurance and financial sector in the Sydney LGA and areas connected by the Sydney Metro West line.</p>

## 6.2. MODERATE TO HIGH IMPACTS

There were no medium to high social impacts, positive or negative, identified as arising from this proposal.

## 7. CONCLUSION

This SIA has been undertaken to assess the potential social impacts arising from the Concept SSDA for the Hunter Street OSD.

Based on the assessment in this report, the proposal will likely have the following impacts:

- **Travel experience for pedestrians:** During construction, the proposed development will likely require temporary short-term closures to footpaths and therefore have a negative minor impact on pedestrians in the nearby area through delayed travel times.

During operation, the TAA finds the proposed development's generation of additional pedestrians will be negligible in comparison to the pedestrian flows and accessibility impacts resulting from the construction of Hunter Street Station. The TAA also finds that the proposed development's impact on pedestrians will likely be minimal once pedestrian network is considered.

At this stage, and with the information available, it is difficult to determine the cumulative social impact of the two OSDs and Hunter Street Station development on pedestrian experience in the nearby area.

It is therefore recommended that this impact be reassessed as part of the detailed SSDA for the Hunter Street West OSD, once further information about the detailed design of all three sites and their cumulative impact on pedestrian experience is available.

- **Increased noise and vibration during construction:** The proposal is expected to have a low negative impact on residents, businesses and workers nearby the site from noise exceedances during construction. To mitigate this negative impact, the recommendations made in the NVA should be implemented in the future Construction Noise and Vibration Management Plan.
- **Increased employment opportunities in high-quality and accessible spaces:** The proposal is expected to have a low positive impact on working-aged residents in the professional, scientific and technical sector and the insurance and financial sectors connected by the Sydney Metro West line.

### 7.1. OVERALL IMPACT ASSESSMENT

Based on this assessment and the information provided, the Concept SSDA is likely to have a low positive overall social impact. This overall social impact should be re-assessed once further information is provided during Detailed Design stages.

# 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**

Australian Bureau of Statistics, Census of Population and Housing, 2016 and 2021, Greater Sydney, Sydney LGA (SA3) and Sydney (SA2) data.

Bureau of Crime Statistics and Research, Sydney, Sydney LGA and NSW hotspot maps and crime rates.

## **Policy documents**

City of Sydney, 2019, A City for All: Towards a socially just and resilient Sydney

City of Sydney, 2022, Community Strategic Plan – Delivering Sustainable Sydney 2030-2050

City of Sydney, 2020, Community Recovery Plan

City of Sydney, 2022, Central Sydney Planning Strategy

City of Sydney, 2020, City Plan 2036: Local Strategic Planning Statement (2020)

Greater Cities Commission, 2018, Our Greater Sydney 2056: Eastern City District Plan

International Association for Impact Assessment, 2015, Social Impact Assessment: Guidance for assessing and managing the social impacts of projects.

NSW Department of Planning, Industry and Environment, 2021, Social Impact Assessment Guideline: State significant projects.

Transport for NSW, 2022, Future Transport Strategy

## **Technical studies**

Artefact Heritage, 2022, Aboriginal Cultural Heritage Assessment

Economic Impact Assessment, 2022, Urbis

Historic Heritage Impact Assessment, Sydney Metro

Mott MacDonald Australia Pty Ltd, 2022, CPTED

Mott MacDonald Australia Pty Ltd, 2022, Noise and Vibration Assessment

Mott MacDonald Australia Pty Ltd, 2022, Transport and Access

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