

JULY 2024

# Taronga Zoo Sky Safari

Appendix CC  
Social Impact Assessment  
(SIA)

PREPARED BY

**URBIS**

PREPARED FOR

**TARONGA**   
CONSERVATION SOCIETY AUSTRALIA

*For the Wild*



# SOCIAL IMPACT ASSESSMENT

Taronga Zoo Sky Safari  
Cammeraigal Country

Prepared for  
**TARONGA CONSERVATION SOCIETY AUSTRALIA (TCSA)**  
23 JULY 2024



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Proposal Code	P0044936
Report Number	FINAL REPORT

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

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# 1. EXECUTIVE SUMMARY

This Social Impact Assessment has been prepared by Urbis - Community Planning, to accompany a detailed State Significant Development Application (SSDA) for the redevelopment of the Sky Safari at Taronga Zoo ('the Zoo'). The site is legally described as Lot 22 on Deposited Plan 843294 and is Crown Land managed by the Taronga Conservation Society Australia (TCSA).

This report has been prepared in alignment with the NSW Department of Planning, Housing and Infrastructure's (DPHI) Social Impact Assessment Guideline (2023) and in consideration of the Secretary's Environmental Assessment Requirements (SEARs) issued for the project (SSD-46807958).

## REPORT PURPOSE AND SCOPE

A SIA is an independent and objective study which identifies and analyses the potential positive and negative social impacts associated with a proposed development. It involves a detailed study to scope potential positive and negative social impacts, identify appropriate enhancement and mitigation measures and provide recommendations aligned with professional standards and statutory obligations. It is the intention that the SIA process will inform the proposal, not just reflect and report on impacts.

Social impacts can be understood as the consequences that people (individuals, households, groups, communities, or organisations) experience when a new project brings change. A SIA considers physical and intangible impacts, direct and indirect impacts, short term (construction) and long term (operational) impacts.

The NSW Department of Planning, Housing and Infrastructure's (DPHI) Social Impact Assessment Guideline (2023) states that a SIA should consider the likely changes to the following social elements of value to people: way of life, community, accessibility, culture, health and wellbeing, surroundings, livelihoods and decision making systems.

The potential social 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 DPHI SIA Guideline: Technical Supplement (2023) and is outlined in Section 7 of this report.

### 1.1. POTENTIAL POSITIVE AND NEGATIVE SOCIAL IMPACTS

The potential social impacts identified are summarised in the table below. The rating of each impact in its enhanced positive and mitigated negative state as well as recommendations for further enhancement or mitigation measures are also included in the table.

The full assessment of each impact, including the mitigation and enhancement measures that have been adopted, is documented in Section 7 and summarised in Section 8. Additional SIA recommendations to further enhance positive impacts and mitigate negative impacts are also provided in these sections.

Table 1 Summary of potential positive and negative social impacts

Impact category	Impact description	Mitigated/enhanced assessment	Recommendations provided
Accessibility	Impeded access around and through the site during construction	Medium negative	▪ None
Accessibility	Improved accessibility and visitor experience into and through the site	High Positive	None
Culture	Potential impact to Aboriginal sites and culture	High Positive	None

<b>Impact category</b>	<b>Impact description</b>	<b>Mitigated/enhanced assessment</b>	<b>Recommendations provided</b>
Health and wellbeing	Noise impacts during construction and operation	Medium Negative (Construction) Low Negative – Nil Impact (Operation)	None
Surroundings	Changes to local character and impact to visual amenity	Tree Canopy - Low Negative (short term) to Nil Impact (long-term)	None
		Overall – Medium Positive	

## 2. INTRODUCTION

Urbis Pty Ltd (Urbis) was engaged by Taronga Conservation Society Australia (TCSA) (the proponent) to prepare a Social Impact Assessment (SIA) for development of a new 'Sky Safari', an aerial cableway, ('the proposal') at Taronga Zoo Sydney ('the Zoo'), in the suburb of Mosman in Mosman Local Government Area (LGA).

The SIA has been developed to inform a State Significant Development Application (SSDA) for the proposal, which involves removal of the existing Sky Safari and construction of a new Sky Safari, including all associated infrastructure.

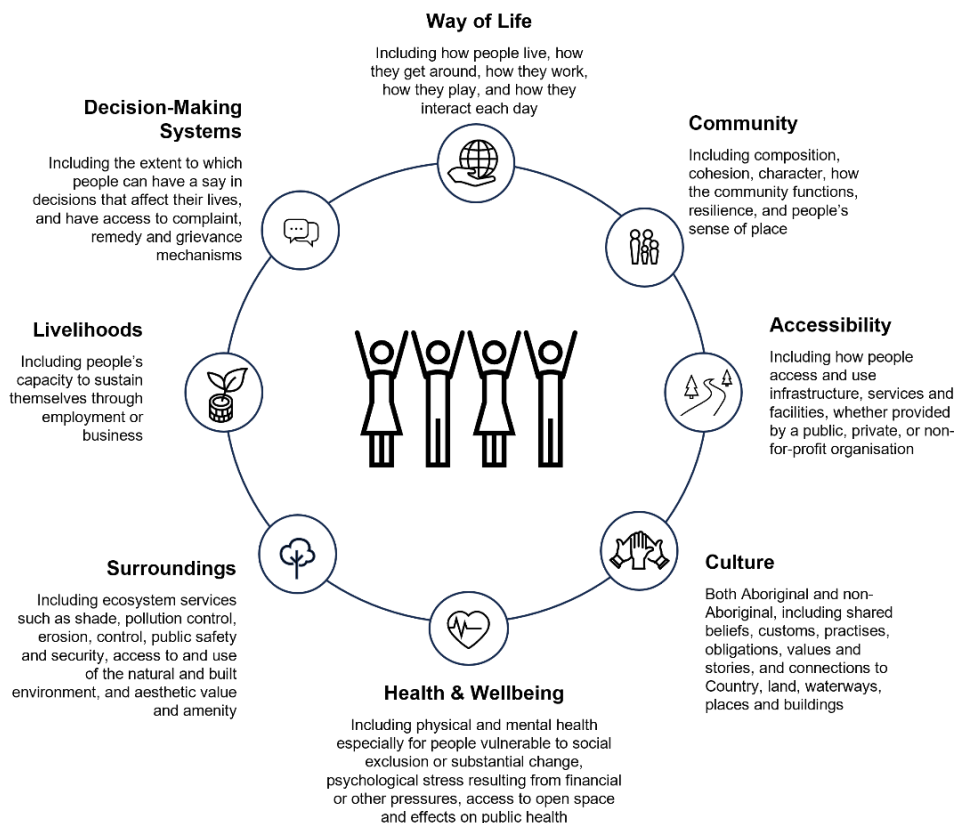
### 2.1. REPORT PURPOSE AND SCOPE

A SIA is an independent and objective study which identifies and analyses the potential positive and negative social impacts associated with a proposed development. It involves a detailed study to scope potential positive and negative social impacts, identify appropriate enhancement and mitigation measures and provide recommendations aligned with professional standards and statutory obligations. It is the intention that the SIA process will inform the proposal, not just reflect and report on impacts.

Social impacts can be understood as the consequences that people (individuals, households, groups, communities, or organisations) experience when a new project brings change. A SIA considers physical and intangible impacts, direct and indirect impacts, short term (construction) and long term (operational) impacts.

The NSW Department of Planning, Housing and Infrastructure's (DPHI) Social Impact Assessment Guideline (2023) states that a SIA should consider the likely changes to the following social elements of value to people.

Figure 1 SIA categories



## 2.2. SIA GUIDELINES AND REQUIREMENTS

This SIA aligns with the best practice methods contained within the DPHI's SIA Guideline (2023). The DPHI SIA Guideline (2023) provides a framework to identify, predict and evaluate likely social impacts and helps to provide greater clarity and certainty for proponents and the community.

This SIA has been prepared to satisfy the Secretary's Environmental Assessment Requirements (SEARs) for the proposal issued on 11/ 08/ 2022 (SSD-46807958). The individual SEARs item relevant to this SIA is outlined in Table 2 below.

Table 2 SEARs item

Social Impact Assessment
21. Social Impact
Provide a Social Impact Assessment prepared in accordance with the <i>Social Impact Assessment Guidelines</i> for State Significant Projects.

Source: SEARs issued for the project, issued 11/08/2024 (DPHI 2024)

## 2.3. PROPOSAL OVERVIEW

Taronga Zoo is one of Australia's most popular attractions, and together with Taronga Western Plains Zoo hosts more than 1.8 million visitors annually. The Zoo has evolved over time from a Zoo that simply provides the traditional visitor experience of viewing animals in exhibits, to a Zoo that focusses on wildlife conservation, animal welfare and providing a range of visitor learning experiences.

Within Taronga Zoo, the Sky Safari is one of Taronga's most loved experiences and has transported more than 20 million passengers since it was first installed in 1987 and upgraded in 2000. The former Sky Safari was an ageing asset and was formally retired in January 2023. The redevelopment of the existing Sky Safari will allow the Zoo to update the now obsolete infrastructure on site and provide new facilities which improve accessibility, ease increased demand and assist the public in moving around the Zoo.

### Upgraded Experience

The reimaged cable car experience introduces approximately 20-25 new cable cars that are accessible to visitors with prams and larger wheelchairs, to ensure all visitors to the zoo have a safe and dignified experience in utilising the Sky Safari. The new cable cars are also larger in capacity than existing cable cars to meet current and future visitor demand to visit the Zoo.

The infrastructure associated with the cable cars will incorporate approximately 6 pylon towers (previously 9 pylon towers with the retired Sky Safari) ranging in height from 4.3m to 36.5m. The route itself has been carefully located to minimise impact on remnant bushland, existing trees and the archaeological and built heritage as well as scenic values of the Zoo.

Overall, the route of the upgraded Sky Safari maintains the existing footprint of the Sky Safari, however, will require the cable car corridor to increase from 9m to 12.5m.

### Cable Car Stations

A new station is proposed at each end of the new cable car route allowing for visitors to enter and exit at both the top and bottom of the Zoo site.

Top Station is proposed to replace the existing storage facility adjacent to the Main Entrance Plaza. The new station will provide Zoo guests with direct access to the Sky Safari via the existing Main Entrance plaza. The station provides covered queuing within the heritage building and associated landscaping and shading provided in the plaza space.

- Lower Station is proposed to replace the existing lower station near the Taronga Ferry Wharf. The station aims to improve existing queuing on site by incorporating fully equitable queuing areas with shade and amenity in order to enhance the visitor's arrival experience. The Lower Station will have improved accessibility through the new ramping system up to the station which will make the station easily accessible for those in wheelchairs and with prams. In addition, level access into the station when re-queuing to use the

cable car to go back to the Top Station, removing the existing stairs. A lift will also be provided to access the platform if required by guests. The station will also be supplemented with toilet amenities and a ticketing booth.

- There are six pylons, one located at each station (top and lower) and four within zoo. There are no pylons outside of the Zoo grounds.
- Pylon 1 (4.3m)– located in close proximity to the existing and proposed Lower station;
- Pylon 2 (9.7m) – located by existing Pylon 2;
- Pylon 3 (26.2m) – located by the Food Court;
- Pylon 4 (35.7m) – in front of the Savannah toilet facilities;
- Pylon 5 (36.5m) – located to the north of the Helmore lawns; and
- Pylon 6 (6.5m)– located in close proximity to the existing and proposed Top station.

### **Hours of Operation**

- The Zoo is currently in operation 24/7. It is intended that the Sky Safari will continue to operate within the following indicative hours to activate the site and create a new immersive experience to educate visitors on the work of the TCSA. These hours fluctuate from time to time:
  - Indicative Sunrise & Early Morning Sessions
    - Daylight savings (AEDT): 6:00am to 9:30am
    - Non-daylight savings (AEST): 5:00am to 9:30am
  - Zoo Operating Period
    - 9:30am to 5:00pm (September to April)
    - 9:30am to 4:30pm (May to August)
  - Indicative Sunset & Twilight Sessions
    - Daylight savings (AEDT): 5:00pm to 9:00pm
    - Non-daylight savings (AEST): 5:00pm to 7:00pm
  - Indicative Special Events (ie. Vivid): 5:00pm to 12:00am

To meet safety standards, and comply with manufacturer specifications, commissioning, and maintenance will occur between 6:00pm – 6:00am.

## **2.4. DEVELOPMENT OF THE PROPOSAL**

A 'previous design scheme' initially included a three-track cableway route. This design was subject to comprehensive consultation, during which stakeholders raised concerns regarding the possible impact to future and long-term zoological master planning capacity, the visual impact of the additional infrastructure (including the increased number of pylons required), and the misalignment with public funding limits.

Correspondingly, the Sky Safari design was revised to retain the original single-track, two-way route. The updated proposal design ensures a more streamlined and feasible approach while addressing the Zoo's transportation needs, and minimising adverse impacts. A community and stakeholder consultation processes were undertaken throughout the proposal design process (refer Section 5).



## 2.5. AUTHORSHIP AND SIA DECLARATION

The authorship SIA Declarations for this report are provided in the following sections.

### 2.5.1. Authors

This report has been prepared by a suitably qualified and experienced lead author and reviewed and approved by a suitably qualified and experienced co-author, who hold appropriate qualifications and have relevant experience to carry out the SIA for this proposal. The following introduces each author:

<b>Les Hems</b>	Review and Quality Assurance
Position	Director
Qualifications	Master of Business Administration, Bachelor of Arts (Honors) Human Geography, University College of Wales
Affiliations	Member, Australian Evaluation Society Founding Member, Social Impact Measurement Network of Australia
Experience	Experience of reviewing and quality assurance of SIA reports in the context of the NSW SIA Guideline and best practice in social research, evaluation, and social impact measurement.
<b>Sarah Braund</b>	SIA report input and review
Position	Associate Director
Qualifications	Master of Policy Studies, University of New South Wales Bachelor of Landscape Architecture, University of New South Wales
Experience	Experience in writing SIA reports for industrial and employment projects in the context of the SIA Guideline (DPHI 2023) and best practice social research, evaluation and impact assessment.
<b>Alison Ora</b>	Project Manager
Position	Senior Consultant
Qualifications	Bachelor of Arts (Psychology)
Experience	Experience in writing social impact strategies and assessments for community development projects and social infrastructure, in the context of the SIA Guideline (DPHI 2023), best practice social research, evaluation and impact assessment and working with clients and communities to embed shared-value partnerships.
<b>Rebekka McWhirter</b>	Co-Author
Position	Consultant
Qualifications	Bachelor of Arts (Archaeology), University of Sydney Master of Planning, Macquarie University
Experience	Experience in writing SIA reports for industrial and employment projects in the context of the SIA Guideline (DPHI 2023) and best practice social research, evaluation and impact assessment.
<b>Jett Wilde</b>	Co-Author
Position	Assistant Social Planner
Qualifications	Diploma of Social Science Western Sydney, Bachelor of Planning (Major in Geography and Urban Studies), Western Sydney University (ongoing)

Experience Experience in writing SIA reports for industrial and employment projects in the context of the SIA Guideline (DPHI 2023) and best practice social research, evaluation and impact assessment.

## 2.5.2. Declaration

The authors declare that this SIA report:

- Was completed on 23 July 2024
- Has been prepared in accordance with the EIA process under the EP&A Act
- Has been prepared in alignment with the DPHI's (2023) SIA Guideline
- Contains all reasonably available proposal information relevant to the SIA
- As far as Urbis is aware, contains information that is neither false nor misleading.



Sarah Braund  
Associate Director  
23 July 2024



Les Hems  
Director  
23 July 2024

## 2.6. SIA GUIDELINE REVIEW QUESTIONS AND RESPONSES

The review questions outlined by the SIA Guideline (2023) are designed to confirm that the requirements of the SIA Guideline have been fulfilled when considering the scale of social impacts associated with the proposed development. Table 3 below outlines these review questions and indicates how they have been addressed in this SIA.

Table 3 SIA Guideline review questions and responses

SIA Review questions	Addressed by report (yes/no), relevant section
Does the lead author meet the qualification and experience requirements?	Yes, See Section 2.5.1
Has the lead author provided a signed declaration?	Yes, See Section 2.5.2
Would a reasonable person judge the SIA report to be impartial, transparent and suitably rigorous given the nature of the project?	Yes.
<b>Proposal's social locality and social baseline</b>	
Does the SIA report identify and describe all the different social groups that may be affected by the project?	Yes, See Section 4.
Does the SIA report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes, See Section 4.

<b>SIA Review questions</b>	<b>Addressed by report (yes/no), relevant section</b>
Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes, See Section 4.
Does the social baseline study include appropriate justification for each element, and provide evidence that the elements reflect both relevant literature and the diversity of view and likely experiences?	Yes, See Section 4.
Does the social baseline study demonstrate social-science research methods and explain any significant methodological data or limitations?	Yes, See Section 3.
<b>Identification and description of social impacts</b>	
Does the SIA report adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA report been detailed?	Yes, See Section 7.
Does the SIA report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Yes, See Section 7.
Does the SIA report describe how the preliminary analysis influenced project design and EIS consultation strategy?	Yes, See Section 7.
<b>Community consultation</b>	
Were the extent and nature of consultation activities appropriate and sufficient or canvass all relevant views, including those of vulnerable or marginalised groups?	Yes, See Section 5.
How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?	Yes, See Section 4-8.
<b>Predicting and analysing social impacts</b>	
Does the SIA report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Yes, See Section 7.
Does the SIA report analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will lose from the project?	Yes, See Section 7.
Does the SIA report identify its assumptions, and include sensitivity analysis and alternate scenarios? (including 'worst-case' and 'no project' scenarios where relevant?)	This SIA identifies all relevant assumptions for the scoping impacts. Alternative scenarios are discussed in the EIS.

SIA Review questions	Addressed by report (yes/no), relevant section
<b>Evaluating significance</b>	
Do the evaluations of significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Yes, See Section 7.
Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Yes, See Section 7.
<b>Responses, monitoring and management</b>	
Does the SIA report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Yes, See Section 8.
Does the SIA report demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	Yes, See Section 8.
Does the SIA report demonstrated how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	Yes, See Section 8.

## 2.7. STRUCTURE OF THIS REPORT

This SIA has eight chapters as summarised below:

- **Chapter 1** provides an executive summary of the report and its findings.
- **Chapter 2** (this chapter) introduces the proposal, purpose and scope of this report.
- **Chapter 3** outlines the legislative requirements and methodology applied to complete this SIA.
- **Chapter 4** provides a social baseline of the study area including the site's locality, social and demographic characteristics, and policy context.
- **Chapter 5** provides an overview of the consultation activities undertaken.
- **Chapter 6** provides a summary of the community identified values, strengths, and vulnerabilities which emerged through sections 4 and 5.
- **Chapter 7** assesses the positive and negative social impacts of the proposal, including with and without mitigation and enhancement measures.
- **Chapter 8** outlines the mitigation, enhancement, and management measures of the assessed impacts.

### 3. METHODOLOGY

This section outlines the methodology to prepare this assessment, with reference to the relevant legislative requirements and guidelines. The scope of this SIA has been developed in accordance with the:

- SEARs for the proposal
- SIA Guideline (DPHI 2023)
- The social context.

#### 3.1. ASSESSMENT METHODOLOGY

The methodology undertaken to prepare this SIA is outlined in Table 4. The methodology was informed by the guidance contained within the SIA Guideline and Technical Supplement (DPHI 2023) and in response to the requirements of the Secretary’s Environmental Assessment Requirements (SEARs) for the proposal.

Table 4 Methodology overview

Stage	Activities
<b>Stage 1: Inception and social baseline</b>	<ul style="list-style-type: none"> <li>▪ Desktop review of site area and surrounding land uses.</li> <li>▪ Review of relevant state and local policies and strategies to understand potential social implications.</li> <li>▪ Analysis of relevant data sets to understand the existing community profile and community values, strengths and vulnerabilities.</li> <li>▪ Identification of the project’s area of social influence and likely impacted groups.</li> <li>▪ Early identification of potential social impacts (positive and negative) based on research tasks undertaken.</li> </ul>
<b>Stage 2: Stakeholder and community consultation</b>	<p>Community and stakeholder consultation provides the opportunity for potentially impacted people and groups to provide feedback and input into a project.</p> <p>This SIA involved consultation with Mosman Council to discuss the surrounding community and potential social impacts. This SIA also involved analysis of outcomes from the consultation process undertaken by the project’s specialist consultation consultant.</p>
<b>Stage 3: Impact scoping</b>	<ul style="list-style-type: none"> <li>▪ Review of social baseline, consultation outcomes, and site images</li> <li>▪ Review of proposal plans, project documentation and relevant technical assessments</li> <li>▪ Identification and scoping of potential social impacts (positive and negative), mitigation and enhancement measures.</li> <li>▪ Identify potential opportunities for additional measures to be incorporated into the proposal.</li> </ul>
<b>Stage 4: Assessment and reporting</b>	<ul style="list-style-type: none"> <li>▪ Assessment of social impacts (positive and negative) with and without mitigation and with mitigation and/ or enhancement measures.</li> </ul>

Stage	Activities
	<ul style="list-style-type: none"> <li data-bbox="491 208 1385 271">▪ Provision of recommendations to further reduce negative social impacts and enhance positive social impacts.</li> <li data-bbox="491 304 1023 331">▪ Preparation of draft and final SIA reports.</li> </ul>

## 3.2. APPROACH TO ASSESSING SOCIAL IMPACTS

The assessment of social impacts can be approached in several ways. The Technical Supplement of DPHI's SIA Guideline highlights a risk assessment methodology, whereby the significance of potential impacts is assessed by comparing the magnitude of an impact against the likelihood of the impact occurring.

The DPHI's risk assessment methodology has been applied in this SIA and is outlined in Section 7.

## **4. SOCIAL BASELINE**

This chapter provides a social baseline of the study area including the site's location, defined social locality, policy context and demographic characteristics.

### **4.1. SITE LOCATION**

#### **4.1.1. Local context**

The Zoo is located at Bradleys Head Road within the Mosman suburb, which covers the same footprint as Mosman Local Government Area LGA. Mosman is a small urban area of 8.52 km<sup>2</sup> located northeast of the Sydney CBD and largely bounded by Sydney Harbour. Mosman is serviced by Sydney Buses and Sydney Ferries. The B-Line bus service operates between Mona Vale and Wynyard (via Spit Junction). Other bus services include M30 Taronga Zoo - Sydenham, Bus 100 from Taronga Zoo to City QVB, and 230 Mosman Wharf - Milsons Point. Ferries from Mosman Bay, South Mosman and Taronga Zoo wharves provide access to Circular Quay.

The site is bounded by Bradleys Head Road to the east, Athol Wharf Road and Sydney Harbour to the south, Little Sirius Cove to the west and Whiting Beach Road to the north. To the southern, western and eastern boundaries of the site are Sydney Harbour and Sydney Harbour National Park. The latter includes public landmarks such as Bradleys Head lookout and walking track and Sirius Cove Beach. To the north of the site, on the opposite side of Whiting Beach Road, are low density residential dwellings, with the closest neighbours located on Whiting Beach Rd, Prince Albert St and Bradleys Head Rd.

The site is accessible by car, bus and ferry, taking approximately 15 to 20 minutes to the site from Sydney CBD. The site is also accessible via Bradleys Head walking track, around the peninsular which connects to the broader Bondi to Manly coastal walk.

Figure 4 Site photos



Picture 1 View of Nature Station Plaza and existing upper station entrance.



Picture 2 View of existing upper station entrance from the Plaza



Picture 3 View of existing cableway route from inside the Zoo



Picture 4 View of existing lower station pathway from Athol Wharf Road



Picture 5 View of existing lower station at Athol Wharf Road



Picture 6 View of existing lower station at Athol Wharf Road

Source: Urbis

## 4.1.2. Regional context

Established in 1916, Taronga Zoo is a nationally recognised landmark and key tourism attractor for Sydney, attracting over 1.8 million visitors annually. Over the years, it has recently expanded its capacity, to accommodate conservation, research, and educational facilities.

Taronga Zoo, with sites in Sydney and Dubbo, is committed to wildlife conservation and community engagement. It participates in regional and global breeding programs to protect threatened species and operates two Wildlife Hospitals that annually treat around 1,500 native animals and care for over 5,000 onsite animals. Taronga's Institute of Science and Learning plays a crucial role in facilitating research and educating over 118,000 students annually, nurturing future conservationists.

Sydney's Taronga location also provides range of primary and secondary school programs and excursions as well as HSC and tertiary education opportunities. Other programs and events for visitors include the Wildlife Retreat at Taronga, Roar and Snore, Vivid, Wild Ropes and Twilight at Taronga.

These functions support the local area, as well as the broader region and beyond, through nationally recognised research and education facilities, services for injured wildlife and supporting the tourism economy.

Figure 5 Regional Context



Source: Urbis

## 4.2. 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 (positive and negative). Policies reviewed included:

### State

- Greater Sydney Commission, North District Plan (2018)
- NSW Visitor Economy Strategy 2030 (2021-2024)

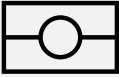


### Local


- Mosman Council, Local Strategic Planning Statement (LSPS) (2020)

- Mosman Council, Community Strategic Plan (CSP) (2022/23)
- Mosman Council, Climate Action Plan (2021)
- Taronga Conservation Society Australia, Strategic Plan 2021 – 2025 (2021).

The key social themes from the policy review are summarised in the table below.

Table 4 Policy Summary

Theme	Summary of findings
<p data-bbox="165 465 424 566"><b>Celebrating Indigenous heritage and culture</b></p> 	<ul style="list-style-type: none"> <li>▪ The North District Plan recognises that tourism, particularly in natural areas, must be culturally appropriate and respect the District’s Aboriginal heritage.</li> <li>▪ As noted in the LSPS, Mosman has known Aboriginal sites that Council aims to protect and celebrate through artistic and educational initiatives.</li> <li>▪ The North District Plan notes that the district’s identity and cultural richness can be strengthened by supporting Aboriginal self-determination, economic participation, and contemporary cultural expression through initiatives such as the development of culturally appropriate social infrastructure and contemporary cultural expression.</li> <li>▪ One of the key six strategic focus areas in the Taronga Zoo Strategic Plan is to commit to and embed a way of working that respects and include Indigenous peoples, cultures and places.</li> </ul>
<p data-bbox="165 974 424 1075"><b>Strong value natural environment and wildlife</b></p> 	<ul style="list-style-type: none"> <li>▪ As noted in the LSPS, Mosman’s foreshore lands and their relationship to Sydney and Middle Harbours have long been recognised in state and local planning policy as key sites to be maintained for future generations.</li> <li>▪ Of the six ‘aspects of living in Mosman’ that are most valued by residents derived through the Mosman Council 2021 Community Survey and the 2021 Resident and Ratepayer Survey, elements of the natural landscape occupied four of these aspects.</li> <li>▪ The Mosman Council 2021 Community Survey ranked ‘a balance between natural and built environments’ as forth amongst the five elements residents listed as key contributors to their current quality of life. A key strategy in the CSP is to protect and enhance Mosman’s natural areas and local biodiversity to achieve an attractive and sustainable environment for residents and wildlife.</li> <li>▪ Other strategies in Councils’ Climate Action Plan include liaising with major local land managers, including TCSA, on mitigation projects for improving energy efficiency and conservation to reduce energy consumption as a high priority.</li> <li>▪ Two of the six strategic focus areas in the Taronga Zoo Strategic Plan are to be a global industry leader in wildlife care and deliver world leading conservation action, recovery and science.</li> </ul>
<p data-bbox="165 1749 424 1821"><b>Support the local tourism economy</b></p> 	<ul style="list-style-type: none"> <li>▪ The North District Plan recognises that the tourism and visitor economy contribute significantly to the district’s economy, supporting jobs and businesses. Visitors to the district spend \$2.56 billion each year on accommodation, hospitality, entertainment, and leisure. Furthermore, as outlined in the Visitor Economy Strategy, tourism is key in Sydney’s COVID-19 pandemic recovery.</li> </ul>

	<ul style="list-style-type: none"> <li>As noted in Council's LSPS, the Zoo is a significant tourism attractor and plays an important role in Mosman's productivity and employment.</li> <li>The LSPS notes a key challenge will be balancing visitation in a sustainable manner to maintain resident amenity, protect the natural environmental assets, manage demand on the road network and support the local economy.</li> <li>To mitigate the above challenges, Council will work to ensure planning controls, particularly zoning, are responsive to change and will contain intended land uses within the desired areas to minimise spillover effects to resident amenity, congestion, and the natural environment.</li> </ul>
<p><b>Enhance existing open space and recreation facilities</b></p> 	<ul style="list-style-type: none"> <li>A community survey undertaken to inform the CSP found maintaining and enhancing existing open spaces is a priority for Mosman residents. This is because Mosman's natural environment, parks and open space are key elements that residents like most about living in the area.</li> <li>In response to the community survey findings, a key priority in Council's LSPS is to maintain the area's high levels of environmental amenity, liveability, and landscape quality.</li> <li>Council's LSPS recognises that open space in Mosman is near capacity, with limited space for growth and limited opportunities to purchase land due to high land prices. As noted in the LSPS, 35% of land in the LGA is zoned for recreation, special use or environmental conservation. The Zoo accounts for a large proportion of those land holdings, as well as the Sydney Harbour National Park and Commonwealth Lands. It is important to the community that these lands are protected and enhanced.</li> </ul>


### 4.3. DEMOGRAPHIC PROFILE

A demographic profile identifies the demographic and social characteristics of a proposal's likely social locality. 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 Mosman suburb/Mosman LGA ('Mosman'), which comprise the same area, based on demographic data from the Australian Bureau of Statistics (2016 and 2021) Census of Population and Housing and DPE (2022) NSW population projections. The demographic characteristics of Greater Sydney have been used, where relevant, to provide a comparison.

Mosman is ranked as the 2nd most advantaged of all suburbs and LGAs in NSW and Australia on the SEFIA Index of Relative Socio-Economic Advantage and Disadvantage.

#### 4.3.1. Population and age

	<ul style="list-style-type: none"> <li>In 2021, there were 28,329 people in the Mosman LGA. Mosman has a high median age (45), compared to Greater Sydney (36).</li> </ul>
	<ul style="list-style-type: none"> <li>Mosman has a high proportion of parents, and homeowners, aged 35 to 49 (20.0%), which is slightly lower than Greater Sydney (21.5%).</li> </ul>
	<ul style="list-style-type: none"> <li>Mosman also has a higher proportion of empty nesters and retirees aged 60 to 69 (11.7%) compared to Greater Sydney (9.8%).</li> </ul>
	<ul style="list-style-type: none"> <li>There is also a higher proportion of people aged 70 and above (16.5%) compared to Greater Sydney (10.7%).</li> </ul>
	<ul style="list-style-type: none"> <li>Mosman is expected to have a stable population with a marginal increase of 0.07% per annum between 2021-2041 from 30,783 to 31,208.</li> </ul>

### 4.3.2. Culture and diversity



- As of 2021, Mosman has a low population of Aboriginal and/or Torres Strait Islander people, representing 0.3% of the total population compared to Greater Sydney (1.7%).
- The largest cultural group residing in Mosman is born in Australia (61.5%), with 80.0% speaking only English at home, compared to Greater Sydney (56.8% and 57.3% respectively).
- The top three countries of birth other than Australia in Mosman are United Kingdom (9.9%), New Zealand (2.5%) and China (2.5%) compared to Greater Sydney (3.5%, 1.6% and 4.6% respectively).

### 4.3.3. Employment



- Mosman has a labour force participation rate of 61.9%, which is slightly higher though comparable to the Greater Sydney average of 60.0%.
- The three top occupations of Mosman residents are: Professionals (41.6%), Managers (24.8%), and Clerical and Administrative Workers (11.0%), compared to Greater Sydney (29.3%, 15.2% and 13.8% respectively).
- Approximately one fifth (20.0%) of Mosman residents did voluntary work through an organisation or group in 2021. This is a significantly higher proportion than in Greater Sydney (12.0%).

### 4.3.4. Housing and Income



- Over half (52.0%) of Mosman dwellings are flats or apartments which proportionality higher compared to Greater Sydney (30.7%).
- Mosman has a higher median weekly household income (\$2,892), compared to Greater Sydney (\$2,077) with 49% of residents that have a combined household weekly income of \$3,000 or over.
- Mosman also has a higher medium rent of \$590 compared to Greater Sydney (\$470) with 57.9% of renter households have rent payments less than 30% of their household income.
- There are higher levels of home ownership in Mosman, with 38.3% of dwellings owned outright compared to Greater Sydney (27.8%).

### 4.3.5. Health and Wellbeing



- There is a comparable proportion of people with one longer-term health condition or more (27.7%) to in Greater Sydney (27.5%)
- The most common long-term health conditions reported for Mosman, align with that of Greater Sydney, and include Arthritis 6.8% and Asthma 6.8%.
- Mosman reported fewer instances of Mental health conditions (5.9%), compared to Greater Sydney (6.6%).
- Total number of those who need assistance with core activities in Mosman is 993, representing (3.5%) of the total population compared to 5.2% in Greater Sydney.

- There is a slightly higher proportion of those who provide unpaid assistance to a Person with a Disability, Health Condition, or Older Persons in Mosman (11.6%) compared to Greater Sydney (10.6%)

### 4.3.6. Visitor Demographics



- The Zoo general day admission data suggests that 44% of visitors were from Sydney over a 12-month period. In this same 12-month period 23% of visitors were from international destinations. Only 19% of visitors reside interstate.
- The locality of visitors provides a better understanding of the social context for the Zoo. According to annual visitation data for the Zoo, 83,527 patrons were visiting from Sydney City and Inner South suburbs, 38,239 visitors originated from Far West and Orana and 29,302 visitors originated from Sydney North and Hornsby.
- There are eight membership types for the Zoo which can be purchased on an annual basis. There is currently over 100,000 annual members.
- The largest membership cohort is the Family Flex Adult with 47,332 annual admits.
- The area with the most memberships is Forestville and Killarney Heights with 3,230 annual members. Mosman has the second most annual pass holders with 3,043 annual members.
- Please confirm the above figures are correct. Also please confirm these relate to Taronga Zoo only (i.e. do not include Western Plains).

### 4.3.7. Crime and safety



- As part of the demographic profile, data from the NSW Bureau of Crime Statistics and Research was also analysed to understand the crime and safety context around the site and potential issues. This data is accurate as of 13 June 2024. BOSCAR data indicates that Mosman LGA has lower rates of crime per 100,000 people compared to NSW for all relevant crimes.
- Overall, data from BOSCAR indicates that Mosman LGA has low levels of crime compared to NSW averages.
- BOSCAR produces hotspots to illustrate areas of crime density relative to crime concentrations across NSW. The site is not in a hotspot for any relevant crimes.
- Two-year crime trends from April 2021 to March 2023 indicate that crime is generally stable in the Mosman. However, 'Trespass' has increased by 45% per year, compared to an increase of 11% per year in NSW, indicating that Mosman may be more susceptible to opportunistic 'Trespass' crimes.

## 5. CONSULTATION OUTCOMES

As specified in the DPHI SIA Guideline, SIAs require community and stakeholder consultation to be undertaken to develop an understanding of impacts on communities and people as a result of a proposal. Community and stakeholder consultation also provides the opportunity for potentially impacted people and groups to provide feedback and input into a proposal.

In 2024, as part of the Social Impact Assessment (SIA) process, Urbis invited representatives from Mosman Council to discuss the surrounding community and potential social impacts of the proposal. A Council representative stated they "support the concept of replacing the existing cable car, subject to any potential environmental impacts being appropriately assessed and minimised". Furthermore, they stated that "there are no social related impacts that Council wishes to raise in relation to this project".

A comprehensive community and stakeholder consultation process was also undertaken by the project team, including consultation consultant WSP, to meet the *Undertaking Engagement Guidelines for State Significant Projects* as outlined by SEARs item 27. The consultation provided an opportunity for the community and key stakeholders to receive information about the proposal and provide feedback, ahead of detailed design and the lodgement of the SSDA. Urbis note that the Consultation Outcomes Report (WSP, 2024) covers three rounds of consultation undertaken between 2022-2024, these included:

- **Round 1 – Initial design (2022):** Based on a now superseded design and scope of works, including an expanded route with new terminals and supporting accessible infrastructure.
- **Round 2 – Addressing changes to the expanded route (2023):** Focussed on the revisions and adjustments to the expanded route proposed in Round 1.
- **Round 3 – Design that retains the former footprint (2024):** Introduction of a new design that retains the footprint of the former Sky Safari instead of extending it across the site.

The following table identifies the key stakeholder groups consulted in each round of consultation and indicates the rounds in which community consultation was also conducted. Refer to the Consultation Outcomes Report for details in relation to consultation activities, including door knocks and pop-up information sessions.

Table 5 Key stakeholder consultation program

Consultation activity	Stakeholders	Community consultation
<b>Round 1</b> Initial design (2022)	National Parks and Wildlife Service (9 September 2022) Harbour Trust (30 September 2022) Transport for NSW – Ferry Wharf Upgrade Program (6 October 2022) Transport for NSW – Place and Precincts (North) (10 October 2022) Mosman Park and Bushland Association and Headland Preservation Group (10 October 2022) Mosman Council (15 November 2022) Mosman Environment Group (5 December 2022)	Yes
<b>Round 2</b> Addressing changes to the expanded route (2023)	Mosman Council (18 April 2023) Mosman Environment Group (9 May 2023)	No

Consultation activity	Stakeholders	Community consultation
	Mosman Parks and Bushlands Association and Headland Preservation Group (22 May 2023)	
<b>Round 3</b> Design that retains the original footprint (2024)	Transport for NSW (13 May 2024) Mosman Parks and Bushlands Association and Headland Preservation Group (22 May 2023) Mosman Council and Transport for NSW (11 June 2024)	Yes

Source: WSP, 2024

## 5.1. COMMUNITY AND STAKEHOLDER CONSULTATION - SUMMARY OF FINDINGS

The following provides a summary of key themes raised during each round of the consultation of particular of relevance to the SIA.

Table 5 Key themes identified through consultation

Theme	Findings
<b>Round 1: Initial design (2022)</b>	
Connection and accessibility	<p>The Sky Safari's plays a vital role in connecting ferry wharf users to the Zoo's top entrance.</p> <p>Additional stops or stations would enhance accessibility across the Zoo, particularly around steep terrain areas.</p> <p>Larger cable cars will provide accessibility benefits by accommodating wheelchairs and prams.</p>
Value of natural character and landscape	<p>The leafy character of the Zoo should be maintained for ecological and aesthetic reasons.</p> <p>An expanded Sky Safari could have negative impacts on the existing tree canopy and associated visual and ecological aspects.</p>
Visual amenity	<p>Concerns the new Sky Safari will not successfully visually integrate into the hillside, respect nearby heritage structures and how it would appear from a harbour viewpoint.</p>
Design elements and alternatives	<p>The new cable cars could be complemented with small electric vehicles to support access across the steep site.</p> <p>The cable cars could include additional features to enhance the experience e.g. glass bottoms, screens and audio cues to share information about the views experienced.</p>

<b>Theme</b>	<b>Findings</b>
Additional consultation opportunities	Consultation sessions about the proposal should be held in prominent locations, such as the Zoo's top entrance or Mosman library, and short surveys could be offered.
Scope and scale	The scope and scale of the proposal may have impacts on the welfare of Zoo animals. The rationale for upgrading the existing Sky Safari was noted but the expansion of the route was a key concern.
Cumulative construction impacts	There has been 'constant' construction at the Zoo that impacted neighbouring residents, Zoo visitors and the animals. Construction staging should be carefully considered to minimise impacts.
<b>Round 2: Addressing changes to the expanded route (2023)</b>	
Design improvements and visual impact	There have been significant improvements in the proposal design from the early iteration, particularly the elimination of additional branch routes and reduced height, addressing initial concerns about the scale.
Environmental and operational concerns	Efforts to minimise tree damage and preserve natural areas in the design were noted but there were ongoing concerns regarding potential impacts on bushland and animal welfare.  There will likely be challenges associated with changes to access to the site and ferry during construction and operation. Travel and transport access should be carefully assessed, and any issues addressed.
Potential noise impacts	Attendees were concerned about noise impacts on neighbours. It was noted that the new cable cars are quieter, and a noise study would be conducted to assess impacts.
Traffic and transport	There were significant concerns raised about traffic congestion. The need for integration of transport options and coordination with Transport for NSW to promote ferry usage and alleviate local congestion was identified.
Community consultation	The importance of continued community consultation and transparent communication was emphasised, and additional community consultation sessions were requested.
<b>Round 3: Design that retains the original footprint (2024)</b>	
Revised design improvements	Mosman Council and the Mosman Environment Group representatives noted significant improvements in the revised proposal. The use of the pylons as habitats for birds of prey was suggested.
Overall community sentiment	Overall community feedback was supportive of the proposal, with positive comments about the route and design changes.
Traffic, transport and accessibility	There was community interest in integrating transport options to encourage greater public transport usage.  Integrating the cost of a Sky Safari ticket into Zoo admission ticket was suggested to improve accessibility and visitor experience.

Theme	Findings
	The project team noted that a thorough traffic assessment would be conducted, considering cumulative impacts alongside other projects.
Accessibility and efficiency	There was support for the proposed larger, modern cable cars with positive feedback received in relation to their size, potential to accommodate prams and wheelchairs, and the ability to adjust speed. There was support for the improved accessibility and operational efficiency these would introduce.
Value of local environment	The community supported efforts to minimise impacts on the existing tree canopy and recognised the proposal design's consideration of existing tree growth. Concerns were raised about the visual impact of pylons protruding through the canopy.
Lower and upper station design	Stakeholders provided positive feedback in relation to the lower station design, highlighting the capacity of the new cableway system to accommodate up to 400 people in 15 minutes, the incorporation of 'Nawi' (traditional First Nations bark canoe) and the inclusion of lift and toilet facilities. The upper station was favourably described as resembling a 'tree house', with attendees expressing satisfaction with its design and the planned queuing arrangements.

Source: WSP, 2024

## 5.2. COMMUNITY AND STAKEHOLDER CONSULTATION - POTENTIAL AND PERCEIVED SOCIAL IMPACTS

This section summarises the key social impacts identified during the consultation process.

Table 6 Community identified potential positive impacts, negative impacts, and opportunities

Positive impacts	Negative impacts	Opportunities
Improved accessibility for Zoo visitors and staff	Impacts on tree canopy and visual amenity	Member updates provided, inclusive of a construction timeline for immediate residents and Zoo members
Encouraging and facilitating greater use of public transport to access the Zoo	Noise and traffic impacts during construction (including cumulative impacts)	Enhancement of the tree canopy
Appealing infrastructure (station designs) and opportunities to incorporate First Nations culture and stories.	Changes to site and ferry access, in particular access during construction	Consider construction measures to minimise impacts to surrounding residents, Zoo visitors and staff (including noise)
	Concerns regarding animal welfare	Additional interactive features (e.g. audio)

## 6. SOCIAL LOCALITY

The proposal's social localities were determined based on a review of the proposal, surrounding context and consultation outcomes.

The proposal's social localities, which define the areas in which individuals and communities will be primarily impacted by the proposal in varying ways, are described below:

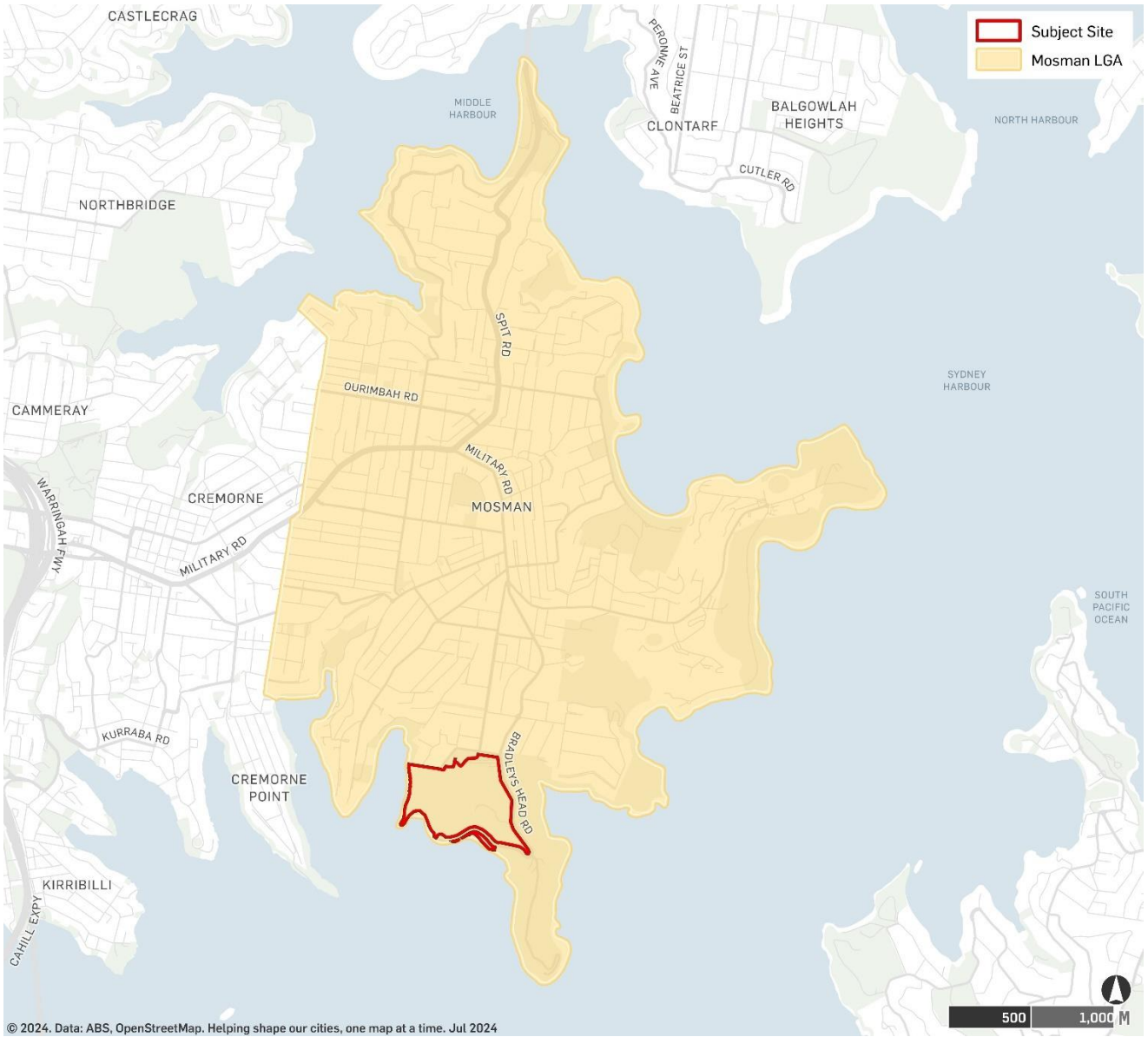
- **Immediate social locality:** Surrounding and local residents of the Mosman LGA. Potential to be impacted by, for example, construction and operational traffic and noise.
- **Broader social locality:** Greater Sydney and beyond. The primary Zoo staff and visitor catchment. Potential to be impacted by, for example, enhancement to accessibility to and through the Zoo and an enhanced Zoo experience, in addition to construction impacts relating to noise and access.

Figure 6 Taronga Zoo site



Source: Urbis

- Figure 7 Mosman LGA



Source: Urbis

## 7. SOCIAL IMPACT ASSESSMENT

This chapter provides an assessment of the identified social impacts of the proposal. It is structured by the social impact categories outlined in the SIA Guideline (DPHI 2023).

Each impact is assessed in accordance with the risk assessment methodology applied in the SIA Guideline Technical Supplement, whereby the significance of potential social impact is assessed by comparing the magnitude of the impact against the likelihood of the impact occurring. This methodology is outlined below.

Table 7 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: DPHI, 2023, SIA Guideline: Technical Supplement, p. 13

Table 8 Likelihood levels

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

Source: SIA Guideline: Technical Supplement (DPHI 2023, p. 12)

Table 9 Magnitude levels

Magnitude level	Meaning
Transformational	Substantial change experienced in community wellbeing, livelihood, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20% of a community.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.

Magnitude level	Meaning
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	Little noticeable change experienced by people in the locality.

Source: SIA Guideline: Technical Supplement (DPHI 2023, p. 13)

Table 10 Dimensions of social impact magnitude

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

Source: SIA Guideline: Technical Supplement (DPHI 2023, p. 12)

## Mitigation and enhancement measures

Social impacts are assessed before and after the implementation of mitigation measures (for negative social impacts) and enhancement measures (for positive social impacts). These measures can take different forms and may be incorporated in the design, planning, construction, or operational stage of the proposed development. The assessment of impacts has considered the mitigation and enhancement measures adopted and impacts from Section 7.1 on have been rated pre-mitigation or enhancement (unmitigated/unenhanced) and post mitigation or enhancement (mitigated/enhanced).

## Consideration of other social impacts

A SIA should assess the expected and perceived impacts which are considered to have the most significant impacts on the community, from the perspectives of likely affected people and the outcomes from technical assessments. In accordance with the DPHI SIA Guidelines, the level of assessment should be scalable to the level of expected impact from the project. These impacts are discussed and assessed in detail from Section **Error! Reference source not found.** below.

This SIA has also identified other impacts from the proposal which are likely to have a perceived or actual impact, including the following impacts (and their associated impact categories):

- **Accessibility:** Increased traffic on local roads
- **Culture:** Community concerns and values regarding animal welfare
- **Health and wellbeing:** Noise disturbance
- **Livelihoods:** New employment opportunities during construction and operation
- **Decision making:** Limited opportunity for community consultation

These impacts to people are considered to be sufficiently addressed in the relevant technical reports accompanying this SSDA, summarised in

Table 11 below, and considered to have no or very low level of social impact with adoption of any measures recommended in these technical reports.

These impacts have not been included for further detailed assessment as part of this SIA. These technical reports should be referred to for the full assessment and identification of relevant mitigation and management measures. Where appropriate, additional recommendations have been made in this SIA to either reduce potential negative impacts or enhance potential positive impacts.

Table 11 Scoping and assessment of other social impacts

Impact description	Supporting evidence	Additional recommendations
Accessibility		
Increased traffic on local roads	<p>Consultation Outcomes Report (COP) (WSP, 2024) found that increased traffic congestion and the integration of transport options were major concerns for stakeholders.</p> <p>The Transport Impact Assessment (TIA) (JMT, 2024) indicates that the proposal will not generate additional travel demand. Instead, it will enhance access to public transport and reduce reliance on bus routes through Bradleys Head Road from the ferry terminal. The proposal aims to improve connectivity to the Taronga Zoo ferry wharf and the bus stop on Bradleys Head Road, thereby supporting travel via public transport and decreasing dependence on private vehicles.</p> <p>The TIA also indicates that Bradley’s Head Road will continue to have space capacity, including during identified peak periods at the Zoo ie. Christmas holiday periods.</p> <p>TCSA has committed to continuously promoting public transport as the preferred means of access, particularly during peak periods. Currently, additional free shuttle bus services are provided during school holidays to alleviate pressure on local transport services and encourage the use of public transport.</p> <p>The TIA indicated that 68% of staff currently travel to the Zoo by private vehicle. The project is not expected to significantly impact staff parking during construction, as up to 60 workers will be required, additional to 55 – 170 (at peak times) staff. There are approximately 835 on site for staff and visitors, including 103 staff-specific parking spaces. Additional visitor parking is available off-site, accessible via Bradleys Head Road.</p>	As proposed in the TIA, develop a Construction Pedestrian Traffic Management Plan (CPTMP) ahead of construction to address and mitigate impacts to pedestrians and traffic.

Impact description	Supporting evidence	Additional recommendations
<b>Culture</b>		
<p>Community concerns and values regarding Animal welfare and existing vegetation</p>	<p>During consultation Mosman Parks and Bushlands Association and Headland Preservation Group raised concerns regarding the impact the previous design scheme of the proposal may have on zoo animals.</p> <p>The group also raised concern about the impact of operations on animals, especially noise and stress levels. Minimising the impact on mature trees and the natural environment was also expressed as a key priority.</p> <p>As discussed in Section 5.1 the proposal was revised, with the new design scheme retaining the former Sky Safari footprint. This reduction in scale of the proposal addressed concerns regarding impacts to zoo animals and existing vegetation. TCSA also advised that the welfare of the animals is core to Zoo function and a key priority, and consulted closely with their Keeping teams, during the design process.</p> <p>TCSA has advised that they will develop and implement an ongoing Stakeholder and Community Communication Plan as part of the Construction Management Plan (CMP). Communication materials or activities will include clarification of measures being undertaken to mitigate impacts to Zoo animals and existing vegetation to address community concerns.</p>	<p>No further recommendations proposed</p>
<b>Livelihoods</b>		
<p>New employment opportunities during construction and operation</p>	<p>The proposal will generate employment opportunities during construction and a small number of additional employment opportunities during operation.</p> <p>The Construction Management Plan (CMP) (RPS Group, 2024) predicts the proposal will generate up to 30 employment opportunities (contractors) each during the construction of the top and lower stations (up to 60 in total). This includes the main compound, located on site, and which will involve key project management teams from both the managing contractors and cable car contractors.</p> <p>TCSA advised that through initial discussions with cable car suppliers it is likely nine full time employment positions will be attached to the ongoing operation and maintenance of the Sky Safari. Of the nine positions, five are likely to be reinstated roles, which had previously been made redundant or downscaled during the decommissioning of the current Sky Safari. In addition, four new positions are likely to be created to support the operation of the new Sky Safari.</p> <p>Included in these roles are three maintenance staff, who it is expected will be required during the operational period, afterhours five nights a week on a regular operating week. The number of staff and their working days and hours will be confirmed with the chosen cable car supplier based on their proposed maintenance model. This ongoing employment</p>	<p>No further recommendations proposed</p>

Impact description	Supporting evidence	Additional recommendations
	<p>opportunity will be subject to the preventative and scheduled maintenance plans provided by the Cable Car supplier. The Sky Safari will also engage volunteers to manage day to day operations i.e. queue management and in peak times may require additional casuals.</p> <p>Employment opportunities associated with operation of the proposal will be subject to the Taronga Zoo Strategic Plan, which sets ambitious employment targets for 2025. These include achieving 50% women in senior leadership positions, 6% Indigenous workforce participation, and 60% women's workforce participation.</p>	
<b>Decision Making</b>		
<p>Concerns regarding limited opportunity for community feedback</p>	<p>The COP stated that while the Round 1 consultation process was successful in engaging Zoo visitors, it did not reach community members beyond the Zoo's immediate vicinity and across the harbour. This gap was highlighted by some participants who suggested community-based information pop-up sessions be conducted.</p> <p>Further consultation undertaken in Round 2 and 3 included key stakeholders and the wider community and provided additional opportunities to provide feedback. The COP details the consultation measures undertaken in these consultation rounds, which were designed to engage more effectively and widely. These measures included:</p> <ul style="list-style-type: none"> <li>▪ Community pop-up sessions at the Mosman Square Seniors Centre and Taronga Zoo</li> <li>▪ Social media and email campaigns</li> <li>▪ Media campaigns across newspapers, radio, and TV news</li> <li>▪ Surveys distributed to the Zoo visitor and Zoo Friends subscriber database.</li> </ul> <p>The expanded consultation process and the revision of the scheme addressing key community concerns demonstrated a commitment to an improved consultation process and providing opportunities for stakeholders and the community to input into the proposal development process.</p> <p>TCSA have committed to a community register to capture, manage and address complaints and feedback. This will provide opportunities for the community to continue to provide feedback and the proponent and project team to address any issues raised.</p>	<p>No further recommendations proposed</p>

## 7.1. WAY OF LIFE

In the assessment of potential impacts for this proposal, it was determined that there are no significant impacts identified in this category. The evaluation considered various factors, including technical report findings and consultation outcomes.

## 7.2. COMMUNITY

In the assessment of potential impacts for this proposal, it was determined that although community is considered across other impacts, there are no *significant* impacts identified specifically to this category. The evaluation considered various factors, including technical report findings and consultation outcomes.

## 7.3. ACCESSIBILITY

This section provides a detailed assessment, unmitigated and mitigated and unenhanced and enhanced, of the matters that significantly impact accessibility as a consequence of the proposal.

<b>Affected stakeholders:</b> Broader social locality (site visitors and staff)	▪ <b>Duration:</b> Construction
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### 7.3.1. Impeded access around and through the site during construction – Unmitigated

The Construction Management Report (CMP) (RPS Group, 2024) estimates the duration of the construction phase of the proposal to be 24 months. This presents various considerations regarding accessibility and operational impacts throughout the Zoo.

The CMP (RPS Group, 2024) outlines that preliminary works will involve disassembling and removing former Sky Safari infrastructure. During construction, 60-100 stacked storage containers will be located on site, fenced off by safety fencing, restricting access along the Sky Safari route and adjacent areas. This decommissioning process and the construction of the proposal may temporarily impede access throughout the Zoo, especially along the Sky Safari route, extending from the main entry to the ferry terminal (RPS, 2024).

The Transport Impact Assessment (TIA) (JMT, 2024) outlines that construction vehicles will primarily access the Zoo via Bradley's Head Road for works at the upper station and overflow parking, and Athol Wharf Road for works at the lower station. Taronga has engaged with TfNSW to mitigate any potential impacts to bus and ferry operations around the lower station. This dialogue will be ongoing during the SSSA assessment period and in the preparation of the Construction Environmental Management Plan. Consideration will be given as to whether this will impact access to and around the site.

With consideration of the potential disruption of access throughout the Zoo and around the Upper and lower stations during construction, the unmitigated impact is assessed as **high negative**, given the likely likelihood and moderate magnitude during a contained period (approximately 24 months).

### 7.3.2. Impeded access around and through the site during construction – Mitigated

The TIA outlines comprehensive strategies to mitigate and manage potential impacts on access during the construction phase. These measures are designed to minimise disruption to both internal and external traffic flows. These include:

- Truck movement management – Trucks will minimise their use of local streets for accessing the construction site, reducing disruption to surrounding residents, including during peak periods.
- Forward entry and exit – All trucks will enter and exit the site in a forward direction, enhancing safety and efficiency
- Delivery scheduling – Deliveries to the works zone serving the upper station will be scheduled outside Zoo visitation hours to avoid conflicts with pedestrians within the Zoo
- Designated construction routes – Construction vehicles will strictly adhere to designated routes that avoid local roads, as specified in the Architectural Plans (Scott Carver, 2024)
- Approved hours of work – Construction activities will adhere strictly to approved hours of work to minimise disturbance to regular Zoo operations.

Strategies to mitigate access challenges within the Zoo premises include:

- Safety signage and devices – Installation of pedestrian warning signs and construction safety devices in the vicinity of the construction site to ensure visitor and worker safety
- Controlled pedestrian movements – Site personnel will manage and control pedestrian movements adjacent to the construction areas as necessary
- Temporary infrastructure – Implementation of temporary paths, ramps, crossings, and access points to facilitate safe pedestrian movement around construction zones
- Designated personnel access – Construction personnel will utilise the designated goods and services entrance at the intersection of Prince Albert Street and Whiting Beach Road for site access, minimising interference with visitor access.

The proponent has advised that a detailed Construction Pedestrian Traffic Management Plan (CPTMP) will be developed and implemented by the appointed construction contractor, which will be aimed at safely managing construction and pedestrian traffic throughout the site. Ongoing collaboration with Transport for NSW will also be undertaken to ensure efficient management of bus and ferry movements, minimising disruptions during construction activities. Proactive management strategies will also be employed to maintain smooth traffic flow and ensure accessibility for visitors and commuters throughout the 24-month construction period.

Consultation with TfNSW has been undertaken throughout the development of the proposal to discuss potential measures to mitigate disruptions to bus and ferry services. TCSA has confirmed that ongoing consultation and coordination with TfNSW will be undertaken and measures will be documented and implemented through the CPTMP.

TCSA have committed to implementing an ongoing Stakeholder and Community Communication Plan as a part of the CMP, for implementation during the construction period. This will include ongoing communications to Zoo visitors and staff and the local community regarding any access disruptions in and around the Zoo.

Assuming that the measures outlined in the TIA will be implemented and the CPTMP will be developed and implemented, but noting there will be some level of residual disruption to access into and around the Zoo, this mitigated impact is assessed as **medium negative**, given the possible likelihood and minor magnitude.

This impact could be further mitigated through adoption and implementation of the following recommendation.

#### SIA recommendation/s

- No further recommendations are proposed.

### 7.3.3. Improved accessibility and visitor experience into and through the site – Unenhanced

<b>Affected stakeholders:</b> Broader social locality (Zoo visitors and staff)	▪ <b>Duration:</b> Operation
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The Zoo is located on a relatively steep harbourside terrain. Throughout consultation, community and stakeholders noted current challenges associated with navigating the steep terrain on site, which impedes access through the Zoo when the Sky Safari is not in use or accessible.

The former Sky Safari included 21 cable cars with a maximum capacity of six guests each and could accommodate wheelchairs up to a width of 610mm. Prams or wheelchairs in excess of this, which did not fold, could not be transported given the size restraints. Stakeholder feedback highlighted issues with the former Sky Safari's inability to accommodate non-foldable prams and larger wheelchairs. To address this, the proposal will introduce 20 to 30 new cable cars capable of accommodating larger mobility aids, ensuring equitable access for all visitors, including most wheelchairs and prams.

With consideration of the proposal's introduction of new cable cars that will accommodate a wider range of users, the unenhanced impact is assessed as **medium positive**, given the possible likelihood and minor magnitude.

### 7.3.4. Improved accessibility and visitor experience into and through the site – Enhanced

The proposal includes other substantial enhancements that will improve accessibility for visitors and staff into and through the Zoo, as well as the comfort and experience of Zoo visitors, particularly for those utilising public transport and patrons who require mobility support. These include:

- New undercover queuing areas, toilets, and seating at both stations
- Enhanced wayfinding signage for improved navigation
- Separated entry and exit points for clearer traffic flow
- Implementation of a two-way tunnel ramp system for seamless access and queuing
- Integration with the coastal walkway and Skey Safari station entrance
- Dedicated staff amenities to alleviate pedestrian congestion
- Ground-level lifts near station entries.

There are also additional, enhanced design features at each station including:

- Lower Station – Increased queuing capacity to 250 people (up from 60), 125m ramp to prevent congestion, 100m of shaded areas covering 80% of queuing space, public art integration
- Top Station – Queuing capacity for 350 people, 50m of shade coverage, direct access to Zoo amenities, food options, and attractions via designated pathways.
- By improving accessibility into and through the Zoo, the proposal also has the potential to encourage and facilitates greater use of public transport and a modal shift away from private vehicles.

TCSA has also committed to incorporation of the following, in addition to improving the physical accessibility of Zoo facilities and the ongoing educational value and community consultation can be enhanced, thereby enhancing the positive social impact of the proposal.

- Incorporate tactile paving and audio cues for visitors with visual impairments at key navigation points.
- Incorporate universal signage in the design to cater to a diverse visitor demographic.
- Develop interpretive displays or interactive exhibits at the cableway stations to educate visitors about local wildlife, conservation efforts, and the Zoo’s role in biodiversity preservation.

With consideration of the proposal’s additional enhancement measures that will accommodate accessibility needs and enhance the experience for a broad range of users, the enhanced impact is assessed as **high positive**, given the likely likelihood and moderate magnitude.

This impact of the proposal in relation to accessibility and user experience could be further enhanced through adoption and implementation of the following recommendations.

#### SIA recommendation/s

- No further recommendations are proposed.

## 7.4. CULTURE

This section provides a detailed assessment, unmitigated and mitigated and unenhanced and enhanced, of the matters that significantly impact culture as a consequence of the proposal.

### 7.4.1. Potential impact to Aboriginal sites and culture – Unmitigated

<p><b>Affected stakeholders:</b> Aboriginal communities in the immediate and broader social localities and beyond</p>	<ul style="list-style-type: none"> <li>▪ <b>Duration:</b> Construction and operation</li> </ul>
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The construction of any urban development should consider impacts on Aboriginal objects, the landscape or the spiritual connection Aboriginal people have with Country.

Development of the Aboriginal Cultural Heritage Assessment Report (ACHAR) (Urbis, 2024) involved consultation with Aboriginal people from within the community, Registered Aboriginal Parties (RAPs) and organisations relevant to the study area. The subject area does not contain any known Aboriginal objects as registered on Statutory registers or the Aboriginal Heritage Information Management System (AHIMS). Furthermore, the site visit conducted by Urbis did not result in the identification of any Aboriginal objects or areas of potential. The ACHAR concludes that the subject area is highly disturbed as a result of previous and current development activity. Therefore, the report determined the archaeological potential of the subject site to be nil to low. The ACHAR proposes relevant cultural heritage inductions, and an unexpected finds procedure should be implemented, so that if any unexpected Aboriginal objects or human remains are discovered on site they are appropriately and adequately addressed.

With consideration of the ACHAR findings, and assuming proposed procedures for unexpected finds will be implemented, the unmitigated impact is assessed as a **low negative**, given the very unlikely likelihood and moderate magnitude.

#### 7.4.2. Potential impact to Aboriginal sites and culture – Mitigated

- The strategic frameworks for Mosman and Taronga Zoo demonstrate the commitment to recognition of Aboriginal culture. The LSPS identifies that Mosman has known Aboriginal sites of significance and Council is dedicated to celebrating Aboriginal culture through the design of new developments. The North District Plan (2018) further echoes Mosman’s rich indigenous cultural and the benefits of strengthening culturally appropriate social infrastructure.

TCSA advised, as conservation organisation, it is committed to the ongoing process of reconciliation; to respect, connect, consult and be led by the complex and vital knowledge of First Nations Peoples as part of their ongoing work to safeguard the future of our planet. TCSA also advised of a commitment to embedding First Nations Cultural knowledge into the planning, design, and development of the Zoo and the proposal.

Through the development of the proposal TCSA and the project design team, including FCAD (First Nations Design Consultant) Scott Carver (Architect), and Newscape (Landscape Architect), consulted and engaged with key stakeholders including:

- Taronga Indigenous staff and Community & Cultural Team, Cammeraigal & Wiradjuri Country
- Taronga Aboriginal Advisory Group (TAAG), Cammeraigal Country
- First Nations knowledge and IP through Matt Fellingham community consultation (relevant Elders and Land Council members).

The consultation and design process resulted in the concept of a journey from the saltwater of Sydney Harbour to the sky, showcasing Cammeraigal Country (including the natural landscape and the harbour), while experiencing the Zoo. The project has adopted the following primary design strategies to recognise and celebrate Cammeraigal Country and culture through the proposal:

- Integration of First Nations design elements including reference to ‘Nawi’ (bark canoe) and a story of a journey from ‘Saltwater to Sky’ into the design of the stations and cable cars
- Architectural and interpretive design elements that will provide immersion, play, education, connection and celebration (examples: AV / public artworks / rock carving / weaving / sculpture / signage).

- The implementation of Designing with Country elements represents a positive contribution of the proposal to recognising and reflecting Aboriginal culture and heritage. With consideration of that the Zoo is a prominent tourism landmark with high visitation, the enhanced impact is assessed as **high positive**, given the likely likelihood and major magnitude.

#### SIA recommendation/s

- No further recommendations are proposed.

## 7.5. HEALTH AND WELLBEING

This section provides a detailed assessment, unmitigated and mitigated and unenhanced and enhanced, of the matters that impact health and wellbeing as a consequence of the proposal.

### 7.5.1. Noise impacts during construction and operation – Unmitigated

<b>Affected stakeholders:</b> Immediate social locality (in particular, residents in the social locality (residents living on Whiting Beach Road, Bradley's Head Road, Whiting Beach Road) and broader social locality (Zoo staff and visitors)	<b>Duration:</b> Construction and operation
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Noise will be generated during the construction of the proposal, as well as during the operation. Noise is an important social consideration as it has the potential affect people's sleep and ability to undertake activities that require high levels of concentration, such as study and work.

During consultation, participants were concerned about noise levels for neighbours. Participants also noted the 'constant construction' happening at the Zoo, and that construction has an impact on neighbouring properties, Zoo visitors and the animals.

The Acoustic Report (Acoustic Studio, 2024) identifies potential sensitive receivers that may be impacted by noise during construction and operation. These include residents located on Whiting Beach Road extending from the north-east, north and north-west, and Bradley's Head Road to the north-east.

#### Noise during construction

The Acoustic Report identifies the noise-generating activities resulting from construction of proposal, which as previously identified, will be for a period of approximately 24 months.

The Acoustic Report concludes that the construction works on site have the potential to exceed the noise management levels for nearby sensitive receivers. In response, the Acoustic Report proposes several mitigation measures, which are outlined in Section 7.1.2 below.

#### Noise during operation

The Acoustic Report concludes that operational noise sources, including patron and sound system noise, traffic noise and cumulative noise are expected to comply with noise management levels. The report noted that a detailed assessment of noise derived from the mechanical plant was not able to be undertaken as the final plant type and location were yet to be determined.

With consideration of community and stakeholder concerns regarding noise impacts, the findings of the Acoustic report in relation to construction noise, the unmitigated impact during construction is assessed as **high negative**, given the likely likelihood and moderate magnitude.

The unmitigated impact during operation is assessed as **low negative**, given the unlikely likelihood minimal magnitude.

### 7.5.2. Noise related impacts during construction and operation – Mitigated

#### Construction mitigation measures

The Acoustic Report details a high level construction environmental noise assessment based on assumptions about the type of equipment that would be used on site. The report concludes that noise generated from construction works can be effectively controlled by:

- Installing hoarding around the work site, and local enclosures of noisy plant or activities
- Selecting a quieter plant, including a commitment to use quieter petrol or biodiesel/solar generators rather than diesel generators if generators are required
- Using electric rather than pneumatic or petrol hand tools where possible

- Selecting quieter methods where possible and appropriate, particularly for piling, excavation and jackhammering
- Selecting low vibration work methods where possible and appropriate and utilising and monitoring vibration controls for historic, heritage and other potentially vulnerable structures
- Undertaking proactive stakeholder consultation and transparent communications, including notifying receivers of current and upcoming works.

The Construction Management Plan (CMP) outlines that access to the site and normal working hours will be limited to 7.00am to 5.00pm on Monday to Friday; and 8.00am to 1.00pm on Saturday. Further, the CMP provides mitigation procedures to reduce or eliminate the impact of construction works. These includes but is not limited to:

- Informing surrounding neighbours and stakeholders of intended scope of works regarding noise
- Selection and use of quiet plant and equipment. Minimise the use of 2 stroke engines
- Minimising noise-intensive activities as far as possible
- Monitoring individual vehicles, plant and equipment for noise generation
- Use and documentation of noise monitoring measures to assess ongoing construction related noise impacts.

As outlined in

- Table 11, TCSA will develop and implement an ongoing Stakeholder and Community Communication Plan for implementation during the construction period. This document will comprehensively include communications relating to upcoming noisy construction works, as recommended in the Acoustic Report.

- With consideration of the above measures and the assumption that they will be correctly implemented, but also acknowledging there will be some levels of noise post mitigation during the construction phase (in particular to Zoo visitors and staff) the mitigated impact is assessed as **medium negative**, given the likely likelihood and minor magnitude.

The impact could be further mitigated through adoption and implementation of the following recommendations.

#### **SIA recommendation/s**

- Avoid peak periods (e.g. school holidays) and plan for rest periods when conducting very high noise construction activities.

#### **Operational mitigation measures**

The Acoustic Report details a general, high level operational environmental noise assessment which was undertaken for the mechanical plant and cleaning and maintenance activities. The report concludes that noise generated from this operational infrastructure and activities can be effectively controlled by:

- Appropriate design and location of the mechanical systems during the detailed design stage
- Design of directional public address speaker systems and provision of screening if required to minimise noise spill
- Management controls for the timing of cleaning and maintenance activities, such as pressure hosing cable cars inside the enclosure with doors closed.

With consideration of the above measures and the assumption that they will be correctly implemented, the mitigated impact during the operational phase is assessed as **nil to low negative**, given the unlikely likelihood and minimal magnitude.

## **7.6. SURROUNDINGS**

This section provides a detailed assessment, unmitigated and mitigated and unenhanced and enhanced, of the matters that significantly impact the surroundings as a consequence of the proposal.

## 7.6.1. Changes to local character and impact to visual amenity – Unmitigated

<b>Affected stakeholders:</b> Immediate social locality, Zoo visitors	<b>Duration:</b> Construction and operation
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The proposal includes six new pylons to support the cableway. These pylons will range from 4.3 metres to 36.5 metres in height. These are proportionally higher than the existing pylons associated with the former Sky Safari, therefore they will be more prominent visually. In addition, the proposal will require the cable car corridor to increase from 9 metres to 12.5 metres in width.

In addition, the proposal's lower station and upper stations will also introduce new structures in prominent locations. The lower station will be visible from the harbour and the upper station from the Zoo entrance, however this will be retained within the same footprint as the existing station.

As noted in the policy review (see Section 4.2), the harbour and foreshores are highly valued by Mosman residents and key strategy in the Mosman Council CSP is to protect and enhance Mosman's natural areas and local biodiversity to achieve an attractive and sustainable environment. This was also echoed throughout consultation by community members and key stakeholders. During consultation, Mosman Parks and Bushlands Association and Headland Preservation Group raised concerns regarding the height and visual impact of the proposal's structures.

Many concerns raised during consultation also related to the potential impact of the proposal on the Zoo's tree canopy, with some participants highlighting that the leafy character of the Zoo as important to them, for both ecological and aesthetic reasons. People raised concerns the proposal would negatively impact the existing tree canopy, which was a concern in relation to the visual and ecological impacts.

The Arborist Report (Naturally Trees, 2024), concluded that nine high category trees and five low category trees are expected to require removal for the proposal's construction. However, it was also noted that surrounding tree coverage is significant and therefore there will be little impact to the wider setting. TCSA have also committed to a 2:1 tree replacement strategy.

The Visual Impact Assessment (VIA), conducted by Ethos Urban (2024), analysed various viewpoints to determine the visual impact of the proposal, and concluded that there was negligible impact on 15 viewpoints, low impact on 4 viewpoints, moderate impact on 8 viewpoints, and high visual impact on 1 viewpoint. Importantly, the assessment concluded that there will be no major visual impact from any viewpoint outside the zoo, and no visual impact to residents of Mosman.

The moderate to high impacts primarily affect visitors within the zoo at close and medium ranges, and pertained to the lower station and height of the new pylon elements (P2-P5). Pylons (P2-P5) above the tree canopy although more visible, were deemed necessary for structural safety and to reduce unsafe tree growth and pruning, despite their visibility from outside the zoo at long ranges. However, emphasised that the slender form of the pylons and position of the lower station, these assets will not visually dominate in the existing landscape.

Taronga Zoo is located in a residential and urban setting, as such is surrounded by other structures and buildings across a shared landscape, including the Taronga Function Centre, Wildlife Retreat and ferry terminal, and sits amongst a more broadly developed lower North Shore setting, west of Little Sirius Cove.

Regarding artificial lighting, the VIA confirmed that measures have been taken to minimise disturbance to neighbouring properties and preserve the visual amenity of the natural landscape. The proposed lighting during the construction phase is expected to have a reasonable and temporary impact. Overall, the VIA confirms that the proposal is considered to have an acceptable visual impact within the context of its surroundings.

With consideration of the VIA findings however the increased height associated with the project pylons and the introduction of new structures in prominent locations that will bring change the landscape, the unmitigated impact is assessed as **medium negative**, given the possible likelihood and moderate magnitude.

## 7.6.2. Changes to local character and impact to visual amenity – Mitigated

The proposal has incorporated several mitigation measures to reduce impacts to local character and visual amenity in relation to the proposal's cableway and stations.

A comprehensive new landscaping scheme is proposed including semi-mature trees to be planted in prominent locations. The new trees are expected to reach a significant height to replace removed trees and contribute to the tree canopy. Acknowledging concerns regarding the potential visual prominence of vertical elements of the proposal, the commitment to include supplementary planting as outlined in the Landscape Concept Plan (NewScape, 2024) suggests that over time, continued vegetation maturation is expected to reduce the visibility of these elements from external viewpoints, thus mitigating their visual impact.

The Landscape Concept Plan (NewScape, 2024) identifies eight additional trees to be planted around the upper station. This will serve to provide some additional visual buffer of the platform from the east and Bradley's Head Road. The Sky Safari will not be visible to most residences located north/north-east of the site (Ethos Urban, 2024) and the existing tree canopy and established landscape of the site mitigates the visual impact of the proposal on the surrounding private properties and the local street network more broadly.

The design of the stations has focused on the creation of structures that complement the natural environment. As outlined in the Design Report (Scott Carver, 2024) the lower station has incorporated design features inspired by Nawi (bark canoe) making techniques and Scar Tree forms. For example, the facade shell of the lower station is shaped to appear to be peeled to reveal internal core, connect with the external and natural environment and vistas, and enhance the station form through use of patterns. The design of the upper and lower station was received positively by community and stakeholders during the consultation process (WSP, 2024). The station therefore presents improvements in terms of visual form and character.

In conclusion, the Visual Impact Assessment for the Taronga Zoo Sky Safari development application indicates that while there will be some visual impacts from the proposed elements, particularly for zoo visitors at close range and from external viewpoints at long range, these impacts are generally manageable and mitigated. The assessment recommends the adoption of proposed mitigation measures, including additional planting and careful lighting design, to further minimise visual disturbances.

With consideration of the proposed planting scheme, careful lighting design, the mitigated impact is assessed as **low negative** in the immediate and short term, **with potential to have nil impact** once planting reaches maturity, given the unlikely likelihood and minor magnitude.

When assessing the overall visual impact, with consideration to the enhanced design of the lower station, and long-term visual impact along the tree canopy, the overall rating is **medium positive**, given the possible likelihood and moderate magnitude.

### SIA recommendation/s

- No additional recommendations.

## 7.7. LIVELIHOODS

In the assessment of potential impacts for this proposal, it was determined that there are no significant impacts identified in this category. The evaluation considered various factors, including technical report findings and stakeholder consultation. Impacts related to livelihoods have been considered to be sufficiently addressed in the relevant technical report and are summarised in

Table 11.

## 7.8. DECISION-MAKING SYSTEMS

In the assessment of potential impacts for this proposal, it was determined that there are no significant impacts identified in this category. The evaluation considered various factors, including technical report

findings and stakeholder consultation. Impacts related to decision-making systems have been considered to be sufficiently addressed in the relevant technical report and are summarised in

Table 11.

## **7.9. CUMULATIVE SOCIAL IMPACTS**

As noted in the Cumulative Impact Assessment Guidelines for State Significant Projects (DPHI 2022, p.4), cumulative impacts are the result of incremental, sustained and combined effects of human action and natural variations over time, and can be both positive and negative. They can be caused by compounding effects of a single project or multiple projects in an area, and by the accumulation of effects from past, current, and future activities as they arise.

A key potential cumulative social impact identified in the assessment involved impacts relating to multiple construction projects at the Zoo over time. Community members raised noise associated with the 'constant' construction at the Zoo as a key impact on surrounding residents (refer Section 7.6.1). This is also of relevance to Zoo staff. The mitigation measures and recommendations outlined in Section 7.6.2 to reduce the impacts of noise associated with construction of the proposal will play an important role in reducing the proposal's contribution to construction fatigue for surrounding residents and Zoo staff.

## 8. MITIGATION, ENHANCEMENT AND MANAGEMENT

This section provides a summary of:

- Identified positive and negative social impacts, corresponding unmitigated and mitigated risk rankings, and
- proposed mitigation, enhancement and management measures.

To inform the implementation of the proposed mitigation and enhancement strategies, key potential stakeholder and/or partners have been identified. The involvement and participation of these key stakeholders and/or partners in the monitoring and management of social impacts and social benefits will improve the outcomes of the proposed mitigation and management strategies.

Not all potential impacts will be the responsibility of the proponent to mitigate or manage. In some cases, their role may be to cooperate or inform the mitigation, provide data and information to future tenants. In other cases, they may have direct responsibility for mitigation and management of the identified potential social impacts and the opportunity for partnerships.

A summary of the identified social impacts and benefits, risk ratings and proposed mitigation, enhancement and management strategies is provided Table 12.

Table 12 Summary of proposed mitigation, enhancement and management of social impacts

Table to be completed following review of Draft report.

Category	Matter	Unmitigated / Unenhanced	Mitigated / Enhanced	Proposed mitigation, enhancement and management	Responsibility	Potential partners
Way of life						
Community						
Accessibility				▪		
Culture						
Health and wellbeing						
Surroundings						
Livelihoods						
Decision making systems						

## 8.1. FURTHER SIA RECOMMENDATIONS

To be completed following review of Draft report.

# ACRONYMS

<b>Acronym</b>	<b>Term</b>
ABS	Australian Bureau of Statistics
BOCSAR	NSW Bureau of Crime Statistics and Research
DA	Development Application
SEIFA	Socio-Economic Indexes for Areas
DPHI	NSW Department of Planning, Housing and Infrastructure
EIS	Environmental Impact Assessment
LGA	Local Government Area
SEIFA	Socio-Economic Indexes for Areas
SIA	Social Impact Assessment
SSC	State Suburbs
SSDA	State Significant Development Application
SEARs	Secretary's Environmental Assessment Requirements
TCSA	Taronga Conservation Society Australia (the proponent)
TIA	Transport Impact Assessment
COR	Consultations Outcomes Report
CMP	Construction Management Plan
PoM	Plan Of Management
LSPS	Local Strategic Planning Statement
CSP	Community Strategic Plan

# 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, 2021, Greater Sydney, Mosman LGA (SA3) and Mosman (SSC) data.

Australian Curriculum, Assessment and Reporting Authority, 2021, School enrolment data.

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

NSW Department of Planning, Housing and Infrastructure, 2022, NSW population projections.

Profile id. Mosman community profile.

## **Policy documents**

Greater Sydney Commission, North District Plan (2018)

NSW Visitor Economy Strategy 2030 (2021 – 2024)

Mosman Council, Local Strategic Planning Statement (2020)

Mosman Council, Community Strategic Plan (2022/23)

Mosman Council, Climate Action Plan (2021)

Taronga Conservation Society Australia, Strategic Plan 2021 – 2025 (2021).

## **Technical studies prepared for this proposal**

Transport Impact Assessment, JMT Consulting (2024)

Construction Management Plan, RPS Group (2024)

Consultations Outcome Report, WSP (2024)

Aboriginal Cultural Heritage Assessment, Urbis

Aboricultural Impact Appraisal and Method Statement, Naturally Trees

Design Compliance Report and Concept Design Review, Matt Shuter + Associates

Commitment to Country Summary 2023, Taronga Zoo

Acoustic Report, Acoustic Studio (2024)

Taronga Sky Safari SSSA Design Report, FCAD, NewScape Design, Scott Carver

Landscape Concept Design Report, Newscape Design (2024)

Visual Impact Assessment report, Ethos Urban (2024)

## **Other**

NSW Department of Planning, Housing and Infrastructure, 2023, Social Impact Assessment Guideline and Technical Supplement.

NSW Department of Planning, Housing and Infrastructure, 2022, Cumulative Impact Assessment Guidelines for State Significant proposals.

## 9. DISCLAIMER

This report is dated 23 July 2024 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Pty Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of Taronga Conservation Society Australia (**Instructing Party**) for the purpose of template (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading

# APPENDIX A SIA CONSULTATION MATERIALS

Discussion guide provided to Mosman Council

**NOTE: the overview of the proposal was based on information available at the time (e.g. pylon location terminology and station names).**

## TARONGA SKY SAFARI DISCUSSION GUIDE

### PROPOSAL OVERVIEW

Taronga Zoo is one of Australia's most popular attractions, and together with Taronga Western Plains Zoo hosts more than 2.2 million visitors annually. The Zoo has evolved over time from a Zoo that simply provides the traditional visitor experience of viewing animals in exhibits, to a Zoo that focusses on wildlife conservation, animal welfare and providing a range of visitor learning experiences.

Within Taronga Zoo, the Sky Safari is one of Taronga's most loved experiences and has transported more than 20 million passengers since it was first installed in 1987 and upgraded in 2000. The former Sky Safari was an ageing asset and was formally retired in January 2023. The redevelopment of the existing Sky Safari will allow the Zoo to update the now obsolete infrastructure on site and provide new facilities which improve accessibility, ease increased demand and assist the public in moving around the Zoo.

### New Route

The reimaged cable car experience introduces 20 new cable cars that are accessible to visitors with prams and larger wheelchairs, to ensure all visitors to the zoo have a safe and dignified experience in utilising the Sky Safari. The new cable cars are also larger in capacity than existing cable cars to meet current and future visitor demand to visit the Zoo.

The infrastructure associated with the cable cars will incorporate approximately 6 pylon towers ranging in height from 11.2m to 37.5m. The route itself has been carefully located to minimise impact on remnant bushland, existing trees and the archaeological and built heritage as well as scenic values of the Zoo.

Overall, the new route maintains the existing footprint of the Sky Safari, however, will require the cable car corridor to increase from 9m to 12.5m.

### Cable Car Stations

A new station is proposed at each end of the new cable car route allowing for visitors to enter and exit at both the top and bottom of the Zoo site.

Top Station is proposed to replace the existing storage facility adjacent to the Main Entrance Plaza. The new station location will provide Zoo guests with direct access to the Sky Safari via the existing Main Entrance plaza. The station provides covered queuing within the heritage building and associated landscaping and shading provided in the plaza space.

Lower Station is proposed to replace the existing lower station near the Taronga Ferry Wharf. The station aims to improve existing queuing on site by incorporating fully equitable queuing areas with shade and amenity in order to enhance the visitor's arrival experience. The lower station will have improved accessibility through the new ramping system up to the station which will make the station easily accessible for those in wheelchairs and with prams. In addition, level access into the station when re-queuing to use the cable car to go back to the Top Station, removing the existing stairs. A lift will also be provided to access the platform if required by guests. The station will also be supplemented with toilet amenities and a ticketing booth.

There are six pylons, one located at each station (top and lower) and four within zoo. There are no pylons outside of the Zoo grounds.

- Pylon 1 – located at the lower station;
- Pylon 2 – located by the Gibbons exhibit;
- Pylon 3 – located by the Elephant exhibit, near the Elephant viewing tower;
- Pylon 4 – in front of the Primates office, opposite the Savannah toilet facilities;

- Pylon 5 – located at the Finches exhibit; and
- Pylon 6 – located at the Top station.

### **Hours of Operation**

It is intended that the Sky Safari will continue to operate outside of regular Zoo hours to activate the site and create a new immersive experience to educate visitors on the work of the TCOSA.

### **QUESTIONS**

Social, site and crime context

1. From your perspective, in what ways does the proposal align with:
  - The strategic vision of Mosman Council more broadly?
  - The Mosman Public Open Space Strategy?
2. From your experience, what are the key existing social and safety challenges (e.g. risk areas) with the proposed site/sites and the surrounding area? Are there any identified social and/or safety opportunities?
3. What are the most common types of crime, and perceived crime, in the local area and/or at the site/s? And which are the most prominent/concerning?
4. Are there any potential measures/strategies which could be used to further enhance the perception of safety, and to lessen the risk of crime in the area and/or at the site/s?
5. Are there any key CPTED initiatives which should be incorporated into the proposed designs? (e.g. vision for activation?)
6. Are there any issues with local services and/or infrastructure that should be considered as part of the assessment? (e.g. access to ferries, difficulty accessing services)
7. Are there any vulnerable people or groups that you think may be impacted by the proposal site/sites?

Prompt: When thinking of vulnerable people or groups, consider each of the following: Indigenous populations etc

### **Potential positive social impacts**

8. Do you anticipate there will be any positive impacts generated by the proposal?
9. These could include impacts to nearby residents, businesses, workers, staff of the zoo, visitors and other stakeholders, including short or long term impacts, impacts during construction and/or impacts during the operation of the building.
10. How could these impacts be further enhanced?

### **Potential negative social impacts**

11. Do you anticipate there will be any negative impacts generated by the proposal?
12. These could include impacts, nearby residents, businesses, workers, staff of the zoo, visitors and other stakeholders, including short or long term impacts, impacts during construction and/or impacts during the operation of the building.
13. How could these impacts be mitigated (reduced)?
14. Do you have any other comments on the proposed development(s) and its potential crime related impacts?