



WILLOWTREE COMMUNICATIONS

SOCIAL IMPACT ASSESSMENT REPORT Opal Bella Vista Care Community

SSD-53300464


Property at: 28 Norbrik Drive, Bella Vista

Prepared by Willowtree Communications Pty Ltd

19 December 2025

Willowtree Communications acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing and ongoing connections to land, waters, and community.

We acknowledge the Cammeraygal people, the Traditional Custodians of the land where this document was prepared, as well as the Traditional Owners of the Land where the proposed development will be located, Dharug or Dharuk people. We pay our respects to Elders past, present and emerging.

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Executive Summary

Opal HealthCare is proposing a State Significant Development (SSD) for a Residential Aged Care Facility at 28 Norbrik Drive, Bella Vista (SSD-53300464) known as the Opal Bella Vista Care Community. The proposed development involves the construction and operation of a 135-bed residential aged care facility within the larger Aveo Bella Vista Haven Retirement Living master-planned site. The five-storey facility will include a dedicated 15-bed memory care neighbourhood, comprehensive resident amenities, landscaped outdoor areas, and basement car parking for 35 vehicles.

The report has been prepared in response to the Secretary's Environmental Assessment Requirements (SEARs) and prepared in accordance with the Department of Planning, Housing and Infrastructure's Social Impact Assessment (SIA) Guidelines for State Significant Projects. The social baseline informed the approach to community and stakeholder engagement and the scoping of preliminary impacts, which, in turn, informed the assessment of social impacts.

The assessment of impacts identified several social impact outcomes from the project, both positive and negative. Positive impacts include enhanced aged care services, housing diversity that supports housing across all age groups in the Hills LGA, alignment of the RACF with the precinct-level focus on healthcare, and the provision of local employment opportunities.

Negative impacts include construction disruption and rate of change in the local community, which have been happening at scale over recent years as part of the transformation of the North West Growth Sector, one of the main greenfield growth corridors in Greater Sydney. These impacts are considered acceptable with appropriate mitigation measures, including adherence to the Construction Environmental Management Plan and ongoing engagement with the management and community of the master planned seniors development.

This SIA satisfies the requirements of the Secretary's Environmental Assessment Requirements for this Environmental Impact Statement (EIS) and supports this proposal to progress to assessment.

1. Project Establishment

1.1 PURPOSE OF THE REPORT

This report accompanies the Environmental Impact Statement (EIS) for the State Significant Development Application (ref: SSD-53300464) for the proposed development at 28 Norbrik Drive, Bella Vista, within the Hills Shire Local Government Area (LGA) comprising a Residential Aged Care Facility (RACF) known as Opal Bella Vista Care Community. The Social Impact Assessment (SIA) has been prepared in accordance with the Department of Planning, Housing and Infrastructure’s (DPHI’s) *Social Impacts Assessment Guidelines* and the Secretary’s Environmental Assessment Requirements (SEARs) for Seniors Housing, issued for the SSDA on 28 January 2025.

‘Social impacts’ are generally experienced when a new project brings change. This SIA assesses the social impacts of the redevelopment on the surrounding areas and nearby communities. It considers the positive and negative impacts associated with the proposed development, outlines measures included in the proposal to enhance positive impacts and mitigate negative ones and makes recommendations to address any residual impacts.

The SIA is to be read in conjunction with the Community and Stakeholder Engagement Report prepared by Willowtree Communications, as the engagement activities and findings directly inform the assessment of social impacts by providing locally relevant insights, stakeholder perspectives, and community feedback. Stakeholder engagement provided the primary data for analysing key components of the SIA methodology, including impact identification, evaluation, and the development of mitigation and enhancement measures.

1.2 THE SITE

The location for the Opal Bella Vista Care Community is within the master planned site at 28 Norbrik Drive, Bella Vista, and comprises Lot 1, DP1217654, within the Hills Shire LGA. The site is zoned SP4 Enterprise, with an approximate area of 5.9 hectares. The area subject to this proposal covers 6,682 m², located in the eastern portion of the master planned site.



Figure 1: Indicative site location of Opal Bella Vista Care Community

Source: Google Earth/Willowtree Communications, 2025

The site has frontage to Old Windsor Road to the west and Norbrik Drive to the north. The Site currently has vehicular access from Norbrik Drive through the existing Aveo Bella Vista Haven Retirement Village.

The delivery of the Aveo Bella Vista Masterplan (refer **Figure 2**) is staged, with Stage 1- 'The Waratah' delivered in 2018, which included 64 apartments in a 5-storey building overlooking a new lake alongside amenities for residents, including a waterfront restaurant and bar, function room, gymnasium, outdoor gym, yoga lawn, indoor bowls, billiards, and salon. The master plan outlined a series of subsequent stages intended to expand amenities and living options, integrating more open spaces and recreational public facilities into the overall design. There is approval for a further 400 Independent Living Units (ILUs) with related facilities on the Site, as part of a wider approved masterplan (992/2016/JP).

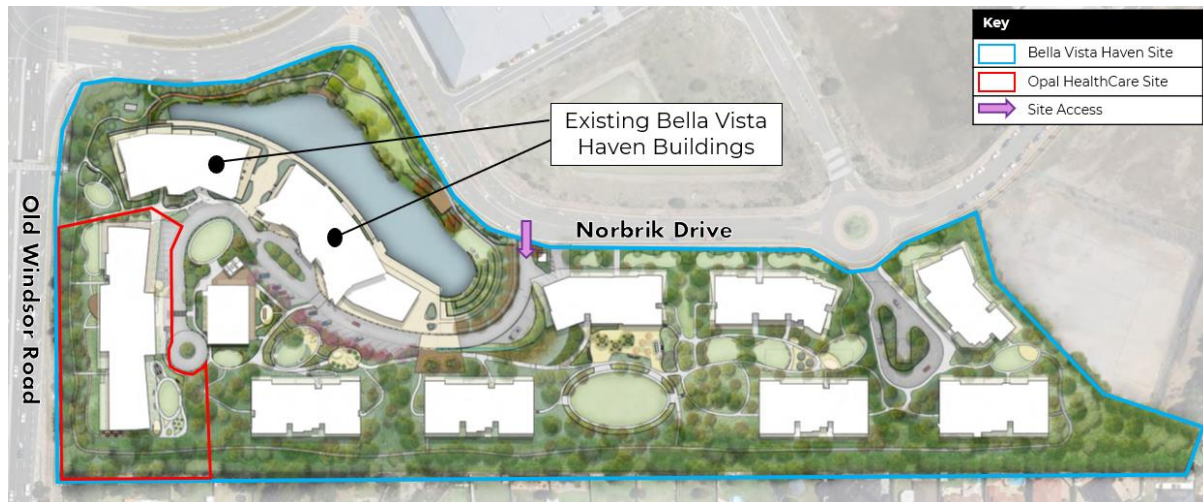


Figure 2: Aveo Bella Vista Masterplan

Proposed development area outlined in red

Source: Arcadia Landscape Architecture, 2018

1.3 THE PROPOSAL

The proposal involves the construction and operation of Opal Bella Vista Care Community and associated ancillary uses (refer **Figures 3 to 5**), including:

- Site preparation works;
- Construction of a 5-storey Residential Aged Care Facility (RACF), comprising:
 - 135 one-bed units, including 15 bed high care and memory care wing at ground floor level;
 - Back of house, including commercial kitchens and laundry facilities at basement level
 - Staff administration area;
 - Resident amenities including central social hub, café, function room, shared resident spaces, gym and wellness rooms;
- Outdoor courtyard, activity space (shed), shared garden areas, and children's play area
- Augmentation and extension of existing services, including electrical supply, hydraulic services, and fire services;
- Construction of basement car parking for 35 spaces;
- Construction of 9 on grade parking spaces, drop off bay, and ambulance bay; and
- Provision of associated landscaping.

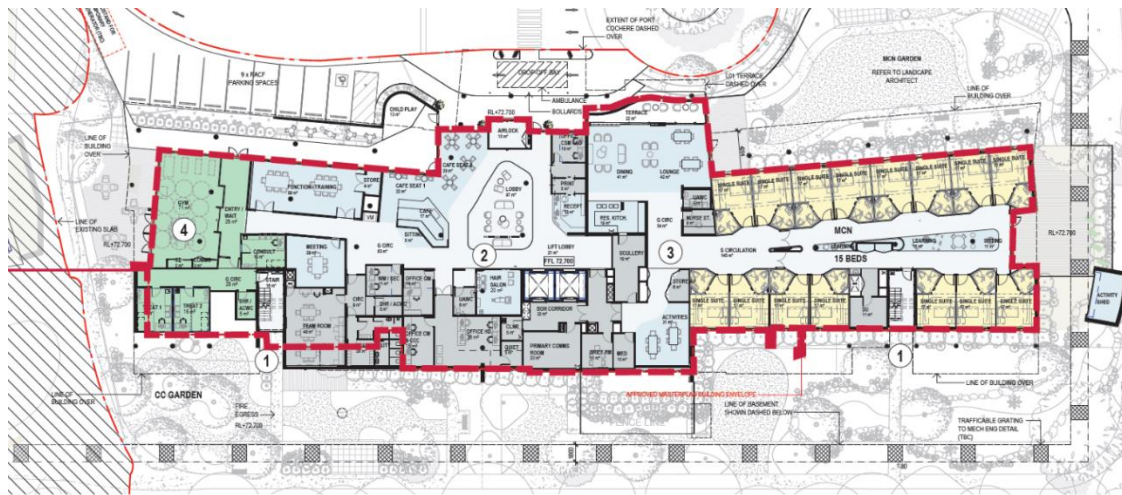


Figure 3: Proposed Layout Ground Floor

Source: Jackson Teece, 2025



- 1 Feature paving and tree to drop-off zone to provide sense of arrival
- 2 Seating area as spillout area to the cafe
- 3 Communal area with BBQ facility and seating area
- 4 Staff garden and breakout space
- 5 Memory Support Courtyard with loop pathway, open turf, sensory garden, working bench
- 6 Look out garden with dry creek bed and buffer planting to the boundary
- 7 Pathway to the periphery to provide connection to the surroundings
- 8 Existing trees and vegetation to Old Windsor Road to be retained

Figure 4: Landscape Plan

Source: Taylor Brammer, 2025



Figure 5: Visual Perspectives-Artist Impression

Source: Jackson Teece, 2025

2. Requirements and Methodology

2.1 SECRETARY’S ENVIRONMENTAL ASSESSMENT REQUIREMENTS (SEARS)

The Secretary’s Environmental Assessment Requirements (SEARs) for SSD-53300464, issued on 28 January 2025, require a Social Impact Assessment as below:

Item 18. Social Impact [if required]

The EIS must consider social impacts and, should any significant social impacts be identified, a Social Impact Assessment must be prepared in accordance with the Social Impact Assessment Guideline for State Significant Projects.

The report has been prepared in accordance with the DPHI’s Social Impact Assessment Guidelines 2025 (SIA Guidelines), along with other supplementary materials detailed in this section. The SIA is an independent and objective study that engages in identifying, analysing, assessing, managing, and monitoring the social impacts of a project, including both positive and negative aspects.

2.2 METHODOLOGY

The DPHI’s SIA Guidelines recommend considering the potential changes to the following eight social elements of value to people:

Table 1: Social elements of value to people

Value	Description
Way of Life	<i>Includes how people live, how they get around, how they work, how they play, and how they interact each day</i>
Community	<i>Including composition, cohesion, character, how the community functions, resilience, and people’s sense of place</i>
Accessibility	<i>Including how people access and use infrastructure, services and facilities, whether provided by a public, private, or not-for-profit organisation</i>
Culture	<i>Both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings</i>
Health and Wellbeing	<i>Including physical and mental health especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health</i>
Surroundings	<i>Including ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity</i>
Livelihoods	<i>Including people’s capacity to sustain themselves through employment or business</i>
Decision-making Systems	<i>Including the extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.</i>

The methodology followed during the preparation of this SIA was informed by the guidance contained within the DPHI's SIA Guideline and Technical Supplement (2025). The following is the overview of the key considerations.

Project Establishment:

- Review of the SEARs Scoping Report and background technical documents, including concept plans and supporting project documents, and
- Site visit, which included an inspection of the adjoining areas to review the Site's context.

Social Baseline Development, Social Locality and Preliminary Scope of Impacts

- A spatial analysis to identify the social locality appropriate for the assessment of social impacts, which is considered the area of social influence for the development,
- An analysis of demographic characteristics of the social locality and wider context to provide insights into the social baseline, and
- Review relevant regional and local policy documents to understand the policy context for assessing key impacts at the regional, LGA and local scale.

Community and Stakeholder Engagement

- Contact with key stakeholders (agency, local government and community) to offer/undertake briefings/interviews as required,
- Provision of project information, including engagement with the community to ensure they have access to project information, including distribution of a Newsletter and survey to provide for enquiries and feedback,
- Analysis of outcomes of community and stakeholder engagement activities relevant to the assessment of impacts, and
- Regular engagement between the project management team, consultants and the Willowtree Communications team, particularly to coordinate responses to stakeholder and community engagement and address technical responses to impacts.

Social Impact Identification, Assessment and Management

- Potential social impacts are refined through an assessment of the significance, drawing on relevant findings from the social locality, social baseline and engagement,
- Each impact was assessed through tools from DPHI's *SIA Guideline 2025- Technical Supplement* in relation to its likelihood and magnitude, which creates a significance matrix of social impact, including consideration of factors such as extent, proximity, duration, severity, scale sensitivity, value, and interest (refer to **Figure 6**),
- Lists measures for enhancement and mitigation of impacts that were evaluated to have a high impact on the social locality, undertaken in consultation with the project. Recommendations are set out in relation to the mitigation of residual impacts that have been identified, and
- Addresses the cumulative impacts due to projects in close proximity that are under construction or assessment in conjunction with the proposed development.

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

Dimensions	Details needed to enable assessment	
Magnitude	Extent	Which location(s) and people are affected? (e.g. near neighbours, local, regional, future generations). Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people?
	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.

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.
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.

		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	Low	Medium	High	High
D	Unlikely	Negligible	Low	Low	Medium	High
E	Very unlikely	Negligible	Negligible	Low	Medium	Medium

Figure 6: Social Impact Significance Matrix
 Source: SIA Guideline- Technical Supplement, 2025

Research Assumptions and Limitations

The analysis presented in this report is subject to a number of assumptions and limitations, including:

- **Use of Census Data:** The primary source of social data is the 2021 Australian Bureau of Statistics (ABS) Census of Population and Housing. Since that time, demographic and social conditions may have changed, and such shifts may not be fully captured in the current assessment.
- **Community Engagement Inputs:** Some of the information used to inform the Social Impact Assessment (SIA) was obtained from secondary sources. As a result, findings may not fully represent the perspectives of all stakeholders or community members. A precautionary approach has therefore been applied to the analysis.
- **Scope of social infrastructure review:** The social baseline assessment focuses predominantly on publicly funded and government-operated services. In some cases, local communities may also rely on private service providers, for which reliable data was not available for inclusion.
- **Reliance on technical reports:** This report relies on a wide range of project and planning documents, prepared using specialist technical expertise, which Willowtree Communications has taken care to assess for quality and relevance to social impact.

3. Social Context

Social context refers to the existing social, cultural, economic, and political conditions of a community that will be affected by the proposed project. Establishing this context is fundamental to understanding how the project may impact the community and forms the foundation for an SIA.

To establish the social context, this SIA undertakes a comprehensive analysis beginning with baseline demographics. The social baseline analysis describes the social context without the project. It documents the existing social environment, conditions, and trends that are relevant to the identified impacts. The baseline provides a point of reference against which the direct, indirect, and cumulative impacts can be predicted and assessed. This includes data on population and households, diversity, income and livelihood, access to services, health and wellbeing, and crime and safety. This baseline serves as a benchmark against which direct, indirect, and cumulative impacts can be predicted and assessed.

While social context provides the understanding of community conditions, social locality defines the specific geographic area where these conditions exist and where project impacts will be experienced. The social locality establishes the spatial boundaries for the assessment, identifying where and how the project's influence extends into the surrounding community. The social locality is informed by the project's nature, scale and intent, specifically:

- Key affected communities, which include individuals or groups within the community who the project would directly or indirectly impact.
- Surrounding factors such as the environment or heritage
- Construction and operation processes of the proposal
- Scale and extent of potential impacts, both direct and indirect, in both short and long-term
- Cumulative impacts that can affect the communities over time - Social impacts across the social locality in proximity to the site may be affected by impacts from the proposed development and other developments occurring in the vicinity to facilitate planned population growth.

This geographic delineation is informed by the project's nature, scale and intent, including key affected communities, surrounding environmental and heritage factors, construction and operational processes, and the scale and extent of potential impacts over time.

The following sections detail the baseline demographics that establish the social context, followed by an analysis of the social locality that defines the geographic scope of assessment.

3.1 BASELINE DEMOGRAPHICS

The site is located within Bella Vista Suburb and Locality (SAL) as defined by the ABS, which is in the Hills LGA, and is bordered by Glenwood SAL, which is in the Blacktown LGA. As the site is on the border of two SALs and LGAs, the social locality has utilised both Glenwood and Bella Vista SALs (refer to **Figure 7**) and compared to The Hills LGA, as well as Greater Sydney and, where relevant, NSW.

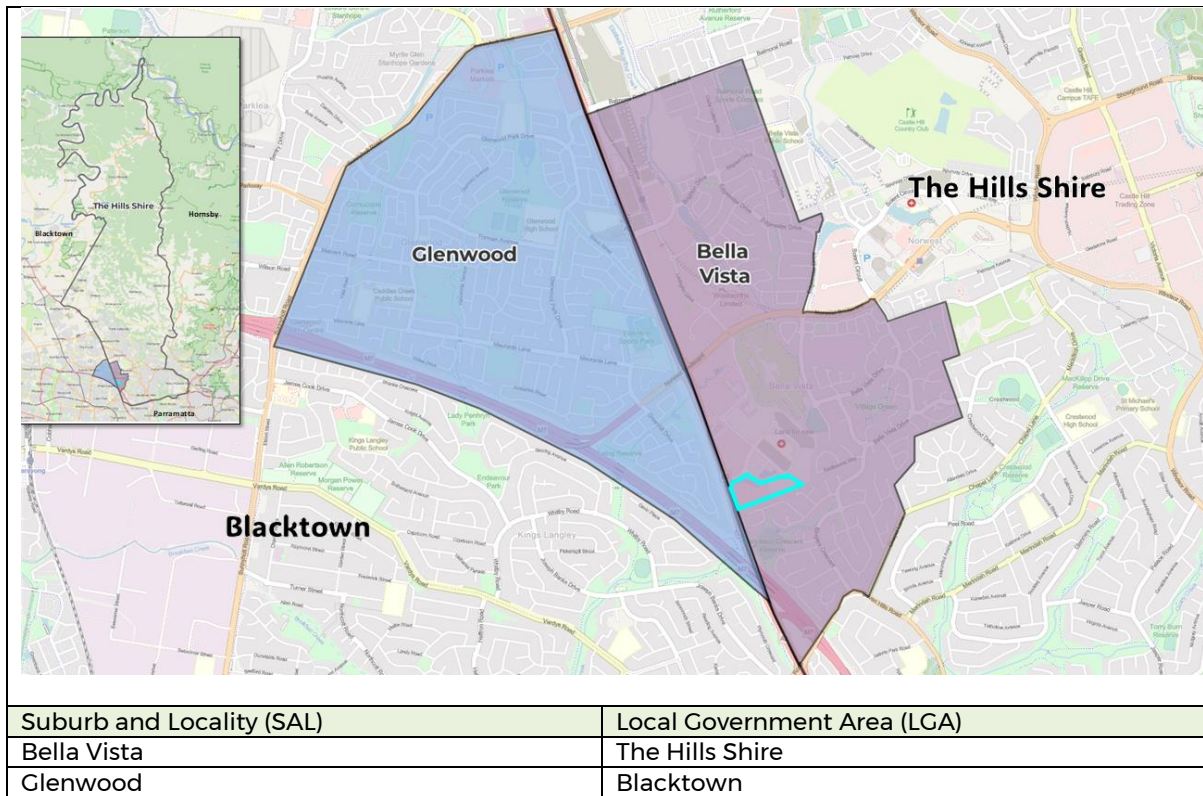


Figure 7: Social Locality

Source: Australian Digital Atlas / Willowtree Communications 2025

Population and Households:

The Hills Shire Local Government Area (LGA) is one of the fastest-growing areas in Greater Sydney. Between 2011 and 2021, its population increased from 169,872 to 191,876 residents. The Bella Vista SAL recorded a population of 8,384 at the 2021 Census, and the adjoining Glenwood SAL recorded 15,829 residents during the same period.

The median age of residents in Bella Vista is 40 years, slightly older than Glenwood (37 years), The Hills Shire LGA (38 years), and the Greater Sydney average (37 years). The proportion of the community 65 years and over accounted for 14.4% of Bella Vista residents, comparable to 14.8% across The Hills Shire. The SAL will have increased further with Aveo Bella Vista (Haven), Bella Vista Gardens Care Community and Waratah Apartments all coming online.

Household composition data indicate that couples without children comprise 28.9% of households in Bella Vista SAL, a proportion higher than in Glenwood (22%) but lower than the Greater Sydney average (34.8%). In the Bella Vista SAL, couples with children represent 41.4% of households, lower than Glenwood (44.8%) and slightly below the Greater Sydney average (48.4%). Lone-person households have been a smaller proportion of households in Bella Vista (6.4%) and Glenwood (7%), much lower than Greater Sydney (23.2%).

Housing tenure patterns demonstrate a high level of residential stability and ownership security. In Bella Vista, 36.2% of households own their home outright, compared with 24.4% in Glenwood and 27.8% across Greater Sydney. In Bella Vista SAL, a further 48.8% of households are purchasing their homes with a mortgage, while only 12.6% are renting. There is a much higher proportion of renters in Glenwood (19.5%) and Greater Sydney (35.9%). These figures suggest a relatively affluent and stable residential base with long-term tenure characteristics.

Diversity

The traditional custodians of the Hills Shire Council area were the Dharug people, who made use of the food supplies and the land animals and plants of the adjacent valleys and hills in and around the Hawkesbury River and its tributaries.

In 2021, Aboriginal and/or Torres Strait Islander peoples comprised 0.6% of The Hills Shire's population, representing approximately 1,200 individuals out of nearly 192,000 residents. The median age within this group is 24 years, notably younger than the area's overall population profile.

Cultural diversity is a defining characteristic of Bella Vista SAL, with 51.6% of residents born overseas, predominantly from India (10.7%), followed by Australia (48.4%). The proportion of residents speaking a language other than English at home in Bella Vista SAL (56.3%) is significantly higher than in Greater Sydney (42.7%). The most common non-English languages spoken include Mandarin (12.1%), Hindi (5.1%), Tamil (4.7%), Cantonese (4.3%) and Punjabi (4.1%).

Income and Livelihood

The median weekly household income in Bella Vista SAL (\$3,518) is substantially higher than Glenwood SAL (\$3,068), The Hills Shire LGA (\$2,831) and Greater Sydney (\$2,077). This elevated income profile corresponds with a median weekly rent of \$740 in Bella Vista SAL, higher than Glenwood SAL (\$590) and The Hills Shire (\$580), and median monthly mortgage repayments of \$3,400, exceeding both Glenwood SAL (\$2,600) and The Hills Shire LGA (\$3,000).

Labour force participation among residents aged 15 years and above in Bella Vista SAL (67.3%) is comparable to Glenwood SAL (69.1%) and The Hills Shire LGA (66.5%). The workforce is predominantly professional, with 37.7% employed as Professionals, 20.3% as Managers, and 16.4% as Clerical and Administrative Workers, compared to The Hills Shire LGA (32.5%, 18.9%, and 15.0%) and Glenwood SAL (31.3%, 15.2%, and 16.0%). In the Bella Vista SAL, the leading employment sectors are Healthcare - Hospitals except Psychiatric Hospitals (5.7%), Banking (4.5%), and General Practice Medical Services (4.1%).

Access

The site is well served by a multi-modal transport network that provides access to key centres and nearby rail stations. Regular bus services operate directly along Norbrik Drive, including:

- Route 664 (Rouse Hill Station-Parramatta via Norwest) - service runs every half an hour during weekdays and every hour during weekends.
- Route 715 (Rouse Hill Station-Seven Hills via Norwest Station)- service runs every half an hour during weekdays and every hour during weekends.
- Route 745 (Norwest Private Hospital-St Marys via Stanhope Gardens)- service runs every half an hour during weekdays and every hour during weekends.

Additional frequent services operate on the T-way corridor along the western side of Old Windsor Road, including:

- Route 663 (Rouse Hill-Parramatta)- service runs every half an hour to an hour during weekdays and does not run on weekends
- Route 665 (Rouse Hill Station-Parramatta)- service runs every 10 to 20 minutes during weekdays as well as weekends/public holidays
- Route 607X (Bella Vista Station-QVB, express)- service runs every 10 to 20 minutes during weekdays as well as weekends/public holidays

**Note: The bus schedules account for most stops near the site. However, some stops may not have regular service.*

Although the site is not within convenient walking distance of a heavy or metro rail station, the bus network offers direct and connecting services to Norwest, Bella Vista, and Seven Hills metro stations, providing good regional accessibility for residents, staff, and visitors. The bus services connecting to the

metro include routes 664, 715, and 745, all of which operate every 10 to 30 minutes. It takes under 10 minutes to reach either Bella Vista or Norwest Metro from the site.

Motor vehicle ownership is notably high, averaging 2.3 vehicles per dwelling in Bella Vista SAL. This is marginally higher than the averages for Glenwood and The Hills Shire LGA overall (both 2.1 vehicles per dwelling).

The site forms part of a connected active transport network, with cycleways linking to Bella Vista, Norwest and Showground stations, and to the M7 cycleway, supporting safe, direct cycling to key employment and activity centres. It is also in proximity to the Bella Vista Farm, which provides regional open space and recreation opportunities.

Health and Wellbeing

Health data indicates that 71.5% of Bella Vista SAL residents report no long-term health conditions, higher than the Greater Sydney average (63.1%). Arthritis affects 4.7% of residents, slightly lower than Greater Sydney (6.7%), while diabetes affects 5.3%, marginally higher than Greater Sydney (4.6%). Mental health conditions, including depression or anxiety, are reported by 3.6% of residents, substantially below the Greater Sydney average (6.6%).

Crime and Safety

Data from the NSW Bureau of Crime Statistics and Research (BOCSAR) was analysed to understand the crime and safety context surrounding the site. This data is accurate as of March 2025.

Crime statistics from BOCSAR indicate that Bella Vista and Glenwood generally record lower crime rates per 100,000 residents than the averages for the Hills Shire and Blacktown LGAs and the broader NSW average. Bella Vista is considered safer than approximately 61% of NSW suburbs. Specifically, the rate of break-ins in Bella Vista is around 35% lower than the state average and more than 50% lower than the national average.

The surrounding area includes a mix of commercial premises, residential housing, and major transport infrastructure. While major routes and activity hubs maintain good passive surveillance during the day, quieter pedestrian areas and car parks, especially outside typical business hours, may present limited surveillance. This combination of hotspot proximity and surveillance gaps underscores the need for strategies such as enhanced lighting, clear wayfinding, visible security measures, and fostering community interaction to reduce opportunities for opportunistic crime.

3.2 SOCIAL LOCALITY

Development History and Surrounds

The site is located within an area that has undergone significant planning and development over the past two decades, transitioning from a peri-urban greenfield release area to a planned mixed-use precinct encompassing this RACF and seniors living area within the Norwest Strategic Centre. The site is one of a few remaining undeveloped greenfield parcels in the precinct. The following provides an overview of the key milestones in this transition to urban development, now recognised as part of metropolitan Sydney.

2013: The site is included in the southernmost part of the Bella Vista Structure Plan area in the North West Rail Link, which was released as part of the vision for the Bella Vista Station Surrounds. The Structure Plan envisaged a mixed-use area including 4,400 dwellings and 10,500 jobs.

2015-2016: In early 2015, Planning Proposal 19/2015/PLP was lodged over approximately 25.3 hectares at Norbrik Drive and Circa Boulevard to facilitate an employment precinct and seniors housing, including up to 450,000 m² of commercial floor space and 466 seniors housing units through increased building heights, floor space ratios and additional permitted uses on nominated lots.

To allow the seniors housing component to proceed ahead of other amendments, a separate planning proposal for an additional permitted use (APU) for ‘seniors housing’ was submitted and received a Gateway determination on 19 November 2015 (PP_2015_THILL_009_00). In March 2016, DA 485/2016/HC was approved for a permanent wet detention basin (lake) of approximately 5,275 m³ and a supplementary dry detention facility of 10,850 m³, including associated earthworks, landscaping and a staged weir structure discharging to Lalor Creek as part of the Circa Business Park stormwater system.

In August 2016, DA 992/2016/JP (refer **Figure 8**) was approved for the Circa Seniors Housing Masterplan and Stage 1, comprising 10 buildings with 446 self-contained dwellings, a 144-bed residential aged care facility, retail and restaurants, common facilities and a 512-space basement car park at an FSR of 1.05:1.



Figure 8: Aveo Bella Vista Masterplan- 992/2016/JP

Source: Arcadia Landscape Architecture, 2016

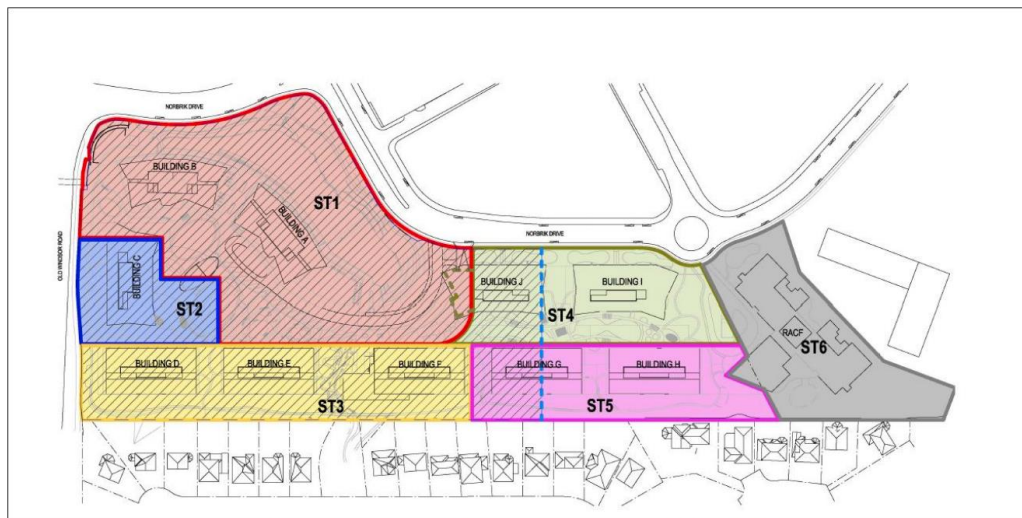


Figure 2: Staging Plan approved under DA 992/2016/JP

Figure 9: Aveo Bella Vista Staging- 992/2016/JP

Source: Arcadia Landscape Architecture, 2016

In September 2016, Planning Proposal 19/2015/PLP received a Gateway determination to increase maximum building heights from RL 108/RL 116 to RL 116/RL 140 and increase floor space ratios from 1:1 up to 1.2:1, 2:1 and 3:1 in selected locations within the Circa Precinct.

2017-2018: On 10 February 2017, the LEP amendment for the seniors housing APU was made, amending Schedule 1 and maps to permit 'seniors housing' with consent at 26, 28 and 30 Norbrik Drive, thereby enabling 466 independent living units and a 144-bed residential aged care facility under the approved masterplan. By 2018, Stage 1 of the Seniors Housing Precinct had been delivered, including 147 independent living units, associated landscaping and driveways (refer **Figure 10**), and the lake consistent with the 992/2016/JP masterplan approval. In the wider area, ongoing planning was underway to realise a greater uplift in the Metro corridor.



Figure 10: Existing Structure on site

Source: Google Earth/Willowtree Communications, 2025

2023-2024: Currently, the Norwest employment and health precinct is now characterised by a mix of medical services, commercial offices, local retail, leisure uses and residential development.

The site was included in the Draft Norwest Strategic Centre Precinct Plan, identifying the site within the Norwest Innovation Precinct/Health precinct, which was exhibited from 2 May to 31 July 2023, and Council resolved to adopt the final Norwest Precinct Plan on 9 July 2024.

In August 2024, Modification 992/2016/JP MOD E was approved under section 4.55(2), amending the approved masterplan and Stage 1 built form for the seniors living development (under SEPP Housing for Seniors or People with a Disability 2004), including relocation of the residential aged care building (Building C) from the eastern to the western portion of the site.

Current Surroundings

Overall, the immediate surroundings of the site (refer **Figure 11**) are characterised by a diverse mix of health services, retirement living, residential neighbourhoods, commercial activities, schools, and childcare centres.

- To the north along Norbrik Drive, the Circa Retail Shopping Centre serves as a local centre and community hub with a Woolworths supermarket, pharmacy, and several restaurants. Swing City Golf & Entertainment, also located north, offers recreational facilities including mini golf, a driving range, and an arcade. Further to the north east are community facilities like Bella Vista Oval, Village Green Reserve, and Bella Vista Farm, which provide open areas with picnic facilities, game courts, barbecues, walking and cycling paths, accessible amenities, shaded seating, and parking
- To the east features the Quest Bella Vista apartment hotel at 24 Norbrik Drive, with the Norwest Private Hospital and medical precinct concentrated further northeast.

- To the south, the land transitions to established low-density residential neighbourhoods within Bella Vista, with detached dwellings as the predominant housing type and local streets connecting back to Norbrik Drive and Old Windsor Road.
- To the west, Old Windsor Road runs along the property boundary, which is a north-south major arterial corridor linking metropolitan Sydney to the Hawkesbury area and the Bells Line of Road that crosses the Blue Mountains to the north west.

The following site photos show parts of the site, including existing structures and the immediate surrounding neighbourhood.



Aveo Bella Vista Retirement Community-entrance



Aveo Bella Vista Haven Building with the view of the lake



Aveo Bella Vista Haven - view from Norbrik Dr



Aveo Bella Vista Haven- view from Old Windsor Rd



28 Norbrik Dr- existing rest of site



28 Norbrik Dr- existing rest of site

Figure 11: Site photos

Source: Google Street View/Willowtree Communications, 2025

The site is located approximately 2.5 km to the southwest of the Norwest Metro Station (see **Figure 12**) and 2.5 km south of the Bella Vista Metro Station. Both metro stations commenced operations in May 2019. Locality photos are also provided as follows.



Figure 12: Site and Surrounding Area

Source: Nearmap/Willowtree Communications, 2025



Quest Bella Vista



Swing City Golf & Entertainment



CircaRetail Shopping Centre



Norwest Private Hospital



Detached dwelling to the south of the site along Sharleen Ct



Detached dwelling to the east of Old Windsor Rd, along Crestview Dr



Norwest Metro



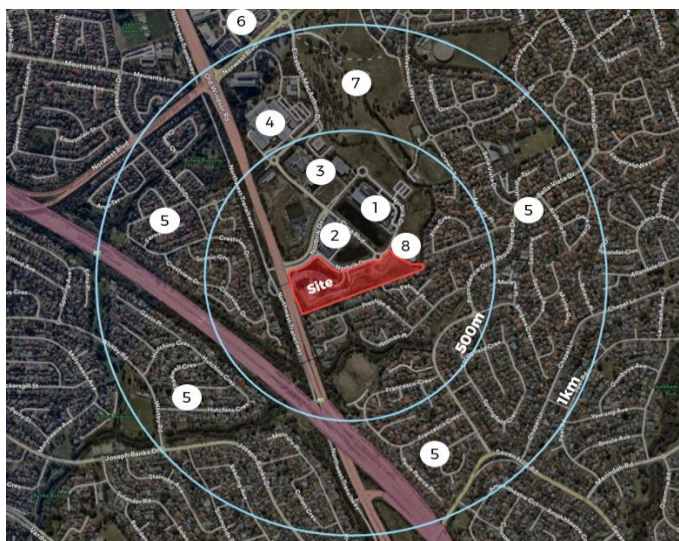
Bella Vista Farm

Figure 13: Locality photos

Source: Google Streetview/Willowtree Communications, 2025

Social Infrastructure

A social infrastructure and local business scan (refer to **Figure 14**) shows the key social attributes in the wider area and business clusters. There are significant community services and facilities within a kilometre of the site. **Table 2** highlights those facilities that are within 500 metres of the site, as well as noting the large institutions such as the medical and retail centres.



LEGEND

- 1. **Norwest Private Hospital**
- 2. **Circa Retail Shopping Centre**
- 3. **The Bond (Corporate)** comprising of Bond Day Hospital, Psychologist, etc.
- 4. **NovaGate Information Services** and Resmed (Medical equipment store)
- 5. **Residences**
- 6. **Vantage Office Spaces** including Landen, Braun, Holcim, CBEM, Simonds North Homes, etc.
- 7. **Bella Vista Farm** (Heritage-listed)
- 8. **Quest Bella Vista** (Hotel)

Figure 14: Social Infrastructure in Proximity to the Site

Source: Google Maps/Willowtree Communications, 2025

Table 2: Social Infrastructure within 500 m- 1 km of the site

Name	Address	Distance from site
Hospitals		
Norwest Private Hospital	11 Norbrik Drive, Bella Vista NSW 2153	600m
The Bond (Corporate) including Bond Day Hospital and other medical services	8 Elizabeth Macarthur Drive, Bella Vista NSW 2153	550m
Commercial		
Circa Retail Shopping Centre comprising Woolworths, BWS, dental surgery, medical centre, 10+ speciality stores, food court and restaurants	1 Circa Boulevarde, Bella Vista NSW 2153	400m
Resmed (Medical equipment store)	1 Elizabeth Macarthur Dr, Bella Vista NSW 2153	1km
Recreational open spaces		
Bella Vista Farm (Heritage-listed residence) - open to public	Elizabeth Macarthur Dr, Bella Vista NSW 2153	1km
Offices/Miscellaneous		
NovaGate Information Services	1 Bella Vista Dr, Bella Vista NSW 2153	850m
Vantage Office Spaces, including Landen, Braun, Holcim, CBEM, Simonds North Homes, etc.	7-9 Irvine Place, Bella Vista NSW 2153	1km
Hotel/Apartment		
Quest Bella Vista	24 Norbrik Drive, Bella Vista NSW 2153	400m

This shows there is good proximity to social infrastructure and retail for workers in the RACF. Due to the age of residents, supported visits to local facilities are often required; however, this enables more convenient access to shops, open space and private health facilities for residents in the RACF.

The site also offers direct walking connections to Bella Vista Farm Park and functions as a pedestrian gateway into the broader Norwest precinct.

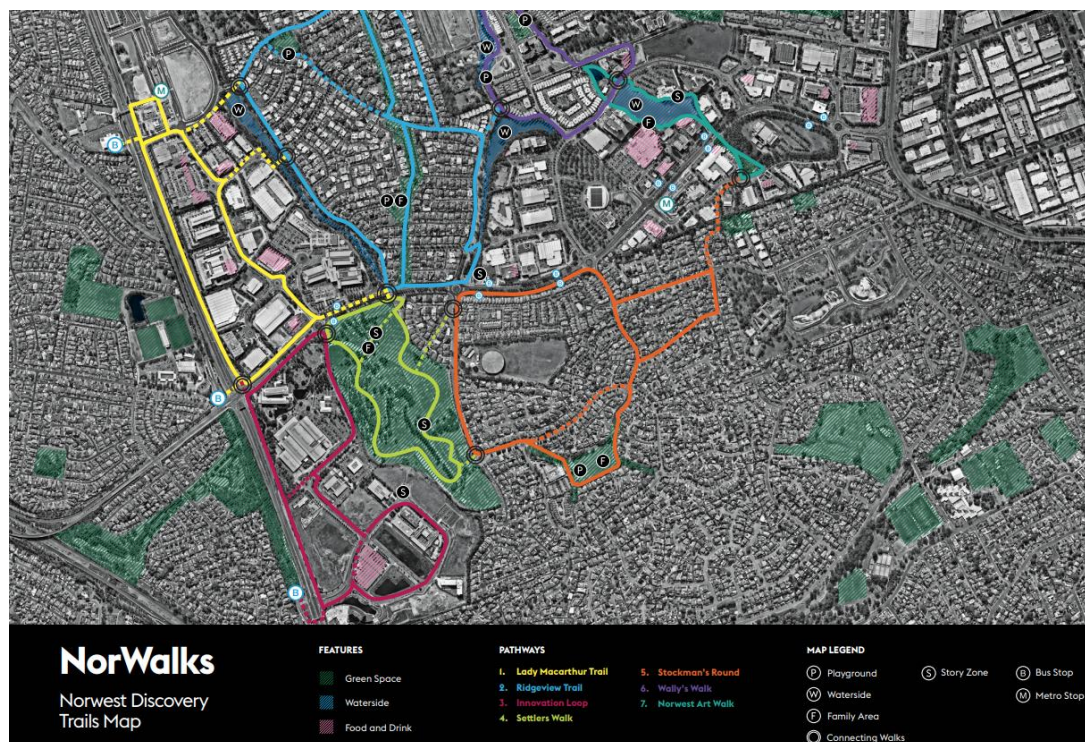


Figure 15: Norwest Walking Trails

Source: Norwestcity, 2023

Neighbouring Developments

A review of recent and/or current larger-scale developments and proposals of note within close proximity to the site (2.5 – 3 km) is summarised below (further details provided in **Section 5.2**, Cumulative Impacts). These projects reflect a diverse mix of high-density residential, mixed-use, seniors housing, commercial precincts, and infrastructure upgrades.

- Shop-Top Housing, 28 Brookhollow Avenue, Norwest [~3 km NW]: Proposed demolition and construction of two towers (20–27 storeys) including residential (22,080m² GFA with 10% affordable housing), commercial space, communal open space, and extensive parking.
- Mawson Avenue Bella Vista Shop-Top Housing, 9-11 Mawson Avenue, Bella Vista [~3.6 km N]: Mixed-use proposal for approximately 900 dwellings, including 15% affordable housing, ground-floor retail/commercial uses adjacent to Bella Vista Metro Station.
- Mixed Use, 14-16 Brookhollow Avenue, Norwest [~3.9 km NW]: Demolition and construction of a 12-storey commercial tower and 23-storey residential tower with active retail frontage, childcare centre, and basement parking.
- Century Hills – Century Estate, 2-12 Inglewood Place, Norwest [~4 km NW]: Concept SSDA for mixed-use with residential towers (17–24 storeys) and commercial buildings totalling over 180,000m² GFA, public open space included.
- Century Hills – Hills CLC, 2 Century Circuit, Norwest [~2.6 km NW]: Concept and detailed SSDA for mixed-use development with residential, commercial, retail GFA, preservation of convention centre, and extensive publicly accessible open space.
- 40 Memorial Avenue, Bella Vista [~4.2 km N]: Residential towers with 438 apartments and townhouses, basement parking, community infrastructure, and public domain improvements.
- Brookhollow Avenue Data Centre Expansion, Norwest [~4 km NW]: Expansion of existing data centre with additional plant and infrastructure.
- Norwest Seniors Housing, 1 Columbia Court, Norwest [~3.7 km NW]: Staged construction of 393 independent living units and 30 residential care facility beds with associated amenities.
- Bella Vista Station Concept, Old Windsor Road, Bella Vista [~2.8 km N]: Approved concept SSD for up to 3,800 dwellings, including 5% affordable housing, commercial/retail space, community facilities, schools, parks, and integrated public domain.

The development activity listed above demonstrates a pipeline of growth and increasing residential and employment density in the Norwest–Bella Vista corridor. The emerging transport-oriented development character is evident in the concentration of high-rise, mixed-use, and residential towers around metro stations and key movement corridors, with building heights generally exceeding those of the proposal and reinforcing a higher-density urban form.

The breadth of projects – including shop-top housing, seniors housing, commercial precincts, and large-scale mixed-use concepts with community facilities, schools and open space – indicates a deliberate shift towards a more intense, mixed-use centre that supports public transport investment and delivers housing diversity.

3.2 STRATEGIC POLICY CONTEXT

The following section outlines the major plans and policies that apply to the site and within the context of the proposed development.

Ageing well in NSW Action Plan 2023-2024 (2023)

The plan, which supports the Ageing Well in NSW: Seniors Strategy 2021-2031, outlines more than 90 different initiatives and programs to support seniors and the key workforce across the state for the next two years. In particular, the initiatives that have focused on residential aged care include the following (not an exhaustive list):

- *Deliver new housing suitable for the needs of seniors. In accordance with the Housing State Environment Planning Policy (SEPP) provisions that are aligned with the wider government priorities set out in Future Direction for Social Housing in NSW. The SEPP provisions aim to*

facilitate the supply of affordable, social and private-market housing to increase housing diversity in the state. [p.6]

- *Pathways to residential aged care facilities for people with a long length of stay in NSW Health facilities: Continue to develop mental health-residential aged care partnership services under the Pathways to Community Living Initiative (PCLI) and NSW Older People's Mental Health (OPMH) Service Plan 2017 - 2027. NSW Health works in partnership with residential aged care partners to expand access to community-based residential care options for older people with complex mental health needs. This includes ongoing provision of multidisciplinary clinical support, care planning and transitional support.[p.6].*
- *Building the capacity of the older people's mental health workforce Build the capability of the older people's mental health workforce through NSW Ministry of Health and Health Education Institute (HETI) professional development scholarships. The scholarships are available to NSW Health clinicians, peer workers and managers working with older people with mental illness. The scholarships have been broadened to include NSW Health mental health residential aged care partnership services and people providing mental health care to older people within NSW through a Primary Health Network (PHN).[p.31]*

Ageing Well in NSW: Seniors Strategy 2021-2031 (2020)

The NSW Government's Seniors Strategy 2021-2031 represents a comprehensive commitment to addressing the opportunities and challenges posed by the state's ageing population. The strategy is built upon guiding principles that recognise "the value and diversity of ageing" and support "a whole-of-life approach to ageing," ensuring that older people can "live in their home and community" with appropriate support.

The strategy identifies four focus areas as cornerstones for whole-of-government actions: living in age-friendly environments, participating in inclusive communities, staying safe, active and healthy, and being resilient and informed. Within these focus areas, the strategy specifically commits to "*work towards increased housing options for older people that are age appropriate, affordable, accessible and close to transport, recreation and community services.*" (p.13). This directive directly supports the development of diverse seniors housing typologies that can meet evolving care needs while maintaining community connections.

State Environmental Planning Policy (Housing) 2021 (Housing SEPP)

The State Environmental Planning Policy (Housing) 2021 - Housing SEPP was established to increase housing diversity while adequately addressing housing needs. One of the key principles of the policy includes "*...(b) encouraging the development of housing that will meet the needs of more vulnerable members of the community, including very low to moderate income households, seniors and people with a disability...*" Chapter 3, Part 5 Housing for seniors and people with a disability of the Housing SEPP sets out the guidelines, standards and design requirements to be considered for any Seniors Housing proposal,

Hills Future 2036 - Local Strategic Planning Statement (2019)

Hills Future 2036 serves as the Hills Shire Council's strategic planning framework, guiding land use planning over the next 17 years. The document projects a population increase of approximately 128,400 people between 2016 and 2036, representing 80% growth in population. The LSPS identifies that within the existing population (as of 2016 census), 14% of the total residents are above the age of 65 years which is expected to increase.

The LSPS identifies Norwest as one of the three strategic centres within the LGA, combining a mix of business and commercial uses with varied housing densities, with a capacity for an additional 23,900 jobs by 2036. The Norwest Innovation sub-precinct (where the site is located) was described as

"The emerging health precinct around Norwest Private Hospital will grow, with potential along Lexington Drive for large floor plate campus-style office spaces.

Development near Circa Retail Shopping Centre will create an enhanced local centre and longer term commercial capacity, subject to traffic and built-form implications.”(p.36)

Market Town forms the focal point for shopping and services, with capacity for further residential development. Norwest Station operates as part of Sydney’s Metro North-west line, connected to Bella Vista Station. The emerging health precinct around Norwest Private Hospital will grow, with potential for large floorplate campus-style office spaces along Lexington Drive. Connections from employment areas to metro stations will be enhanced through pedestrian/cycle links and road improvements.

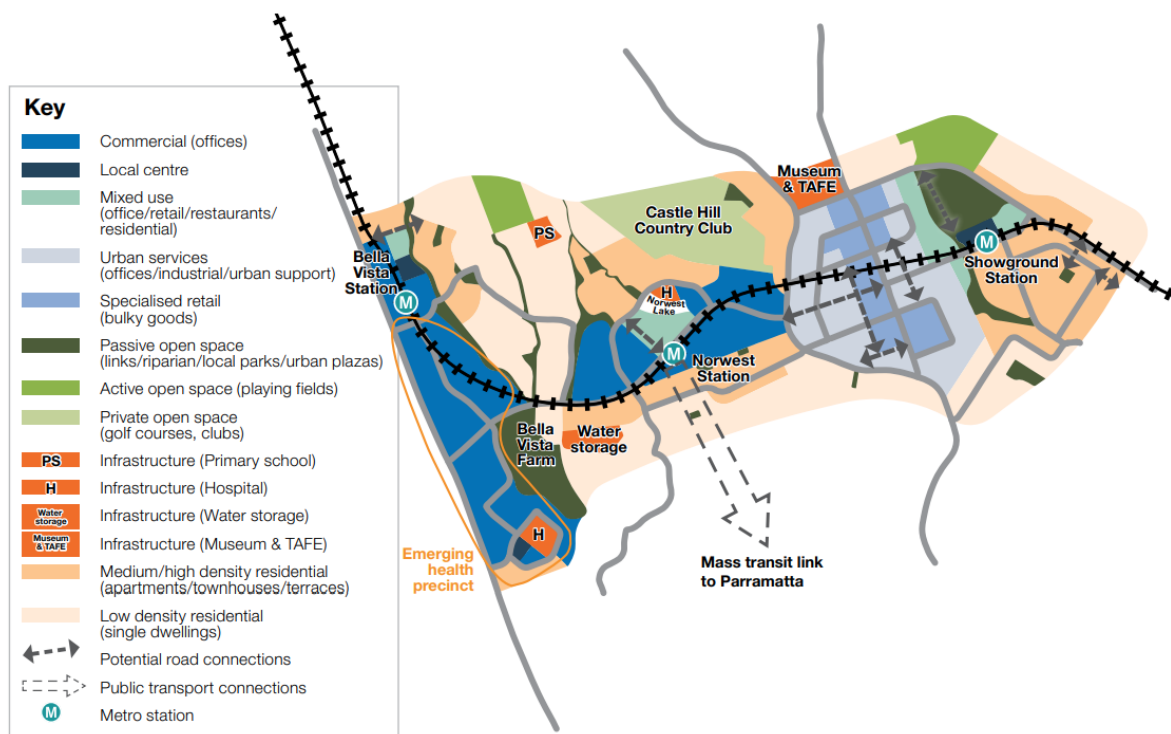


Figure 16: Norwest strategic centre - structure plan

Source: Hills Shire LSPS, 2019 (p.37)

The LSPS identifies key priorities directly support for housing provision (including Seniors), such as-

Planning Priority 6 - Plan for new housing to support Greater Sydney’s growing population (p.52)

By 2036, The Hills is expected to have an additional 128,000 residents. According to the LSPS, this will require the addition of 38,000 dwellings on existing zoned and planned residential land, with the capacity for an additional 38,100 dwellings beyond that date.

Planning Priority 7- Plan for New Housing in the Right Locations (p.55)

According to the LSPS, the majority of new homes built over the next 20 years will be high-density dwellings located near public transport hubs, in particular:

“This creates liveable and connected neighbourhoods where people can enjoy a mix of uses close to transport and services. High density development must be supported by the right infrastructure.”

The precincts around the Cherrybrook, Castle Hill, Norwest, and Rouse Hill Sydney Metro stations will undergo detailed planning to ensure that the necessary services support the increased housing density.

Planning Priority 8 - Plan for a diversity of housing (p.57)

This priority gives effect to the Central City District Plan by providing housing supply, choice and affordability with access to jobs, services and public transport.

“Planning for a diversity of apartments, townhouses/ terraces, affordable housing, housing for seniors and people with a disability, dual occupancies and detached dwellings will make it easier for people to relocate within their local area and stay connected to community services, friends and family while achieving the lifestyle that they desire.” (p.59)

Council supports medium-density residential development in areas serviced by infrastructure and housing for seniors and people with disability in accordance with the Housing Strategy 2019. Location remains vital to liveability, with smaller seniors housing developments requiring easy access to supermarkets, post offices, healthcare facilities and pharmacies.

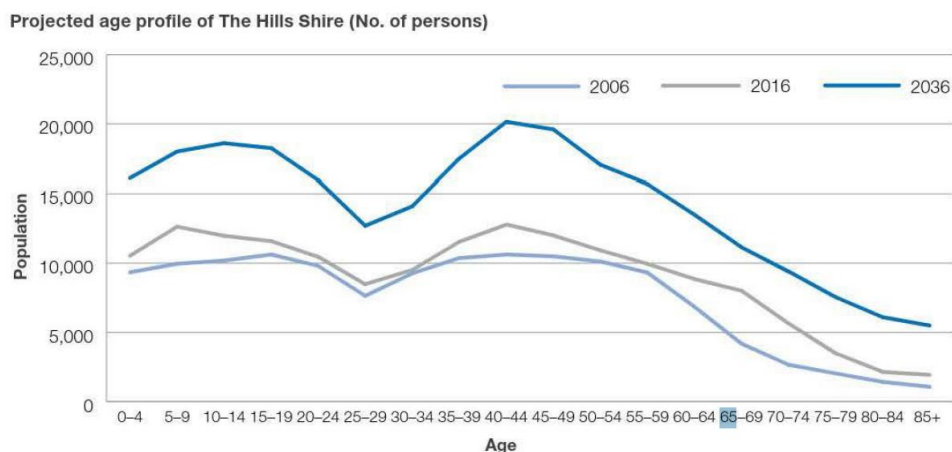
“Many capable and active seniors still want the privacy and space that a detached dwelling provides without the maintenance burden of a larger landscaped lot. In the same way that a portion of housing needs to be suitable for families, a portion also needs to appeal to seniors and people with a disability, so that they can stay in their community as their needs change.” (p.60)

The Hills Shire Local Housing Strategy (2019)

The Local Housing Strategy provides detailed implementation pathways for achieving the housing vision outlined in the LSPS. The Housing Strategy sets out that the number of single-person households is expected to increase by 81 per cent over the 20 years to 2036 in the Central City District, and the number of single-parent and couple-only households is also expected to increase. This requires additional smaller homes, group homes, adaptable homes of universal design and aged care facilities.

Moreover, the population of individuals aged 65 and over in the LGA is anticipated to increase by roughly 16,000-17,000 between 2016 and 2036 (refer to **Figure 17**). Furthermore, it was reported in the housing strategy that between 2011 and 2016, an additional 1,300 residents needed assistance with core activities, with the largest proportion of people in this group aged 85 and over. With this, it is expected that the demand for housing suitable for this age group in the LGA is also expected to increase, considering:

“Research conducted by the World Health Organisation in the World Report on Aging and Health 2015 found ‘a common preference among older people for remaining in their local community and maintaining their social networks throughout the aging process.’ For some this means ‘continuing to live in the same home. For others, it means moving to a home that is safer or more adapted to their needs while maintaining vital connections with their community, friends, and family.’ This suggests that we should be looking at a wider variety of options for seniors housing...” (p.16)



Source: Department of Planning, Industry and Environment 2016 NSW State and Local Government Area Population Projections

Figure 17: Projected age profile
 Source: Hills Shire Local Housing Strategy, 2019 (p.63)

Towards Hills 2050- Community Strategic Plan (2025)

The latest council strategic plan was adopted in June 2025, with community consultations and workshops held between April and May 2025. The CSP includes the following vision for the LGA and its community:

"Towards Hills 2050 is a shared vision that recognises our growth and strives for a more equitable and sustainable future:

- *a future that makes sensible use of resources to strengthen economic, social and environmental performance*
- *a future that puts us in a position to be able to respond to a changing environment and other risks as they exist and emerge*
- *a future that protects the fundamentals of our quality of life: clean air, water, health, secure housing, life expectancy, things to do, education and access to meaningful employment*
- *a future that connects people physically and in other ways within and beyond The Shire - a future that protects The Garden Shire, a constant reminder of how we value our surroundings*
- *a future that embraces a well governed, safe and thriving community that can meet its needs for a healthy long life."*

The CSP reports findings from various community engagements that describe the quality of life and community character within the shire, which can be observed from the following extracts from the report:

"The Hills Shire offers a high quality of life, with 88% of residents rating it as 'good' or 'very good'" (p. 42)

"Residents value the area's family-friendly atmosphere and community spirit" (p. 42)

Respondents described the community as "caring, family friendly, inclusive, and diverse" (p. 43)

"Parks and open spaces are considered vital as population density increases, particularly for residents with limited private outdoor areas" (p. 42)

The Hills Shire Council - Disability Inclusion Plan 2022-2026 (2021)

The Hills Shire Disability Inclusion Plan aligns with the NSW Disability Inclusion Plan to ensure action plans meet the four pillars in the NSW Government Disability Plan. This 2022 plan builds on the outcomes achieved from the inaugural 2017 plan and is a way to inform the Community Strategic Planning process, towards a fully inclusive community that can benefit from the services and facilities provided via specific actions within the annual delivery plan adopted by Council.

The number of people in The Hills Shire requiring assistance with core activities has increased significantly over the past decade. In 2011, 3,643 people needed assistance, representing 2.6% of the total population of 141,957. This figure rose to 5,025 people by 2016, accounting for 3.2% of the 157,243 residents. By 2021, the number had further increased to 7,108 people, representing 3.7% of the total population of 191,876. The upward trend reinforces the need for a focus on creating a fully accessible and inclusive community that responds to the evolving needs of its residents.

3.3 PRELIMINARY SCOPING

Consistent with the DPHI SIA Guidelines 2025, an initial scoping of social impacts was undertaken during project establishment. The social impact scoping draws on the strategic context outlined above, the planning and technical reports associated with the development proposal, and a site visit as detailed in **Section 4**. This initial scoping identified key themes and guided the appropriate level of detail required to identify and evaluate social impacts.

The overarching themes identified include:

- **Construction Impacts (Noise, Vibration, Air Quality and Traffic):** Construction activities will generate temporary environmental and amenity impacts on surrounding properties, including

the existing 'Haven' seniors living building, Quest Hotel and low-density residential dwellings to the south. Anticipated effects include construction noise, vibration, dust emissions and traffic disruptions along Norbrik Drive and connecting local roads. Movement of heavy vehicles may affect local access and pedestrian safety. The construction phase will provide short-term employment opportunities. Temporary visual impacts from cranes, scaffolding and construction hoardings will alter the local streetscape character for the duration of works. The project must consider construction impacts and mitigation measures to mitigate disturbance experienced by neighbouring residents, properties, workers, and visitors.

- **Operational Phase and Demographic Change:** While the proposal represents a significant demographic shift toward older-age cohorts within the immediate locality, the other concurrent and proposed development shows that the overall area is experiencing a rapid transformation. The facility will increase demand on local emergency, medical and allied health services, with more frequent ambulance movements and visits by medical practitioners expected. Broader cumulative demand should be assessed alongside the proposed development. It should also be noted that catering to aged care is important to support the needs of the whole community, ensuring the area maintains an inclusive and family-friendly atmosphere.
- **Employment and Economic Considerations:** The RACF is expected to generate ongoing employment across multiple disciplines, including nursing and care staff operating on 24-hour rosters, administrative personnel, catering, laundry and maintenance workers. This will contribute to local economic benefits through direct and indirect spending, but may also intensify competition for qualified aged care professionals across the region. Workforce availability, retention strategies and training partnerships should be explored to ensure stable staffing levels and service quality.
- **Transport, Access and Parking:** The facility provides a total of 44 parking spaces (35 in the basement and 9 at-grade). This provision is likely to meet the combined needs of staff, visitors, and service vehicles associated with the operation. It should also be noted that a residential aged care facility would be considered a low-car trip generator. However, a Traffic and parking analysis is recommended to test adequacy within the context of cumulative masterplan traffic volumes.
- **Character and Amenity:** The site serves as a transition between the predominantly low-density residential area to the south and the commercial/enterprise and medical hub to the north. The five-storey built form will sit alongside the existing 'Haven' building, which might particularly alter the visual amenity of the neighbourhood character when viewed from the southern residential properties. Factors such as overshadowing, privacy impacts, operational noise, and traffic movements need to be considered during the design, landscaping, and operational management phases. However, since the area is designated as part of the Norwest Innovation Precinct and falls within the Transit-Oriented Development (TOD) boundary for Bella Vista, the precinct's long-term character should also be considered.
- **Social Cohesion and Community Integration:** The proposal's concentration of elderly residents could influence local identity, community interactions, and property market dynamics. Active strategies to support social connection, volunteer involvement, and resident participation in community life are recommended to promote inclusivity.
- **Infrastructure, Services and Emergency Management:** Operation of the RACF will generate additional demand on local utility services, waste collection, and community support networks. Coordination with service providers is required to confirm infrastructure capacity and service delivery. The presence of high-care and memory-care residents introduces critical emergency management considerations, with the vulnerability of the resident population considered in the facility's operational plan.

4 Engagement

This section provides an overview of the community and stakeholder consultation undertaken for the SIA, as well as key findings from the social impact survey. The engagement approach for the proposal was designed and delivered in accordance with the Undertaking Engagement Guidelines for State Significant Projects. Further information regarding the engagement is available in the Community and Stakeholder Engagement Report prepared by Willowtree Communications.

4.1 COMMUNITY AND STAKEHOLDER ENGAGEMENT FOR THE PROPOSAL

The engagement area for this proposal was defined by assessing the site context and surrounding land uses to ensure meaningful consultation aligned with the Secretary's Environmental Assessment Requirements (SEARs). Key considerations included site topography, distance, access routes, and surrounding development to address potential impacts like visual, noise, and traffic. Engagement with the Local Aboriginal Land Council, community groups and nearby businesses included:

- Deerubbin Local Aboriginal Land Council
- the Bella Vista Haven Residents Committee
- Norwest Community Association
- Norwest Private Hospital
- Quest Bella Vista
- Circa Retail Shopping Centre
- Swing City Golf and Entertainment
- The Bond (Commercial Premises)
- The Vista (Commercial Premises)



Figure 18: Engagement Area

Source: NSW Explorer / Willowtree Communications

Engagement tools were chosen to meet the project's scale, respond to the local context, and align with SEARs requirements, including consultations with landowners, community groups, and authorities. They offered residents and interested parties multiple opportunities to learn about the proposal and share their views. A summary is in the table below. These tools included Newsletters, Information Session / Online briefing, Social Impact Survey, project email address and phone number. A summary of the community engagement activities conducted in the area is provided in the table below.

Table 3: Summary of Community Engagement Activities

Activity	Date/s (2025)	Stakeholder Group	Details
Community Newsletter (Appendix A)	9 Sep - 12 Sep	<ul style="list-style-type: none"> Nearby Residents Nearby Businesses Community Groups 	Delivery of 400 newsletters via letterbox drop to residential properties shown in Figure 18 and direct email to Hills Shire Council, Deerubbin Local Aboriginal Land Council, Nearby Business and Community Groups
Aveo Residents Newsletter (Appendix A)	10 Sep	<ul style="list-style-type: none"> Bella Vista Haven Retirement Living community* 	A digital copy of the newsletter was provided to Aveo Bella Vista Haven management who issued the newsletter to all residents via email or letterbox drop on 17 September to Bella Vista Haven residents.
Social Impact Survey (Appendix B)	9 Sep - 1 Nov	<ul style="list-style-type: none"> All 	<p>An online survey was created, with access through a QR code provided in the newsletter.</p> <p>8 responses were collected between 9 September - 1 November.</p> <p>*The survey was extended until 1 November, following a conversation with Bella Vista Haven Residents Committee President, to facilitate a longer feedback timeframe for residents</p>
Direct email correspondence	9 Sep - 10 Sep	<ul style="list-style-type: none"> Local Councils, Government Agencies, & Authorities The Community Aboriginal Community 	<p>Direct emails were sent to 9 stakeholders to provide information about the proposal, advised that community engagement had commenced, and how to provide feedback, along with attaching the community newsletter.</p> <p>Responses were provided by 1 stakeholder:</p> <ul style="list-style-type: none"> Norwest Community Association advised they've reviewed the proposal and do not wish to be engaged any further.
Online Briefing	17 Sep 6pm - 6:45pm	<ul style="list-style-type: none"> The Community 	Online briefing wasn't attended by any members of the community.
Direct Phone correspondence	19 Sep	<ul style="list-style-type: none"> Bella Vista Haven Residents 	<p>Phone call from Bella Vista Haven Residents Committee President, asking if we could keep the survey open for a few more weeks so residents could complete the survey.</p> <p>Willowtree confirmed they were happy to keep the survey open until 1 November.</p>
Information Session	Date to be confirmed**	<ul style="list-style-type: none"> Bella Vista Haven Residents 	**Due to the commercial relationship between Opal and Aveo, initial consultation with Aveo Bella Vista Haven Retirement Living community residents has been undertaken by Aveo to inform residents of the proposed RACF. A further information session with specific project details will be conducted by the project team with these residents at a later date.

4.2 SOCIAL IMPACT SURVEY

A Social Impact Survey (refer to **Appendix B**) was conducted to provide a structured opportunity for stakeholders to provide feedback on the proposal and raise specific concerns or suggestions included with the Newsletter. The survey included questions regarding demographic information, understanding the level of support or concern, and gaining additional feedback.

Eight respondents participated in the online survey over the engagement period. Their feedback covered the range of topics presented in the survey, reflecting both areas of concern and perceived

benefits. In the survey responses, respondents were primarily from Bella Vista Haven Retirement Village (5), with smaller representation from Prestige Ave (1) and Norwest Business Park (1).

The summary below presents respondents' answers to each core survey question, along with a summary of their additional feedback. A full list of questions and detailed responses is provided in the Community and Stakeholder Engagement Report.

Support for the proposal was mixed, with 2 very supportive, 2 neutral, and 3 unsupportive. Summary of feedback included a lack of disclosure about Aveo not operating the ongoing care facility, unclear priority access for Bella Vista Haven residents, concerns over road maintenance costs and shared access traffic, perceptions of larger-than-planned scale, and requests for repositioning the aged care unit to face Norbrik Drive with a separate vehicle entrance.

When asked regarding the activities associated with this project that would be a cause for concern, the following were identified:

- Impacts from construction (3)
- Impacts to parking from new Residential Aged Care Facility (4)
- Visual impacts from proposed building (2)
- Privacy of my own property (1)

When asked which of the following they considered the most positive impacts of the proposed development, the following were selected

- A new purpose-built residential aged care facility (5)
- An integrated design fitting with the surrounding area (4)
- Landscaping surrounding the building (6)
- Basement car parking for residents, staff, and visitors (4)

Additional concerns with the development in the local area included

- Impacts on existing services/facilities (3)
- Impacts on traffic (5)
- Interface with surrounding development (2)
- Other (2) – Costs associated with common property

The following were identified as potential benefits of the proposal:

- Meeting the needs of aged care (7)
- Proximity to medical precinct (5)
- Proximity to public transport (4)
- Local employment opportunities (2)

Further comments included safety concerns about traffic proximity to retirement buildings, the need for a separate vehicle entrance off Norbrik Drive, perceptions of excessive development footprint, unclear common area cost-sharing arrangements, and disappointment at not being invited to the online community information session.

4.3 COMMUNITY AND STAKEHOLDER ENGAGEMENT FEEDBACK

The following provides a summary of responses to engagement. For more details, refer to the Community and Stakeholder Engagement Report.

Table 4: Response to Issues Raised

Topic	Response
Aveo and Opal HealthCare Interface	
Bella Vista Haven Residents were not informed at move-in that the ongoing aged care facility would not be operated by Aveo	<ul style="list-style-type: none"> • The aged care community will be operated by Opal HealthCare, a specialist aged care provider. While the facility forms part of the Aveo Bella Vista Haven masterplan and shares certain infrastructure (such as site access and basement car parking), it will operate independently with

Topic	Response
	<p>separate management, services, and utilities. This ensures specialist aged care expertise while maintaining appropriate integration with the retirement village.</p>
<p>Concerns about who will be responsible for road repair costs due to increased traffic from the aged care facility</p>	<ul style="list-style-type: none"> • Appropriate agreements between Aveo and Opal HealthCare are in place to address common areas. These arrangements will ensure that maintenance costs associated with the aged care facility's operations are appropriately allocated and do not unfairly burden existing retirement village residents.
<p>Traffic, Access and Parking</p>	
<p>The aged care facility lacks a separate vehicle access road, creating</p>	<ul style="list-style-type: none"> • Access to the aged care community is via the Bella Vista Haven Retirement Living Village entrance off Norbrik Drive, with shared basement car parking provided. • The vehicle access via the Bella Vista Haven Retirement Village is part of a master plan that included safe access to the site, noting the site's western Boundary is a major arterial and access off Norbrik Drive is located at an appropriate distance from the intersection of Norbrik Drive and Windsor Road • Traffic impact assessments indicate minimal operational traffic impacts from the care community.
<p>Safety concerns regarding the distance between traffic and existing residential buildings, which poses a danger to elderly residents</p>	<ul style="list-style-type: none"> • The layout of the site has been considered as part of the master plan with appropriate separation of pedestrian and vehicle traffic and reduced speeds reflecting the highly localised nature of the 'internal road' role
<p>Development Scale</p>	
<p>The overall footprint of the aged care facility appears excessive and larger than originally planned.</p>	<ul style="list-style-type: none"> • The proposal comprises a five-storey, 135-bed residential aged care community, including a dedicated 15-bed memory care neighbourhood. This scale has been designed to meet the growing need for aged care services in the Hills District while integrating appropriately within the existing Aveo Bella Vista Haven masterplan • The design includes extensive landscaping, outdoor amenities, and appropriate setbacks to minimise impact on neighbouring properties and existing retirement village buildings.
<p>Communication Delays</p>	
<p>Bella Vista Haven residents were unable to attend online community information session.</p>	<ul style="list-style-type: none"> • There was a delay in Aveo distributing the specific newsletter to Bella Vista Haven resident due to a staff member on leave. • Willowtree agreed to keep the survey open for extended period to ensure they were able to provide appropriate feedback. • Aveo has undertaken a specific information session with Bella Vista Haven residents to provide some more information about the proposed RACF as part of the masterplan and answer any questions they may have. • A further information session will be conducted by the project team with these residents, about the specific at a later date.

4.4 FURTHER/FUTURE ENGAGEMENT

Pre-lodgement engagement informed an approach focused on transparent, ongoing communication with sensitive receivers and clear processes for raising and resolving concerns throughout all project phases.

- **Assessment and Determination Phase:** The proponent will communicate with key facilities, notify stakeholders about the public exhibition period, and consult with the Council, authorities and agencies.
- **Construction Phase:** Engagement includes pre-construction meetings, a community liaison role, advance notifications of disruption, regular updates, and clear complaint procedures. Coordination will address traffic and environmental impacts as detailed in the Construction Environmental Management Plan.
- **Operational Phase:** The proponent will inform stakeholders of project completion, maintain communication for operational queries, promptly address concerns, and continue liaising with the Council and agencies.

5 Social Impact Identification and Assessment

5.1 SOCIAL IMPACT EVALUATION

This section outlines the potential social benefits and impacts of the proposal. The probable impacts consider both changes that may occur within the local area due to the proposed development and how these impacts can affect stakeholders and the community. The technical reports prepared to support the EIS (see **Appendix C**) have informed both the response to engagement and the assessment of impacts. The reports include a wide range of mitigation and enhancement measures, including ongoing actions required to support the delivery phase.

The assessment commences with an overview of the eight social elements outlined in the DPHI SIA Guidelines. Following this, the detailed assessment is documented in a table form, describing each impact, including the social value categories it relates to, the type of impact (positive or negative), and an assessment of its likelihood, magnitude, and overall significance, as introduced in **Section 2.2** Methodology. This, in turn, documents any standard- or project-specific mitigation measures to assess the significance of the residual impact.

A cumulative impact assessment is also provided in **Section 5.2**, based on the Cumulative Impact Assessment Guidelines for State Significant Projects (2022). Recommendations to address residual impacts are provided in **Section 6**.

Overview of Social Elements

The eight social elements are outlined in the following table and include an overview of the relevant construction and operational impacts of this project on each value.

Table 5: Overview of Social Elements of Value to People Related to the Proposal

Value	Overview
Way of Life	<p><i>Includes how people live, how they get around, how they work, how they play, and how they interact each day</i></p> <ul style="list-style-type: none"> The construction phase may lead to temporary disruptions in traffic flow due to construction vehicle movements, although these are expected to be managed with minimal impact on local access. Residents may experience some noise, dust, and vibration, affecting their daily routines. Once operational, the RACF will provide housing tailored for the elderly with higher support needs, enhancing their quality of life with access to consistent care as well as amenities and activities provided by the facility. These arrangements also encourage social interaction among residents and can foster a sense of community, positively contributing to daily living experiences.



<p>Community</p>	<p><i>Including composition, cohesion, character, how the community functions, resilience, and people’s sense of place</i></p> <ul style="list-style-type: none"> • A mix of residential homes, commercial, services, and recreational spaces surrounds the site. The construction phase might temporarily disrupt local cohesion due to noise and activity, which have been ongoing characteristics of the broader area as it has developed over several years. • Once operational, the RACF may change the feel of the community due to the increase in population and the change in the demographic composition. However, there is a distinct undersupply of provisions for ageing in the area, and the availability of such facilities can foster inclusivity by making spaces available for ageing in place, especially adjacent to independent senior living
<p>Accessibility</p>	<p><i>Including how people access and use infrastructure, services and facilities, whether provided by a public, private, or not-for-profit organisation</i></p> <ul style="list-style-type: none"> • During construction, increased vehicle movements may slightly affect road use, but the impact on accessibility to local amenities should be minimal. • Post-construction, the development will benefit from access to health services due to the proximity to existing community services and medical facilities. • Public transport in the area provides good accessibility for workers and visitors to access the RACF. In addition, recreation opportunities, including walking trails and other recreational opportunities, are in close proximity.
<p>Culture</p>	<p><i>Both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings</i></p> <ul style="list-style-type: none"> • During the design and construction stage, the site’s redevelopment should incorporate cultural considerations, acknowledging the history and significance of the land, including any connections to Aboriginal heritage. • The integration of the non-indigenous heritage has been considered at the precinct scale and includes the retention of the Bella Vista Farm recreational area in close proximity to the site.
<p>Health and Wellbeing</p>	<p><i>Including physical and mental health especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health</i></p> <ul style="list-style-type: none"> • Construction activities involve various processes that can generate dust, fumes, vibration, and noise, all of which can have an impact on the health and well-being of people in the vicinity, particularly those who are sensitive. Additionally, there is indirect stress associated with construction activities, changes to the local community, and future development, which can cause anxiety for the residents in the Seniors' village.



	<ul style="list-style-type: none"> The completed RACF will support physical and mental health through on-site care, access to open spaces, and communal areas promoting social interaction. It will cater specifically to elderly's health needs, reducing social isolation and enhancing overall well-being.
Surroundings	<p><i>Including ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity</i></p> <ul style="list-style-type: none"> The construction process can have an impact on the surrounding areas. The equipment, site setup, and increased vehicle movement can cause changes in the local community's perceptions. Some residents may be concerned about a decrease in residential desirability due to construction activity. During construction, there is also a potential increase in dust, noise, and vibration that can affect the quality of surrounding amenities. Local stormwater and flood mitigation systems also need to be considered in relation to any additional impacts on the surroundings. The facility's landscaping plan can enhance green spaces, contributing to shade, pollution control, and improved public amenity. The design prioritises security and accessibility, supporting a safe and welcoming environment for elderly residents. The RACF building design has been considered in the context of the wider master plan and precinct. It includes façade modulation and other design elements to enhance the surrounding area.
Livelihoods	<p><i>Including people's capacity to sustain themselves through employment or business</i></p> <ul style="list-style-type: none"> During the construction phase, there will be short-term employment opportunities for local workers, such as construction jobs and service support. However, local businesses might experience minor disruptions due to construction activities. Post-completion, the facility will create permanent jobs for aged care workers, healthcare providers, and operational staff, contributing to the local economy. The increase in workers and residents may also support nearby businesses, boosting demand for goods and services.
Decision-making Systems	<p><i>Including the extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.</i></p> <ul style="list-style-type: none"> The project should continue to engage local stakeholders—residents, community groups, and authorities—ensuring transparency and addressing concerns around coordinated delivery, including management of traffic, noise, and environmental impact. Post-construction, ongoing engagement with residents, staff, and the seniors' community will assist in ensuring the facility meets the evolving needs of the ageing community and fosters inclusive decision-making processes.



5.1.1 Construction Phase

Table 6: Construction Phase- Social Impact Evaluation and Mitigation

CONSTRUCTION - EMPLOYMENT				
Relevant categories for assessment	Community, Livelihood, Health and Wellbeing			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Construction will generate additional employment that can mean a positive benefit to the local community.</i></p> <p><i>The increased number of construction workers alters the feel of the local community.</i></p>	<p>Almost Certain + Minor = Medium</p> <p>Positive: The estimated development cost of the project is approximately \$71 million, which translates to several hundred construction jobs.</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude as short-term duration <p><i>Reference - Estimated Development Cost (EDC) Report prepared by MBM</i></p>	<p>Construction activity will generate additional jobs both directly on the site and indirectly in the wider context of supporting the construction industry, in particular:</p> <ul style="list-style-type: none"> - Using local construction contractors - Using local materials suppliers 	N/A	<p>Almost Certain + Minor = Medium</p> <p>Positive</p> <p>Increased opportunities for local employment during the construction phase, while temporary employment can be beneficial to the local community.</p> <p>No further measures proposed at this stage.</p>



CONSTRUCTION - DUST, NOISE AND VIBRATION				
Relevant categories for assessment	Way of Life, Community, Health and Wellbeing, Surroundings			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Construction Noise and vibration degrade air quality and acoustic amenities, potentially affecting the health or well-being of immediate neighbours.</i></p>	<p>Almost Certain + Minor = Medium</p> <p>Negative: The Noise and Vibration Impact Assessment report identifies noise sources from the proposed development, including construction-related on-site activities and vehicle noise.</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude as short-term duration <p><i>Reference -Noise and Vibration Impact Assessment Report prepared by Pulse White Noise Acoustics</i></p>	<ul style="list-style-type: none"> • Limited hours of construction through standard conditions of consent for approved work hours • Appropriate dust suppression measures implemented during the construction phase to minimise or avoid impacts on air quality (e.g. consider wind speed and direction when undertaking activities) • Utilisation of temporary measures where required (e.g. covering of waste, screening) • Noise-attenuated equipment • Noise-emitting plant to be directed away from sensitive receivers. • Utilisation of temporary measures where required (e.g. screening, enclosures) 	<p>According to the Noise and Vibration Impact Assessment (NVIA) Report in the following project-specific mitigation methods are recommended:</p> <ul style="list-style-type: none"> • Where the predicted or measured LAeq(time-average sound level- 15minute) is greater than the noise affected level, all feasible and reasonable work practices to meet the noise affected level are to be applied. • All potentially impacted residents are to be informed of the nature of works to be carried out, the expected noise levels and duration, as well as contact details. • Indicative safe distances listed in the NVIA report to be maintained during construction and demolition • Prior to the issue of a Construction Certificate (CC), a detailed acoustic assessment is undertaken to ensure all cumulative noise from engineering services (including the building service) comply with the requirements, along with the Construction Environment Management Plan (CEMP). 	<p>Likely + Minor = Medium</p> <p>Negative:</p> <p>The predicted construction noise levels are based on the typical worst-case scenario and that plant and equipment is operating concurrently.</p> <p>These conditions are not realistically expected to be constant.</p> <p>No further mitigation is proposed at this stage.</p>



CONSTRUCTION - TRAFFIC AND ACCESS				
Relevant categories for assessment	Way of Life, Community, Health and Wellbeing, Surroundings, Accessibility			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Construction equipment and traffic, including heavy vehicles, are likely to disrupt the immediate environment, affecting immediate neighbours.</i></p>	<p>Almost Certain + Minor = Medium</p> <p>Negative: Deterioration in amenity with increased traffic of heavier vehicles accessing the site.</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude as a short-term duration <p><i>Reference: Traffic and Parking Assessment prepared by Transport and Traffic Planning Associates</i></p>	<ul style="list-style-type: none"> • Construction vehicles to follow appropriate routes (road restrictions) and traffic rules • Traffic flow measures include managing construction traffic and ensuring activities do not impede local traffic • Construction workers' parking is provided within the construction site, where possible • Construction activity to be carried out in accordance with the approved hours of work 	<p>The Traffic Impact Assessment report included a preliminary Construction Pedestrian Traffic Management Plan (CTPMP) outlining mitigation measures that include, but are not limited to:</p> <ul style="list-style-type: none"> • A detailed Traffic Management Plan (CTMP) will be prepared for the Construction Certificate after a builder is appointed, along with the CEMP. • The vacant eastern part is to be used for construction vehicle access, worker parking and materials storage, as established during previous construction works • Access for construction vehicles along the southern site boundary as is established during previous construction works • No construction activity/vehicles are expected on-street apart from the access movements of construction and worker vehicles using the access driveway located adjacent to the Circa Boulevard roundabout. • The site will be fenced with vehicle and pedestrian access gates 	<p>Possible + Minor = Medium</p> <p>Negative</p> <p>The predicted construction traffic levels are based on the worst-case scenario, with a peak in traffic.</p> <p>Subject to the implementation of a Construction Traffic Management Plan, construction traffic, parking, and safety can be managed and mitigated to a generally acceptable degree.</p>



			<ul style="list-style-type: none"> • Travel by the available bus services or car share is to be facilitated as part of the CTMP 	
CONSTRUCTION - LOCAL CHARACTER AND VEGETATION LOSS				
Relevant categories for assessment	Community, Culture, Way of Life, Surroundings, Health and Wellbeing			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>The changes to local character and landscape and character due to site preparation and construction works.</i></p>	<p>Almost Certain + Minimal = Low</p> <p>Negative: Clearing of vegetation and trees on the site as part of site preparation works may temporarily reduce the amenity of the site. 12 trees have been proposed to be removed as per the Arboricultural Impact Assessment report.</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minimal magnitude as short-term duration <p><i>Reference: Arboricultural Impact Assessment prepared by Civica ArborSafe</i></p>	<ul style="list-style-type: none"> • Landscape Plan industry standard requirements including opportunities to retain trees and to replace/ offset trees removed to contribute to long-term landscape setting and streetscape, and mitigate urban heat island effects 	<p>The Arboricultural Impact Assessment recommends the following for the Implementation of a reduce potential impacts:</p> <ul style="list-style-type: none"> • The proposal design has been made to ensure a reduced number of tree removals • Tree Protection Specifications documents (TPS) and Tree Protection Plan (TTP) is to be formulated once plans have been finalised and leveling documents have been produced- to be incorporated as part of the CEMP • 10 trees are recommended to be retained • 22 trees have been proposed for a minor, achievable redesign to facilitate their retention • Proposed materials/construction methods in regard to the proposed maintenance track- materials such as crushed rock with minimal compaction to minimise tree impacts 	<p>Possible + Minor = Low</p> <p>Positive</p> <p>Subject to the implementation of CEMP, Tree Protection Plan and Landscape report</p>



	<i>Landscape Plan/Report prepared by TaylorBrammer</i>		<ul style="list-style-type: none"> • Revegetation of the site as part of Landscaping in association with the development 	
CONSTRUCTION - HERITAGE				
Relevant categories for assessment	Culture, Surroundings, Health and Wellbeing			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Potential impact due to community concerns that Aboriginal/Non-Aboriginal Heritage is not being considered adequately and will result in loss of heritage.</i></p>	<p>Likely + Minor = Medium</p> <p>Negative: The Aboriginal Objects Due Diligence Assessment identified that there are no known Aboriginal objects or Aboriginal places within the curtilage of the subject area. The Due Diligence assessment has determined that no further investigation is required.</p> <p><i>Reference: Aboriginal Objects Due Diligence Assessment prepared by Urbis</i></p>	<ul style="list-style-type: none"> • An archaeological and heritage induction should be provided to all workers throughout all stages of the project to ensure that personnel are aware of the archaeological potential of the study area and their obligations and requirements • Should any archaeological heritage item be found, works in the vicinity should be stopped, and an assessment would have to be made consistent with AHIP/Heritage Act 1977 requirements. 	<p>The Aboriginal Objects Due Diligence Assessment report recommends the following:</p> <ul style="list-style-type: none"> • The Aboriginal Objects Due Diligence Assessment report is to be kept as evidence of the Due Diligence Process having been applied to the subject area. • The development may proceed with caution, subject to the following archaeological chance finds and human remains procedures being implemented and followed. 	<p>Possible + Minimal = Low</p> <p>Neutral</p> <p>Subject to the implementation of CEMP and Heritage provisions (if required).</p>



CONSTRUCTION - DECISION MAKING				
Relevant categories for assessment	Way of Life, Community, Health and Wellbeing, Decision making Systems			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Potential impact to community for feeling of powerlessness in decision making processes.</i></p>	<p>Possible Likely + Minor = Medium</p> <p>Negative: Potential community concerns due to rate of change in surrounding area and deterioration of social licence for development on site and surroundings due to particularly in regard to potential and perceived cumulative impacts</p> <ul style="list-style-type: none"> • Possible (medium probability) • Minor Moderate <p><i>Reference: Section 1.4 Strategic Context and Section 3.1 Social Locality of this report</i></p>	<ul style="list-style-type: none"> • Engagement on SSDA under DPPI Guidelines • Engagement on policies and plans for development in surrounding area and considerations of existing uses and cumulative impacts as part of any changes to planning instruments 	<ul style="list-style-type: none"> • Engagement on SSDA included Community Newsletter, communication with key stakeholders, adjacent landowners and survey to inform community of proposed development and opportunities to make submissions in assessment process . The team also conducted a community drop-in session that gave additional opportunities to engage and give feedback on the project • Follow up Community Newsletter will be issued on submission of EIS for assessment to ensure community awareness of input into decision-making process <p>Proponent undertakes ongoing and open communication with adjoining landowners that may be impacted by duration of construction works and specific impacts of noise, air quality and traffic</p>	<p>Possible + Minimal = Low</p> <p>Positive</p> <p>The engagement process to raise awareness of proposal and proposed communication during construction phase with any impacted neighbours will ensure that the local community does not feel excluded from decision making in their local area.</p>



5.1.2 Operational Phase

Table 7: Operational Phase- Social Impact Evaluation and Mitigation

ADDITIONAL HOUSING (AGED CARE)				
Relevant categories for assessment	Community, Way of Life, Health and Wellbeing			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>The proposal will increase the supply of housing provisions targeted to seniors in need of aged care.</i></p>	<p>Almost certain + minor = Medium</p> <p>Positive: Increase in housing supply to seniors population within the locality</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude, extended duration <p><i>Reference -Section 1.2 The Proposal</i></p>	<ul style="list-style-type: none"> • State and local government strategies to improve the quality of life for seniors include providing more accessible housing choices that support independent living. 	<ul style="list-style-type: none"> • Delivery of residential aged care facility with a mix of options, supporting varying care needs and ageing in place • Inclusion of 15 beds for high-care residents and memory care wings for residents requiring higher care, supporting housing continuity for older people. • Inclusion of on-site amenities (e.g. Central social hub with café, outdoor area and children’s play area) to promote resident engagement, reduce social isolation, and support active ageing. 	<p>Almost certain + minor = Medium</p> <p>Positive</p> <p>Addresses the need for housing, especially the diversity of housing for the elderly population with a need for supported housing.</p>



OPERATION-EMPLOYMENT				
Relevant categories for assessment	Community, Way of Life, Health and Wellbeing, Livelihoods			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>The operation of the warehouse will generate additional direct and indirect jobs, as well as create new social networks.</i></p>	<p>Almost certain + minor = Medium</p> <p>Positive: Increased local Employment opportunities. The development, once completed, is expected to provide for 50 full time equivalent (FTE) jobs.</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude-extended duration <p><i>Reference - Estimated Development Cost (EDC) Report prepared by MBM</i></p>	<ul style="list-style-type: none"> • State and local government employment strategies and productivity strategies • Opportunities to partner with local business and suppliers 	N/A	<p>Almost certain + minor = Medium</p> <p>Positive</p> <p>Employment is a positive contributor to health, social inclusiveness and resilience within a community.</p>



OPERATION-TRAFFIC, PARKING AND ACCESS				
Relevant categories for assessment	Way of Life, Community, Accessibility, Surroundings, Health and Wellbeing			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Potential increase in traffic and vehicle movements, with increased numbers of residents, employees and visitors. The proposal could also affect the ease of access to the site.</i></p> <p><i>Potential decrease in the ease of movement as well as reduced parking in the vicinity of the site.</i></p>	<p>Almost certain +Minor = Medium</p> <p>Negative: Pressure on the road network and capacity. The development could limit or change the way people access the routes by the site as well as parking. The Traffic and Parking Assessment identifies that the proposal is not expected to result in any adverse traffic implications</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude, extended duration <p><i>Reference: Traffic and Parking Assessment by</i></p>	<ul style="list-style-type: none"> • Undertake and implement recommendations from relevant traffic studies undertaken as part of the project planning and development process. • Standard speed limits are enforced for all vehicles, and weight limits for heavy vehicles • Travel demand measures including Information regarding public transport options 	<p>Traffic and Parking Assessment outlines mitigation measures that include, but are not limited to:</p> <ul style="list-style-type: none"> • 44 parking spaces, proposed to be provided including accessible spaces exceeding the Housing SEPP requirements (34 spaces required). • The report includes a Travel Demand Management Plan aimed at: <ul style="list-style-type: none"> ○ Reducing the proportion of single-occupant car travel by staff, residents, and visitors; ○ Increasing the mode share of public transport, walking, and cycling; ○ Achieving mode share targets of reducing car driver trips from 53% to 40% while increasing bus use to 15% and train use to 35%; ○ Providing infrastructure and facilities to support sustainable travel choices. • Provision of End of Trip facilities including showers, change rooms, and secure bicycle parking; • Free shuttle bus service connecting to key transport nodes and town centres; and • Carpooling scheme with priority parking spaces and guaranteed ride-home provisions. 	<p>Possible + Minimal = Low</p> <p>Positive</p> <p>No further measures are proposed at this stage</p>



	Transport and Traffic Planning Associates			
OPERATION- VISUAL IMPACT				
Relevant categories for assessment	Community, Culture, Way of Life, Surroundings			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Permanent changes to surroundings through the establishment of a new building. This will change the experience of surroundings for local residents, workers, and visitors.</i></p>	<p>Almost Certain + Minor = Medium</p> <p>Negative: Additional built form is expected to change the visual amenities for the surrounding residents.</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude as long-term duration <p><i>Reference: Architectural Design Report prepared by Jackson Teece</i></p>	<ul style="list-style-type: none"> • The Visual Impact Assessment provides an evaluation of the how the proposal incorporates measures such as design elements, built form setbacks and modulation and landscaping that respond to local context. • The Architectural Design Report and Landscape Plans also sets out the key element of design to respond to the site and improve streetscape and public amenity 	<p>Various design and architectural elements have been incorporated into the built form for the proposed development to minimise the visual impacts experienced, including but not limited to:</p> <ul style="list-style-type: none"> • Extensive setbacks to the west and southern boundaries that provide generous landscape conditions • Floor plan massing, ventilation and façade articulation to improve visual amenity and preserve privacy • The built form is proposed to have a material palette that matches the existing buildings within the site and surrounds to complement the surrounding landscape, rich colours and textures with low maintenance attributes. • Layered building facades with planters that create visual interest 	<p>Possible + Minimal = Low</p> <p>Positive</p> <p>No further measures are proposed.</p>



OPERATION: URBAN HEAT				
Relevant categories for assessment	Surroundings, Health and Wellbeing			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p><i>Intensification likely to contribute to the urban heat island effect. Increased urban heat will likely result in decreased health and well-being for the local community.</i></p>	<p>Almost Certain + Minor = Medium</p> <p>Negative: The Ecologically Sustainable Development (ESD) Report identifies that the site is expected to experience more hot days and warm spells in the near future.</p> <ul style="list-style-type: none"> • Almost certain likelihood (definitely expected) • Minor magnitude, extended duration and vulnerable occupant group <p><i>Reference: Ecologically Sustainable Development report prepared by JHA</i></p>	<ul style="list-style-type: none"> • Standard strategies to reduce impacts of urban heat in built areas include increasing vegetation and green spaces, providing shade structures and water misting, using reflective building materials, and incorporating sustainable and water-sensitive design practices 	<p>Ecologically Sustainable Development offers the following recommendations:</p> <ul style="list-style-type: none"> • Passive design strategies, including the use of performance glazing, shading elements, and effective insulation, will reduce demand for mechanical air conditioning. • Employing light-coloured roofing material with low solar absorptance (SA)- deflect more sunlight, thereby minimising summer heat buildup in the roof space • In the proposed building, external shading devices, including eaves and balconies, are strategically designed to block the high summer sun while allowing the lower winter sun to penetrate and contribute to passive heating. • Greenery through planting (native) provides a connection to nature for building occupants. It also has a cooling effect through transpiration, reducing the urban heat island burden on the project. 	<p>Almost Certain + Minimal = Low</p> <p>Positive</p> <p>The mitigation approaches can assist in reducing the urban heat effect and maintain a comfortable work environment.</p> <p>Landscaping can assist in reducing the wider impacts of urban heat and need to be maintained.</p>



	<p>Architectural Design Report prepared by Jackson Teece</p> <p>Landscape Plan/Report prepared by TaylorBrammer</p>			
OPERATION–AMENITIES AND SERVICES				
Relevant categories for assessment	Community, Way of Life, Accessibility, Health and Wellbeing, Livelihoods			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
<p>Potentially increased demand for provision for well-being and amenities due to increased local population.</p>	<p>Possible +Minimal = Low</p> <p>Neutral: Whilst new residents would put pressure on the existing social and supporting infrastructure within the local area (e.g. GPs, community facilities), these can lead to upgrades to support the current and future population.</p> <ul style="list-style-type: none"> Possible(Medium probability) 	<ul style="list-style-type: none"> Standard strategies include NSW Government agencies' services planning and local council community service planning, as well as local recreation areas and retail hierarchy to protect and grow local and strategic centres. 	<p>The proposal involves the following public amenities that can be accessed by the residents and community:</p> <ul style="list-style-type: none"> Central social hub with café, outdoor area, and children's play area; Function room and shared resident spaces; Garden areas; Men's shed (Activity Shed) 	<p>Possible +Minimal = Low</p> <p>Positive</p> <p>The site is well-located and has amenities designed to cater for the resident population, so it is likely to be able to accommodate any additional demands generated by the proposal; therefore, no further mitigation is required.</p>



	<ul style="list-style-type: none"> Minimal magnitude, extended duration <p><i>Reference: Social Baseline Section 3 Architectural Design Report prepared by Jackson Teece Landscape Plan/Report prepared by TaylorBrammer</i></p>			
OPERATION–SAFETY & SURVEILLANCE				
Relevant categories for assessment	Surroundings, Accessibility, Health and Wellbeing			
Impact or Benefit	Evaluated Significance	Standard Mitigation/Enhancement	Project Specific Mitigation/Enhancement	Residual Impact Significance Assessment
Increased intensity of development at the site could improve passive surveillance in the area, increasing safety.	<p>Likely + Minor= Medium</p> <p>Negative: The CPTED reports that while the locality typically demonstrates a lower incidence of crime on a per capita basis compared to NSW as covered earlier.</p> <ul style="list-style-type: none"> Likely (Medium probability) 	<ul style="list-style-type: none"> Standard safety design features that support crime prevention through the environment including street surveillance, fencing, signage, access points, lighting and landscaping 	<p>The design includes operational considerations for aged care, including catering to the specific needs of the memory care residents.</p> <p>Ongoing management measures to be considered include:</p> <ul style="list-style-type: none"> Landscaping must be regularly maintained to ensure it does not obstruct sightlines around communal open spaces, entries and pathways. Clear directional signage should be provided at ground level to direct visitors to appropriate entrances 	<p>Possible + Minimal = Low</p> <p>Positive</p> <p>Provided the management measures are implemented.</p>



	<ul style="list-style-type: none"> • Minor magnitude, extended duration <p><i>Reference: Social Baseline – demographics Section 3</i></p>		<ul style="list-style-type: none"> • Signage must be legible, well-lit, and placed at logical decision points 	
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5.2 CUMULATIVE IMPACTS

The Cumulative Impact Assessment Guidelines for State Significant Projects 2022 state that

“Cumulative impacts are a 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 the 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.”

An analysis of recent development activity, as of November 2025, compiled from publicly available information on the major project website and planning proposals within a 2.5 km radius of the site, has identified various major projects underway or approved that require consideration. The cumulative impacts of this project, along with those of the concurrent projects identified, are discussed in the section below. Due to the nature of the major projects in the immediate vicinity of the site, the cumulative impacts of these projects are considered for both the Construction Phase and the Occupancy/Operational Phase.

Table 8: Summary of Cumulative Impact Considerations

Project	Address and Proximity (distance to project)	Description (Project Status/Indicative timing)	Summary of Project Specific Impacts
State Significant Developments/Infrastructure			
Shop-Top Housing - 28 Brookhollow Avenue, Norwest	28 Brookhollow Avenue, Norwest 3 km north east of site	The detailed SSDA proposes demolition of existing structures, site preparation, removal of some trees, and construction of two residential towers (20-27 storeys) with four podium levels of commercial use. The combined GFA is 36,022 m ² , including residential, commercial, communal open space, 495 car parks, and bicycle parking across five	Significant increase in residential and commercial floorspace supporting local business growth. Construction-phase noise, dust, traffic, and access impacts. Increased demand on transport and utilities. Improved pedestrian connectivity via two



<p>SSD-96934458</p>		<p>basement levels. Utilities and service augmentations are included.</p> <p>Status: Prepare EIS Stage</p>	<p>through-site links and enhanced communal open space.</p>
<p>Mawson Avenue Bella Vista Shop Top Housing HDA</p> <p>SSD-96812459 SSD-96580210</p>	<p>9-11 Mawson Avenue, Bella Vista</p> <p>3.6 km to the north of site</p>	<p>Proposal comprises approx. 900 dwellings in two buildings up to 40 storeys, including 15% affordable housing. Ground-floor retail and commercial uses anticipated, including supermarket, gym, childcare, and pedestrian through-site link. Total GFA approx. 71,000m². Situated adjacent to Bella Vista Metro Station, aiming to catalyse precinct renewal.</p> <p>Status: Prepare EIS Stage</p>	<p>Major residential density uplift supporting transit-oriented development. Generation of substantial construction traffic and workforce. Increased transport and public amenity demand. Activation of retail and community services linked to TOD Metro integration.</p>
<p>Mixed Use at 14-16 Brookhollow Norwest</p> <p>SSD-98063208</p>	<p>14-16 Brookhollow Avenue, Norwest</p> <p>3.9 km to the north east of the site</p>	<p>The SSDA includes demolition, site prep, and construction of a 12-storey commercial tower and 23-storey residential tower with active retail frontage—total GFA 30,540m², including residential (10% affordable), commercial, and childcare centre. Two accessible pedestrian through-site links are included—basement parking with 487 car spaces. Utilities provision upgrade included.</p> <p>Status: Prepare EIS Stage</p>	<p>Increased mixed-use capacity, supporting local jobs and housing needs. Construction impacts on local traffic and amenity. Enhanced pedestrian access and public realm activation. Support for families via childcare inclusion.</p>
<p>Century Hills - Century Estate</p> <p>SSD-98379207</p>	<p>2-12 Inglewood Place, Norwest</p> <p>Approx. 4 km to the north east of site</p>	<p>Concept SSDA for mixed-use comprising two residential buildings (17-24 storeys) and three commercial buildings with a maximum height between RL137m and RL224m. Total GFA approx. 181,831m² with substantial commercial and residential components. Includes publicly accessible open space and preservation of three existing commercial buildings.</p> <p>Status: Prepare scoping to receive SEARs</p>	<p>Major increase in employment and residential density at the precinct scale. Significant public open space provision. Construction impacts on traffic and local amenity. Conservation of heritage commercial structures within redevelopment.</p>
<p>Century Hills - Hills CLC</p> <p>SSD-98392208</p>	<p>2 Century Circuit, Norwest</p> <p>2.6 km to the north east of the site</p>	<p>Concept and part detailed SSDA comprising multiple mixed-use buildings with residential, commercial, and retail GFA totalling approx. 235,456m²; includes publicly accessible open space and parking facilities—preservation of the existing Convention Centre. Stage 1 includes two residential flat buildings totalling 67,950 m² of GFA.</p> <p>Status: Prepare scoping to receive SEARs</p>	<p>Adds extensive residential, commercial, and retail space. Enhances community infrastructure with preserved convention facilities. Construction-phase traffic and parking impacts. Long-term economic and social activity generator.</p>



<p>40 Memorial Ave, Bella Vista - residential towers</p> <p>SSD-80102979</p>	<p>40 Memorial Ave, Bella Vista</p> <p>4.2 km to the north of site</p>	<p>Consolidation of lots, demolition, and construction of four residential buildings (4 to 15 storeys) delivering 438 apartments and six townhouses. Two levels of basement accommodate 504 car parking spaces and 201 bicycle spaces. Includes community infrastructure and public domain improvements.</p> <p>Status: Responding to submissions after formal DPHI exhibition</p>	<p>Substantial residential capacity increase impacting local service demand. Construction-related noise, traffic, and access effects. Provides community benefits including open space and improved public links.</p>
<p>Brookhollow Avenue Data Centre Expansion, Norwest</p> <p>SSD-81928961</p>	<p>Brookhollow Avenue, Norwest</p> <p>4 km to the north east of site</p>	<p>Expansion of an existing 4MW data centre to a 14.9MW facility, including new external generators, water, and fuel tanks, installation of 11kV switching station, and site subdivision for staged development.</p> <p>Status: Prepare EIS Stage</p>	<p>Employment and infrastructure expansion with minor direct social interface. Construction traffic and operational vehicle impacts. Essential technical infrastructure supporting the local economy.</p>
<p>Norwest Seniors Housing</p> <p>SSD-78670213</p>	<p>1 Columbia Court, Norwest</p> <p>Approx. 3.7 km north east of site</p>	<p>Demolition of existing structures and staged construction of four buildings containing 393 Independent Living Units and 30 Residential Care Facility beds. Includes basement parking, retail, recreation, and administrative spaces.</p> <p>Status: Prepare EIS Stage</p>	<p>Adds significant seniors housing stock, including care beds. Impacts demand for the local aged care workforce and health services. Construction phase traffic and amenity considerations. Supports population ageing and community diversity.</p>
<p>Planning Proposals</p>			
<p>Bella Vista Station Concept</p> <p>SSD-10344</p>	<p>Old Windsor Rd, Bella Vista</p> <p>Approx. 2.8 km to the north of site</p>	<p>Concept SSD approval outlining land use strategy for 20 development blocks providing 2,905 to 3,822 dwellings with 5% affordable housing, plus up to 167,080m² retail/commercial GFA. Includes district, local, and contributory open space totalling over 5 hectares. Establishes design guidelines for built form, parking, streets, and open space.</p> <p>Status: The concept application has been approved, as was recently modified in April 2025</p>	<p>Sets a precinct-wide framework for high-density mixed-use living supporting transit infrastructure. Major catalyst for urban renewal and place activation. Aligns land use and transport planning. Forms policy basis for surrounding developments.</p>



As noted above, concurrent developments near the site give rise to cumulative social and environmental impacts that require assessment during both the construction and operational phases. While the majority of these projects focus on residential and mixed-use outcomes, they are complemented by broader precinct-scale projects, such as the Sydney Metro Northwest Urban Renewal program- Bella Vista Station.

Construction Phase Impacts:

- **Extended Disruptions:** Simultaneous construction activities will prolong noise, dust, vibration, and traffic congestion in the area, affecting residents and businesses along Norbrik Drive, Old Windsor Road, and connecting corridors. Temporary road closures and access limitations may increase community inconvenience.
- **Increased Construction Traffic:** Heavy vehicle movements for deliveries and waste management will heighten safety considerations and traffic delays, stretching local road capacity and impacting urban amenity during peak construction periods.
- **Community Stress and Uncertainty:** The sustained pace of change may cause residents to feel apprehensive about shifts to neighbourhood character, amenity, and lifestyle patterns, especially given the density and scale of developments.

Operational Phase Cumulative Impacts:

- **Urban Density and Character Transformation:** The cumulative addition of high-density residential, seniors housing, and mixed-use projects will visibly increase Bella Vista's urban intensity, transitioning it from a primarily greenfield / low-rise suburb to a vibrant transit-oriented precinct. This evolution may alter community perceptions, especially among longer-term residents who value the current suburban character.
- **Infrastructure and Transport Demand:** Population growth will intensify pressure on roads, public transport, schools, healthcare services, utilities, and community facilities. Coordinated upgrades, expanded service provision, and enhanced active transport infrastructure align with the precinct's strategic planning to ensure continued liveability.
- **Social and Economic Effects:** Growth in housing diversity and resident numbers will foster local economic vitality and employment opportunities, but simultaneously increase demand for social, health, and aged care services. The changing demographic composition supports a richer community fabric but requires careful capacity and service planning.
- **Environmental and Green Space Considerations:** Refined site-level and area-wide strategies to preserve green spaces, manage flood risks, and protect biodiversity are vital. These include stormwater control measures, buffer landscaping, connectivity of open space networks, and ongoing ecological stewardship to sustain community values.



6 Mitigation Recommendations

On balance, the overall social impacts of the proposal during operation (as described in **Section 5**) will deliver benefits in relation to way of life, accessibility, surroundings, health, community, and culture. Given the potential for residual impacts identified in the previous section, the following recommendations for the proponent's implementation are emphasised.

Construction Phase:

Recommendation 1: Before commencing construction work on the proposed built form, prepare and implement a Construction Environment Management Plan (CEMP) to:

- Ensure the construction site is managed effectively and meets relevant environmental criteria and regulations, including detailed construction schedules, phases, operating hours and communication strategies for adjoining properties on Norbrik Drive, as well as to the existing residents within the retirement village; and
- Coordinate construction activities with ongoing Aveo development works to minimise cumulative impacts.

Recommendation 2: Prepare and implement a Construction Traffic Management Plan (CTMP) to mitigate the impact on surrounding businesses:

- Manage the construction vehicles, including truck routes, size of vehicles, vehicle movement frequencies and plan for vehicle stands for loading and unloading
- Manage construction deliveries so they occur outside of peak hours
- Control vehicle entry points and turning areas where possible using a one-way system. Identify parking areas, delivery routes, and loading zones away from the work area
- Educate workers - traffic management in the induction for everyone
- Communicate clearly with the community and neighbours, including provision and construction traffic routes and times.

Recommendation 3: Implement the Tree Protection Management Plan (TPMP), which will need to be overseen by an official Project Arborist. The Project Arborist would manage tree protection and oversee any work conducted within the Tree Protection Zones (TPZs). This includes:

- Performing regular compliance monitoring and certification. Although several mitigation measures are already incorporated into the architectural design of the project, it is recommended that the following additional measures be implemented, such as tree protection to be undertaken in accordance with the Arboricultural impact assessment report recommendations and the planting schedule/plan of the Landscape report

Operational Phase

Recommendation 4: Ensure that the operational noise and emissions are within the levels recommended by the assessing authority and guidelines. The recommendations in the acoustics report include:

- Any lightweight external walls should be reviewed at the detailed design stage to determine the appropriate construction to meet in the internal noise requirements, and
- That partitions separating the amenity offering from the residential sections should achieve a minimum acoustic performance as stated in the Noise and Vibration Assessment Report

Recommendation 5: Implementation of travel demand management measures in accordance with recommendations of Section 7 of Traffic and Parking Assessment to manage the future impacts of operation related traffic and parking on surrounding road networks and communities.



7 Conclusion

This Social Impact Assessment Report evaluates the potential social impacts of the proposed Opal Bella Vista Care Community, conducted in accordance with the Secretary's Environmental Assessment Requirements (SEARs) and the Department of Planning, Housing, and Infrastructure's Social Impact Assessment Guidelines (2025).

The evaluation draws on a comprehensive analysis of local demographic conditions, strategic policy alignment, and community values to establish the social baseline for the proposal. It is supported by technical reports addressing key considerations, with mitigation measures refined through stakeholder and agency consultations.

Positive impacts include enhanced aged care services for the ageing population of North West Sydney, local employment opportunities, and improved access to healthcare for age-related conditions. Negative impacts such as construction disruptions, changes to local character, and ongoing demand for aged care infrastructure are identified as manageable through measures such as the Construction Environmental Management Plan and the Construction Traffic Management Plan.

Community and stakeholder engagement has been integral to assessing impacts and shaping mitigation strategies, including construction protocols and design/landscape enhancements to address residual effects.

Overall, the proposal is likely to deliver significant long-term social and economic benefits for the ageing community in the Hills Shire. The Social Impact Guideline Review checklist has been satisfactorily addressed (see **Appendix D**), supporting advancement to the detailed assessment stage.

Declaration of Author

Relevant sections of this document have been prepared in accordance with the SIA Guidelines and standards for conducting social impact assessments. The information presented in this assessment is based on thorough research, analysis, and professional expertise in the field. Efforts have been made to ensure the accuracy, integrity, and transparency of the data and findings contained within this document.

The purpose of this social impact assessment is to evaluate the potential social impacts of the proposed **Opal Bella Vista Care Community**, including all associated works, and to provide actionable recommendations for stakeholders. The contributions of individuals and organisations consulted during the assessment process are acknowledged, and a commitment to upholding ethical practices throughout has been established.



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Appendix A- Newsletters

Aveo Village Newsletter



Bella Vista Haven Retirement Living Newsletter

Re: Opal HealthCare's Proposed Residential Aged Care Community

Dear Neighbour

We are writing to inform you about a proposed State Significant Development (SSD) within the Bella Vista Haven Retirement Living Village located at 26-30 Norbrik Drive, Bella Vista.

About the proposal

Opal HealthCare is proposing to develop an existing area within the Aveo Bella Vista Haven Retirement Living Village, to create a new, purpose-built residential aged care community. It will be owned and operated independently by Opal HealthCare, with separate access and operations.

The proposed development is designed to help meet the growing need for aged care services in the Hills District, and will provide high-care accommodation and a dedicated memory care neighbourhood, while also delivering a range of landscaped and communal spaces to support health, wellbeing, and connection.



Location Plan: Opal HealthCare site within Bella Vista Haven Retirement Living site

Source: Jackson Teece / Willowtree Communications

Have your say

Opal HealthCare has engaged Willowtree Communications to carry out community engagement and gather feedback from the Bella Vista Haven community. Your input will help shape the final proposal before it is submitted to the Department of Planning, Housing and Infrastructure (DPHI) for assessment. You can provide your feedback by scanning the QR Code, via the link over the page or via clicking the link provided in your email.





Project details

The proposed development includes:

- A five-storey, 135 bed residential aged care community, including a dedicated 16-bed memory care neighbourhood
- An outdoor dining area with an integrated outdoor kitchen and BBQ
- A variety of activated resident spaces, including a function room, a state-of-the-art wellness centre, on-site café and a beauty salon
- New landscaping shaded outdoor areas, a courtyard for residents living with dementia and dedicated main entrance and drop-off point
- Access is via Bella Vista Haven Retirement Living Village off Norbrik Drive, and basement car parking is provided for residents, team, and visitors.



Above: Visual perspective looking southwest towards Old Windsor Road
 Source: Jackson Teece / Willowtree Communications

Provide your feedback on social impacts



You are invited to provide preliminary feedback on the proposal by scanning the QR code to complete a short survey by **27 September 2025**. You can also provide your feedback by clicking the link provided in your email.

If you would like to learn more about the proposal, discuss a specific aspect of the project, you can email the team at engage@willowtc.com.au or give them a call on **0451 211 995**.

Next steps

Following engagement with the community, Council and relevant government agencies, the project team will refine the proposal for submission to DPHI. Further community and stakeholder engagement will be undertaken as part of DPHI's detailed assessment process under Project Reference Number **SSD-53300464**.



Community Newsletter



Community Newsletter #1

Re: Proposed Residential Aged Care Community at 26-30 Norbrik Drive, Bella Vista

Dear Neighbour

We are writing to inform you about a proposal by Opal HealthCare to develop a residential aged care community within the Bella Vista Haven Retirement Living Village located at 26-30 Norbrik Drive, Bella Vista.

About the proposal

The proposed development is designed to help meet the growing need for aged care services in the Hills District. It will provide high-care accommodation and a dedicated memory care neighbourhood and will be owned and operated independently by Opal HealthCare. The purpose-built 135-bed care community will include a range of landscaped and communal spaces to support health, wellbeing, and connection. Further project details are over page.



Location Plan: Opal HealthCare site within Bella Vista Haven Retirement Living site

Source: Jackson Teece / Willowtree Communications

Have your say

Opal HealthCare has engaged Willowtree Communications to carry out community engagement and gather feedback from the local community and assess social impacts as part of the State Significant Development Application. Your input will help inform refinements to the proposal before it is submitted to the Department of Planning, Housing and Infrastructure (DPHI) for assessment.

Community survey on social impacts



You are invited to provide feedback on the proposal by scanning the QR code to complete a short survey by **26 September 2025**.

Attend an online information session

You are invited to attend an online information session to learn more about the proposal and speak directly with the project team.

- **Date:** Wednesday 17 September 2025
- **Time:** 6pm – 7pm
- **Location:** Online (link provided upon registration)

You can register for the information session by scanning the QR code or emailing us at engage@willowtc.com.au.



Project details

The proposed development includes:

- A five-storey, 135 bed residential aged care community, including a dedicated 16-bed memory care neighbourhood
- An outdoor dining area with an integrated outdoor kitchen and BBQ
- A variety of activated resident spaces, including a function room, a state-of-the-art wellness centre, on-site café and a beauty salon
- New landscaping shaded outdoor areas, a courtyard for residents living with dementia, and dedicated main entrance and drop-off point
- Access is via Bella Vista Haven Retirement Living Village of Norbrik Drive and basement car parking is provided for residents, team, and visitors



Above: Visual perspective looking southwest towards Old Windsor Road

Source: Jackson Teece / Willowtree Communications

Next steps

Following engagement with the community, Council and relevant government agencies, the project team will refine the proposal for submission to DPHI. Further community and stakeholder engagement will be undertaken as part of DPHI's detailed assessment process under Project Reference Number **SSD-53300464**.

If you would like more information, have questions about the proposal, or prefer to provide feedback directly, please contact the engagement team at engage@willowtc.com.au or **0451 211 995**.

Translating and interpreting service

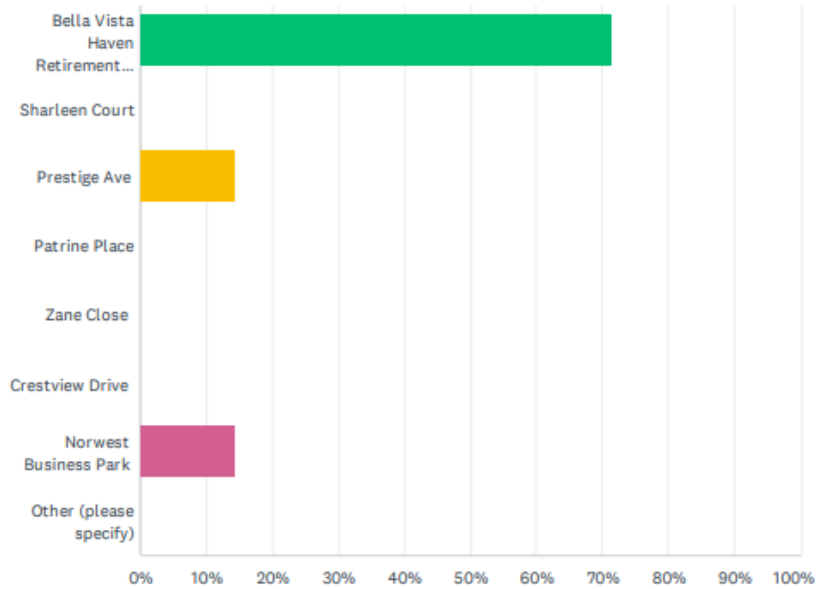
If you need help understanding this information, please email us at engage@willowtc.com.au, or contact the on National Translating and Interpreting Service on 131 450 and ask them to call us on **0451 211 995**.



Appendix B- Survey Results

Q1 Where do you live or work? (select all that apply)

Answered: 7 Skipped: 1



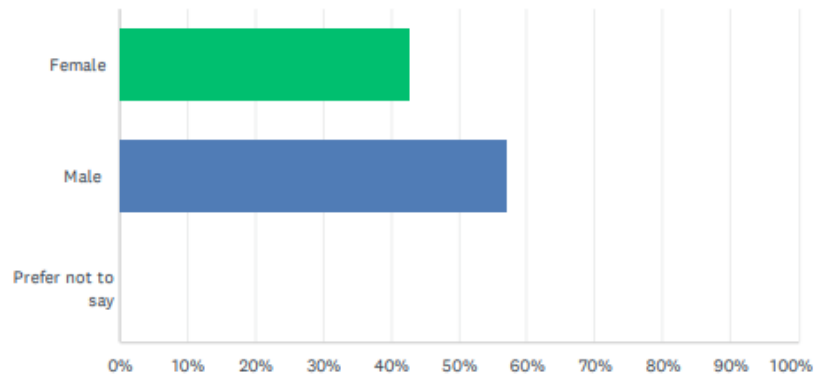
ANSWER CHOICES	RESPONSES	
Bella Vista Haven Retirement Village	71.43%	5
Sharleen Court	0.00%	0
Prestige Ave	14.29%	1
Patine Place	0.00%	0
Zane Close	0.00%	0
Crestview Drive	0.00%	0
Norwest Business Park	14.29%	1
Other (please specify)	0.00%	0
Total Respondents: 7		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	



Q2 What gender do you identify as?

Answered: 7 Skipped: 1

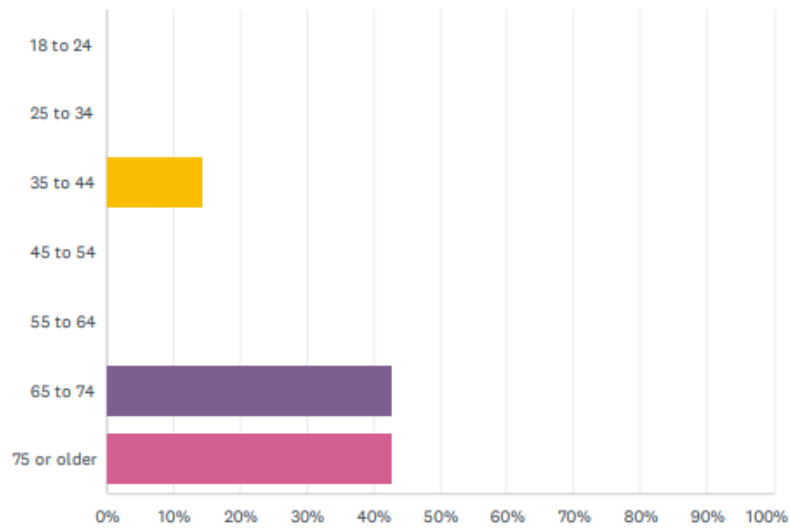


ANSWER CHOICES	RESPONSES	
Female	42.86%	3
Male	57.14%	4
Prefer not to say	0.00%	0
TOTAL		7



Q3 What is your age?

Answered: 7 Skipped: 1

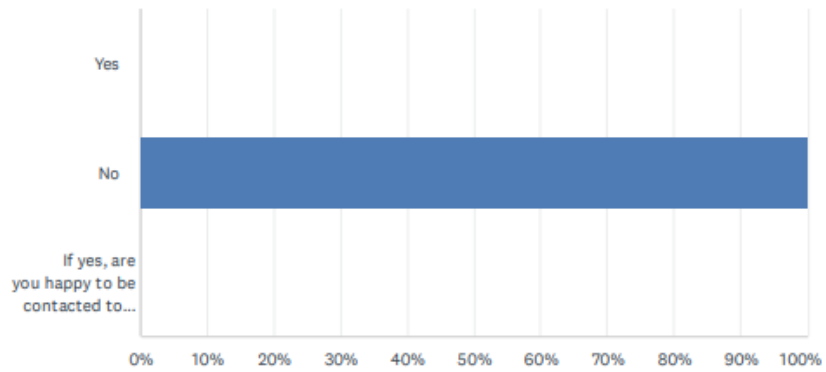


ANSWER CHOICES	RESPONSES	
18 to 24	0.00%	0
25 to 34	0.00%	0
35 to 44	14.29%	1
45 to 54	0.00%	0
55 to 64	0.00%	0
65 to 74	42.86%	3
75 or older	42.86%	3
TOTAL		7



Q4 Are you of Aboriginal or Torres Strait Islander descent?

Answered: 7 Skipped: 1



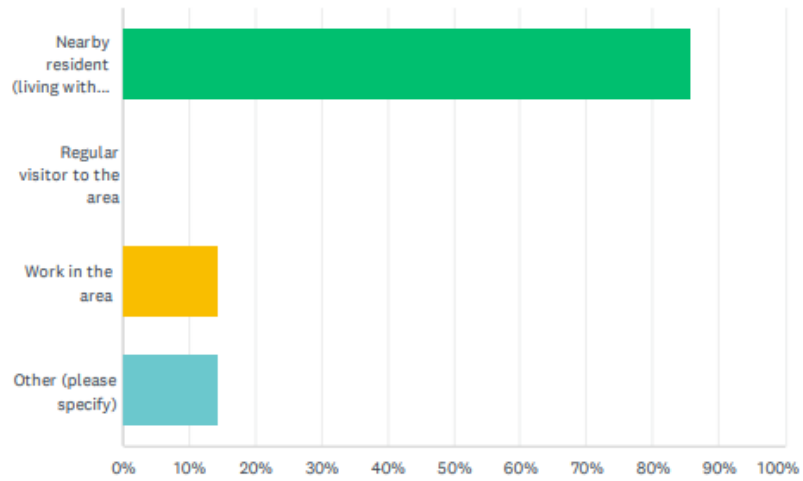
ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 7
If yes, are you happy to be contacted to discuss the development?	0.00% 0
TOTAL	7

#	IF YES, ARE YOU HAPPY TO BE CONTACTED TO DISCUSS THE DEVELOPMENT?	DATE
	There are no responses.	



Q5 What best describes your connection to the area? (select all that apply)

Answered: 7 Skipped: 1



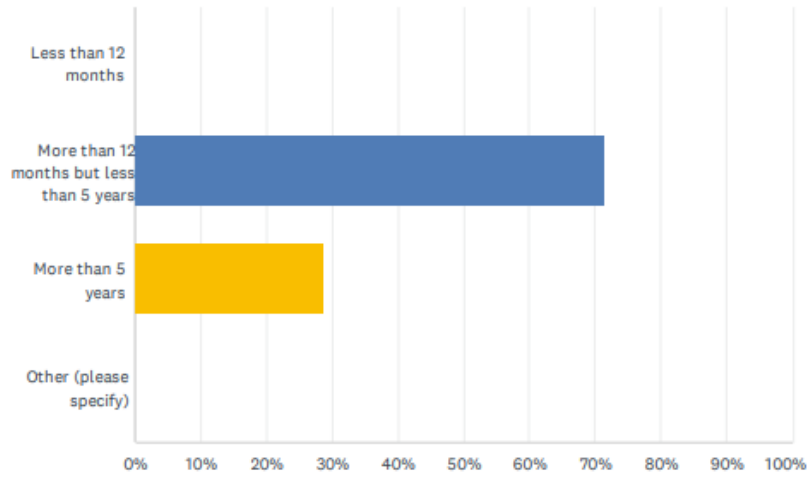
ANSWER CHOICES	RESPONSES
Nearby resident (living within 500m from the site)	85.71% 6
Regular visitor to the area	0.00% 0
Work in the area	14.29% 1
Other (please specify)	14.29% 1
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	Live here	9/23/2025 11:50 AM



Q6 How long have you lived or worked in the local area?

Answered: 7 Skipped: 1



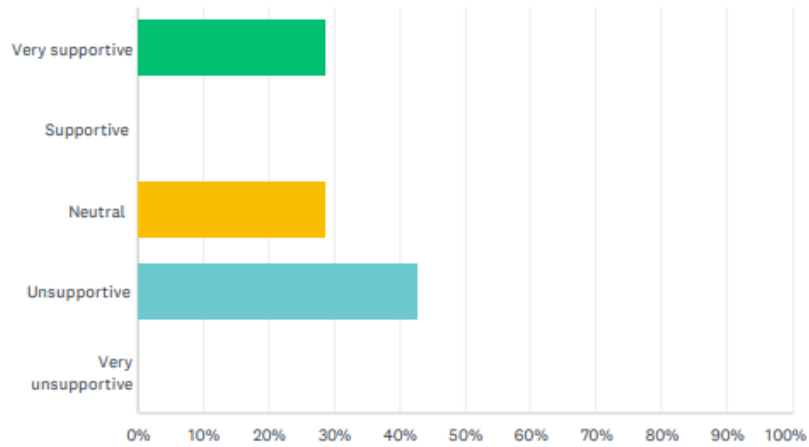
ANSWER CHOICES	RESPONSES
Less than 12 months	0.00% 0
More than 12 months but less than 5 years	71.43% 5
More than 5 years	28.57% 2
Other (please specify)	0.00% 0
TOTAL	7

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	



Q7 How supportive are you of the proposal?

Answered: 7 Skipped: 1



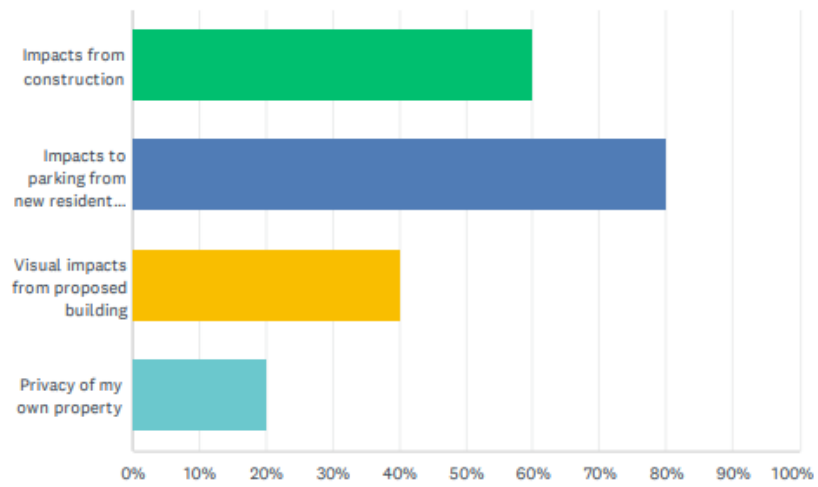
ANSWER CHOICES	RESPONSES	
Very supportive	28.57%	2
Supportive	0.00%	0
Neutral	28.57%	2
Unsupportive	42.86%	3
Very unsupportive	0.00%	0
TOTAL		7

#	PLEASE EXPLAIN WHY?	DATE
1	When I moved into Bella Vista Haven I was not informed the ongoing care to be built would be not running by Aveo. Do we get priority when we require this care? The access road through Aveo's site, will incur more traffic. Who foots the bill for road repairs.	10/8/2025 2:11 PM
2	Does not have separate road for vehicle access.	9/27/2025 5:05 PM
3	For ongoing care	9/27/2025 9:12 AM
4	I live at Bella Vista Haven Retirement Community	9/25/2025 9:24 AM
5	Current profile appears to be greater than originally planned	9/23/2025 11:50 AM



Q8 Are there any activities associated with this project that would concern you? (select all that apply)

Answered: 5 Skipped: 3

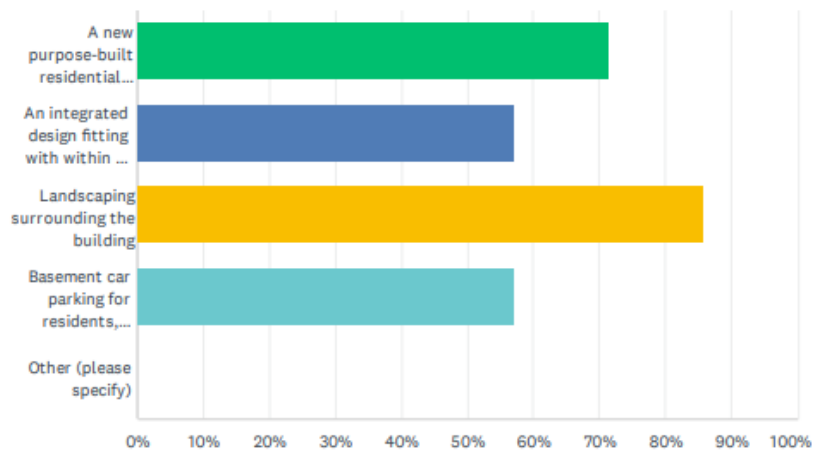


ANSWER CHOICES		RESPONSES	
Impacts from construction		60.00%	3
Impacts to parking from new residential aged care community		80.00%	4
Visual impacts from proposed building		40.00%	2
Privacy of my own property		20.00%	1
Total Respondents: 5			
#	OTHER (PLEASE SPECIFY)	DATE	
1	No	9/25/2025 9:24 AM	



Q9 Which of the following do you consider the most positive elements of the proposed development? (select all that apply)

Answered: 7 Skipped: 1

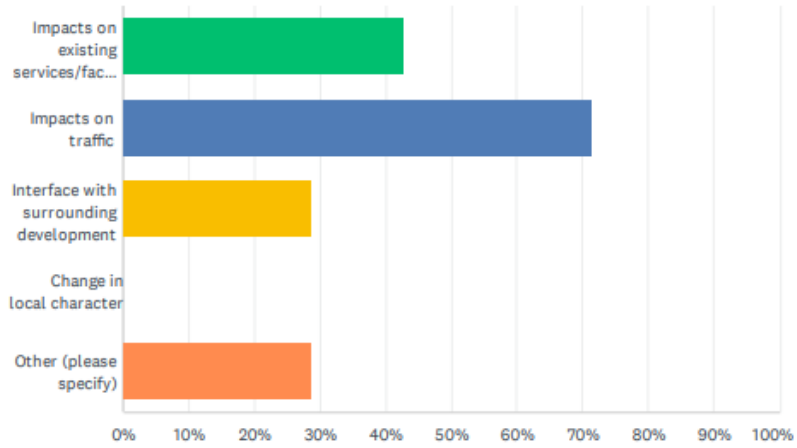


ANSWER CHOICES		RESPONSES	
A new purpose-built residential aged care community in the area		71.43%	5
An integrated design fitting with within the existing retirement village		57.14%	4
Landscaping surrounding the building		85.71%	6
Basement car parking for residents, team, and visitors		57.14%	4
Other (please specify)		0.00%	0
Total Respondents: 7			
#	OTHER (PLEASE SPECIFY)	DATE	
	There are no responses.		



Q10 Do you have any concerns with this development in the local area?
(select all that apply)

Answered: 7 Skipped: 1



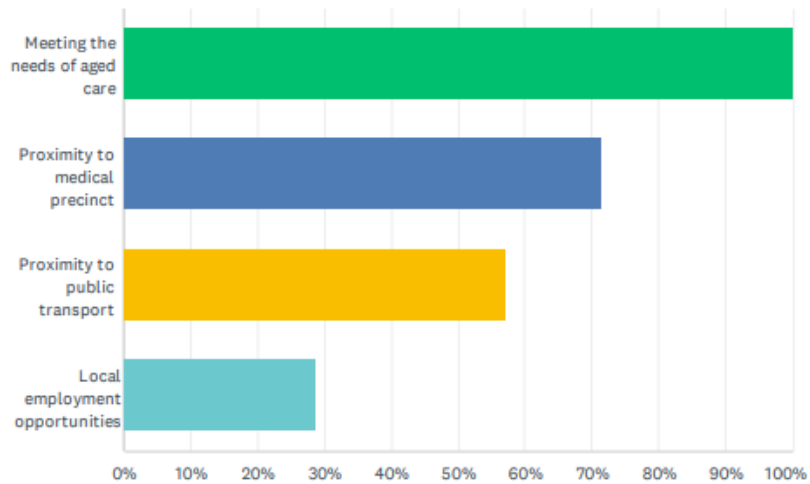
ANSWER CHOICES	RESPONSES
Impacts on existing services/facilities	42.86% 3
Impacts on traffic	71.43% 5
Interface with surrounding development	28.57% 2
Change in local character	0.00% 0
Other (please specify)	28.57% 2
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	No concerns	9/25/2025 9:24 AM
2	Costs associated with common proerty	9/23/2025 11:50 AM



Q11 What do you think are the potential benefits of the proposal? (select all that apply)

Answered: 7 Skipped: 1



ANSWER CHOICES	RESPONSES
Meeting the needs of aged care	100.00% 7
Proximity to medical precinct	71.43% 5
Proximity to public transport	57.14% 4
Local employment opportunities	28.57% 2
Total Respondents: 7	

Q12 Do you have any other feedback or suggestions relating to mitigating or enhancing the impacts of the proposal?

Answered: 4 Skipped: 4

#	RESPONSES	DATE
1	The aged care units should be built facing Norbrik Drive next door to the existing Building A, Waratah with an entrance for vehicles directly off Norbrik Drive. The amount of traffic passing within a metre of the front pedestrian access door to Building A Waratah and almost as close to the front door of Building B Corymbia would be extremely dangerous especially considering the elderly residents who live here. It requires without doubt a separate vehicle entrance.	9/27/2025 5:05 PM
2	No	9/27/2025 9:12 AM
3	Keep us informed about the progress of the development. We received this 21/9. Did you have the online meeting on 17/9? Why weren't we invited? We would like an opportunity in our community to talk with your organisation.	9/25/2025 9:24 AM
4	The overall footprint appears excessive and as indicated what will be the principals of cost sharing for common areas	9/23/2025 11:50 AM



Appendix C- Technical Studies

The Technical studies referred to in this report are listed in the following table. Note, this is not a full list of appendices as included in the EIS.

Report	Author
Aboriginal Objects Due Diligence Assessment	Urbis
Arboricultural Impact Assessment	Civica Arborsafe
Architectural Design Report	Jackson Teece
Biodiversity Development Assessment Report [Waiver Letter]	Narla Environmental
Estimated Development Cost Report	MBM
Ecologically Sustainable Design	JHA Services
Flood Impact Risk Assessment	Henry & Hymas
Geotechnical Assessment	Geotechnique
Integrated Water Management Plan	Henry & Hymas
Landscape Plans and Report	Taylor Brammer
Noise and Vibration Impact Assessment	Pulse White Noise Acoustics
Preliminary Site Investigation	Geotechnique
Historical Archaeological Advice Letter-Statement of Heritage Impact	Urbis
Traffic and Parking Assessment	Transport and Traffic Planning Associates
Waste Management Plan- Construction and Demolition	Universal Foodservice Designs
Waste Management Plan- Operational	Universal Foodservice Designs



Appendix D- Review Questions

SIA review questions		
General		
Impact Area		Section
1	Does the lead author meet the qualification and experience requirements?	Yes, document control information is provided Refer Section 7 - experience detailed in Author declaration
2	Has the lead author provided a signed declaration?	Yes, the Author declaration is provided in Refer Section 7
3	Would a reasonable person judge the SIA report to be impartial, transparent and suitably rigorous given the nature of the project?	Yes, Section 2 details the approach used to ensure transparency and work integrity
Project's social locality and social baseline		
4	Does the SIA report identify and describe all the different social groups that may be affected by the project?	Yes, as defined in Section 3
5	Does the SIA report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes, refer to Sections 3 and 5
6	Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes, refer to Sections 3 and 5
7	Does the social baseline study include appropriate justification for each element and provide evidence that the elements reflect both relevant literature and the diversity of views and likely experiences?	Yes, Refer to Section 3
8	Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Yes, Refer to Sections 2 and 3
Identification and description of social impacts		
9	Does the SIA report adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA report been detailed?	Yes, refer to Section 5
10	Does the SIA report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Yes, refer to Sections 2, 3 and 5
11	Does the SIA report describe how the preliminary analysis influenced project design and EIS engagement strategy?	Yes, refer to Section 2, 3 and 4
Community engagement		
12	Were the extent and nature of engagement activities appropriate and sufficient to canvass all relevant views, including those of vulnerable or marginalised groups?	Yes, refer to Section 4
13	How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?	Refer to Section 4
Predicting and analysing social impacts		



14	Does the SIA report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Refer to Section 5
15	Does the SIA report analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will lose from the project?	Refer to Section 5
16	Does the SIA report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Refer to Section 5
17	Do the evaluations of significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Refer to Section 5
18	Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Refer to Section 5
Responses, monitoring and management		
19	Does the SIA report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Refer to Sections 5 and 6
20	Does the SIA report demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	Refer to Sections 5 and 6
21	Does the SIA report demonstrate how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	Refer to Sections 5 and 6



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