

Beam Planning Pty Limited for Homes NSW

25-27 Boyd Street, Tweed Heads

Social Impact Assessment

Reference: 304932

Final Report | 28 November 2024



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Executive Summary

Arup have been engaged by Beam Planning Pty Limited for Homes NSW to prepare a Social Impact Assessment (SIA) in relation to a proposed 13-storey affordable housing development which includes 80 residential units (the Proposal), located at 25-27 Boyd Street, Tweed Heads.

This report has been prepared to support the lodgement of a State Significant Development Application (SSDA), with reference to the Secretary’s Environmental Assessment Requirements (SEARs) issued for the proposal.

The purpose of this SIA is to identify the potential social impacts (both positive and negative) associated with the Proposal. Recommendations to help avoid and/or minimise the potential negative impacts as well as maximise the potential positive impacts are also identified within this report.

The Assessment has been undertaken consistent with to the Department of Planning, Housing and Infrastructure’s (DPHI) Social Impact Assessment Guideline for State Significant Projects and Technical Supplement, February 2023 (the SIA Guidelines) and consistent with the social impact significance matrix below.

Social impact significance matrix

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

Source: NSW DPHI, 2023 Technical Supplement - Social Impact Assessment Guideline for State Significant Projects

Impact assessment findings

Based on this assessment, the proposal is likely to generate a highly positive social impact, particularly in the long term. The key impacts of the proposal are:

- Potential negative social impacts:
 - Traffic and parking impacts relating to construction activity
 - Management of Aboriginal archaeological heritage during construction
 - Short-term impacts on local neighbourhood characteristics and sense of place
 - Crime and safety of residents in the immediate social locality.
- Potential overall positive social impacts:
 - Meeting an urgent need for social and affordable housing in Tweed Heads
 - Providing access to high quality, suitably designed social and affordable housing located close to infrastructure, services and amenity
 - Fostering community recovery from major natural hazard events and building community resilience
 - Contribution to an inclusive, caring and safe community post-occupancy.

Recommendations

The following management measures are recommended to address potential negative social impacts as well as help enhance potential positive impacts:

Construction:

- Implement recommendations of the Traffic Impact Assessment (TIA) and Preliminary Construction Traffic Management Plan (PCTMP) (SECA Solution, 2024).
- Implement recommendations of the Aboriginal Cultural Heritage Assessment Report specific to Aboriginal archaeology in particular (ACHAR) (AMBS Ecology and Heritage, 2024).
- Consider installing creative hoarding to improve visual impacts of construction at the site. Implement recommendations of the Visual Impact Assessment (VIA) (Beam Planning, 2024).
- Ensure that any modifications to the design of the proposal are consistent with the key principles of Good Design for Social Housing (DPHI, 2020) and aligned with housing needs of the community, including ensuring that the proposal is accessible for people with a disability (Purple Apple Access, 2024).
- Carry out regular consultation with the proponents of other projects in the vicinity of the site (both existing and planned) to reduce any potentially significant cumulative impacts (e.g. consider the use of staging or implementing additional management plans).
- Explore opportunities to connect with local training providers and construction contractors to maximise employment and skills development for the local community, including the local Aboriginal community, during construction.
- Carry out regular consultation and engagement activities with existing residents, businesses, community facility operators and their visitors as well as the Aboriginal community to keep the community up to date on development activity, understand and manage any future social impacts should they occur. Examples of potential engagement activities include BBQs, street meetings, community events, pop-up or information sharing sessions.
- Foster community recovery and resilience by widely publicising progress against key stages of development to highlight the work of the Flood Recovery Program and the delivery of this project to support those impacted by the floods and who are currently living in temporary accommodation.

Post-construction:

- Consistent with the objectives of the Flood Recovery Program, the affordable housing provider to consider prioritising housing allocation for local Tweed Heads and Northern Rivers community members who are living in temporary accommodation or identify as homeless.
- The building and its tenants to be managed by an experienced affordable housing provider, including linkages for tenants to health and community-services.
- Implement recommendations of the TIA, including a Green Travel Plan for new residents (SECA Solution, 2024).
- Establish a hotline to allow the community to freely express any concerns post-occupancy and conduct a targeted door-knock for residents and businesses in the immediate social locality (400m) to encourage reporting of crime and safety issues to the affordable housing provider post-occupancy.
- Implement recommendations of the Crime Prevention Through Environmental Design (CPTED) Report (Beam Planning, 2024).

Glossary

Abbreviations	Definition
ABS	Australian Bureau of Statistics
ACHAR	Aboriginal Cultural Heritage Assessment Report
BOCSAR	Bureau of Crime Statistics and Research
CEMP	Construction Environment Management Plan
CEP	Community Engagement Plan
CSP	Community Strategic Plan
CPTED	Crime Prevention Through Environmental Design
DPHI	NSW Department of Planning, Housing and Infrastructure
IRSAD	Index of Relative Socio-Economic Advantage and Disadvantage
ISL	Immediate Social Locality
LGA	Local Government Area
LSPS	Local Strategic Planning Statement
MPIA	Member of the Planning Institute of Australia
PCTMP	Preliminary Construction Traffic Management Plan
Proposal	The project
SA1	Statistical Area Level 1
SEARs	Secretary's Environmental Assessment Requirements
SEIFA	Socio-Economic Indexes for Areas
SIA	Social Impact Assessment
SIA Guidelines	NSW Social Impact Assessment Guidelines (DPHI, 2023)
SSL	Secondary Social Locality
TIA	Traffic Impact Assessment
VIA	Visual Impact Assessment

1. Introduction

1.1 Overview

Arup have been engaged by Beam Planning Pty Limited for Homes NSW to prepare a Social Impact Assessment (SIA) in relation to a proposed 13-storey affordable housing development which includes 80 residential units (the proposal), located at 25-27 Boyd Street, Tweed Heads (the site) as shown in Figure 1-1.

This report has been prepared in response to the Secretary's Environmental Assessment Requirements (SEARs) for the proposal issued 3 July 2024 (SSD-72700708) (Table 2-1).

Table 1-1: SEARs requirements for social impact assessment

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

The purpose of this SIA is to identify the potential social impacts (both positive and negative) associated with the proposal. Recommendations to help avoid and/or minimise the potential negative impacts as well as maximise the potential positive impacts are identified in conclusion.

The Assessment has been undertaken consistent with to DPHI's Social Impact Assessment Guideline for State Significant Projects and Technical Supplement, February 2023 (the SIA Guidelines).

1.2 The proposal

All levels of government have acknowledged the need for social and affordable housing in providing access to secure housing for people on low and very low incomes. The NSW Government has invested \$6.6 billion into funding new social and affordable housing properties, improving maintenance of public housing and boosting homelessness support services. Part of this funding includes the Flood Recovery Program, which aims to move tenants from their temporary housing arrangements into their new permanent homes.

Homes NSW's key objectives for the proposal are to:

- Provide affordable housing for low and very low-income households
- Facilitate delivery of new, quality affordable housing for people that may have been displaced by flooding and who are living in temporary accommodation
- Improve the sustainability of the housing portfolio
- Provide housing, services and support that enhance the health and wellbeing of residents
- Facilitate design excellence and broader sustainability outcomes
- Manage implementation risks of new housing
- Provide valuable support to the Flood Recovery Program by providing new housing for those living in temporary accommodation
- Highlight the work of the Flood Recovery Program and the delivery of projects for those impacted by the flood currently living in temporary accommodation.

Funded by the Flood Recovery Program, Homes NSW are proposing to develop a new affordable housing development. The plan provides for a 13-storey development which includes in the order of 80 residential units. This would deliver new homes for around 120 people. It is proposed that the new affordable housing development will provide the following:

- 41 x 1-bedroom units and 39 x 2-bedroom units (8 units designed to the 'adaptable housing' standard)
- A community room

- Communal open space area and landscaping using native plantings
- Basement car parking for 65 vehicles, eight adaptable (disabled) car parking and storage for 28 resident bicycles and 8 visitor bicycles
- Accessible entry to the building with mobility issues or a disability
- Proposed vehicle access via Brett Street, with pedestrian access available from both the Boyd and Brett Street frontages.

It is anticipated that development at the site would commence in 2025 (subject to approval) for completion within 2 years.

1.3 Report structure

Consistent with the principles set out in the SIA Guideline, this report details:

- Overview of the proposal
- Methodology for the SIA
- Summary of strategic policy and planning context
- Summary of social baseline conditions
- Assessment of the potential social impacts associated with the proposal
- Identification of social impact mitigation and enhancement measures.

1.4 Author declaration

The SIA Guideline requires authors to be suitably qualified persons who hold appropriate qualifications and have relevant experience in social science or related areas. The authors' qualifications, experience and demonstrated understanding of social impacts are shown in Table 1-2 below.

Table 1-2: Author declaration

Primary Author / Reviewer	Author/s
Caroline Squires (MPIA) Master of Urban & Regional Planning (Honours) Bachelor of Arts (Geography)	Grace Lambeth (MPIA) Bachelor of Planning (Honours)
Hannah McDonald (MPIA) Bachelor of Planning	Britt Davies (MPIA) Master of Urban Planning Bachelor of Science (Urban Geography) Bachelor of Commerce (Economics and Market Research)

Date completed: 28 November 2024

I confirm that the SIA contains all relevant information, I understand my legal and ethical obligations, and that none of the information in the SIA is false or misleading.

Signed: 

Date: 28 November 2024

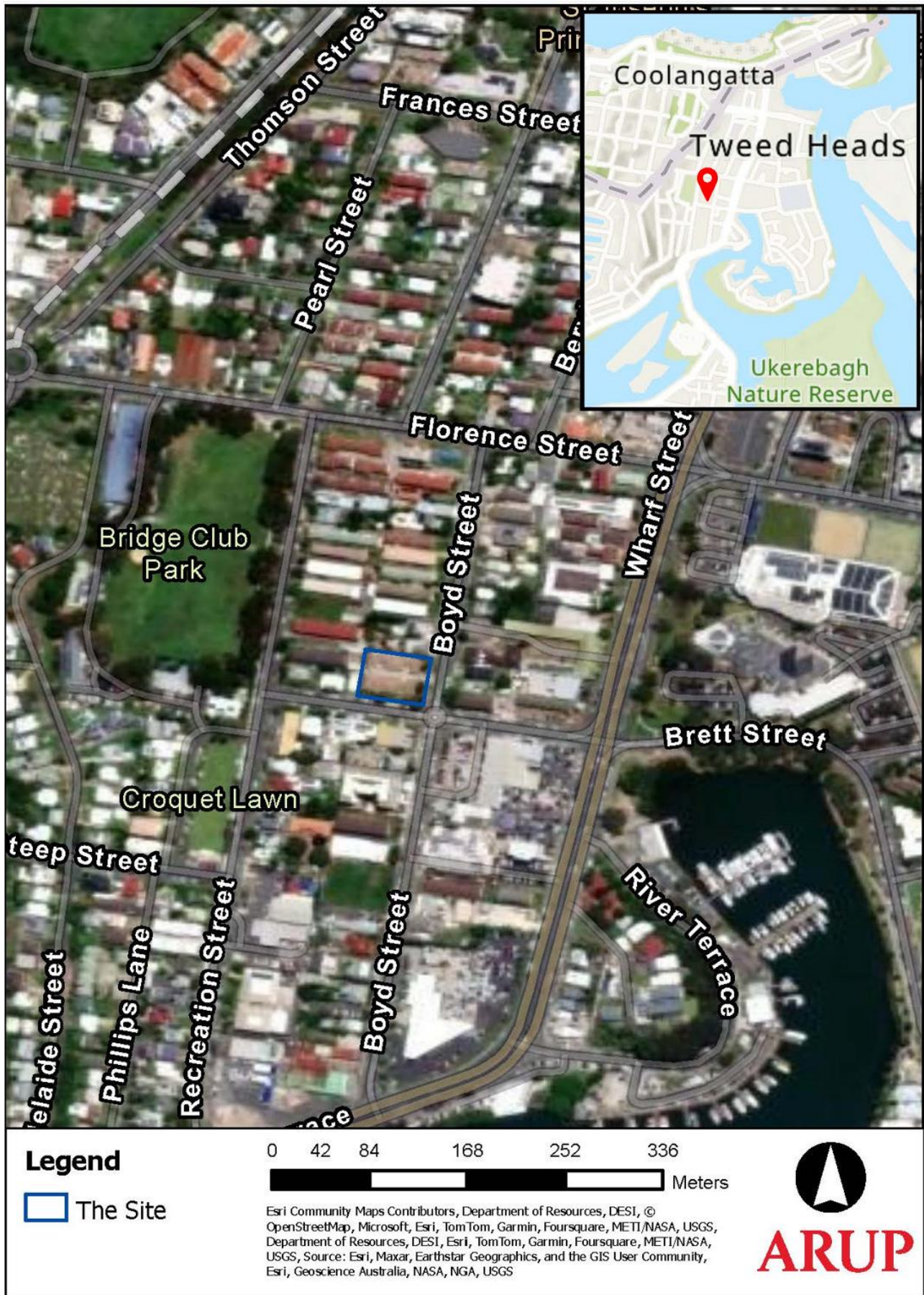


Figure 1-1: Site location

Source: Arup, 2024

2. Methodology

Preparation of a SIA involves research, analysis and assessment. The methodology used to prepare this SIA is consistent with the SIA Guidelines (DPHI, 2023) as described in this section.

2.1 SIA approach

Key steps to prepare this assessment are shown in Table 2-1.

Table 2-1: SIA approach

Key steps	Approach
Policy context and consultation	Policy and planning context: Review of relevant State and local policy and planning context to understand and inform community values and aspirations, the potential implications of the proposal and the rating of relevant social impacts (refer Appendix A for further detail). Community consultation: Participation in community consultation activities and review of engagement outcomes to inform the assessment and understand the potential implications of the proposal (refer Appendix B for further detail).
Social baseline	Local context: Overview of the site and existing social context surrounding the site to understand the potential sensitivities and characteristics of the community that may be impacted by the proposal. This was informed by a site visit and desktop research, as well as review of other background information including technical reports relating to the proposal. Community profile: Analysis of existing demographic and socio-economic characteristics of the community within identified social localities to understand the potential sensitivities and characteristics of the community that may be impacted by the proposal. For the purposes of a SIA, the social locality is selected factoring in both local socio-economic impacts and those likely to occur on a broader scale (refer Appendix C for further detail). The Immediate Social Locality (ISL) is made up of Statistical Area Level 1 (SA1) boundaries identified by the Australian Bureau of Statistics (ABS) which best represent the immediate impact area. The Secondary Social Locality (SSL) is made up of the Tweed Heads and Coolangatta suburbs which represent the community within the broader area of the proposal (refer to Appendix C for map of the ISL and SSA used for this assessment). Impact scoping: Based on the local context and community profile the communities likely to be impacted by the proposal were mapped and potential social impacts identified for further assessment.
Assessment of social impacts	Social impact assessment: The potential social impacts identified were then categorised and evaluated in the assessment consistent with the SIA Guidelines (refer Section 2.2 below for further detail). The assessment sets out recommended mitigation and/or enhancement measures for the identified residual impacts in conclusion.

2.2 Assessment of social impacts

Consistent with the NSW SIA Guidelines (2023), the following categories of impact form the basis of this assessment:

- **Way of life** | Including how people live, how they get around, how they work, how they play, and how they interact each day.
- **Community** | Including composition, cohesion, character, how the community functions, resilience, and people's sense of place.
- **Accessibility** | Including how people access and use infrastructure, services and facilities, whether provided by a public, private, or not-for profit organisation.
- **Culture** | Both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings.

- **Health and wellbeing** | 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.
- **Surroundings** | 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.
- **Livelihoods** | Including people's capacity to sustain themselves through employment or business.
- **Decision-making systems** | 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.

Social impacts in each of the domains identified above can have varying and multiple distinct characteristics.

In line with the DPHI SIA Guidelines (2023), the identified potential social impacts have been evaluated using the following criteria:

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

Each impact considers both the **likelihood** of the impact occurring (Table 2-2) and the **magnitude** of impact should the impact occur (Table 2-3) to give an **overall impact rating** (Table 2-4).

Table 2-2: Defining likelihood levels of social impacts

Likelihood level	Meaning
Almost certain	Definite or almost expected (for example, has happened on similar projects)
Likely	High probability
Possible	Medium probability
Unlikely	Low probability
Very unlikely	Improbable or remote probability

Source: NSW DPHI, 2023 Technical Supplement - SIA Guideline for State Significant Projects

Table 2-3: Defining magnitude levels for social impacts

Magnitude	Definition
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.

Source: NSW DPHI, 2023 Technical Supplement - SIA Guideline for State Significant Projects

Table 2-4: Social impact significance matrix

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

Source: NSW DPPI, 2023 Technical Supplement - SIA Guideline for State Significant Projects

Impacts that are determined as moderate or higher are considered significant and are therefore assessed with any planned mitigation measures to determine the residual impact level. The assessment sets out recommended mitigation and/or enhancement measures for the identified key impacts in the conclusion. Management measures are designed to reduce negative impacts and enhance positive impacts. They can take different forms and may be incorporated in the planning, construction, or operational stage of the proposal.

2.3 Assumptions and limitations

This report has been prepared based on available information at the time of writing. The following limitations and assumptions have been identified:

- This SIA has primarily been conducted through a desktop-study research, analysis and a site visit held on 3 September 2024.
- Social baseline information has been collated based on the latest publicly available information, including Australian Bureau of Statistics (ABS) and Google Maps Aerial Imagery.
- Outcomes from the community engagement activities conducted by Homes NSW were reviewed. No targeted surveys, community or stakeholder engagement activities were undertaken specific to the SIA.
- In completing this SIA, Arup has assumed accuracy of information in the technical reports prepared for the proposal (and as referenced in this report).

3. Policy and planning context

Review of the relevant State and local policy and planning context was undertaken to understand and inform community values and aspirations, the potential implications of the proposal and the rating of relevant social impacts. Key policy and planning relevant to this assessment are summarised in Table 3-1 (refer Appendix A for further detail).

Table 3-1: Summary of key policy and planning priorities

Priority	Relevance
An urgent need for social and affordable housing in Tweed Heads	All levels of government have acknowledged the need for social and affordable housing (Homes NSW, 2024). The Regional Housing Taskforce (DPHI, 2021, 2022) recognises the need to prioritise affordable housing in regional NSW. The North Coast Regional Plan (DPHI, 2022) calls specific attention to the areas of the Northern Rivers region recently impacted by bushfires and floods, including the Tweed Shire. A key objective of the plan is for the provision of more affordable and low-cost housing for the community. The NSW Housing Strategy (DPHI, 2021) similarly aims to ensure that people and communities have access to housing without compromising on basic needs, this includes people in crisis and social housing. Locally, the draft Tweed Affordable Housing Strategy (Tweed Shire Council, 2024), the Local Strategic Planning Statement (LSPS) (Tweed Shire Council, 2020) and Community Strategy Plan (CSP) (Tweed Shire Council, 2022) all recognise the significant unmet housing need in the Tweed LGA with provision of more affordable and diverse housing a key objective in relevant plans and policies. Tweed Shire Council's draft Affordable Housing Strategy demonstrates that there is significant shortfall in social housing in Tweed Heads and an urgent need to provide social housing in the LGA. The strategy is yet to be adopted by Council but proposes a mandated 10% target for social and affordable housing along with other targeted outcomes and actions to meet immediate and future housing needs of the community.
High quality, suitably designed social and affordable housing	The NSW Housing Strategy aims to ensure that homes in NSW are accessible and suitable for different stage of life or changing circumstances and designed to support human wellbeing. Good Design for Social Housing (DPHI, 2020) promotes good design for social housing, focused on what is important when new homes are designed and built. Key principles relevant to the proposal include design of quality homes that are good for tenants, contribute to local character and are environmentally, culturally, socially and economically sustainable, and resilient to anticipate future challenges. The draft Tweed Affordable Housing Strategy recognises the changing social housing needs in the LGA. In the 1970s, 70% of social housing tenants were couples with children. In 2021, only 4% of social housing tenants were couples with children. The majority of social housing now needs to be suitable for single person or couple households.
An inclusive, caring and safe community	The Tweed CSP includes the goal to <i>"support our community to be inclusive and care for each other to create stronger community bonds and support for those in need"</i>. Liveable communities is also a key planning priority in the Tweed LSPS, including to foster a strong sense of community, diverse places for people to be happy, build resilience, feel safe and be connected.
Recovery from recent major natural hazard events and developing community resilience	A sustained period of drought, followed by major bushfires and flooding has had severe environmental and economic implications for the Tweed region. The Tweed Economic Development Strategy (Regional NSW, 2023) identifies recovery from these events and developing community resilience as a key priority for the region. The strategy identifies key enablers including rebuilding of the region's communities and support for the supply of diverse affordable housing stock. The location of housing in growth areas that are resilient to future natural hazard events and other disruptions is also a key theme in the Tweed Regional Economic Development Strategy, the LSPS and the CSP which support an increased focus on the residential growth on flood-resilient land in the region.
Well located homes close to services and amenity	A planning priority in the Tweed LSPS is to promote diverse and affordable housing supply that is well located with high accessibility to infrastructure, services, natural areas and amenity.

Priority	Relevance
Respecting and protecting heritage, and enhancing distinctive neighbourhood characteristics	A planning priority in the Tweed LSPS is to promote the respect, protection and management of Aboriginal cultural heritage and historic heritage. The LSPS also recognises the need to preserve and enhance the distinctive characteristics of Tweed Head's centres, town and villages into the future.
Economic and skills development for the local community	The Tweed Regional Economic Development Strategy recognises that a constrained labour market has been an issue in the Tweed region since 2018 and identifies the need to adopt a regional approach to economic recovery and reconstruction to build local business and workforce capability and maximise opportunities for local employees, businesses and Aboriginal communities.

4. Social baseline

This section provides an overview of the site and existing local social context surrounding the site to understand the potential sensitivities and characteristics of the community that may be impacted by the proposal. A community profile, informed by analysis of existing demographic and socio-economic data within identified social localities, is described to inform the assessment. Impact scoping, including the communities likely to be impacted by the proposal and potential social impacts for further assessment are then identified.

4.1 Local context

4.1.1 The site and surrounds

The site is located at 25-27 Boyd Street and has an area of approximately 2,025m². It is a corner allotment with a frontage to both Boyd Street and Brett Street (Figure 1-1).

Zoned medium density residential (R3), the site is currently vacant following the recent demolition of a single storey, eight-unit townhouse development. The site is generally flat and with very little vegetation. The site is mapped as being flood affected (Northrop, 2024).

The site is located within the Tweed Heads town centre, with high accessibility to infrastructure, services, natural areas and amenity. It is located within an area of transition with a changing character and sense of place. The immediate locality has historically been characterised by low density detached dwellings however it is now predominantly zoned for medium-density residential development (R3) (allowing for buildings up to 13 storeys) and mixed-use development (MU1) (Beam Planning, 2024).

A single-storey shop-front residential dwelling is located to the north of the site. Land use across Boyd Street to the east consists of single storey detached dwellings and a dentist. A mix of local health care businesses and single storey detached dwellings are located across Brett Street to the south. A two-storey townhouse development (24 Recreation Street) and a six-storey residential flat building currently under construction (1 Brett Street) are located directly to the west of the site.

Land use in the wider locality surrounding the site is also diverse with development comprising a combination of detached dwellings and townhouses, a range of local businesses and retail, as well as accommodation at the Tweed Motor Inn. A number of residential flat buildings have recently been approved, developed or are currently under construction in the area.

Recent development activity in the vicinity of the site includes a newly constructed 40 unit social housing development at 33-35 Boyd Street which is currently tenanted and managed by Homes NSW and the recent approval for construction of a 53 unit residential flat building (41-43 Boyd Street) located approximately 130m south of the site (Beam Planning, 2024).

4.1.2 Access and connectivity

Access to the site is currently via Boyd Street and, post-development, will be from Brett Street with a single driveway providing two-way movements to the basement carpark. Boyd Street and Brett Street are local roads with a posted speed limit of 50km/h. Traffic volumes in the immediate vicinity of the site are relatively low, reflective of the streets providing access for local residents rather than for through traffic movements which are typical of Wharf Street (SECA Solution, 2024).

Kerbside parking is permitted along both sides of the surrounding streets. There are parking restrictions (2P) along Boyd Street in the vicinity of the site and on Brett Street east of Boyd Street to provide a turn-over of parking for local businesses (SECA Solution, 2024).

The site is relatively well serviced by public transport with active travel options in close proximity (Table 4-1).

Table 4-1: Transport summary

Public transport and active travel	
	There are no local train services in Tweed Heads with the closest station, Varsity Lakes, providing access to the Queensland rail network located 20km to the north. The closest access to the NSW rail network is Casino, located 130km to the south-west.
	A number of local and regional bus services operate from Tweed Heads. There are two groups of bus stops in close proximity to the site, Wharf St Tweed Heads Civic and Cultural Centre 240m in the northeast, and Wharf Street River Terrace 280m southeast.
	Local streets in the vicinity of the site are quiet offering suitable routes for cyclists. There is an on-road cycle path along Wharf Street, 140m east of the project site with a formal cycling path available further to the east of the site along the foreshore. There is an offroad cycle path that traverses along the coast of Keith Compton Drive, accessed on Brett Street, 180m east of the project site.
	The area is a walkable neighbourhood, with footpaths within the immediate vicinity of the site providing connection throughout the town centre. Pedestrian islands at the roundabout intersection of Boyd Street and Brett Street assist in pedestrian crossings.

Source: Google maps (2024), Tweed Shire Council Cycling and Walking in the Tweed (n.d.), SECA Solution (2024).

4.1.3 Community values and aspirations

Participation in community consultation activities and review of engagement outcomes to inform the assessment and understand the potential implications of the proposal (refer to Appendix B for further detail).

Community feedback received through consultation activities was summarised in the Community Engagement Outcomes Report (Homes NSW, 2024) and included:

- **Locals to be housed as a priority** | An urgent need to provide social housing in Tweed Heads was recognised with respondents requesting that locals be given priority for the proposed affordable housing.
- **Traffic and Parking** | Concerns were raised around an increase in traffic volumes on local roads as a result of the proposal and a negative impact on access to kerbside parking due to the lack of parking spaces proposed, including visitor parking.
- **Scale and height** | The scale and height of the proposal when compared to the surrounding neighbourhood development was a concern identified by respondents. This includes impacts of overshadowing for developments to the south.
- **Noise and privacy** | Concerns were raised around increased noise levels when tenants move into the completed building, as well as loss of privacy due to overlooking of neighbouring properties. This included concerns around potential impacts to property values in the surrounding area.
- **Crime and safety** | An increase in anti-social behaviour and crime associated with the proposal was raised through consultation, including concerns that the proposal will exacerbate existing impacts of the current social housing development (33-35 Boyd Street) experienced by the local community.
- **Decline in property values** | The potential for a concentration of social and affordable housing in the street to impact neighbouring property values was identified through consultation.
- **Support local employment** | Local employment opportunities, including opportunities for the local Aboriginal community, should be identified as part of the proposal.
- **Landscaping** | The importance of green space and gardens to be included as part of the development was identified through consultation.

4.1.4 Cultural and non-Aboriginal heritage values

The site does not contain any listed heritage items and is not in proximity to any listed heritage items. Its heritage significance is related solely to its potential archaeological resources however the site is assessed as having low potential for locally significant Historical archaeology (AMBS, 2024).

An Aboriginal archaeological survey and assessment was undertaken by AMBS for the Aboriginal and Cultural Heritage Assessment. No Aboriginal sites were identified in the study area, however there is potential for previously unrecorded Aboriginal heritage objects to be present where deposits of remnant natural soils have survived intact. The report concludes that the site has moderate potential to retain Aboriginal heritage objects, is considered to be of moderate archaeological research potential and as such, does meet the scientific (archaeological) value criterion for Aboriginal Heritage (AMBS, 2024).

4.1.5 Social infrastructure

The site is located in Tweed Heads town centre close to a number of social infrastructure and services, including health, education, community and care, sports and recreation, libraries, arts and cultural facilities. Key items within an 800m radius of the site are shown in Table 4-2 and Figure 4-1.

Table 4-2: Social infrastructure, community facilities and open space within 800m of the proposal

Facility type	Name
Health services	Tweed Mall Medical Centre, Tweed Surgery, The Tweed Hospital, Tweed Heads Community Health Centre, Tweed Heads Medical Centre, Headspace Tweed Heads, Tweed Heads Ambulance Station.
Educational institutions	Southern Cross Maritime Academy.
Community and care centres	Fred's Place, Cooloon Children's Centre, The Family Centre, Tweed Heads Community Men's Shed Incorporation, Agape Outreach Incorporation, Jellybean Family Daycare, Twin Towns Early Learning Centre, Tweed River Care Community, Serene Retirement Living Tweed Heads.
Sports and recreation	Tweed Club Park, Tweed Heads Croquet Club, Tom Beatson Outlook Razorback, Apex Park.
Places of worship	Vibe Church, St Joseph's Parish, St Cuthbert's Anglican Church, Presbyterian Church Tweed Heads, The Vine – Tweed Heads Seventh-day Adventist Church.
Arts, culture and libraries	Tweed Heads Library, Tweed Heads Civic and Cultural Centre.

Source: Arup, 2024 and Google Maps aerial imagery

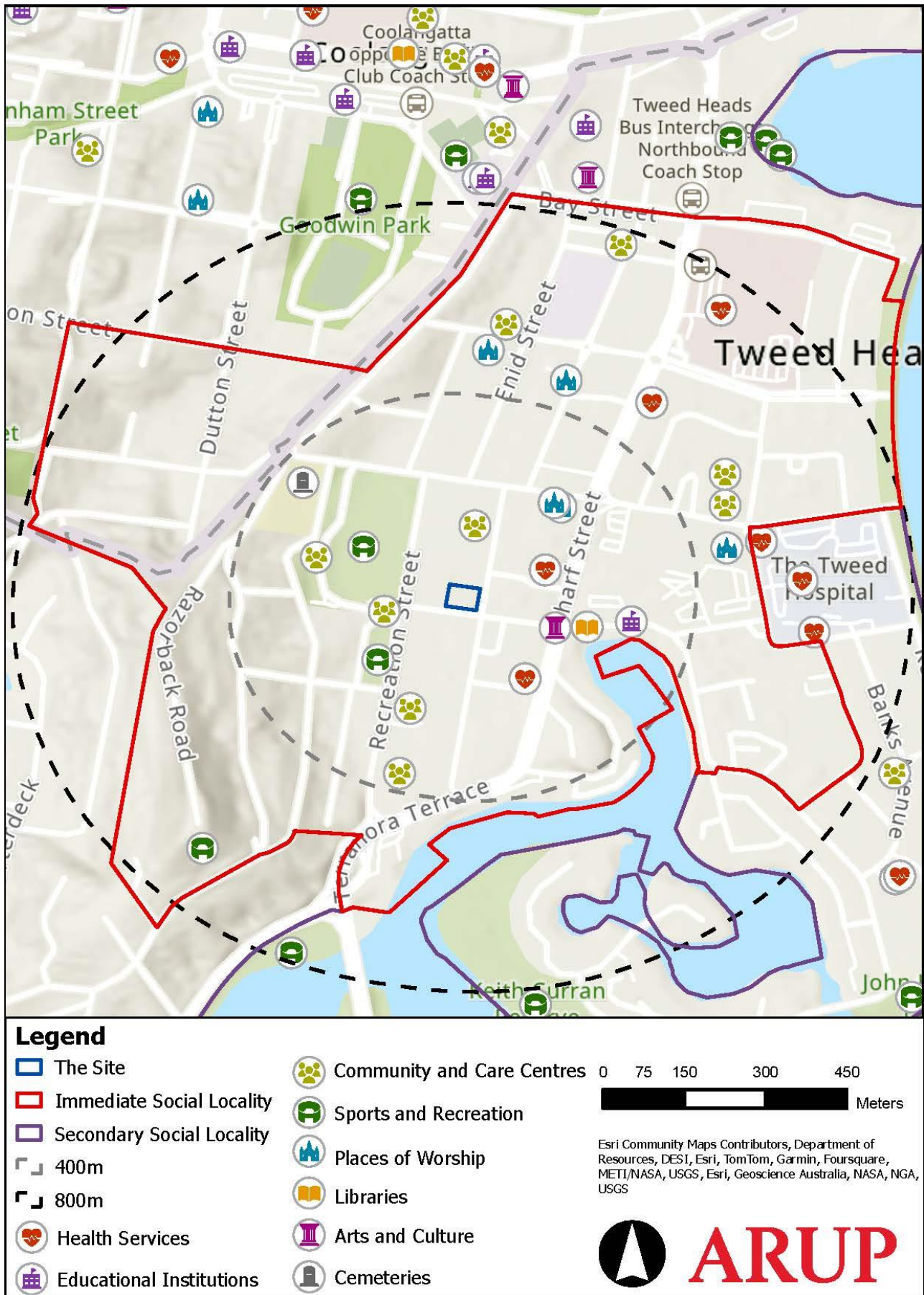


Figure 4-1: Existing social infrastructure, community facilities and open space

Source: Arup, 2024 and Google Maps aerial imagery

4.2 Community profile

Analysis of the existing demographic and socio-economic characteristics of the community in the Immediate Social Locality (ISL) and Secondary Social Locality (SSL) has been undertaken using 2021 ABS census data. The analysis has been benchmarked against the rest of New South Wales. Table 4-3 summarises key attributes and trends identified from this data (refer Appendix C for further detail).

Table 4-3: Key community profile attributes and trends

Indicator	Key population characteristic
Population growth	A total of 3,750 people lived in the ISL and 27,060 in the SSL in 2021. NSW Population projections for the Tweed Shire LGA indicates that the 2021 Tweed population of 98,954 will grow by an additional 13,290 persons in the next 20 years, reaching 112,244 by 2041.
Household size and composition	There is a significantly higher proportion of lone person households in the ISL (42.7%) than in the SSL (27.0%) and Rest of NSW (23.3%). The proportion of family households in the ISL (51.3%) is consistent with the Rest of NSW (57.4%). The median age of the ISL is 57 years, 19 years above the Australian median. Older persons (65+ years) make up 38.5% of the population in the ISL. There is a low working age population in the ISL (52.8%) compared to the Rest of NSW (77.8%).
Cultural diversity	The ISL is culturally diverse, with a 7.4% of the population speaking another language other than English at home.
Dwelling types	There is a significantly higher proportion of flats and apartments in the ISL (62.6%) compared to the SSL (46.5%) and Rest of NSW (7.2%). Conversely, there is a much smaller proportion of detached dwellings within the ISL (16.9%) when compared to the SSL and the rest of NSW at 34.1% and 80.3% respectively.
Household incomes	The ISL has a higher proportion of households earning less than \$650 a week (23.0%) than in the SSL (16.0%), and a lower proportion of households earning more than \$3,000 a week (7.7%) than the SSL (14.2%). This indicates a prevalence of lower-income households within the ISL.
Socio-economic disadvantage	Socio-economic discrepancies within the ISL are prevalent with SA1s ranging from a 'most disadvantaged' to 'most advantaged' in Tweed Heads and Coolangatta areas. However, most of the area ranges from 1-3 quantiles in the SEIFA index score which indicates a higher level of socioeconomic disadvantage.
Housing tenure	There is a slightly higher proportion of renters in the ISL (3.5%) than in the SSL (2.0%) and the Rest of NSW (2.5%). The number of dwellings owned outright in the ISL (32.6%) consistent with the SSL (31.3%) and the Rest of NSW (32.3%). 3.1% of total housing stock in the LGA is social housing.
Housing needs (see also Figure 4-2 below)	Tweed Heads has a major shortfall of affordable homes. 529 people in the Tweed Shire LGA were experiencing homelessness on 2021 census night. This is an increase from the 2016 census (444 people) and the 2011 census (308). Other key indicators include: 47% of households in Tweed are experiencing rental stress 91% of very low/low-income renters are under rental stress 37% of people are living in improvised dwellings, tents or sleeping out 12% of people are living in supported accommodation for the homeless 24% of people are staying temporarily with other households 4% of people are living in boarding houses, 6% in temporary lodgings and 16% in severely crowded dwellings. A further 304 people identified as living in other marginal housing on the night of the 2021 Census, including other crowded dwellings and improvised dwellings, and people who are marginally housed in caravan parks.
Health and wellbeing	Prevalent long-term chronic health conditions include a high proportion of those in the ISL with arthritis (14.1%), heart disease (including heart attack or angina) (7.3%) and a mental health condition (9.4%). Overall, however the ISL and SSL have a lower proportion of the population that identify as having a long-term health condition compared to the rest of NSW (66.0%, 68.4% and 81.3% respectively).
Crime and safety	Tweed Heads Police Crime Statistics reported in the Crime Prevention Through Environmental Design (CPTED) Report show that: - Between March 2021 and March 2024, around 25% of all incidents reported in Tweed Heads LGA occurred in the suburb of Tweed Heads each year. - The four-year crime trends show that incidents in the suburb of Tweed Heads is increasing significantly, compared with the LGA (22.2% increase, compared with a 7.6% increase for the LGA).

Indicator	Key population characteristic
	Further, crime data from the Bureau of Crime Statistics and Research (BOCSAR) shows that the site area is a BOSCAR hot-spot for 'domestic assault', 'non-domestic assault', 'theft – motor vehicle', 'theft – steal from dwelling', 'theft – steal from motor vehicle' and 'malicious damage to property' (Beam Planning, 2024).
Travel behaviour	In both the ISL and SSL, travelling to work by vehicle was the most common method at time of the 2021 Census (23.1% and 28.1% respectively) which aligns with the rest of NSW at 29.4%. However, the ISL has a much higher rate of people that use active transport methods to travel to work within the ISL compared to the SSL and rest of NSW (4.3%, 2.3% and 1.5% respectively).

Source: ABS Census Data (ABS, 2021), Population Projections (DPHI, 2023) Communications and Engagement Plan 25-27 Boyd Street (Homes NSW, 2024), CPTED Report (Beam Planning, 2024)

Figure 4-2 below further summarises the significant need for social and affordable housing in Tweed Heads.



Figure 4-2: Social and affordable housing need in Tweed Heads

Source: Communications and Engagement Plan 25-27 Boyd Street (Homes NSW, 2024)

4.3 Impact scoping

The following section outlines the key considerations which were used to inform the assessment of social impacts in Section 5.

4.3.1 Impacted communities

Based on the local context and community profile, the following individuals and communities are likely to be impacted by the proposal:

- Households on the NSW social housing waitlist
- New residents of the proposed development (tenants)
- Local residents and visitors to the immediate social locality
- Businesses in the immediate social locality
- Local Aboriginal communities
- The wider Tweed Heads LGA community
- The wider Northern Rivers Region community

4.3.2 Impact scoping considerations

The impact scoping considerations shown in Table 4-4 inform the assessment of social impact in Section 5 of this report. The themes of social impacts identified through the policy and planning review and social baseline analysis are mapped against the communities likely to be impacted by the proposal and categories of social impact set out in the SIA Guidelines (DPHI, 2023). Linkages to relevant technical reports / assessments specific to the proposal are noted.

Table 4-4: Potential social impacts for further assessment

Theme	Impacted communities	Category of social impact	Linkages to SIA & technical reports
An urgent need for social and affordable housing in Tweed Heads	Households on the NSW Housing Waitlist New residents of the proposed development	Way of life (including how people live and how they get around)	Policy and planning context (Section 3 of this report) Social baseline (Section 4 of this report) Community Engagement Outcomes Report (Homes NSW, 30 September 2024) Final
An inclusive, caring and safe community	New residents of the proposed development Local residents and visitors to the immediate social locality Businesses in the immediate social locality Tweed Heads LGA and Northern Rivers communities	Community (including composition, cohesion, how the community functions and people's sense of place) Surroundings (including public safety and security)	Policy and planning context (Section 3 of this report) Social baseline (Section 4 of this report) Community Engagement Outcomes Report (Homes NSW, 30 September 2024) Final Crime Prevention Through Environmental Design (CPTED) (Beam Planning, 2024) Phase 3 Asbestos Clearance and Soil Testing LAHC 2023/250 (EnviroScience, 2023)
High quality, suitably designed social and affordable housing	New residents of the proposed development Visitors to the proposed development	Way of life (including how people live and how they interact each day) Health and wellbeing (including physical and mental health especially for vulnerable groups)	Disability Access Report (Purple Apple Access, 2024) Architectural DA Package (CKDS, 2024) Community Engagement Outcomes Report (Homes NSW, 30 September 2024) Final
Recovery and community resilience	The community of the Northern Rivers Region	Community (including how the community functions and community resilience)	Policy and planning context (Section 3 of this report) Concept Stormwater Management Plan (Northrop, 2024) – Rev A
Homes close to social infrastructure, services and amenity	New residents of the proposed development Residents of the Tweed LGA	Accessibility (how people access and use infrastructure services and facilities) Surroundings (including access to and use of the natural and built environment)	Social baseline (Section 4 of this report) Traffic Impact Assessment (SECA Solutions, 2024)
Traffic and parking impacts	Local residents and visitors to the immediate social locality Businesses in the immediate social locality	Way of life (including how people get around) Accessibility (how people access and use infrastructure services and facilities)	Traffic Impact Assessment (SECA Solutions, 2024) Preliminary Construction Traffic Management Plan (PCTMP) (SECA Solutions, 2024)

Theme	Impacted communities	Category of social impact	Linkages to SIA & technical reports
Respecting and protecting heritage	Local Aboriginal communities The community of the Northern Rivers Region	Culture (both Aboriginal and non-Aboriginal)	Statement of Heritage Impact (AMBS Ecology and Heritage, 2024) Aboriginal Cultural Heritage Assessment (ACHA) (AMBS Ecology and Heritage, 2024)
Amenity, health and well-being impacts, including noise and privacy	Local residents and visitors to the immediate social locality Businesses in the immediate social locality	Health and wellbeing (including physical and mental health especially for vulnerable groups) Surroundings (including aesthetic value and amenity)	Community Engagement Outcomes Report (Homes NSW, 30 September 2024) Final Acoustics, Noise and Vibration Report not available
Local neighbourhood characteristics and sense of place	Local residents and visitors to the immediate social locality Businesses in the immediate social locality	Surroundings (including aesthetic value and amenity and potential impact to property values)	Social baseline (Section 4 of this report) Visual Impact Assessment (Beam Planning, 17 October 2024) Community Engagement Outcomes Report (Homes NSW, 30 September 2024) Final
Economic and skills development for the local community	Local Aboriginal communities Residents of the Tweed Heads and Coolangatta suburbs	Livelihoods (including people's capacity to sustain themselves through employment or business)	Social baseline (Section 4 of this report) Community Engagement Outcomes Report (Homes NSW, 30 September 2024) Final
Consultation and engagement activities	New residents of the proposed development Local residents and visitors to the immediate social locality Businesses in the immediate social locality Local Aboriginal communities Residents of the Tweed Heads and Coolangatta suburbs	Decision-making systems (including the extent to which people can have a say in decisions and have access to complaint, remedy and grievance mechanisms)	Community Engagement Outcomes Report (Homes NSW, 30 September 2024) Final Preliminary Construction Traffic Management Plan (PCTMP) (SECA Solutions, 2024)

5. Assessment of potential impacts

This section identifies the potential social impacts that could arise as a result of the proposal during both construction and post-occupancy. This includes consideration of both positive and negative impacts.

5.1 Social impact assessment

This SIA has been prepared in accordance with the SIA Guideline (DPHI, 2023) and considers the findings from related impact assessments prepared for the SSDA.

The assessment considers the potential impacts on the community and social baseline if the proposed development occurs, based on the policy and planning context (Section 3) and the social baseline including existing characteristics of the social localities (Section 4). The assessment has been carried out in accordance with the assessment framework described in Section 2 and consistent with the SIA Guidelines.

Table 5-1 shows the summary of impact assessment results.

Table 5-1: Social impact assessment

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
Way of life <i>(including how people live, how they get around, how they work, how they play, and how they interact each day)</i>	Construction Traffic and parking impacts relating to construction activity Concerns were raised by the community during consultation around access to kerb-side parking (Homes NSW, 2024). The TIA prepared for the proposal has assessed the impact on the local road network due to the additional traffic flows and the impact of the parking generated by construction associated with the proposal (SECA Solution, 2024). The TIA notes that parking for construction staff would be provided through on street parking in the surrounding area, particularly along the Brett Street frontage of the site. This may temporarily result in take up of existing parking spaces utilised by the surrounding community and businesses during the construction period and may require them to find alternative parking arrangements and adjust their travel routine during the anticipated 2-year construction period. This is expected to have a moderate negative impact for local residents, businesses and their visitors within the immediate social locality during the construction period.	Likely	Moderate	<u>High</u>	Negative
	Post-occupancy Meeting an urgent need for social and affordable housing in Tweed Heads All levels of government have acknowledged the need for social and affordable housing (Homes NSW, 2024). Locally, the draft Tweed Affordable Housing Strategy (Tweed Shire Council, 2024), the Local Strategic Planning Statement (LSPS) (Tweed Shire Council, 2020) and Community Strategy Plan (CSP) (Tweed Shire Council, 2022) all recognise the significant unmet housing need in the Tweed LGA with provision of more affordable and diverse housing a key objective in relevant plans and policies. Typically, tenants gain multiple benefits from living in social and affordable housing, including provision of an affordable, safe and secure place to live (Freund et al. 2022²). Key potential impacts for new residents of the proposed development include reduced financial burden, increased levels of support, and potentially removal of individuals from situations where their wellbeing might be at risk of harm (Taylor et al. 2023³).	Almost certain	Major	<u>Very High</u>	Overall positive

¹ Social Significant Rating consistent with the Social Significance Matrix in the SIA Guidelines (DPHI, 2023).

² Freund M, Sanson-Fisher R, Adamson D, Norton G., Hobden B and Clapham M (2022) ‘The wellbeing needs of social housing tenants in Australia: an exploratory study- external site opens in new window’, BMC Public Health 22, 582, doi:10.1186/s12889-022-12977-5.

³ Taylor S, Johnson G, Watson J and Tyrrell E (2023) ‘Healthy, happy and housed? 12-month results from a longitudinal study of new social housing tenants- external site opens in new window’, Union Housing Research Lab, Melbourne.

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
	Greater security of tenure for tenants has been found to have multiple benefits, however these benefits are not guaranteed (e.g. Muir et al. 2020⁴; Pawson et al. 2020⁵). The proposal will provide 80 affordable housing units for around 120 people. While this new housing supply will only go some way to address the significant shortfall in housing provision in the LGA⁶, the development represents a relatively significant and is expected to have a positive impact on the way people live and interact, with the proposal designed to meet Homes NSW's key objectives to: – Facilitate delivery of new, quality affordable housing for people in need and living in temporary housing, providing valuable support to the Flood Recovery Program. – Provide housing, services and support that enhance the health and wellbeing of residents. The proposal, to be managed by an experienced affordable housing provider (Homes NSW) is expected to have significant positive impacts for households on the NSW social housing waitlist. • Access to high quality, suitably designed social and affordable housing Good Design for Social Housing (DPHI, 2020) recognises that key principles in the design of new social and affordable housing should include design of quality homes that are good for and meet the needs of tenants. The population of Tweed Heads and the immediate social locality is characterised by smaller households and an ageing population (Section 4.2). Aligned with this trend, the draft Tweed Affordable Housing Strategy highlights changing housing needs in the LGA, with the majority of social housing required to be suitable for single person or couple households. The proposal has been designed to cater to diverse needs of affordable housing tenants with a mix of one- and two-bedroom units that meet current design and planning requirements. The proposal has also been designed to be accessible for people with a disability with a total of 8 units designed to the 'adaptable housing' standard. The proposal provides for 14 Silver and 58 Gold standard apartments under the Liveable Housing Design Guidelines, 2017 (CKDS, 2024). • Long-term traffic and parking impacts The community has raised concerns about an increase in traffic volumes on local roads due to the proposal and a negative impact on access to kerbside parking in the long-term due to the lack of parking spaces proposed. This potential negative impact was raised by the community in context of the current parking restrictions along Boyd Street and Brett Street in the vicinity of the site (Homes NSW, 2024).				

⁴ Muir K, Powell A, Flanagan K, Stone W, Tually S, Faulkner D, Hartley C, and Pawson H (2020) 'A pathway to where?' Inquiry into understanding and reimagining social housing pathways- external site opens in new window', AHURI Final Report No. 332, AHURI, Melbourne, doi:10.18408/ahuri-7118001.

⁵ Pawson H, Milligan V and Yates J (2020) Housing Policy in Australia: A Case for System Reform- external site opens in new window, Palgrave Macmillan, Singapore.

⁶ As noted in Section 5.2, the estimated wait time for social housing in Tweed Heads is 10+ years for 1–2-bedroom housing with 1,136 households on the social housing waitlist as at 30 June 2024 (Homes NSW, 2024).

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
	The TIA and PCTMP prepared for the proposal have assessed the impact on the local road network due to the additional traffic flows as a result of the proposed development; assessed the impact of the parking generated by the proposed development; and concerned any other possible transport impacts (SECA Solution, 2024). The TIA concludes that existing daily traffic flows are well within acceptable limits and the proposal will generate low additional traffic demands. The proposal provides basement carparking for 65 vehicles (8 parking spaces being adaptable). The TIA notes that the provision of parking spaces is in accordance with planning requirements for affordable housing (SECA Solution, 2024). This planning requirement factors in the lower vehicle ownership and higher dependence on public transport and active travel options by very low-income households who reside in affordable housing, including social housing. Long-term traffic and parking impacts on how people live and get around are expected to be minor.				
Community <i>(including composition, cohesion, character, how the community functions, resilience, and people's sense of place)</i>	Construction Contribution to an inclusive, caring and safe community during construction Construction of the proposed development is expected to take approximately 2 years. The site is located within an area of transition with a changing character and sense of place. The presence of construction workers during the construction period is not expected to permanently alter the community composition or cohesion, given the proposals location within an area of transition with a changing character and sense of place.	Unlikely	Minor	<u>Low</u>	Neutral
	Post-occupancy Contribution to an inclusive, caring and safe community post-occupancy Local community and strategic plans recognise the goals of the Tweed Heads community to be inclusive, care for each other and support those in need, to build resilience and ensure that people feel safe and are connected (LSPS (Tweed Shire Council, 2020); CSP (Tweed Shire Council, 2022)). The proposal will accommodate and is expected to have a major positive impact on 80 vulnerable households on the NSW Housing Waitlist and is closely aligned with the objectives of the wider Tweed Heads community with an overall positive impact for the Tweed and Northern Rivers Region communities. An increase in anti-social behaviour and crime associated with the proposal was raised through consultation including concerns that the proposal will exacerbate existing impacts of the current social housing development at 33-35 Boyd Street (Homes NSW, 2024). At the time of the 2021 Census, the population in the immediate social locality was 3,750 people with a community profile characterised by smaller households and an ageing population and higher rates of socio-economic disadvantage (ABS, 2021). A high proportion of all incidents of crime reported in the LGA has occurred in the suburb of Tweed Heads over the last four-years (Section 4.2 and CPTED report (Beam Planning, 2024)). The addition of 120 new affordable housing residents accommodated in a mix of one- and two-bedroom units is unlikely to significantly change the composition of the current population within the immediate social locality. The potential for negative impacts associated with crime and safety is recognised, however, relative to the current community profile and given the scale of the development as compared with the	Likely	Major	<u>High</u>	Overall positive

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
	existing population, incidents of anti-social behaviour and crime are not expected to increase significantly from current levels in the community. Further, the CPTED report (Beam Planning, 2024) notes key design features of the proposal to help manage this risk including maximising sightlines of the ground floor entrances and use of landscaping and separation of balconies to improve privacy for residents and prevent people climbing the building. The management of tenants would be the responsibility of Homes NSW. It is noted that affordable housing developments can involve a higher turnover rate of residents (CPTED report (Beam Planning, 2024)). While this may be a contributing factor to lower levels of community cohesion in the immediate social locality, given the site is in an area of transition with a changing character and sense of place, major negative impacts on this community are not expected. • Supporting recovery from major natural hazard events and building community resilience Following a sustained period of drought, major bushfires and flooding, recovery and community resilience is a key priority for the region. Rebuilding the region's communities and support for the supply of diverse affordable housing stock are a key priority to enable this to occur (Tweed Economic Development Strategy (Regional NSW, 2023). Homes NSW's key objectives of the proposal are aligned with these goals with major positive impacts expected for the Tweed Heads and wider Northern Rivers Region communities through: – Valuable support to the Flood Recovery Program by providing new housing for those living in temporary accommodation. – The proposal highlighting the work of the Flood Recovery Program and the delivery of projects for those impacted by the flood currently living in temporary accommodation.				
Accessibility <i>(including how people access and use infrastructure, services and facilities, whether provided by a public, private, or not-for profit organisation)</i>	Construction • Traffic, parking and active travel impacts relating to construction activity The PCTMP sets out the traffic management arrangements required to enable the safe and efficient movement of vehicles associated with the construction of the proposal and gives consideration to interactions with traffic including vehicles, pedestrians and cyclists. The speed limit along Brett Street in front of the site will also be reduced to 40km/hr during construction with several heavy vehicles also requiring access to and from the site during this time. As stated in the PCTMP however, the local road networks are expected to be able to cater to this demand and access conditions for neighbouring properties would remain unchanged. As previously noted, parking for construction staff would be provided through on street parking in the surrounding area, particularly along the Brett Street frontage of the site. Concerns were raised by the community during consultation around access to kerb-side parking (Homes NSW, 2024) and this is expected to have a moderate negative impact for local residents, businesses and their visitors within the immediate social locality during the construction period resulting in expected moderate impacts for access	Likely	Moderate	<u>High</u>	Negative

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
	to the businesses and health-care services located in close proximity of the site. Potential flow-on impacts may occur for access to the community facilities and public spaces in the wider area, including on Recreation Street. The site is relatively well serviced by a number of active travel options in close proximity including quiet local streets offering suitable routes for cyclists, access to formal and off-road cycling paths, and footpaths within the immediate vicinity of the site providing connections throughout the town centre (Section 4.1.2). While the reduced speed limit during construction is expected to support the safety of pedestrians and cyclists, the section of footpath along Brett Street in front of the site would be temporarily closed during construction resulting in expected minor impacts for pedestrians during this period.				
	Post-occupancy Providing social and affordable housing close to social infrastructure, services and amenity The site is located within the Tweed Heads town centre, with high accessibility to infrastructure, transport services, active travel options, natural areas and amenity. The site is located within walking distance of an area zoned for mixed use (MU1), community facilities, health care services, areas of open space and is located within 280m of bus stops. Further, the proposal will provide secure bike storage for 28 resident bikes and bike parking for eight visitor bikes. Australians in the bottom income quintile are much more likely to experience ongoing difficulties associated with access to transport or ‘transport disadvantage’ (see Ma et al for example⁷) and the proposal is expected to result in moderate positive benefits for new residents associated with its location and access to infrastructure, services and facilities. As previously noted, The TIA concludes that existing daily traffic flows are well within acceptable limits and the proposal will generate low additional traffic demands. Public transport usage by new residents and visitors to the site is also unlikely to impact on access to public transport services for the wider community of the Tweed LGA with the TIA noting that, while the site may generate some demand for local bus services this is expected to be within the capacity of existing services. How people in the wider Tweed Heads LGA community access and use infrastructure, services and facilities is therefore unlikely to be impacted by the proposal.	Possible	Moderate	<u>Medium</u>	Positive
Culture (both Aboriginal and non-Aboriginal,	Construction Respecting and protecting heritage The Statement of Heritage Impact report (AMBS Ecology and Heritage, 2024) concludes that the site is not located in close proximity to any items of non-Aboriginal	Unlikely	Moderate	<u>Medium</u>	Negative

⁷ *Transport Disadvantage, Social Exclusion and Subjective Wellbeing: The Role of the Built Environment – Evidence from Sydney, Australia*, Ma L; Kent JL; Mulley C: Australasian Transport Research Forum Proceedings (2016) [ATRF2016_Full_papers_resubmission_132.pdf](#) (australasiantransportresearchforum.org.au).

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings)	cultural heritage significance and is expected to have a low likelihood for archaeological potential. The Proposal is therefore unlikely to impact on non-Aboriginal cultural heritage values. As stated in the ACHAR (AMBS Ecology and Heritage, 2024) there are no items of known Aboriginal cultural heritage significance on the site. However, the site does have the potential to contain unidentified archaeological material which could be impacted during construction activities if not appropriately managed. Therefore, if Aboriginal heritage items are found during construction and are not adequately managed, the potential impact would be negative.				
	Post-occupancy • Not applicable.	N/A	N/A	<u>N/A</u>	N/A
Health and wellbeing (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)	Construction • Health and well being impacts relating to construction activity During the construction period, the existing amenity levels experienced by the surrounding community may be impacted through a reduction in air quality and increase in noise and vibration levels, particularly for those who live in, work at or visit nearby dwellings, businesses and services, as well as the existing vulnerable groups who would be more sensitive to these impacts (e.g. elderly people and those diagnosed with long-term health conditions living in close proximity to the site, patients or visitors to nearby health-care services, businesses and visitors the Tweed Harbour Motor Inn). In the absence of a Noise and Vibration Assessment, it is difficult to determine the potential impact to health and wellbeing due to construction. It has therefore been assumed that the construction of the project will comply with standard noise and vibration management measures and be consistent with any conditions of consent to reduce the potential impact. As stated in the Phase 3 Asbestos Clearance and Soil Testing report (EnviroScience, 2023), the soil samples collected from the site do not indicate exceedance levels of contaminants. It is therefore unlikely that the construction of the proposal would encounter contaminated material that poses a health or safety risk.	Unlikely	Moderate	<u>Medium</u>	Neutral
	Post-occupancy • Health and well being impacts post-construction Ninety-five percent of respondent to the National Social Housing Survey (AIHW, 2023) reported health benefits due to living in social housing – the physical and mental health benefits reported included better health overall, feeling more settled and feeling more able to cope with life events. A further 97% of respondents reported economic benefits including the ability to manage money/rent better, and ability to improve their job situation. New residents of the proposed development are likely to experience similar positive impacts for their health and well-being. The proposal has been designed to be accessible for people with a disability supporting the health and wellbeing of new residents. Fifteen units have been designed to the ‘adaptable housing’ standard which provides housing for different community groups with different needs as outlined in the Disability Access	Likely	Major	<u>High</u>	Overall Positive

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
	Report. The proposal also provides for eight adaptable (disabled) car parking spaces (Purple Apple Access, 2024). The site is identified on flood-labile land and is impacted by storms above the 1% AEP event as outlined in the Stormwater Management Report (Northrop, 2024). The proposal is located on flood liable land and has been designed to meet the flood planning requirements specified by Tweed Shire Council. It has also been designed to minimise impact to Council's drainage network and downstream impacts through the implementation of a series of detention tanks and basins (Northrop, 2024). The effective management of flood risk and stormwater at the site will be important to minimise any psychological stress relating to major natural hazard events experienced by new residents of the proposed development and the wider community. During consultation, concerns were raised by the wider community around increased noise levels post-occupancy, as well as loss of privacy due to overlooking of neighbouring properties. This included concerns around potential impacts to property values in the surrounding area. Concerns relating to an increase in anti-social behaviour and crime associated with the proposal was also raised through consultation. While these factors together or in isolation may contribute to negative health and wellbeing impacts in the wider community, the likelihood that these directly relate to the proposal is low.				
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>	Construction Aesthetic and amenity impacts relating to construction activity Construction activities may cause some temporary impacts to the surrounding environment through a reduction in visual amenity including through the presence of construction equipment on site and potential accidental contamination from spills, leaks and runoff etc if not managed appropriately. However, the site itself is currently vacant which reduces the potential visual appeal and ecological significance of the site itself. No temporary changes to public open space or public facilities are expected due to construction.	Unlikely	Minor	<u>Low</u>	Neutral
	Post-occupancy Impact on local neighbourhood characteristics and sense of place The scale and height of the proposal when compared to the surrounding neighbourhood development, including potential overshadowing for developments towards the south was a concern identified by respondents in community consultation (Homes NSW, 2024). During consultation, amenity concerns were also raised by the wider community around increased noise levels post-occupancy, as well as loss of privacy due to overlooking of neighbouring properties. The proposal is located within an area of transition with the immediate locality historically characterised by low density detached dwellings however it is now predominantly zoned for medium-density residential development (R3) (allowing for buildings up to 13 storeys) and mixed-use development (MU1) (Beam Planning, 2024). Design features including landscaping have been used to better integrate the development into the surrounding local context.	Likely	Moderate	<u>High</u>	Negative

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
	Although the initial impact of the proposal may be high in certain locations, as the surrounding sites continue to be redeveloped consistent with the desired future character of the area (and that is reflected in the current planning controls), the social significance rating is expected to reduce over time. Concern relating to the potential impact to neighbouring property values due to the proximity to social and affordable housing was raised during consultation with the local community (Homes NSW, 2024). As noted above, design features including landscaping have been incorporated into the proposal to better integrate it with the surrounding local context. Ongoing investment in maintaining the building (including publicly visible spaces) may help to reduce this potential impact. • Aesthetic and amenity impacts relating to landscaping The proposal provides a communal open space area for residents to utilise along with landscaping using native plantings to better integrate the development into the surrounding local context. The importance of green space and gardens to be included as part of the development was identified through consultation and is expected to have positive impact for tenants, visitors and community in the immediate social locality.				
Livelihoods <i>(including people's capacity to sustain themselves through employment or business)</i>	Construction • Opportunities to maximise economic and skills development for the local community Staffing levels for excavation work will be less than 20 on site. The staffing levels for construction work may have a peak of up to 100 staff, however given the ramp up of staff, this will be at its highest during the later stages of the fit out of dwellings. A relatively high proportion of people who reside within the ISL and SSL are employed in the Construction industry (Appendix C) meaning local employment opportunities could be generated by the proposal. Consultation activities identified the opportunity to maximise employment and skills development for the local employment community, including the local Aboriginal community with potential to benefit both the community in the immediate social locality and wider LGA and Northern Rivers Region. Construction activity may have flow-on economic benefits for businesses in the immediate social locality and wider LGA through the use and/or hire of services and equipment required for construction as well as construction staff utilising nearby retail, food and beverage providers.	Likely	Minor	<u>Medium</u>	Overall Positive
	Post-occupancy • Maximising economic and skills development for the local community Ninety-seven percent of respondent to the National Social Housing Survey (AIHW, 2023) reported economic benefits including the ability to manage money/rent better, and ability to improve their job situation. New residents of the proposed development are likely to experience similar positive impacts.	Possible	Minor	<u>Medium</u>	Overall Positive
Decision-making systems <i>(including the extent to which</i>	Construction • Community engagement during construction Extensive community consultation has been carried out to inform the development of this proposal and will continue to be carried out as it progresses. This includes	Likely	Minimal	<u>Low</u>	Neutral

Category	Impact	Impact rating (with standard mitigation techniques)			
		Likelihood	Magnitude	Significance ¹	Experience
<i>people can have a say in decisions that affect their lives, and have access to complaint mechanisms)</i>	ongoing consultation during the construction phase. This consultation assists in the ability for the surrounding community to remain informed on the proposal and provide feedback.				
	Post-occupancy Community consultation and engagement activities post-occupancy [Homes NSW Engagement Plan]	Likely	Minimal	<u>Low</u>	Neutral

6. Social impact enhancement and mitigation

This section summarises the social impacts identified through the assessment and identifies the recommended management measures to avoid and/or reduce potential negative social impacts and enhance potential positive impacts (refer to Table 6-1).

Table 6-1: SIA impact category, proposed mitigation and enhancement measures

Impact category	Potential impact	Mitigation or enhancement measure
Way of life	Traffic and parking impacts relating to construction activity	Implement recommendations of the Traffic Impact Assessment (TIA) and Preliminary Construction Traffic Management Plan (PCTMP) (SECA Solution, 2024).
	Meeting an urgent need for social and affordable housing in Tweed Heads	Consistent with the objectives of the Flood Recovery Program, the affordable housing provider to consider prioritising housing allocation for local Tweed Heads and Northern Rivers community members who are living in temporary accommodation or identify as homeless. The building and its tenants to be managed by an experienced affordable housing provider.
	Access to high quality, suitably designed social and affordable housing	Ensure that any modifications to the design of the proposal are consistent with the key principles of Good Design for Social Housing (DPHI, 2020) and aligned with housing needs of the community, including ensuring that the proposal is accessible for people with a disability (Purple Apple Access, 2024).
Community	Contribution to an inclusive, caring and safe community post-occupancy	Carry out regular consultation and engagement activities with existing residents, businesses, community facility operators and their visitors near the site to keep the community up to date during approvals and construction. Examples of potential engagement activities could include street meetings, community events, pop-up or information sharing sessions.
	Foster community recovery and resilience	Foster community recovery and resilience by widely publicising progress against key stages of development to highlights the work of the Flood Recovery Program and the delivery of this project to support those impacted by the floods and who are currently living in temporary accommodation.
Accessibility	Traffic, parking and active travel impacts relating to construction activity <i>(also relevant to 'Way of Life')</i>	Implement recommendations of the TIA and PCTMP (SECA Solution, 2024). During construction, carry out regular consultation with the proponents of other projects in the vicinity of the site (both existing and planned) to reduce any potentially significant cumulative impacts (e.g. consider the use of staging or implementing additional management plans).
	Provision of social and affordable housing close to infrastructure, services and amenity	Implement recommendations of the TIA, including a Green Travel Plan for new residents (SECA Solution, 2024).
Culture	Management of Aboriginal archaeological heritage during construction	Implement recommendations of the Aboriginal Cultural Heritage Assessment Report specific to Aboriginal archaeology in particular (ACHAR) (AMBS Ecology and Heritage, 2024). Continue to engage with the local Aboriginal community.
Health and wellbeing	Health, wellbeing, crime and safety of the community	The building and its tenants to be managed by an experienced affordable housing provider, including linkages for tenants to health and community-services. Establish a hotline to allow the community to freely express any concerns post-occupancy and conduct a targeted door-knock for residents and businesses in the

Impact category	Potential impact	Mitigation or enhancement measure
		immediate social locality (400m) to encourage reporting of crime and safety issues to the affordable housing provider post-occupancy. Implement recommendations of the Crime Prevention Through Environmental Design (CPTED) Report (Beam Planning, 2024).
Surroundings	Local neighbourhood characteristics and sense of place	Consider installing creative hoarding to improve visual impacts of construction at the site. Implement recommendations of the Visual Impact Assessment (VIA) (Beam Planning, 2024).
Livelihoods	Economic and skills development for the local community	Explore opportunities to connect with local training providers and construction contractors to maximise employment and skills development for the local community, including the local Aboriginal community during construction.

7. Conclusion

Based on this assessment, the proposal is likely to generate a highly positive social impact, particularly in the long term. The potential negative impacts can be mitigated through implementation of appropriate management measures provided in the recommendations below.

7.1 Impact assessment findings

- Potential negative social impacts:
 - Traffic and parking impacts relating to construction activity
 - Management of Aboriginal archaeological heritage during construction
 - Short-term impacts on local neighbourhood characteristics and sense of place
 - Crime and safety of residents in the immediate social locality.
- Potential overall positive social impacts:
 - Meeting an urgent need for social and affordable housing in Tweed Heads
 - Providing access to high quality, suitably designed social and affordable housing located close to infrastructure, services and amenity
 - Fostering community recovery from major natural hazard events and building community resilience
 - Contribution to an inclusive, caring and safe community post-occupancy.

7.2 Recommendations

The following management measures are recommended to address potential negative social impacts as well as help enhance potential positive impacts:

Construction:

- Implement recommendations of the Traffic Impact Assessment (TIA) and Preliminary Construction Traffic Management Plan (PCTMP) (SECA Solution, 2024).
- Implement recommendations of the Aboriginal Cultural Heritage Assessment Report specific to Aboriginal archaeology in particular (ACHAR) (AMBS Ecology and Heritage, 2024).
- Consider installing creative hoarding to improve visual impacts of construction at the site. Implement recommendations of the Visual Impact Assessment (VIA) (Beam Planning, 2024).
- Ensure that any modifications to the design of the proposal are consistent with the key principles of Good Design for Social Housing (DPHI, 2020) and aligned with housing needs of the community, including ensuring that the proposal is accessible for people with a disability (Purple Apple Access, 2024).
- Carry out regular consultation with the proponents of other projects in the vicinity of the site (both existing and planned) to reduce any potentially significant cumulative impacts (e.g. consider the use of staging or implementing additional management plans).
- Explore opportunities to connect with local training providers and construction contractors to maximise employment and skills development for the local community, including the local Aboriginal community, during construction.
- Carry out regular consultation and engagement activities with existing residents, businesses, community facility operators and their visitors as well as the Aboriginal community to keep the community up to date on development activity, understand and manage any future social impacts should they occur.

Examples of potential engagement activities include BBQs, street meetings, community events, pop-up or information sharing sessions.

- Foster community recovery and resilience by widely publicising progress against key stages of development to highlights the work of the Flood Recovery Program and the delivery of this project to support those impacted by the floods and who are currently living in temporary accommodation.

Post-construction:

- Consistent with the objectives of the Flood Recovery Program, the affordable housing provider to consider prioritising housing allocation for local Tweed Heads and Northern Rivers community members who are living in temporary accommodation or identify as homeless.
- The building and its tenants to be managed by an experienced affordable housing provider, including linkages for tenants to health and community-services.
- Implement recommendations of the TIA, including a Green Travel Plan for new residents (SECA Solution, 2024).
- Establish a hotline to allow the community to freely express any concerns post-occupancy and conduct a targeted door-knock for residents and businesses in the immediate social locality (400m) to encourage reporting of crime and safety issues to the affordable housing provider post-occupancy.
- Implement recommendations of the Crime Prevention Through Environmental Design (CPTED) Report (Beam Planning, 2024).

Appendix A – Policy review

Outcomes of the policy and planning review undertaken for this assessment are shown in the following table.

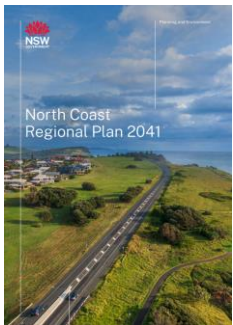
The review of state government and local policy and planning documents relevant to this assessment included the following NSW policies and plans:

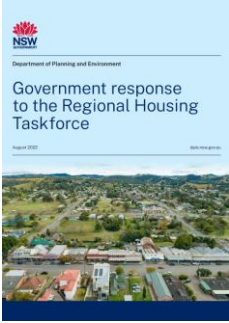
- Housing 2041: NSW Housing Strategy (DPHI, 2021)
- North Coast Regional Plan 2041 (DPHI, 2022)
- Regional Housing Taskforce Findings and Recommendations Report and Government Response (DPHI, 2021 and 2022)
- Good Design for Social Housing (DPHI, 2020)
- Local Strategic Planning Statement (LSPS) (Tweed Shire Council, 2020)
- Community Strategic Plan (CSP) 2022-2032 (Tweed Shire Council, 2022)
- Draft Tweed Affordable Housing Strategy (Tweed Shire Council, 2024)
- Tweed Regional Economic Development Strategy – 2023 Update (Regional NSW, 2023).

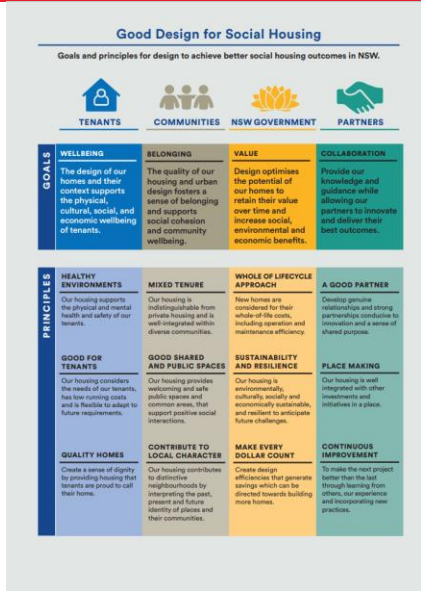
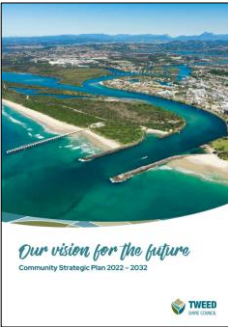
Given that the SEQ community is part of the social locality included in this assessment, the following Queensland state and local policies and plans of relevance were also reviewed:

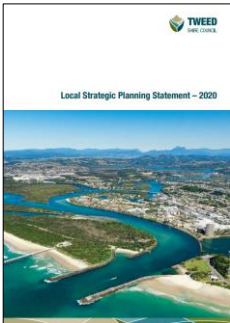
- Shaping SEQ: Southeast Queensland Regional Plan 2023 (DSDILGP, 2023)
- Queensland Housing Strategy 2017-2027 (DSDILGP, 2017)
- Gold Coast City Council Plan 2022-2027 (Gold Coast City Council, 2022)
- Gold Coast Homelessness Action Plan 2024 (Gold Coast City Council, 2024)
- Economic Strategy Action Plan 2022-2027 (Gold Coast City Council, 2022)
- Climate Resilience and Sustainability Strategy 2023-2033 (Gold Coast City Council, 2023).

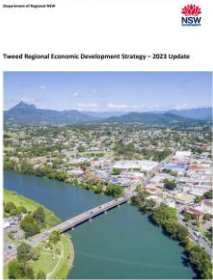
Table A-1: Policy and planning review

Document	Purpose	Relevance
NSW State Government		
North Coast Regional Plan 2041 (DPHI, 2022) 	The North Coast Regional Plan sets out a 20-year strategic land use framework for the region to protect and enhance the region's assets and plan for a sustainable future. The vision identified in this plan is for <i>“healthy and thriving communities, supported by a vibrant and dynamic economy that builds on the region's strengths and natural environment.”</i> Supporting this vision are three key goals: – Liveable, sustainable and resilient – Productive and connected – Growth change and opportunity	The North Coast Regional Plan calls specific attention to the areas recently impacted by bushfires and floods in the Northern Rivers region, including the Tweed Shire. The plan also identifies the increasing demand for housing in the region (including housing diversity) driven by migration and demographic factors, including growth associated with its proximity to south-east Queensland. Key objectives of the plan relevant to the proposal include: – Objective 1: Provide well located homes to meet demand – Objective 2: Provide for more affordable and low-cost housing – Objective 4: Understand, celebrate and integrate Aboriginal culture – Objective 5: Manage and improve resilience to shocks and stresses, natural hazards and climate change – Objective 18: Plan for sustainable communities – Objective 20: Celebrate local character.
Housing 2041: NSW Housing Strategy (DPHI, 2021) 	The NSW Housing Strategy represents a 20-year vision for housing in NSW: <i>“NSW will have housing that support security, comfort, independence and choice for all people at all stages of their lives”</i> The strategy embodies the State government's goals and ambitions to deliver better housing outcomes by 2041 and includes a range of initiatives to improve data, develop partnerships, speed up assessments, unlock land and enable infrastructure to create a strong housing pipeline in regional NSW.	The NSW Housing Strategy includes the following high-level objectives relevant to the proposal: – Increased support for those most in need – More investment and support for housing that is adaptable to changing needs and environments – Improved alignment of housing with infrastructure and community services. The strategy aims to ensure that <i>people and communities</i> have: – Access to housing security, diversity and support, irrespective of whether they live in metropolitan or regional areas – Choices that enable them to afford a home without compromising on basic needs – Support and opportunity in differing circumstances, including people in crisis, social housing residents, private rental tenants and those who aspire to home ownership. The strategy also aims to ensure that <i>homes in NSW</i> are: – Accessible and suitable for different stages of life or changing circumstances – Designed to support human wellbeing and respond to the environment, maximise technology and support local character and place.

Document	Purpose	Relevance
Regional Housing Taskforce Reports (DPHI, 2021, 2022) 	In June 2021 the NSW Government established the Regional Housing Taskforce (the Taskforce) in response to increasing pressures on the supply and affordability of housing in Regional NSW. The Taskforce consulted with local government, the development sector, community housing providers and community groups and prepared a report that summarised the key issues identified. The taskforce prepared a second independent report that contained recommendations on how the government can better use the planning system to address housing needs and stimulate supply in regional NSW.	The taskforce recognised that the challenge is not simply to increase supply but to provide a diverse range of housing options that support the spectrum of housing need in the regions now and in future. Recommendations of the taskforce relevant to the proposal recognise that: – Housing is a critical need providing both shelter and stability. Access to safe, secure housing has a profound impact on the health, wellbeing and overall quality of life of the people of NSW. – There is a need to establish an ongoing program to deliver new and renewed social and affordable rental housing in the regions through partnerships between government housing providers such as Homes NSW, local government and the community housing sector. – There is a need to prioritise diverse and affordable housing through regional and local strategic plans, minimum density and housing mix requirements, place-based infill housing targets, and introducing model planning controls that support good design outcomes.
Good Design for Social Housing (DPHI, 2020) 	Good Design for Social Housing was developed by the NSW Land and Housing Corporation (now Homes NSW) in partnership with the Government Architect NSW. It promotes good design for social housing, focused on what is important when new homes are designed and built. The policy is aligned with LAHC commitment to create housing that not only benefits tenants, but enhances neighbourhoods and generates social and economic value for NSW.	Good Design for Social Housing outlines the following four key goals and underpinning principles relevant to the proposal:

Document	Purpose	Relevance
		
NSW Local Government		
Community Strategic Plan 2022-2032 (Tweed Shire Council, 2022) 	The Tweed CSP guides the future direction for the Tweed for the next 10 years and describes the community’s vision and aspirations for the future. The community’s vision as captured in the CSP is that <i>“the Tweed will be recognised for its desirable lifestyle, strong community, unique character and environment and the opportunities its residents enjoy”</i> The CSP recognises the following priority issues for the Tweed over the next 10 years (as reflected in results of the <i>Be Our Best Resident Surveys</i> in 2018 and 2021): – Maintaining and upgrading the local road network – Access to more affordable housing – Managing population growth and over development	The Tweed CSP calls out the provision of housing opportunities to meet the needs of the growing population as well as need for the provision of diverse housing supply. The widening gap between those with socio-economic advantage, and those who are disadvantaged or vulnerable is also recognised. The plan, developed in consultation with the community, identified the following overarching objectives: – Protecting <i>“we want a healthy natural environment”</i> – Living <i>“we want to be safe at home and in the community with reliable essential services and infrastructure”</i> – Thriving <i>“we want the Tweed’s people and places to thrive”</i> – Growing <i>“we want to work together to plan for the future, so the Tweed grows and evolves in a sustainable way”</i>.

Document	Purpose	Relevance
Local Strategic Planning Statement (Tweed Shire Council, 2020) 	The Tweed LSPS sets out the 20-year vision for land-use planning in the Tweed. It provides a roadmap for balancing future development and growth pressures with the community's desire to retain the area's high scenic quality, biological and ecological values, iconic natural landscapes, sense of community and relaxed lifestyle. The LSPS vision statement is <i>"in 2040, the Tweed's vibrant urban, coastal and rural communities will be recognised for adapting to the challenges of climate change and population growth in a way that protects and enhances our internationally significant natural environment, maintains a highly desirable lifestyle, and supports a thriving local economy"</i>	The LSPS identifies the following planning priorities relevant to the proposal: – Cultivate a desirable and healthy lifestyle choice with a strong sense of community, diverse places for people to be happy, build resilience, feel safe and be well connected. – Diverse housing and lifestyles. – Deliver housing supply and associated infrastructure to meet the needs of a growing population whilst sensitive environmental and agricultural hinterlands are protected. – Promote housing that is affordable, diverse, adaptive and well located to meet the needs of our changing population and lifestyle. – Deliver well-planned residential and rural residential housing. – Promote innovation and best practices for climate responsive and ecologically sustainable building design and construction.
Draft Tweed Affordable Housing Strategy (Tweed Shire Council, 2024) 	The Tweed Shire Council's draft Affordable Housing Strategy recognises the housing crisis facing Tweed with actions to provide more sustainable, affordable housing for the community, including social housing. The proposed strategy vision co-designed with Tweed Shire Councillors, Council staff and stakeholders is <i>"Housing in Tweed supports diverse and inclusive communities, is climate resilient, and generates social connectedness. Social and affordable housing is available for those on very low, low and median incomes and is close to transport, services, amenity, and where people work"</i>. The strategy focuses on social and affordable housing as subsidised, long-term housing for those on very low, low and moderate incomes. The strategy calls out a lack of diverse housing as a significant contributor to Tweed's housing affordability challenge.	The strategy identifies the changing need for social housing: in the 1970s, 70% of social housing tenants were couples with children. In 2021, it was 4%. Now social housing is predominately required by single person or couple households. Homelessness is rising in Tweed while declining in surrounding LGAs and there is a gap in formal, long-term housing for people experiencing homelessness. The strategy calls out that based on demographic trends, widening gaps in household affordability and housing supply short falls there is a clear need for greater housing diversity including more social and affordable housing in the Tweed. The Tweed Shire Council Affordable Housing Strategy is yet to be finalised, with outcomes and actions to sit against six themes: – Theme A: Protecting our lifestyle while providing more house. – Theme B: Partnering to deliver housing – Theme C: Reforming policy to enable housing supply – Theme D: Building capacity – Theme E: Advocacy and education – Theme F: Monitoring and reporting.

Document	Purpose	Relevance
Tweed Regional Economic Development Strategy – 2023 Update (Regional NSW, 2023) 	In 2018, the NSW Government developed Regional Economic Development Strategies (REDS) for 38 Functional Economic Regions across regional NSW. Since publication, regional NSW has endured shocks including bushfires, floods, COVID-19 and the mouse plague, and significant new economic opportunities have emerged. The 2023 REDS Update provides an updated evidence base to guide governments in making policy and investment decisions to enhance resilience and drive sustainable, long-term economic growth in regional NSW.	A sustained period of drought, followed by major bushfires and flooding has had severe environmental and economic implications for the Tweed region. For the period from 2018 to 2022 the region had 5 disaster declarations and received \$4.60 million in disaster recovery grants funding. Recovering from these events and developing both industry and community resilience is a key priority for the region. The strategy includes the following updated and new key strategies (including key enablers) relevant to the proposal below: – Support the supply of diverse affordable housing stock. – Utilise the Northern Rivers Reconstruction Corporation mandate and local government collaboration to plan and rebuild the region’s communities and a more climate resilient economy. – Review planning controls to ensure adequate provisions and incentives for housing diversity and affordability, as well as temporary housing for displaced residents and the (re)construction workforce. – The need to adopt a regional approach to economic recovery and reconstruction to build local business and workforce capability and maximise opportunities for local employees, businesses and Aboriginal communities.
Queensland State Government		
Shaping SEQ – Southeast Queensland Regional Plan 2023 (DSDILGP, 2023) 	ShapingSEQ is the Queensland Government’s 25-year strategic plan to guide the future growth of the South East Queensland region. ShapingSEQ 2023 is part of the Queensland Government’s response to the National Housing Accord and National Planning Reform Blueprint. The plan has a critical role to play in setting effective and responsive policies that facilitate the delivery of diverse and well-located homes to meet the housing needs of South East Queenslanders today and into the future.	ShapingSEQ 2023 sets a clear direction for the following regional priorities relevant to the proposal. – Targeted strategies and interventions to support efficient use of land and enable more sustainable and affordable communities by facilitating growth in locations with high accessibility to employment, services, natural areas and amenity. – More homes, faster-supply, diversity and affordability. Housing supply is a regional priority for SEQ. The plan states that every SEQ resident should have access to a safe, secure and affordable home that meets their needs and enables participation in social and economic life. – More social and affordable homes. Increasing the amount of social housing and affordable housing across the region is seen as critical to the future prosperity of SEQ. – Regional approach to natural hazards. A clear need to create a growth pattern that is disaster-resilient and adaptive to change to help SEQ, its communities and economies, deal with future natural hazard events and other disruptions.

Document	Purpose	Relevance
Queensland Housing Strategy 2017-2027 (DSDILGP, 2017) 	The Queensland Housing Strategy 2017-2027 is a 10-year framework driving key reforms and targeted investment across the entire housing continuum. The strategy aims to secure growth in housing supply and diversity, prosperity for Queenslanders, connections for the most vulnerable community members, and confidence through a fair and contemporary housing system.	The Queensland Housing Strategy’s overarching objective is “<i>every Queenslanders has access to a safe, secure and affordable home that meets their needs and enables participation in the social and economic life of our prosperous state</i>”. Key elements of the strategy relevant to the proposal include: More affordable and accessible housing; New and renewed neighbourhoods; Reduced barriers to accessing and sustaining tenancies; Pathways to independence; Person-centred responses; and Improved housing design.
Queensland Local Government		
Council Plan 2022-2027 (Gold Coast City, 2022) 	The Gold Coast City Council Plan 2022-2027 outlines the high level strategic direction of the local government. The plan directs annual priorities, supported by planning, management and active engagement with the Gold Coast community. The plan sets out the vision for the Gold Coast “<i>inspired by lifestyle, driven by opportunity</i>”.	The strategy outlines the following principles and outcomes relevant to the proposal: – We plan city growth and ensure sufficient capacity and types of housing to meet future needs. – We have a prepared community and a natural and built environment resilient to natural hazards. – We are a safe, active and healthy community. – We have sustainable economic growth in the industries and sectors that offer opportunity.
Gold Coast Homelessness Action Plan 2024 (Gold Coast City Council, 2024) 	The Gold Coast Homelessness Action Plan 2024 aims to address issues of homelessness in the city. The plan calls out a lack of affordable housing and low supply of social housing as ‘local’ factors contributing to homelessness. The plan identifies strategic priorities to address homelessness, aligned with the responsibilities as a local government.	The priorities of the Homelessness Action Plan support: – The delivery of a diverse range of affordable housing options. – An increase in the supply of crisis, social and affordable housing; including the redevelopment of appropriate social housing stock. – The delivery of housing choice (including affordable and adaptable housing).

Document	Purpose	Relevance
Climate Resilience and Sustainability Strategy 2023-3033 (Gold Coast City Council) 	The Climate Resilience and Sustainability Strategy 2022-2033 aims to protect the Gold Coast’s natural beauty, reduce greenhouse gas emissions and improve the city’s ability to withstand extreme weather events.	The strategy outlines the following focus areas and outcomes relevant to the proposal: – Our built environment is resilient to the impacts of climate change. – Our community is climate-ready and resilient. – We embrace sustainable urban planning to reduce city-wide greenhouse gas emissions.

Appendix B – Community consultation

Community and stakeholder consultation activities have informed this assessment, as shown in the table below.

Summary of consultation activities

Engagement activity	Description and purpose	Relevant stakeholder groups
Letterbox drop to neighbouring properties	A letter including key information, including images of the design and an invitation to the drop-in community sessions were mailed to 157 homes. This letter also included contact details of where to seek further information.	Neighbouring residents and business owners
Site visit and door knock to surrounding residents	A door knock tool place to 30 of the surrounding neighbours, providing a feedback form and frequently asked questions. A member of the Arup SIA team attended the site visit and participated in the door knocking exercise together with Homes NSW.	Neighbouring residents and business owners
Emails to community groups and government bodies	Emails were sent to key stakeholder groups providing information and inviting them to the community drop-in sessions.	Tweed Council Byron Council Lismore Council Local members Aboriginal Land Council Community groups
Community drop-in sessions	Four community drop-in sessions were held, one of which was held in the evening to capture the working community. A separate session was also held for Aboriginal engagement. A member of the Arup SIA team attended one of the four community drop-in sessions together with Homes NSW.	Residents within the wider community Aboriginal community
Website and social media	A website displaying information about the project was created along with a social media campaign to advertise the community drop-in sessions.	All stakeholders

Source: *Community Engagement Outcomes Report (NSW Homes, 2024)*

Appendix C – Community profile

Analysis of existing demographic and socio-economic characteristics of the community within the identified social localities was undertaken to understand the potential sensitivities and characteristics of the community that may be impacted by the proposal.

For the purposes of a SIA, social localities are selected factoring in both local socio-economic impacts and those likely to occur on a broader scale. The study area for this SIA is made up of two geographies shown in the table below and figure following.

Social locality boundaries

Study area	Geography (ABS)	Description	Relevance to the proposal
Immediate Social Locality (ISL)	Statistical areas (SA1) which best represent the immediate impact area, identified as: • 112031251 • 11203125404 • 11203125405 • 11203125410 • 11203125411 • 11203125431 • 11203125458 • 30902123003.	The local community and businesses within the ISL, located directly adjacent to the proposal. These include residential properties and local businesses.	Local social impacts include matters that might directly affect the local community during construction and post-occupancy. Short-term potential impacts as such traffic and parking association with construction activities are generally localised. Impacts to visual amenity or heritage may have longer term impacts within or near the proposal.
Secondary Social Locality (SSL)	Suburbs which best represent the wider impact area, recognised as Tweed Heads and Coolangatta.	The community and businesses within the broader area of the proposal.	Broader considerations for social impacts include matters such as the benefits to the way of life for the wider community or employment and training opportunities which are anticipated to be experienced within the SSL.



Social locality boundaries

Source: Arup 2024

Community profile

Characteristics	Immediate Social Locality	Secondary Social Locality	Rest of NSW
Population			
Total persons	3,759	27,060	2,829,637
Male	46.2%	48.0%	49.2%
Female	54.0%	52.0%	50.8%
Aboriginal and/or Torres Strait Islander persons	3.1%	3.7%	6.6%
Age			
Median age	57	50	43
0-4yrs	3.8%	4.3%	5.5%
5-9yrs	2.7%	4.0%	6.1%
10-14yrs	2.4%	3.9%	6.3%
15-19yrs	3.5%	4.0%	5.7%
20-24yrs	4.1%	4.7%	5.4%
25-29yrs	5.4%	6.2%	5.7%
30-34yrs	6.0%	6.4%	5.9%
35-39yrs	5.5%	6.0%	5.9%
40-44yrs	4.3%	5.1%	5.6%
45-49yrs	4.7%	5.4%	6.1%
50-54yrs	4.9%	5.7%	6.2%
55-59yrs	6.1%	6.8%	6.6%
60-64yrs	8.4%	7.8%	6.9%
65-69yrs	8.4%	7.9%	6.4%
70-74yrs	9.5%	7.7%	5.9%
75-79yrs	7.3%	5.6%	4.3%
80-84yrs	6.1%	4.0%	2.9%
85yrs and over	7.3%	4.6%	2.8%
Working age population (15-64)	52.8%	70.3%	77.8%
Income			
Median household income (weekly)	\$1,000-\$1,249 (\$52,000-\$64,999)	\$1,000-\$1,249 (\$52,000-\$64,999)	\$1,250 - \$1,499 (\$65,000-\$77,999)
Less than \$650 total household weekly income	23.0%	18.7%	16.0%
More than \$3,000 total household weekly income	7.7%	9.7%	14.2%
Household composition			
Family households	51.3%	45.7%	57.4%
Single (or lone) person households	42.7%	27.0%	23.3%
Group households	6.1%	4.2%	2.7%
Dwelling structure (occupied private dwellings)			
Separate house	16.9%	34.1%	80.3%
Semi-detached, row or terrace house, townhouse etc.	18.0%	16.6%	10.2%
Flat, unit or apartment	62.6%	46.5%	7.2%
Other dwelling	1.5%	1.9%	1.5%

Characteristics	Immediate Social Locality	Secondary Social Locality	Rest of NSW
Occupancy rate	89.3%	85.0%	89.2%
Tenure type			
Owned outright	32.6%	31.3%	32.3%
Owned with a mortgage	13.9%	19.6%	26.2%
Rented	32.1%	25.7%	22.9%
<i>State or territory housing authority</i>	3.5%	2.0%	2.5%
<i>Community housing provider</i>	0.6%	0.4%	0.9%
Other tenure type	3.5%	1.7%	2.1%
Education (Highest level of attainment)			
Postgraduate degree level	2.7%	2.9%	3.0%
Graduate diploma and graduate certificate level	1.3%	1.5%	1.6%
Certificate level (I, II, III, or IV)	16.6%	17%	17.1%
Bachelor degree level	13.2%	11.6%	10.0%
Advanced diploma level	8.2%	8.3%	7.2%
Year 10-12	27.2%	26.7%	24.7%
Year 9 or below	2.9%	6.3%	7.8%
Education institution currently attending			
Primary school	3.0%	4.8%	7.9%
Secondary school	2.8%	3.9%	6.1%
Tertiary – Vocational education (including TAFE and private training providers)	2.2%	2.5%	2.5%
Tertiary - University or other higher education	2.5%	3.2%	3.0%
Tertiary - not further defined	0.0%	0.0%	0.0%
Other	0.9%	0.8%	0.5%
Cultural diversity			
Speak a language other than English at home	7.4%	7.0%	6.5%
Top five languages other than English spoken at home	Iberian Romance, Indo-Aryan, Tai, Southeast Asian Austronesian, Chinese, Japanese, Tai	Iberian Romance, Japanese, Chinese, Southeast Asian Austronesian Languages and Indo-Aryan	Iberian Romance, South Slavic, Indo-Aryan, Southeast Asian Austronesian Languages and Chinese
Need for assistance			
Has need for assistance with core activities	11.0%	7.4%	6.8%
Long-term health conditions			
Arthritis	14.1%	12.0%	11.6%
Asthma	6.7%	7.4%	9.6%
Cancer (including remission)	5.3%	4.4%	3.6%
Dementia (including Alzheimer's)	2.1%	1.5%	1.0%
Diabetes (excluding gestational diabetes)	4.5%	4.1%	5.3%
Heart disease (including heart attack or angina)	7.3%	5.6%	5.0%
Kidney disease	1.5%	1.3%	1.3%
Lung condition (including COPD or emphysema)	4.1%	3.1%	2.6%
Mental health condition (including depression or anxiety)	9.4%	9.5%	10.6%
Stroke	2.0%	1.6%	1.2%
Any other long-term health condition(s)	9.0%	8.7%	8.5%

Characteristics	Immediate Social Locality	Secondary Social Locality	Rest of NSW
Method of travel to work			
Vehicle	23.1%	28.1%	29.4%
Active Transport	4.3%	2.3%	1.5%
Other mode	0.3%	0.2%	0.2%
Public transport	0.6%	0.7%	0.4%
Employment status			
Unemployed	2.2%	2.5%	2.1%
Employed – work full time	18.2%	21.1%	25.2%
Employed – work part time	16.1%	17.0%	15.6%
Employed – away from work	4.2%	4.3%	3.4%
Industry of employment (1-digit ANZSIC)			
Agriculture, Forestry and Fishing	0.2%	0.4%	2.3%
Mining	0.2%	0.4%	1.1%
Manufacturing	1.4%	1.7%	2.5%
Electricity, Gas, Water and Waste Services	0.4%	0.4%	0.5%
Construction	4.2%	5.1%	4.1%
Wholesale Trade	0.5%	0.7%	0.9%
Retail Trade	3.5%	4.2%	4.2%
Accommodation and Food Services	4.7%	4.5%	3.3%
Transport, Postal and Warehousing	1.1%	1.6%	1.6%
Information Media and Telecommunications	0.5%	0.4%	0.3%
Financial and Insurance Services	0.6%	0.7%	0.9%
Rental, Hiring and Real Estate Services	1.0%	1.0%	0.6%
Professional, Scientific and Technical Services	2.3%	2.4%	2.2%
Administrative and Support Services	1.8%	1.7%	1.4%
Public Administration and Safety	2.0%	1.8%	3.2%
Education and Training	2.2%	3.4%	4.1%
Health Care and Social Assistance	7.3%	7.7%	7.2%
Arts and Recreation Services	0.7%	0.8%	0.5%
Other Services	1.3%	1.6%	1.7%
Occupation of resident labour force			
Managers	3.9%	4.7%	5.9%
Professionals	8.1%	8.5%	8.5%
Technicians and Trades Workers	5.5%	6.7%	6.4%
Community and Personal Service Workers	6.4%	6.4%	5.8%
Clerical and Administrative Workers	4.3%	4.6%	5.2%
Sales Workers	3.6%	4.0%	3.8%
Machinery Operators and Drivers	1.5%	2.1%	3.0%
Labourers	4.2%	4.4%	4.8%

Source: ABS Census Data 2021

Population projections

Area	2021	2041	Change	Annual %
NSW	8,166,757	9,872,934	1,706,176	0.95% increase
Tweed (LGA)	98,954	112,244	13,290	0.95% increase
Tweed Heads (SA2)	20,714	21,619	904	0.21% increase
Coolangatta (SA2)	6,541	9,285	2,744	42.0% increase

Sources: NSW Population Projections, NSW Government: <https://www.planningportal.nsw.gov.au/populations> and Queensland Population Projections Regions, 2021 to 2046, Queensland Government: <https://www.qgso.qld.gov.au/statistics/theme/population/population-projections/regions>

Social housing need - Expected wait times for social housing

Expected waiting times for general applicants	NN37 Tweed Heads allocation zone NSW	
Expected waiting time for a studio/1-bedroom property	10+ years	
Expected waiting time for a 2-bedroom property	10+ years	
Expected waiting time for a 3-bedroom property	10+ years	
Expected waiting time for a 4+ bedroom property	10 + years	
Number of applicants of June 30 th 2023	NN37 Tweed Heads allocation zone	NSW
General	881	48,307
Priority	258	7,573

Source: Homes NSW, 2024 <https://www.facs.nsw.gov.au/housing/help/applying-assistance/expected-waiting-times>

The Socio-Economic Indexes for Areas (SEIFA)

The Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD) summarises information about the economic and social conditions of people and households within an area, including both relative advantage and disadvantage measures.

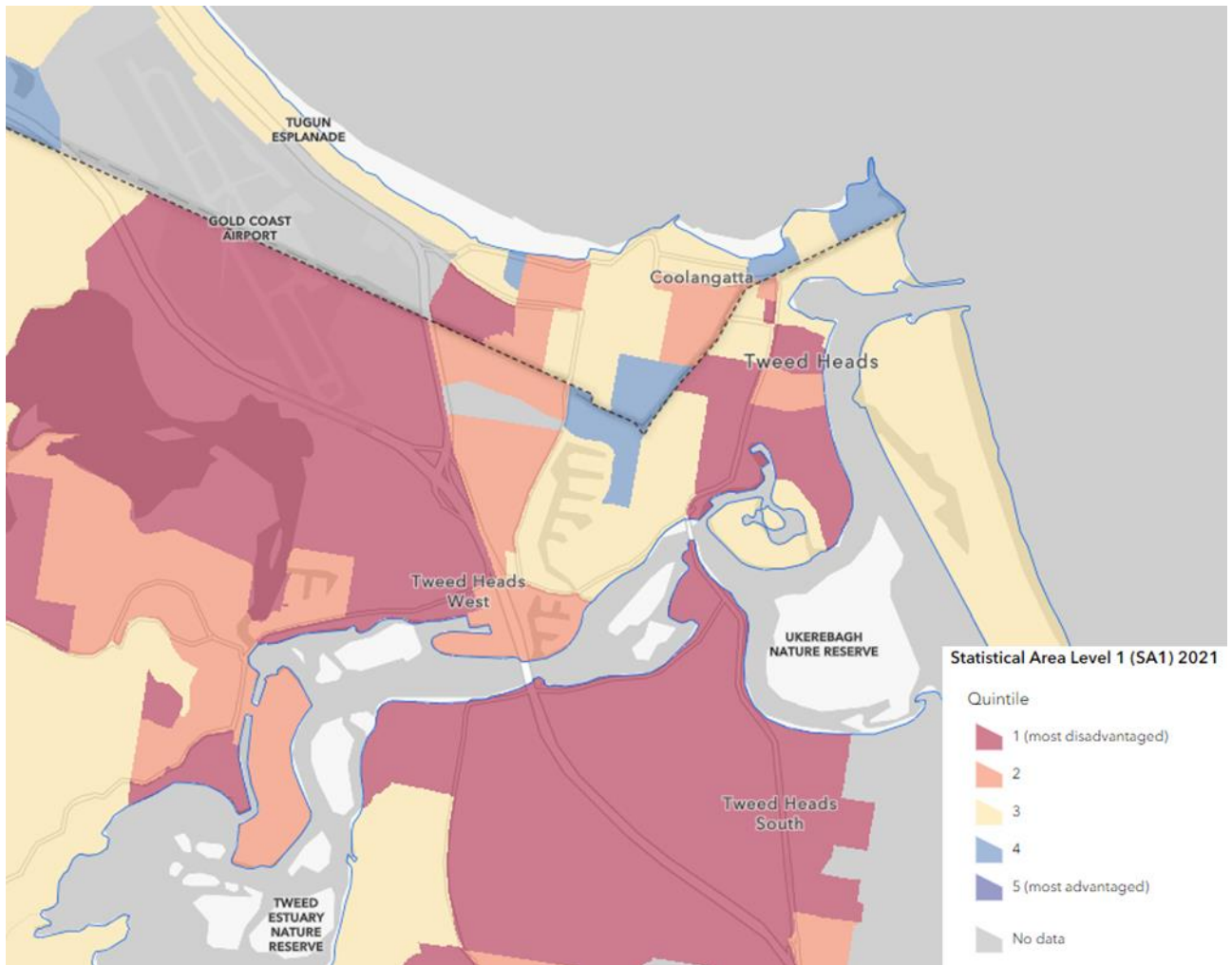
A low score indicates relatively greater disadvantage and a lack of advantage in general. For example, an area could have a low score if there are:

- Many households with low incomes, or many people in unskilled occupations, and
- Few households with high incomes, or few people in skilled occupations.

A high score indicates a relative lack of disadvantage and greater advantage in general. For example, an area may have a high score if there are:

- Many households with high incomes, or many people in skilled occupations, and
- Few households with low incomes, or few people in unskilled occupations.

The following map shows the IRSAD for the areas adjacent to the proposed development.



Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) for Tweed Heads and Coolangatta

Source: ABS 2021 census