

WATERLOO METRO QUARTER OVER STATION DEVELOPMENT

**Environmental Impact Statement
Appendix W – Social Impact Assessment**

SSD-79307765 Second Amending Concept

Detailed State Significant Development
Development Application

Prepared for **WL Developer Pty Ltd**

October 2025

An architectural rendering of a modern urban development. Three tall, multi-story buildings with glass and brick facades are the central focus. The building on the left is shorter and has a more textured, brick-like facade. The two taller buildings on the right have more uniform glass and brick patterns. In the foreground, there is a large, green, open space with many people walking and sitting on the grass. There are also some trees and a small structure in the distance. The sky is clear and blue.

URBIS

SOCIAL IMPACT ASSESSMENT

**Waterloo Metro Quarter Over
Station Development –**

**Second Amending Concept
SSD-79307765**

Appendix W

Prepared for
WL DEVELOPER PTY LTD
23 October 2025

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Report Number	Final



Acknowledgement of Country

Urbis acknowledges the Traditional Custodians of the lands we operate on.

We recognise that First Nations sovereignty was never ceded and respect First Nations peoples continuing connection to these lands, waterways and ecosystems for over 60,000 years.

We pay our respects to First Nations Elders, past and present.

The river is the symbol of the Dreaming and the journey of life. The circles and lines represent people meeting and connections across time and space. When we are working in different places, we can still be connected and work towards the same goal.

Title: Sacred River Dreaming
Artist Hayley Pigram
Darug Nation
Sydney, NSW

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WATERLOO AMENDING CONCEPT SIA_FINAL

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EXECUTIVE SUMMARY

This report has been prepared by Urbis Ltd (Urbis) on behalf of Waterloo Collective WL Developer Pty Ltd (the proponent), to accompany a State Significant Development Application (SSDA) for the detailed Central Precinct SSD (SSD-79307746) and Northern Precinct SSD (SSD-79307758), located within the Waterloo Metro Quarter (WMQ) at 150 Cope Street, Waterloo. This SSD will replace the previous detailed approval applying to the Central Precinct and Northern Precinct.

This report has been prepared to respond to Item 18 SSD-79307765 of the Planning Secretary's Environmental Assessment Requirements (SEARs) issued by the Department of Planning, Infrastructure and Housing (DPHI) on 13 February 2025.

REPORT PURPOSE AND SCOPE

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

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

The NSW Department of Planning, Housing and Infrastructure's (DPHI) Social Impact Assessment Guideline (2025) states that an SIA should consider the likely changes to the following social elements of value to people: way of life, community, accessibility, culture, health and wellbeing, surroundings, livelihoods and decision-making systems.

METHODOLOGY

An SIA social baseline, field study, impact scoping and assessment were undertaken to complete this report. A detailed methodology is included in Chapter 2. The methodology was informed by the guidance contained within the SIA Guideline and Technical Supplement (DPHI 2025).

The potential social impacts of the Proposal are assessed by comparing the magnitude of impact (minimal to transformational) against the likelihood of the impact occurring (very unlikely to almost certain). This risk assessment methodology is based on the DPHI SIA Guideline: Technical Supplement (2025) and is outlined in Chapter 6 of this report.

EXISTING ENVIRONMENT

In December 2019, development consent was granted for a significant project (SSD 9393) that includes three residential towers, four mid-rise commercial towers, and 70 social housing dwellings above the Waterloo Metro Station at the Waterloo Metro Quarter (WMQ) at 150 Cope Street, Waterloo.

The site, previously home to commercial, light industrial, and shop-top housing buildings, was cleared to make way for this transformative development. The precinct is underpinned by the Waterloo Metro Station, which opened in August 2024. Waterloo is undergoing significant redevelopment, driven in part by the integration of the Waterloo Metro and the increasing demand for housing near Sydney's CBD.

The site offers excellent access to public and active transport, being directly above the new metro station, which connects to Sydenham, Tallawong, Sydney CBD, Chatswood, and Epping. It is also conveniently situated between Redfern and Green Square railway stations and serviced by multiple bus routes along Botany Road and Raglan Street. The site is also well-connected to major roads, including Botany Road, McEvoy Street, and Henderson Road, providing key links to Sydney Airport, the inner west, and the eastern suburbs. Additionally, it is conveniently located near public open spaces, including Waterloo Park, Redfern Park, and Alexandria Park, which offer sports fields, playgrounds, and recreational areas.

POTENTIAL POSITIVE AND NEGATIVE SOCIAL IMPACTS

A summary of the potential positive and negative social impacts identified is provided in the table below, presented by impact significance. The full assessment is provided in Chapter 6.

Impact category	Impact description	Mitigated assessment	Recommendations provided
Way of life	Increased housing supply in an accessible location	High positive	Yes. Refer to Section 6.2.1
Way of life	Enabling further site and precinct activation	Low positive	Yes. Refer to Section 6.2.1
Community	Increased opportunities for social interaction in a newly activated 'village'	Low positive	Yes. Refer to Section 6.2.2
Accessibility	Increased opportunities to integrate transport with amenities	Medium positive	Yes. Refer to Section 6.2.3
Accessibility	Potential increased demand for social infrastructure and services	Medium positive	Yes. Refer to Section 6.2.3
Culture	Increased opportunities to celebrate First Nations Culture in Waterloo through design	Medium positive	Yes. Refer to Section 6.2.4
Health and wellbeing	Facilitating safer, more comfortable and liveable environments	Medium positive	Yes. Refer to Section 6.2.5
Surroundings	Changes in visual amenity and potential overshadowing in the public domain	Negligible to low positive	Yes. Refer to Section 6.2.6
Livelihoods	Potential reduction in on-site employment in the Northern Precinct	Medium positive	Yes. Refer to Section 6.2.7
Decision-making systems	Ability for stakeholders to participate	Medium positive	Yes. Refer to Section 6.2.8
Cumulative impacts	<p>A discussion on cumulative impacts is outlined in Section 6.3. This includes the following cumulative social impacts:</p> <p>Supporting housing supply</p> <p>Cumulative social impacts during construction</p>		Yes. Refer to Section 6.3

PROPOSED MITIGATION, ENHANCEMENT AND MANAGEMENT MEASURES

A consolidated list of measures to enhance positive social impacts and mitigate negative social impacts identified throughout this report and summarised in the table above is provided in Chapter 7 of this report. Additional SIA recommendations to further enhance positive impacts and mitigate negative impacts are also provided in Chapter 7 of the report.

1. INTRODUCTION

This report has been prepared by Urbis Ltd (Urbis) on behalf of Waterloo Collective WL Developer Pty Ltd (the proponent), to accompany a State Significant Development Application (SSDA) for the detailed Central Precinct SSD (SSD-79307746) and Northern Precinct SSD (SSD-79307758), located within the Waterloo Metro Quarter (WMQ) at 150 Cope Street, Waterloo. This SSD will replace the previous detailed approval applying to the Central Precinct and Northern Precinct.

This report has been prepared to respond to Item 18 SSD-79307765 of the Planning Secretary's Environmental Assessment Requirements (SEARs) issued by the Department of Planning, Infrastructure and Housing (DPHI) on 13 February 2025.

1.1. REPORT PURPOSE AND SCOPE

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

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

The NSW Department of Planning, Housing and Infrastructure's (DPHI) Social Impact Assessment Guideline (2025) states that an SIA should consider the likely changes across eight categories illustrated in Figure 1.

Figure 1 Social elements of value to people



Source: SIA Guideline (DPHI 2025, p.5)

1.2. SIA GUIDELINE AND REQUIREMENTS

This SIA aligns with the best practice methods contained within the DPHI's SIA Guideline (2025), which provides a framework for identifying, predicting, and evaluating potential social impacts, thereby providing greater clarity and certainty for proponents and the community.

This SIA has been prepared to respond to Item 18 SSD-79307765 of the Planning Secretary's Environmental Assessment Requirements (SEARs) issued by DPHI on 13 February 2025. The individual SEARs item relevant to this SIA is outlined in Table 1 below.

Table 1 SEARs item

Item	SEARs requirement	Relevant section of the report
18	<p>Provide a Social Impact Assessment that:</p> <ul style="list-style-type: none">– is prepared in accordance with the Social Impact Assessment Guidelines for State Significant Projects.– is targeted and proportionate to the project's context and likely impacts.	This report (Chapters 3-7)

Source: SEARs issued for the Proposal, issued 13 February (DPHI 2025)

1.3. PROPOSAL BACKGROUND

The Second Amending Concept DA is a new concept SSDA made under Section 4.22 of the Environmental Planning and Assessment Act 1979 (EP&A Act). It seeks consent for an amendment to the Waterloo Metro Over Station Development (OSD) Concept DA (SSD 9393) (the Concept DA).

As the Concept DA has previously been amended by an Amending Concept DA (SSD 10441) (hereafter referred to as the First Amending Concept DA), the subject amending DA is hereafter referred to as the Second Amending Concept DA. Whilst the Concept DA relates to the whole WMQ site, the changes now proposed under the Second Amending Concept DA only relate to the Northern and Central Precincts of the overall WMQ site.

A summary of the timeline is provided below.

Table 2 Timeline

Date	Relevant Matter
December 2019	Concept Development Application (SSD 9393) for three residential towers and four mid-rise commercial towers above a three-to-four storey podium at the Waterloo Metro Quarter over station development approved.
June 2021	Amended Concept Development Application (SSD 10441) approved for an amended building envelope and use at the Northern Precinct to enable the development of a commercial building on the site, and amended the podium level of the Central Precinct building envelope.
July-November 2021	Detailed SSDAs approved for residential, commercial and student housing buildings in the Central, Northern and Southern Precincts in accordance with the Concept Approval (as amended).
October 2022	The Federal Government announced the National Housing Accord, which committed to delivering 1.2 million homes in well-located areas in 5 years, starting from July 2024.
February 2025	SEARs issued for a Second Amending Concept Development Application for the WMQ and new detailed SSDA applications for the Central and Northern precincts.

1.4. PROPOSAL OVERVIEW

The Second Amending Concept SSDA seeks consent to modify the existing concept approval for the Waterloo Metro Quarter OSD (SSD 9393 as amended by SSD 10441) by amending the building envelopes, heights and land use mix for the Northern and Central Precincts.

Specifically, the Proposal seeks to modify the approved building envelope for the Northern Precinct, through:

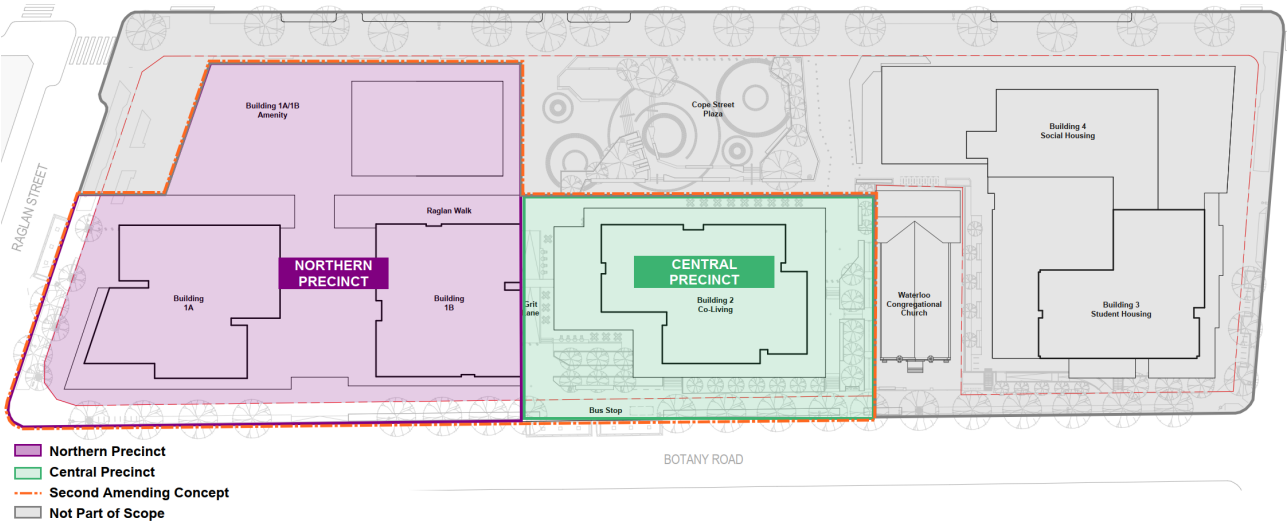
- Increasing the maximum building height from RL90.4 to RL116.9
- Amending the built form from a 17-storey building to include two towers above a podium
- Amending the proposed land use within the tower form from commercial office to residential, including market and a minimum of 5% affordable housing.
 - Affordable housing would be relocated from the Central to the Northern precinct
 - The total number of affordable housing units would increase from 24 to 39 dwellings (63% increase) across the site based on the current indicative concept plans.
 - Communal facilities atop the existing adjacent station box are proposed to support the residential towers within the Northern Precinct
- Retain retail and commercial uses within the podium of the towers.
- The Proposal also seeks to modify the Central Precinct building envelope through:
 - Amending the conceptual land use from residential (market and affordable) to co-living, still above a non-residential podium, including community facilities and childcare.
 - Amending the building envelope and the articulation of the building form. No changes to the maximum building height are proposed.

In addition, consent will be sought to:

- Modify relevant conditions of Concept DA approval, arising from the amended Concept DA.
- There will be no change to the maximum permitted gross floor area (GFA) across the entire Site, as the floorspace will be redistributed into the revised building envelopes.
- Minor updates to the Design and Amenity Guideline to reflect the amended concept and amend the Design Excellence Strategy to adopt the NSW State Design Review Panel (SDRP) process for Central and Northern precincts.
- Whilst the Concept SSDA applies to the entire WMQ site, the Second Amending Concept SSDA will be limited in scope to the Northern and Central Precincts only.

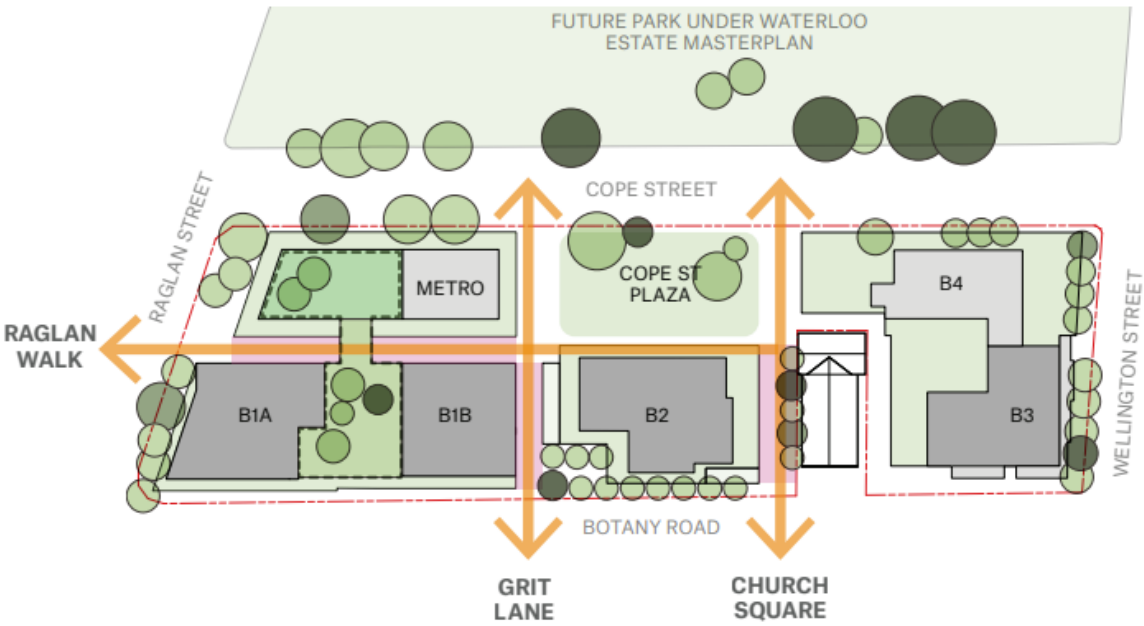
The figure below indicates the land to which the Second Amending Concept DA applies.

Figure 2 Site and precinct layout



Source: Urbis, 2025

Figure 3 Second Amending Concept SSDA Design Principles



Source: Bates Smart, 2025

1.5. AUTHORSHIP AND SIA DECLARATION

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

1.5.1. Authors

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

Allison Heller	Review and quality assurance
Position	Director
Qualifications	Bachelor of Town Planning, University of NSW Post-Grad Diploma in History of Architecture & Art, University of London
Affiliations	Member of the Planning Institute of Australia Member of Property Council of Australia – Social Sustainability Roundtable
Experience	Allison has deep expertise in the field of impact assessment. She has delivered social impact assessments and health and health equity impact evaluations for a range of state-significant projects and precincts, serving both government and private sector clients.
Liliana Peña	Lead Author
Position	Associate Director
Qualifications	Master of Urban Planning, National University of Colombia Bachelor of Social Work, National University of Colombia
Experience	Experience in writing SIA reports for residential and mixed-use projects in the context of the SIA Guideline (DPHI 2025) and best practice social research, evaluation, and impact assessment.
Rebekka McWhirter	Co–Author
Position	Consultant
Qualifications	Bachelor of Arts (Archaeology), University of Sydney Master of Planning, Macquarie University
Experience	Experience in writing SIA reports for residential and mixed-use projects in the context of the SIA Guideline (DPHI 2025) and best practice social research, evaluation, and impact assessment.
Sophie Perrott	Co-Author
Position	Assistant Social Planner
Qualifications	Bachelor of City Planning (Honours) (current), University of New South Wales
Experience	Experience in writing SIA reports for mixed-use precincts in the context of the SIA Guideline (DPHI 2025) and best practice social research, evaluation and impact assessment.

1.5.2. Declaration

The authors declare that this SIA report:

- Was completed on 23 October 2025
- Has been prepared in accordance with the EIA process under the EP&A Act
- Has been prepared in alignment with the DPHI's (2025) SIA Guideline
- Contains all reasonably available Proposal information relevant to the SIA

As far as Urbis is aware, it contains information that is neither false nor misleading.



Liliana Peña
Associate Director
23 October 2025



Allison Heller
Director
23 October 2025

1.6. SIA GUIDELINE REVIEW QUESTIONS AND RESPONSES

The review questions outlined by the SIA Guideline (2025) are designed to confirm that the requirements of the SIA Guideline have been fulfilled when considering the scale of social impacts associated with the proposed development. Table 3 outlines these review questions and indicates how they have been addressed in this SIA.

Table 3 Guideline review questions and responses

SIA Review questions	Addressed by report (yes/no), relevant section
Does the lead author meet the qualification and experience requirements?	Yes, Section 1.4
Has the lead author outlined their qualifications and experience in SIA and provided a signed declaration?	Yes, Section 1.4
Would a reasonable person judge the SIA to be impartial, transparent, and suitably rigorous?	Yes
Social locality and social baseline	
Does the SIA define and justify the social locality based on the spatial extent of expected impacts?	Yes, Chapter 3
Does the SIA identify and describe the social context/locality, including different social groups likely to be affected by the project?	Yes, Chapter 3
Does the SIA identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes, Chapters 3 and 4
Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes, Chapter 3

SIA Review questions	Addressed by report (yes/no), relevant section
Does the social baseline study present data relevant to the social impacts, supported by relevant literature and a diversity of relevant views and likely experiences?	Yes, Chapters 3 and 7
Does the social baseline study demonstrate social-science research methods and explain any significant methodological data or limitations?	Yes, Chapter 3 and Chapter 6
Identification and description of social impacts	
Does the SIA adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA been detailed?	Yes, Chapter 4 and Chapter 6
Does the SIA apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Yes, Chapter 6
Does the SIA describe how the social impact analysis has influenced project design?	Yes, Chapters 4 and 6
Community Engagement	
Were the extent and nature of engagement activities appropriate and sufficient to canvass views of those most affected, including those of vulnerable or marginalised groups?	Yes, Chapter 4
Have the views, concerns, and insights of affected and interested people influenced both the project design and the impact assessment, management, and monitoring?	Yes, Chapter 6
Predicting and analysing social impacts	
Does the SIA impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Yes, Chapter 6
Does the SIA analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will likely experience greater costs because of the project?	Yes, Chapter 6
Does the SIA identify its assumptions and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	<p>Yes. Chapter 2 outlines the key assumptions underlying the assessment. This includes the belief that information provided through other technical reports (e.g., traffic and noise) is accurate.</p> <p>The SIA considers alternative site scenarios from the perspective of the 'worst case' scenario (i.e., no</p>

SIA Review questions	Addressed by report (yes/no), relevant section
	<p>technical mitigations), in alignment with the EIS.</p> <p>It is the role of the SIA to assess the chosen development scenario; no other alternative scenarios have been considered.</p> <p>Therefore, our sensitivity analysis and assessment of 'worst-case' scenarios relate to a 'no mitigation' scenario for the chosen development option.</p> <p>This evidence is clearly assessed as part of the SIA tables in Chapter 6.</p>
Evaluation significance	
Do the evaluations of the significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Yes, Chapter 6
Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Yes, Chapter 6
Responses, monitoring and management	
Does the SIA propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Yes, Chapter 7
Does the SIA demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	Yes, Chapter 7
Does the SIA demonstrate how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	Yes, Chapter 7

1.7. STRUCTURE OF THIS REPORT

This SIA has seven chapters as summarised below:

- **Chapter 1** (this chapter) introduces the Proposal, purpose and scope of this report.
- **Chapter 2** outlines the legislative requirements and methodology applied to complete this SIA.
- **Chapter 3** provides a social baseline of the study area, including the site's context, social and demographic characteristics, and policy context.
- **Chapter 4** provides an overview of the field study undertaken to inform the SIA, including an overview of the key findings.

- **Chapter 5** identifies and provides details on the Proposal's social locality.
- **Chapter 6** assesses the positive and negative social impacts of the Proposal, including with and without mitigation and enhancement measures.
- **Chapter 7** outlines the mitigation, enhancement, and management measures of the assessed impacts.

2. METHODOLOGY

The methodology undertaken to prepare this SIA is outlined in Table 4. The methodology was informed by the guidance contained within the SIA Guideline and Technical Supplement (DPHI 2025).

Table 4 Methodology overview

Stage	Activities
Social baseline	<ul style="list-style-type: none"> Site visit or desktop review of surrounding land uses and the site. Review of relevant state and local policies and strategies to understand potential social implications. Analysis of relevant data sets to understand the existing community profile, including its values, strengths, and vulnerabilities. Identification of likely impacted groups and communities. Early identification of potential social impacts (positive and negative) based on research tasks undertaken.
SIA field study	<ul style="list-style-type: none"> Engagement with stakeholder representatives from the City of Sydney Council via in-depth interview Engagement with the local community through various online activities, including webinars, surveys, and distributing a community newsletter. Engagement with CounterPoint and REDWatch via in-depth interview Analysis of field study data and identification of key themes.
Impact scoping	<ul style="list-style-type: none"> Review of social baseline and SIA field study outcomes. Review of Proposal plans, Proposal documentation and relevant technical assessments. Identification of the Proposal's social locality and likely impacted groups. Identification and scoping of potential social impacts (both positive and negative), as well as mitigation and enhancement measures. Identification of potential opportunities for additional measures to be incorporated into the Proposal.
Assessment and reporting	<ul style="list-style-type: none"> Assessment of social impacts (positive and negative) with and without mitigation and enhancement measures. Provision of recommendations to further reduce negative social impacts and enhance positive social impacts. Preparation of draft and final SIA reports.

Approach to assessing social impacts

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

The DPHI's risk assessment methodology has been applied in this SIA and is outlined in Chapter 6.

Assumptions

- This report is dated 23 October 2025 , and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date.
- In preparing this report, Urbis was required to make judgments which may be affected by unforeseen future events, the likelihood and effects of which are not capable of precise assessment.
- All surveys, forecasts, projections and recommendations contained in or associated with this report are made in good faith and based on information supplied to Urbis at the date of this report, and upon which Urbis relied. Achievement of the projections and forecasts set out in this report will depend, among other things, on the actions of others over which Urbis has no control.
- Information provided through other technical reports that have informed the identification and assessment of impacts is assumed to be accurate.
- This report has been prepared with due care and diligence by Urbis, and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

3. SOCIAL BASELINE

This chapter provides a social baseline of the site and the surrounding area. This includes a review of the site location, policy context and demographic profile. The findings from the social baseline have been used to inform the approach to consultation, scoping of initial impacts and the formation of the site's social locality (as described in Chapter 5).

3.1. SITE LOCATION

3.1.1. Local context

The site is located at 150 Cope Street, Waterloo, within the Sydney Local Government Area (LGA). It forms part of Lot 2 in Deposited Plan 1301273 and is currently owned by Sydney Metro. The site is located within the WMQ and interacts with a variety of surrounding land uses, which include:

- To the east, there is part of the Waterloo social housing estate, which features both low- and high-density residential dwellings.
- To the south, there are light industrial and mixed-use developments, along with a community library.
- An open community park is situated to the northeast of the development, accompanied by a community garden that offers additional open space.
- Alexandria Park, located to the west of the development, serves as a mixed-use precinct.
- To the north, there is a community theatre and a mixed-use development that includes retail spaces and hospitality venues.
- Redfern Train Station is located approximately 800m north of the site.

The site context is shown in Figure 4 below. Nearby heritage items and items of local significance are listed in Table 5. Nearby development applications are listed in Table 6. Photos of the site are provided in Figure 5.

Figure 4 Site context map



Source: Urbis, 2025

Table 5 List of nearby heritage items

No.	Name
Heritage-listed items and heritage conservation areas (HCAs)	
1	Congregational Church, including interior, 103-105 Botany Road, Waterloo (Item 2069)
2	Cauliflower Hotel, including interior" – 123 Botany Road, Waterloo (Item 2070)
3	Cricketers Arms Hotel, including interior" – 56-58 Botany Road, Alexandria.
4	Duke of Wellington Hotel, including interior" — 291 George Street, Waterloo.
5	Electricity Substation 174", 336 George Street, Waterloo.
6	Terrace Houses, 229-231 Cope Street, Waterloo.
7	Former Waterloo Pre-School (225 Cope Street), including interior"—225-227 Cope Street, Waterloo
State heritage-listed items in the area	
1	Redfern Park to the north-east of the site
2	Eveleigh Railway Workshops to the north-west of the site

Table 6 List of nearby development applications

Project Reference	Development Description	Status
SSD-10438 (within the WMQ site)	<p>Excavation and construction of a two-level basement structure within the Waterloo Metro Quarter, comprising:</p> <ul style="list-style-type: none"> 155 car spaces, 13 motorcycle spaces and 315 bicycle parking spaces A ground floor slab to cap the basement on which future buildings of the northern precinct and central precinct will be constructed End of trip facilities and storage Staged stratum subdivision. 	Approved 30 September 2021. Construction works on the basement commenced in February 2023.
SSD-10437 (within the WMQ site)	<p>Construction of the southern precinct within the Waterloo Metro Quarter, comprising:</p> <ul style="list-style-type: none"> A student housing tower accommodating up to 474 students A social housing building containing 70 apartments A maximum gross floor area of 18,789 sqm (excluding gross floor area approved under CSSI 7400) Publicly accessible open space, including Cope Street Plaza, a shared zone from Cope Street into the site and expanded footpaths along Botany Road and Wellington Street Building identification signage for student housing building Staged stratum subdivision. 	Approved 30 July 2021. Currently under construction and near completion.

Project Reference	Development Description	Status
SSD-63067458 100-108 Botany Road And 86-100 Wyndham Street, Alexandria	Construction of a mixed-use development comprising health and research facilities and retail uses with ancillary parking.	Under Assessment Lodged 29 October 2024.
Waterloo Estate (South)	Waterloo Estate, situated to the east of the site, will be redeveloped over the next 15 to 20 years. Waterloo South, the first stage of the redevelopment, aims to deliver approximately 3,000 social, affordable, and market housing dwellings. Under the plan for Waterloo South, the two street blocks directly to the east of WMQ will be developed as a public park of over 2 hectares in size.	Planning proposal approved 28 February 2023—SSDAs to be lodged with DPHI for assessment.

Figure 5 Site photos



Picture 1 View of site from corner of Raglan Street and Cope Street



Picture 2 View of Wellington Street from Waterloo Metro Station entrance



Picture 3 View of Waterloo Metro Station from Cope Street



Picture 4 View of surrounding heritage building from corner of Raglan Street and Cope Street



Picture 5 View of Wellington Street from Waterloo Metro Station

Source: Urbis, 2025



Picture 6 View of Waterloo South Housing Estate from the Proposal site

3.1.2. Surrounding social infrastructure and open space

Social infrastructure is critical to supporting a community's needs and resilience. It includes 'hard' infrastructure (facilities, venues, and spaces) and 'soft' infrastructure (activities, events, and programs). Open space comes in various forms, from structured sports fields to parks and natural ecosystems.

This section provides an overview of the social infrastructure within a 400- to 800-metre radius of the site. This includes health facilities, community facilities, educational institutions, childcare centres, community service providers, sports and recreation facilities and open spaces.

This review, along with the consultation outcomes (refer to Chapter 4), will help to understand the strengths and weaknesses within the existing social infrastructure and open space network, and identify potential impacts the Proposal may have on these facilities and spaces.

As shown in Figure 6 and listed in Table 7, the site is currently serviced by district and local infrastructure, including local services for Aboriginal People, green spaces, a library, a community garden, and several medical centres.

Figure 6 Existing social infrastructure and open space



Source: Urbis, 2025

Table 7 List of surrounding social infrastructure and open space

No.	Facility type	Facility name
Community, cultural and health infrastructure		
1	Community facility	Waterloo Library
2	Community facility	James Cook Community Garden

No.	Facility type	Facility name
3	Community facility	ACON Eden Garden
4	Community, art, and culture facility	Improv Theatre Sydney
5	Health facility	Poet's Corner Medical Centre
6	Health facility	Redfern Health Centre
7	Health facility	Redfern Station Medical Centre
Local Services for Aboriginal People		
1	Community facility	Kinchela Boys Home Aboriginal Corporation
2	Community facility	Redfern Youth Connect
3	Sport facility	National Aboriginal Sporting Chance Academy
4	Sport facility	National Centre of Indigenous Excellence
5	Health facility	Wyanga Aboriginal Aged Care
6	Community facility	Babana Aboriginal Men's Group
7	Employment facility	Aboriginal Employment Strategy – Redfern Employment Centre
8	Health facility	Aboriginal Medical Service (AMS) Redfern
9	Community and health facility	Aboriginal Housing Company (AHC)
10	Community facility	Mudgin-Gal Aboriginal Corporation

3.1.3. Local retail supply

Waterloo is surrounded by a significant provision of non-residential uses, including food and beverage outlets, boutique apparel stores, specialty retailers, medical centres, allied health services, gyms, wellness centres, niche fitness studios, childcare centres, and self-storage facilities. These non-residential uses serve the local community, providing accessible and convenient services.

The Economic Impact Assessment (Urbis, 2025) provides a high-level understanding of the non-residential provision around the site. The assessment adopted a 1km radius catchment from the site, and non-residential uses are defined as those such as retail, medical, childcare, self-storage, and fitness (including gyms and wellness centres).

The 1km radius catchment from the site has a mix of retail precincts and standalone stores. The retail precincts located within the 1km radius catchment include Carriageworks, South Eveleigh, Redfern Street, Waterloo Retail Precinct, and Green Square. Beyond these precincts, the Sydney LGA has a strong retail presence in both the CBD (e.g., Circular Quay, Barangaroo, and Haymarket) and in the south (e.g., The Grounds of Alexandria, The Cannery, and Engine Yard).

In addition to the retail offerings concentrated within the main precincts, there are approximately 280 standalone retail stores spread across the catchment. These stores are predominantly food and beverage outlets, including cafes and casual dining options, with a mix of boutique apparel and specialty retailers. Many of these retail establishments are located along Botany Road, McEvoy Street and Bourke Street.

Beyond retail, the 1km catchment also supports 27 medical centres and allied health services, 31 fitness centres including gyms, wellness centres, and smaller niche studios for yoga and pilates, 15 childcare centres, and three self-storage facilities. They are scattered along surrounding streets, providing convenient services for the local community.

This spread of non-residential supply highlights the area's role as a retail and services hub. It is supported by the substantial population of residents living in high-density developments as well as workers in surrounding employment hubs such as South Eveleigh, Green Square, Alexandria and Redfern.

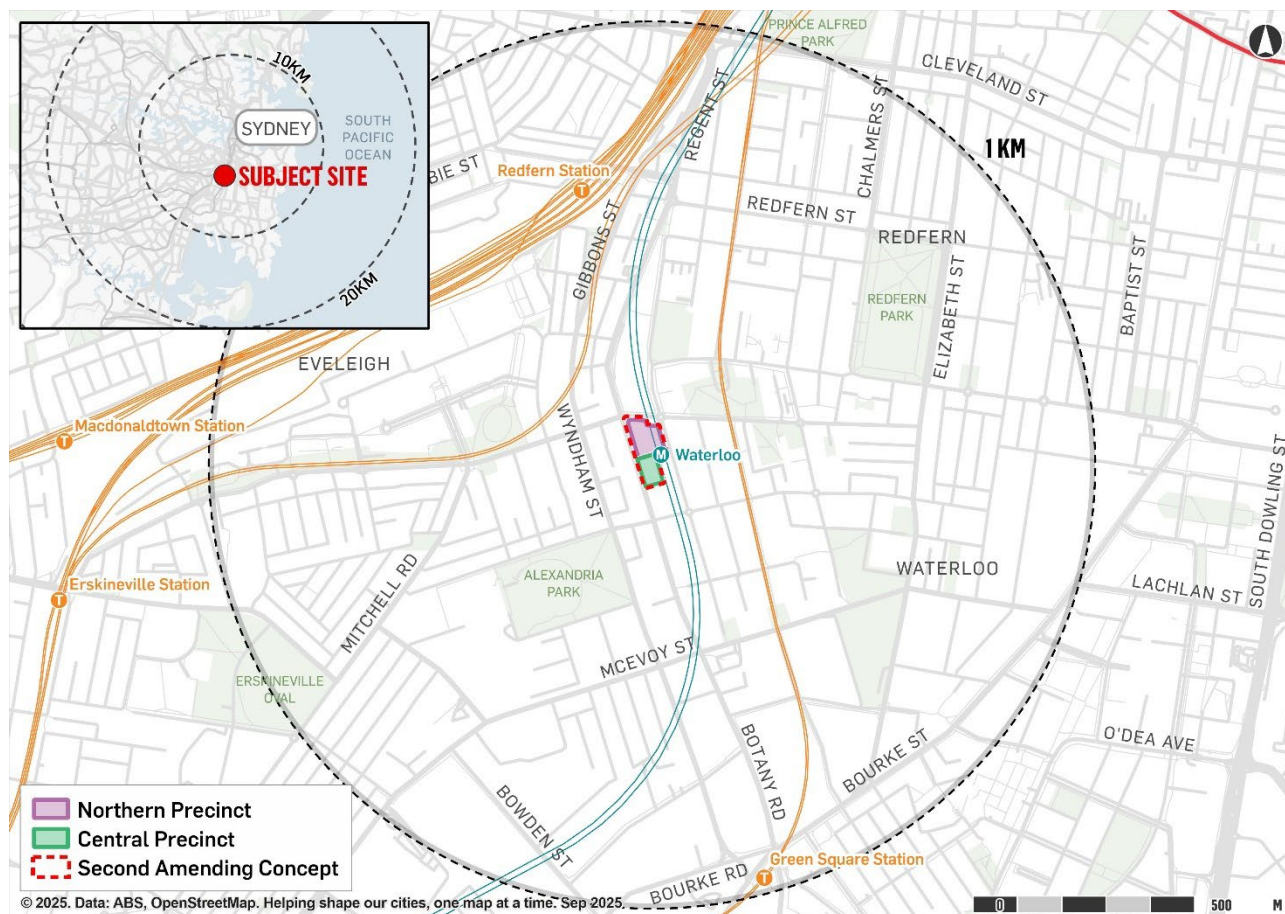
3.1.4. Regional context

Waterloo is strategically located within Sydney's inner city, approximately 3 kilometres south of the Sydney CBD. It is conveniently located near key employment hubs, educational institutions, and cultural landmarks.

As part of the South Sydney region, Waterloo is experiencing significant urban renewal and infrastructure investment. The suburb benefits from strong connectivity through major transport corridors, including the Sydney Metro and various bus routes, ensuring easy access to the CBD and surrounding areas.

Waterloo's regional context includes a diverse community, a local economy, and ongoing development of green spaces and community facilities. These factors position Waterloo as a significant area for sustainable growth and community development within Sydney.

Figure 7 Regional context



Source: Urbis, 2025

3.2. POLICY CONTEXT

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

State


- Government Architect of NSW, Better Placed (2017)
- Greater Sydney Commission, Greater Sydney Region Plan - A Metropolis of Three Cities (2018)
- Greater Sydney Commission, Our Greater Sydney 2056: Eastern City District Plan (2018)
- NSW Department of Planning, Industry and Environment: Housing 2041 (2021)
- State Environmental Planning Policy (SEPP) (Housing) 2021
- Transport For NSW, Future Transport Strategy (2022)
- Infrastructure NSW, Staying Ahead: State Infrastructure Strategy 2022-2042 (2022)
- Government Architect of NSW, Connecting with Country Framework (2023)
- NSW Government (Review Panel), Sydney Metro Independent Review (2023)


Local




- City of Sydney, Affordable Rental Housing Strategy (2009)
- City of Sydney, Retail Action Plan (2013)
- City of Sydney, OPEN Sydney: Strategy and Action Plan 2013–2030 (2013)
- City of Sydney, Child Care Needs Analysis (2019)
- City of Sydney, Housing for All: Local Housing Strategy (LHS) (2020)
- City of Sydney, Community Safety Action Plan (2020)
- City of Sydney, City Plan 2036: Local Strategic Planning Statement (LSPS) (2020)
- City Of Sydney, Community Strategic Plan (2022)
- City of Sydney, A City for All – Towards a Socially Just and Resilient Sydney (2024)
- City of Sydney, Economic Development Strategy (2025)



The key social themes from the policy review are summarised in Table 8 below.


Table 8 Key social themes from policy review

Theme	Summary of findings
<p>Strategic distribution of new and diverse housing</p> 	<p>The NSW Housing 2041 Strategy is a comprehensive framework designed to address the evolving housing needs of NSW over the next two decades. This strategy emphasises the importance of creating diverse, affordable, and sustainable housing options to accommodate the state's growing and changing population.</p> <p>A key component of the strategy is a focus on the strategic distribution of new housing across NSW, ensuring that development is aligned with infrastructure, employment hubs, and community services. The NSW Housing 2041 Strategy's commitment to diversity in housing types – from high-density urban apartments to low-density suburban homes – ensures that a wide range of needs and preferences are met, fostering inclusive and resilient communities throughout the state. The Sydney Metro Review 2023 also supports the NSW Government's priority to address the undersupply of housing across the state. It identifies potential enhancements to the Sydney Metro</p>

Theme	Summary of findings
	<p>West project, as well as the requirement for it to be leveraged as a key driver of additional housing for people in NSW.</p> <p>These strategies are further supported by Chapter 5 – Transport-Oriented Development of the State Environmental Planning Policy (SEPP) (Housing) 2021, which aims to increase housing density and affordable housing within 400m of public transport.</p> <p>The delivery of diverse and affordable housing in the City of Sydney is critical. Sydney LGA, located in the Eastern City District of Greater Sydney, is predicted to have the highest increase in single-person households, from 45 to 48 per cent, between 2011 and 2036. DPHI have stated that with the household growth in the Eastern City District, there is a need for an additional 157,500 homes between 2016 and 2036.</p> <p>The City of Sydney Local Housing Strategy (LHS) also highlights the importance of increasing the diversity and number of homes available for lower-income households. The LHS includes an action to continue delivering a mix of studio, one-, two-, and three-bedroom dwellings using planning controls.</p>
<p>Providing well-designed housing and infrastructure to meet community needs</p> 	<p>The Greater Sydney Region Plan addresses the changing demographics and housing affordability challenges that drive the need for increased housing choice and infrastructure to meet current and future needs. This encompasses a range of housing types, tenures, and price points, as well as rental accommodation for lower-income households and social housing for the most vulnerable.</p> <p>The provision of more housing will occur concurrently with the creation of liveable neighbourhoods close to employment opportunities, public transport, and walking and cycling options, fostering diverse, inclusive, multi-generational, and cohesive communities.</p> <p>Within Waterloo and the surrounding areas, these needs and demands are addressed through healthcare worker housing, student housing, affordable housing, improved transportation accessibility, and the creation of spaces for innovation and growth. These spaces are identified as highly needed in the community, as the changing demographics of neighbourhoods across Greater Sydney influence local demand for social and residential infrastructure.</p> <p>Additionally, the Better Placed Strategy identifies objectives to guide the delivery of housing, including the required location and design of housing and supporting infrastructure to ensure it supports community needs. Seven distinct objectives have been established to define the key considerations in designing the built environment. These include:</p> <ul style="list-style-type: none"> ▪ <i>Better fit - contextual, local and of its place</i> ▪ <i>Better performance - sustainable, adaptable and durable</i> ▪ <i>Better for community - inclusive, connected and diverse</i> ▪ <i>Better for people - safe, comfortable and liveable</i> ▪ <i>Better working - functional, efficient and fit for purpose</i> ▪ <i>Better value - creating and adding value</i> ▪ <i>Better look and feel - engaging, inviting and attractive</i>

Theme	Summary of findings
	The objectives are applicable at any scale, including cities and towns, the public realm, landscapes, open spaces, and individual buildings.
Providing adequate and effective provision of social and affordable housing 	<p>The Future Directions for Social Housing in NSW sets out to deliver up to 23,000 new and replacement social housing dwellings. The Eastern City District Plan identifies that social housing should be provided within the same environment as private and affordable housing to encourage social cohesion and facilitate access to key services. This ensures that all residents, regardless of their income, have access to the same transportation, employment, and social infrastructure and services.</p> <p>Similarly, the City of Sydney's Affordable Rental Housing Strategy aims to increase the amount of affordable rental housing across the LGA for very low, low and moderate-income households. The strategy identifies the need to increase the supply of affordable rental housing stock by nearly 8,000 dwellings by 2030. Providing affordable housing is crucial for meeting the diverse needs of communities.</p>
Providing a diverse range of infrastructure 	<p>The City of Sydney's Local Strategic Planning Statement (LSPS) outlines the need to ensure that all proposals include a certain amount and type of non-residential floor space appropriate to the site's strategic location and proximity to, or located within, a centre or activity street. This is to provide diverse infrastructure, which is not residential, but is necessary for the community to thrive and attract people to the area, thereby activating the city.</p> <p>Additionally, the LSPS outlines how, as the population grows and people increasingly live in apartments, shared public spaces such as parks, retail centres, libraries and community facilities will see increased use. This will support more vibrant and diverse infrastructure, increasing the need for expansion and maintenance of NSW Government infrastructure and the City's facilities. Providing infrastructure, such as retail, at street frontages can help activate the area, offering the community a range of activity options.</p> <p>Furthermore, as the population grows, there is a higher demand for and maintenance of community facilities such as childcare services within the community. In the City of Sydney's A City for All report, the Council has committed to producing people-focused urban design and planning, including prioritising the expansion of libraries and community facilities.</p>
Provision of key infrastructure, including childcare 	<p>The Child Care Needs Analysis 2019 for the City of Sydney reveals that the supply of Early Childhood Education and Care (ECEC) and Out-of-School-Hours Care (OSHC) services generally meets demand, with a minor shortfall expected by 2036, which is likely to be addressed by private providers. This contrasts with the 2013 study, which identified a significant undersupply projected to 2031, prompting recommendations for increased investment, advocacy, and planning to boost supply and improve access for vulnerable families. This supply is further analysed in Section 3.4.</p> <p>Building on the 2013 findings, the 2019 report outlines opportunities for the City of Sydney to ensure the continued provision of quality ECEC and OSHC services. Key recommendations include:</p> <ul style="list-style-type: none"> ▪ <i>Ongoing data monitoring and analysis</i> ▪ <i>Facilitating access for vulnerable and disadvantaged families</i> ▪ <i>Exploring emerging care models and workforce changes</i>

Theme	Summary of findings
	<ul style="list-style-type: none"> ▪ <i>Updating planning guidance and promoting best practices</i> ▪ <i>Advocating for the needs of children and families</i>
<p>Fostering a safe and inclusive community</p> 	<p>The Government Architect of NSW (GANSW) Designing with Country Discussion Paper and Connecting with Country Framework provides directions around engagement with Aboriginal people to inform the planning and design of built environment projects across NSW. Under this framework, all projects should value and respect Aboriginal cultural knowledge, with Aboriginal people co-leading key aspects of the design and development process.</p> <p>Safety is fundamental to the liveability of a City. Sydney is currently internationally recognised as a safe City, with Sydney ranked the third highest of 30 cities around the world in health, safety and security in 2016. The City of Sydney Community Safety Action Plan examines the actual and perceived safety of residents, businesses, and visitors, and explores ways to enhance safety.</p> <p>The City of Sydney prioritises forming a safe and inclusive City, with the City for All strategies being a primary source for this. The City of Sydney aligns itself with six key Sustainable Development Goals (SDGs) to promote inclusion and safety for its population. This is reflected in the City funding \$5,705,000 between 2018 and 2023 to decrease homelessness and increase affordable and diverse housing, assisting 1,052 people in exiting homelessness and finding safety in a home.</p>
<p>Enhancing the night-time economy and supporting economic vibrancy</p> 	<p>The City of Sydney's OPEN Sydney: Strategy and Action Plan aims to increase the night-time economy within the LGA. By 2030, the Council aims for the night-time economy to be transformed from a focus on younger people and drinking to one that includes broader community participation. This strategy identifies five nighttime goals:</p> <ul style="list-style-type: none"> ▪ <i>A Global Sydney – including innovative solutions, good governance and coordinated action.</i> ▪ <i>A Connected Sydney – including connected transport and connecting visitors, business and events.</i> ▪ <i>A Diverse Sydney – including diverse options and planned growth.</i> ▪ <i>An Inviting and Safe Sydney – including welcoming public spaces and a more civilised drinking culture.</i> ▪ <i>A Responsive Sydney – including responsive regulation, cutting red tape, and precinct plans providing locally tailored solutions.</i> <p>These goals will help achieve the target that 40% of individuals actively participating in nighttime activities are aged 40 and over, indicating a focus on expanding the appeal of nighttime offerings to a broader age group.</p> <p>Additionally, these goals aim for 40% of businesses operating at night to be shops, suggesting a desire to diversify the nighttime economy beyond just entertainment venues and include more retail options. This initiative is expected to increase nighttime employment by 25% to 100,000 jobs by 2030, encouraging retailers and attractions to stay open later and broadening people's choices of things to do at night.</p> <p>The City of Sydney Retail Action Plan also aims to increase retail options within the LGA. The Council aims to develop and support local businesses, while also</p>

Theme	Summary of findings
	<p>encouraging new job opportunities for residents. This plan has set out four focus areas to help achieve this:</p> <ul style="list-style-type: none"> ▪ <i>Create great experiences for city workers, residents and visitors to Sydney to ensure they choose to shop in central Sydney and its villages</i> ▪ <i>Build capacity and resilience to ensure the city has a diverse range of sustainable, innovative retail businesses</i> ▪ <i>Remove barriers, clarify regulatory processes and assist, in particular, new retailers and small businesses to more efficiently and effectively interact with the council and other levels of government; and</i> ▪ <i>Engage with the sector to encourage closer cooperation between retailers and more efficient interaction with government regulatory processes.</i> <p>Retailers are pivotal to the City's economic contribution and the liveability of Sydney. The retail sector is the foundation of the village's main streets and has a significant presence as an attractor in central Sydney. Furthermore, increasing residential land uses will also support ongoing jobs and economic contributions.</p> <p>The City of Sydney's Economic Development Strategy outlines key areas for economic advancement and sets future goals. This 10-year plan aims to create 200,000 new jobs in the City by 2036, with 70% of these positions in knowledge and innovation industries. A place-based approach will focus actions across Sydney, as Australia's economic heart, the city's distinct economic precincts, and strong local neighbourhoods. This strategy allocates funds and resources to promote economic vitality. This includes making the streets more vibrant, with outdoor dining reforms and investments such as the \$34 million upgrade of Crown Street to improve business opportunities.</p>
<p>Promoting an efficient transport network</p> 	<p>The Transport for NSW Future Transport Strategy envisions a resilient, efficient, and sustainable transport system throughout Sydney. The strategy provides actions and directions to prioritise customer needs, reduce carbon emissions, and leverage technology to improve transport efficiency and safety. The strategy aims to create an integrated transport network that enhances connectivity and supports economic growth. Successful implementation will require coordinated efforts among stakeholders and continuous monitoring to address emerging challenges.</p> <p>In conjunction with this, the City promotes the needs and benefits of increasing transport connections across the City and district within the Local Strategic Planning Statement (LSPS). With the City expected to accommodate an extra 700,000 people daily by 2050, road space and increased transport connections are a critical issue. Furthermore, the need for transit-oriented and walkable cities is necessary for communities across the City. The LSPS focuses on facilitating connections for residents and creating a transport-efficient community. The Greater Sydney Region Plan also explains the importance of public transport. In particular, the Sydney metro is expected to reduce the number of buses and general vehicles, creating more space for pedestrians on major streets.</p> <p>The State Infrastructure Strategy also identifies directing planning and growth around existing and planned transport networks, including public transport infrastructure such as passenger rail stations and interchange hubs.</p>

3.3. DEMOGRAPHIC PROFILE

A demographic profile identifies the demographic and social characteristics of a proposal's likely social locality. This is an essential tool for understanding how a community currently lives and its potential capacity to adapt to changes arising from a proposal.


A community profile has been developed for 22 combined SA1s surrounding the site, hereinafter referred to as the 'immediate area'.

A community profile has also been developed for the SA2s of Waterloo (117031647), Redfern (117031642), and Erskineville-Alexandria (117031330), hereinafter referred to as the 'local area'. This captures residents and workers living in proximity to the site.

This profile is based on demographic data from the Australian Bureau of Statistics' (2021) Census of Population and Housing and the Department of Health and Human Services' (2022) data. The demographic characteristics of the Sydney LGA ('regional area') and Greater Sydney have been used, where relevant, to facilitate comparison.

The tables below detail the datasets used in analysing the immediate, local, Sydney LGA and Greater Sydney area:

3.3.1. Population and age

	<p>Per ABS 2021, the local, immediate, and regional areas are generally consistent, with a mix of young adults, fewer children, and retirees, while the immediate and local areas have a growing population.</p>
	<p>In 2021, 49,175 people were living in the local area, and 9,225 in the immediate area, representing 23.2% and 4.4% of the residents in the Sydney LGA, respectively.</p>
	<p>In 2021, the largest age group of residents of the immediate and local area were young adults aged 25-39 (37.3% and 43.8% respectively). This was proportionately consistent across the Sydney LGA (43.3%). However, differed significantly compared to Greater Sydney (23.4%).</p>
	<p>Conversely, young children aged 0-14 were the smallest group in the immediate area (7.3%), compared to the local area's smallest age group, pre-retirement adults aged 55-64 (8.5%). The Sydney LGA and Greater Sydney were consistent with the local area, with the 55-64 age group being the smallest (8.5% and 11.1%, respectively).</p>
	<p>In 2021, there were mainly non-family households within the immediate area (58.7%) and the local area (50.1%), compared to family households (41.3% and 49.9%, respectively), which was relatively consistent with the Sydney LGA (52.6% and 47.4%, respectively). However, this did not reflect trends within Greater Sydney of (27.4% and 72.6% respectively).</p>
	<p>The average age in the local area is 38 years, which is relatively consistent with the Sydney LGA (37) and Greater Sydney (38). However, this is not consistent with the immediate area, which has a higher average age of 42.</p>
	<p>Between 2021 and 2041, the local area's population is expected to increase by 31.6%, from 49,838 to 65,600 people.</p> <ul style="list-style-type: none"> ▪ In Waterloo (SA2), the total population in 2021 was 16,615. This is projected to increase to 24,564 in 2041 ▪ In Redfern (SA2), the total population in 2021 was 13,849. This is projected to increase to 17,010 in 2041 ▪ In Erskineville-Alexandria (SA2), the total population in 2021 was 19,374. This is projected to increase to 24,026 in 2041.

Compared to the Sydney LGA, it is projected to have a population increase of 21.8% from 214,703 in 2021 to 274,398 in 2041. As the local area's population grows, the suburb is expected to continue being predominantly occupied by a younger workforce and family-aged population, with people aged 25–34 years being one of the largest and fastest-growing age groups in the suburb.

3.3.2 Culture and diversity



According to ABS 2021, the immediate and local areas have lower levels of cultural and linguistic diversity compared to the regional area, which is generally comprised of Asian populations.

Aboriginal and Torres Strait Islander people represent 3.9% of the immediate area and 2.4% of the local area population, which is higher than in the Sydney LGA (1.4%) and Greater Sydney (1.6%).

The local area has a relatively low proportion of residents who speak a language other than English at home (30.6%). This is slightly lower than the immediate area (33.5%), Sydney LGA (37.5%) and Greater Sydney (39.5%).

There is a relatively consistent number of residents who were born overseas in the immediate area (44.6%) and the local area (46.4%), compared to Sydney (52.1%) and Greater Sydney (40.5%).

In the immediate area, the top three languages spoken at home, in addition to English, are Chinese (8.9%), Russian (4.0%), Spanish (2.1%), and Vietnamese (2.1%).

In the local area, this differs slightly, with the top three languages spoken at home other than English being Chinese Languages (9.5%), Spanish (2.8%), and Southeast Asian Austronesian Languages (1.7%).

Compared to Sydney LGA, where the top three languages other than English are Chinese Languages (12.7%), Southeast Asian Austronesian Languages (3.3%), and Thai (3%).

3.3.3 Education and qualifications



According to ABS 2021, the immediate and local area has relatively high educational attainment, compared to Greater Sydney.

There is a higher proportion of people aged 15 years and older with high educational attainment (Bachelor level and above) in the immediate area (66.2%), local area (70.6%), and Sydney LGA (71.1%) compared to Greater Sydney (54%).

There is a lower proportion of people within the immediate area who have attained an advanced diploma or associate degree or a certificate level (18.3% and 15.6% respectively), the local area (16.9% and 12.5% respectively) and Sydney LGA (17.7% and 11.1% respectively) compared to Greater Sydney (20.4% and 25.5% respectively).

In the immediate area of residents attending an educational institution, 40.2% of the population attends a university or tertiary institution, which is relatively consistent with the local area (43.0%) and the Sydney LGA (46.7%). However, this is significantly higher than Greater Sydney's attendance rate of 21.2%.

3.3.4 Workforce and employment



According to ABS 2021, the local and regional areas have high labour force participation rates compared to the immediate area, which has higher unemployment rates. People in the immediate and local area are predominantly professionals working in professional, scientific, finance and health services.

There is a significantly higher proportion of people in the labour force in the local area (76.7%) and Sydney LGA (74.2%) compared to the immediate area (65.4%) and Greater Sydney (63.4%).

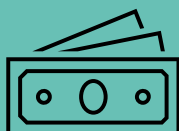
Unemployment rates are higher in the immediate area (7%) compared to the local area (4.8%), Sydney LGA (5.6%) and Greater Sydney (5.1%).

The top three industries of employment in the immediate and local area are professional, scientific, and technical services (19.6% and 20.3%), health care and social assistance (11.6% and 10.5%), and financial and insurance services (9.9% and 10.2%), respectively. In the Sydney LGA, these sectors are professional, scientific, and technical services (19.8%), financial and insurance services (10.8%), and health care and social assistance (9.8%).

However, within the City of Sydney, 7% of the area's workforce is employed in retail trade, compared to 8.8% in the Greater Sydney area.

There is a higher proportion of people in white-collar jobs within the immediate area (88.8%), the local area (87.5%), and the Sydney LGA (86.4%) compared to Greater Sydney (76.7%). However, there is a lower proportion of people in blue-collar jobs within the immediate area (11.2%), the local area (12.5%), and the Sydney LGA (13.6%) compared to Greater Sydney (23.3%).

3.3.5 Income



According to ABS 2021, the immediate and local area predominantly consists of low- and middle-income earners and households.

The personal average annual income in the immediate area is \$63,500, and the average annual household income is \$124,300. This is significantly lower than the local area, which has a personal average annual income of \$78,400, and the average annual household income is \$156,500. This is consistent with the Sydney LGA, which has a personal average annual income of \$75,500 and a household average annual income of \$152,500. In comparison, the personal average annual income in Greater Sydney is \$58,200, and the household average annual income is \$140,500. As such, average income tends to be lower in the immediate area compared to the local area, Sydney LGA and Greater Sydney.

In 2021, low-income households in the Sydney LGA earned less than \$800 per week before tax. According to Profile.id, 25,266 residents within the local area, or 19.1% of the population, fall into this category, compared to 17% of the population within the LGA and 17.9% in Greater Sydney.

Conversely, high-income households earned more than \$3,000 per week before tax. Profile.id reports that 25,266 residents, or 33.6% of the population within the local area, are in this highest income quartile, compared to 34.3% within Sydney LGA and 30.1% in Greater Sydney.

3.3.6 Housing and homelessness



In the immediate and local area, most dwellings are high-density dwellings, which is consistent with the regional area. The local area is also found to be highly unaffordable. There is a high rate of homelessness in the regional area, compared to NSW.

The immediate and local area has predominantly high-density housing, with flats or apartments representing 68.1% and 65.6% of all dwellings, respectively. This is consistent for the Sydney LGA (66.1%), but significantly higher than for Greater Sydney (28.2%).

The average weekly rent is lower in the local area (\$530) compared to the Sydney LGA (\$580), but significantly higher than in the immediate area (\$380) and Greater Sydney (\$440). The proportion of renters spending more than 30% of their household income on rent payments is higher in the Sydney LGA (33%) compared to Greater Sydney (35.3%).

In the local area, 36.1% of dwellings are owned (outright or with a mortgage). This is relatively consistent with Sydney LGA (34.1%), however, significantly lower than Greater Sydney (62.9%). There is a relatively consistent proportion of owners with mortgage repayments exceeding 30% of their household income in the Sydney LGA (20.8%) compared to Greater Sydney (19.8%).

In the immediate area, 65.9% of dwellings are rented. However, this is higher than the local area (63.8%) and Sydney LGA (65.9%) and is significantly higher than Greater Sydney (37.1%).

According to the SGS 2024 Rental Affordability Index, the local area is found to have moderately to unaffordable housing based on the average rental household income by region. However, for a single person on benefits, the local area is found to be critically unaffordable. This is also the case for students seeking shared houses, which are often found to be highly or critically unaffordable.

Data on the estimated levels of homelessness have been analysed according to the ABS 2021 Estimating Homelessness Census. This data is only available at the regional level and has been gathered for the Sydney LGA and NSW (rates per 10,000 population).

In 2021, 64 people in the Sydney LGA lived in improvised dwellings, tents or were sleeping out, representing a rate of 3.0 per 10,000 people. This is higher than in NSW (rate of 1.2 per 10,000 people). In addition, there were 312 people residing in supported accommodation for people experiencing homelessness (rate of 14.7 per 10,000 people), with the rate also higher than the NSW average (6.2 per 10,000 people).

Similarly, a higher proportion of people in Sydney LGA lived in severely crowded dwellings (731 – rate of 34.5 per 10,000 people) compared to 18.1 per 10,000 in NSW.

However, there is a lower proportion of people in the Sydney LGA who are temporarily residing in another household (83 people; rate of 3.9 per 10,000 people) compared to NSW (5.1 people per 10,000 residents).

There is a total of 3,589 homeless people in the Sydney LGA (a rate of 169.6 per 10,000 people), which is significantly higher than the NSW average (43.3 per 10,000 people).

3.3.7 Advantage and disadvantage

The local area has a mixture of both advantaged areas and disadvantaged areas, resulting in diverse levels of advantage across the area.

The four SEIFA indices comprise The Index of Relative Socio-Economic Disadvantage (IRSD), which focuses on socio-economic disadvantage; the Index of Relative Advantage and Disadvantage (IRSAD), which focuses on both socio-economic advantage and



disadvantage; the Index of Education and Occupation (IEO), which focuses on relative education and occupation advantage and disadvantage; the Index of Economic Resources (IER) which focuses on economic advantage and disadvantage by summarising variables related to income and housing.

According to the SEIFA index of relative socio-economic disadvantage (IRSD), Waterloo is in decile 3, Erskineville-Alexandria is in decile 10, and Redfern is in decile 4. This indicates that suburbs within the local area range from the bottom 40% to the top 10% in terms of disadvantage. This means that residents in the local area tend to experience varied levels of disadvantages compared to other suburbs and localities. For instance, this means there is a significant gap in the area when measuring household incomes, qualifications and occupation types.

According to the SEIFA index of relative socio-economic advantage and disadvantage (IRSAD), Waterloo is in decile 9, Erskineville-Alexandria is in decile 10, and Redfern is in decile 9. This indicates that the local area is among the top 20% of suburbs and localities in terms of both advantages and disadvantages. This means that residents in the local area tend to experience higher levels of advantage and lower levels of disadvantage compared to other suburbs and localities. For instance, residents may experience higher levels of household income and educational attainment.

In the SEIFA index of economic resources (IER), Waterloo is in decile 1, Erskineville-Alexandria is in decile 4, and Redfern is in decile 1. This indicates that the local area is in the bottom 40% of suburbs and localities in terms of economic resources. This means that residents in the local area tend to have lower levels of economic resources compared to those in other suburbs and localities. For instance, residents may experience lower levels of household income and assets.

According to the SEIFA index of education and occupation (IEO), Waterloo is in decile 9, Erskineville-Alexandria is in decile 10, and Redfern is in decile 9. This indicates that the local area is in the top 20% of suburbs and localities in terms of education and occupancy rates. This means that residents in the local area tend to have higher levels of education and higher socioeconomic status compared to other suburbs and localities. For instance, residents may experience higher household incomes and higher employment rates.

3.3.8 Health, wellbeing and disability



According to ABS 2021, the local and regional areas have a relatively consistent proportion of people with a long-term health condition. However, there is a higher proportion of people with a mental health condition in the local area compared to the regional area.

There is a relatively consistent number of people with at least one long-term health condition living in the local area (17.5%) compared to Sydney LGA (16.7%) and Greater Sydney (15.4%).

The most common types of long-term health conditions in the local area are mental health conditions (including depression or anxiety) (10%), asthma (8%) and arthritis (5%). This is similar to Sydney LGA: mental health conditions (including depression or anxiety) (8%), asthma (7%) and arthritis (4%).

Greater Sydney (5.2%) has a higher proportion of people in need of assistance for core activities due to disability, old age, or long-term health condition compared to the local area (3.4%) and Sydney LGA (2.7%).

There is a slightly lower proportion of people who provided unpaid assistance to a person with a disability, health condition or due to old age in the local area (6.1%) and Sydney LGA (6%) compared to Greater Sydney (8.7%).

3.3.9 Crime and safety



According to BOCSAR data, the immediate and local area is a high-density hotspot for numerous opportunistic crimes.

Crime data (January 2024 – December 2024) from the NSW Bureau of Crime Statistics and Research (BOCSAR) indicates that the Sydney LGA has generally higher rates of crime (per 100,000 population) compared to NSW averages.

The current crime rates in the Sydney LGA and NSW are higher than the national averages, with rates of Assault (1,913.1 per 100,000), Break and Enter (non-Dwelling) (239.7 per 100,000), and Steal from Dwelling (521.5 per 100,000). This data indicates that the Sydney LGA is more susceptible to opportunistic crimes compared to the NSW average.

The immediate and local area is in a hotspot for numerous crimes. This includes a high-density hotspot for non-domestic and domestic assault, theft from a dwelling, break and enter a dwelling and malicious damage to property. There is also a high trend of liquor and drug offences within the local area and the Sydney LGA.

3.3.10 Transport



City of Sydney residents have high public transport usage and a high number of residents walking to and from work, with a low number of residents commuting via vehicle, as well as owning a motor vehicle.

Due to changed travel patterns caused by the COVID-19 pandemic, the 2021 Census data regarding travel to work does not accurately reflect travel patterns in 2025. To address this information gap and provide a more nuanced picture of transport in this area, data from the 2016 ABS Census for Sydney Inner City (SA3), the City of Sydney LGA and Greater Sydney, as well as Transport for NSW's HTS personal travel data for 2023/24 (hereafter referred to as HTS), have been considered.

The Waterloo Metro Station, which significantly influences transport dynamics in the area, opened in August 2024. Therefore, the 2016 Census and HTS did not capture the impact of the metro on residents' transportation choices. Still, the site's proximity to the Redfern railway station (approximately 880 metres away) and the Green Square railway station (approximately 1 kilometre away) indicates that residents would have likely depended on public transport to a considerable extent, particularly when compared to areas with limited access to railway infrastructure.

**Note: Transport for NSW personal travel data is gathered via the Household Travel Survey (HTS) and is an annual survey with approximately 2,000-3,000 households participating and comprises data collected on all trips made over 24 hours by all members of the participating household.*

In 2016, a significantly lower proportion of people in the SA3 and City of Sydney LGA (23.4% and 24.0%, respectively) commuted to work by walking only, compared to HTS (56.8% and 55.1%, respectively).

These figures are notably higher than those for Greater Sydney during the same years (4.0% and 18.7%, respectively).

In 2016, a significantly higher number of residents in the SA3 and the City of Sydney LGA used public transport to commute to work compared to those in Greater Sydney (36.2%, 35.6%, and 22.8%, respectively).

Overall, in 2023/24, the HTS recorded lower figures for public transport commuting among residents of the SA3 (15.4%), the City of Sydney LGA (15%) and Greater Sydney (11%).

In 2016, fewer people in the SA3 and City of Sydney LGA travelled to work by car as a driver or passenger than in Greater Sydney (23.2% and 23.2%, respectively).

HTS found that significantly fewer SA3 and City of Sydney LGA residents travelled to work by vehicle (22.7% and 23.2%), compared to Greater Sydney (68.3%).

ABS 2016 data found that a significantly higher proportion of people in the City of Sydney LGA did not own a motor vehicle (39%) compared to Greater Sydney (11.1%).

3.4. ANALYSIS OF CHILDCARE PROVISION

Waterloo and its surrounding areas are facing a significant challenge with the lack of childcare services. The largest age group in the local area comprises young adults aged 25-39, making up 43.8% of the population. With the population expected to grow by 31.6% from 49,838 in 2021 to 65,600 by 2041, the demand for childcare is expected to intensify. This growth rate surpasses that of the Sydney LGA, which is projected to increase by 21.8% over the same period. As the suburb continues to attract a younger workforce and a family-aged population, particularly those aged 25-34, the need for accessible and reliable childcare becomes increasingly critical.

The social locality, as described in Chapter 5 of this SIA, boasts high labour force participation rates, with many residents employed in professional, scientific, finance, and health services. Addressing the childcare shortage is essential to support these professionals and ensure the community thrives as it grows.

The Child Care Needs Analysis 2019 for the City of Sydney reveals that the supply of Early Childhood Education and Care (ECEC) and Out-of-School-Hours Care (OSHC) services generally meets demand, with a minor shortfall expected by 2036, which is likely to be addressed by private providers. This contrasts with the 2013 study, which identified a significant undersupply projected to 2031, prompting recommendations for increased investment, advocacy, and planning to boost supply and improve access for vulnerable families.

Given the anticipated population growth and the existing high labour force participation rates in Waterloo and surrounding areas, it is crucial to address the childcare needs proactively. This assessment aims to offer early insights into the anticipated childcare demand and needs of the incoming population, guiding future planning for the site. As part of this evaluation, all childcare facilities within the local areas of Waterloo (117031647), Redfern (117031642), and Erskineville-Alexandria (117031330) were mapped to understand the current level of provision and identify potential future requirements.

3.4.1. Levels of existing childcare provision

A desktop audit of childcare facilities found that there are no childcare facilities within 400m of the site, specifically none within the immediate social locality, as indicated by the Social Locality map in Chapter 5. The closest facilities are SDN Redfern, SDN Waterloo, and The Green Elephant Waterloo, each located approximately 1.5 km away. Refer to Appendix B.

Childcare vacancies are high within the locality. There are 18 facilities within 2 km of the site; only five are not advertising vacancies. The total number of approved places within the immediate social locality is approximately 969.

Many childcare facilities offer a combination of services, including long-day care, pre-school, and occasional or casual care (which includes before- and after-school care). Just over half of the facilities within 2km of the site offer pre-school services, and one facility offers occasional or flexible care.

3.4.2. Incoming population

The Proposal aims to convert 17 commercial floors into residential use, creating 314 apartments in the Northern Precinct. This includes 275 Build-to-Sell units and 39 affordable housing units.

To estimate the anticipated incoming population, occupancy rate assumptions from the City of Sydney Contributions Plan 2019 have been applied. The expected population influx is detailed below:

Assumed occupancy rates

Development Type	Assumed occupancy rate
1-bed dwelling	1.3 persons per dwelling
2-bed dwelling	1.9 persons per dwelling
3-bed dwelling	2.7 persons per dwelling

**City of Sydney Contributions Plan (2019)*

Age profile

To understand the likely age profile of the incoming residential population, an indicative age profile has been developed using Profile id forecast demographic data for the City of Sydney in 2036. This is shown in the table below.

Age	Indicative % (based on City of Sydney forecast age structure for 2031)	Likely incoming residential population
0 – 4	2.9%	17

The data above indicates a small, indicative population of 0-4-year-olds that is likely to require access to well-located childcare in the local area.

3.4.3. Demand assessment

Proposed benchmark*

- One long-day childcare place per 2.48 children aged 0-5 years
- One OSHC place per 2.7 children aged 5-11

**Industry standard, City of Parramatta Community Infrastructure Plan (2019)*

Demand Assessment

This Second Amending Concept DA alone will not generate enough demand for a purpose-built childcare facility. According to the projected population of 0–4-year-olds and the benchmark of 1 space for every 2.48 children, the Proposal will only create demand for seven childcare places.

3.4.4. Key implications

- While this Proposal alone does not create sufficient demand for a new childcare facility, the cumulative development of Waterloo will eventually generate significant demand. Planning for future childcare needs is crucial to accommodate the growing population and support families effectively. By anticipating and addressing these needs now, we can ensure that the community remains well-equipped to provide essential childcare services as demand increases
- The provision of early childhood education and care services is typically market-led and provided by for-profit private companies and, in some cases, not-for-profit organisations. These facilities are accommodated in the Second Amending Concept DA; therefore, new services could be accommodated on-site.
- However, the City of Sydney Child Care Analysis highlights that the need for childcare extends beyond just the number of places. There is significant demand for public and not-for-profit childcare services in the area, which are often more accessible and affordable for families. Additionally, there is a growing need for occasional and casual childcare options to accommodate parents with irregular work schedules or those seeking flexible care solutions.

4. SIA FIELD STUDY

This chapter provides an overview of the community and stakeholder consultation undertaken to inform the development of this SIA for the Second Amending Concept DA.

As highlighted in the DPHI SIA Guideline, stakeholder engagement and consultation are crucial for understanding what is essential to people and how they perceive they may be affected by a proposed development. In some cases, what people may expect to feel may not be what eventuates as part of the development. The consultation summary below does not distinguish between this. It summarises the consultation as it was heard to provide an accurate sentiment of people's thoughts, feelings and feedback on the Proposal. The assessment of social impacts (Chapter 6) considers the outcomes from consultation against the details of the Proposal and other technical report findings.

Approach and summary of SIA field study

Urbis undertook a series of targeted consultation activities to inform the development of this SIA. The SSDA application will be placed on public exhibition, and interested residents and stakeholders will be notified, allowing them to make a public submission directly to the NSW DPHI.

The methods of engagement and consultation with the community and key stakeholders are provided in Table 9.

A copy of relevant engagement materials is provided in Appendix A.

Table 9 Targeted consultation activities to inform the SIA

Method	Administered	Timeframes	Invited	Participated
In-depth interview	Online via videoconference	26 August 2025	RedWatch Counter Point	One representative from RedWatch One representative from Counter Point
In-depth interview	Online via videoconference	3 September 2025	Representatives from the City of Sydney Council	Two Council representatives
Community survey	Invited via letterbox drop	Between 22 August 2025 and 7 September 2025	Local residents and businesses (3,650 individuals)	76 individuals from the local area viewed the survey for a total of 29 responses

4.1. SUMMARY OF FINDINGS

4.1.1. In-depth interviews with stakeholders

We conducted an online meeting with City of Sydney Council representatives, as well as an online stakeholder interview with representatives from RedWatch and Counterpoint, to discuss key issues for the Social Impact Assessment (SIA). Below is a summary of the main discussion points regarding the social impacts of both the Amending Concept Development Application (DA) and the Proposal.

Theme	Description
Demand for additional housing	Affordable and social housing is a key need, with support from NGOs being crucial. RedWatch has expressed concerns about co-living arrangements replacing public

Theme	Description
	<p>housing, preferring instead to support individuals transitioning out of homelessness. Ensuring a mix of housing options that cater to various needs is essential for maintaining community diversity and stability.</p> <p>RedWatch also raised concerns about how increased density could impact vulnerable communities, including Aboriginal people and homeless individuals, in Waterloo. They emphasised the necessity of assessing current human services and other forms of social infrastructure to support these communities effectively.</p> <p>While the redevelopment offers positive impacts such as housing and improved connectivity to employment and transport, it also presents challenges. Potential issues with the interaction between different community groups and site management need careful attention to ensure a cohesive and supportive environment for all residents</p>
Need for diversity in housing	<p>The redevelopment of Waterloo is expected to change the community's characteristics, potentially leading to a more diverse population. This evolution presents significant social challenges, including housing issues, mental health support, and the integration of vulnerable communities. Addressing these challenges is crucial for the area's future.</p> <p>The city currently lacks sufficient affordable and social housing, making any opportunity to increase availability essential. The Council recommended avoiding single dwellings and designing housing to meet the diverse needs of the community. This approach promotes social cohesion and inclusivity, helping to create a more resilient and supportive urban environment.</p> <p>Additionally, the Council stressed the need for spaces for community services, such as state-based health services and spaces for Aboriginal community-controlled organisations. Current services are overcrowded and not easily accessible, highlighting the importance of incorporating adequate community service spaces in the redevelopment plans.</p>
Access to communal spaces	<p>The Council highlighted the importance of providing communal spaces both in the development for residents and public spaces for the community to bring the diverse community together, including affordable elements for student housing and cultural production spaces.</p>
Appropriate access to social infrastructure and childcare	<p>There is a demand for community services like childcare and community facilities, but existing facilities are not meeting WHS standards and are poorly located. The limited availability of non-profitable spaces for vulnerable communities, combined with funding constraints, further restricts the delivery of necessary services. Strategic planning and investment are needed to meet these demands.</p>
Access to employment opportunities	<p>The Council highlighted the need to promote local job opportunities and the nighttime economy. Promoting social infrastructure that prioritises economic opportunities with social impact and community cohesion and connection can create a more inclusive and thriving community.</p>

4.1.2. SIA Community survey

An online SIA survey was conducted to obtain stakeholder feedback on the Second Amending Concept DA's potential positive and negative social impacts. Appendix A of this SIA includes a copy of the survey questions.

The SIA survey received a total of 29 responses, with 15 completed in full. Of those who responded, the majority were residents living within 500m of the site. The following summarises the key points raised by survey respondents.

Table 10 Summary of SIA Survey findings

Theme	Description
Demand for additional housing	<p>Some survey respondents demonstrated support for increased housing development in the local community. They emphasised the importance of providing well-located, high-quality, and affordable housing near public transportation. Many also noted that increased density could revitalise the existing area, create local job opportunities, and enhance amenities for all residents.</p> <p>However, other respondents observed that while small-format housing is plentiful in the area, it lacks sufficient social infrastructure and amenities. This has led to concerns that Waterloo may become a model for increasing social housing without adequate support systems in place.</p>
Need for diversity in housing	<p>Respondents indicated a need for housing diversity that caters to various groups, including families, young professionals, and students. Many stakeholders expressed concerns about vulnerable populations, safety, and ongoing gentrification, which they feel is driving out the current community and erasing the area's significant history.</p>
Access to communal spaces	<p>Some respondents expressed concerns about communal spaces designated solely for residents. They worry this restriction limits the local area's social infrastructure and reduces options for community interactions with neighbouring residents.</p>
Appropriate access to social infrastructure and childcare	<p>Respondents emphasised the necessity for more affordable services, including affordable childcare, community centres, and facilities, as well as the need for larger open green spaces.</p> <p>Respondents expressed that demand for affordable childcare with extended opening hours is essential to support shift workers and those in low-paid employment who are striving to secure more rewarding jobs.</p>
Access to retail amenity	<p>There was a suggestion to incorporate a full-service supermarket within walking distance to serve the local community's needs better. Many noted that introducing new communities could rejuvenate the existing area, creating a demand for local jobs and enhancing amenities for everyone. This could include a mix of unique spaces, such as the nearby Flyover restaurant, and practical amenities like relocating the dated AusPost shop from Mitchell Road</p>

4.2. BROADER COMMUNITY ENGAGEMENT

The proponent engaged the consultancy Ethos Urban to deliver community and stakeholder engagement. This engagement aimed to provide stakeholders with balanced and objective information, enabling them to

understand the Proposal and gather stakeholder feedback on it. The extent of their engagement activities and outcomes is outlined in the Community Engagement Outcomes Report (Ethos Urban, 2025)

A summary of the engagement activities listed in Table 11, as relevant to this SIA, is provided below.

Table 11 Broader community engagement activities for the Proposal

Method	Administered	Timeframes	Invited	Participated
Broader community engagement activities for the Proposal				
Community webinar	Online via Zoom	Wednesday 3 September 2025, 6 PM – 7:30 PM	Community members	14 attendees
Community briefing session	Hybrid, in-person and online	Monday 1 September 2025	Community stakeholders	11 attendees

The Community Engagement Outcome Report (Ethos Urban, 2025) summarises the feedback gathered during community and stakeholder information sessions. This includes the above webinar, an additional hybrid session held on 1 September 2025 (11 attendees), and feedback received through public enquiry channels (3 public enquiries). Table 12 summarises the key points raised during these sessions:

As detailed in the 2025 Engagement Outcomes Report, stakeholder engagement activities were conducted prior to lodging the SSDAs for the revised Waterloo Metro Quarter scheme. In line with SEARs requirements, the proponent engaged a broad range of stakeholders likely to be interested in or affected by the Proposal. Key community feedback focused on building height, design quality, and the co-living model's operation. There were requests for clarity on the mix of co-living, student, and affordable housing, as well as support for transition housing with on-site services.

Table 12 Summary of findings from broader community engagement

Theme	Description
Land use changes	Some stakeholders provided additional feedback expressing a strong desire to preserve the overall number of affordable housing units within the development, highlighting the importance of diversity and inclusivity for the residents of the nearby Waterloo South redevelopment. There was support for incorporating transition housing, with a specific emphasis on the necessity of onsite support services to ensure residents receive adequate assistance. Furthermore, stakeholders raised questions about the diversity and practicality of retail offerings, particularly regarding the inclusion of a full-line supermarket to meet daily needs and enhance the convenience and vibrancy of the area.
Design considerations	Some community members raised several key concerns regarding the proposed buildings. They indicated that the scale and design should blend with the existing neighbourhood to avoid overwhelming the streetscape. Some community members shared concerns about potential overshadowing of Alexandria Park and nearby residential areas, with a strong desire to preserve sunlight and the quality of public and private open spaces.
Communal use spaces	Some community members expressed interest in the proposed recreational and community facilities. Feedback emphasised the need for these facilities to remain accessible to the public and to be managed effectively for long-term community benefit. There were also requests for clarification on the delivery timelines for the public plazas and on the proponent's role in managing the public and retail spaces.

Theme	Description
	A call for high-quality, functional design, both externally and internally, that supports the unique needs of a co-living model. Feedback highlights the importance of clarity on how shared living spaces will be managed to ensure liveability and community cohesion.

4.3. KEY IMPLICATIONS OF SIA FIELD STUDY FINDINGS

This section outlines the key social impacts identified by participants throughout the SIA field study and engagement activities. All consultations sought to understand how participants viewed their community and to identify how the Second Amending Concept DA might impact it. Participants identified both positive and negative impacts, as well as opportunities to mitigate or enhance these potential impacts, shown in Table 13.

Table 13 Potential impacts and opportunities as identified by community members

Theme	Description
Community key priorities	<p>Community members are enthusiastic about the proposed community facilities, emphasising the importance of maintaining these facilities as accessible and well-managed for long-term benefits.</p> <p>There is strong support for maintaining the number of affordable housing units, promoting diversity and inclusivity, and incorporating transition housing with onsite support services.</p> <p>Community stakeholders emphasised the need for well-located, high-quality, and affordable housing near public transportation, which could revitalise the area, create local job opportunities, and enhance amenities that cater to diverse groups, including families, young professionals, and students, thereby fostering a vibrant community.</p>
Community concerns	<p>Concerns were raised about the scale and design of the proposed buildings, with a need to ensure they blend with the existing neighbourhood to avoid overwhelming the streetscape. Potential overshadowing of Alexandria Park and nearby residential areas was a significant concern, with a strong desire to preserve sunlight and the quality of public and private open spaces.</p> <p>The abundance of small-format housing in the area, combined with the lack of sufficient social infrastructure and amenities, raises concerns that Waterloo may become a model for increasing social housing without adequate support systems. Ongoing gentrification was viewed as a threat, potentially displacing the current community. Some respondents are worried that communal spaces designated solely for residents could limit social infrastructure and reduce community interactions.</p>
The Proposal's opportunities	<p>Clarifying the delivery timelines for public plazas and the proponent's role in managing public and retail spaces can ensure transparency and effective management. Incorporating a full-service supermarket within walking distance could better serve the local community's needs and enhance the area's vibrancy.</p> <p>Providing more opportunities for community feedback would ensure transparency and meaningful participation in the planning process. Addressing community concerns by ensuring proposed buildings blend with the existing neighbourhood and preserving sunlight in public and private open spaces can enhance the overall quality of development.</p> <p>There is a strong demand for more affordable services and housing options, including affordable childcare, community centres, and facilities, as well as larger open green</p>

Theme	Description
	spaces. Affordable childcare with extended opening hours was viewed as essential to support shift workers and those in low-paid employment striving to secure more rewarding jobs.
	Introducing new communities could rejuvenate the existing area, create local jobs, and enhance amenities for everyone.

5. SOCIAL LOCALITY

A social locality helps identify the scale and nature of a proposal's likely social impacts, as well as the groups that are likely to be impacted.

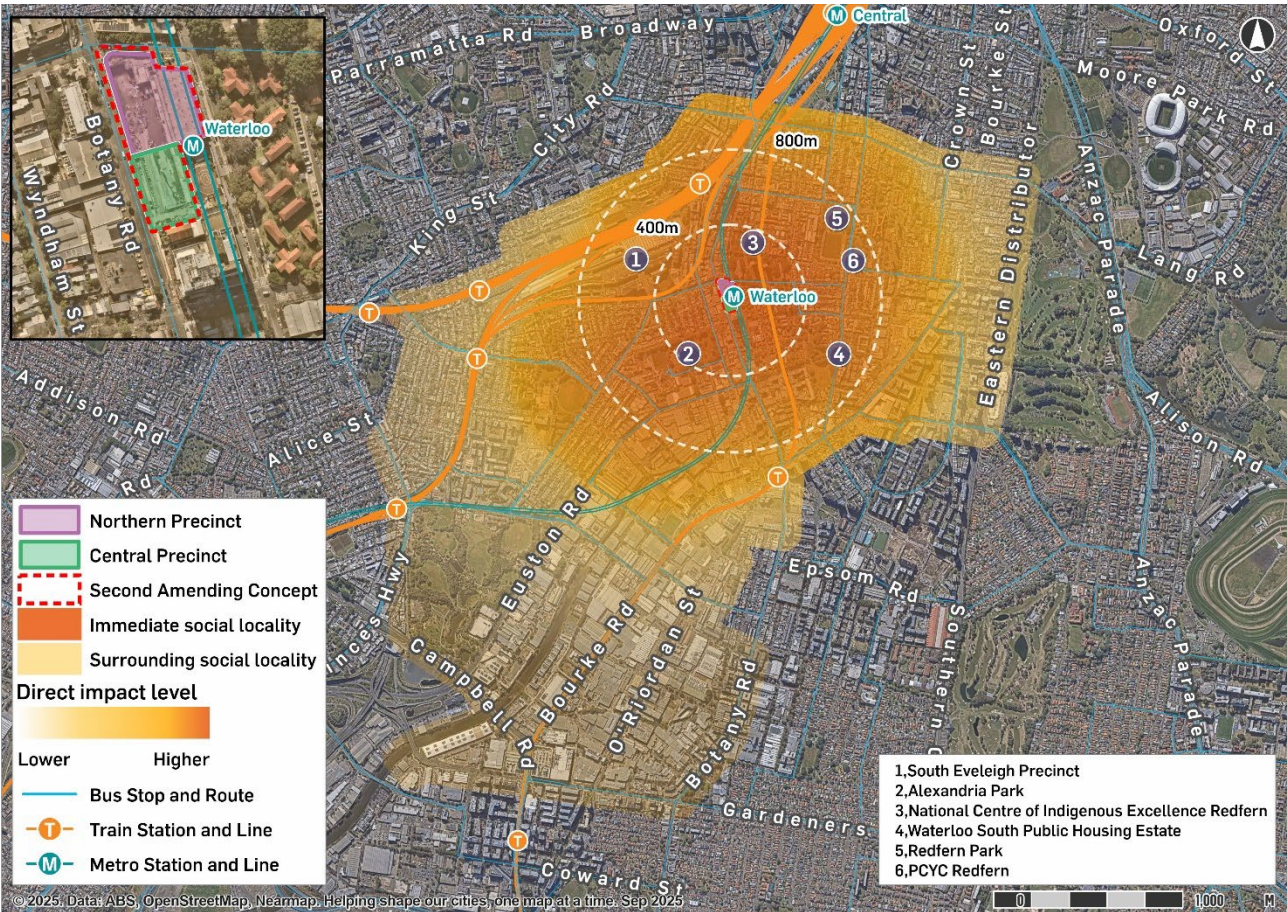
The likely social locality of this Proposal (shown in Figure 8) was determined based on a review of the Proposal, the surrounding context, and consultation outcomes. The social locality considers two key areas and likely impacted groups. These include:

- **Immediate social locality:** This area encompasses sensitive receivers who may be directly affected by the Proposal, such as nearby residents, services, and businesses surrounding the site. This includes the Waterloo South public housing estate, adjacent and nearby neighbours, vulnerable individuals facing socio-economic challenges, and local community and social services.

These communities may experience localised development impacts, such as visual noise, dust, traffic, and changes to the pedestrian network, including the loss of local parking, as well as cumulative impacts from several other construction projects in the local area.

- **Surrounding social locality:** This area includes communities that the Proposal may directly or indirectly impact. The broader suburbs and surrounding areas are anticipated to benefit from increased access to high-quality housing, including affordable housing. Cumulative impacts on the broader road network and access to local social infrastructure and open spaces may also impact these communities.

Figure 8 Social locality



Source: Urbis, 2025

6. SOCIAL IMPACT ASSESSMENT

This chapter provides a ranking of the identified social impacts of the Proposal. It is structured by the social impact categories outlined in the SIA Guideline (DPHI 2025) – as shown in Table 14 below.

6.1. ASSESSMENT APPROACH

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

This methodology and associated assessment parameters are outlined in the tables below.

Table 14 Social impact category definitions

Social impact category	Definition
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 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, 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, and changes to public health overall
Surroundings	Including ecosystem services such as shade, pollution control, and 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, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits
Decision-making systems	Particularly whether people experience procedural fairness, can make informed decisions, can meaningfully influence decisions, and can access complaint, remedy and grievance mechanisms.

Source: SIA Guideline (DPHI 2025, p.12-13)

Table 15 Significance matrix

Magnitude level					
	1	2	3	4	5
Likelihood Level	Minimal	Minor	Moderate	Major	Transformational
Almost Certain	Low	Medium	High	Very high	Very high
Likely	Low	Medium	High	High	Very high
Possible	Low	Low	Medium	High	High
Unlikely	Negligible	Low	Low	Medium	High
Very Unlikely	Negligible	Negligible	Low	Medium	Medium

Source: DPHI, 2025, SIA Guideline: Technical Supplement, p. 17

Table 16 Likelihood levels

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

Source: SIA Guideline: Technical Supplement (DPHI 2025, p. 16)

Table 17 Magnitude levels

Magnitude level	Meaning
Transformational	Substantial change experienced in community wellbeing, livelihood, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20% of a community.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	Little noticeable change experienced by people in the locality.

Source: SIA Guideline: Technical Supplement (DPHI 2025, p. 17)

Table 18 Dimensions of social impact magnitude

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

Source: SIA Guideline: Technical Supplement (DPHI 2025, p. 16)

Mitigation and enhancement measures

Social impacts are assessed before and after the implementation of mitigation measures (for negative social impacts) and enhancement measures (for positive social impacts). These measures can take various forms and may be incorporated into the design, planning, construction, or operational stages of the proposed development. Mitigation measures, enhancement measures, and SIA recommendations are summarised in Chapter 7.

SIA recommendations

SIA recommendations are proposed throughout the impact assessment to enhance positive social impacts further and mitigate negative social impacts. These measures have not been included in the assessment of mitigated or enhanced impacts; however, they have been recommended as additional measures for consideration by the proponent to enhance the social outcomes of the Proposal.

Mitigation and enhancement measures that are committed to and have informed the assessment of mitigated and enhanced social impacts are detailed in the 'mitigated' and 'enhanced' sections of each social impact throughout this section and summarised in Chapter 6. SIA recommendations are identified separately from the mitigated and enhanced assessment for each impact and are summarised in Chapter 7.

Potential social impacts to be further addressed during the detailed SSDA

A SIA should assess the expected and perceived impacts that are considered to have the most significant impacts on the community, from the perspectives of likely affected individuals and the outcomes of technical assessments. According to the DPHI SIA Guideline, the assessment should be scalable to the proposed development's expected impact.

Chapter 6 discusses and assesses the Proposal's potential impacts in detail. The Second Amending Concept SSDA seeks approval only for concept building envelopes and land use mix, with approval for the specific number and mix of apartments subject to a detailed SSDA approval. Consequently, this assessment has preliminarily identified the potential impacts of the Proposal. Table 19 lists the impacts from the Proposal that are likely to have a perceived or actual impact. These impacts have not been included for further detailed assessment as part of this SIA and should, consequently, be assessed during the detailed SSDA stage.

The relevant technical reports accompanying this Concept SSDA should be consulted for a comprehensive assessment and identification of mitigation and management measures. Where appropriate, additional recommendations have been included in this SIA to either mitigate potential negative impacts or enhance potential positive impacts.

Table 19 Scoping and assessment of other social impacts

Impact description	Supporting evidence	Additional recommendations
Way of Life		
Increased access to diverse housing typologies	<p>This Second Amending Concept SSDA SIA does not evaluate the operation and management of housing models. However, this SIA identifies the impacts related to increasing access to diverse housing options. The breakdown and allocation of apartments will be determined at the detailed design stage.</p> <p>As noted in the Engagement Outcomes Report (Ethos Urban, 2025), there is uncertainty regarding the mix of co-living housing within the Central precinct. There is also a strong desire to protect the overall allocation of affordable housing stock in Waterloo.</p> <p>Further assessment of the apartment breakdown and the operation of these housing models should be conducted.</p>	Further assessment is recommended during the detailed design stage.
Accessibility		
Potential impact on public transport and site access during construction	<p>The Second Amending Concept SSDA is not seeking approval for construction works. However, this SIA identifies potential future accessibility impacts related to access during the construction phase.</p> <p>Given the site's location, adjacent to the Waterloo Metro Station and at the corner of Cope Street, Raglan Street, and Botany Road, the temporary construction workforce is expected to have a temporary impact on the local road and public transport network due to the increased number of people commuting to and from the site.</p> <p>The number of construction workers, preparation of a construction management plan and Construction Traffic Management Plan will be completed at the detailed design stage. As such, the magnitude and extent of this impact cannot be assessed in this SIA.</p> <p>As noted during stakeholder consultation, impact on local road networks and broader accessibility during construction was a primary concern for the community. Specific feedback related to potential impacts on public transport and site access during construction included managing disruptions to access in transport and parking allocation.</p> <p>Further assessment of site access requirements is recommended during the detailed design stage, particularly parking arrangements for construction workers, and potential impacts on local public transport networks.</p>	Further assessment is recommended during the detailed design stage.
Community / Health and wellbeing		
Potential impacts to wellbeing from noise, vibration and dust during construction	<p>The Second Amending Concept SSDA is not seeking approval for construction works. Considering the community concerns, as expressed during the engagement, relating to construction works that impact the daily lives of residents, it is essential for the Proposal to incorporate appropriate noise, vibration, and dust mitigation measures during the detailed design stage.</p> <p>It is recommended that potential impacts on well-being from noise, vibration and dust during construction are assessed during the Detailed SSDA stage.</p>	Further assessment during the detailed design stage is recommended.

6.2. ASSESSMENT OF IMPACTS ACROSS CATEGORIES

This section provides an assessment of the key impacts of the Proposal, as identified through the research undertaken (see Chapter 3) and stakeholder engagement activities (see Chapter 4).

6.2.1. Way of life

Guideline definition: *Way of life, including how people live, how they get around, how they work, how they play, and how they interact each day.*

6.2.1.1. Increased housing supply in an accessible location

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and potential future residents	Pre-construction
Assessment – without mitigation: High positive	
<p>As discussed in the Policy Context (see Chapter 3), the delivery of diverse and affordable housing is critical in the City of Sydney LGA. Specifically, the Eastern City District of Greater Sydney is predicted to have the highest increase in single-person households, from 45% to 48% between 2011 and 2036. DPHI has stated that, with household growth in the Eastern City District, there is a need for an additional 157,500 homes between 2016 and 2036.</p> <p>The Economic Impact Assessment (Urbis, 2025) outlines that the City of Sydney population growth has struggled in recovery following a subdued period of growth prior to COVID-19 and a notable population decline during the pandemic, primarily due to reduced overseas migration. The population is expected to gradually rebound from 237,278 residents in FY24 to 270,740 by FY36. Despite this recovery, the annual growth rate of 1.1% remains slightly below the Greater Sydney average, primarily due to the supply of dwellings and affordability. However, new housing supply has not kept pace. Dwelling completions have fallen sharply—92% below FY19 levels as of FY24—due to pandemic-related disruptions, market softening, and increased construction costs. Additionally, approvals have declined by 40% in recent years.</p> <p>Aligned with strategic aspirations, the Second Amending Concept DA aims to modify the approved building envelope for the Northern Precinct by:</p> <ul style="list-style-type: none"> Altering the proposed land use within the tower from commercial office to residential, including market housing and a minimum of 5% affordable housing. Affordable housing would be relocated from the Central to the Northern Precinct. Increasing the maximum building height from RL90.4 to RL116.9 Changing the built form from a 17-storey building to two towers above a podium <p>Additionally, the Second Amending Concept DA seeks to modify the Central Precinct building envelope by:</p> <ul style="list-style-type: none"> Changing the conceptual land use from residential (market and affordable) to co-living, still above a non-residential podium, which will include community facilities and childcare <p>Within this scheme, the maximum permitted GFA will remain unchanged, with floorspace redistributed between the revised envelopes of the Central and Northern precincts. The total number of affordable dwellings will increase from 24 to 39 (a 63% increase) across the site, based on the current indicative concept plans. This will enhance the housing supply in Waterloo and the broader City of Sydney, aligning with the population demand and anticipated growth.</p> <p>In addition to housing growth, there is also a need to increase the affordability and diversity of housing across the state. The City of Sydney's Affordable Rental Housing Strategy aims to increase the amount of affordable rental housing across the LGA for very low, low and moderate-income households. The strategy identifies the need to increase the supply of affordable rental housing stock by nearly 8,000 dwellings by 2030.</p>	

The proponent has committed to providing a minimum of 5% of new residential dwellings as affordable housing for a minimum of 10 years. Dwelling sizes will be confirmed during the Detailed SSDA stages but are expected to accommodate a mix of one-, two-, and three-bedroom apartments.

Given the quantity of housing provided in an area of identified need, and alignment to affordable housing policy, the impact is assessed as **high positive** given the **likely** likelihood and **moderate** magnitude.

Assessment – with mitigation/ enhancement: High positive

Considering that the Second Amending Concept DA would facilitate the development of new affordable housing stock, including market housing and a minimum of 5% affordable housing, which would increase housing diversity, the mitigated impact is assessed as **high positive**, given the **likely** likelihood and **moderate** magnitude.

SIA recommendations – additional social mitigations

There are opportunities to enhance the potential impact of delivering affordable housing stock at the detailed design or post-construction stage. These include:

- At the detailed design stage, consider opportunities for the affordable housing apartments to comprise a diversity of sizes to accommodate the needs of different vulnerable groups seeking affordable housing, particularly families and multigenerational households.
- Following construction but before occupancy, it is recommended that an affordable housing tenant allocation strategy be developed, outlining the equitable distribution of affordable housing stock to vulnerable groups. These could include key workers, Aboriginal and Torres Strait Islander households, older women at risk of homelessness, and women and children impacted by domestic violence, amongst other vulnerable groups.

6.2.1.2. Enabling further site and precinct activation

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and potential future residents	Operation
Assessment – without mitigation: Medium positive	
<p>The development of Waterloo Metro Station represents a significant investment in the renewal of Sydney's inner suburbs. This initiative is part of a broader strategic vision aimed at transforming Waterloo into a vibrant, integrated community.</p> <p>As documented in strategic policies and drivers (refer to Section 3.1), increased activation of the suburb is crucial to support this vision. The City of Sydney's OPEN Sydney: Strategy and Action Plan aims to enhance the night-time economy within the LGA. By 2030, the Council envisions transforming the night-time economy from one primarily focused on younger people and drinking to one that encourages broader community participation.</p> <p>The Second Amending Concept DA aims to modify the proposed land use within the tower in the Northern Precinct from commercial office to residential, and to alter the conceptual land use in the Central Precinct from residential (market and affordable) to co-living. Specifically, for the Northern Precinct, this will result in a reduction of proposed commercial and retail space from the previously approved scheme. The commercial gross floor area (GFA) will decrease from 34,441 sqm to 5,088 sqm, while the retail GFA will reduce from 1,386 sqm to 1,321 sqm, and the community floor space will decrease from 3,274 sqm to 2,616 sqm.</p> <p>Commercial spaces can contribute to the vibrancy of an area, as they support various uses, including employment, land uses such as retail and entertainment spaces provide a greater ability to attract a range of users throughout the</p>	

day and night. However, commercial buildings are typically utilised only during work hours, resulting in minimal activation and vibrancy during nighttime hours.

Furthermore, activation relies on the viability of commercial spaces, market trends, and a balanced mix of land uses. The Economic Impact Assessment (Urbis, 2025) for the Proposal concludes that although the site benefits from its location above the Waterloo Metro station, this is unlikely to produce the market depth needed to support a large CBD-style office tower. The site is located outside the established South Eveleigh employment precinct and is physically separated from it by residential blocks. This separation restricts Waterloo's ability to access the precinct's tenant networks and the "critical mass" effect essential for successful commercial hubs.

The layout of the commercial and retail spaces within the Northern Precinct podium has been amended as part of this Second Amending Concept DA. The podium design and layout remain integrated with the public domain, providing active frontages to encourage activity at the ground plane. Retail outlets located on Botany Road and the entry to the over-station development will also encourage visitors to the site and support prolonged use.

Additionally, the Reference Design for the proposed envelope under this Second Amending Concept SSD has been modified to support a change of use to co-living above a mixed-use podium, accommodating the same non-residential uses as the approved DA. While the concept of a permanent population remains consistent with the initial Concept DA, the utilisation of space by co-living residents may differ from that of market and affordable housing residents. This relationship between the co-living cohort and activation should be considered in the detailed design stage.

Furthermore, the podium massing has been refined to enhance the amenity of public spaces and create a more generous pedestrian connection in Grit Lane, thereby increasing the potential for activation. This thoughtful approach aims to foster a vibrant and engaging environment for all residents and visitors. The Proposal has also been designed to coordinate with the new Waterloo metro station access, attracting users from the station to these spaces and facilitating better movement through the site.

The Second Amending Concept DA provides residential, commercial and retail spaces in a strategic location to support the activation and vibrancy of the precinct. Based on this, the unmitigated impact is assessed as **medium positive**, given its **possible** likelihood and **moderate** magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The Second Amending Concept DA has the potential to contribute to effective activation of the site through the provision of residential, retail, and commercial offerings.

The Design Report (Bates Smart, 2025) outlines that the proposed amendment scheme for both the Northern Precinct and the Central Precinct includes retail at ground level, fine-grain commercial in the podium, with residential apartments above, supporting a vibrant and diverse precinct. The diverse offering is set to provide multiple opportunities for social integration, servicing future community needs. Open public spaces at ground level, as well as elevated semi-private and communal open areas, provide a suitable setting for a range of social activities that support an active and engaged community.

Opportunities to further enhance the potential impact of activation would be investigated further during the Detailed SSDA stages.

No further enhancement measures have been identified at this stage. As such, the impact significance rating remains **medium positive**.

SIA recommendations – additional social mitigations

- Consider developing a commercial and retail strategy at the construction phase, including market analysis and tenant mix, to create a vibrant and economically robust commercial and retail area.

6.2.2. Community

Guideline definition: *Community, including composition, cohesion, character, how the community functions, resilience, and people's sense of place.*

6.2.2.1. Increased opportunities for social interaction in a newly activated 'village'

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and potential future residents	Operation
Assessment – without mitigation: Low positive	
<p>The Second Amending Concept DA seeks consent to reduce the commercial envelope and increase the residential component. As outlined in the Architectural Design Report prepared by Bates Smart (2025), this change aligns with evolving trends, including reduced demand for city fringe office space and significant housing demands in the Waterloo-Zetland areas, including residential, student, and co-living housing. Local and State strategies similarly highlight the need to develop more housing in liveable and activated neighbourhoods. The Second Amending Concept DA supports this strategic vision by addressing local and broader community needs through a mix of residential, retail, childcare, and activated public spaces.</p> <p>The Waterloo population is highly diverse, with a mix of advantaged and disadvantaged areas. The area also has a young adult demographic with low levels of family households, children, and retirees, and strong educational and workforce participation. However, the area also has a notable proportion of low-income households, a high rate of unemployment and homelessness, a high level of rental unaffordability and many people in social housing. The area also has a higher proportion of Aboriginal and/or Torres Strait Islander residents compared to broader Sydney. In consideration of this diverse population, which includes a high proportion of vulnerable individuals, maintaining social cohesion and interaction between current and incoming residents will be crucial.</p> <p>During consultation (refer to Chapter 4), no concerns were expressed about the proposed reduction of commercial to favour residential use on-site. Instead, the City of Sydney representatives emphasised the need to foster cohesion and inclusivity among incoming and current residents. This sentiment was echoed in interviews with RedWatch and Counterpoint, where it was noted that the redevelopment of Waterloo is expected to result in a more diverse population.</p> <p>While some SIA community survey respondents raised concerns about the safety of vulnerable groups, potential gentrification, and changes to the community's character, they also recognised the potential positive impact of new diverse communities in rejuvenating the existing community (refer to Chapter 4).</p> <p>The Waterloo Metro Quarter is envisioned as an activated vertical village, and the increase in residents on site will help foster a neighbourhood feel to the area. The Second Amending Concept DA will accommodate a more permanent population, facilitating social cohesion with the existing population.</p> <p>In consideration of the element above, the unmitigated impact is assessed as low positive given the possible likelihood and minor magnitude.</p>	
Assessment – with mitigation/ enhancement: Low positive	
<p>The Second Amending Concept DA will accommodate spaces where the local community and incoming population can meet and gather. This includes activated public domains such as Raglan Plaza, Grit Lane and Cope Street Plaza. The Second Amending Concept DA aims to enhance the previously approved public domain, including improvements to landscaping and amenities.</p> <p>The Second Amending Concept DA seeks to deliver community facilities, including a community childcare centre and a community hub. Further spaces dedicated to residents will be provided, including a co-living lobby and amenities to</p>	

facilitate connections within this more transient cohort, as well as additional indoor and outdoor residential facilities for Buildings 1 and 2.

These elements will contribute to facilitating the integration of the site in its surroundings, creating a new activated neighbourhood, with activated places where the local community and incoming residents can gather and meet. These will contribute to enhancing social interaction and cohesion. Consequently, the mitigated impact is assessed as **low positive** given the **possible** likelihood and **minor** magnitude.

SIA recommendations – additional social mitigations

- At the detailed design stage, prepare an Operational Management Plan to manage the long-term operation, maintenance and programming of communal areas.
- At the detailed design stage, consider implementing signage, language, art and landscaping that reflect the diverse population of Waterloo and the City of Sydney LGA.
- At the detailed design stage, consider developing a social value creation framework that outlines opportunities to integrate the new population, as some incoming residents may have different socio-economic characteristics compared to the existing community.

6.2.3. Accessibility

Guideline definition: *Accessibility, including how people access and use infrastructure, services and facilities, whether provided by a public, private, or not-for-profit organisation*

6.2.3.1. Increased opportunities to integrate transport with amenities

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and potential future residents	Operation
Assessment – without mitigation: Low positive	
<p>Access to active and public transport is a key policy direction in Waterloo and NSW (refer to Section 3.1). The Transport for NSW Future Transport Strategy aims to create a resilient, efficient, and sustainable transport system in Sydney by prioritising customer needs, reducing carbon emissions, and leveraging technology. This aligns with the Greater Sydney Region Plan, which highlights the importance of public transport. In particular, the Sydney metro is expected to reduce the number of buses and general vehicles, creating more space for pedestrians on major streets.</p> <p>As demonstrated in Section 3.2, fewer people in the SA3 and City of Sydney LGA travelled to work by car as a driver or passenger than in Greater Sydney (23.2% and 23.2%, respectively, compared to 59.8%). Furthermore, a significantly higher proportion of people in the City of Sydney LGA did not own a motor vehicle (39%) compared to Greater Sydney (11.1%).</p> <p>The opening of Waterloo Metro Station has increased the uptake of public and active transport in the local area, providing enhanced transport options to and from Waterloo for residents, workers, and visitors. This is particularly advantageous in an area where 39% of residents do not have a motor vehicle, and between 15% and 35.6% of residents rely on public transport for their work commute (refer to Section 3.2).</p> <p>The Second Amending Concept DA offers further connectivity and accessibility to public transport, being located over the new Waterloo metro station and within a short walking distance to the existing Redfern and Central stations.</p> <p>The Proposal is unlikely to negatively impact the local transport network connectivity, local traffic, or parking availability, even when accounting for expected demographic growth in the area by 2035. In comparison to the</p>	

previously approved envelope, the Second Amending Concept DA is expected to generate lower traffic while maintaining the benefits of the location without introducing additional traffic issues.

Considering the elements above, the mitigated impact is assessed as **low positive**, given the **possible likelihood** and **minor** magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The Proposal aims to enhance access to public and active transportation for incoming workers and residents on-site, supported by a Green Travel Plan and Travel Access Guide. The Travel Access Guide will provide a concise presentation on sustainable transport options to reach the site and will be available to both residential and non-residential tenants. The provision of commercial and retail End-of-Trip facilities and amenities will further support this.

There is an extensive existing and proposed bicycle network in the vicinity of the site. The Second Amending Concept DA seeks to provide 419 on-site bicycle parking spaces, including 314 for residents, 50 for co-living residential use, and 55 for non-residential use. The existing cycle network around the site would support the anticipated increase of approximately 167 cycle trips per day.

Furthermore, the Second Amending Concept DA seeks to accommodate car parking spaces in the shared Basement car park of the Northern and Central precincts, as well as the proposed Church Square shared zone, with a total of 127 car parking spaces and 10 motorcycle spaces. In comparison, these numbers are lower than previously approved to limit potential traffic. These numbers still fall under the permissible parking rates previously approved and aligned with the Waterloo Metro Quarter Design and Amenity Guidelines. Lastly, the Proposal includes eight social spaces, with two accessible spaces, to support diverse individuals, particularly those for whom active or public transport may be limited.

The above elements, supported by the strategic location of the site connected to an extended public and active transport network, will encourage uptake of active transport modes and public transport usage and enable associated positive impacts, including reduced travel costs, less stress from driving, improved physical and mental health through active commuting, and a smaller carbon footprint.

The enhanced impact is assessed as **high positive** given the **likely** likelihood and **moderate** magnitude.

SIA recommendations – additional social mitigations

There are opportunities to mitigate potential changes in local access for surrounding and upcoming residents during the detailed design or preconstruction stage. These include:

- At the detailed design stage, prepare a Green Travel Plan to encourage and implement public transport use during the Proposal's construction and operation.
- At the detailed design stage, ensure the Traffic and Transport Impact Assessment outlines measures to mitigate a possible increase in demand for on-street parking resulting from the proposed retail space.
- At the detailed design stage, prepare a Construction Traffic Management Plan (CTMP).
- At the pre-construction stage, ensure the selected construction company implements the Green Travel Plan.

6.2.3.2. Potential increased demand for social infrastructure and services

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and potential future residents	Operation
Assessment – without mitigation: Low negative	
<p>All communities need access to amenity to engage in sustainable and healthy lifestyles. As recognised in the Greater Sydney Region Plan (refer to Section 3.1), locating housing in areas with access to local amenity and services is critical for the health and well-being of communities. The provision of more housing will occur concurrently with the creation of liveable neighbourhoods close to employment opportunities, public transport, and walking and cycling options, fostering diverse, inclusive, multi-generational, and cohesive communities.</p> <p>The Second Amending Concept DA aims to modify the approved building envelope for the Northern Precinct and Central Precincts. If this concept is approved, it would provide:</p> <p>Northern Precinct:</p> <ul style="list-style-type: none"> ▪ Ground-level retail tenancies, commercial and residential lobbies. ▪ Three levels of commercial office floorspace. ▪ Two residential towers with 314 units, including 39 affordable housing units. <p>Central Precinct:</p> <ul style="list-style-type: none"> ▪ Ground-level retail tenancies and a community facility, with shared access lobbies to childcare, co-living, and a basement. ▪ A community centre in the form of a childcare centre on Level 1 and Level 2. ▪ A co-living housing tower from Levels 3 to 24, comprising 500 co-living accommodation rooms. <p>Based on the 2031 forecast average household size of 1.92 people for Waterloo – Zetland (.id, 2025), the Proposal is projected to generate an additional 1,562 residents beyond the Approved Concept SSDA. This population will be situated in a highly connected area, with proximity to regional facilities, including Redfern Park. The site's location above the metro line will also provide residents with convenient access to key centres such as Sydney CBD and North Sydney CBD.</p> <p>Stakeholder consultation for this SIA revealed an existing demand for local social infrastructure (refer to Chapter 4). Stakeholder concerns related to the capacity and quality of current social infrastructure and services, noting that existing facilities are unable to meet the growing needs of the population.</p> <p>The Council's representatives further emphasised the need to provide space for state-based health services, as well as the importance of communal spaces, including cultural production areas. Furthermore, community consultation (refer to section 3.5) suggests that there is a demand for community services, such as childcare and community facilities, as existing facilities are not meeting WHS standards and are poorly located.</p> <p>As outlined in Section 3.4, an analysis of all childcare facilities in the immediate area was conducted to understand the demand for childcare services. The analysis indicates that the local area is well serviced, with multiple childcare facilities currently showing vacancies. Additionally, the analysis projects that the Proposal will introduce an expected population of 17 children aged 0-4. While the local area currently has sufficient access to childcare vacancies (refer to Appendix B), consideration should be given to the cumulative population increase associated with ongoing development in Waterloo. Therefore, additional childcare facilities will be needed to service the immediate social locality.</p>	

Given the expected population growth and associated potential increased demand for social infrastructure and services, the unmitigated impact is assessed as **low negative** due to the **possible** likelihood and **minor** magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The Second Amending Concept SSDA incorporates several measures to address the needs of incoming residents and reduce cumulative pressure on existing facilities, thereby enhancing overall amenity. The Environmental Impact Statement (Urbis, 2025) outlines that the Proposal will accommodate land uses, including community facilities, childcare, and retail. Specifically, the breakdown for both precincts includes 1,321 sqm of retail floor space and 2,616 sqm of community floor space. The exact uses of the floor space will be determined at the detailed design phase.

According to the Economic Impact Assessment (Urbis, 2025), the proposed non-residential provision is expected to primarily support the on-site population, including residents, students, and workers, while also benefiting from the foot traffic generated by commuters travelling through Waterloo Metro Station. The mix of retail and other tenancies at the site is anticipated to meet the growing needs for amenities from the on-site population and complement existing provisions, reinforcing Waterloo and its surrounds as an emerging retail and services hub.

Other non-residential uses that could be supportable at the site and meet the needs of the growing population include fitness, medical, and childcare facilities, assuming a gym is not included in the co-living space. This diverse mix of retail and tenancies is expected to enhance the overall amenity and support the evolving needs of the incoming community.

This Second Amending Concept SSDA also presents an opportunity to introduce council-run or public childcare, addressing a significant undersupply in the local area. Specifically, the Central Precinct seeks the provision of a community centre, in the form of a childcare centre, on Levels 1 and 2.

With the addition of an on-site amenity, the mitigated impact has been assessed as **medium positive**, given the **possible** likelihood and **minor** magnitude.

SIA recommendations – additional social mitigations

- The inclusion of childcare on-site has the potential to significantly enhance access to local amenities and likely meet the needs of the incoming population. This aspect can be further investigated during the detailed design phase.
- Continue to collaborate with Council, School Infrastructure and other state and non-profit social infrastructure and services providers to monitor supply and demand for social infrastructure and services associated with population growth from this development and adjoining metro sites.

6.2.4. Culture

Guideline definition: *Culture, both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings*

6.2.4.1. Increased opportunities to celebrate First Nations Culture in Waterloo through design

Affected stakeholders	Duration of impact
Immediate and surrounding social locality, including local Aboriginal community members	Pre-construction
Assessment – without mitigation: Low positive	

The Proposal is situated on Gadigal Country, which is the traditional country of the Gadigal people. The Waterloo area has been an important place for Gadi and other First Nations Sydney people for millennia, and its significance has been maintained over time through changing occupation and use.

The Policy Context (refer to Section 3.1) reveals the deep connection between Aboriginal culture and the landscapes of the local area and Greater Sydney, aiming to strengthen this connection through support for Aboriginal self-determination, economic participation, and contemporary cultural expression. This includes engagement with Aboriginal people, ensuring their cultural knowledge is valued and respected, with Aboriginal people co-leading key aspects of design and development projects.

Waterloo remains home to one of the largest and most active Aboriginal communities in inner Sydney. The area serves as a hub for Aboriginal cultural, social, and advocacy organisations, including the Aboriginal Medical Service, Redfern Aboriginal Legal Service, Mudgin-Gal Women's Centre, and numerous community-led programs. These institutions provide vital services and sustain intergenerational cultural knowledge, social networks, and political activism, embedding Aboriginal presence in the fabric of the precinct. During the SIA Field Study (refer to Chapter 4), community service providers recognised Waterloo as a key place for Aboriginal and Torres Strait Islander people, given its long and strong history.

The ongoing Connecting with Country engagement has informed the proposed amendments to the built form. Specifically, the Second Amending Concept SSDA continues to build upon the Place Story developed for the site, providing strategic guidance and informing strategies for public art, wayfinding, retail, place naming, and activation.

Considering the opportunities for the Proposal to enhance and celebrate the existing Aboriginal cultural values through its design and delivery, the unenhanced impact is assessed as **low positive**, given the **possible** likelihood and **minor** magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The ongoing Connecting with Country engagement has informed the proposed amendments to the built form. Specifically, the Second Amending Concept SSDA continues to build upon the Place Story developed for the site, providing strategic guidance and informing strategies for public art, wayfinding, retail, place naming, and activation.

The Architectural Design Report by Woods Bagot (2025) demonstrates a commitment to make visible and celebrate the strong cultural ties between Waterloo and local Indigenous communities. The report indicates that WMQ will integrate art, design, and storytelling by Aboriginal artists to reflect both the community's historic and contemporary presence. This aims to ensure that WMQ embeds the cultural legacy of local Indigenous people in the future identity of Waterloo. The public domain and landscape design have incorporated the work by Murawin, authors of the Connecting with Country Guidelines for the Proposal, with four key guiding principles:

- Amplifying Blak Excellence
- Design for Everyone
- Celebrate Local Culture with Pride
- Embed Shared Power

These guiding principles are reflected in the public domain through:

- Opportunities for co-designed public artworks and naming strategies developed in collaboration with the community, led by local artists and knowledge-holders.
- Opportunities for Interpretation elements embedded within the design character, incorporating visible cultural cues, colours, symbols, and signage across the site.
- Implementing a native and endemic planting palette that supports local biodiversity while providing opportunities for knowledge sharing about Indigenous flora and cultural connections to landscape.
- Prioritising universal access throughout the public domain, ensuring safety, comfort, and inclusivity for Elders, children, young people, and the broader Indigenous community of Waterloo-Redfern.

By incorporating the above elements (and further refining through detailed design), the Proposal can contribute to the continued evolution of Waterloo in an inclusive way that honours its past and embraces its future. As such, this enhanced impact is assessed as **medium positive**, given a **likely** likelihood and **minor** magnitude.

SIA recommendations – additional social mitigations

- Continue engagement with Aboriginal and local stakeholders during the detailed SSDA stages to inform opportunities for design elements to enhance the Proposal's celebration of local culture and connection to Country.
- Consider opportunities to engage local artists if public art is incorporated into the Proposal's detailed design.

6.2.5. Health and wellbeing

Guideline definition: *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*

6.2.5.1. Facilitating safer, more comfortable and liveable environments

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and potential future residents	Operation
Assessment – without mitigation: Low positive	
<p>An increased influx of visitors and new residents brings challenges, particularly in terms of safety and community cohesion. Designing safe, comfortable, and inviting spaces is critical to creating safer, liveable mixed-use residential environments. This includes elements that promote active living, social interaction, and the provision of secure environments. State and local strategies further highlight the importance of integrating housing growth with the creation of liveable neighbourhoods (refer to Section 3.1).</p> <p>In recent decades, Waterloo has undergone substantial urban renewal and redevelopment. The suburb has seen a shift towards more mixed-use developments, integrating residential, commercial, and recreational spaces. This transformation has been driven by the need to accommodate Sydney's growing population and the desire to create more liveable and sustainable urban environments. The introduction of the new metro station is a key component of this ongoing redevelopment, and it is expected to enhance connectivity and accessibility, making Waterloo an even more attractive place to live and visit.</p> <p>The Second Amending Concept SSDA seeks to amend the current land use in the Northern and Central Precincts. Specifically:</p> <ul style="list-style-type: none"> ▪ Altering the proposed land use within the tower from commercial office to residential, including market housing and a minimum of 5% affordable housing. Affordable housing would be relocated from the Central to the Northern Precinct. ▪ Changing the conceptual land use from residential (market and affordable) to co-living, situated above a non-residential podium that will include community facilities and childcare. <p>Converting a commercial tower to residential use means there will be a less transitional cohort on site, as commercial uses are typically 9 to 5, whereas residents will be present 24/7. While new residents and visitors can contribute to a more vibrant place, they can also create safety concerns for residents due to unfamiliarity and the perceived higher risk of opportunistic theft crimes. It is essential that all incoming residents feel safe and secure in this highly visited and populated area.</p>	

Furthermore, the introduction of co-living spaces to the Central Precinct will accommodate a diverse community within a mixed-tenure development. This change involves altering the conceptual land use from residential (market and affordable) to co-living, situated above a non-residential podium that will include community facilities and childcare. Ensuring that incoming residents feel safe and that their physical environment supports their health and well-being is crucial.

Future residents within the proposed building envelope would experience positive impacts associated with the site's location. Most notably, residents would also have convenient access to several employment hubs across Sydney, as well as facilities and services to meet most everyday needs within walking distance. This is a key priority across state and local housing policies to support the '30-minute city' vision. Living close to workplaces increases opportunities for people to walk to work or spend less time commuting, which enables them to spend more time participating in activities that may benefit their health and wellbeing, such as exercising or spending quality time with friends and family.

The provision of additional housing and mixed-use within an already activated community will contribute positively to the health, well-being, and safety of incoming residents. Given this, the unmitigated impact is assessed as **low positive**, considering its **possible** likelihood and **minor** magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The Crime Prevention Through Environmental Design (CPTED) report by Connley Waler (2025) for the Second Amending Concept SSD includes mitigation measures aligned with the crime prevention standards and the requirements outlined in the City of Sydney DCP – Section 3.13.1 Crime Prevention Through Environmental Design – 2012. These measures will enhance the safety and liveability of both incoming and current residents.

The provision of safe communal spaces, as well as retail and commercial areas, and access to active and public transport, linking the site to the broader Sydney area, enhances the inclusion of childcare, further improving the liveability of the proposed amendment in the Central Precinct.

The Second Amending Concept SSDA will facilitate the redevelopment of existing housing stock to accommodate a mix of affordable and market housing. This will very likely result in improved residential amenity and comfort associated with renewed housing stock. The affordable housing component of the Proposal will help alleviate housing stress and significantly enhance the quality of life and overall well-being of individuals.

By incorporating affordable housing into the Northern Precinct Tower through the Second Amending Concept SSDA, the Proposal will foster greater cohesion among residents by integrating different housing cohorts and providing equal access to facilities such as communal open spaces, childcare, and employment. If affordable housing becomes accessible to key workers and others moving into the area, it will lead to shorter travel times and enhance their opportunities for social and recreational activities. This, in turn, would result in various health and well-being outcomes.

With the incorporation of the above enhancement measures to the design and the compliance with the City of Sydney DCP, the enhanced impact is assessed as **medium positive**, given **likely** likelihood and **moderate** magnitude

SIA recommendations – additional social mitigations

There are opportunities to enhance positive impacts and improve on-site amenities for future residents at the detailed design stage. These include:

- Incorporate Universal Design principles into the Proposal to enhance the accessibility, inclusivity, and usability of the site to the greatest extent possible. This includes considerations related to people with disability, children, young people, parents and guardians, seniors, First Nations people, people from culturally and linguistically diverse communities, and people of different genders.

- Develop a Plan of Management for Building 1 as part of future Detailed SSDA stages to manage safety on the site, particularly in relation to resident access, site cleanliness and emergency access procedures.
- Provide a mix of apartment sizes for affordable and market housing residents to support a variety of household sizes.

6.2.6. Surroundings

Guideline definition: *Surroundings, including ecosystem services such as shade, pollution control, and erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity.*

6.2.6.1. Changes in visual amenity and potential overshadowing in the public domain

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and future residents	Operation
Assessment – without mitigation: Low positive	
<p>The Second Amending Concept SSDA proposes to increase the maximum building height in the Northern Precinct from RL 90.4 to RL 116.9, while maintaining the existing height controls in the Central Precinct. This height increase aligns with nearby developments and broader local changes.</p> <p>The Visual Impact Assessment (Urbis, 2025) concludes that the proposed building envelopes do not create significant additional visual effects compared to the approved envelopes, particularly in terms of blocking effects and overall visual impact. An analysis of 10 public domain photomontages indicates that the visual effects of the Proposal range from nil to high, with most effects rated as medium to low. The spatial separations in the Northern Precinct will positively contribute to breaking up bulky built forms by introducing two slender building envelopes. Furthermore, the proposed tower envelopes provide spatial separations that prevent the appearance of a single mass, offering visual relief between each tower. It is also noted that the proposed envelopes do not have an additional impact on surrounding heritage items.</p> <p>As detailed in the Urban Design Report (BATESMART, 2025), the proposed amendments to the Concept Envelope present substantial improvements to both the public domain and the proposed development. By removing the built form from above the Metro box, solar access to Cope Street Plaza is significantly enhanced, and new opportunities for resident amenities overlooking the future Waterloo Estate Park are created. Specifically, the revised massing improves the visibility of the metro entry building and transforms Raglan Walk into an open-air laneway with ground-level shops and residential entry lobbies. Additional refinements to the central building podium result in more spacious laneways with enhanced landscaping, fostering better connections and supporting community activities.</p> <p>Furthermore, the Urban Design Report highlights that the proposed massing significantly improves solar access to the future Waterloo Estate recreation area. There is less overshadowing at 3 pm on 21 June compared to the Approved DA's envelope, primarily due to relocating mass away from the top of the metro box.</p> <p>In consideration of the above analysis, the Proposal aligns with the area's evolving character and has effectively minimised overshadowing by leveraging the shadows of existing and approved developments. This impact is assessed as low positive, given its possible and minimal magnitude.</p>	
Assessment – with mitigation/ enhancement: Low positive	
<p>As described in the Visual Impact Assessment (VIA) (Urbis, 2025), the Proposal is situated in a highly urbanised area with a diverse visual context that includes elements typically regarded as having positive amenity value and contributing to overall sensitivity.</p>	

These elements consist of state and local heritage-listed significant areas and items, substantial open recreational spaces, valued housing stock such as terrace houses, and a notable abundance of large, mature trees in both public and private areas.

The site is also located near examples of tower forms, particularly to the east in the Waterloo Estate, as well as contemporary developments in the Southern Precinct. Additionally, within a 500-metre radius to the north, there is a dense cluster of residential towers in Redfern, which enhances the Proposal's compatibility with its surroundings due to their proximity.

In this context, the Proposal demonstrates a high level of visual compatibility with the existing environment. According to the VIA, the Proposal's impacts are minimal and suitable for its urban setting. It aligns visually with nearby tower developments and high-density housing in Sydney, particularly near transport hubs. Therefore, tall tower forms are unlikely to be regarded as surprising or out of place in the existing environment.

Assuming the detailed design of the Proposal broadly aligns with the statutory requirements for overshadowing and solar access, the mitigated impact remains as **low positive** given its possible likelihood and **moderate** magnitude.

SIA recommendations – additional social mitigations

- At the detailed design stage, provide the community with opportunities to provide feedback and share their concerns, if any, about perceived visual impacts.

6.2.7. Livelihoods

Guideline definition: Livelihoods, including people's capacity to sustain themselves through employment or business, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits.

6.2.7.1. Potential reduction in on-site employment in the Northern Precinct

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, businesses owners and potential future residents	Operation
Assessment – without mitigation: Low negative	
<p>As indicated in the Policy Context (Section 3.2), the Greater Sydney Region Plan discusses the emerging need for housing provision to occur concurrently with the creation of liveable neighbourhoods close to employment opportunities, public transport, and walking and cycling options, thereby fostering diverse, inclusive, multi-generational, and cohesive communities. The need for more jobs in the area is underscored by a higher unemployment rate in the City of Sydney (5.7%), with a slightly lower but still significant unemployment rate in the local area (4.8%).</p> <p>The Second Amending Concept SSDA seeks to alter the proposed land use within the Northern Precinct tower from commercial office to residential, including market housing and a minimum of 5% affordable housing. It is recognised that, strategically, the NSW Government has focused on prioritising housing delivery across the state. The proposed amendment aligns with this vision, with the change in use from commercial to residential also reflecting the current uncertainty surrounding the ongoing viability of commercial space.</p> <p>However, the change in land use of this Proposal, when compared to the two previous Approved Concept SSDAs, results in 34,000sqm less potential future commercial floor space. However, being a concept approval, the commercial floorspace is hypothetical only and would require a Detailed SSDA to be undertaken to obtain approval.</p>	

Market conditions would also need to be conducive to a commercial tower at the time of development for a developer to deliver this outcome.

The Second Amending Concept SSDA maintains the ability to contribute to local jobs and economic activity on-site, in direct proximity to the metro station. The Amending Concept SSDA overall (Northern and Central Precinct) will enable 5,088sqm of commercial space and 1,859sqm retail space. This will result in approximately 404 construction jobs and 591 ongoing direct and indirect jobs. However, it is also recognised that the Proposal represents a significant change from the job opportunities presented under the Approved Concept DA.

Based on the projected ongoing direct jobs as a result of the Proposal, the economic context and the difference in alignment between the strategic and community aspirations for Waterloo, the unmitigated impact is assessed as **low negative**, given its **possible** likelihood and **minimal** magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The development of a commercial tower does not guarantee the creation of new jobs; instead, there needs to be certainty around market viability and the presence of ongoing tenants. The Economic Impact Assessment (EIA) (2025) notes that population demand in the area has changed since the approval of the Concept SSDA.

The EIA identifies significant challenges in establishing an employment hub in Waterloo. Key concerns include rising office vacancy rates in major Sydney precincts and economic competition from nearby centres. In the Sydney CBD, the distribution of commercial floor space reveals that the City Core accounts for 41% of office provision, with Midtown and the Western CBD each comprising 23%. The CBD is dominated by prime office stock, particularly in the City Core, which hosts major corporate headquarters, financial institutions, and professional services tenants. The proposed site does not fall within this prime zone.

The EIA further notes that while the Proposal sites benefit from its location atop the Waterloo Metro station, this advantage is unlikely to generate the market depth required to support a large CBD-style office tower. The Proposal site is outside the established South Eveleigh employment precinct and is physically separated from it by residential blocks. This separation limits Waterloo's potential to tap into the precinct's tenant networks and the "critical mass" effect necessary for successful commercial hubs. Additionally, the Proposal site would face direct competition from the Sydney CBD and South Eveleigh in attracting tenants for large-scale office buildings.

Furthermore, the EIA projects that the future office pipeline also does not support the need for extensive commercial floor space in Waterloo. In the City of Sydney LGA, there are currently more than 30 proposed commercial projects, representing a total of approximately 938,500 sqm of additional office space. It is assessed that the distribution of new supply weighted towards the central location is likely to maintain the competitive advantage of the Sydney CBD in attracting office tenants.

The EIA highlights that concentrated commercial and office tower development is better suited further within the City Core. Multi-level commercial spaces within the proposed tower podiums will still be delivered, supporting local employment opportunities in a diversified manner that aligns with demand for housing and also the current market conditions.

With the consideration of changes to commercial viability, more certainty related to ongoing employment opportunities, and increased resident spending, the mitigated impact on surrounding residents is assessed as medium positive, given the **likely** likelihood and **minimal** magnitude.

SIA recommendations – additional social mitigations

- Consider developing a commercial and retail strategy, including market analysis and tenant mix, to identify and incorporate economically feasible commercial and retail areas that promote sustainable livelihood opportunities.

6.2.8. Decision-making systems

Guideline definition: *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.*

6.2.8.1. Ability for stakeholders to have their say

Affected stakeholders	Duration of impact
City of Sydney residents, workers, visitors, business owners and potential future residents	Pre-construction and construction
Assessment – without mitigation: Medium positive	
<p>The ability to contribute feedback in the decision-making process is a key social impact consideration. Specifically, the ability to contribute or influence the decision-making process is a fundamental aspect of the social impact the Proposal could generate. Important decisions around the built environment can have adverse effects on how people interact and live within communities. Ensuring people are effectively informed about development changes is critical to reducing feelings of uncertainty and fear.</p> <p>An additional benefit of community engagement is fostering a sense of ownership and belonging among residents. When the community is actively involved in the decision-making process, they are more likely to support and advocate for the project. This support can be instrumental in the successful implementation and long-term sustainability of the development. Moreover, community engagement can help identify potential issues and concerns early in the planning stages, allowing for proactive solutions that can mitigate negative impacts and enhance positive outcomes.</p> <p>The shift in the built form of the Northern Precinct from commercial to primarily residential use, along with the integration of a co-living tower in the Central Precinct, has potential implications for the local area. These changes may affect how people use their environment, alter the demand for local services, and impact the overall function of the precinct.</p> <p>By continuing to engage with the community, the Waterloo Collective can ensure that these changes are managed in a way that benefits everyone. For instance, residents may have specific preferences regarding the types of amenities and services that should be included in the development or concerns about how the increased residential population will affect local infrastructure.</p> <p>Addressing these issues through open dialogue can lead to a more harmonious integration of the new residential building into the existing urban fabric. This collaborative approach can also lead to innovative solutions and design features that might not have been considered without community input, with the potential to result in a more vibrant, inclusive, and liveable precinct.</p> <p>As detailed in the 2025 Engagement Outcomes Report, stakeholder engagement activities were conducted prior to lodging the SSDAs for the revised Waterloo Metro Quarter scheme. In line with SEARs requirements, the proponent engaged a broad range of stakeholders likely to be interested in or affected by the Proposal. Key community feedback focused on building height, design quality, and the co-living model's operation. There were requests for clarity on the mix of co-living, student, and affordable housing, as well as support for transition housing with on-site services.</p> <p>Furthermore, the Amending Concept SSDA (including the EIS and supporting documentation) will be placed on public exhibition for a minimum of 28 days. During the exhibition period, government agencies, stakeholders, and the community can review the EIS and submit a written response to DPHI for consideration in its assessment of this Proposal. Following the exhibition, where relevant, Sydney Metro will prepare a response to address any issues raised in submissions.</p>	

Considering the above, the Proposal has provided an extensive number of communication channels to increase community and stakeholder participation in decision-making systems that affect them. The impact is assessed as **medium positive**, given the **likely** likelihood and **moderate** magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The proponent will continue to keep stakeholders and the community informed of the approval process through the exhibition and determination phases by:

- Ongoing project milestone communications, such as following SSDA lodgement and notification of public exhibition, and ongoing planning approvals processes as the project progresses. This should be communicated through established channels, such as the Waterloo Metro Quarter project EDM database.
- Continued engagement with existing and any newly identified stakeholders who did not provide any pre-lodgement feedback, should interest arise during the public exhibition period.
- Maintain a dedicated community relations contact during construction (should the SSDAs be approved) to facilitate communication with residents and stakeholders, allowing them to provide feedback, ask questions, and raise any concerns regarding site works. This would be an opportune time to demonstrate an ongoing commitment to working with neighbours to manage construction-related impacts.

Considering the above measures, which, when combined, would further enhance opportunities for stakeholders to participate in the decision-making process, the impact is assessed as **medium positive**, given the **likely** likelihood and **moderate** magnitude.

SIA recommendations – additional social mitigations

There are opportunities to enhance community and stakeholder participation throughout the entire development process. This includes:

- At the detailed design stage, prepare an updated community engagement strategy outlining the appropriate communication channels for residents to provide feedback throughout the construction period.
- Continued presence and consultation in the community during planning stages to increase perception of influence.

6.3. CUMULATIVE IMPACTS

Cumulative impacts result from the incremental, sustained, and combined effects of human actions and natural variations over time, and can be both positive and negative (DPHI 2025, p. 15). They can be caused by the compounding effects of a single project or multiple projects in an area, as well as by the accumulation of effects from past, current, and future activities as they arise (ibid., p. 4).

There are several state-significant and local projects operating or intended to operate in and around the social locality, which may contribute to cumulative impacts to the Proposal. These are summarised in Table 20.

Table 20 Concurrent development projects

Project Reference	Development Description	Status
SSD-10438 (within the WMQ site)	Excavation and construction of a two-level basement structure within the Waterloo Metro Quarter, comprising: <ul style="list-style-type: none"> 155 car spaces, 13 motorcycle spaces and 315 bicycle parking spaces A ground floor slab to cap the basement on which future buildings of the northern precinct and central precinct will be constructed End of trip facilities and storage Staged stratum subdivision. 	Approved 30 September 2021. Construction works on the basement commenced in February 2023.
SSD-10437 (within the WMQ site)	Construction of the southern precinct within the Waterloo Metro Quarter, comprising: <ul style="list-style-type: none"> A student housing tower accommodating up to 474 students A social housing building containing 70 apartments A maximum gross floor area of 18,789 sqm (excluding gross floor area approved under CSSI 7400) Publicly accessible open space, including Cope Street Plaza, a shared zone from Cope Street into the site and expanded footpaths along Botany Road and Wellington Street Building identification signage for the student housing building Staged stratum subdivision. 	Approved 30 July 2021. Currently under construction and near completion.
SSD-63067458 100-108 Botany Road And 86-100 Wyndham Street, Alexandria	Construction of a mixed-use development comprising health and research facilities and retail uses with ancillary parking.	Under Assessment Lodged 29 October 2024.
Waterloo Estate (South)	Waterloo Estate, situated to the east of the site, will be redeveloped over the next 15 to 20 years. Waterloo South, the first stage of the redevelopment, aims to deliver approximately 3,000 social, affordable, and market housing dwellings. Under the plan for Waterloo South, the two street blocks directly to the	Planning proposal approved 28 February 2023—SSDAs to be lodged with DPHI for assessment.

Project Reference	Development Description	Status
	east of WMQ will be developed as a public park of over 2 hectares in size.	

6.3.1. Supporting housing supply

The cumulative impact of the Proposal and surrounding developments on the local housing supply is expected to be substantially positive in terms of housing supply. The proposed mixed-use development, along with other nearby residential projects, will significantly increase the availability and diversity of housing options in the area, thereby addressing the growing demand for residential accommodation, which aligns with regional and local strategies.

These developments will collectively contribute to a more balanced and varied housing market, providing options that accommodate different income levels and lifestyle preferences, including build-to-sell, affordable and co-living housing. The increased housing supply will help alleviate pressure on the local real estate market, potentially stabilising housing prices and making it more accessible for a broader range of residents.

6.3.2. Cumulative social impacts during construction

There is a possibility of cumulative social impacts during the construction phase, particularly due to ongoing disturbances from the Metro and other developments around the WMQ. Potential impacts include construction fatigue, effects on health and well-being, and accessibility challenges resulting from increased noise, air quality issues, traffic congestion, and alterations to the pedestrian network. Residents, workers, and visitors in the area may be notably affected.

During consultations, community members expressed concerns about construction activities, highlighting the importance of effective mitigation measures for noise and disruptions, as well as the need for coordination with nearby projects. The community also emphasised the need to restrict after-hours construction work.

Given the scale of development planned for this area, the communities most impacted by the cumulative social impacts associated with construction would be residents and visitors to the immediate and surrounding social locality.

The proponent has indicated a commitment to collaborate with concurrent developments in addressing these impacts. Ongoing communication with Sydney Metro is planned, and community feedback is expected to inform future construction programs.

To minimise potential cumulative social impacts during construction, air quality, noise, and vibration reports as relevant should be developed during the detailed design phase. A Construction Noise and Vibration Management Plan should also be prepared at the detailed design stage, considering the potential cumulative impacts of surrounding developments.

Coordinating construction activities and management measures within this plan should be considered across associated adjoining developments to help minimise impacts on surrounding residents. This would include considering pedestrian access, ensuring continuous pathways are maintained during construction, and coordinating construction 'relief' days, where feasible, as well as consultation mechanisms (i.e., complaints handling procedures) as appropriate.

SIA recommendations – social mitigation

- Develop a Construction Noise and Vibration Management Plan at the Construction Certificate (CC) stage that considers potential cumulative impacts from surrounding developments.
- Coordinate construction activities and management measures with adjacent developments to minimise impacts on surrounding residents.
- Implement construction 'relief' days, where possible, and establish consultation mechanisms, such as complaints handling procedures.
- Ensure robust community engagement and feedback mechanisms are in place to address construction impacts.
- Provide regular updates to the community and maintain transparent communication about construction timelines.

- Proactively implement measures to mitigate noise and disruption.
- Establish a dedicated community liaison officer and a hotline for concerns to facilitate timely responses to issues.

7. PROPOSED MITIGATION, ENHANCEMENT AND MANAGEMENT

This chapter provides a summary of:

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

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

Not all potential impacts will be the proponent's responsibility to mitigate or manage. In some cases, their role may be to cooperate or inform the mitigation process, providing data and information to future tenants. In other cases, they may have direct responsibility for mitigating and managing the identified potential social impacts, as well as exploring opportunities for partnerships.

As this is a Concept SSDA, the proponent is only responsible for this stage of the planning process. Once the Concept SSDA is approved, a future development partner will seek consent for detailed design and construction of the development. Therefore, recommendations regarding affordable housing monetary contributions, local contributions to the Council, and consultation with key agency stakeholders are the responsibility of the future developer to commit to during the detailed SSDA.

A summary of the identified social impacts and benefits, risk ratings and proposed mitigation, enhancement and management strategies is provided in Table 21.

7.1. SUMMARY OF PROPOSED MITIGATION, ENHANCEMENT AND MANAGEMENT OF SOCIAL IMPACTS

A summary of the identified social impacts and benefits, risk ratings and recommended mitigation, enhancement, and management strategies is provided in Table 21 below.

Table 21 Summary of proposed mitigation, enhancement and management of social impacts

Theme	Matter	Unmitigated /Unenhanced	Mitigated /Enhanced	Proposed mitigation, enhancement and management	Responsibility	Potential partners
Way of life	Increased housing supply in an accessible location	High positive	High positive	<p>The Proposal would facilitate the development of new affordable housing stock, including market housing and a minimum of 5% affordable housing, thereby increasing housing diversity.</p> <p>The dwelling breakdown will be confirmed during the detailed design phase, accommodating a mix of one-, two-, and three-bedroom apartments.</p>	The proponent	City of Sydney Council
Way of life	Enabling further site and precinct activation	Medium positive	Medium positive	The Proposal seeks to incorporate retail at ground level, fine-grain commercial in the podium, with residential apartments above, supporting a vibrant and diverse precinct. The diverse offering is set to provide multiple opportunities for social integration, servicing future community needs.	The proponent	City of Sydney Council
Community	Increased opportunities for social interaction in a newly activated 'village'	Low positive	Low positive	The Proposal seeks to deliver community facilities, including a community childcare centre and a community hub. The distribution of this space and final GFA will be determined at the detailed design phase.	The proponent	City of Sydney Council
Accessibility	Increased opportunities to integrate transport with amenities	Low positive	Medium positive	Ensure the implementation of mitigation measures outlined in the Green Travel Plan and Traffic Impact Assessment. Further assessment will be conducted at the detailed design phase.	The proponent	Transport for NSW

Theme	Matter	Unmitigated /Unenhanced	Mitigated /Enhanced	Proposed mitigation, enhancement and management	Responsibility	Potential partners
	Potential increased demand for social infrastructure and services	Low negative	Medium positive	<p>The Proposal will accommodate various land uses, including community facilities, childcare, and retail, and features 1,321 sqm of retail floor space and 2,616 sqm of community floor space, which will help to reduce. The design and utilisation of these spaces will be confirmed during the detailed design phase.</p> <p>During the detailed design phase, consider incorporating public and affordable childcare to align with the community's needs.</p>	The proponent	<p>City of Sydney Council</p> <p>Sydney Metro</p>
Culture	Increased opportunities to celebrate First Nations Culture in Waterloo through design	Low positive	Medium positive	<p>Continue engaging with local Aboriginal stakeholders, community members, and artists to incorporate local art, history, and heritage into the design.</p> <p>Implement any mitigation or enhancement measures outlined in Connecting with Country engagement.</p>	The proponent	<p>Designing with Country Consultant</p> <p>Local Aboriginal stakeholders' community and artists</p> <p>Project landscape architect</p>

Theme	Matter	Unmitigated /Unenhanced	Mitigated /Enhanced	Proposed mitigation, enhancement and management	Responsibility	Potential partners
Health and wellbeing	Facilitating safer, more comfortable and liveable environments	Low positive	Medium positive	<p>At the detailed design phase, conduct an in-depth CPTED report to outline specific crime and safety considerations.</p> <p>Implement any mitigation measures outlined by the CPTED in the detailed design of the Proposal.</p>	The proponent	<p>City of Sydney Council</p> <p>NSW Government</p> <p>Sydney Metro</p>
Surroundings	Changes in visual amenity and potential overshadowing in the public domain	Low positive	Low positive	At the detailed design phase, implement any visual mitigation or enhancement measures outlined by the VIA.	The proponent	Architectural design consultant
Livelihoods	Potential reduction in on-site employment in the Northern Precinct	Low negative	Medium positive	At the detailed design phase, consider employment opportunities for local vulnerable cohorts. Further assessment to analyse the benefit of implementing commercial floor space and retail offerings will be conducted in the detailed design phase.	The proponent	<p>Economic consultant</p> <p>Commercial and retail businesses</p>
Decision-making systems	Ability for stakeholders to participate	Medium positive	Medium positive	At the detailed design phase, continue to keep stakeholders and the community informed of the approval process through the exhibition and determination phases by maintaining ongoing engagement and communication, as well as establishing relationships with community members.	The proponent	<p>Engagement consultant</p> <p>City of Sydney Council</p> <p>Community</p>

Theme	Matter	Unmitigated /Unenhanced	Mitigated /Enhanced	Proposed mitigation, enhancement and management	Responsibility	Potential partners
Cumulative impacts	Supporting housing supply	<ul style="list-style-type: none"> These developments will collectively contribute to a more balanced and varied housing market, providing options that accommodate different income levels and lifestyle preferences, including build-to-sell, affordable and co-living housing. The increased housing supply will help alleviate pressure on the local real estate market, potentially stabilising housing prices and making it more accessible for a broader range of residents. 			The proponent	
	Cumulative social impacts during construction	<ul style="list-style-type: none"> To minimise potential cumulative social impacts during construction, air quality, noise, and vibration reports as relevant should be developed during the detailed design phase. A Construction Noise and Vibration Management Plan should also be prepared at the detailed design stage, considering the potential cumulative impacts of surrounding developments. 			The proponent	City of Sydney Council NSW Government Construction Management Consultant

7.2. FURTHER SIA RECOMMENDATIONS

The following provides a summary of the recommendations proposed to enhance positive impacts further and mitigate negative impacts as previously identified in Section 6.2. These measures have not been included in the assessment of mitigated or enhanced impacts; however, they have been identified as additional measures for consideration by the proponent to enhance the social outcomes of the Proposal. Mitigation and enhancement measures that are committed to and have informed the assessment of mitigated and enhanced social impacts are summarised in Section 7.1 above.

Communication

- Continue to collaborate with Council, School Infrastructure and other state and non-profit social infrastructure and services providers to monitor supply and demand for social infrastructure and services associated with population growth from this development and adjoining metro sites.
- Continue engagement with Aboriginal and local stakeholders during the detailed SSDA stages to inform opportunities for design elements to enhance the Proposal's celebration of local culture and connection to Country.
- Continued presence and consultation in the community during planning stages to increase perception of influence.

Design

- At the detailed design stage, consider opportunities for the affordable housing apartments to comprise a diversity of sizes to accommodate the needs of different vulnerable groups seeking affordable housing, particularly families and multigenerational households.
- At the detailed design stage, prepare an Operational Management Plan to manage the long-term operation, maintenance and programming of communal areas.
- At the detailed design stage, consider implementing signage, language, art and landscaping that reflect the diverse population of Waterloo and the City of Sydney LGA.
- At the detailed design stage, consider developing a social value creation framework that outlines opportunities to integrate the new population, as some incoming residents may have different socio-economic characteristics compared to the existing community.
- At the detailed design stage, prepare a Green Travel Plan to encourage and implement public transport use during the Proposal's construction and operation.
- At the detailed design stage, ensure the Traffic and Transport Impact Assessment outlines measures to mitigate a possible increase in demand for on-street parking resulting from the proposed retail space.
- At the detailed design stage, prepare a Construction Traffic Management Plan (CTMP).
- The inclusion of childcare on-site has the potential to significantly enhance access to local amenities and likely meet the needs of the incoming population. This aspect can be further investigated during the detailed design phase.
- Consider opportunities to engage local artists if public art is incorporated into the Proposal's detailed design
- Incorporate Universal Design principles into the Proposal to enhance the accessibility, inclusivity, and usability of the site to the greatest extent possible. This includes considerations related to people with disability, children, young people, parents and guardians, seniors, First Nations people, people from culturally and linguistically diverse communities, and people of different genders.
- At the detailed design stage, prepare an updated community engagement strategy outlining the appropriate communication channels for residents to provide feedback throughout the construction period.
- Provide a mix of apartment sizes for affordable and market housing residents to support a variety of household sizes.
- At the detailed design stage, provide the community with opportunities to provide feedback and share their concerns, if any, about perceived visual impacts.

Construction management

- Following construction but before occupancy, it is recommended that an affordable housing tenant allocation strategy be developed, outlining the equitable distribution of affordable housing stock to vulnerable groups. These could include key workers, Aboriginal and Torres Strait Islander households, older women at risk of homelessness, and women and children impacted by domestic violence, amongst other vulnerable groups.
- Consider developing a commercial and retail strategy at the construction phase, including market analysis and tenant mix, to create a vibrant and economically robust commercial and retail area.
- At the pre-construction stage, ensure the selected construction company implements the Green Travel Plan.

Operation management

- Develop a Plan of Management for Building 1 as part of future Detailed SSDA stages to manage safety on the site, particularly in relation to resident access, site cleanliness and emergency access procedures.
- Consider developing a commercial and retail strategy, including market analysis and tenant mix, to identify and incorporate economically feasible commercial and retail areas that promote sustainable livelihood opportunities.

8. ACRONYMS

Acronym	Term
ABS	Australian Bureau of Statistics
ACHAR	Aboriginal Cultural Heritage Assessment Report
BOCSAR	NSW Bureau of Crime Statistics and Research
BTS	Build-to-Sell
CMP	Construction Management Plan
CPTED	Crime Prevention Through Environmental Design
CTPMP	Construction Traffic and Pedestrian Management Plan
DA	Development Application
DPHI	NSW Department of Planning, Housing and Infrastructure
ECED	Early Childhood Education and Care
EIS	Environmental Impact Assessment
FTE	Full-time equivalent
GANSW	Government Architect of NSW
GCCSA	Greater Capital City Statistical Area
GFA	Gross Floor Area
GTP	Green Travel Plan
HANML	Highly Affected Noise Management Levels
LALC	Local Aboriginal Land Council
LGA	Local Government Area
LHS	Local Housing Strategy
LSPS	Local Strategic Planning Statement
NVIA	Noise and Vibration Impact Assessment
OSHC	Out of School Hours Care
The Proposal	Second Amending Concept SSDA
RAP	Registered Aboriginal Parties

Acronym	Term
SA2	Statistical Area 2
SDG	Sustainable Development Goals
SEARs	Secretary's Environmental Assessment Requirements
SEIFA	Socio-Economic Indexes for Areas
SEPP	State Environmental Planning Policy
SIA	Social Impact Assessment
SSDA	State Significant Development Application
TTPIA	Transport, Traffic and Parking Assessment
VIA	Visual Impact Assessment
WMQ	Waterloo Metro Quarter

9. REFERENCES

A range of sources, information, and technical studies have informed this SIA. The following data sources have been used:

Demographic, crime and health data

Australian Bureau of Statistics, Census of Population and Housing, 2021, Greater Sydney, City of Sydney LGA, Redfern (117031642) Erskineville - Alexandria (117031330) Waterloo (117031647) SA2, 11703164732, 11703133009, 11703133010, 11703133023, 11703133047, 11703133050, 11703133051, 11703164206, 11703164211, 11703164213, 11703164214, 11703164230, 11703164231, 11703164702, 11703164703, 11703164707, 11703164709, 11703164710, 11703164711, 11703164718, 11703164720, 11703164724 SA1, data.

- NSW Bureau of Crime Statistics and Research, Sydney LGA and NSW hotspot maps and crime rates.
- Census of Population and Housing and DPHI (2022)
- Profile id. Alexandria – Beaconsfield, Redfern, Waterloo - Zetland community profile
- SGS Rental Affordability Index (2024)

Policy documents

State

- Greater Sydney Commission, Greater Sydney Region Plan (2018)
- Greater Sydney Commission, Our Greater Sydney 2056: Eastern City District Plan (2018)
- Government Architect of NSW, Connecting with Country Framework (2023)
- Government Architect of NSW, Better Placed (2017)
- Infrastructure NSW, Staying Ahead: State Infrastructure Strategy 2022-2042 (2022)
- NSW Department of Planning, Industry and Environment: Housing 2041 (2021)
- NSW Government (Review Panel), Sydney Metro Independent Review (2023)
- Transport For NSW, Future Transport Strategy (2022)

Local

- City Of Sydney, Community Strategic Plan (2022)
- City of Sydney, A City for All – Towards a Socially Just and Resilient Sydney (2024)
- City of Sydney, Affordable Rental Housing Strategy (2009)
- City of Sydney, Community Safety Action Plan (2020)
- City of Sydney, Economic Development Strategy (2025)
- City of Sydney, Retail Action Plan (2013)
- City of Sydney, Housing for All: Local Housing Strategy (LHS) (2020)
- City of Sydney, City Plan 2036: Local Strategic Planning Statement (LSPS) (2020)
- City of Sydney, OPEN Sydney: Strategy and Action Plan 2013–2030 (2013)

Technical studies prepared for this Proposal

- Bates Smart, Architectural Design report (2025)
- Ptc. Consultants, Transport, Traffic and Parking Impact Assessment (TTPIA) (2025)
- Connley Walker, Crime Prevention Through Environmental Design (CPTED) (2025)

- Stantec, Noise and Vibration Impact Assessment (NVIA) (2025)
- Ethos, Community and Stakeholder Engagement Outcomes Report, (2025)
- Ptc. Consultants, Green Travel Plan (2025)

Other

NSW Department of Planning, Housing and Infrastructure, 2025, Social Impact Assessment Guideline and Technical Supplement.

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

10. DISCLAIMER

This report is dated 23 October 2025 and incorporates information and events up to that date only, and excludes any information arising, or event occurring, after that date, which may affect the validity of Urbis Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions and for the benefit only of Waterloo Collective WL Developer Pty Ltd (**Instructing Party**) for the purpose of **Social Impact Assessment (Purpose)** and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

In preparing this report, Urbis was required to make judgments which may be affected by unforeseen future events, the likelihood and effects of which are not capable of precise assessment.

All surveys, forecasts, projections and recommendations contained in or associated with this report are made in good faith and based on information supplied to Urbis at the date of this report, and upon which Urbis relied. Achievement of the projections and budgets set out in this report will depend, among other things, on the actions of others over which Urbis has no control.

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

APPENDIX A SIA SURVEY



Waterloo Over Station Development Social Impact Survey

The SIA process is being guided by the NSW Department of Planning and Environment's Social Impact Assessment Guideline (2023). The SIA will be available for public viewing during the SSDA exhibition period, during which it will be open to receive public submissions via the NSW Major Projects website: <https://www.planningportal.nsw.gov.au/major-projects>.

About this survey

This survey aims to gather insights from key stakeholders (such as residents, visitors and workers) about how this proposal may impact them and the local area. Survey responses will inform the SIA, including identifying positive and negative impacts and potential mitigation or enhancement measures that could be implemented during the design, construction and/or operation of the proposed development.

This survey is structured in three parts:

- **Part One** seeks your input on the characteristics of the local area and surrounding communities.
- **Part Two** seeks your input on the infrastructure needs of the local community.
- **Part Three** seeks your feedback on how the proposal may impact you and the local area, both positively and negatively. It will also ask for your feedback on how positive social impacts can be enhanced and negative social impacts can be avoided or reduced.

The survey should take approximately 10 minutes to complete, and all responses will be kept anonymous (that is, no private information will be asked or collected).

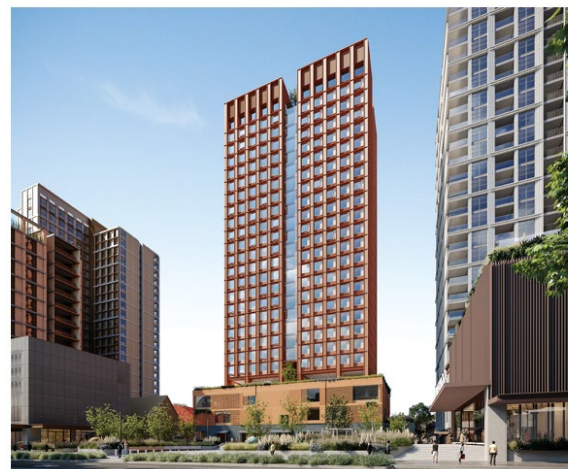


Image: Waterloo Collective Precinct

What is a Social Impact Assessment (SIA)?

A SIA is an objective independent study undertaken to identify and analyse potential positive and negative social impacts associated with a proposed development. Social impacts can be understood as the consequences that people (individuals, households, groups, communities and organisations) experience when a new project brings change. A SIA considers social impacts in relation to: Way of Life; Community; Accessibility; Culture; Health and Wellbeing; Surroundings; Livelihoods; and Decision-making Systems.

Urbis has been engaged to conduct a Social Impact Assessment to support the amendment of the Concept State Significant Development Application (SSDA) to convert the commercial envelopes to residential (this involves changes to the use, but also to the tower envelopes).

About the Proposal

The Waterloo Development team, comprised of Mirvac and John Holland, is continuing to plan for the delivery of the Waterloo Metro Quarter – a mixed-use development which will deliver diverse housing, retail, commercial spaces, community facilities and new public open spaces above and next to the new Waterloo Metro Station.

Over the past several years, planning applications have been progressed for the site, and significant works have already been undertaken, including the delivery of the new Waterloo Metro Station which opened in August 2024.

Since the start of the planning process, the Waterloo and broader development environments have continued to evolve, including significant infrastructure development and increased need for diverse and minimum 5% affordable housing.

The Waterloo Development team has commenced planning for a new scheme for the Waterloo Over Station Development for the North and Central precincts (which were previously approved).

The proposal seeks to:

- Replace the commercial office building envelope with a revised envelope for two residential apartment towers above a non-residential podium including commercial and retail. The residential towers will include market housing and 5% affordable housing. Communal facilities

atop the existing adjacent station box are proposed to support the residential towers within the Northern Precinct.

- Changing the approved building envelope and concept land use for the Central Precinct by replacing the residential apartment tower (contained market and affordable housing) with a co-living housing, still above a non-residential podium, including community facilities and childcare.
- Modify relevant conditions of Concept DA approval, arising from the amended Concept DA.
- No change to the maximum permitted gross floor area (GFA) across the entire Site, as the floorspace will be redistributed into the revised building envelopes.

Due to these changes, the following applications are currently being prepared:

- An Amending Concept Development Application (DA) for Site
- A modification of the existing basement SSDA
- Two new detailed State Significant Development Applications (SSDAs) for the Northern and Central Precincts.

Part One: About the local area

1. Which of the following *best* describes you? *Please select all that apply.*

- ☐ Resident living within 500m of the site
- ☐ Resident of Waterloo suburb
- ☐ Resident of Alexandria or Redfern suburbs
- ☐ Resident of the City of Sydney
- ☐ Worker or business owner in Waterloo, Alexandria and/or Redfern suburb
- ☐ Worker or business owner in the City of Sydney
- ☐ Student attending university in the City of Sydney
- ☐ Community service provider representative
- ☐ Regular visitor to the area
- ☐ Other

2. In a few words, what do you love most about your connection to the Waterloo community and the local area?

3. In a few words, what do you feel are the most significant challenges for the area?

Part Two: Community needs

4. Does housing in the Waterloo and surrounding areas meet the community's current housing needs?

- ☐ Yes
- ☐ Mostly
- ☐ Somewhat
- ☐ No
- ☐ Unsure

5. Noting the significant levels of redevelopment planned within Waterloo and surrounding suburbs, what types of housing do you believe are most needed to support both the current and future population? *Please select all that apply.*

- ☐ Affordable rental housing
- ☐ Social housing
- ☐ Student housing
- ☐ Co-living housing
- ☐ Market rental housing
- ☐ Market housing for purchase

6. In a few words, what community services are most needed within Waterloo and surrounding suburbs (e.g. childcare, community facilities, etc.)?

7. In a few words, what are the demands and needs for open space within Waterloo and surrounding suburbs (e.g. parks, play spaces, outdoor areas, etc.)?

Part Three: Potential social impacts

The following questions relate to understanding how, from your perspective, the proposal may impact you and the local area. Your feedback will inform the assessment of potential negative social and economic impacts and the definition of management measures and opportunities to maximise positive impacts.

Social impacts can include positive and negative impacts on you, your family or other community members. These can include short- and long-term impacts during construction and/or during the operational phase of the proposal.

Positive or negative impacts may be in relation to (but not limited to):

- *Your ability to have a say in decisions that affect your life*
- *Project workforce accommodation and management*
- *Local housing*
- *Employment, training and development opportunities*

11. Please describe any **positive** impacts that the proposal will create once operational.

12. How can these positive impacts be further **enhanced** (maximised)?

13. Please describe any **negative** impacts that the proposal will create once operational.

14. How could these negative impacts be **avoided or reduced** (mitigated)?

15. On a scale of 1 to 10, please indicate the extent to which you will be impacted by construction works associated with the proposal.

16. Please describe how construction works may impact you.

- *Local business and industry procurement*
- *How you access community services and facilities*
- *Your access, use and impact on the natural and built environment*
- *Your physical or mental health*
- *Your community's well-being, including how your community looks and functions*
- *Your day-to-day activities*

8. How do you feel the proposal will impact the community once operational?

- ☐ Positively
- ☐ Negatively
- ☐ Both positively and negatively
- ☐ Neither positively nor negatively
- ☐ Unsure

9. Please describe why you feel the proposal will impact the community as you answered in Question 8.

10. What specific groups or members of the community would be particularly impacted (positively or negatively) by the proposal?

APPENDIX B CHILD CARE AUDIT

Childcare Facilities	Approved Places	No. of Vacancies	Ages	Type	Services
Little Lion Waterloo 22 Archibald Avenue, Waterloo NSW	39	Vacancies for all age levels, across all weekdays	6 weeks – 6 years	Private long day care	Inclusions unknown
The Green Elephant Waterloo 15 Allen St, Waterloo NSW	60	Vacancies on Monday	0-5 years	Private long day care	<p>Langue services, indoor play space, outdoor play space, including:</p> <p>Trees and plants Edible gardens Sandpits Play areas Quiet spaces Slides Natural timber cubby houses</p>
SDN Redfern - Children's Education & Care Centre 141-145 Pitt St, Redfern NSW	64	No casual vacancies, but permanent vacancies for all age levels	6 weeks - 5 years	Non- for- profit long day care	Indoor and outdoor play space
Redfern Occasional Child Care 55 Pitt St, Redfern NSW 2016	36		6 weeks - 6 years	Council run day care	
Only about Children 219-241 Cleveland Street, Redfern NSW	Unknown	Vacancies across all age levels	6 weeks - 5 years	Private long day care	<p>In-house allied health specialists Indoor play area Outdoor play spaces with sandpit, bike track, and vegetable garden</p>
Poet's Corner Kindergarten 55 Morehead Street, Redfern NSW	29	Vacancies across most days	3 years – 5 years	Private kindergarten	Inclusions unknown
Wunanbiri Preschool Incorporated Centre Level 1, 7-11 Park Rd Alexandria NSW	Unknown	Unknown	0 – 6 years	Non- for – profit run day care	Community based preschool which caters to indigenous and low-income families.

Childcare Facilities	Approved Places	No. of Vacancies	Ages	Type	Services
Jane's Place Alexandria Unit 3B, Level 1, 61/67 O'Riordan St, Alexandria NSW 2015	71	No vacancies	6 weeks – 5 years	Private long day care	Four indoor education rooms, fit out with extensive play areas Extensive outdoor play area fit out with grassed areas, sand pits and herb/vegetable garden.
Alexandria Early Education Building 2/140 Bourke Rd, Alexandria NSW	90	Vacancies at all age levels	6 weeks – 5 years	Private long day care	Three separate outdoor playground areas.
Kinda-Mindi Early Learning Centre Level 1/100 Collins St, Alexandria NSW	78	Vacancies across all age levels	6 weeks – 6 years	Private long day care	Meals provided on site All weather outdoor play space in addition to indoor education rooms.
Huntley Street Early Learning Centre 4H Huntley St, Alexandria NSW 2015	80	Vacancies across all age levels	6 weeks - 5 years	Council run long day care	Indoor and outdoor play spaces. Indigenous education programs
Froebel Alexandria Early Learning Centre and Preschool Suite 7105/177-219 Mitchell Rd, Alexandria NSW 2015	44	Vacancies on all days except Thursdays	6 months - 5 years	Private long day care	German immersion program Indoor learning spaces Outdoor learning spaces including, mud kitchen, fire pit and learning garden
Story House Early Learning Alexandria 4B Huntley St, Alexandria NSW 2015	90	Limited vacancies across all age levels	6 weeks – 6 years	Private long day care	Two extensive outdoor play spaces with forts, sandpits and art stations Meals provided on site Multiple indoor age-appropriate education spaces
KU Sunbeam Preschool 8 Lyne St, Alexandria NSW 2015	37	Limited vacancies	3 years – 5 years	Private long day care	Exceeding NQS

Childcare Facilities	Approved Places	No. of Vacancies	Ages	Type	Services
Mini Masterminds Erskineville Park Sydney Village 149 Mitchell Road Erskineville, NSW	83	Vacancies across all age levels	6 weeks – 6 years	Private long day care	Extensive outdoor play area
Gowrie NSW 1 Elliott Ave, Erskineville NSW 2043	98	Vacancies across all age levels	6 weeks – 6 years	Non – for – profit long day care	Natural outdoor spaces
SDN Erskineville - Children's Education and Care Centre 88 Swanson St, Erskineville NSW 2043	70	Vacancies across all age levels	0 weeks – 5 years	Non – for – profit long day care	Inclusions unknown

