

40 Memorial Avenue Bella Vista

Social impact assessment



Prepared for
Landen Dev No.8 Pty Ltd
August 2025

HiIPDA
CONSULTING

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CONTENTS

1.0	Introduction	6
1.1	SIA requirement	6
1.2	Method	6
1.3	The site.....	7
1.4	Site context	7
1.5	The proposal	10
2.0	Social locality.....	13
2.1	Study areas.....	13
2.2	Social baseline.....	14
2.3	Social infrastructure.....	19
2.4	Nearby developments.....	23
2.5	Key findings.....	25
3.0	Stakeholder engagement.....	27
3.1	Method	27
3.2	Outcomes.....	27
3.3	Future engagement	29
4.0	Social infrastructure needs	31
4.1	On-site population	31
4.2	Estimated need	31
5.0	Social impact assessment.....	35
5.1	Way of life	35
5.2	Community	37
5.3	Access.....	39
5.4	Culture	41
5.5	Health and wellbeing	42
5.6	Surroundings.....	44
5.7	Livelihoods	46
5.8	Decision-making systems.....	46
5.9	Evaluation of impacts.....	48
5.10	Cumulative impacts	59
6.0	Enhancement, mitigation, and residual impacts	62
7.0	Conclusion.....	65
	Appendix A: Method	67
	Appendix B: Author declaration	71
	Appendix C: SIA review questions	72

Tables

Table 1: Extract from the SEARs for SSD-80102979	6
Table 2: Community profile for the social locality	14
Table 3: Trends and rates (per 100,000 persons) for select crimes, October 2022 to September 2024.....	19
Table 4: Open space and recreation infrastructure near the site	21
Table 5: Education and childcare infrastructure near the site	22
Table 6: Healthcare infrastructure near the site	23
Table 7: Local community feedback by theme.....	27
Table 8: Government authorities, service providers and other stakeholder feedback by theme.....	28
Table 9: Projected on-site population post-development	31
Table 10: Projected population by service age group	31
Table 11: Application of open space and recreation benchmarks to the proposal.....	32
Table 12: Application of other social infrastructure benchmarks to the proposal.....	32
Table 13: Evaluation of construction impacts	49
Table 14: Evaluation of operational impacts.....	55
Table 15: Cumulative social impact evaluation, mitigations and enhancements	59
Table 16: Types of social impacts.....	68
Table 17: Likelihood of impact	69
Table 18: Dimensions of social impacts	69
Table 19: Magnitude of impact.....	69
Table 20: Social impact significance matrix.....	69
Table 21: SIA review questions and relevant report section.....	72

Figures

Figure 1: The site.....	7
Figure 2: The site surrounds.....	8
Figure 3: Bella Vista and Kellyville TOD Accelerated Precinct, site indicated in red.....	9
Figure 4: Site plan.....	10
Figure 5: Primary study area (Kellyville – West SA2). Inset: location of primary within secondary study area (The Hills LGA)	13
Figure 6: Distribution of SA1s in Kellyville – West SA2 on the IRSD, by decile (nationally ranked).....	15
Figure 7: Distribution of SA1s by IRSD in Kellyville – West SA2 and surrounds.....	16
Figure 8: Distribution of SA1s within Kellyville – West SA2 on the IRSAD, by decile (nationally ranked)	16
Figure 9: Distribution of SA1s by IRSAD in Kellyville – West SA2 and surrounds	17
Figure 10: Crime hotspots surrounding the site.....	18
Figure 11: Open space and recreation infrastructure near the site	20
Figure 12: Education and childcare infrastructure near the site	22
Figure 13: Healthcare infrastructure near the site.....	23
Figure 14: Nearby SSDAs (site in dark grey)	24
Figure 15: SIA process	67
Figure 16: Types of social impact	67

INTRODUCTION

1.0 INTRODUCTION

HillPDA has been engaged by Landen Dev No.8 Pty Ltd (the proponent) to prepare a social impact assessment (SIA) of a residential flat building development (the proposal) in The Hills local government area (LGA). The proposal is the subject of a state significant development application (SSDA) (SSD-80102979).

This assessment includes an analysis of the existing social environment. It aims to consider potential positive, negative and cumulative social impacts associated with the proposal, and to identify or suggest mitigation and enhancement measures to minimise negative impacts and maximise social benefits to the community.

1.1 SIA requirement

The NSW Department of Planning, Housing and Infrastructure (DPHI) issued Secretary’s Environmental Assessment Requirements (SEARs) for the proposal on 20 February 2025. These include the requirement that an Environmental Impact Statement consider the proposal’s social impacts, as outlined in Table 1.

Table 1: Extract from the SEARs for SSD-80102979

Issue	Assessment requirements	How it is addressed
18. Social impact	The EIS must consider social impacts and, should any significant social impacts be identified, a Social Impact Assessment must be prepared in accordance with the <i>Social Impact Assessment Guideline for State Significant Projects</i> .	This SIA has been prepared to align with the SIA Guideline. It provides a social baseline and utilises a framework to evaluate and respond to social impacts.

As significant social impacts have been identified, this SIA has been prepared in accordance with the DPHI *Social Impact Assessment Guideline for State Significant Projects* (the *SIA Guideline*).

1.2 Method

In order to accord with the SIA Guideline, this SIA follows the fundamental method of social impact assessment, consisting of 3 main phases:

- Establish the social baseline and scope for issues
- Identify and assess potential impacts
- Social impact mitigation/management.

These phases allow the SIA to analyse the likely scale of impacts from the proposal, while outlining ways in which impacts could be managed to achieve a positive effect on the community. The full method for this SIA is outlined in Appendix A.

1.3 The site

The proposal applies to land at 40 Memorial Avenue, Bella Vista, a combination of Lots 1/DP1237055 and 1/DP1298513. The site is illustrated in Figure 1.

Figure 1: The site



Imagery: Google

At present, the site contains a dwelling house and related improvements, vegetation and a creek. It is bordered to the north by Memorial Avenue, to the east and south by undeveloped lots, and to the west by a driveway that links between Memorial Avenue and Balmoral Road. It is zoned R1 General Residential under The Hills Local Environmental Plan 2019 (LEP).

1.4 Site context

The site is located on Dharug land near the south-western edge of The Hills LGA. Its location is approximately 30 kilometres north-west of the Sydney CBD. It is located on Memorial Avenue, linking it to Old Windsor Road, a route that connects between Windsor, Parramatta and beyond.

The site is located in a north-south corridor adjacent to Sydney Metro Northwest, comprising generally vacant lots with some infrastructure land uses between northern Kellyville and a commercial area south of Bella Vista Metro Station. The site's surrounds are illustrated in Figure 2.

Figure 2: The site surrounds



Imagery: Google

Directly adjacent to the site's south and west is the Bella Vista Station Precinct, a planned transport-oriented development (TOD) area that is the subject of an approved SSDA, as outlined in section 2.4. In the future, this precinct is expected to deliver an open space and medium-to-high-density development to the site's south and west respectively.

1.4.1 Strategic and land use context

Land surrounding the site is covered by a variety of zones, including R4 High Density Residential, R3 Medium Density Residential, R2 Low Density Residential, SP2 Infrastructure, RE1 Public Recreation, E1 Local Centre and SP4 Enterprise. As such, it is surrounded by varied land uses. These include relatively new housing stock to the east, including 1-2-storey detached dwellings, townhouses, medium-density apartments and Gracewood Retirement Village, with adjacent facilities and social infrastructure. North of the site (opposite Memorial Avenue) is P&M Galea Plant Hire; an industrial business; and Iglesia Ni Cristo, a church.

There are scattered light industrial uses near the site, including on the opposite side of Memorial Avenue, and directly west of the site, which (as of March 2025) is being remediated as a former works site for the Kellyville Memorial Avenue upgrade. Land west of the site (beyond Old Windsor Road) comprises older development; mainly detached residential dwellings, with some social infrastructure and highway service land uses.

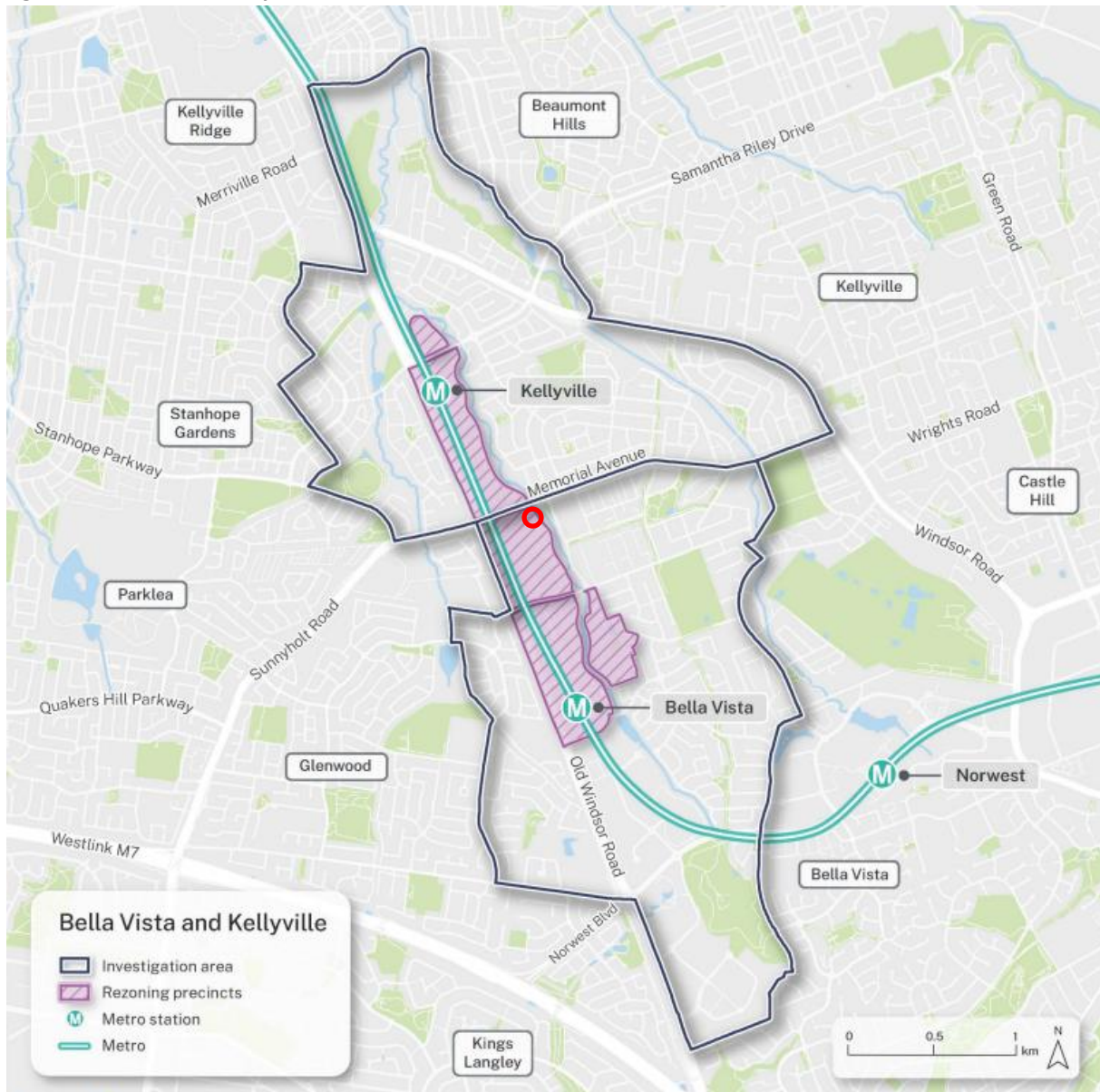
The site was formerly located in Kellyville, with suburb boundaries having since changed following strategic planning for Kellyville, Bella Vista and Norwest. This strategic planning has been undertaken in relation to the Sydney Metro Northwest, which runs within 200 metres of the site. Most notably, the site is located in the Bella Vista and Kellyville Transport Oriented Development (TOD) Accelerated Precinct, which was subject to a state-led rezoning in 2024. The rezoning involved the following changes to the site under The Hills LEP:

- Changed Height of Buildings controls
- Changed Floor Space Ratio controls
- Introduction of Affordable Housing Maps and related requirements

- Introduction of Transport Oriented Development Precincts Design Guide provisions.

These changes, among others, seek for Bella Vista to “become The Hills’ premier living and business district, fulfilling its role as a place of innovation within the Norwest strategic centre”.¹ The Bella Vista and Kellyville TOD Accelerated Precinct is illustrated in Figure 3.

Figure 3: Bella Vista and Kellyville TOD Accelerated Precinct, site indicated in red



Source: DPHI, Nov 2024

1.4.2 Access

The site is located at Memorial Avenue, a road with bus bays and adjacent shared paths/cycleways. Memorial Avenue was recently upgraded from a 2-lane to a 4-lane road, with a median that can enable widening to 6 lanes in the future. Post-development, access to the site would be via Free Settlers Drive, a 2-lane road situated perpendicular to Memorial Avenue.

The site is within 100 metres of the ‘Burns’ stop on the North-West T-Way, a separated bus route that connects to Rouse Hill in the north, Blacktown in the south and Parramatta in the south-east, on approximately half-hourly

¹ DPHI, Nov 2024

schedules at peak times. There is an adjacent commuter carpark near the site. Approximately 50 metres east of the site is a bus stop serviced by Bus Route 651 – Epping to Rouse Hill Station, which is also serviced half-hourly at peak times.

The site is also located within a kilometre of the Bella Vista and Kellyville Metro Stations, although via current pedestrian networks these are both an approximate half-hour walk, according to Google Maps metrics.

Overall, the site is considered highly accessible due to the proximity of major road, bus and metro routes.

1.5 The proposal

The proposal refers to the staged construction of a 444-unit residential development across 4 residential towers including apartment and townhouse components, ranging between 9 and 15 storeys in height. Development would also involve the following components:

- Demolition of existing structures and improvements
- Vegetation removal
- De-watering and filling of on-site dam
- Subdivision and site consolidation.

The site plan is illustrated in Figure 4.

Figure 4: Site plan



Source: Turner Architects

Buildings B, C and D would be 15 storeys in height, with building A being 9 storeys in height. Underneath buildings and landscaping would be 2.5 levels of basement parking, with 504 car parking and 201 bicycle parking spaces. The equivalent of 7 per cent of gross floor area would be contributed to affordable housing. Development would also provide road infrastructure, open space and a public through-link.

1.5.1 Staging

Development is proposed to occur in 2 stages:

- Stage 1: Construction of buildings A and B and surrounding landscaping
- Stage 2: Construction of buildings C and D and surrounding landscaping.

It is assumed that both stages will be carried out, with stage 1 preceding stage 2. As noted in the Traffic & Parking Assessment (TPA) prepared by Transport and Traffic Planning Associates, dated July 2025, construction is expected to take 63 months in aggregate, comprising 1.5, 6, and 24 months respectively for demolition, excavation and construction/fit-out in each stage.

For the purposes of this SIA, construction and operation impacts combine both stages. However, staging influences how impacts are experienced (for example, splitting construction across 2 stages usually reduces the intensity of construction-related impacts, although leading to a more protracted construction period). The SIA considers these factors where relevant.

1.5.2 Related applications

The site has been subject to a recent local-level development application (DA) for a smaller-scale residential flat building development, containing 224 units (DA/308/2024/JP). The DA was approved with deferred commencement, pending the resolution of a since-approved DA (DA/563/2024/ZB), that provides for access between the site and Free Settlers Drive via a bridge and new road.

Since plans were lodged for DA/308/2024/JP, FSR, building height and affordable housing provisions have been increased as part of the Bella Vista and Kellyville TOD Accelerated Precinct. As such, while there is already an approved DA on-site, this proposal seeks consent for developing a greater quantity of housing through the SSDA pathway.

SOCIAL LOCALITY

2.0 SOCIAL LOCALITY

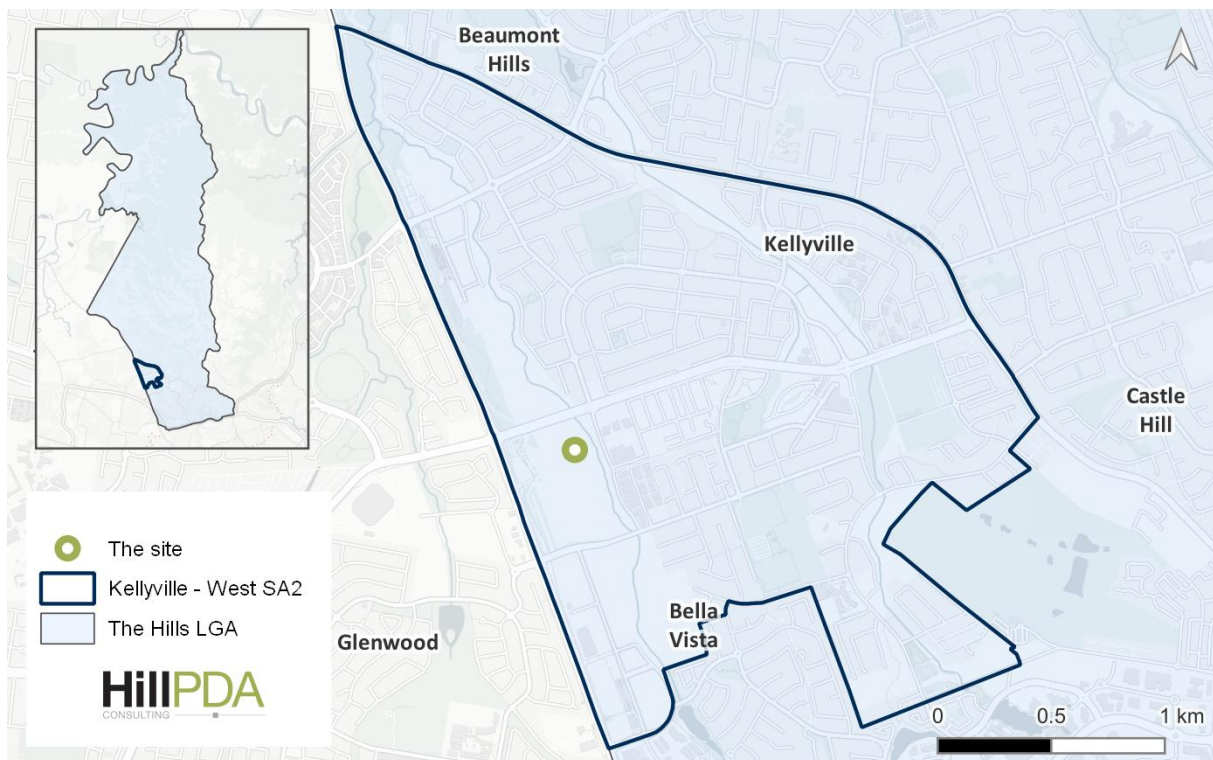
2.1 Study areas

DPHI’s *SIA Guideline* requires that a social locality be established when undertaking social impact assessment. This chapter identifies and describes the social locality.

The term ‘social locality’ is used to define the area surrounding a project, proportional to both the nature of the project and its potential social impacts. Once established, a social locality can be utilised to assess and consider the existing social environment and to anticipate how it may be impacted by changes arising from a project.

Considering the scale of the project and its surrounding communities, the Kellyville – West Statistical Area Level 2 (SA2) has been selected as a primary study area, with The Hills LGA as a wider study area. Together, these areas comprise the social locality. Figure 5 illustrates these areas in relation to the site.

Figure 5: Primary study area (Kellyville – West SA2). Inset: location of primary within secondary study area (The Hills LGA)



Imagery: CARTO

2.2 Social baseline

2.2.1 Community profile

The table below presents a summary of the salient community characteristics of the social locality and relevant comparators (the Hills LGA and Greater Sydney Capital City Statistical Area [GCCSA]).

Table 2: Community profile for the social locality

<p>Population and housing</p>	<ul style="list-style-type: none"> At the 2021 Census, there were 11,375 residents in Kellyville – West SA2. This population is forecasted to grow by 2.75x between 2021 and 2041. Residents of Kellyville – West SA2 lived in 3,839 private dwellings with an average household size of 3.1 people, larger than the Greater Sydney average of 2.7, and equal to that of the LGA.
<p>Age profile</p>	<ul style="list-style-type: none"> At the 2021 Census, the median age of Kellyville – West SA2 was 37, equal to that of Greater Sydney, but slightly lower than the LGA median (38).
<p>Indigenous status</p>	<ul style="list-style-type: none"> At the 2021 Census, 30 people in Kellyville – West (or 0.3% of residents) identified as Aboriginal and/or Torres Strait Islander, a significantly lower proportion than the LGA (0.6%) and Greater Sydney especially (1.7%).
<p>Language spoken at home</p>	<ul style="list-style-type: none"> At the 2021 Census, 56% of Kellyville – West SA2 residents spoke a language other than English at home, a significantly higher proportion than both the LGA (44%) and Greater Sydney (42%). Of non-English languages spoken at home in Kellyville – West SA2, the most common were Mandarin (8%), Hindi (6%) and Punjabi (4%).
<p>Education</p>	<ul style="list-style-type: none"> In 2021, 45% of Kellyville – West SA2 residents aged 15+ had a Bachelor degree or above, a higher proportion than both the LGA (41%) and Greater Sydney (33%).
<p>Income</p>	<ul style="list-style-type: none"> In 2021, Kellyville – West SA2's median weekly household income was \$2,965, higher than both the LGA and Greater Sydney, at \$2,831 and \$2,077 respectively.
<p>Household structure</p>	<ul style="list-style-type: none"> In 2021, the majority of Kellyville – West SA2's households were family households (84%). While a much higher proportion than Greater Sydney (73%), this was a smaller proportion than across the LGA (86%). Of those family households, the largest proportion (61%) was couple families with children, similarly to both the LGA and Greater Sydney (59% and 48% respectively).
<p>Industries</p>	<ul style="list-style-type: none"> In 2021, the three most common industries in Kellyville – West SA2, The Hills LGA and Greater Sydney were the same, albeit in a different order. Employed residents aged 15+ worked most commonly in computer system design and related services (5%, 4% and 4% respectively), banking (4%, 3% and 3% respectively) and hospitals (except psychiatric hospitals) (4% in each area).
<p>Occupation</p>	<ul style="list-style-type: none"> In 2021, the three most common occupations for employed residents in Kellyville – West SA2, The Hills LGA and Greater Sydney were the same, being professionals (35%, 33% and 29% respectively), managers (20%, 19% and 15% respectively) and clerical and administrative workers (15%, 15% and 14% respectively).
<p>Dwellings</p>	<ul style="list-style-type: none"> In 2021, Kellyville – West SA2 households lived most commonly in separate houses (74%), followed by flats/apartments (18%). This dominance of detached housing over apartments was higher across the LGA overall (81% and 10% respectively), but lower across Greater Sydney (56% and 31% respectively). Semi-detached housing was particularly uncommon in Kellyville – West SA2, at 7%, compared to 9% and 13% in the LGA and Greater Sydney.
<p>Housing tenure</p>	<ul style="list-style-type: none"> In 2021, a far smaller proportion of Kellyville – West SA2 residents owned their homes outright (17%) than the LGA (31%) and Greater Sydney (28%). Rates of mortgage stress* were higher in Kellyville – West SA2 (21%) compared to the LGA (19%) and Greater Sydney (20%). Rates of rental stress* were lower (28%, compared to 30% & 35% respectively).

Source: ABS, QuickStats; DPHI, Common Planning Assumptions. *Mortgage/rental stress refer respectively to mortgage-holding or renting households spending over 30% of household income on housing.

2.2.2 Social advantage and disadvantage

The Socio-Economic Indexes for Areas (SEIFA) are rankings of relative socio-economic status (advantage and disadvantage) for different geographic areas, within each state and nationally. The indexes rank areas against others of the same geographic type (e.g. SAL, LGA or equivalent statistical area) based on specific socio-economic metrics, selected based on the particular SEIFA index.

Each SEIFA index ranks areas based on a weighted sum of selected variables. SEIFA variables are derived from Census data, and cover a range of socio-economic dimensions including housing, income, education, employment and occupation, housing, and others.

The following sections contain analysis of national rankings of Statistical Areas Level 1 (SA1s) near the site on 2 of the 4 SEIFA indexes:

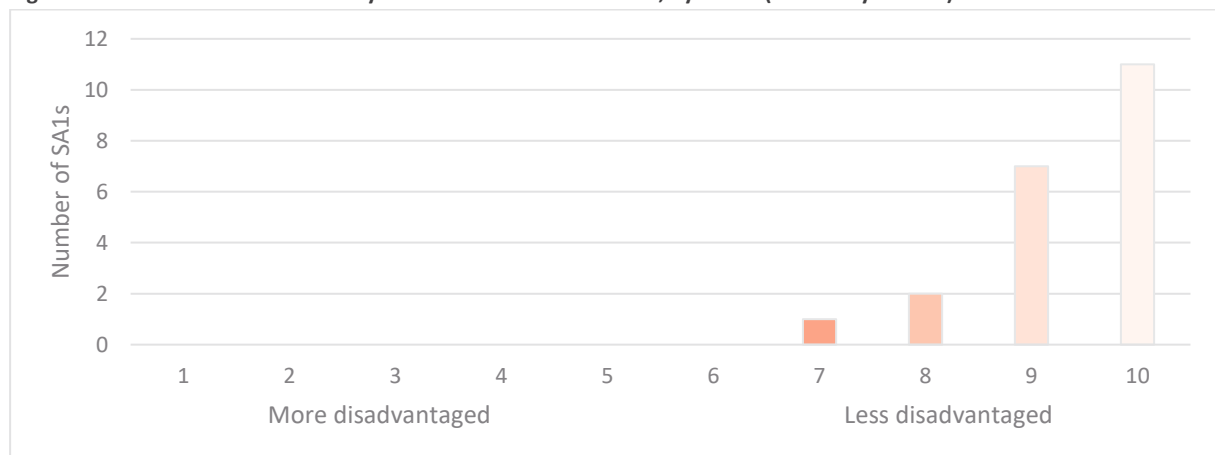
- The Index of Relative Socio-economic Disadvantage (IRSD)
- The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD).

2.2.2.1 Relative disadvantage

The IRSD examines factors such as unemployment, proportion of lower income households, and lower education levels, to compare overall levels of disadvantage between areas.

At the 2021 Census, SA1s in Kellyville – West SA2 exhibited low levels of socio-economic disadvantage, with the majority of SA1s in the 10th decile. Figure 6 illustrates the distribution of these areas.

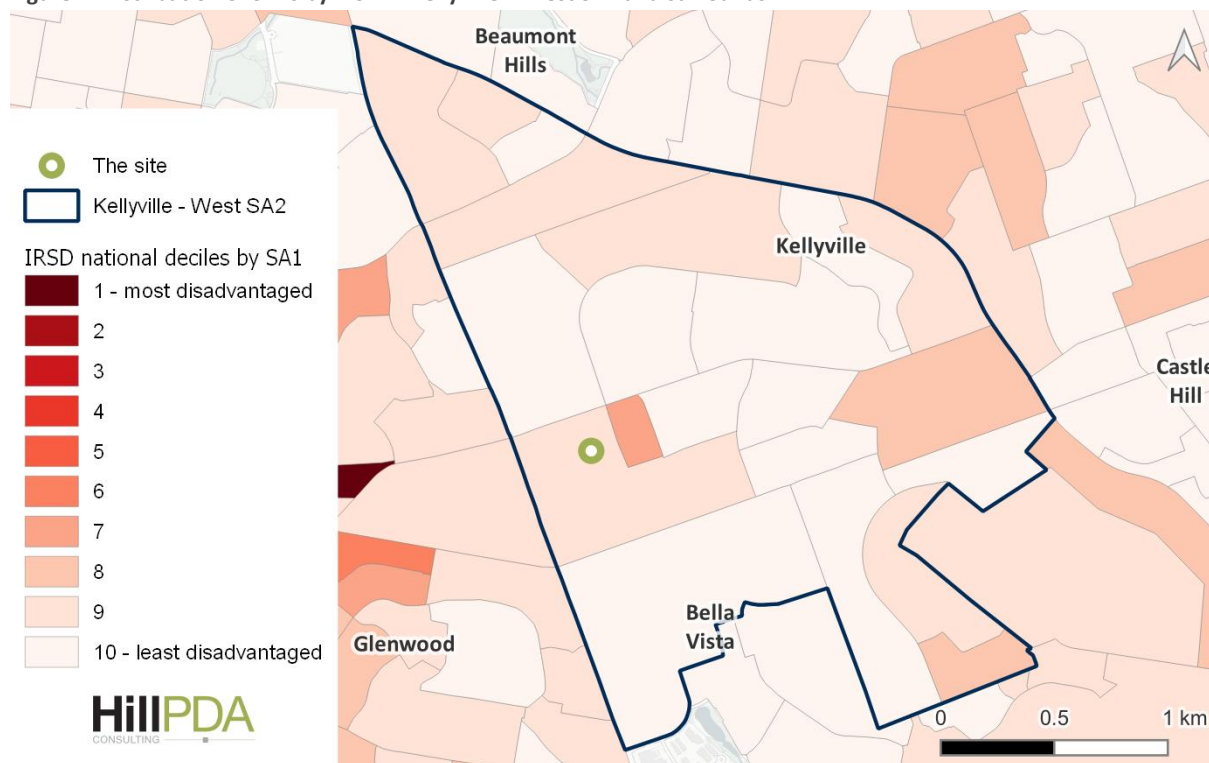
Figure 6: Distribution of SA1s in Kellyville – West SA2 on the IRSD, by decile (nationally ranked)



Source: ABS

Figure 7 demonstrates how SA1s are distributed in the primary study area, according to socio-economic disadvantage. As it shows, the site is in an area of low disadvantage, being the 9th decile. East of the site is Kellyville – West SA2’s only area of higher disadvantage, which the Gracewood Retirement Village likely contributes to (due to the typical lower incomes of retired residents). However, disadvantage is still relatively low, being in the 7th decile.

Figure 7: Distribution of SA1s by IRSD in Kellyville – West SA2 and surrounds



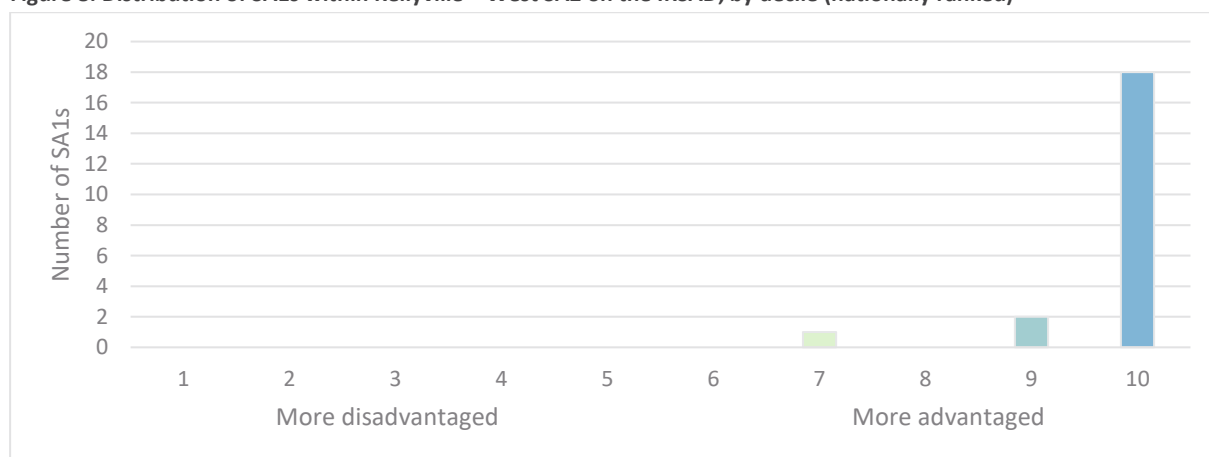
Source: ABS. Imagery: CARTO

2.2.2.2 Relative advantage and disadvantage

The IRSAD examines the socio-economic disadvantage indicators outlined above, as well as factors indicating socio-economic advantage, which include people in professional occupations, high household income, higher education attainment, higher mortgages and rents, and larger dwellings.

The primary study area shows very high advantage and low disadvantage, with the vast majority of SA1s in the most advantaged/least disadvantaged decile. Figure 8 illustrates the distribution of socio-economic advantage and disadvantage in Kellyville – West SA2

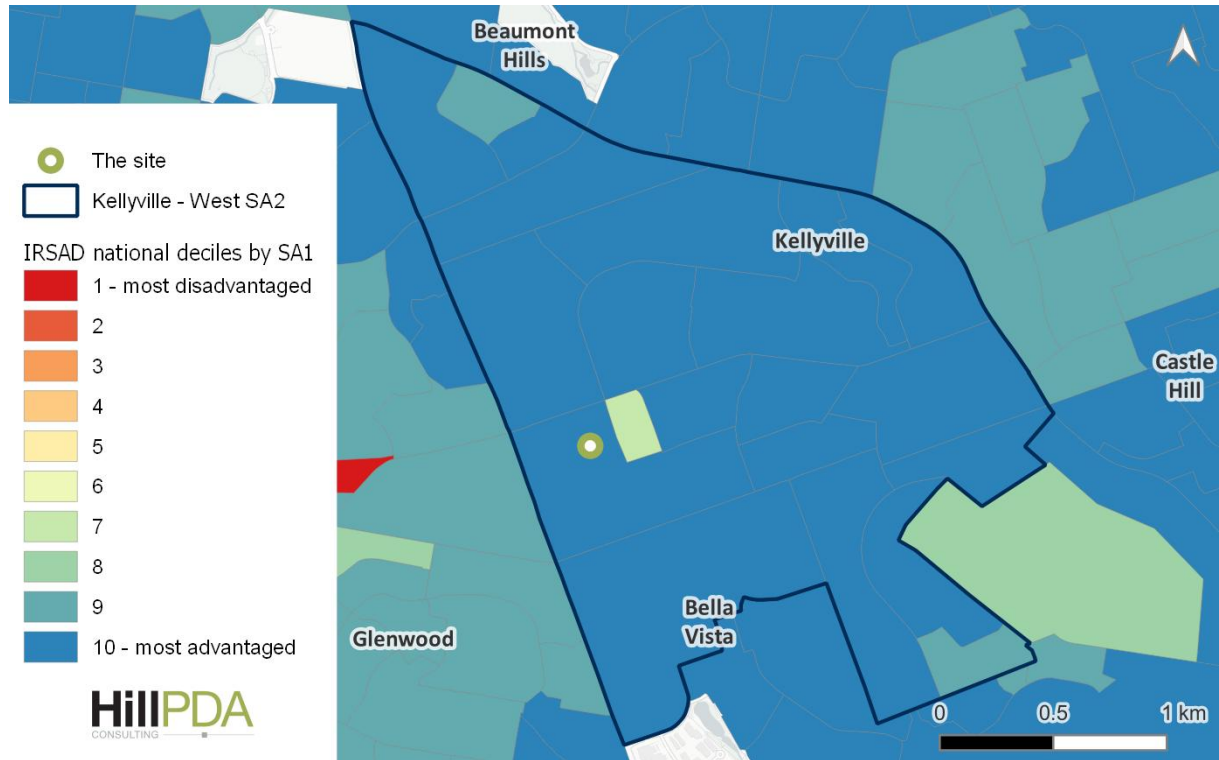
Figure 8: Distribution of SA1s within Kellyville – West SA2 on the IRSAD, by decile (nationally ranked)



Source: Australian Bureau of Statistics (2021). SA1s for which no score is recorded (low population or insufficient data) have been excluded.

Figure 9 illustrates the spatial distribution of SA1s in the primary study area by IRSAD decile. As it shows, the site is in the highest decile for advantage and a lack of disadvantage. The SA1 east of the site, containing Gracewood Retirement Village, exhibits lower advantage/higher disadvantage. However, as with the IRSD, this SA1 is still more advantaged than the national average.

Figure 9: Distribution of SA1s by IRSAD in Kellyville – West SA2 and surrounds



Source: ABS. Imagery: CARTO

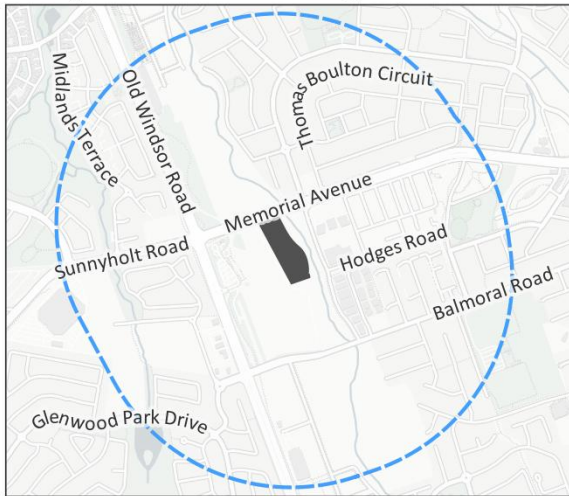
2.2.3 Crime and safety

To aid assessments of the proposal’s potential crime outcomes, data from the NSW Bureau of Crime Statistics and Research (BOCSAR) have been analysed regarding select crimes around the site.

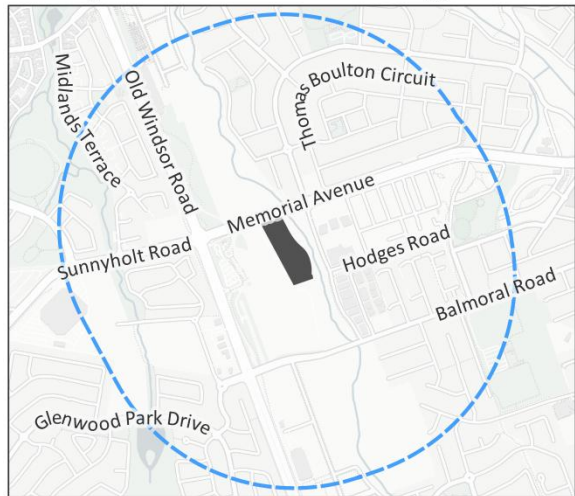
Figure 10 illustrates ‘hotspots’ for select crimes. Hotspots are defined by BOCSAR as areas with low, medium or high densities for crime, regardless of population density.

As the figure shows, the site is in an area with very low incidence of certain crimes. The only nearby hotspots are a low-density hotspot for non-domestic assault; and medium- and low-density hotspots for domestic assault, the latter of which is within 800 metres of the site.

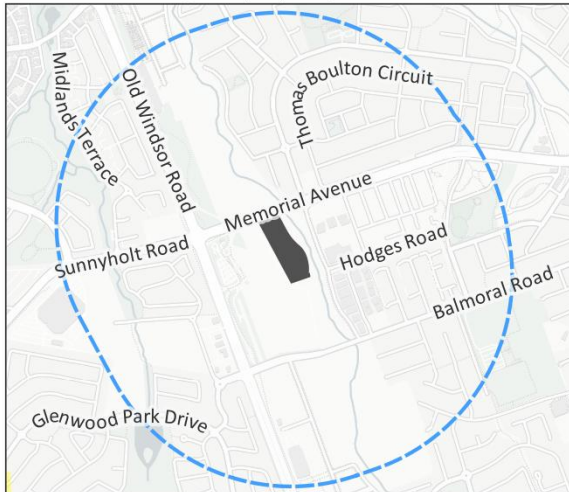
Figure 10: Crime hotspots surrounding the site
Theft (break and enter dwelling)



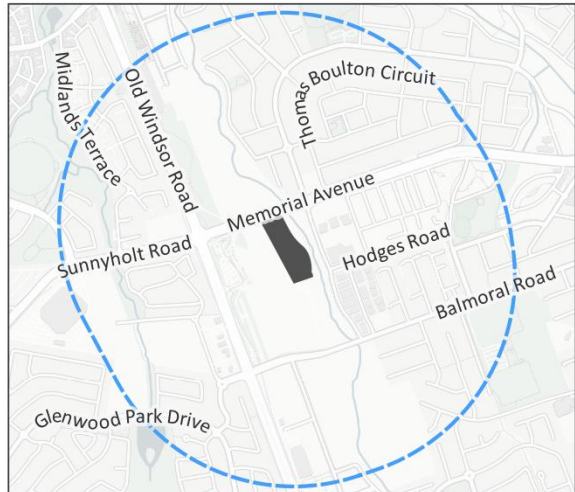
Theft (break and enter non-dwelling)



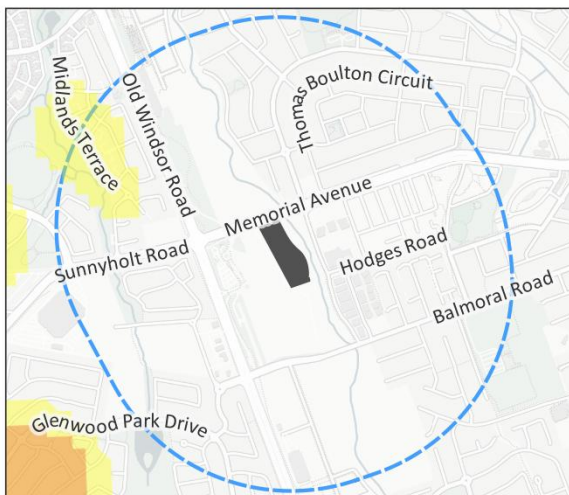
Malicious damage to property



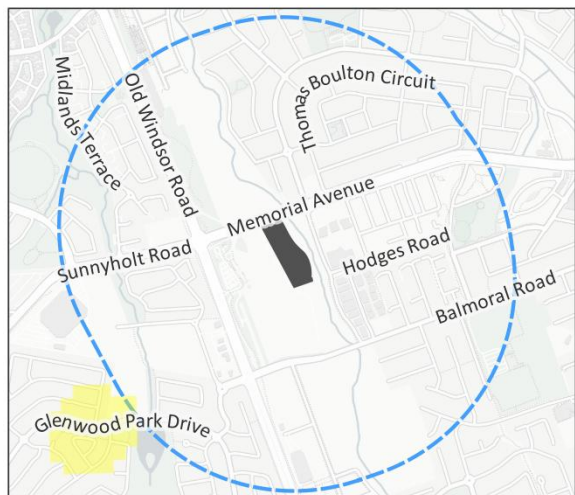
Theft (motor vehicle)



Domestic assault



Non-domestic assault



Source: BOCSAR. Imagery: CARTO

Crime risks for the social locality can be ascertained more precisely by analysing rates and trends, respectively considering population size and change over time.

Table 3 shows incidents of crimes analysed in Figure 10 across both The Hills LGA and NSW.

Table 3: Trends and rates (per 100,000 persons) for select crimes, October 2022 to September 2024

Year to:		September 2024	September 2023		September 2024	
Crime	Area	Trend (2 year)	Count	Rate	Count	Rate
Theft (break and enter dwelling)	The Hills LGA	Stable	225	109.2	189	90.9
	NSW	Stable	19,826	242.8	19,549	239.4
Theft (break and enter non-dwelling)	The Hills LGA	Stable	104	50.6	101	48.6
	NSW	Stable	8,319	101.9	8,309	101.8
Malicious damage to property	The Hills LGA	Stable	490	238.5	484	232.7
	NSW	Stable	49,221	602.8	49,528	606.5
Theft (motor vehicle)	The Hills LGA	Stable	138	67.1	118	56.7
	NSW	Stable	13,912	167.6	14,632	175.4
Domestic assault	The Hills LGA	Stable	325	157.9	298	143.3
	NSW	Stable	35,507	434.8	37,849	463.5
Non-domestic assault	The Hills LGA	Stable	287	139.4	278	133.7
	NSW	Stable	33,862	414.7	34,853	426.8

Source: BOCSAR

As Table 3 shows, rates for all selected crimes are significantly lower in The Hills LGA than across NSW. Over the year to September 2024, rates for each crime were less than half that of the state, with theft (motor vehicle), domestic assault and non-domestic assault having rates of less than a third of the state.

Across both the LGA and NSW, rates for such crimes were stable over the 2 years to September 2024.

The above data, combined with the relative lack of surrounding hotspots, mean that there is a low-risk social baseline for the proposal’s potential crime and safety impacts.

2.3 Social infrastructure

Social infrastructure is important to people as it facilitates community safety, health and wellbeing, allowing individuals to be happy, safe and healthy; learn; and enjoy life. A network of social infrastructure contributes to social identity, inclusion and cohesion, and is invariably used by everyone at some point in their lives – often on a daily basis. Access to high-quality, affordable social services has a direct impact on the social wellbeing of all people in a community.

“Social infrastructure is comprised of the facilities, spaces, services and networks that support the quality of life and wellbeing of our communities.”

– Infrastructure Australia (2019), *Australian Infrastructure Audit 2019*.

An audit of existing social infrastructure in the area surrounding the site has been conducted using GIS software and has drawn from a range of data sources, including:

- NSW DPHI Points of Interest Layer
- Australian Department of Education My School database
- Australian Children’s Education and Care Quality Authority (ACECQA) Building Blocks database
- The National Health Services Database (NHSD).

This report has considered the following types of social infrastructure:

- Open space and recreation – spaces for physical and outdoor recreation (e.g. parks, sports courts)
- Education and childcare – childcare, schools and tertiary facilities

- Healthcare – medical services, general practitioners and hospitals
- Community and culture – libraries and community centres.

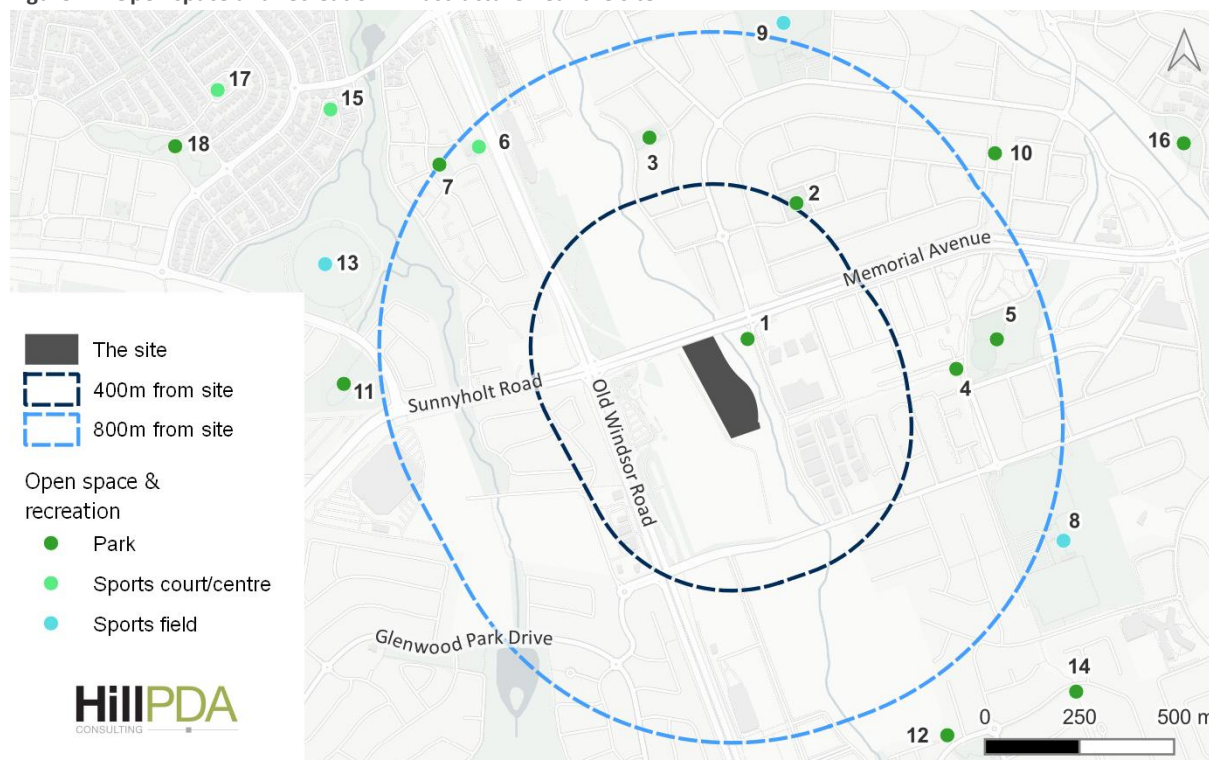
Whilst it is noted that some commercial or retail operations may offer various social benefits or services, these are not considered in this report. Such facilities can provide valuable social functions, but typically operate wholly in the private market, giving them a different role and distribution to social infrastructure.

Social infrastructure has been analysed to show baseline levels of community, cultural and open space in the surrounding area, to which the proposal would contribute change. This analysis also identifies sensitive receivers, as social infrastructure can be impacted by nearby development.

Social infrastructure facilities generally operate at three levels of provision. These are local, district, and regional. The different scales of infrastructure service differently sized catchments. Catchments refer to both geographical areas and the size of the population serviced. For example, a primary school is intended to serve the local population, usually within walking distance. However, a university will cater for a much wider, regional population.

Figure 11 illustrates the site’s current surrounding open space and recreation infrastructure, which is described in Table 4.

Figure 11: Open space and recreation infrastructure near the site



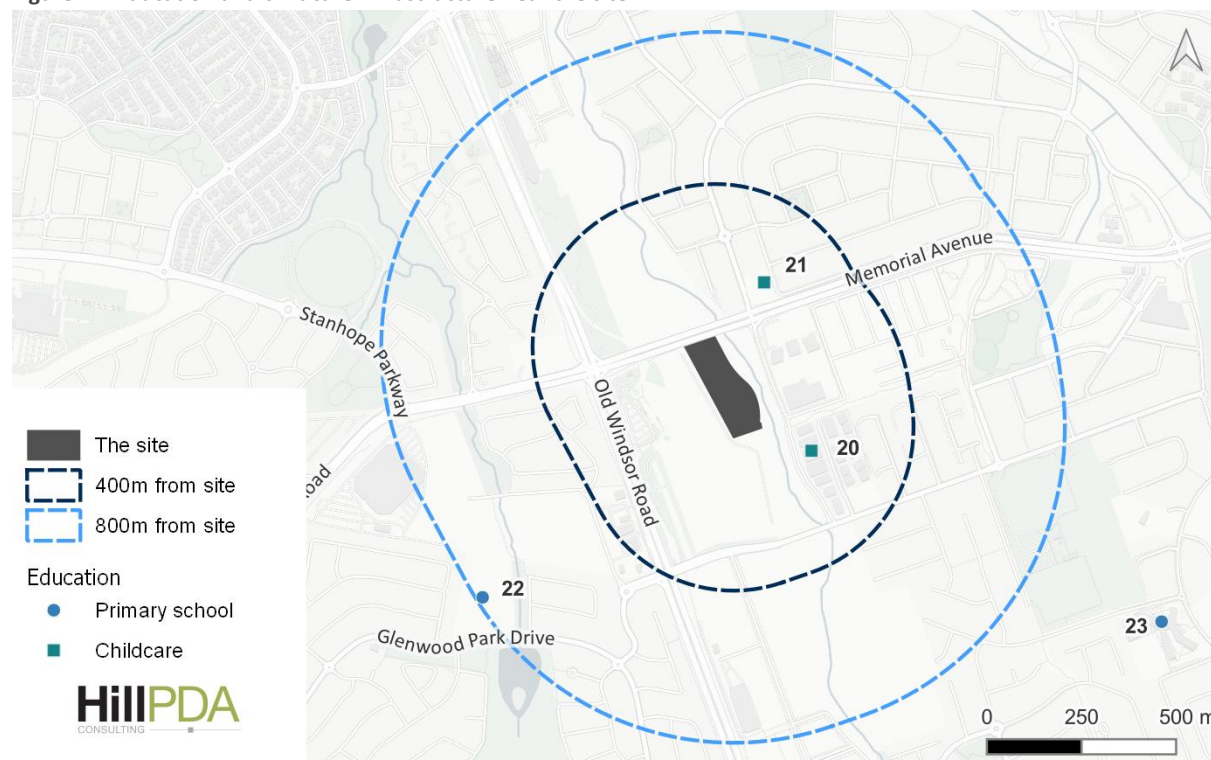
Source: DPHI. Imagery: CARTO

Table 4: Open space and recreation infrastructure near the site

ID	Type	Name	Distance to site	Description
1	Park	Free Settlers Drive Reserve	<400m	0.3ha grassed open space with footpaths
2	Park	Half Penny Avenue Reserve	400-800m	0.4ha park with playground, benches and grassed area
3	Park	Lewis Jones Drive Reserve	400-800m	0.4ha grassed open space with benches and trees
4	Park	Hodges Road Reserve	400-800m	2.5ha T-shaped grassed linear park adjacent to Hodges Road and Pellizzer Boulevarde, with footpaths, benches and trees
5	Park	Rutherford Avenue Reserve	400-800m	4.6ha park with ovals, playground, amenities, paths, vegetated areas and linear sections adjacent to Florence Avenue and Hector Court
6	Sports centre	Club Eastbourne	400-800m	Privately run club with tennis court and small swimming pool
7	Park	Unnamed park	400-800m	0.4ha grassed open space with trees, footpaths, playground and benches
8	Sports field	Balmoral Road Sports Complex Reserve	>800m	13.7ha sports field complex containing 4 fields, 4 tennis courts, 2 ball courts, playground, facilities/amenities, parking and shared open spaces
9	Sports field	Arnold Avenue Reserve	>800m	6.7ha sports field complex containing 2 netball courts, cricket nets, sports field, parking, facilities/amenities and playground
10	Park	Thomas Boulton Circuit Reserve	>800m	0.7ha linear park linking between Memorial and Arnold Avenues
11	Park	Holstein Park	>800m	2ha park with playground, picnic areas, footpaths, trees and grassed spaces
12	Park	Brighton Drive Reserve	>800m	1ha drainage reserve with trees, footpaths and football goalpost
13	Sports field	Stanhope Gardens Reserve	>800m	7.5ha sports field complex containing softball fields, 4 tennis courts, 2 netball courts and facilities
14	Park	Highrange Terrace Reserve	>800m	1.6ha linear park linking between Free Settlers and Edgewater Drives
15	Sports court	Fairholme East Private Community Clubhouse	>800m	Privately run club with tennis court and small swimming pool
16	Park	Gormon Avenue Reserve	>800m	1.1ha grassed space with playground, benches and paths
17	Sports court	Club Fairholme North	>800m	Privately run club with tennis court and small swimming pool
18	Park	Edgewood Park	>800m	2.5ha park with trees, paths, benches, grassed spaces and playground

Figure 12 illustrates the site’s current surrounding education and childcare infrastructure, which is described in Table 5.

Figure 12: Education and childcare infrastructure near the site



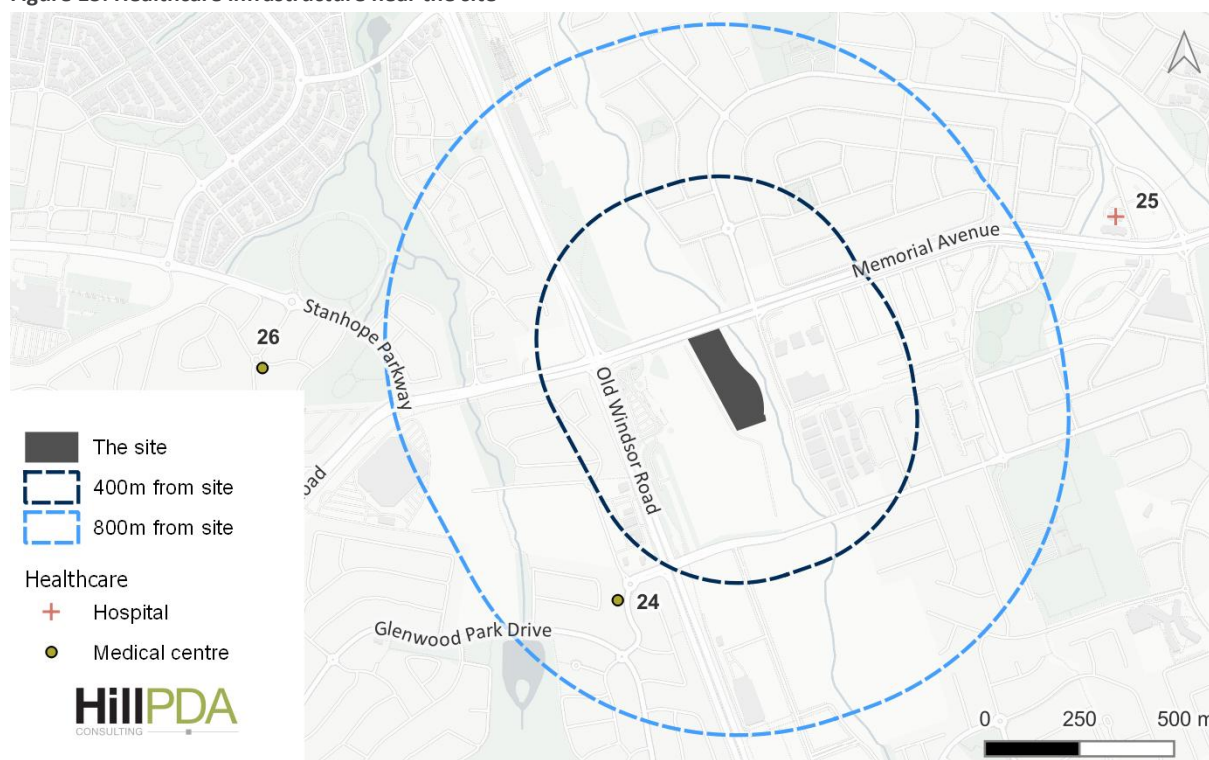
Source: MySchool; ACECQA. Imagery: CARTO

Table 5: Education and childcare infrastructure near the site

ID	Type	Name	Distance to site	Description
20	Childcare	Bella Vista OSHCLUB	<400m	Centre-based care, 200 approved places
21	Childcare	Gracelands Early Education	<400m	Centre-based care, 99 approved places
22	Primary school	Parklea Public School	400-800m	K-6 public school, 658 enrolments
23	Primary school	Bella Vista Public School	>800m	K-6 public school, 832 enrolments

Figure 13 illustrates the site’s current surrounding healthcare infrastructure, which is described in Table 6.

Figure 13: Healthcare infrastructure near the site



Source: MySchool; ACECQA. Imagery: CARTO

Table 6: Healthcare infrastructure near the site

ID	Type	Name	Distance to site	Description
24	Medical centre	Glenwood Medical Centre	400-800m	Bulk-billing medical centre, open mon-sat
25	Hospital	The Hills Clinic Kellyville	>800m	Psychiatric hospital
26	Medical centre	Stanhope Park Medical Centre	>800m	Mixed billing medical centre, open 7 days

No current community and culture infrastructure have been identified in the vicinity of the site.

This analysis highlights the following:

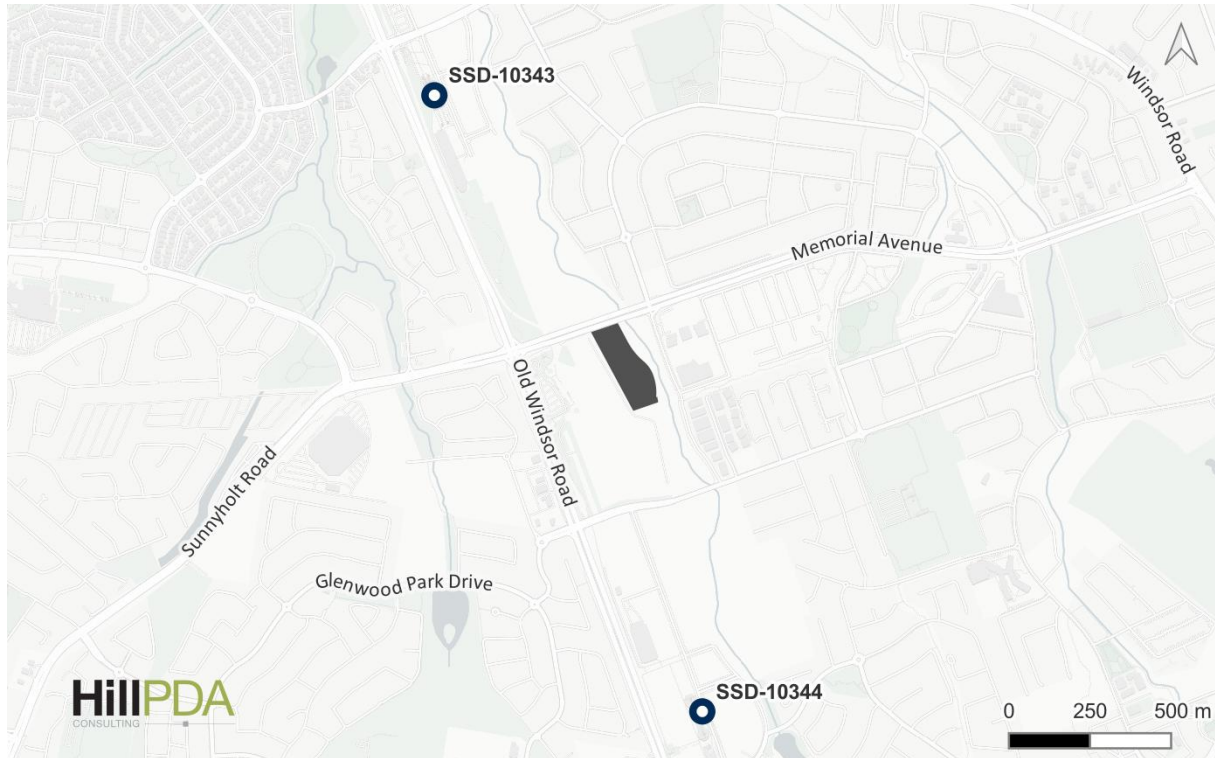
- There is a very high concentration of open space and recreation infrastructure in the area, including linear parks and large-scale sporting/recreation facilities
- Although there are childcare facilities very close to the site, and public primary schools in its vicinity, there is a lack of other facilities including high schools, tertiary facilities and private schools. The nearest high school is just beyond the surveyed area, at Glenwood High School, south-west of the site
- There are several healthcare institutions nearby, the nearest private hospital being Norwest Private Hospital, and the nearest public hospital being Blacktown Hospital
- There is a lack of community and cultural infrastructure in the 800m of the vicinity of the site, with no facilities in the surveyed area.

2.4 Nearby developments

Being located in the Kellyville and Bella Vista TOD Accelerated Precinct, the site is near current and future development in a rapidly growing district of Sydney. Such development will impact the social locality, while also generating social impacts that would accumulate alongside those of the proposal.

A review of DPHI’s online application tracker in early March 2025 has indicated 2 SSDAs from the last 5 years within 1 kilometre of the site, shown below.

Figure 14: Nearby SSDAs (site in dark grey)



Source: DPHI. Imagery: CARTO

These applications are both for mixed-use precincts surrounding metro stations:

- SSD-10343 – concept proposal for a town centre surrounding Kellyville Station, with up to 1,910 dwellings (including 5 per cent affordable housing), retail/commercial uses and open spaces
- SSD-10344 – concept proposal for a town centre surrounding Bella Vista Station, with up to 3,804 dwellings (including 5 per cent affordable housing), a community centre, primary school and open spaces.

Both applications were approved on 1 December 2022. Together, they can facilitate the delivery of up to around 5,700 additional dwellings in the primary study area, helping to accommodate its expected rapid population growth. Importantly, they would also facilitate the delivery of medium-to-high-density housing, commercial businesses and social infrastructure, as outlined in concept plans. Separate applications are expected for developments to deliver the precinct concepts. As of March 2025, however, none have been made.

In addition to mixed-use development, open spaces are included in the SSDAs. These have been factored into expected future infrastructure provision in section 4.2.

Local-level applications take the form of development applications (DAs) assessed by the Hills Shire Council (Council), with DAs over a certain threshold considered ‘regionally significant’ and assessed by a Regional Planning Panel. Council publishes a list of recent DAs within these subcategories; a review of in early March 2025 identified 2 of note to the proposal:

- DA/1417/2020/ZA – approved subdivision for lots including 198 strata title lots for a residential flat building development, including a new road, at 85 Balmoral Road, Kellyville
- DA/563/2024/ZB – approved subdivision for 3 lots, including new road, bridge and roundabout, at the site.

DA/1417/2020/ZA has been completed in recent years, contributing to the growth of the area and adding to the potential cumulative impacts of the proposal.

DA/563/2024/ZB would facilitate the proposal. Through additional construction, it would likely add to the proposal's cumulative impacts, while mitigating negative access impacts due to being considered necessary for development.

2.5 Key findings

The key findings from the above sections, indicating relevant information on the social locality:

- The social locality comprises a key group of **surrounding residents and land uses** that may be directly affected by the proposal. It may also have effects on the **wider community**.
- At a broad level, the primary study area is a **culturally diverse, family-oriented** community, with **high incomes and educational attainment rates**.
- **Very rapid population growth** is expected for the primary study area.
- Like across the LGA, housing stock in the primary study area is **dominated by detached houses**. The study area also has a particularly small proportion of **semi-detached dwellings**.
- The study area has particularly **low rates of outright homeownership**. It has relatively **low rental stress** and **high mortgage stress** rates.
- Overall, the study area showcases **very low disadvantage** and **extremely high advantage** in terms of socio-economic factors.
- The area around the site, and the wider LGA, has **very low, stable crime rates**.
- The area around the site is **well-serviced** for open space and recreation infrastructure. It has **moderate access** to education, childcare and healthcare infrastructure. However, currently there is **poor access** to community and culture infrastructure.

STAKEHOLDER ENGAGEMENT

3.0 STAKEHOLDER ENGAGEMENT

This chapter provides an overview of the stakeholder engagement activities undertaken to in relation to the proposed development. As outlined in the SIA Guideline, community engagement forms a fundamental component of social impact assessment. Understanding the views of the community and its various groups is critical for analysing how potential social impacts may be felt or perceived. It provides a deeper understanding of which issues are important to the community and how potential impacts should be considered and assessed.

3.1 Method

Stakeholder engagement was undertaken by Knight Frank Town Planning, as outlined in a draft Engagement Report (ER) dated 5 June 2025. Engagement comprised the following activities:

- Written communication with government authorities and service providers
- Letterbox drop notifying approximately 300 nearby households of the proposal and encouraging written feedback
- Maintenance of an online webpage with details of the proposal
- Organisation of 6 meetings with various government stakeholders (Council; DPHI; State Design Review Panel [SDRP]; Landcom)
- Organisation of meeting with BaptistCare, as operator of Gracewood Retirement Village
- Online briefing and walk on Country with Aboriginal stakeholders (building on engagement from Aboriginal Cultural Heritage Assessment Reports consultation for DA/308/2024/JP).

3.2 Outcomes

Outcomes from stakeholder engagement resulted from the following feedback:

- 27 written local community responses, principally from residents of Gracewood Retirement Village
- Feedback from Council, DPHI, SDRP, Landcom, BaptistCare, Transport for NSW and Sydney Water
- No feedback provided by NSW Police, Heritage NSW, Endeavour Energy or NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW)
- Feedback from local knowledge holders and representatives of the Dharug people, which guided a Connecting with Country report.

Engagement outcomes are outlined below. They have informed this SIA's assessment of social impacts.

3.2.1 Local community

Local community feedback can be categorised according to themes outlined in Table 7.

Table 7: Local community feedback by theme

Theme	Feedback
Transport	<ul style="list-style-type: none"> ● Concerns about traffic congestion, safety of pedestrian and driver navigation, and potential speeding on Free Settlers Drive, being the proposed initial sole access point ● Suggestions for alternative access routes (e.g. Memorial Avenue, Balmoral Road, T-Way Corridor) ● Concerns about the adequacy of on-site parking, considering cumulative effects with Metro Station parking in nearby residential streets, including Free Settlers Drive, Hodges Road and Rutherford Avenue ● Concerns about heavy vehicle construction traffic on local roads, and related noise, dust, safety and emergency vehicle access impacts ● Requests for alternate truck access routes and off-street construction worker parking.
Building scale	<ul style="list-style-type: none"> ● Concerns about proposed heights and unit numbers as being out of scale with existing area, setting a future precedent.

Theme	Feedback
Amenity	<ul style="list-style-type: none"> Concerns about visual, noise, and privacy impacts Concerns about community safety and cohesion, particularly due to potential reduced safety or accessibility for elderly community members Requests for inclusion of open spaces, walkways, and community facilities.
Housing supply	<ul style="list-style-type: none"> Requests to boost affordable housing provision.
Planning processes	<ul style="list-style-type: none"> Criticism about exhibited site plans being outdated and referencing Bella Vista rather than Kellyville Requests for additional documents such as a Traffic Management Plan Concerns about misalignment of development with infrastructure and coordination of planning Requests for impact assessments that independently consider cumulative impacts.

Source: Knight Frank Town Planning

In response to the above feedback, the draft Engagement Report identifies a range of details and constraints that have guided decisions in the proposal and related processes. The draft Engagement Report also notes that future changes to the proposal may include construction access arrangements avoiding Free Settlers Drive, following discussions with Landcom.

The feedback and themes raised by the local community have informed this SIA’s analysis of impacts regarding way of life, community, access, surroundings, livelihoods and decision-making systems.

3.2.2 Government authorities, service providers and other stakeholders

Feedback from government authorities, service providers and other stakeholders can be categorised according to themes outlined in Table 7.

Table 8: Government authorities, service providers and other stakeholder feedback by theme

Theme	Feedback
Design	<ul style="list-style-type: none"> Support for proposed urban design and landscape elements, including connecting with Country Request for enhanced documentation and the incorporation of additional features, including connectivity
Statutory requirements	<ul style="list-style-type: none"> Recommendations for the justification and support of the proposal varying local planning controls Requirement to align with local development control plan (DCP) unit mix provisions Requirement to model flooding and adhere to waste standards
Infrastructure	<ul style="list-style-type: none"> Requirement for site to be accessed via local roads, and for road network impacts to be considered Requirement for consistency with TOD Precinct development controls/standards.
Environment	<ul style="list-style-type: none"> Questions about biodiversity arrangements and Elizabeth Macarthur Creek.

Source: Knight Frank Town Planning

The feedback and themes raised by government authorities, service providers and other stakeholders have informed this SIA’s analysis of impacts regarding access, surroundings, health and wellbeing and decision-making systems.

3.2.3 Aboriginal stakeholders

Feedback from local knowledge holders and representatives of the Dharug people guided the proposal’s design in the following ways:

- Respect for topography and natural systems
- Integration of water and landscape
- Wayfinding and cultural narratives
- Natural materials and colour palette
- Community and gathering spaces.

Source: Knight Frank Town Planning

This SIA factors in the above considerations when analysing the design of the proposal.

3.3 Future engagement

The Draft EP states that the following future engagement activities will be undertaken:

- Ongoing communication with government agencies and key stakeholders throughout assessment and delivery phases
- Management of ongoing communication and engagement with key stakeholders in the proposal's planning and future stages, including consideration and response to submissions during the formal notification period
- Further consultation during construction, including notifying the community at the commencement of construction activities and engaging with adjacent landowners.

SOCIAL
INFRASTRUCTURE
NEEDS

4.0 SOCIAL INFRASTRUCTURE NEEDS

4.1 On-site population

4.1.1 Resident population

The proposal would enable a new population to live on-site. The population's size can be estimated by comparing expected apartment mixes with local bedroom occupancy rates. These rates are based on primary study area residents in high-density dwellings in 2021 (defined by the ABS as apartments in buildings higher than 2 storeys).

Table 9 shows the estimated on-site population post-development.

Table 9: Projected on-site population post-development

Unit size	Yield	2021 average household size	Projected population
1-bedroom	82	1.51	124
2-bedroom	208	2.15	447
3-bedroom	134	2.55	342
4-bedroom	20	5	100
Total	444	N/A	1,013

Source: ABS, TableBuilder. Note: average household size is for residents in high-density dwellings

As shown above, the site could have a population of around 1,013 people post-development. As occupancy rates vary, this should be considered the total potential population, with a smaller population on average.

Social infrastructure needs are strongly influenced by people's age. Age ranges can be determined by applying 'service age group' proportions, representing broad life stages (among high-density dwelling residents in the study area on Census night), to the estimated total population.

Table 10 projects the on-site population by service age group. Though the eventual resident profile may differ to that of the primary study area, the below numbers are considered a reasonable approximation of the future population.

Table 10: Projected population by service age group

Service age group	2021 study area proportion	Population within proposal
Babies and pre-schoolers (0 to 4)	6%	60
Primary schoolers (5 to 11)	6%	64
Secondary schoolers (12 to 17)	2%	21
Tertiary education and independence (18 to 24)	12%	121
Young workforce (25 to 34)	23%	236
Parents and homebuilders (35 to 49)	20%	207
Older workers and pre-retirees (50 to 59)	4%	45
Empty nesters and retirees (60 to 69)	8%	82
Seniors (70 to 84)	15%	148
Elderly aged (85 and over)	3%	26
Total	100%	1,013

Source: ABS, TableBuilder. Note: study area proportion is for residents in high-density dwellings

As shown above, there would be a relatively strong concentration of young-to-middle-aged adults on-site after development, with a relatively high number of senior residents.

4.2 Estimated need

In assessing the nature and level of social infrastructure need, historic practice has been to apply a population-based approach which relies on thresholds for social infrastructure provision. Recent research has revealed that such models can be limited in outer-suburban settings, where they can lead to more limited social infrastructure access in areas with lower densities, presenting risks of double disadvantage or deprivation amplification (Davern

et. al., 2018). A response to addressing these issues is to apply an access-based social infrastructure model (i.e. one that is based upon access for residents rather than threshold population). This SIA adopts a mixed approach, by considering access to nearby social infrastructure in section 2.3, alongside threshold analysis in this section.

As part of the Bella Vista and Kellyville TOD Accelerated Precinct, benchmarks have been developed for open space and recreation facilities, as a key social infrastructure need. The *Bella Vista and Kellyville State-Led Rezoning Open Space Needs Assessment* (OSNA) includes benchmarks for open space within the Bella Vista and Kellyville Metro Station precincts, the former of which includes the site. These are compared to proposal-specific requirements and provision in Table 11.

The table includes quantities of open space and recreation facility provision within 800 metres of the site, based on facilities with nearby access identified in section 2.3.

Table 11: Application of open space and recreation benchmarks to the proposal

Type	Benchmark	Provision within 800m	Proposal need	Additional requirement
Parks	1ha: 1,000 residents	4ha	1ha	Negligible
Sports spaces	1ha: 1,000 residents	0ha	1ha	1ha
Playing fields	1 field: 4,000 residents	0 fields	0.3 fields	Negligible
Outdoor courts	1 court: 4,200 residents	1 court	0.2 courts	Negligible
Adventurous spaces	1 facility: 48,000 residents	0 facilities	0 facilities	Negligible
Dog off-leash	1 facility: 50,000 residents	0 facilities	0 facilities	Negligible
Outdoor fitness stations	1 station: 12,000 residents	0 stations	0.1 stations	Negligible

Source: Cred Consulting via DPHI

As the OSNA identifies, open spaces are planned under SSD-10344 (discussed in 2.4 of this SIA), which would provide the following infrastructure:

- 2.7ha district open space including a multi-use field
- Open spaces with 'kick about' areas, totalling 1.1ha
- Urban squares/plazas, totalling 0.7ha
- Embellishment of riparian corridor open spaces, totalling 1.1ha.

These would provide for the potential shortfall in sports space infrastructure within 800 metres of the site. Although more demand would be generated by surrounding development, the OSNA calculates that a future baseline sports space surplus is expected in the area. As such, the proposal is not expected to require more open space/recreation infrastructure.

No local benchmarks are available for non-recreation/open space social infrastructure. As such, the demand and additional requirement placed on other social infrastructure has been calculated from the *Parramatta Community Infrastructure Strategy*, from the comparable neighbouring LGA of Parramatta.

Table 12: Application of other social infrastructure benchmarks to the proposal

Type	Benchmark	Provision within 800m	Proposal need	Additional requirement
District library	1 facility: 25,000-30,000 residents	0 facilities	0 facilities	Negligible
	39sqm (+20% circulation): 1,000 residents	0sqm	47sqm	47sqm
Community space	80sqm: 1,000 residents	0ha	81sqm	81sqm
Long day care	1 place: 2.48 0-4-year-old children	99 places	24 places	Negligible
Out-of-school hours care	1 place: 2.7 5-11-year-old children	200 places	24 places	Negligible

Source: City of Parramatta Council

As the above table shows, the proposal would result in an estimated additional need of 47sqm district library space and 81sqm community space. A community centre is expected to be provided by the delivery of the Bella Vista Station Precinct, which would help to meet the projected shortfall in community space infrastructure. However, development would contribute to the need for district-level library growth. In the area, library and

community facilities are generally expected to be provided through local contributions planning, with necessary contributions paid as part of the proposal.

SOCIAL IMPACT ASSESSMENT

5.0 SOCIAL IMPACT ASSESSMENT

This section details the potential social impacts to arise from the proposed development. The assessment is informed by the analysis from the previous chapters and the scoping of potential impacts in alignment with the SIA Guideline. Each potential impact is assessed having regard for the level of impact, the likelihood of impact, and the significance of impact, and a social risk rating matrix.

Potential social impacts are influenced by the existing situation, the proposal, and the effectiveness of any measures put in place to mitigate negative impacts and enhance positive impacts.

This chapter includes an assessment of matters based on their impact during the construction and operational phases of the proposal, as well as any identified mitigations and enhancements.

5.1 Way of life

Way of life refers to how people live, how they get around, how they work, how they play, and how they interact on a daily basis. It can include:

- Impacts on people's daily routines caused by construction activities and/or operational arrangements
- Impacts on people's commuting/travelling times, their experience of travel, and their ability to move around freely
- Impacts on people's experience of privacy, peace, and quiet enjoyment, especially if affected by increased noise
- Impacts on people's general experience of life in their community, especially if the project might cause a 'tipping point' of cumulative impacts on their lives (e.g. through property acquisitions, severance of communities, or major disruption during construction).

Construction

During construction, ways of life are likely to be temporarily impacted by construction activities disrupting people's movement around, and enjoyment of, the neighbourhood. This could occur (predominantly during standard working hours) through the following:

- The introduction of construction facilities
- Noise and dust arising from construction activities
- Unpleasant odours
- Increased traffic volumes and/or congestion.

These changes could have a range of way of life impacts, including:

- Reduced peace and quiet or loss of sleep for residents (particularly relevant for shift workers)
- Disturbance to workers (at nearby businesses or working from home) and students' ability to concentrate, with associated impacts related to productivity and stress levels
- Disturbance, inconvenience and safety concerns caused by construction vehicle movements and increased congestion on surrounding roads impacting travel times, access to services and livelihoods for residents, workers and businesses in the surrounds.

Sensitive receivers most likely to experience these impacts to way of life include Iglesia Ni Cristo church and its visitors; residents to the site's east, particularly in Gracewood Retirement Village; and employees/visitors to P&M

Galea Plant Hire. It is noted that construction impacts during working hours are less likely to coincide with the operational hours of the church, which include evenings and weekends.

An Acoustic Report (AR) prepared by ADP Consulting, dated 5 June 2025, predicts that construction noise would exceed 'highly noise affected' levels in many instances, potentially causing 'strong community reaction'; and that excavation has the potential for adverse vibration impacts. Nonetheless, the AR concludes that the proposal's design has sufficient scope to satisfy noise control guidelines and requirements. This may include mitigations that are outlined in the AR's Construction Noise and Vibration Management Plan, discussed below.

Operation

During operation, the proposal would affect ways of life for the surrounding population, as well as the new on-site population.

An increased population of people moving around the site and its surroundings would create positive impacts, in activating the area and creating opportunities for social interaction. However, this could have the negative impact of crowding, noise and traffic, as perceived by existing residents of the locality.

The Traffic & Parking Assessment (TPA) prepared by Transport and Traffic Planning Associates, dated July 2025, notes that the development would accord with expectations for road and parking usage for the area, generating acceptable amounts of vehicle traffic, with adequate and appropriate parking provision on-site. This is evidence that the magnitude of traffic-related impacts during operation would likely be mild.

The Acoustic Report (AR) prepared by ADP Consulting, dated 5 June 2025, likewise concludes that development can comply with noise control guidelines, including with regard to noise intrusion and mechanical plant noise. Notably, this assumes the adoption of mitigation and management measures, discussed below. There would also be some inevitable noise generated by the presence of more people in the area, despite on-site compliance.

For the on-site population, ways of life would be improved through development providing a place to live in a highly accessible location in a desirable growing area of Sydney. This would be boosted by the provision of diverse housing, offering greater housing choice than is currently available in the area, where detached houses are predominant. Furthermore, the contribution of an equivalent to 7 per cent of GFA in affordable housing would generate way of life benefits, particularly for people in socio-economic need.

For people both within and surrounding the site, development would also have the positive impact of providing new public open space, including a creek corridor, east-west link, cycleway, biodiversity reserve and footpaths. It would also involve the dedication of land to Council for eventual public open space provision. These would contribute to positive way of life impacts for new residents on the site and people in its vicinity.

Mitigation and management measures

A range of measures can be used to mitigate and manage way of life impacts.

Traffic-related way of life impacts are considered by the Traffic & Parking Assessment (TPA) prepared by Transport and Traffic Planning Associates, dated July 2025. During construction, the TPA identifies that construction vehicles would need to use the surrounding road network. In response to this, the TPA includes an indicative Construction Traffic Management Plan (CTMP), which mandates specific truck vehicle routes on the classified state, regional and road network. Importantly, these routes avoid Free Settlers Drive, diverging from previous plans, helping to resolve community concerns about traffic-related way of life impacts in the surrounding area, including at Gracewood Retirement Village.

As construction workers must access the site, it is recommended that a subsequent CTMP include provision for on-site worker parking where possible, to resolve the potential impacts of street-side worker parking on ways of life for surrounding residents.

To mitigate way of life impacts resulting from construction noise and vibration, the Acoustic Report (AR) prepared by ADP Consulting, dated 5 June 2025, includes a Construction Noise and Vibration Management Plan (CNVMP). The CNVMP contains measures including reasonable scheduling of construction activities, respite periods, recommended hours, neighbour notification, demolition methods, noise and vibration monitoring, materials procedures, complaints handling, and review of the CNVMP. It also includes possible noise/vibration remedies for equipment and provisions for barriers, worker conduct, public consultation, and dilapidation reports prior to construction. Additionally, the CNVMP states that some trade-off may be achieved through a longer construction period, if construction times are more restricted. This may be achievable through the proposal's 2-stage plan for construction.

The AR also includes measures for mitigating operational noise impacts. These include mechanical plant and equipment noise attenuations relating to exhaust fans in carparks, water facilities, basements and dwelling bathrooms and kitchens, as well as air conditioning units. The AR also recommends specific types of walls, floors and doors to attenuate noise generated by residents on-site.

5.2 Community

Community refers to the composition, character, cohesion, function, and sense of place that people experience. There are several aspects to community impacts, including:

- **Composition:** Impacts on demographic characteristics and community structure
- **Character:** Impacts on a community's shared identity and attributes, and natural and built features that people value
- **Cohesion and function:** Impacts on social connections, interrelationships, networks and interactions, trust and cooperation, participation in community activities and institutions, and the potential for harmony or conflict. Lack of cohesion can result in social dislocation, alienation, division, dispossession, tensions, impoverishment, and crime
- **Sense of place:** Impacts on feelings of belonging in a place, or identity with a place, which may derive from cultural or historical connections.

Construction

Construction could impact community predominantly through impacting character or sense of place, through replacing the current on-site features with a temporary construction site. This may damage character/sense of place, if cultural artefacts or heritage values are negatively affected. Although this would primarily constitute a cultural impact, it may extend to effects on community.

An Aboriginal Cultural Heritage Assessment (ACHAR) of the site prepared by Apex Archaeology in 2023 identified 64 stone artefacts in a 5.25sqm area, indicating Aboriginal cultural significance, and adding to the need to consult with the Dharug community and maintain cultural protocols in developing the site. This was noted in the draft Connecting with Country Report (CWCR) prepared by Artefact Heritage and Environment, dated 26 March 2025. The steps taken and documented in the CWCR are important mitigations against risks of related community impacts, and are documented below. In addition, an Aboriginal Cultural Heritage Assessment Report (ACHAR) and Aboriginal Cultural Heritage Management Plan (ACHMP) have since been prepared by Apex Archaeology, dated 16 May 2025 and 28 March 2025 respectively. These confirm the likelihood of cultural impacts, which may lead to community impacts, and suggest additional mitigations, outlined below.

Operation

The operation of the proposal may have community impacts, due to on-site population increase and land use change post-development.

The proposal would introduce approximately 1,113 residents to the site. In theory, this population growth could negatively affect social cohesion, networks and interactions. However, it is noted that the site is located in a highly diverse, rapidly growing community, which would likely attenuate the community risks of social change.

Sense of place would be changed by the development of medium-to-high-density apartment buildings on a site that currently contains only a dwelling house. This has the potential to impact the community by affecting sense of place and neighbourhood atmosphere. However, as with population change, this area has already experienced significant change (and has been strategically identified as part of a TOD corridor). As such, this impact is mostly only anticipated at the cumulative level (see section 5.10).

Mitigation and management measures

During construction, community-related risks can be somewhat mitigated by Connecting with Country, as applied to the cultural values of place held by Aboriginal communities.

The CWCR makes the following points, as the result of engagement with the Dharug community (through an online briefing, walk on Country and ongoing consultation):

- The on-site creek has important cultural heritage values, due to the relationship of creeks to artefacts, surrounding food and other sources; and its connection to the Hawkesbury River
- The word 'Aboriginal' should be used in materials relating to the proposal
- Waterways (including that on the site) play a significant role in connections to Country, which should be recognised
- The on-site creek links to waterways that connect to neighbouring Darkinjung and Gandangarra Countries
- It is important to remove non-native plants and encourage and plant native plants
- Bush tucker gardens can enhance the landscape
- Outdoor sense of place is important, especially for small children (including in play spaces)
- Open spaces between buildings are important for amenity and maintaining views across Country
- Accessible sensory experiences are important
- Community spaces (incorporating natural features) provide areas for adults to meet or have community gatherings
- Consideration should be given to retaining mature tagged trees
- Landscaping and a green corridor along the creek are supported, with suggestions made to include natural features, artworks, sensory experiences and gathering points
- Youth should be included in site planning
- The skill and expertise of Aboriginal businesses and people should be involved in the development
- Artefacts found during construction could be reburied in the green corridor or other areas less likely to be developed, with site owners/security staff also informed of Aboriginal stakeholders and archaeologists being on-site to do artefact-related work.

This feedback could be included in the development process, which would help to limit risks of negative community impacts during construction.

During operation, potential community-related impacts would be mitigated by the provision of shared spaces in the apartment buildings, as well as a through-site link, and the use of design elements that reinforce local sense of place.

Section 5.4 of this SIA outlines recommendations and procedures outlined in the Aboriginal Cultural Heritage Assessment Report and Aboriginal Cultural Heritage Management Plan prepared by Apex Archaeology. While

predominantly serving as mitigations for expected impacts to Aboriginal culture, these would also help to mitigate risks to the community, by reducing negative effects for culturally significant sites and items.

5.3 Access

Access (or accessibility) refers to how people access and use infrastructure, services and facilities, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or groups. It includes impacts on how people use roads and other access routes, encompassing severance, restrictions, and/or improvements in access. It also includes the impacts of a project (including project-related transport) on pedestrian routes and people's access to schools, medical services, community services, and businesses.

Construction

During construction, there are likely to be some access-related impacts of the proposal. Construction vehicles will use the local road network, with additional vehicles present for construction workers accessing the site. This could impact local residents and workers accessing daily destinations. It could also impact access to local social infrastructure, as well as the place of worship destination of Iglesia Ni Cristo.

In addition to congestion, normal access routes could also be temporarily disrupted, possibly reducing pedestrian or vehicle access throughout the neighbourhood.

There could be negative access impacts of construction workforces temporarily placing greater pressure on local services such as childcare, but these are expected to be minimal in scale. Similarly, while disruptions to utilities services during construction are possible, they are also considered a minor risk.

Operation

The proposal's operation would have a range of access impacts for the social locality.

The site is in a highly accessible location, in proximity to T-Way, Metro and major road routes. These are complemented by an expanding walking and cycling network, which has been added to by recent works on Memorial Avenue. As such, development would place more local residents in proximity to destinations such as work, education and retail. As part of this, it is also assumed that the concept plans for Kellyville and Bella Vista Stations will eventually be delivered, placing shops and services in closer proximity to the site.

Although the site is serviced very well by open space/recreation infrastructure, and adequately by education, childcare and healthcare infrastructure, there is a lack of local community and cultural space. Analysis in section 4.2 estimated that development would create an additional need for community facility and library floorspace. As such, development could have the negative operational impact of placing a greater burden on community facilities and libraries in the broader area. Development would also increase the need for childcare and school facilities. However, it is noted that development in the area has generally been factored into the future planning of such infrastructure. Notably, the *Hills Shire Contributions Plan No. 18: Bella Vista & Kellyville Station Precincts* (CP 18) includes provision for 1,600sqm of land for a potential community facility to the east of Bella Vista Station.

Despite proximity to public transport infrastructure, development would inevitably add to road usage, generating congestion within the local road and parking networks, possibly impacting access to destinations for surrounding residents and other stakeholders. Although parking would be provided on-site, community stakeholders also anticipate street parking to be used by residents and other visitors to the site, accumulating with the recent effects of nearby Metro Stations. Notwithstanding this, the Traffic & Parking Assessment (TPA) prepared by Transport and Traffic Planning Associates, dated July 2025, notes that the development would accord with expectations for road and parking usage for the area, generating acceptable amounts of vehicle traffic, and with parking provision matching minimum rates in the *Bella Vista and Kellyville Transport Oriented Development*

(TOD) Precincts Design Guide. This leads the TPA to conclude that the proposal would not have any adverse/unsatisfactory traffic implications, with adequate and appropriate parking provision.

As noted in the draft Engagement Report prepared by Knight Frank Town Planning, dated 5 June 2025, there are community concerns of accessibility being impacted for pedestrians and people using other forms of transport (especially for elderly residents of Gracewood Retirement Village). These are expected to be mitigated through design features outlined below.

Mitigation and management measures

Access impacts could be mitigated/enhanced during construction and operation.

During construction, a Construction Traffic Management Plan (CTMP) would reduce the social risks posed by trucks and workers' private transport on local roads. The Traffic & Parking Assessment (TPA) prepared by Transport and Traffic Planning Associates, dated July 2025, includes an indicative CTMP that outlines access routes that are to be used by heavy vehicles. Importantly, these avoid Free Settlers Drive, helping to neutralise the potential social issues of heavy vehicles using nearby residential streets, which would otherwise affect members of Gracewood Retirement Village. The indicative CTMP recognises that a construction workforce would be travelling to the site during both construction phases, using some of the limited nearby on-street parking. Due to this, it is recommended that a subsequent CTMP consider provisions for worker parking within the site during construction.

The indicative CTMP also notes that risks of reduced pedestrian navigability would be mitigated by the installation of temporary construction fencing, maintaining safe pedestrian passage.

During operation, the TPA provides mitigations and enhancements for social impacts to access. It includes a Green Travel Plan (GTP) to help ensure that operationally, the development contributes to more sustainable transport usage, reducing the access-related impacts that are generated more directly from private vehicle usage. The GTP includes the following suggestions:

- Devoting car parking spaces for participants in a carpooling initiative
- Promotion of public transport during the site's operation
- Promoting walking and cycling through bicycle lockers and community initiatives, events and challenges
- Other site-specific measures, including appointing a Travel Plan Coordinator, a relevant website, provision of useful signage, an access pack, walking and cycling map, newsletters/emails, public transport information, umbrella/poncho access and various carpooling incentives. While not all of these may be feasible, they are recommended to be considered through the eventual management of the development.

Community concerns about pedestrian movements and other forms of navigation can be mitigated by the proposal's planned inclusion of new pedestrian footpaths, a cycleway, and an east-west site link. These would provide new active transport opportunities, mitigating the effects of additional vehicle and foot traffic in the area.

With regard to operational interruptions to services and utilities, it is recommended that, during construction, the builder work proactively to provide advanced notice of any services/utilities disruptions, should any occur.

During operation, the positive benefits of a population living in a highly accessible area would be further enhanced by the development's design, which seeks to encourage active transport through outdoor landscaping and the provision of a through-site link.

The negative impacts of a larger population's need for services could be partly mitigated by plans to develop social infrastructure in the surrounding area, such as a community facility, new schools and childcare centres. In

particular, contributions are expected to be leveraged from the development, some of which may fund a new community facility in Bella Vista under CP 18, helping to mitigate its social infrastructure impacts.

Within the development, increased need for community space could also be mitigated on a minor scale by the provision of shared spaces, including communal rooftop areas, which would encourage gathering among building residents.

5.4 Culture

Cultural impacts refer to both Aboriginal and non-Aboriginal culture, including shared beliefs, customs, values, and stories, and connections to country, land, waterways, places, and buildings. Specifically, it encompasses impacts on people’s values, customs, and beliefs associated with (or embedded in) the site or locality, e.g. changes to the community, scenic quality, and the environment. Although community values and culture can be strengthened through design elements in new developments, there is always the risk of cultural impacts, including on Aboriginal cultural heritage, such as risks of ‘cultural or spiritual loss’ (i.e., loss or diminution of traditional attachment to the land or connection to country, or loss of rights to gain spiritual sustenance from the land).

Construction

Cultural impacts are likely during construction, predominantly due to the significance of the site and its features for Aboriginal communities.

An Aboriginal Cultural Heritage Assessment (ACHAR) of the site prepared by Apex Archaeology in 2023 identified 64 stone artefacts in a 5.25sqm area, indicating a high level of cultural site significance for the Dharug Nation. Feedback from registered Aboriginal parties (RAPs) confirmed this significance, with the site providing a tangible link to Dharug culture and ancestors. RAPs also noted the importance of careful identification and test excavations of artefacts, as well as the use of Aboriginal (and specifically Dharug) cultural knowledge and protocols.

A Connecting with Country Report (CWCR) prepared by Artefact Heritage and Environment, dated 26 March 2025, further confirmed the importance of the site and its attributes for Aboriginal communities. In particular, it was noted that the on-site creek contains (and is surrounded by) significant cultural features, while having a strong cultural role as connecting to the Hawkesbury River and other waterways, including in Darkinjung and Gandangarra Countries. The CWCR identified a range of strategies that could be implemented during development to mitigate the related cultural impacts of construction, including after the project is complete. These are discussed in the below section.

Since these reports, an Aboriginal Cultural Heritage Assessment Report (ACHAR) has been prepared for the proposal by Apex Archaeology, dated 16 May 2025. It identifies that the site contains a *moderately significant archaeological deposit* that cannot be avoided by the proposal. Due to this, an Aboriginal Cultural Heritage Management Plan has also been prepared for the proposal, discussed below. The ACHAR also includes five recommendations for mitigating the cultural impacts posed by archaeological disruption, discussed below.

Operation

Post-construction, the development would mark a cultural change from the existing cultural identity of the area, in replacing a former low-density site with a multi-level apartment building. However, it is noted that significant development is occurring throughout the surrounding corridor. As such, the cultural impacts of the new construction would occur mostly at the cumulative level, rather than comprising a departure from recent patterns of development. Development may also have a positive cumulative cultural impact, in contributing to the general growth and vibrancy of the metro corridor area, through densification.

Mitigation and management measures

Mitigations and enhancements are available for cultural impacts during construction and operation.

Drawing on Aboriginal community feedback, the CWCR includes the following measures:

- Cleaning of the on-site creek, the removal of weeds and non-native plants, and planting/encouragement of native plants (including those that can be used for weaving)
- Provision of multi-sensory bush tucker gardens on-site post-development
- The provision of play spaces for young children
- Provision of spaces between buildings to mitigate factors including wind, and maintain views across Country
- Provision of open community settings for people to gather
- Retention of tagged mature trees on-site
- Within the green corridor planned to run along the on-site creek, taking inspiration from best practice examples that integrate intergenerational play spaces, waterplay, Aboriginal artwork, gathering spaces, pathways, yarning circles, artworks, Aboriginal naming of spaces, heritage gardens, accessibility and tree engravings
- Reburial of artefacts found during construction, in green corridor or other non-developed space (without overt reference, to retain discretion and protect artefacts), and alerting of site owners/security staff about stakeholders and archaeologists on-site for cultural/heritage work.

Consideration of the above measures is recommended, to mitigate construction impacts to Aboriginal culture.

An Aboriginal Cultural Heritage Assessment Report (ACHAR) has since been prepared by Apex Archaeology, dated 16 May 2025. The ACHAR contains five recommendations to mitigate the expected cultural impacts of construction:

1. Prepare an Aboriginal Cultural Heritage Management Plan (ACHMP)
2. Maintain Aboriginal community consultation
3. Contain development within assessed boundaries
4. Cease work if unanticipated Aboriginal archaeological material is encountered during site works
5. Forward copies of the ACHAR to Heritage NSW and registered Aboriginal stakeholders.

In accordance with Recommendation 1, an Aboriginal Cultural Heritage Management Plan (ACHMP) has also been prepared by Apex Archaeology, dated 28 March 2025. The ACHMP outlines a salvage excavation program, involving salvaging, analysing and reburying materials excavated during construction, helping to mitigate unavoidable impacts to cultural heritage values. This is an important component in avoiding high-magnitude impacts to culture through effects on Aboriginal cultural heritage sites.

5.5 Health and wellbeing

Health and wellbeing concerns both physical and mental health, especially for those who are highly vulnerable to social exclusion or substantial change, plus wellbeing of individuals and communities.

This includes health impacts and concerns/fears about health impacts associated with noise, dust, odour, vibration, lighting, and toxic materials. It also includes:

- Stress, anxiety, and uncertainty – or hopes – about a project, about changes to adjacent uses, and about cumulative change to a neighbourhood
- Health-related impacts of impact to housing in a walkable area

- Impacts of project elements on people’s ability to sleep, general health and wellbeing, and overall community health.

Older people can be more sensitive to health and wellbeing impacts. As such, residents of Gracewood Retirement Village may more acutely experience health and wellbeing impacts of the proposal.

Construction

Construction activities can have both direct and indirect health/wellbeing impacts. These include the following:

- Noise and vibration from activities such as piling, cutting and drilling impacting nearby residents’ health and wellbeing
- Dust and unpleasant odours from machinery operation impacting the air breathed by nearby residents
- Impacted health from fears and concerns relating to the above impacts.

While these impacts would be temporary (occurring only during construction), their intensity requires mitigations to minimise health/wellbeing effects. Air quality, noise and vibration have the potential to worsen the health of neighbouring retirement village residents, particularly if they have pre-existing respiratory, mental, musculoskeletal or any other health conditions. As such, mitigations are required to neutralise these impacts on vulnerable stakeholders, as well as on other sensitive receivers.

As raised during community engagement, there are also local concerns of construction-related traffic obstructing emergency vehicles, with subsequent impacts on health and wellbeing. However, the Traffic & Parking Assessment (TPA) prepared by Transport and Traffic Planning Associates, dated July 2025, identifies that proposed works will not impact emergency vehicle access, and proposes additional emergency protocols, discussed below.

It is anticipated that a Construction Management Plan (CMP) be a requirement for the conferral of a construction certificate. A CMP is recommended to include provisions for communicating proactively with sensitive receivers and other stakeholders about construction and planned disruptive activity.

Operation

During operation, the proposal would generally have minor positive and negative health/wellbeing impacts.

An increased population on-site would add to local levels of activity, including public movements, behaviour and traffic. Although the presence of a higher on-site population would add to more private car movements on local streets (with attendant safety and general health risks, including through the real or perceived risk of speeding, pollution and other related factors), there would also be positive impacts of people moving through the neighbourhood. In particular, the circulation of people through public spaces, including the proposed through-site link, has a passive benefit for social and mental health, due to creating circumstantial encounters and contributing to a social public realm. There could, however, be minor health and wellbeing impacts through development generating noise and activity, disturbing sleep or lifestyles for surrounding residents.

The proposal would also create high-density living in an increasingly walkable neighbourhood. Although located on a major road that may discourage active travel, recent adjacent upgrades to Memorial Avenue create shared path opportunities to move through the surrounding area. Streets to the east of the site are relatively walkable, with footpaths, trees and a lack of traffic. Walkers and cyclists may be discouraged from accessing nearby shops in Parklea (through having to traverse Old Windsor Road); however, it is expected that developments around Bella Vista and Kellyville Stations will create future commercial destinations that are more accessible via walking and cycling. Overall, development would have general health and wellbeing benefits through encouraging high-density living and making provisions that support the active travel benefits of such development.

Mitigation and management measures

During construction, negative health and wellbeing impacts could be mitigated through a range of measures. With regard to the minimal health and wellbeing risks of any emergency vehicle access obstructions, the TPA proposes further measures to reduce the likelihood of such impacts. These include an on-site traffic controller assisting with emergency access, and 24-hour liaisons being managed with emergency eservices.

The Acoustic Report (AR) prepared by ADP Consulting, dated 5 June 2025, also includes a Construction Noise and Vibration Management Plan (CNVMP), including a range of measures to mitigate the negative impacts of construction-related noise and vibration on the health of surrounding stakeholders, including measures such as restricted construction hours, particular methods, and respite periods where construction is paused, to avoid the accumulation of noise/vibration-related impacts.

During operation, the development's negative health and wellbeing impacts would be mitigated, and positive ones enhanced, by its encouragement of active travel and healthy lifestyles. Bicycle storage would be provided on-site, with through-site links, external landscaping and an on-site pool all encouraging activity, further boosting its positive health and wellbeing impacts.

5.6 Surroundings

Impacts to surroundings can relate to usability of services, public safety and security, use of the natural and built environment, and aesthetic values and amenity. They extend to impacts on:

- Anything provided by the environment and that is useful for people (e.g. food and clean water supply, flood or fire defences)
- Safety of pedestrians, children, drivers, and cyclists
- Levels of crime and violence, perceptions of crime, safety, and security (especially for vulnerable community members)
- Loss or enhancement of public spaces
- The perceived quality and uses of a natural or built area, including the valued features, soundscape, and aesthetics of a place and how people use or appreciate it.

Construction

Construction would provide temporary impacts to surroundings, in replacing a mostly vacant lot with a construction site. The construction site would likely generate perceptions of a degraded quality of surroundings, due to noise, visual and access impacts.

The draft Connecting with Country Report (CWCR) noted that Aboriginal stakeholders indicated important cultural values of on-site artefacts, trees and creek features. The construction impacts of removing or changing these features have been noted primarily as cultural and community impacts in this SIA. In addition, they would also comprise negative surroundings-related impacts. However, mitigation and management strategies, as noted in above sections on culture and community, would help to rectify such impacts, and even bring about positive impacts. These strategies would include the reburial of discovered artefacts in non-developed parts of the site, as well as the removal of non-native plants from the creek, and the planting of native species.

Although consultation has not indicated other specific values, features, soundscapes or aesthetics of the site in its current form, there would still likely be broad temporary perceptions of negative surroundings impacts during construction, as with any construction site.

Construction management would help to mitigate safety risks (including crime-related risks) for pedestrians, children, drivers and cyclists. However, there may also be some perceptions of worsened safety due to development, and the presence of construction vehicles and activity in the neighbourhood.

Operation

Post-construction, surroundings would be impacted through the operation of an apartment development on a former mostly vacant site.

The development would involve buildings between 8 and 15 storeys in height, comprising a significantly denser land use than that of the site currently. There would likely be varying perceptions of this land use change, with stakeholders feeling either positively or negatively about the development and its change to the physical qualities of the area. The Visual Impact Analysis (VIA) prepared by Archimages 3D, dated 7 August 2025, identifies that the most significant visual changes would likely occur from vantage points at Memorial Avenue and Free Settlers Drive, with visual impacts from other locations blocked by expected future buildings adjacent to the site. This could have a specific negative impact for surrounding residents east of the site and stakeholders travelling through the area. This was reflected in the draft Engagement Report (ER) prepared by Knight Frank Town Planning, dated 5 June 2025, which identified that the local community is concerned around building scale and visual impact. Although the ER notes that stakeholders are concerned about development setting a precedent for changes to the area, this effect is limited, given longer-term plans for the surrounding precinct.

Development would provide public space where the site is currently inaccessible, involving a public through-site link that would add to the local open space network.

As with any densification, development would likely increase the incidence of crime in the surroundings. However, on-site features may mitigate against this impact, as discussed in the mitigation measures below. Development may in fact decrease per-capita crime, through providing active frontages and a resident population (generating passive surveillance) on a site that is currently relatively undeveloped. Crime prevention through environmental design (CPTED) is important to deliver as part of the proposal, outlined below. At the adjacent Bella Vista Station Precinct, concept plans have incorporated CPTED elements, helping to maintain the relatively low crime baseline of the surrounding area, which the proposal could affect.

Mitigation and management measures

As noted above, surroundings impacts that are linked to Aboriginal culture and community could be mitigated through measures that lessen the negative effects of construction on valued site-specific assets. These include the reburial of discovered artefacts, the removal of non-native plants, and the planting of native ones. In addition, potential attributes of the development identified in the CWCR (discussed in sections 5.2 and 5.4) would help to improve surroundings in terms of Aboriginal culture and community, acting as a partial mitigation to negative surroundings impacts.

More broadly, it is noted that the proposal aligns with strategic visions for the area, as demonstrated by the Bella Vista and Kellyville TOD Accelerated Precinct rezoning, approved SSDAs for the Bella Vista and Kellyville Station Precincts and the approved DA/308/2024/JP. Each of these applications affirmed the strategic role of the site or its surrounds, and the community was notified and consulted. Community awareness and input would therefore be expected to mitigate some risks of changing the site's character.

Post-development, negative surroundings impacts could also be mitigated, and positive ones enhanced, by design elements. In particular, high-quality, locally sensitive building designs would help to provide a positively perceived land use change. The construction of buildings with communal podium areas and balconies overlooking public spaces would also help to mitigate against crime risks, through providing passive surveillance. To further mitigate against crime, it is recommended that crime prevention through environmental design (CPTED) elements be incorporated into final building designs.

With regard to more broad visual impacts, the draft Engagement Report prepared by Knight Frank Town Planning, dated 5 June 2025, identified a range of design features to mitigate negative perceptions of changes to the surroundings, and enhance positive ones. These include ensuring that the built form is 'broken up' when viewed from the east, reducing the visual imposition of new buildings; and using podiums and massing to

separate the taller buildings from existing development. Furthermore, development would result in the provision of new publicly accessible open spaces, including communal open space along the creek corridor, an east-west link, a new cycleway and footpaths, and a biodiversity reserve. Land would also be dedicated to Council for the future provision of public open space. These factors would help to respond to community interest in new public spaces, as highlighted in the draft Engagement Report.

5.7 Livelihoods

A person's livelihood is their capacity to sustain themselves, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits. It can include change in livelihood from new employment and business opportunities (positive), or from disruption during construction (negative). For Aboriginal people, it also includes rights to land and to gain spiritual and cultural sustenance from the land. Any proposal affects the local and regional economy both during construction and operation. The extents of this proposal's economic effects are discussed in the following sections.

Construction

During construction, the proposal would create livelihood benefits through providing construction jobs in the local area. It would also have indirect positive livelihood impacts, by creating demand for other suppliers and contractors. Furthermore, the presence of construction workers on-site could benefit nearby businesses such as takeaway food premises, through worker spending.

There could be a negative livelihood impact during construction of people working from home or shift workers being disturbed by construction noise and activity, affecting their ability to earn income.

Although on-site works could affect the ability for Aboriginal people to gain spiritual and cultural sustenance from the land, it is noted that the land is currently inaccessible to the public, and Aboriginal stakeholders would gain greater access and autonomy over the site if stakeholder feedback from the draft Connecting with Country report is incorporated fully into the project.

Operation

During operation, the proposal has the potential to support people's ability to sustain themselves, by adding to private dwelling supply (including rental dwellings, of which there is a current shortage). This would give people a place to live, and may have benefits for housing costs, through the cumulative effects of additional supply and diversity.

Mitigation and management

In addition to the mitigating factors outlined above for Aboriginal stakeholders' sustenance from the land, construction livelihood impacts could also be managed by considering a policy of hiring local construction contractors and suppliers where possible.

During operation, the development would involve dedication of 7 per cent of GFA to affordable housing contributions, helping to provide subsidised housing to people in socio-economic need, strengthening livelihood benefits for the community.

5.8 Decision-making systems

The impact of decision-making systems concerns whether people:

- Experience procedural fairness
- Can make informed decisions

- Have power to influence decisions
- Can access complaint, remedy and grievance mechanisms.

It concerns matters like the capacity of affected people to influence project decisions, including elements of project design and the:

- Extent to which people can navigate large amounts of technical material and make informed decisions.
- Effectiveness of engagement mechanisms at enabling all groups (especially vulnerable or marginalised groups) to participate in the assessment process. Levels of trust in the rigour and impartiality of the assessment process
- Extent to which people feel empowered to determine their futures, including after a project closes
- Opportunities for people to have a say in the project's community investment decisions
- Accessibility and effectiveness of complaint and remedy procedures/mechanisms.

Construction

During construction, there is a risk of people feeling disempowered, if decision-making processes do not afford opportunities for community feedback and input. However, there is also the potential for decision-making systems to be strengthened, if the community feel their inputs informing the proposal.

Potential risks were identified by stakeholder feedback received during the engagement processes undertaken by Knight Frank Town Planning, in the draft Engagement Report dated 5 June 2025. The local community provided the following feedback with regard to decision-making systems:

- There is a perceived lack of clarity in the project being referenced as occurring in Bella Vista, rather than Kellyville
- The community has requested additional documents such as a Traffic Management Plan
- There are concerns about development being misaligned with infrastructure and holistic planning
- There is a desire for impact assessments to analyse independently the cumulative impacts of development throughout an area.

This feedback indicates the potential for negative experiences with decision-making systems throughout construction. However, responses in the draft Engagement Report can serve as mitigations to ensure that community concerns are addressed, and that experiences with decision-making systems are positive and do not accumulate to the point of reaching broader community impacts.

Operation

Impacts to decision-making systems would mainly occur during the construction phase. However, during operation, decision-making systems could be negatively impacted if the community has difficulty with resolving any matters with the development or its representatives.

Mitigation and management

Decision-making systems can be managed by the degree of involvement (on behalf of the proponent and the eventual operator) in engagement with the community.

As noted above, the draft Engagement Report includes mitigations for the concerns expressed by the community pre-development. If implemented, these could mitigate decision-making system risks during construction. These include the following:

- Ensuring that the community is provided with up-to-date materials during formal exhibition

- Availability of the project team to continue communication and offer follow-up engagement (including proposed in-person meeting with key stakeholders) to provide updates and address queries
- Reiterating the measures in place to ensure adequate alignment of the proposal with other planning factors (e.g. infrastructure) and required assessments.

The draft Engagement Report also identifies several principals and proposed activities for ongoing consultation, as outlined in section 3.3, which are supported by this SIA.

A Connecting with Country report (CWCR), has been prepared in addition to the draft Engagement Report. These both consider the views of communities, and aim to incorporate them into specific elements of the development, such as informing building designs. This increases the likelihood that the community will feel involved in decision-making.

It is recommended that, during both construction and operation, engagement be undertaken to create ongoing opportunities for community feedback. During construction, a Construction Management Plan (CMP) is expected to be prepared. The CMP should include a communications/complaints management strategy, to provide opportunities for community feedback. During operation, engagement should take the form of a plan of management that includes contacts for the resolution of any community issues or complaints.

More broadly, it is noted that engagement has been undertaken for strategic planning and development in the area. In particular, the Bella Vista and Kellyville TOD Accelerated Precinct rezoning, approved SSDAs for the Bella Vista and Kellyville Station Precincts and the approved DA/308/2024/JP all involved notifying and consulting with the community for various forms of local densification. As such, risks of decision-making system impacts are moderated by the community’s pre-existing awareness of, and involvement in, local development.

5.9 Evaluation of impacts

This section draws on the above findings to predict the likely social impacts arising from the proposal. The impact assessment tables provided below identify impacts in accordance with the social impact categories described earlier in this chapter. The tables provide:

- A description of identified impacts
- An assessment of impact significance
- Mitigation and/or enhancement measures
- Residual impact significance ratings.

5.9.1 Construction

The table below draws on the above sections to predict the likely social impacts arising from the proposal during the construction phase.

Table 13: Evaluation of construction impacts

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Way of life				
Disruption of sleep, recreation, work and study due to construction noise and vibration	Almost certain + Moderate = High	<ul style="list-style-type: none"> Use of noise and vibration attenuation measures 	<ul style="list-style-type: none"> The Acoustic Report (AR) prepared by ADP Consulting, dated 5 June 2025, includes a Construction Noise and Vibration Management Plan (CNVMP), which recommends construction hours, methods, monitoring and procedures, as well as complaints management and community consultation protocols, which would help to reduce noise-related way of life impacts during construction Further, the CNVMP includes measures for decreasing vibration risks, such as equipment/related remedies and dilapidation reports of surrounding buildings 	Almost certain + Minor = Medium
Decreased neighbourhood enjoyment due to visual, air quality, noise and vibration disturbance	Almost certain + Moderate = High	<ul style="list-style-type: none"> Use of construction hoarding and the covering of loads to reduce visual and air quality impacts Use of noise and vibration attenuation measures 	<ul style="list-style-type: none"> The CNVMP in the AR outlines a range of methods to decrease the noise impacts of construction, including recommending respite periods and restricted construction hours, to decrease noise-related impacts on the neighbourhood Further, the CNVMP includes measures for decreasing risks posed by vibration for neighbourhood enjoyment 	Almost certain + Minor = Medium
Disruption to routines and activities due to negative access impacts of increased traffic, reduced parking and potential changed access arrangements	Possible + Minor = Medium	<ul style="list-style-type: none"> Use of a Construction Transport and Pedestrian Management Plan Use of a Green Travel Plan for construction workforces 	<ul style="list-style-type: none"> The indicative Construction Traffic Management Plan (CTMP) included in the Traffic & Parking Assessment (TPA) prepared by Transport and Traffic 	Unlikely + Minor = Low

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			<p>Planning Associates, dated July 2025, includes provisions for heavy vehicle access routes, which avoid Free Settlers Drive. This limits the potential for heavy vehicles to increase traffic and impact access for stakeholders east of the site</p> <ul style="list-style-type: none"> The indicative CTMP also states that construction workers should be encouraged to use public transport to access the site, which could reduce increased traffic burden on local roads It is recommended that a subsequent CTMP provide for construction worker parking on-site, where possible 	
Community				
Damage to character and sense of place through negatively affected cultural artefacts or heritage values	Almost certain + Major = Very high	<ul style="list-style-type: none"> Use of procedures and designs that involve local Aboriginal communities in development 	<ul style="list-style-type: none"> It is recommended that points and suggestions of Aboriginal stakeholders in the Connecting with Country report (CWCR) be implemented, strengthening the site's role for Dharug communities The proposal should follow the recommendations of the Aboriginal Cultural Heritage Assessment Report prepared by Apex Archaeology, dated 16 May 2025, including the salvage excavation program outlined in the related Aboriginal Cultural Heritage Management Plan, dated 28 March 2025. This would help to prevent cultural impacts extending into community impacts regarding character and sense of place 	Possible + Moderate = Medium
Access				
Impacted ability for people in private vehicles to access destinations, due to increased heavy and construction worker vehicle movements	Almost certain + Minor = Medium	<ul style="list-style-type: none"> Use of a Construction Transport and Pedestrian Management Plan Use of a Green Travel Plan for construction workforces 	<ul style="list-style-type: none"> The indicative CTMP includes provisions for specific truck routes, which notably avoid Free Settlers Drive, avoiding the social risks posed by heavy vehicle 	Unlikely + Minor = Low

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			<ul style="list-style-type: none"> movements on residential streets east of the site The indicative CTMP also states that workers should be encouraged to use public transport to access the site where possible 	
Decreased parking availability due to workers parking on adjacent streets	Possible + Minor = Medium	<ul style="list-style-type: none"> Provision of worker parking on-site 	<ul style="list-style-type: none"> The indicative CTMP states that workers should be encouraged to use public transport to access the site where possible. It is recommended that a subsequent CTMP consider providing for on-site worker parking, to further reduce the likelihood of this impact. 	Unlikely + Minor = Low
Impacted ability for pedestrians to navigate the area and reach destinations	Possible + Minor = Medium	<ul style="list-style-type: none"> Installation of (and signage for) safe alternative pedestrian routes, should interruptions to pedestrian access be necessary 	<ul style="list-style-type: none"> The TPA states that pedestrians walking along the site frontage would be protected by temporary fencing 	Unlikely + Minor = Low
Impacted access to services and social infrastructure due to greater presence of workers in the area	Unlikely + Minimal = Low	<ul style="list-style-type: none"> Consider using local construction contractors, where possible 	<ul style="list-style-type: none"> N/A 	Unlikely + Minimal = Low
Experience of unexpected, disrupted access to utilities/services due to construction activities	Possible + Minor = Medium	<ul style="list-style-type: none"> Notification of affected stakeholders ahead of any disruptions occurring 	<ul style="list-style-type: none"> The draft Engagement Report prepared by Knight Frank Town Planning, dated 5 June 2025, states that future engagement will be undertaken, including notifying the community of construction and engaging with adjacent landowners. This helps to mitigate any risks of unexpected access disruptions 	Unlikely + Minor = Low
Culture				
Impacts to Aboriginal culture through significant site features and artefacts being affected	Almost certain + Transformational = Very high	<ul style="list-style-type: none"> Use of an unexpected finds procedure 	<ul style="list-style-type: none"> It is recommended that points and suggestions of Aboriginal stakeholders in the Connecting with Country report (CWCR) be implemented, helping to prevent impacts to, and affirm, local Aboriginal culture The proposal should follow the recommendations of the ACHAR, 	Almost certain + Moderate = High

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			including the salvage excavation program outlined in the related ACHMP	
Health and wellbeing				
Experiences of health disturbance due to loud and continuous noise/vibration	Likely + Moderate = High	<ul style="list-style-type: none"> Use of noise and vibration attenuation measures 	<ul style="list-style-type: none"> The CNVMP in the AR outlines a range of methods to decrease the noise impacts of construction, including recommending respite periods and restricted construction hours, to decrease noise-related impacts on surrounding people's health and wellbeing Further, the CNVMP includes measures for decreasing risks posed by vibration for health and wellbeing 	Unlikely + Moderate = Medium
Dust and unpleasant odours from machinery operation impacting the air breathed by nearby residents	Likely + Moderate = High	<ul style="list-style-type: none"> Use of standard health measures such as covered loads to reduce construction effects on air quality 	<ul style="list-style-type: none"> N/A 	Unlikely + Moderate = Medium
Negative health and wellbeing consequences of construction-related traffic obstructing emergency vehicle access	Unlikely + Minimal = Low	<ul style="list-style-type: none"> Use of construction traffic management processes to avoid road congestion 	<ul style="list-style-type: none"> In addition to construction traffic management in the TPA, provisions are included for managing liaison and site access with emergency services, decreasing the likelihood of this social risk at the site 	Very unlikely + Minimal = Low
Increased stress due to the above factors and other social issues	Possible + Moderate = Medium	<ul style="list-style-type: none"> Use of engagement processes to address fears about health, wellbeing and the project's wider impacts 	<ul style="list-style-type: none"> A Construction Management Plan (CMP) is expected to be developed. This would establish means of communicating aspects of the development to the community, decreasing the risk/severity of stress due to development 	Unlikely + Minor = Low
Surroundings				
Worsened perceptions of surroundings due to the presence of a construction site	Almost certain + Minor = Medium	<ul style="list-style-type: none"> Use of construction hoardings to reduce the visual impact of construction works 	<ul style="list-style-type: none"> N/A 	Almost certain + Minor = Medium
Negatively impacted surroundings for Aboriginal people, due to significant site features and artefacts being affected	Almost certain + Major = Very high	<ul style="list-style-type: none"> Use of an unexpected finds procedure 	<ul style="list-style-type: none"> It is recommended that points and suggestions of Aboriginal stakeholders in the Connecting with Country report (CWCR) be implemented, helping to 	Almost certain + Moderate = High

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			prevent impacts to surroundings for Aboriginal people <ul style="list-style-type: none"> It is noted that development would provide a greater level of access to the site than what is currently available, mitigating some of the negative surroundings-related impact The proposal should follow the recommendations of the ACHAR, including the salvage excavation program outlined in the related ACHMP, to minimise cultural impacts and thus impacts on surroundings 	
Perceptions of reduced public security and safety due to construction activities being performed	Possible + Moderate = Medium	<ul style="list-style-type: none"> Standard safety precautions used in construction activities Use of engagement processes to address fears about the project's safety impacts 	<ul style="list-style-type: none"> The indicative CTMP outlines truck routes that avoid Free Settlers Drive, limiting social risks related to fears of construction safety east of the site 	Unlikely + Minor = Low
Livelihoods				
Generation of jobs and business profits on-site	Almost certain + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> Consideration of using local construction contractors 	<ul style="list-style-type: none"> N/A 	Almost certain + Minor (positive) = Medium (positive)
Indirect generation of jobs and business profits through use of construction materials and other inputs	Almost certain + Minimal (positive) = Low (positive)	<ul style="list-style-type: none"> Consideration of using local materials suppliers 	<ul style="list-style-type: none"> N/A 	Almost certain + Minor (positive) = Medium (positive)
Benefits to nearby businesses (and workers) through construction workers spending money while near the site	Likely + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Likely + Minor (positive) = Medium (positive)
Decision-making systems				
Feelings of disempowerment over a perceived lack of involvement or clarity in public decision-making	Unlikely + Moderate = Medium	<ul style="list-style-type: none"> Direct, targeted engagement with stakeholders Refinement of a proposal using community feedback Availability during construction to address and/or resolve construction-specific concerns 	<ul style="list-style-type: none"> Draft Connecting with Country and engagement reports show how communities have been given means to have input on the proposal A Construction Management Plan (CMP) is expected to be prepared. The CMP 	Very unlikely + Moderate = Low

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Feelings of empowerment over perceived involvement in public decision-making	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> • Direct, targeted engagement with stakeholders • Refinement of a proposal using community feedback • Availability during construction to address and/or resolve construction-specific concerns 	<p>should involve a communications and complaints management strategy, to provide opportunities for community feedback</p> <ul style="list-style-type: none"> • Several strategic planning and development processes in the area have already involved community consultation, reducing the risk of general community disempowerment regarding change in the neighbourhood • The draft Engagement Report prepared by Knight Frank Town Planning, dated 5 June 2025, outlined forthcoming processes to maintain communication and dialogue regarding issues identified by the community • Draft Connecting with Country and engagement reports show how communities have been given means to have input on the proposal • The draft Engagement Report includes measures to ensure proactive notification of, and communication with, neighbours and other relevant stakeholders throughout the construction phase 	Possible + Moderate (positive) = Medium (positive)

5.9.2 Operation

The table below draws on the above sections to predict the likely social impacts arising from the proposal during the operational phase.

Table 14: Evaluation of operational impacts

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Way of life				
Increased neighbourhood activation and opportunities for social interaction, due to additional population on-site	Almost certain + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> Provision of community or recreational space on-site to attract members of the public 	<ul style="list-style-type: none"> A through-site link will encourage people to move actively through the site, strengthening opportunities for public interaction The related DA/563/2024/ZB provides a road, bridge and roundabout, which would help to accommodate additional traffic Memorial Avenue has also been upgraded, which would further help to accommodate traffic 	Almost certain + Minor (positive) = Medium (positive)
Negative perceptions of crowding, noise and traffic, due to additional population on-site	Likely + Minor = Medium	<ul style="list-style-type: none"> Provision of parking facilities and sufficient access to reduce traffic impacts 	<ul style="list-style-type: none"> The Acoustic Report (AR) prepared by ADP Consulting, dated 5 June 2025, includes a range of mitigations for reducing operational noise through attenuations for household noises and mechanical plant/equipment noise 	Possible + Minor = Medium
Positive way-of-life impacts, due to development providing future residents with diverse housing, enabling lifestyles in an accessible, desirable location	Almost certain + Minor (positive) = Medium	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Almost certain + Minor (positive) = Medium
Positive way-of-life impacts, due to development providing new public open spaces, servicing the on-site population while providing additional space for the community	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> The site would provide additional public open space, including a creek corridor, east-west link, cycleway, biodiversity reserve and new footpaths, contributing positively to the surroundings Land would also be dedicated to Council, to contribute towards new public open space, with an eventual positive effect on people's perceptions of the surroundings 	Almost certain (positive) + Moderate (positive) = High (positive)

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Community				
Impacted social cohesion, networks and interactions, due to development introducing new residents to the site	Unlikely + Moderate = Medium	<ul style="list-style-type: none"> Provision of on-site spaces that can be accessed by the existing community, such as open space or retail 	<ul style="list-style-type: none"> Development would occur in a diverse, rapidly growing area, reducing its effect on social communities The provision of a through-site link would help to integrate development into the existing neighbourhood 	Unlikely + Minor = Low
Impacted sense of place and neighbourhood atmosphere due to scale of development	Almost certain + Moderate = High	<ul style="list-style-type: none"> Integration of features from the local area into design cues 	<ul style="list-style-type: none"> Amid a fast-growing area, effects of the individual development on neighbourhood character would be relatively small 	Almost certain + Minor = Medium
Access				
Provision of residential housing in a location with strong access to work, education, retail and services	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Design that integrates development into active/public transport networks 	<ul style="list-style-type: none"> Development would be integrated into local active transport network Memorial Avenue has recently been upgraded, adding to the site's accessibility 	Almost certain + Moderate (positive) = High (positive)
Greater demand for community facilities/library space adding to social infrastructure strain	Likely + Moderate = High	<ul style="list-style-type: none"> Provision of community facilities, or related contributions, as part of development 	<ul style="list-style-type: none"> Development is proposed for a site near where new community facilities are expected to be developed (Bella Vista Station Precinct), reducing the level of strain on such infrastructure. In particular, development would itself provide contributions to Council, some of which would be used for the community use of such land 	Likely + Minor = Medium
Traffic and parking congestion reducing access to destinations via the local road network	Almost certain + Moderate = High	<ul style="list-style-type: none"> Provision of adequate car and bicycle parking on-site Locating development near active and public transport routes 	<ul style="list-style-type: none"> The Traffic & Parking Assessment (TPA) prepared by Traffic and Transport Planning Associates, dated July 2025, judged that there will not be any adverse or unsatisfactory traffic implications of development Furthermore, the TPA includes a Green Travel Plan (GTP) with a range of measures of encouraging alternatives to private vehicle transport, which are recommended to be implemented 	Very unlikely + Moderate = Low
More difficult or unsafe access for people navigating the area (including walking) due to	Possible + Moderate = Medium	<ul style="list-style-type: none"> Provision or upgrade of infrastructure where required to accommodate 	<ul style="list-style-type: none"> As identified in the draft Engagement Report prepared by Knight Frank Town 	Unlikely + Moderate = Medium

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
additional foot and vehicle traffic, particularly for surrounding elderly residents		additional traffic and movements through the area	Planning, dated 5 June 2025, development would result in new active transport infrastructure, particularly footpaths, a cycleway, and a through-site link, helping to mitigate any worsened navigation resulting from development	
Culture				
Changed neighbourhood cultural identity due to high-density development	Almost certain + Minor = Medium	<ul style="list-style-type: none"> Use of design cues that reinforce local character 	<ul style="list-style-type: none"> N/A 	Almost certain + Minor = Medium
Improved growth and vibrancy of the wider area due to densification	Likely + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Likely + Moderate (positive) = High (positive)
Health and wellbeing				
Safety and general health effects of development placing more private vehicles on local roads	Likely + Minor = Medium	<ul style="list-style-type: none"> Provision of on-site parking and vehicle access as needed 	<ul style="list-style-type: none"> Safety would be improved by the provision of access routes, including through the related DA/563/2024/ZB The TPA includes a GTP that seeks to encourage use of public and active transport among new residents, decreasing the likely volume of private vehicles added to the road network 	Possible + Minor = Medium
Social, mental and physical health being boosted by increased pedestrian movements around the area	Likely + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> Provision of on-site public space 	<ul style="list-style-type: none"> A through-site link would encourage more circulation of people through the public realm 	Likely + Minor (positive) = Medium (positive)
Operational noise and activity disturbing sleep and lifestyles for surrounding residents	Unlikely + Moderate = Medium	<ul style="list-style-type: none"> Use of noise and vibration attenuation measures 	<ul style="list-style-type: none"> The AR outlines a range of mitigations for noise generated during operation, including attenuations for mechanical plant/equipment as well as household noise 	Very unlikely + Moderate = Low
Surroundings				
Worsened perceptions of surroundings due to the presence of new development and perceived change to the area	Almost certain + Moderate = High	<ul style="list-style-type: none"> Use of high-quality building design and construction 	<ul style="list-style-type: none"> The site's area has already been strategically identified for dense housing, including in previous community consultation, decreasing the likelihood of impacted neighbourhood expectations Setbacks in the building design seek to reduce impacts by achieving separation 	Possible + Moderate = Medium

Detail	Potential impact significance	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			<ul style="list-style-type: none"> between the proposal and established development • Massing and landscaping seek to break up the building form as viewed from the east, reducing visual impacts • The building design involves a range of publicly accessible open spaces, including a creek corridor, east-west link, cycleway, biodiversity reserve and new footpaths, helping to mitigate negative perceptions of changes to surroundings 	
Improved perceptions of surroundings due to the presence of new development	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> • Use of high-quality building design and construction 	<ul style="list-style-type: none"> • The site would provide additional public open space, including a creek corridor, east-west link, cycleway, biodiversity reserve and new footpaths, contributing positively to the surroundings • Land would also be dedicated to Council, to contribute towards new public open space, with an eventual positive effect on people's perceptions of the surroundings 	Possible + Moderate (positive) = Medium (positive)
Provision of additional public space, in the form of a through-site link	Almost certain + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • N/A 	Almost certain + Minor (positive) = Medium (positive)
Increased local crime due to on-site densification	Likely + Moderate = High	<ul style="list-style-type: none"> • Incorporation of crime prevention through environmental design (CPTED) elements into building designs 	<ul style="list-style-type: none"> • Communal podium areas and balconies overlooking public spaces would add to site activation and passive surveillance, potentially decreasing per-capita crime 	Possible + Minor = Medium
Livelihoods				
Increased resident ability for self-sustenance through additional housing (including rental, affordable, and more diverse housing) supply	Almost certain + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Dedication of affordable housing equivalent to 7 per cent of GFA would support housing-related livelihood benefits for people in socioeconomic need 	Almost certain + Moderate (positive) = High (positive)
Decision-making systems				
Feelings of impacted decision-making systems, if negative experiences in resolving matters with the development occur	Unlikely + Minor = Low	<ul style="list-style-type: none"> • Use of a plan of management, including contacts for the resolution of community issues or complaints 	<ul style="list-style-type: none"> • N/A 	Very unlikely + Minor = Low

5.10 Cumulative impacts

Cumulative social impacts are social impacts that result from the wider context of environmental, social, and economic changes that a particular project sits within, distinct from those impacts caused by the project alone. A further definition is provided below:

“Cumulative impacts are a result of incremental, sustained and combined effects of human action and natural variations over time and can be both positive and negative. They can be caused by the compounding effects of a single project or multiple projects in an area, and by the accumulation of effects from past, current and future activities as they arise.”

– DPHI, *Cumulative Impact Assessment Guidelines for State Significant Projects* (2021).

To consider cumulative impacts, the existing environment surrounding the site must be assessed, with consideration given to recent, current, and future changes that may have significance to the local community and/or the potential to generate social impacts. Findings on this matter have been informed by development surrounding the site (refer to section 2.4).

Positive and negative impacts of the proposal are likely to accumulate with those of surrounding developments. Table 15 provides a high-level consideration of how any works at the site may contribute to cumulative social impacts. Although impacts are discussed and evaluated at a cumulative level, the table provides enhancements and/or mitigations that could be implemented at the project-specific scale. As such measures are implemented at this scale, the table does not consider the aggregated evaluated significance of impacts.

Table 15: Cumulative social impact evaluation, mitigations and enhancements

Cumulative impact detail	Cumulative impact category(s)	Cumulative impact (<u>unmitigated</u>)	Mitigation / enhancement measures
Impacts to sleep, activity and enjoyment of surroundings, due to combined construction activities	Way of life, health and wellbeing, surroundings	Likely + Moderate = High	<ul style="list-style-type: none"> Adoption of noise and vibration attenuation measures Use of hoardings to shield views of construction site Covering of loads and other air quality measures Timing of construction activities during standard working hours, including potential respite periods A 2-stage construction period potentially reducing the severity of construction activity impacts (although lasting longer)
Impacts to car and non-car access/navigation, due to combined construction activities	Way of life, access	Likely + Moderate = High	<ul style="list-style-type: none"> Traffic planning as part of construction, including a Construction Transport Management Plan and provision of on-site worker parking
Decreased availability of social infrastructure, services and facilities, due to various construction activities and presence of people during construction and operation	Access	Likely + Minor = Medium	<ul style="list-style-type: none"> Consideration of using local construction workforces Planning development close to where a community facility is planned (Bella Vista Station Precinct)

Cumulative impact detail	Cumulative impact category(s)	Cumulative impact (unmitigated)	Mitigation / enhancement measures
Cumulative effect of cultural sites and artefacts being impacted by construction projects	Community, culture, surroundings	Almost certain + Transformational = Very high	<ul style="list-style-type: none"> The proposal should comply with the recommendations of the Aboriginal Cultural Heritage Assessment Report, including following the related Aboriginal Cultural Heritage Management Plan It is recommended that points and suggestions of Aboriginal stakeholders in the Connecting with Country report be implemented
Safety and security effects of multiple developments in an area, including through increased crime	Health and wellbeing, surroundings	Almost certain + Moderate = High	<ul style="list-style-type: none"> Development that activates the area (potentially reducing per-capita crime); bolstered by the recommended incorporation of crime prevention through environmental design (CPTED) in building designs
Local economy benefits of multiple developments generating money for workers and businesses	Livelihoods	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Consideration of using local construction workforces
Increased availability of accommodation in a highly accessible area	Access, livelihoods	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Incorporation of affordable housing into the development
Positive impacts to decision-making systems, due to large amount of development in area	Decision-making systems	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> Use of engagement mechanisms, including with Aboriginal stakeholders, during construction Use of a plan of management, and ongoing community contact, throughout operation
Negative impacts to decision-making systems, due to large amount of development in area	Decision-making systems	Possible + Moderate = Medium	<ul style="list-style-type: none"> Use of engagement mechanisms, including with Aboriginal stakeholders, during construction Use of a plan of management, and ongoing community contact, throughout operation
Perceptions of an improved neighbourhood, due to increased levels of development and activity	Community, culture, surroundings	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> Use of building designs that provide public space and opportunities for activity, while taking cues from the surrounding environment
Perceptions of a negatively affected neighbourhood due to significant levels of change, including through built forms and additional traffic and parking usage	Community, culture, surroundings	Possible + Moderate = Medium	<ul style="list-style-type: none"> Use of building designs that provide public space and opportunities for activity, while taking cues from the surrounding environment Use of building designs that 'break up' the built form and locate towers away from existing nearby buildings Provision for adequate parking and transport options during operation, including use of a Green Travel Plan

ENHANCEMENT,
MITIGATION, AND
RESIDUAL IMPACTS

6.0 ENHANCEMENT, MITIGATION, AND RESIDUAL IMPACTS

The proposal is likely to generate a range of social impacts, both positive and negative. This chapter summarises proposed project-specific mitigation and enhancement measures for expected social impacts. For standard mitigation/enhancement measures, see Chapter 5.0.

Construction activities have the potential to disrupt the day-to-day lives of residents, workers and visitors in the surrounds. This can be mitigated through the implementation of a range of measures, as well as through the coordination and planning of potentially disruptive activities. Proposed mitigations and enhancements include:

- Adoption of points and suggestions of Aboriginal stakeholders in the Connecting with Country report (CWCR)
- As part of development design, provision of greater access to/on the site
- Use of CWCR and engagement report to demonstrate engagement with communities ahead of development
- Use of a Construction Traffic Management Plan (CTMP) to reduce risks or impacts resulting from additional heavy vehicle movements
- Inclusion of provisions for on-site worker parking, where possible, in a subsequent CTMP
- Engagement with the community, particularly adjacent landowners, surrounding construction periods, in addition to continued dialogue and communication around issues raised by the community
- Use of a Construction Noise and Vibration Management Plan as outlined in the proposal's Acoustic Report
- Accordance with the recommendations of the proposal's Aboriginal Cultural Heritage Assessment Report, including following the related Aboriginal Cultural Heritage Management Plan.

Operational activities are likely to have longer-term impacts on the lives of residents, workers and visitors. To mitigate negative impacts and enhance positive ones, the following actions are proposed:

- Provision of the planned through-site link to encourage people to move through the site
- Delivery of approved DA/563/2024/ZB to accommodate additional traffic, alongside recent upgrades to Memorial Avenue
- Location of development in a highly diverse, rapidly growing area, mitigating some risks of community change
- Integration of development into the local active transport network
- Location of development near where community infrastructure is planned (Bella Vista Station Precinct)
- Provision of planned communal podium areas and balconies overlooking public spaces, to strengthen passive surveillance and reduce crime
- Dedication of 7 per cent of GFA in equivalent affordable housing, supporting housing-related livelihood benefits to people in need
- Use of a Green Travel Plan, as outlined in the Traffic & Parking Assessment of the proposal
- Maintaining ongoing communications and liaison with the community
- Using planned building designs that would limit the development's visual impacts on surrounding areas, including properties to the east, through podiums, massing and landscaping

- Incorporating planned open space elements to provide new spaces for the community, including land dedicated to Council for the eventual provision of a public open space
- Use of noise attenuation measures in the development as outlined in the proposal's Acoustic Report.

CONCLUSION

7.0 CONCLUSION

This social impact assessment (SIA) analyses a proposed 444-unit residential development (the proposal) at 40 Memorial Avenue, Bella Vista (the site). It identifies the site and proposal context, establishes a social baseline, summarises stakeholder engagement, and calculates the proposal's implications for social infrastructure provision. The SIA scopes and assesses a range of impacts (with consideration of impact mitigations and enhancements), in accordance with the *Social Impact Assessment Guideline for State Significant Projects*. The following findings are made.

During construction, assuming mitigations/enhancements are implemented, development may have:

- High negative impacts on Aboriginal cultural heritage, with related impacts on surroundings
- Medium positive impacts of generating direct and indirect jobs and revenue, and community empowerment through being involved in design processes. It may also have medium negative impacts of noise/vibration disrupting health, wellbeing, sleep and activities, construction disturbance impacting people's enjoyment of the neighbourhood, cultural/heritage effects impacting sense of place and character, air quality impacts on people's wellbeing, worsened perceptions of the surroundings, and perceptions of decision-making clarity
- Low negative impacts of access changes and subsequent lifestyle disruptions, including effects on parking and walking, impacted use of services, infrastructure and utilities, perceptions of decreased safety/security, and increased stress due to other impacts.

During operation, assuming mitigations/enhancements are implemented, development may have:

- High positive impacts of providing new open spaces for recreation, supporting local vibrancy, and providing housing to accommodate people in an accessible location
- Medium positive impacts of increased neighbourhood activation/social opportunities, supporting various lifestyles, supporting active travel, and improving perceptions of the surroundings, including through new public spaces. It may also have medium negative impacts of perceived overcrowding and the health/navigability effects of more traffic, impacted sense of place, more social infrastructure demand, and worsened perceptions of surroundings, including around crime/safety
- Low negative impacts of community change, traffic/parking congestion, operational noise and experiences with decision-making systems.

Despite the presence of more negative impacts during construction, the proposal's positive impacts are expected to outweigh its negative ones during operation, particularly with the adoption of impact mitigation and enhancement measures in this SIA.

The proposal's positive and negative impacts may also accumulate with those of other local developments, leading to cumulative impacts in every category. Consideration has also been given to how mitigations and enhancements can be implemented at the project-specific scale, in the context of larger-scale cumulative effects on the community.

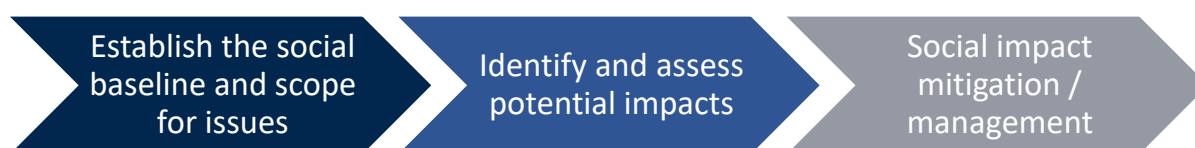
APPENDICES

APPENDIX A : METHOD

This SIA has been prepared in accordance with the DPHI *Social Impact Assessment Guideline* (SIA Guideline) and to align with industry best practice.

The SIA aims to scope, assess and enhance/mitigate potential positive or negative impacts that may result from development. The method for this SIA is divided into three phases, as shown in Figure 15.

Figure 15: SIA process



Source: HillPDA; DPHI

A.1 Social baseline

The social baseline shows the aspects of individuals’ and communities’ lives that may be impacted by development. Establishing the social baseline involves analysing a proposal’s ‘social locality’, or the demographic and land use factors surrounding it.

A.2 Defining social impacts

A social impact can be defined as the net effect of an activity on individuals and communities. Social impacts may occur across a range of aspects of individuals’ and communities’ lives, as shown in Figure 16.

Figure 16: Types of social impact

<i>way of life</i>	how people live, how they get around, how they work, how they play, and how they interact on a daily basis
<i>community</i>	composition, character, cohesion, function, and sense of place
<i>access</i>	how people access and use infrastructure, services and facilities, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or groups
<i>culture</i>	both Aboriginal and non-Aboriginal culture, including shared beliefs, customs, values, and stories, and connections to country, land, waterways, places, and buildings
<i>health and wellbeing</i>	physical and mental health, especially for those who are highly vulnerable to social exclusion or substantial change, plus wellbeing of individuals and communities
<i>surroundings</i>	access to, and use of, services that ecosystems provide, public safety and security, access to and use of the natural and built environment, and its aesthetic value and amenity
<i>livelihoods</i>	people’s capacity to sustain themselves, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits
<i>decision-making systems</i>	whether people experience procedural fairness; can make informed decisions; have power to influence decisions; and can access complaint, remedy and grievance mechanisms

Source: Adapted from DPHI

A.3 Scoping

Social impacts arising from a development may be positive, negative and/or cumulative. Table 16 presents the type of impact scoping that is undertaken for the project. The table identifies the framework for the key areas of impacts that may result from the proposal.

Table 16: Types of social impacts

Type of impact	Broad scoping of issues
Negative social impacts	<p>Negative social impacts result from changes to the physical or social fabric that make it worse (in any of the impact categories) than before the project took place. These may include:</p> <ul style="list-style-type: none"> ● Increased dust or noise levels affecting health ● Decreased amenity during construction ● Alterations to community character through land use changes.
Positive social impacts	<p>Positive social impacts result from changes to the physical or social fabric that make it better (in any of the impact categories) than before the project took place. These may include:</p> <ul style="list-style-type: none"> ● Improved livelihoods due to increased access to construction jobs in the local area ● Improved livelihoods through housing supply improving rental affordability ● Stronger sense of community through provision of shared spaces for building residents.
Cumulative social impacts	<p>Cumulative social impacts result from changes to the physical or social fabric that occur from multiple projects or activities that need similar resources or affect similar impact categories. These may include:</p> <ul style="list-style-type: none"> ● Increased traffic level from construction vehicles for multiple projects in one area ● A shortage of workers in an area due to multiple similar projects ● Health impacts from persistent noise or dust levels due to ongoing construction projects.

Source: DPHI

A.4 Evidence base

In order to assess social impacts on people accurately, an SIA must provide an accurate assessment of the social baseline of people in the project surrounds. This means that the existing surrounds of the proposal must be considered through the collection of data to establish benchmarks against which the impacts of the proposal can be assessed.

To establish this social baseline, HillPDA has conducted a desktop review of the available information provided by the proponent, as well as research conducted with a high degree of impartiality using trusted, industry-standard sources to inform our understanding of relevant demographic and social trends.

The evidence base for this SIA includes data from sources including (but not limited to):

- Australian Bureau of Statistics
- NSW Bureau of Crime Statistics and Research
- NSW Department of Planning, Housing and Infrastructure
- Relevant information provided by the proponent.

A.5 Predicting, analysing and evaluating impacts

The impact assessment framework presented in this report identifies and evaluates changes to the social baseline due to the proposal. This includes the assessment of positive, negative and cumulative impacts on people, as outlined in section A.1.

Changes can be tangible or intangible, qualitative or quantitative, direct or indirect and subjectively experienced. The likelihood of social impacts arising from each matter is assessed as part of the scoping process. Matters identified for potential social impacts are then assessed.

Professional judgement and experience are applied on a case-by-case basis to identify the significance of impacts. The likelihood of a potential impact is a primary element of considering each social impact and its risk rating.

The criteria used to determine the likelihood of any potential impact are described in Table 17.

Table 17: Likelihood of impact

Likelihood	Description
Almost certain	Definite or almost definitely expected
Likely	High probability
Possible	Medium probability
Unlikely	Low probability
Very unlikely	Improbable or remote possibility

Source: Adapted from DPHI

The magnitude of a potential impact is a key consideration to determine a risk rating. In determining the magnitude of a potential impact, there are five key characteristics that must be considered. These are shown below in Table 18.

Table 18: Dimensions of social impacts

Dimensions	Details needed to enable assessment
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?
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.
Intensity or scale	What is the likely scale or degree of change? (e.g. mild, moderate, severe)
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: Adapted from DPHI

Table 19 identifies the overall magnitude level of impact rating.

Table 19: Magnitude of impact

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 locality.

Source: Adapted from DPHI

Potential impacts identified in the scoping process are analysed based on the nature of the impact and its predicted severity, and the impact is assigned a level of significance in line with Table 20.

Table 20: Social impact significance matrix

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

Source: Adapted from DPHI

A.6 Social impact management

Where impacts are identified, the SIA framework provides mitigation and/or enhancement measures. For potential negative impacts, measures are identified to avoid or minimise impacts by amending the project or its delivery. For potential positive social impacts, the SIA identifies measures to enhance the benefit of that impact. Social impact management is an ongoing process.

APPENDIX B : AUTHOR DECLARATION

The *Social Impact Assessment Guideline for State Significant Projects* (SIA Guideline) prepared by the Department of Planning, Housing and Infrastructure requires authors of SIAs to provide a declaration. The required declaration is provided below.

Declaration by Alexander Peck

This Social Impact Assessment (SIA) relates to a residential flat building development in The Hills local government area (LGA). The proposal is the subject of a state significant development application (SSDA).

This SIA has been prepared to accompany the State Significant Development Application for the project (SSD-80102979) and to address to issued SEARs.

The SIA was completed on 14 August 2025.

It is my opinion that the SIA contains all relevant information as specified in the *Social Impact Assessment Guideline for State Significant Projects*.

I understand the legal and ethical obligations set out in the SIA Guideline and confirm that none of the information in the SIA is false or misleading.

I satisfy the requirements for lead authors of SIAs as set out in the SIA Guideline as follows:

- Qualifications: Bachelor of Science, Bachelor of Social Science, Master of Planning
- Experience: Six years preparing Social Impact Assessments
- Professional memberships: Member of Planning Institute of Australia



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APPENDIX C : SIA REVIEW QUESTIONS

Appendix C of the *Social Impact Assessment Guideline for State Significant Projects* sets out review questions. This appendix indicates where the required information sits within this report.

Table 21: SIA review questions and relevant report section

Impact area	Section
General	
1 Does the lead author meet the qualification and experience requirements?	Yes, Appendix B.
2 Has the lead author of provided a signed declaration?	Yes, Appendix B.
3 Would a reasonable person judge the SIA report to be impartial, rigorous, and transparent?	Yes, HillPDA has been engaged as an independent expert and Appendix A details the approach taken.
Project's social locality and social baseline	
4 Does the SIA report identify and describe all the different social groups that may be affected by the project?	Yes, Chapters 3.0 and 4.0.
5 Does the SIA report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes, Chapters 3.0 and 4.0.
6 Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes, Chapters 3.0 and 4.0.
7 Does the social baseline study include appropriate justification for each element, and provide evidence that the elements reflect both relevant literature and the diversity of views and likely experiences?	Yes, Chapters 3.0 and 4.0.
8 Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Yes, Chapters 3.0 and 4.0.
Identification and description of social impacts	
9 Does the SIA report adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA report been detailed?	Yes, the method and approach for preparing the SIA is described in Appendix A.
10 Does the SIA report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Yes, the precautionary principle is applied in Chapter 7.0.
11 Does the SIA report describe how the preliminary analysis influenced both the project design and EIS Engagement Strategy?	Yes, the design of the engagement approach is summarised in Chapter 5.0.
Community engagement	
12 Were the extent and nature of engagement activities appropriate and sufficient to canvass all relevant views, including those of vulnerable or marginalised groups?	Yes, Chapter 5.0.
13 How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?	Community engagement outcomes and project refinements/responses are described in Chapter 5.0.
Predicting and analysing social impacts	
14 Does the SIA report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	Yes, Chapter 7.0.
15 Does the SIA report analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will lose from the project?	Yes, Chapter 7.0.
16 Does the SIA report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Yes, Chapter 7.0.
Evaluating significance	
17 Do the evaluations of significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Yes, Chapter 7.0.

Impact area	Section
18 Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Yes, however no significant impacts to vulnerable groups have been identified.
Responses, monitoring and management	
19 Does the SIA report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Yes, Chapters 7.0 and 8.0.
20 Does the SIA report demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	HillPDA has been engaged as an independent expert. Evidence presented here is from impartial sources.
21 Does the SIA report demonstrate how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	The SIA identifies the need to monitor and manage potential social impacts across the construction and operational phases of the proposed development. This is outlined in Chapters 7.0 and 8.0.

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