

Prepared by:



SSD-81928961

3 Brookhollow Ave, Norwest

Social Impact Assessment

On behalf of
GreenSquareDC Pty Limited

31 May 2026 [Final]

A photograph of two women in the foreground, both with white body paint or paintbrushes on their faces. The woman on the left is looking down at a green plant she is holding. The woman on the right is smiling and looking towards the camera, also holding a green plant. They are wearing patterned clothing. The background is blurred, showing other people and greenery.

**We acknowledge the Traditional Custodians
of the lands and waters across Australia.**

**We acknowledge the Dharug people, who are the
traditional owners of the area we know as the Hills
Shire LGA - and pay our respect to Elders, past and
present.**

**We deeply respect the continued connection to
Country of Australian First Nations Peoples through
stories of place, culture and custodianship.**

**We value + celebrate Australian First Nations peoples
as part of the oldest living culture - the original
storytellers, planners, designers.**

**We are committed to listen, learn and walk
alongside as we plan with communities for
equitable, sustainable, generous and
connected places and communities.**

Table of Contents

Introduction

4

Social Impact Assessment Method

6

Social Baseline

9

Social Impact Assessment

18

Conclusion

22

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Declaration:	This social impact assessment (SIA) relates to a proposal by GreenSquareDC Pty Limited for 3 Brookhollow Avenue, Baulkham Hills. This SIA has been prepared to accompany the State Significant Development application (SSD-81928961). This SIA has been prepared using best practice assessment methodology and is a true and independent review of the proposal based in the information provided to The Planning Studio and to our understanding contains no false or misleading information.
Signature:	

Photo Source:
Inside Cover Photo: Indigenous dance Sydney, photography by Dammulay Ngurang

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Part 1 Introduction

Social impacts generally refer to the consequences that people experience to their daily life, liveability, and wellbeing when a new project brings about change - big or small - to a locality.

This Social Impact Assessment has been prepared by The Planning Studio on behalf of GreenSquareDC Pty Limited to accompany a detailed State Significant Development Application (SSDA) for a industrial use data centre development at 3 Brookhollow Avenue, Norwest.

This report has been prepared to address the Secretary's Environmental Assessment Requirements (SEARs) issued on 8 April 2025 for the project (SSD-81928961). In particular SEARs requirement 21 to "provide a Social Impact Assessment that is prepared in accordance with the Social Impact Assessment Guideline for State Significant Project and is targeted and proportionate to the project context and likely impacts"

Site Context

The site is within the Norwest locality, part of the Hills Local Government Area (LGA). Development surrounding the site comprises of a mix of commercial, retail and residential land uses as described below:

- To the north of the site is Norwest Boulevard, commercial office buildings, an early learning centre, 'Castle Pines' retirement community and Castle Hill Country Club Golf Course;
- To the east of the site is Windsor Road, commercial office buildings, small pockets of residential development and industrial development;
- To the south of the site is Brookhollow Avenue, commercial developments, a hotel and medium density residential development; and
- To the west of the site is commercial development, including a shopping centre (Norwest Marketown), various retail offerings and the Norwest Metro Station.

The site is well serviced by public transport including bus and Metro. Norwest Metro Station provides connections to Tallawong in the northwest and Sydney CBD to the southeast. Bus stops along Norwest Boulevard provide connections through to Parramatta, Seven Hills and Rouse Hill.

As shown in the Figure 1 (opposite), the site is in proximity to Strangers Creek and Brookhollow Reserve, located at the site's southwestern border. Norwest Lake is located approximately 90m northwest of the site.

The Site

The site is known as 3 Brookhollow Avenue, Norwest and is legally described as Lot 2021 of Deposited Plan (DP) 831173. The site can be described as irregularly shaped and has a total land area of approximately 51,867sqm. A portion of the site currently comprises an existing 4MW data centre that was approved under D93/318, dated 21 June 1993.

The site is bound by Brookhollow Avenue to the south and east, Brookhollow Reserve and the Hills Corporate Centre to the west and Norwest Boulevard to the North. The primary frontage of the site is to Brookhollow Avenue, where vehicular access is provided.

Based on a review of topographical mapping, the site appears to fall from east to west from a maximum height of RL104 in the northeastern corner of the site to RL82m along the western portion of the site.

The site is located approximately 500m to the east of the Norwest Metro station, with the metro line running under the north / northwest boundary of the site.

The site is heavily vegetated, however, none of the vegetation is mapped on the biodiversity values mapping prepared under the Biodiversity Conservation Act 2016 (BC Act).

The Development Proposal

This SSDA seeks development consent for the construction and operation of a data centre, with a total power consumption of approximately 96MW (IT load). The proposal will form part of a broader state-of-the-art data centre campus, equipped to cater for growing data storage needs within Australia and the emergence of artificial intelligence (AI).

Specifically, the proposal includes:

- Minor site preparation works including tree clearing and bulk earthworks;
- Civil earthworks and the installation of relevant servicing infrastructure and utilities;
- Construction of a four (4) storey data centre with roof top plant, equating to an RL 130 and Gross Floor Area (GFA) of 16,191m²;
- Installation of 77 x diesel fuel generators and associated diesel storage
- Provision of on-site car parking for approximately 25 spaces; and
- Landscaping and offset tree planting.



Figure 1: Location of 3 Brookhollow Ave, Norwest
Source: SDT Explorer, NSW Government



Figure 2: Development Proposal Photomontage
Source: Greenbox Architecture

Part 2

Social Impact Assessment Approach

Our approach to an SIA aims to scope, assess, and enhance or mitigate potential positive and negative impacts that may arise from the proposed development. The method for this SIA was undertaken in three phases:

- Establish the social baseline by identifying key characteristics and/or existing social issues;
- Identify and assess potential impacts of the proposal on the existing and future place and community; and
- Develop recommendations to mitigate and/or manage social impacts that could have a short to long term effect resulting from the proposal.

The assessment has been undertaken against the NSW Department of Planning, Housing and Infrastructure's (DPHI) Social Impact Assessment Guidelines (2025) to ensure an independent and fair assessment of social impacts is completed.

Defining social impacts

Social impacts (Figure 3) are the consequences that people experience when a project brings about change and can be uniquely social or intrinsically related to other environmental, economic, and cultural impacts.

Social impacts arising from a development may be positive, negative and cumulative, with a scale and intensity that varies across the life of the project. They will also have a varied impact on individuals and social groups depending on a range of demographic, social, cultural and economic factors, such as age, ability, cultural diversity, gender, sexuality, income, illness, education and the like.

Establishing a social baseline

In order to assess the social impacts accurately, an SIA must also establish the existing social baseline by which the proposal and potential impacts will be assessed against.

To establish this social baseline, The Planning Studio has conducted a desktop review of the available information provided by the proponent, and use of industry-standard publicly accessible sources to inform our understanding. The evidence base for this SIA includes data from sources such as:

- The Hills Shire Council and NSW Government Strategies and Plans
- Australian Bureau of Statistics
- NSW Bureau of Crime Statistics and Research
- Profile .id and ABS Census Data
- Relevant social surveys and research data.

The baseline is important as it considers how different individuals and groups of people, will experience the identified impact against their current circumstance.

Predicting, Analysing, and Evaluating Impacts

The impact assessment identifies and evaluates changes to the social baseline due to the proposal. Changes or impacts can be tangible or intangible; qualitative or quantitative; direct or indirect; and subjectively experienced. Impacts are defined as:

Negative social impacts: from changes to the physical or social fabric that make it worse than before the project took place, either with the amplification of an existing social issue or creation of a new impact.

Positive social impacts: changes that improve the physical and/or social landscapes resulting from the project. This could include improvements to the health and wellbeing of the community, provision of community infrastructure, services or facilities and an improved amenity he makes a positive contribution to the place and circumstance of the existing and future communities.

Cumulative social impacts: result from multiple projects or activities that need similar resources or affect similar impact categories within a concentrated location.

Assessing the magnitude of the change is key to understanding the true social impact. Magnitude assessed by the following elements:

- **Likelihood and Duration:** probability of it occurring, for how long (temporary, short, long or permanent) and time it will occur.
- **Extent (spatial):** location(s) and people are affected.
- **Intensity or scale:** impact and change (temporary or permanent), and in which the impact is experienced by those affected.
- **Sensitivity or importance:** How sensitive/vulnerable are those impacted and what is their capacity to cope with or adapt to change. How important to the community is the aspect/characteristic being impacted.

Potential impacts identified are analysed based on the nature of the impact and assigned a level of significance, measured in terms of the magnitude or impact (Table 1 and 2 over the page).



CULTURE: individual and shared beliefs, customs, values, language and traditions related to cultural and social identities and backgrounds. How these are expressed, represented, celebrated and valued. The stories, and connections to Country, and waterways, cultural importance of places and buildings.

HEALTH + WELLBEING:



the physical, psychological, and social health, wellbeing + safety of individuals and the community, particularly those most vulnerable and not merely the absence of illness + disease but also the effects on public health.

PERSONAL LIVELIHOOD + RIGHTS:



whether people are economically affected or experience disadvantage, which includes violation of civil rights and people's capacity to sustain themselves through employment or business.



ACCESSIBILITY + PERCEPTIONS:

safety, aspirations or fears about the future for their community, place + young people. How people access and use infrastructure, services and facilities.

Social impacts may occur across a range of aspects of an individual's and a community's life. They may be positive, negative and cumulative, with a scale and intensity that varies across the life of the project.

CIVIC ENGAGEMENT + DECISION MAKING:



the extent to which people are able to participate in decisions that affect their lives, the democratic systems, resources and action taking place.



WAY OF LIFE

is how people live, work, play + interact with each other day-to-day.

COMMUNITY

cohesion, stability, character + resilience as well as the services + facilities, and people's sense of place.



ENVIRONMENT:

the connection to Country and the natural environment, equitable access to and management of resources, quality of air and water, level of potential health and hazard risk, adequacy of utilities and food security. Also the use of the built environment, aesthetic value and amenity on humans, such as shade, public safety and security, and environmental quality.

Figure 3: Types of Social Impact (Source: The Planning Studio 2022, adapted from Vanclay, 2015)



Table 1: Social Impact Magnitude Levels
Source: NSW Government Social Impact Assessment Guideline (2025)

Likelihood Level	Description
Minimal	No noticeable change experienced by people in locality.
Minor	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time or affecting many people in a widespread area.
Transformational	Substantial change experienced in community wellbeing, livelihood, amenity, infrastructure, services, health and/or heritage values; permanent displacement or addition of at least 20% to a community.

Table 2: Social Impact Significant Matrix
Source: NSW Government Social Impact Assessment Guideline (2025)

	Magnitude				
	Minimal	Minor	Moderate	Major	Transformational
Almost Certain	Low	Medium	High	Very High	Very High
Likely	Low	Medium	High	High	Very High
Possible	Low	Medium	Medium	High	High
Unlikely	Low	Low	Medium	Medium	High
Very Unlikely	Low	Low	Low	Medium	Medium

Part 3 Social Baseline

The social baseline identifies the characteristics and context of the existing place and community by which potential impacts can be assessed against. It also provides an understanding of the The Hills Shire Council policy objectives and aspirations as to how they envision this locality will be in the future.

As outlined in Part 2: Social Impact Assessment Approach, the social baseline has considered a range of social indicators to establish the:

- Social locality, including the existing social infrastructure provision and place character;
- Area of Social Influence, including demographic profile and local population characteristics; and
- Policy settings and context.

Social Locality

The social locality has two key elements:

- the **defined spatial area** in which people may be affected both positively and negatively by the proposed development and a description of the existing place characteristics, landuses and physical attributes of the locality.
- the **characteristics of the communities** located within the defined spatial area including an understanding of the demographic, cultural, social and economic attributes, trends and change.

Figure 4 defines the site location and the social locality for this assessment.

Social Locality Place Characteristics

The immediate locality comprises a mix of commercial, retail, accommodation and residential land uses. It is in close proximity to public transport including bus and Metro.

Understanding Country and its People¹

Dharug people inhabited the area between Port Jackson and Botany Bay to the east, the Georges River to the south and southwest, the Hawkesbury River in the northwest and as far as the Blue Mountains to the west.

“Cattai” is the Dharug word for the name of the group who inhabited the area prior to colonisation. The language remains imprinted in the landscape with the many street names, water courses and parks retaining the language of Country.

Cattai is thought to describe the high land above

where river flats although at this location the Creek is set deep in the landscape.

Strangers Creek is a perennial tributary of Cattai Creek. Its course has been significantly modified in recent times and the construction of the artificial waterbody of Norwest Lake, 100 m from the site, means that the original watercourse is no longer recognisable.

This site is in the watershed for Strangers Creek. The modification of water pathways over the land deprives the landscape of water and leads to pollution of waterways.

Existing social infrastructure

The accessibility and proximity to community facilities, open spaces and community services/ programs is greatly beneficial to the wellbeing and social life of employees as well as the local community. Figure 4 (on page 10) illustrates the spatial distribution of social infrastructure relative from the site.

Parks, green spaces, and recreation facilities

provide opportunities for passive and physical activities by employees before, during and after work. These spaces encourage social interaction and support health and wellbeing, through activity and movement as well as rest and a pleasant environment to ‘switch off’ or unwind.

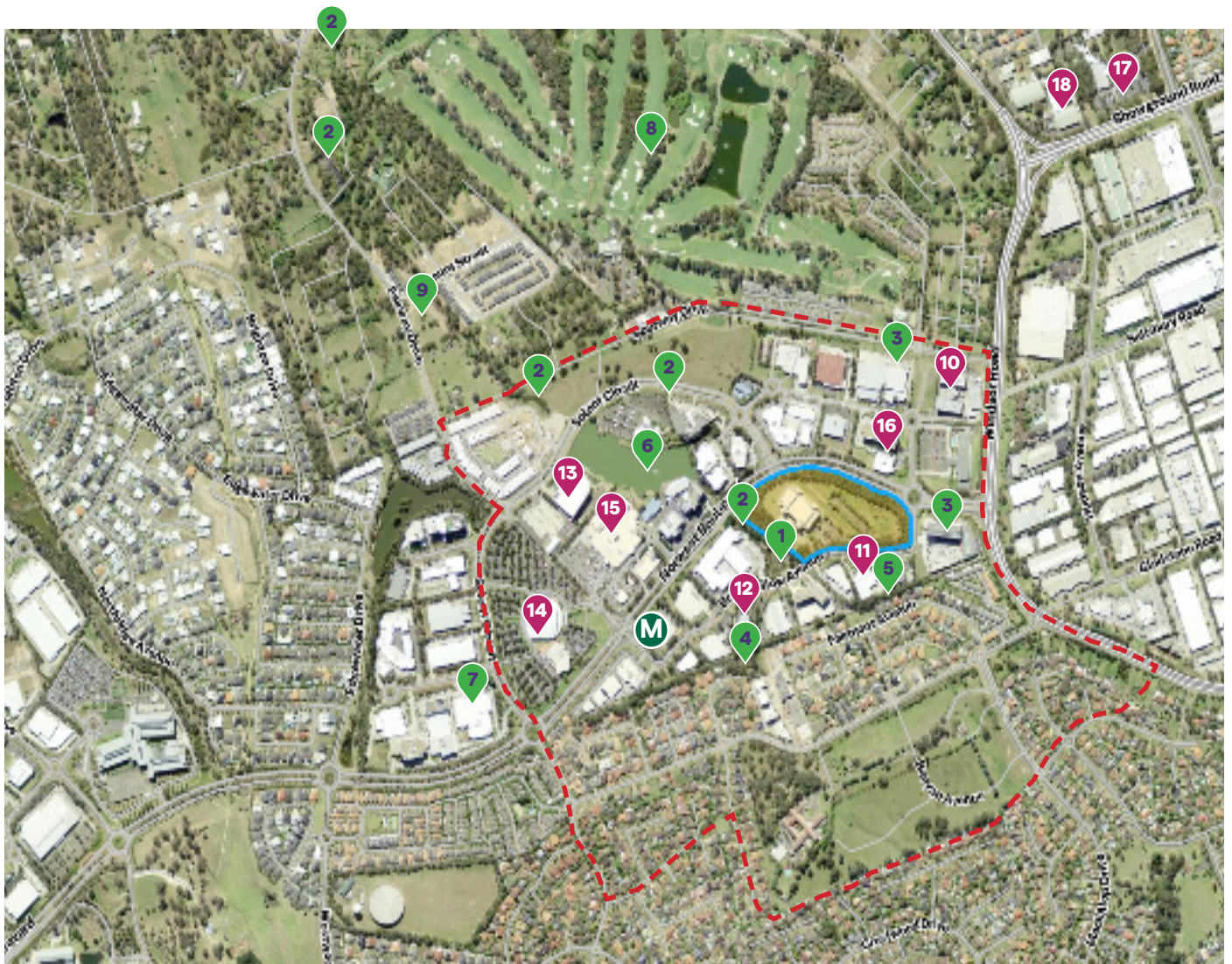
The existing site is set within a densely landscaped areas and provides a significant amount of green space around the existing building footprint. It is also in close proximity and accessible to green open spaces in the broader Norwest area including:

- **(1) Brookhollow Reserve** is located on the southwest boundary of the site and is an urban bushland area surrounding Strangers Creek with a small grassed area fronting Brookhollow Avenue.
- **(2) Strangers Creek** runs along the southwest boundary of the site and is part of an extensive open space/waterway corridor. It is an important local recreation, ecological and linear green space, extending from Brookhollow Avenue through to Norwest Lake and up through the Caddies Creek Conservation Area (5.7km from site) and beyond.

1 Everick Heritage (2025) in GreenSquare DC SDRP 1 Pre-Briefing Pack



Figure 4: Social Locality (Source: SDT Explorer, NSW Government)



-  Social Locality
-  The Site (3 Brookhollow Ave)
-  Norwest Metro Station
-  Green Spaces & Recreation Facilities*
-  Community & Cultural spaces*

* Numbers on map are referenced in the list of facilities and spaces.

- **(3) Virgin Active Gym** (350m or 4min walk from site) is a privately run indoor gym open from 5.30am-10pm weekdays and 7am-6pm weekends. It offers exercise classes including yoga, and boxing, a 25m pool, sauna and spa, cafe and children's learn to swim.
- **(4) Eversham Court Reserve** (450m or 6min walk from site) is a small bushland reserve with walking/cycling paths, lighting connecting residential areas along Fairmont Avenue and Eversham Court.
- **(5) Fairmont Avenue Reserve** (350m or 4min walk from site) is a small open grassed area with edge landscaping serving the surrounding residential area.
- **(6) Norwest Lake** (650m or 9min walk from site) is surrounded by walking trails and cycleways, cafes and restaurants, and privately run recreation facilities, such as an ice skating rink, and swimming school with Norwest Marketown. The lake is often used by remote control sailboat enthusiasts.
- **(7) Badminton Courts** (1.2km or 5min cycle from site) provides 17 indoor courts across two buildings which are international tournament grade for casual hire, coaching and competition.

Other parks and open spaces within the broader area of the site include:

- (8) Castle Hill Country Club (1.2km from site)
- (9) Fairway Drive Reserve (1.4km from site)
- Castle Hill Showground (2.7km from site)
- Fred Caterson Reserve and Tennis Courts (2.8km from site)

Community and Cultural spaces and facilities

provide opportunities for workers to connect, socialise and engage in activities before, after and during work hours. There are limited Council and privately run community spaces within close proximity to the site.

- **(10) The Hills Shire Council Administration Building** (750m or 11 min walk from site) has community meeting spaces, a cafe and customer service centre providing Council related information and services as well as JP and other community based services.
- **(11) Nukids Early Learning Centre** (150m or 2 min walk from site) provides long daycare services for children ranging between the ages of 6 weeks to 5 years old from 7am-6pm.
- **(12) Norwest Post Office** (350m or 5min walk from site) provides access to a range of everyday services such as postal and banking for workers to access in their lunchbreak.

- **(13) Norwest Convention Centre** (750m or 11 min walk from site) located within the Hillsong Church Campus, the convention centre is a commercial venue for hire catering for corporate event, music and cultural productions beyond those hosted and produced by the Hillsong Church. There are various spaces within the 26ha campus including a convention centre for up to 3300 people, The Hub which is a smaller 1,500 seat theatre.
- **(14) Norwest Epi Theatre and Recording Studios** (800m or 12 min walk from site) part of the Hillsong Church campus, The Epi Theatre provides a 560 seat auditorium. Co-located with this are professional sound and recordings studios produce music, podcasts and other sound productions, editing and training. The TV Studio is a multi-purpose venue for film, TV and photography projects.
- **(15) Norwest Marketown** (750m or 11 min walk from site) provides access to a range of medical, lifestyle, retail, both convenience and specialty, cafes and restaurants for workers before, after and during work hours.
- **(16) Bedford College** (70m or 1min walk from site) is a christian educational provider providing vocational education and training. It offers courses in health services, child care, aged care, business and fitness
- **(17) Castle Hill Powerhouse** (1.9km or 9 min cycle from site) is a storehouse for the Powerhouse Collection supporting research and conservation, presenting exhibitions and programs. It offers school holiday programs, group talks, workshops and tours to the general public.
- **(18) Castle Hill TAFE** (1.9km or 9 min cycle from site) services approximately 4,500 students, focusing on business and financial services, hospitality, general education, community services, health, nursing, carpentry, building and retail.

Other community and cultural spaces within the broader area of the site include:

- Norwest Private Hospital (3.6km from site)
- The Pavilion Theatre and Federation Pavillion (2.7km from site, part of Castle Hill Showground)
- George Bell Hall (2.7km from site, part of Castle Hill Showground).



Social Locality: Community Characteristics

A community profile identifies the demographic and social characteristics of a proposal's likely area of social influence. This is an important tool in understanding how a community currently lives and that community's potential capacity to adapt to changes arising from a proposal.

The community profile has been developed based on data from Profile.id for The Hills Shire LGA and the Norwest profile area which is drawn from the ABS Census data. The following provides a summary of the key community characteristics, including categories such as age, household, education, employment, health and wellbeing.

The Norwest precinct, which is a smaller statistical area, within The Hills Shire LGA, has an estimated population of 5,821 residents (2024) with a density of 2,148 persons per km². This is approximately 4x more dense than compared to The Hills Shire LGA at 558.1 persons per km².

There are approximately 10,525 employees working in the Norwest Precinct, which is approximately 11.5% of the total local jobs within the LGA.

Age

The median age of the Hills Shire LGA is 38 years old and for the Norwest area it is slightly younger at 37 years old. The age profile of both the Hills Shire LGA and Norwest residents is illustrated in Figure 5 below.

The predominant age groups living within the Norwest Precinct are 35-49 years old people (parents and homebuilders) that make up one-fifth or 20.8% of the total residents. People aged 25-34 years old (young workforce) accounted for a further 17.7% of the total Norwest residential population and much higher than the proportion of residents of this age group for the total population of The Hills Shire LGA.

From 2016 to 2021, Norwest's population increased by 2,505 people (115.0%). This represents an average annual population change of 16.5% per year over the period. The largest changes in the age structure in this area between 2016 and 2021 were in the age groups:

- **35 to 49 years (+580 people)**
- 25 to 34 years (+451 people)
- 70 to 84 years (+394 people)
- 60 to 69 years (+196 people)

Total persons

■ Norwest ■ The Hills Shire

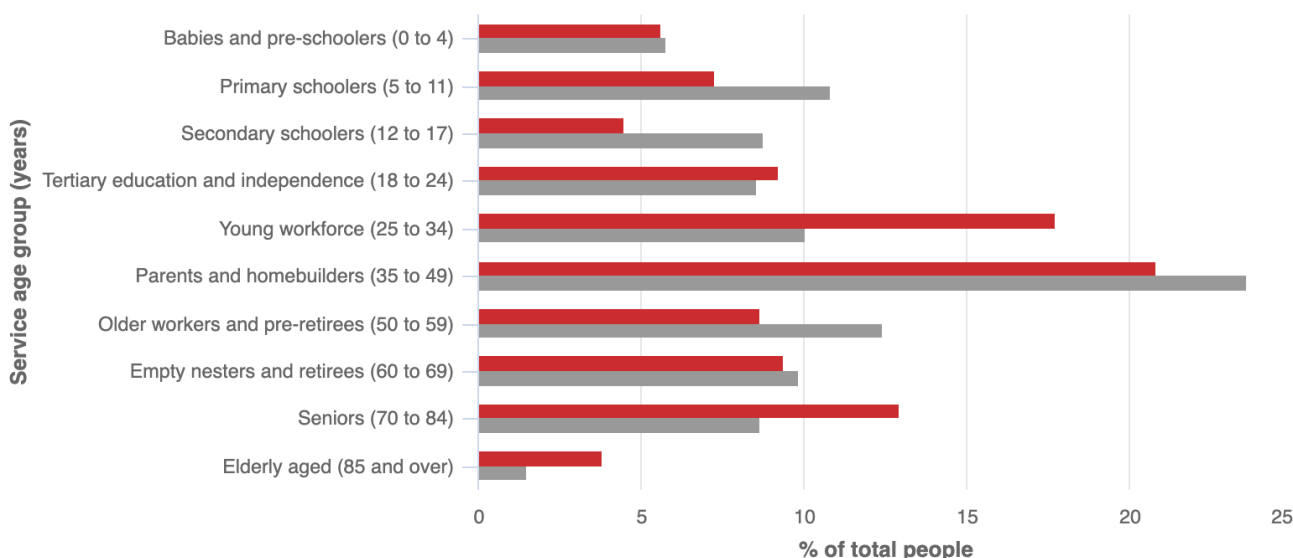


Figure 5: Age Structure - service age groups, 2021 [Norwest and Hills Shire LGA]
(Source: Profile.id, Norwest Community Profile)

Employment

Employment statistics are an important indicator of socio-economic status as well as the potential to leverage local employment opportunities. The levels of full or part-time employment, unemployment and labour force participation are indicators of the local economy and social context.

In the Norwest Precinct, the number of people employed increased by 1,188 between 2016 and 2021. Residents are almost all engaged in some form of employment with 58.2% working full-time, 26.3% working part-time, and 10.6% currently away from work but still employed. Only 4.9% of the Norwest Precinct population are unemployed.

The four job sectors by employment in Norwest can be seen in Figure 6. In comparison, the proportion of all residents within The Hills Shire LGA employed in Professional, Scientific and Technical Services is 11.6%; with 13.2% in Health Care and Social Assistance; 8.1% in Financial and Insurance Services, and 9.1% in Retail.

The largest changes in the jobs held by the Norwest Precinct population between 2016 and 2021 were people employed in:

- Professional, Scientific and Technical Services (+211 persons)
- Financial and Insurance Services (+159 persons)
- Health Care & Social Assistance (+135 persons).

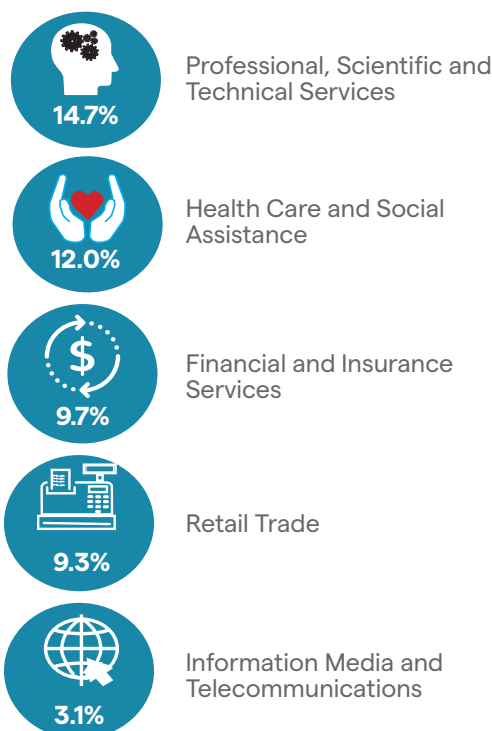


Figure 6: Employment Sectors, 2021 [Norwest]
(Source: Profile.id, Norwest Community Profile)

In Norwest the break down of occupations can be seen in Figure 7 (below). The dominant occupations were Professionals (36.2%), Managers (18.4%), and Clerical and Administrative Workers (14.2%). These three groupings account for 68.8% of the employed resident population.

In comparison, The Hills Shire employed 32.5% in Professionals; 18.9% in Managers; and 15.0% in Clerical and Administrative Workers, making up 66.4% of the employed population, which is a slightly smaller proportion.

Transport and Travel to work

Norwest Metro Station provides connections to Tallawong in the northwest and Sydney CBD to the southeast. Bus stops along Norwest Boulevard provide connections through to Parramatta, Seven Hills and Rouse Hill.

Of the 70,640 people who work in The Hills Shire Council, 30,075 or 42.6% also lived in the area. Most employees that work within the LGA but reside in other areas are coming from the surrounding LGAs. A total of 13,754 people working in The Hills LGA live in the Blacktown LGA. A further 4,782 employees are residents of the City of Parramatta, 3,433 are traveling from the Hornsby LGA, 2,353 from Hawkesbury LGA and 2,242 from the Penrith LGA.

Almost 15% The Hills Shire residents that work outside of the LGA are travelling into the City of Sydney, with a further 10% travelling to the City of Parramatta and 8% to the Blacktown LGA to work.

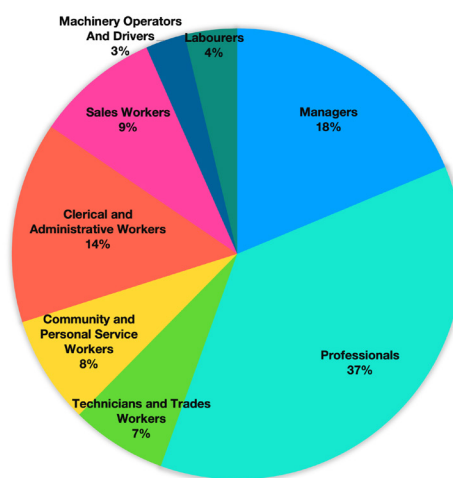


Figure 7: Occupation of Employment, 2021 [Norwest]
(Source: Profile.id, Norwest Community Profile)



Household & Dwelling types

Along with age, household and family structure is one of the most important demographic indicators. It reveals the area's residential role and function and provides key insights into the level of demand for social spaces, services and facilities as most are related to age and household types.

The types and size of dwellings available in a location can influence the age of residents, the household types and the affordability of housing.

The average household size within The Hills Shire LGA is 3.11 persons. For the Norwest Precinct, the average household size is smaller at 2.42 people per dwelling.

The most common household type in the Norwest Precinct is couples without children (32.5%), approximately 10% higher than the proportion of this household type across The Hills Shire LGA.

Couples with children account for just over one-quarter of households (28.5%) within the Norwest Precinct, which is significantly lower than compared to the proportion of this household type across the LGA (52%).

Lone person households account for 21% of households within the Norwest Precinct compared to 12% across The Hills Shire LGA. This could be correlated to there being a significantly higher proportion of medium and high rise dwellings in Norwest than the broader LGA (64% v 20%).

Lone person households have also increased by 3.7% between census periods and the growth of medium and high density housing approximately 4%, which is likely to continue with the current NSW Government policy settings and stated priorities.

Cultural Diversity

In Norwest, 0.4% of the population identifies as either Aboriginal or Torres Strait Islander which is lower than both Hills Shire LGA (0.6%) and Greater Sydney (1.7%).

Almost half of residents within the Norwest Precinct (48%) were born overseas in India (7.9%), China (7.1%), and United Kingdom (3.7%). This proportion is slightly higher than Greater Sydney and The Hills Shire.

Households speaking a language other than English account for 39% of the total within the Norwest Precinct including, Mandarin (9%), Hindi (3.3%), Cantonese (3.3%), Tamil (2.3%), and Korean (2.2%) being the highest proportion of other languages spoken.

Crime and Safety

Crime statistics obtained from the NSW Bureau of Crime Statistics and Research (BOCSAR) represents incidents recorded by NSW Police. This SIA has considered the local BOSCAR statistics from 2021 to 2024 and data has been mapped to show crime hotspots close to the site. (Figures 8 a-c).

For all main offence types, the hotspots are mainly centred around the Norwest Metro station and the main retail centre. Overall for all main offence types the rate of incidents have remained, on average, stable for the past two years.

While the rate of incidents for main offence types have remained stable, Norwest has a higher rate of incidents for specific offence types when compared to NSW, such as break and enter (non dwelling) in (1.4x the NSW rate) and incidents of stealing from a retail store (1.2x the NSW rate).

Level of Disadvantages

Socio-Economic Indexes for Areas (SEIFA) measure the relative level of socio-economic disadvantage and/or advantage based on a range of Census characteristics.

A higher score on the index means a lower level of disadvantage, or a higher level of advantage. Indicators of advantage that are used within the index include professional occupations, high income, higher education levels, high rent, large dwellings.

The Hills Shire LGA has a SEIFA Index of 1,098.1 putting the LGA in the 96th percentile, meaning 96% of Australian LGAs experience more disadvantage. For Norwest, the SEIFA Index is 1,084.2 putting it within the 92nd percentile. This means that Norwest residents have a high socio-economic status and low disadvantage.

Figures 8(a-c): Localised Crime Hotspots -
Norwest suburb July 2023-June 2025 (Source: BOSCAR)

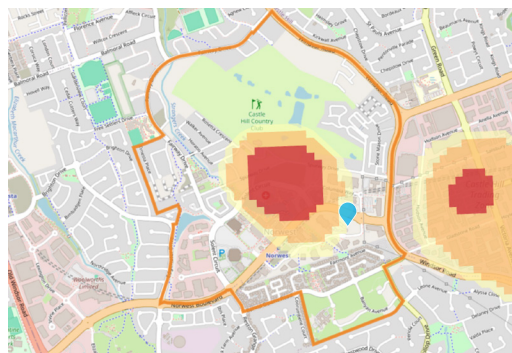


Figure 7a: Incidents of Break and Entry Non-Dwelling,
July 2023-June 2025

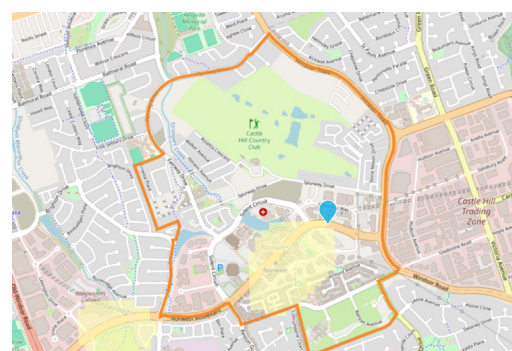


Figure 7b: Incidents of Malicious Damage to Property,
July 2024-June 2025

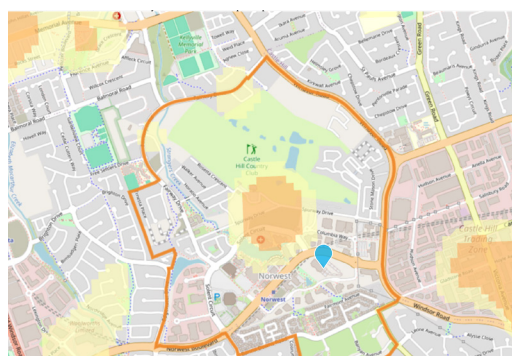


Figure 7c: Incidents of Theft from a Motor Vehicle,
June 2024-July 2025



Summary of Social Locality Characteristics.

The social locality provides a spatial understanding and defines the immediate place context. Coupled with this defining the "area of social influence" or easier understood as being the identification of specific community cohorts that may experience a greater social impact as a result of the proposal.

The area of social influence is defined by the social locality and the community profile and characteristics.

The Norwest Precinct is identified as being a major strategic and employment centre which has influenced how the place has developed, the predominant types of landuses and the limited non-private social infrastructure available within close proximity to the site. There is however small pockets of green space in addition to the green and landscaped setting that the current building is situated on site.

The community profile and trends data shows that, like The Hills Shire LGA, the Norwest Precinct area is experiencing rapid growth and change not only in the built form of the area, but who is living and working there.

The majority of people who are moving into the area are aged between 25-49 years old but there also appears to be a growing number of people aged 60-84 years old residing in the Norwest Precinct.

The data also indicates that residents are culturally diverse, coming from different countries, particularly from Asian countries and speaking a multitude of languages.



Policy Context

The following summarises the NSW Government and The Hills Shire Council's key policy positions and objectives relevant to this locality and development proposal.

Achieving Quality Design Outcomes

Connecting with Country is a framework for understanding the value of Aboriginal knowledge in the design and planning of places. Importantly it is informed by the experiences and knowledges of people who are from and work on Countries in and around the Sydney basin.

The ambition of Connecting with Country is that everyone who is involved in delivering government projects will ***“commit to helping support the health and wellbeing of Country by valuing, respecting, and being guided by Aboriginal people, who know that if we care for Country – it will care for us”***.

The ambition of the commitment to improving health and wellbeing of Country is to help realise three long-term strategic goals:

- Reduce the impacts of natural events such as fire, drought, and flooding through sustainable land and water use practices.
- Value and respect Aboriginal cultural knowledge with Aboriginal people co-leading design and development of all NSW infrastructure projects.
- Ensure Country is cared for appropriately and sensitive sites are protected by Aboriginal people having access to their homelands to continue their cultural practices.

Better Placed encourages better design and encourage development to be designed in the context of it's surroundings. It advocates for good design to respond to key challenges, such as climate change, and increasing population. The policy identifies that well-designed built environment including and especially social infrastructure, needs to be:

- Healthy for all members of the community, that promote active uses of the space, social cohesion, and safety to support the wellbeing of the community.
- Responsive to the needs and aspirations of the people from the present to the future that invites new ideas, interaction, productivity and enjoyment.
- Integrated by interfacing well with surrounding context and working towards common goals.
- Equitable for all members of the community and visitors.
- Resilient to the evolving nature of places and being able to adapt while retaining the essential character.

Greener Places outlines four principles to help deliver green infrastructure in NSW. Identified design actions include:

- Investigate and enhance physical and functional connections between different green spaces to create an interlinked system.
- Create a network of green streets that are connected and encourage walking and cycling.
- Design spaces that foster interaction and stewardship, community identity, sense of connectedness and community capacity.
- Ensure that the parks contribute to the value and understanding of place.
- Create open space as part of urban renewal that connects and enhances the new project through high quality, high-performing green space.
- Determine a clear understanding of user needs and demands to understand the requirements for multi functionality.
- Discover and balance the interest of many different stakeholders to maximise the benefits of proposed green space.
- Encourage the use of currently underutilised open space corridors for local community use.

Regional and Local Strategic Planning

The **Central City District Plan** which is the relevant district plan for The Hills Shire Council, providing a 20-year plan to manage the land use, growth, social, and environmental matters through a range of themes, objectives, priorities, and actions.

The relevant priorities and action relevant for consideration in this social assessment include:

- Strengthen Norwest through approaches that: (a) retain and grow commercial capacity to achieve the centre's job targets; and (b) encourage complementary retail services around Norwest Lake and the station precinct. [Action 45].
- Prioritise public transport investment to improve connectivity to Greater Parramatta from the Harbour CBD, Western Sydney Airport- Badgerys Creek Aerotropolis, Sydney Olympic Park, Westmead, Macquarie Park, **Norwest** and Kogarah via Bankstown. [Action 26]
- Growing investment, business opportunities and jobs in strategic centres [Planning Priority C10]
- Provide access to jobs, goods and services in centres by (a) attracting significant investment and business activity in strategic centres to provide jobs growth; (b) diversifying the range of activities in all centres; (c) creating vibrant, safe places and a quality public realm; (d) focusing on a human-scale public realm and locally accessible open space; (e) balancing the

efficient movement of people and goods with supporting the liveability of places on the road network; (f) improving the walkability within and to centres; (g) completing and improving a safe and connected cycling network to and within centres; (h) improving public transport services to all strategic centres; (j) designing parking that can be adapted to future use; (l) creating the conditions for residential development within strategic centres and within walking distance (up to 10 minutes), but not at the expense of the attraction and growth of jobs, retailing and services [Action 37].

Hills Future 2036 Local Strategic Planning

Statement defines the community's vision for Hills Shire as a place "To shape exceptional living, working and leisure places where expected growth brings vibrancy, diversity, liveability and prosperity."

The themes of economy and infrastructure highlight that industry need to meet the needs of the current and future growth of the Hills Shire and surrounds. To achieve this. Council have stated priorities for:

- PP1: Plan for sufficient jobs, targeted to suit the skills of the workforce
- PP2: Build strategic centres to realise their potential
- PP3: Retain and manage the Shire's industrial and urban service land
- PP10: provide social infrastructure and retail services to meet residents' needs
- PP11: Plan for convenient, connected and accessible public transport

The **Norwest Precinct Plan** is the guiding document for the growth and development for Norwest as the centre grows into a highly competitive employment precinct for the Hills Shire and broader Central River City region.

The site is located with Norwest Central sub-precinct which has a range of international and local businesses supporting 11,000 jobs. The locality has a mix of commercial office spaces, hotels and warehousing or light industrial uses.

The site is in a designated employment area (Focus Area 1) in which economic growth and providing diverse employment opportunities is the key outcome. Key principles relevant to this proposal to support this outcome include:

- Employment developments will be the key focus, significantly contributing to job growth within Norwest
- Building heights will be carefully sited having regard to the topographic constraints within the Precinct.
- The public domain will be attractive, safe, functional and accessible.

- Public domain will comprise well defined and comfortable places for people to gather, including informal seating.
- Future development will be transit oriented by reducing car dependence and encouraging walking and cycling to and from the nearby Norwest Metro Station.

The **Productivity and Centres Strategy** identifies where and how the employment lands are across The Hills LGA to support a forecast increase of 50,600 jobs by 2036. This strategy identifies the Norwest precinct as a strategic centre key for the increase in number of jobs and to provide employment lands for the Hills Shire LGA.

The **Economic Growth Plan** provides directions for economic development within The Hills Shire. The plan has six objectives relating to revitalising employment centres and preserving employment lands. It also seeks to foster innovation and diversification, be investment ready and increase economic resilience.

The Norwest Precinct is viewed as a catalyst for economic development and a high-value commercial area for the LGA. The plan identifies growth in key industries such as professional services, health, education, and advanced manufacturing within the precinct. The plan also highlights the need to improve the urban design of employment centres with better public domain, accessibility, and investment facilitation.

The **Public Domain Strategy** seeks to improve the quality, safety and amenity of public spaces across the Hills Shire. It establishes clear design principles to guide how new development can contribute to a high-quality public domain.

The strategy highlights the need for pedestrian focused streets, active ground frontages, consistent material and street furniture, and receptive landscaping. It also identifies the need for the public domain to be safe, attractive, and accessible for all people and strengthen the sense of place.

The **Integrated Transport and Land Use Strategy** supports more sustainable travel by reducing car dependency and coordination between growth, movement, and connections across the LGA.

A key part of strategy is to strengthen connections to strategic centres such as Norwest, through improving walking and cycling networks, enhancing access to public transport, and locating growth near existing and planned transport infrastructure. This includes supporting higher employment densities around the Metro station, and ensuring that development contributes to a well-connected street and path network that enhances accessibility for workers and visitors.



Part 4

Social Impact Assessment

This section details the potential social impacts to arise from the proposed development. The method for this social impact assessment is described in Part 2 and informed by the social baseline (Part 3).

This SIA is targeted and considered only the categories of social impact relevant to this project to ensure that it is proportional and responds to the social baseline. It also focuses on potential impacts that the identified community cohorts will likely experience a medium to high (negative or positive) impact based on the social risk rating matrix.

Evaluation

The social impacts likely to arise from the proposed development are influenced by the existing situation, the eventual consequences of the proposed development, and measures put in place to mitigate against any negative impacts and enhance positive impacts.

The categories of social impacts by which this development proposal has been assessed against are those outlined in Figure 2 (page 9). Each of the following impacts assessed has been considered in the context of the social locality and the individuals/communities (social influence) that are likely to experience varying levels both positive and negative impacts that arise from this proposal:

1. Supporting health and wellbeing of workers and neighbours
2. Weaving culture into the redevelopment
3. Accessibility and Safety
4. Construction and Operation Impacts
5. Managing change in the location.

1. Supporting the wellbeing of workers and neighbours *[Impact Categories: Health and Wellbeing / Way of Life/ Community]*

Social relationships and human connection can impact our physical and mental health. Workers that have adequate access to parks and open spaces, recreation facilities and community facilities before, during and after work will likely have improved social and wellbeing outcomes and will likely contribute to increased productivity.

The site is 51,900m² with a 20m wide 'green belt' incorporating over 400 mature trees. This provides high value amenity for workers on site as well as the surrounding residents and community.

The landscape is also a one of the site's defining strengths. The 'green belt' encircles the development and creates a continuous canopy and natural buffer. The proposal is for this mature vegetation to be maintained to support the existing ecosystem and biodiversity, as well as enhancing the outdoor space.

It creates a visual buffer for the proposed development that sets back significantly into the site boundary and protects the existing interface with Strangers Creek and Brookhollow Reserve.

Given the limited community and recreation facilities in close walkable proximity to the site, it will be important that adequate facilities and spaces be provided on site to enhance the amenity and wellbeing of workers to have a break and rest throughout the working hours.

Assessment of social impact

The landscape masterplan proposes to incorporate a series of trails through the existing vegetation that will remain outside of the fenced area of the site and be publicly accessible. Within this natural area on the site, seating is also proposed along with the opportunity to incorporate art and interpretation through native planting, reference to the historical waterways and locally significant materials.

The retention of existing trees and new planting, incorporation of publicly accessible trails through the existing green belt and landscaped boundary and provision of seating within this natural space will provide a medium to high positive social impact for both workers and the local community.

The incorporation of the interpretation signage and reference information within the landscape provides further social benefits by providing opportunities for workers to more deeply understand and connect with the place that they work as well as local community and in particular school children to gain greater knowledge about the local environment.

To further enhance the positive social outcomes and wellbeing for workers and it is suggested that additional seats and some tables be provided within the landscaped areas and shaded outdoor areas closer to the building. It is also suggested that a dedicated space be provided within the building for staff breaks in addition to the seating areas provided outside, especially for workers at night or when the weather impacts on worker comfort.

2. Weaving culture into the redevelopment

[Impact Categories: Culture | Environment]

Country exists around us through the earth, waterways, sea, sky, stars, and all living things in our environment. Aboriginal people are connected to Country through ancestral ties and family origins.

The stories and connections to Country are of cultural importance and is intrinsically linked to First Nations people in their customs, spiritual beliefs, cultural practice, understanding of place, lore and law, family and identity.

Everick Heritage collaborated with Cultural Knowledge Holders from Dharug Custodian Aboriginal Corporation for the content and outcome of the Connecting with Country Report. Through these discussions, three primary Country-centred concepts - Interconnectedness, Responsibility, and Reciprocity - were distilled and recommended be applied to the design.

The following opportunities and recommendations from Everick Heritage have been identified to connect with Country and weave First Nations culture into the redevelopment of the site.

Landscape: is more than amenity: it represents a living system that cools, shades, filters air, and connects the project back to Country.

Underplanting with native shrubs, restoring tree health, incorporating nesting boxes, and exploring features such as native bee hives and water points for fauna — the green belt becomes a thriving ecosystem rather than a static edge. Creating a sustainable habitat within the retained band of trees to support wildlife.

Everick Heritage recommend consideration of the impact of the building on wildlife and that all lighting should point downwards to attract insects and provide food for microbats.

Site: including both the building and its landscape should be considered as one element, each supporting the other. Keeping water on the site to cool the building, filter run-off, also supports the trees and create a good place for people and wildlife. By integrating rainwater harvesting for irrigation, water-sensitive planting, and ongoing ecological management, the landscape becomes both functional and symbolic — limiting stormwater run-off while nurturing biodiversity.

Building Form: should subtly respond to location. The site is surround by trees. Let trees inspire the form and finishes.

Colours, Textures and Materials: Demonstrate a response to site and surroundings using colours that are represented in the land and sky.

Shared Responsibility: Provide spaces or pathways where people can experience the bushland and understand its regeneration. Demonstrate shared responsibility and reciprocity

In addition, the Landscape Masterplan prepared by Arcadia identifies the following connecting with Country initiatives be included in all design phases associated with the project:

- Incorporate art and interpretation through native planting, reference to the historical waterways and locally significant materials.
- Retention of existing native vegetation in perimeter of site and further supplementary planting for habitat creation and biodiversity outcomes.
- Bird boxes, hollows and logs made from trees that require removal.
- Seed collection from removed trees to retain local species for supplementary planting.
- Use of locally significant materials and colours and textures that reflect the natural features of the site.
- Nature trail with seating areas through the green perimeter, located between trees to avoid removal where possible, provides amenity for workers and community.

The assessment of the social impacts supports the integration of these principles and initiative throughout the design formulation, construction and operation on site to ensure that culture is appropriately woven through the site to enhance a connection with Country, provision of a high amenity for workers and contribution to the local communities access to the natural environment. If design recommendations and initiatives are integrated, it would result in a medium to high positive social impact.

3. Accessibility and Safety

[Impact Categories: Accessibility + Safety | Way of Life | Health and Wellbeing]

The design of spaces and places can contribute to an individual or general perception of safety and vulnerability. The level of vulnerability that an individual feels is also influenced by various characteristics, such as gender, age, cultural background, ability, and sexuality.

Impacts to accessibility can arise from changes in how people access and use facilities on site and within the local area. The accessibility of the private and public spaces provide all people to move more easily throughout the space.



The incorporation of Universal Design and CPTED principles should be implemented to ensure that all private and public areas are physically accessible and inclusive.

Changes to accessibility and safety that have the greatest impacts are likely to occur at the construction stage, but also throughout the operation, especially given the density of landscaping surrounding the building which limits passive surveillance into and through the site.

Assessment of social impact

Throughout the construction phase there are likely to be negative social impacts albeit temporary on the liveability and way of life of local residents and businesses. This is likely to occur from disruptions to access with temporary traffic and pedestrian route changes, changed property access arrangements, and changes to parking availability.

Overall, there is likely to be a low to medium temporary negative impact for existing workers and residents particularly throughout the construction.

To mitigate or minimise the negative impact, particularly throughout the construction phase, it is recommended any changes to traffic and/or pedestrian access should be clearly communicated and a safe, barrier free alternative access should be provided that prioritises the safety and access of people in and around the sites. These alternative pathways should have clear signage and be safe for all people to navigate.

The higher volumes of vehicle movements to and from the site during stages of the construction, especially along Brookhollow Street should consider the peak times of residents moving in and out of the area as well as parents and carers dropping and picking up children from the childcare centre.

The proposal should incorporate appropriate Universal Design elements to ensure all workers and visitors have barrier free access to the site and building areas.

CPTED principles ensures the safety of workers, visitors and the general community as they move into, around and through the site and buildings. The density of landscaping provided around the edge of the site provides a clear territorial demarcation to the site and the internal fencing a further demarcation of the areas that are not publicly accessible.

Clear signage that demarcates the public and private spaces should also be displayed in appropriate locations. This will be important especially with the green belt around the edge of the site being publicly accessible.

While the trees provide high amenity and wellbeing benefits, they also pose some safety issues by limiting the available for passive surveillance into and around the site and create ample places for people to hide. Adequate lighting to ensure that workers and visitors entering and leaving the site can do so safely as well as lighting around the site will help to minimise the extent of areas that feel unsafe.

4. Construction and Operational Impacts

[Impact Categories: Accessibility + Safety | Way of Life | Health and Wellbeing]

Data centres can generate significant amounts of noise from the cooling fans and systems necessary to maintain optimal server temperatures. Continuous exposure to such noise impacts can significantly affect nearby residential areas, leading to reduced quality of life, sleep disturbances, and increased stress levels.

The proposed development will contribute to the creation of additional jobs within close proximity to the Norwest Metro Station. This development will strengthen the Norwest strategic centre and will support the growing innovation and knowledge economy industries.

The construction phase of any project has the potential to affect the amenity of sensitive receivers within the surrounding area through noise, dust, odours and the movement of construction vehicles to and from the site.

Sensitive receivers generally relate to residents but may also include childcare centres, places of worship, community and recreational facilities. The nearest noise sensitive receivers to the project site include a childcare centre located opposite the site on Brookhollow Avenue, approximately 80m from site, and educational institution (Bedford College) approximately 70m from site

In the social locality defined for this proposal, there are also residential properties at minimum 150m south from site along Fairmont Avenue, a hotel, approximately 130m from site fronting Brookhollow Avenue, a range of commercial buildings opposite the site fronting Norwest Boulevard and other industrial type businesses fronting Brookhollow Avenue opposite the site.

Assessment of social impact

The social locality for this proposal has a mix of residential and businesses and therefore the timing of specific construction activities and when they occur, will need to be mindful of the potential impacts of disruptive activities. It is critical that consideration of these impacts are not a 'one size fits all' but acknowledge that individuals experience the various potential impacts differently.

The proposed development could potentially have an impact on these receivers, affecting their ongoing acoustic amenity and wellbeing, in the operation of the data centre. The technical assessment undertaken for this proposal provides a baseline and this should be reviewed throughout the construction and operation of the data centre and respond to any changes in the baseline.

It is recommended that a Construction Management Plan be prepared and updated as the construction progresses and the scale/intensity of potential negative social impacts increase and/or decrease.

Given the high sensitivity of the use, it is suggested that consultation with the nearby child care centre (Nukids) be done as part of the preparation of the Construction Management Plan to ensure that impacts on children and their families both from noise impacts and construction traffic is minimised or if possible mitigated.

5. Managing change in this location

[Impact Categories: Civic Engagement]

There is a lot of change occurring across the Norwest Precinct which has a cumulative impact on the place and community. While not specific to one proposal, the cumulative impacts can contribute to increased stress and impacts to wellbeing due to with prolonged construction periods, disruptions to the daily lives of local residents, workers and businesses and general anxiety related to the rapid change and growth within the broader area.

It is noted that the construction phase of any large development with the likely change of access regimes may also impact way of life through temporary road closures, temporary detours etc. There is also the potential to cause interruptions to services and utilities at neighbouring properties.

This could result in negative social impacts to way of life for existing local residents and commercial operations, should their electricity, water, telecommunications, or gas supply be interrupted.

Assessment of social impact

The redevelopment will likely have a medium to high positive impact for both future residents and existing neighbours within the locality given that this proposal seeks to retain the existing use (data centre) but importantly seeks to increase the amenity and access to the existing environmental attributes around the site. However, there may be some minor negative social impacts experienced by neighbours in the short term.

Visual changes such as the presence of construction equipment, temporary fencing and hoarding, may also contribute to local residents and businesses in and around the site feeling a minor negative social impact. However, the proposal will contribute the improved amenity of the immediate location.

The changes proposed by the development proposal will inevitably impact on some existing residents that may not welcome the change.

To mitigate any negative impacts, especially those to be experienced throughout the construction phase, ongoing engagement with surrounding residents and businesses should occur prior to the commencement of construction and throughout.

Proactive communication and engagement with existing residents and businesses will help to build trust and acceptance for the project, especially when the negative impacts are being experienced acutely.

Engagement could include the provision of a dedicated email/phone number in which people are able to get more information, lodge a complaint or speak with someone about any issues that arise. It could also include notices that inform residents and business of construction timelines, expectations and how standards that will be met.

Ensuring that the various management plans consider closely the issues that local residents and businesses identified through the engagement will also help to mitigate or at least lessen the magnitude of the negative impact experienced.



Part 5 Conclusion

This SIA has been undertaken to assess the potential social impacts arising from the proposed development for a industrial use data centre development at 3 Brookhollow Avenue, Norwest.

The assessment meets the requirements of set out in DPHI's Social Impact Assessment Guidelines 2025, which provides a standardised approach for assessing social impacts across all State significant projects.

The assessment has been prepared by April McCabe, Partner + Director, The Planning Studio who is a highly qualified and experienced urban and social planner.

The following table responds to the questions outlined in the NSW Government guidelines.

Overall, the assessment and evaluation against the established categories of social impact demonstrates that the proposal is likely to have medium positive social impact to the people and place within the immediate locality.

The identified likelihood of negative social impacts that may be experienced as a result of this proposal are likely to be temporary and mainly through the construction phase. However, if adequate mitigation measures are put in place, this assessment concludes that the negative social impacts can be adequately managed.

	Impact Area	Document location
General		
1	Does the lead author meet the qualification and experience requirements?	Yes [Declaration on TOC page]
2	Does the lead author meet the qualification and experience requirements?	Yes [Declaration on TOC page]
3	Would a reasonable person judge the SIA report to be impartial, rigorous, and transparent?	Yes
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 [Social Baseline and Areas of Social Influence]
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 [Social Baseline]
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 [Social Baseline]
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
8	Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Yes [Social Impact Methodology]
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 outlined on page 8-9.
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?	Applied to the assessment
11	Does the SIA report describe how the preliminary analysis influenced both the project design and EIS Engagement Strategy?	Yes Social Baseline

	Impact Area	Document location
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?	Engagement was undertaken by another suitably qualified consultant for this project.
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?	Yes [Social Impact Assessment]
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 [Social Impact Assessment]
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 [Social Impact Assessment]
16	Does the SIA report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Considered in the assessment
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 [Social Impact Assessment]
18	Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups	Considered in the assessment
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 [Social Impact Assessment]
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?	The Planning Studio has been engaged as an independent expert and provided appropriate recommendations for consideration.
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 recommends ongoing monitoring and proposes mitigation measures to appropriately manage the change in the area as the project progresses through the different phases





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