

Redevelopment of 241-245 Pennant Hills Rd, Carlingford

Social Impact Assessment

Prepared for Triple Eight Corporation Pty Ltd atf The Carlingford Unit Trust

October 2025

Redevelopment of 241-245 Pennant Hills Rd, Carlingford

Social Impact Assessment

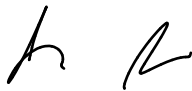
Triple Eight Corporation Pty Ltd atf The Carlingford Unit Trust

E250478 RP#1

October 2025

Version	Date	Prepared by	Reviewed by	Comments
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Approved by



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Associate Director
14 October 2025

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Executive Summary

Triple Eight Corporation Pty Ltd atf The Carlingford Unit Trust (the Proponent) is seeking approval for the redevelopment of 241-245 Pennant Hills Road, Carlingford (the Project). The project seeks detailed approval for the redevelopment of the property at 241-245 Pennant Hill Road, Carlingford (Lots 1, 2, 5 and 6 in DP 805059) to introduce a mixed-use development providing non-residential (commercial/business and childcare centre floor space) and residential apartments. The site is occupied by a commercial building comprising several tenancies, including small businesses and a 24-hour gymnasium. It is located on the western fringe of Carlingford town centre at the intersection of Pennant Hills Road and Jenkins Road.

EMM Consulting Pty Limited (EMM) has been engaged by Triple Eight Corporation Pty Ltd atf The Carlingford Unit Trust to prepare this Social Impact Assessment (SIA to support its proposed State Significant Development application (SSD- 84699461), in accordance with the methodology outlined in the NSW *SIA Guideline* 2025 (DPHI 2025a).

This report has been prepared to address the Secretary's Environmental Assessment Requirements (SEARs) issued for the project (SSD- 84699461). An overview of the assessed impacts and benefits is provided in Table ES1.

Table ES1 **Summary of identified social impacts and benefits**

Impact/benefit	Category and stage	Unmitigated significance	Mitigation/enhancement measures	Mitigated significance
Disruption to existing commercial tenants and business operations	Livelihoods Construction	High	- Existing operators will be offered tenancy at the site after redevelopment - Notice to be provided 6 months before demolition of the existing structure to allow time for re-location	Medium
Safety of children and nearby residences due to changes traffic conditions and reduced pedestrian access	Health and wellbeing Construction	Medium	- Public signage and notification - Consultation with local schools to ensure road safety awareness for children - Heavy vehicle movements outside of school hours - Security fencing - Project driver training in accordance with a driver code of conduct - Construction traffic management plan	Low
Potential impacts to residential and recreational amenity	Surroundings Construction and operation	Low	- Landscaping to enhance visual amenity after construction - Construction during standard hours - Development of an accessible complaints mechanism	Negligible
Impacts to items of cultural significance	Culture Construction and operation	Low	- Construction staff should be trained on procedures for identification and reporting of any new or suspected Aboriginal sites - Compliance with stop work procedures if suspected items of significance are uncovered - Develop and implement a chance finds procedure - Cultural Officer to be present during works	Negligible

Impact/benefit	Category and stage	Unmitigated significance	Mitigation/enhancement measures	Mitigated significance
Increased traffic on surrounding roads	Accessibility Construction and operation	Low	- Public signage and notification - Avoidance of vehicle movements during peak school drop off and pick up hours	Low
Employment opportunities during construction and operation	Livelihoods Construction and operation	Low	Development of a construction procurement policy to target vulnerable groups in the local area, such as youth and Indigenous people	Low
Changes to local character due to population influx	Community Operation	Low	Delivery of service providers within the redevelopments commercial floor space	Negligible
Increased housing supply in the regional area which meets the needs of residents, workers and the public	Way of life Operation	Medium	- Consideration of universal design principles throughout ongoing design - Ongoing consultation with accessibility providers	Medium
Increased supply of affordable rental housing	Way of life Operation	Medium	Offer social housing to vulnerable groups identified as a priority by Housing Australia	High
Increased availability of community services and facilities	Way of life Operation	Medium	Delivery of service providers within the redevelopments commercial floor space	Medium
Crime and public safety	Health and wellbeing	Negligible	- Consideration of road and footpath use during construction - Public notification and construction updates - Operation of security cameras in publicly accessible spaces	Low

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Acronyms

Acronym/abbreviation	Description
ABS	Australian Bureau of Statistics
ASGS	Australian Statistical Geography Standard
CBD	Central Business District
CIS	Community Infrastructure Strategy
CSP	Community Strategic Plan
DPHI	NSW Department of Planning, Housing and Infrastructure
DPIE	Department of Planning and Environment
EIS	Environmental Impact Statement
EMM	EMM Consulting Pty Ltd
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
IAIA	International Association for Impact Assessment
IEO	Index of Education and Occupation
IER	Index of Economic Resources
IRSAD	Index of Relative Socio-Economic Advantage and Disadvantage
IRSD	Index of Relative Socio-Economic Disadvantage
LGA	Local Government Area
LSPS	Local Strategic Planning Statement
NSW	New South Wales
SAL	Suburb and Localities
SEARs	Secretary's Environmental Assessment Requirements
SEIFA	Socio-Economic Indexes for Areas
SIA	Social Impact Assessment
SIA Guideline 2025	Social Impact Assessment Guideline for State Significant Projects
SIA Technical Supplement 2025	Technical Supplement: Social Impact Assessment Guideline for State significant Projects
the Council	Parramatta City Council
the Project	Mixed-use development with in-fill affordable housing - 241-245 Pennant Hills Road, Carlingford
the Site	241-245 Pennant Hills Road, Carlingford (Lots 1, 2, 5 and 6 in DP 805059)

1 Introduction

This Social Impact Assessment (SIA) has been prepared by EMM Consulting on behalf of Triple Eight Corporation Pty Ltd atf The Carlingford Unit Trust for the construction and operation of a mixed-use development including infill affordable housing (the proposal) on land at 241-245 Pennant Hills Road, Carlingford (the site).

This report has been prepared to outline potential social impacts and benefits of the proposed development to inform assessment of the Project. This SIA considers social impacts in terms of the public interest as required under Part 4.15 (e) of the *Environmental Planning and Assessment Act 1979* (EP&A Act), and as identified by the Secretary's Environmental Assessment Requirements (SEARs) issued for the Project on 23 May 2025, which require "a social impact assessment prepared in accordance with the Department's Social Impact Assessment Guideline".

This report accompanies a State Significant Development Application that seeks approval for the demolition and construction of a mixed-use residential and commercial development including infill affordable housing, which involves the following:

- Site preparation works, including demolition of existing structures, vegetation removal as necessary, and bulk excavation.
- Construction and operation of a mixed-use development comprising commercial premises, gymnasium, childcare centre and shop top housing as follows:
 - One 18-storey building (Building A) in the Northeast corner of the site; and two 4-5 storey buildings (Building B & C) along the western edge of the site.
 - A publicly accessible through site link between Pennant Hills Road and Felton Road.
 - 6 commercial tenancies at ground floor.
 - A three-storey gymnasium within the southern portion of Building C.
 - A 98 place childcare centre located on level 01 of Building A.
 - 2356m² of communal open space in the following locations:
 - the roof of Building A, B and C
 - the two-storey podium of Building A
 - the publicly accessible through site link
 - A total of 136 residential apartments across the three buildings, including 25 infill affordable apartments.
- Provision of three levels of basement parking with a total of 263 car parking spaces comprising:
 - 151 residential car parking spaces (including 24 accessible spaces)
 - 30 commercial car parking spaces (including 4 accessible spaces)
 - 25 childcare parking spaces (including 4 accessible spaces)
 - 26 gymnasium parking spaces (including 2 accessible spaces)

- 26 visitor car parking spaces (including 12 accessible spaces)
- 3 car share spaces.
- Street tree planting and landscaping, extension and augmentation of services and infrastructure as required. For a detailed project description, refer to the Environmental Impact Statement prepared by Planning Direction.

1.1 Site description and location

The site is identified as 241-245 Pennant Hills Road, Carlingford within the City of Parramatta Local Government Area (LGA). It is situated in the western portion of the Carlingford Local Centre and is located approximately 18 km north-west of the Sydney Central Business District (CBD).

The site is an irregular triangular shape and comprises approximate frontages of 140 m to Pennant Hills Road to the south-east, 100 m to Felton Road to the north and 135 m to the adjoining properties to the west. The site comprises a total area of 6331 m², with the entirety of the site under single ownership.

The site is described in Table 1.1 below and illustrated in the Site Aerial Map in Figure 1.1 following.

Table 1.1 **Site description**

Reference	Street address	Legal description	Area
1	241-245 Pennant Hills Road	Lot 1 DP805059	-
2	241-245 Pennant Hills Road	Lot 2 DP805059	-
3	241-245 Pennant Hills Road	Lot 5 DP805059	-
4	241-245 Pennant Hills Road	Lot 6 DP805059	-
Total			6,331m²



Source: Nearmap, edits by Kennedy Associates Architects (2025)

Figure 1.1 Site ariel map

1.2 Local context

The site is located at 241-245 Pennant Hills Road, Carlingford, in the Parramatta LGA. The site is legally described as Lots 1, 2, 5 and 6 in DP 805059. Figure 1.2 and Figure 1.3 indicate the local setting and site context. Figure 1.4 indicates the proposed site layout.

The site is located within the western fringe of the Carlingford town centre, adjoining residential properties and is within proximity of James Ruse Agricultural High School, Carlingford Court Shopping Centre, Carlingford Library, and the K13 Submarine Memorial Park.

Table 1.2 summarises the key features of the site.

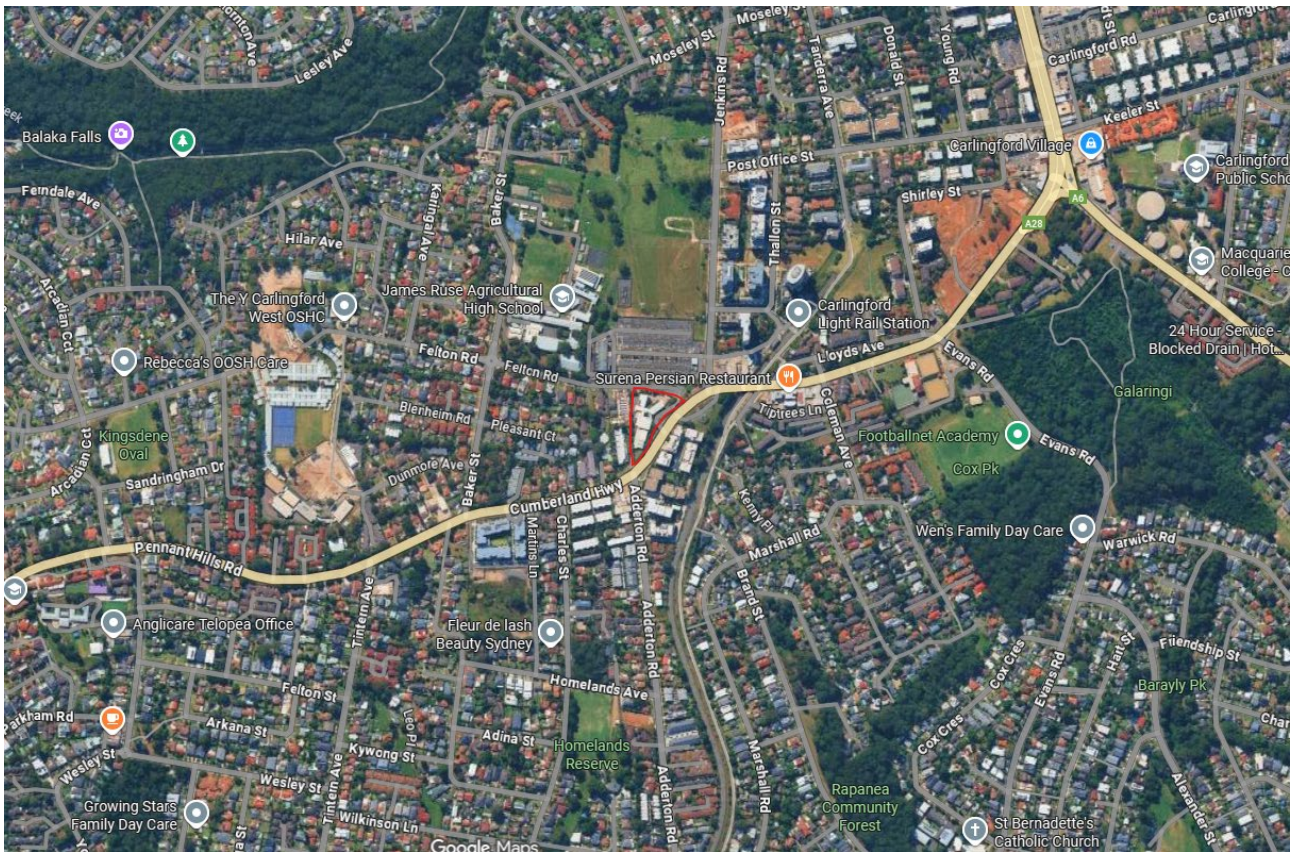
Table 1.2 **Key features of site**

Description	Site details
Land configuration	The site has an area of 6,331 m ² and is triangular in configuration, with frontages to both Pennant Hills Road to the south-east and Felton Road to the north of approximately 140 m and 80 m respectively. A portion of the site is to be acquired by Transport NSW for future widening of Pennant Hills Road. The total site area is 5,765 m ² less the road widening. It is unknown when the land may be acquired by Transport NSW.
Property Ownership	The proponent is Triple Eight Corporation Pty Ltd atf The Carlingford Unit Trust.
Existing development	The site is occupied by a two-storey masonry commercial building comprising several tenancies, including small businesses and a gym.
Local context	The site is bounded by Pennant Hills Road and Felton Road. Felton Road terminated at a large cul-de-sac before meeting Pennant Hills Road/Jenkins Road. The land is zoned as E1 local centre and SP2 infrastructure under the Parramatta Local Environment Plan (NSW Government 2023). The land to the west of the development is zoned as medium density residential (R3), with land to the south zoned as high density residential (R4). Adjacent to the site, located to the south-east there is land zoned as public recreation (RE1), inclusive of the K13 Submarine Memorial Park. The Carlingford Transmission Substation is located to the west of the site and is zoned as electricity and distribution (SP2).
Regional context	The site is located in Carlingford SAL toward the northern boundary of the Parramatta LGA. The site is located approximately 5 km north-east of the Parramatta CBD and 20km from the Sydney CBD.
Infrastructure	Pennant Hills Road is a major Road in the region, spanning 16 km to the central business district (CBD) of Parramatta. Pennant Hills Road experiences a large volume of daily traffic as the main connecting road to the M2 Motorway (Hills M2) toward Sydney in the Parramatta region. The region is well connected by road and public transport corridors, with a range of planned upgrades to transport networks, such as the Sydney Metro West, which has a target opening date of 2032.
Site access	Vehicular access to the site will not be provided from Pennant Hills Road at the direction of Transport NSW. Rather, the site will be accessed from Felton Road.



Source: (GCA 2021)

Figure 1.2 **Site context**



Source: Google maps (2025)

Figure 1.3 Local setting



SITE PLAN

ISSUE FOR SEARS - 5/5/2025

Source: Kennedy Associates Architects (2025)

Figure 1.4 Site layout

1.3 Assessment approach and requirements

The purpose of this SIA is to identify and assess the social impacts of the Project to support approvals for development of 241-245 Pennant Hills Road, Carlingford. This SIA has been prepared in accordance with the SEARs issued by the DPHI on 23 May 2025. The SEARs stipulate that the environmental impact statement (EIS) for the proposed development include an SIA in accordance with DPE's *Social Impact Assessment Guideline for State Significant Projects* (SIA Guideline 2025) (DPHI 2025a). In addition to the SIA Guideline 2025, preparation of the SIA considered:

- the *Technical Supplement: Social Impact Assessment Guideline for State significant Projects* (SIA Technical Supplement 2023) (DPHI 2025b)
- the *Cumulative Impact Assessment Guidelines for State Significant Projects* (DPiE 2022a)
- the *Parramatta City Council Social Impact Assessment Guidelines* (Parramatta City Council 2013).

Table 1.3 SEARs requirements – Social

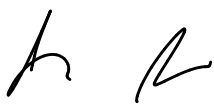
Item	Description of requirement	Section reference (this report)
18. Social Impact	• The EIS must consider social impacts and, should any significant social impacts be identified, a Social Impact Assessment must be prepared in accordance with the Social Impact Assessment Guideline for State Significant Projects.	Section 5

1.4 Authorship and SIA declarations

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

i Authorship

This report has been prepared by a suitably qualified and experienced lead and co-authors Breannan Dent and Brooke Theobald and reviewed by Sam McCrea, consistent with SIA Guideline 2025 requirements. All contributors hold appropriate qualifications and have the relevant experience to carry out the SIA for this project. The curriculum vitae for each author is provided in Appendix A.

Declaration		
Name	Breannan Dent	
Qualifications	Bachelor of Social Science, Master of Urban Management and Planning	
Name	Brooke Theobald	
Qualifications	Bachelor of Social Science	
Name	Caroline Wilkins	
Qualifications	Bachelor of Arts/Bachelor of Commerce, Master of Social Science	
Name	Samantha McCrea	
Qualifications	Bachelor of Engineering, Master of Science	
The undersigned declares that this Social Impact Assessment has been prepared in response to the following SEARs requirements issued for the Project on 23 May 2025 for SSD- SSD-84699461:		
SEARs item no.	SEARs Requirement	Relevant Section of this Report
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> .	Whole report
Signed		
		
Samantha McCrea		
Dated	13 October 2025	

The authors declare that this SIA report:

- was completed in October 2025
- has been prepared in accordance with the EIS process under the EP&A Act
- has been prepared in accordance with the SIA Guideline 2025
- contains all reasonably available project information relevant to the SIA
- as far as EMM is aware, contains information that is neither false nor misleading.

Assumptions and limitations of this report are outlined in Section 2.1.

2 Methodology

This section presents the methodology which guided completion of the SIA. The methodology was tailored to meet the requirements of the NSW SIA Guideline 2025 (DPHI 2025a). Completion of the SIA has also been informed by best practice guidance and standards for SIA set out by the International Association for Impact Assessment (IAIA). As this Project is located in the Parramatta LGA, the Parramatta City Council's Social Impact Assessment Guideline (2013) was considered throughout the development of this SIA.

Stages in the preparation of the social assessment are as follows:

- Social baseline study: understanding the existing social environment. This process included:
 - study area definition based on geographic areas likely to be impacted
 - review of relevant background studies and technical reports, along with relevant local and state policy frameworks
 - demographic analysis to define the characteristics of the existing social environment against which potential social impacts may be identified and assessed.
- Engagement informing the SIA: feedback generated through stakeholder engagement as summarised in Chapter 5 of the EIS and in Chapter 4 of this SIA.
- Findings from other technical disciplines that contributed to the EIS (Planning Direction Pty Ltd 2025a) were reviewed and potential social impacts defined. These included the:
 - Aboriginal Heritage Due Diligence Report (Heritage Now 2024a)
 - Statement of Heritage Impact (Heritage Now 2024b)
 - Scoping report: No 241-245 Pennant Hills Road (Lots 1, 2, 5 and 6 in DP 805059) (Planning Direction 2025)
 - Traffic Impact Assessment (Traffic Solutions Pty Ltd 2025b)
 - Preliminary Construction Traffic Management Plan (Traffic Solutions Pty Ltd 2025a)
 - Noise Impact Assessment (Rodney Stevens Acoustics 2025)
 - Landscape Design (Julia Mary Landscape Studio 2025)
 - Accessibility Report (Access Right 2025)
 - Community Engagement Report (Planning Direction Pty Ltd 2025)
 - Crime Prevention Through Environmental Design (New Leaf Planning 2025)
 - Visual Impact Report (Planning Direction Pty Ltd 2025b)

- Social impact identification: an analysis of how the proposed changes may impact on key stakeholders. The method included analysis of the nature of project activities, baseline characteristics of potentially affected communities and feedback generated through engagement. Several complementary approaches were used to triangulate findings and confirm accuracy of the assessment. These approaches included consideration of:
 - available academic and grey literature to review and revise potential impacts
 - local plans and policies, to contextualise and understand local priorities and values
 - the existing social environment and emerging social trends and patterns
 - feedback generated through stakeholder engagement
 - findings from the other relevant technical disciplines.
- Social risk assessment: the systematic assessment of each identified social impact to predict the nature and scale of potential social risk associated with construction and operation of the Project. The risk approach assesses the magnitude and likelihood of potential positive and negative social impacts with and without mitigation. The social risk assessment matrix, including the assessment framework, is provided in the SIA Guideline Technical Supplement (DPHI 2025b) and presented in Figure 2.1.

Identification and assessment of relevant impacts was undertaken with consideration of the associated impact categories outlined in the SIA Guideline 2023 (DPHI 2025a) which refers to potential changes to people's:

- **way of life:** how people live, how they get around, how they work, how they play, and how they interact each day
- **community:** its composition, cohesion, character, how it functions, resilience and sense of place
- **accessibility:** how infrastructure provided by public, private or not for profit organisations, including services and facilities is accessed and used
- **culture:** shared beliefs, customs, values and stories, and connection to Country, land, places, waterways and buildings, both Aboriginal and non-Aboriginal
- **health and wellbeing:** physical and mental health
- **surroundings:** access to and use of ecosystem, public safety and security, access to and use of natural and built environment, aesthetic value and/or amenity
- **livelihoods:** how people sustain themselves through employment or business, their capacity to do so and whether disadvantage is experienced.
- Social impact mitigation and management: Identification of measures which may be implemented to avoid or reduce the significance of impacts and enhance Project related benefits.
- SIA reporting: development of this SIA technical report and internal peer review by EMM's social consultants.

Magnitude level					
	1	2	3	4	5
Likelihood level	Minimal	Minor	Moderate	Major	Transformational
A Almost certain	Low	Medium	High	Very high	Very high
B Likely	Low	Medium	High	High	Very high
C Possible	Low	Low	Medium	High	High
D Unlikely	Negligible	Low	Low	Medium	High
E Very unlikely	Negligible	Negligible	Low	Medium	Medium

Source: SIA Guideline Technical Supplement, Social impact significance matrix

Figure 2.1 Social impact significance matrix

2.1 Research limitations

This SIA has been based on the best available information relevant to the Project. The SIA is based on the current project design. It has been noted that while project components are generally fixed, some aspects of the Project (including the siting of project elements within the development footprint and construction methodology) may be subject to minor change during finalisation of the detailed design process. The objective is to ensure that the detailed design can meet construction requirements while continuing to minimise social and environmental impacts and deliver benefits.

Other assumptions and limitations of the research include the following:

- A key source of data describing social conditions is the Australian Bureau of Statistics (ABS) Census of Population and Housing, the latest of which was in 2021 (ABS 2021a). There may have been changes to social characteristics since this census event. Where available, more recent data has been utilised.
- Engagement data informing the SIA was received from secondary sources, meaning a precautionary approach has been taken to assessment, as the data may not be representative of the perspectives of all community members.
- Social infrastructure reviewed in the social baseline predominantly considers government-provided facilities or services. In some instances, it is possible that local communities access services through private providers for which data is not available.

3 SIA context

This chapter describes the social locality (study area) adopted for this SIA, provides a summary of the development context, key features of the locality, and the policy and planning context.

3.1 Social locality

The social locality (SIA study area) identifies the social and geographical boundaries for the SIA. These geographical areas include stakeholders who could potentially have an interest in, or be directly or indirectly affected by, the Project. These stakeholders include landholders, nearby neighbours, community members, businesses, service providers and indigenous groups. The social locality considers:

- the nature and scale of the proposed project, including associated infrastructure
- the scope of potential social impacts throughout the Project lifecycle
- the location and characteristics of potentially affected communities
- land use patterns, infrastructure and urban/rural centres.

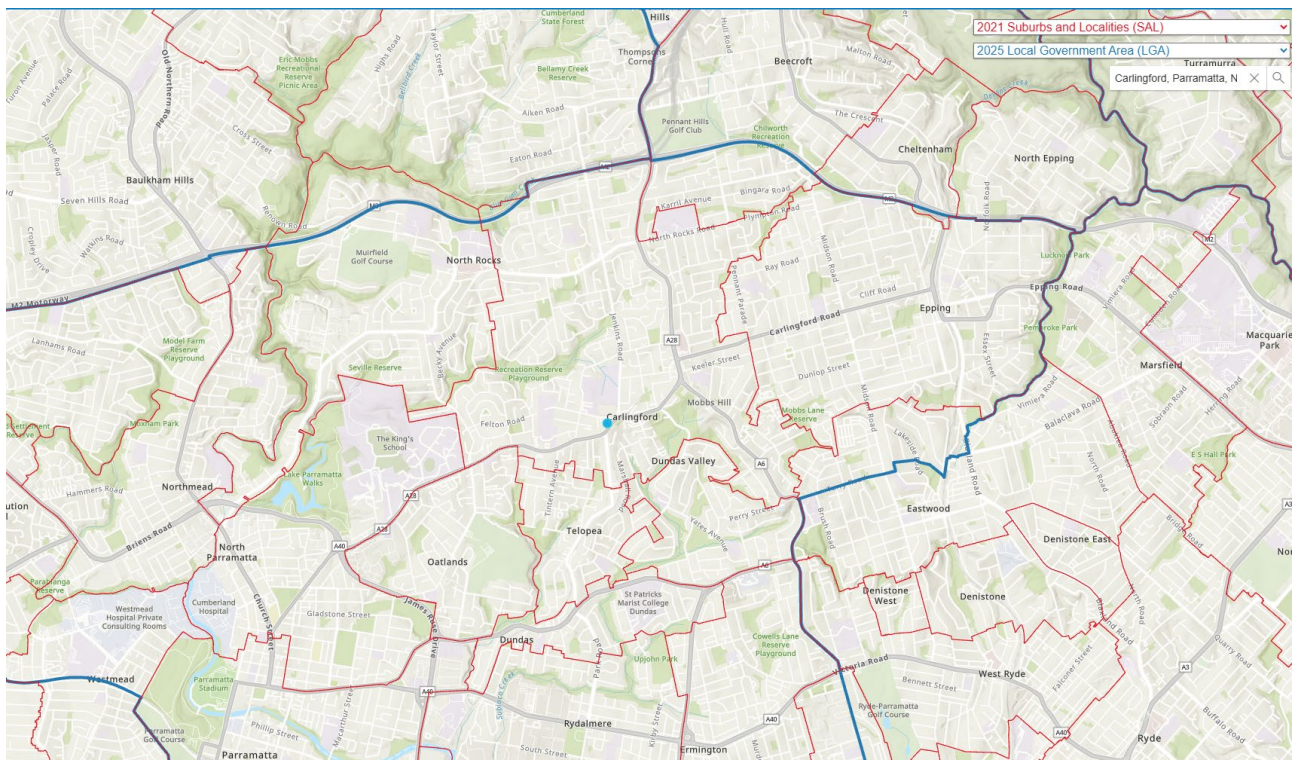
The social baseline characterisation utilises data generated by the ABS at the Suburb and Localities (SAL) and LGA geographical classifications.

The Project considers the local area of Carlingford SAL as it is likely to contain stakeholders that would experience direct impacts. The broader regional area includes Parramatta LGA which corresponds to the local area. The Project will consider Greater Sydney as the basis of comparison, as Parramatta LGA is located within the centre of Greater Sydney and as such is likely to share comparable characteristics.

Each of the locations are mapped to respective ABS statistical geographies as outlined in Table 3.1 and forms the basis for development of the community profile and analysis of key social trends.

Table 3.1 Locations within the social locality mapped to ABS categories

Social locality	Geographic area	ASGS statistical area code	Description/relevance to Project
Local study area	Carlingford SAL	SAL10817	The Project site is located within the Carlingford SAL
Regional study area	Parramatta LGA	LGA16260	The Project is located within the Parramatta SAL
Area of reference	Greater Sydney	1GSYD	Greater Sydney will be used as a point of comparison.
State/Territory	New South Wales	1	New South Wales has been used as a point of comparison for some data sets.



Source: ABS Maps

Figure 3.1 Social locality mapped to ASGS

3.2 Development context

3.2.1 Planning Proposal – No 241-245 Pennant Hills Road (Lots 1,2,5 and 6 in DP 805059) Carlingford

Planning Direction Pty Ltd submitted the Planning Proposal (PP-2022-376) to the Sydney Central City Planning Panel, with an updated planning proposal submitted in March 2022. The Planning Proposal proposed to increase the height of the development on the site to part 14 m and part 49 m with a corresponding increase in floor space ratio floor space ratio to 2.1:1.

The maximum development potential of the subject site under the Planning Proposal included:

- 1.970 m² of non-residential floor space (commercial/retail/ business) including small businesses, a gymnasium, restaurants and a childcare centre with the capacity for 90 children

i Planning proposal public submissions

The Planning Proposal was placed on public exhibition from May 2022 to June 2022.

Key issues raised in submissions included:

- traffic and road network impacts
- land use permissibility
- interface with surrounding low-density development
- location of the through-site link
- overshadowing
- infrastructure delivery.

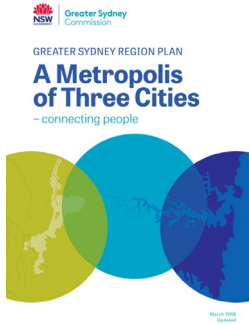
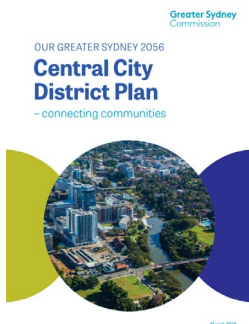
The Planning Proposal was amended to address these concerns, then was subsequently approved in 2022.

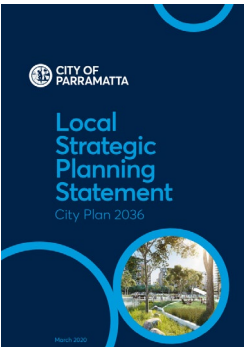
The final project description is provided in Section 1.

3.3 Policy and planning context

This SIA is informed by the policy and planning context. Table 3.2 provides an overview of the social and economic policies and strategies relevant to the Project and describes how the Project may contribute to, or support achievement of community goals, aspirations, or actions.

Table 3.2 **Policy and planning context**

Plan, policy or strategy	Description and alignment with Project
State government plans and policies	
State Environmental Policy (Housing SEPP) (DPE 2024a)	In 2023, the NSW Government implemented in-fill affordable housing reforms to encourage private developers to deliver affordable housing. The reforms to the SEPP include: • A floor space ratio (FSR) bonus of 20-30% and a height bonus of 20-30% for projects that include at least 10-15% of gross floor area (GFA) as affordable housing. This bonus only applies to residential flat building and shop-top housing. The Project is permitted with consent as “shop top housing”, a “childcare centre” and “commercial premises” being permitted uses with consent in the E1 Local Centre zone. The applicant has identified 15% of the proposed development which will be used for affordable rental housing based on utilising the 30% uplift in the building height and FSR applicable to the site. The affordable housing development will be managed by a registered community housing provider.
Regional plans and policies	
Greater Sydney Region Plan: A metropolis of Three Cities (Greater Sydney Commission 2018) 	The Greater Sydney Region Plan outlines the vision for three connected cities that will rebalance Greater Sydney, placing housing, jobs, infrastructure and services within reach of residents no matter where they live. The plan sets targets regarding new housing ranging in type and tenures to improve affordability. Parramatta is a part of the three cities plan, recognised as the core of the Central River City. The proposal is consistent with the following objectives of the Plan: • Objective 10 – Greater housing supply • Objective 11 – Housing is more diverse and affordable • Objective 12: Great places that bring people together • Objective 14 – A Metropolis of Three Cities – integrates land use and transport to create walkable and 30-minute cities • Objective 39: A collaborative approach to city planning
Central City District Plan (CCDP) (Greater Sydney Commission 2018a) 	The <i>Central City District Plan (CCDP)</i> covers the Parramatta LGA and is inclusive of surrounding local government areas of Blacktown, Cumberland, and The Hills. The plan is aligned to support the delivery of the Greater Sydney Region Plan, containing planning priorities and objectives that address infrastructure provision, liability, productivity and sustainability. Within the CCDP, Parramatta is defined as a metropolitan centre, with Carlingford a ‘local centre’. Opportunities and initiatives for housing supply were identified for Carlingford. The Project will align with this plan by directly contributing to housing supply.

Plan, policy or strategy	Description and alignment with Project
Local government plans and policies	
Parramatta Local Environment Plan (PLEP) (NSW Government 2023)	The subject land is zoned E1 Local Centre and SP2 – Infrastructure under the Parramatta Local Environmental Plan (2023). The Project will be developed in accordance with the objectives of the zones, including: • ‘To provide infrastructure and related uses’ • ‘To provide a range of retail, business and community uses that serve the needs of people who live in, work in or visit the area’. The proposed development is likely to contain residential apartments, commercial tenancies including cafes and restaurants, a gymnasium and a childcare centre which will service residents on-site and within the broader precinct. As such, the Project is consistent with the zone objectives.
<i>Community Strategic Plan 2018-2038</i> (City of Parramatta 2022) 	City of Parramatta’s <i>Community Strategic Plan 2018-2038</i> (CSP) provides a community informed vision for the LGA, forming part of their integrated planning and strategic vision. The CSP highlights the strengths, challenges, and opportunities within the LGA. Key desires of the community highlighted in the CSP that are relevant to the Project include the following: • To have a more diverse range of affordable housing options, so that families of all income levels are catered for managing growth of the economy and improving other infrastructure to keep up with demand promoting inclusivity, accessibility as well as making sure that areas are designed to meet the needs of people with varying abilities. • The Project will aid in the provision of affordable housing in Parramatta, directly supporting strategic action F.3.1 of the CSP “Plan and advocated for quality housing options, including affordable housing that supports the needs of our diverse community through all life stages.”
<i>Draft Community Strategic Plan 2025-2050</i> (City of Parramatta 2025) 	The Draft <i>Community Strategic Plan 2025-2050</i> (City of Parramatta 2025) was placed on public exhibition between 12 May 2025 and 11 June 2025. The Draft CSP was informed by community engagement conducted between August and December of 2024, with over 4,000 participants. In regard to housing, the Draft CSP outlines the following strategic directions: • 2.2.1: Plan and advocate for adequate housing supply and delivery • 2.2.2: Plan and advocate for diverse housing options, including affordable, adaptable and seniors housing The Project will support these directions by providing 136 new units, including 25 affordable rental units.
<i>Local Strategic Planning Statement City Plan 2036</i> (City of Parramatta 2020a) 	The City of Parramatta <i>Local Strategic Planning Statement</i> (LSPS) identifies the 20-year vision for land use in Parramatta LGA to meet social, economic, and environmental needs. The plan identifies three key objectives for the city: to be sustainable, liveable, and productive. Among the key priorities is providing housing diversity and incentivising affordable rental housing. The Project will support the realisation of these planning priorities by providing diverse housing options alongside affordable rental housing.

Plan, policy or strategy	Description and alignment with Project
<i>Local Housing Strategy (LHS)</i> (City of Parramatta 2020) 	The City of Parramatta <i>Local Housing Strategy (LHS)</i> (City of Parramatta 2020) provides direction on the local level on how future housing growth will occur and alignment with NSW government strategic plans. The LHS identifies Carlingford as an area experiencing significant change and offering high opportunity for growth. As such, Carlingford has been considered as an area which needs additional infrastructure to support forecast growth. The Project will support both the delivery of forecast housing potential and services to support the future residents of the development and surrounding area by delivering a mixed-use housing development.
<i>Community Infrastructure Strategy</i> (City of Parramatta 2020b) 	City of Parramatta's <i>Community Infrastructure Strategy (CIS)</i> includes a chapter on affordable housing (Chapter 7: Affordable Rental Housing Network). This chapter of the CIS outlines the existing availability of affordable rental housing, with approximately 362 affordable rental dwellings in Parramatta. Of these affordable housing options, all were concentrated within the Parramatta CBD, meaning that access to employment centres outside of Parramatta is limited. The CIS identifies that a significant increase in affordable rental housing is required to make an impact on housing stress levels in Parramatta. Additionally, Chapter 6 of the CIS (Chapter 6: Early Childhood Education & Care Network) found that there is a need for increased capacity of childcare providers in Carlingford. As such, the Project will address the needs of the CIS by catering to the needs of the community through providing a mixed-use residential and commercial development which will supply affordable housing and a childcare centre with a capacity for 98 children.

3.4 Community profile

The community profile provides a qualitative description of an area or community, including a discussion of key trends and issues (Vanclay, et al. 2015). A community profile of the local area and the regional area is provided below.

3.4.1 Local area

The local area is based on the location of the Project, where the most prominent impacts may be experienced. The local area is Carlingford SAL, with an estimated residential population of 29,770 (.idcommunity 2024a). At the 2021 Census, a 15% population growth was recorded in the 5 years since 2016.

The local area is characterised by a relatively young population with a proportion of 45.8% adults (25-64 years) and a high proportion of children (20.9%) compared to Greater Sydney (18.4%) with a median age of 38. More than half of households in Carlingford speak a non-English language at home (51.6%), compared to 47.1% in Parramatta LGA and 31.3% in Greater Sydney. Carlingford also has a relatively high proportion of people who do not speak English well or at all (12.4%) compared to Parramatta (9.4%) and Greater Sydney (6.4%). The top three industries of employment in the local area are health care and social assistance, professional, scientific and technical services and education and training. These industries correlate with Parramatta and Greater Sydney, which share health care and social assistance and professional, scientific and technical services as the top two most prominent industries.

The immediate area is within 1 km of the development site and is characterised by a variety of residential areas, ranging from low to high density residential. There are also a number of recreational areas and commercial areas, including a local shopping centre. The immediate area is based on the proximity of nearby residences and infrastructure which may be affected by Project impacts. The Project site is located alongside Pennant Hills Road and is adjacent to James Ruse Agricultural Highschool and the Carlingford Substation. The local shopping centre is located approximately 1 km from the Project site on Pennant Hills Road.

3.4.2 Regional area

Parramatta LGA hosts the largest city centre in Greater Western Sydney. Located about 24 km from the Sydney CBD, it covers approximately 84 km² and has a population of 274,956 people as of 2024 (.idcommunity 2024b). Parramatta City Council has an estimated population density of 3,210 persons per km². Situated on the Parramatta River, the Traditional Custodians of the land and water that comprise the Parramatta LGA are the Dharug peoples (City of Parramatta 2022). The area has been home to the Burramattagal people, a clan of the Dharug, who first settled along the upper reaches of the Parramatta River, for more than 60,000 years (City of Parramatta 2024).

Parramatta LGA is one of the fastest growing regions in Australia. Land use is predominantly residential (58%), but also has significant industrial, institutional, commercial, recreational, and parkland areas (.idcommunity 2024b). Sydney Olympic Park is a significant parkland area in the region, built for the 2000 Olympic Games. The Sydney Olympic Games was the motivator for significant areas of growth around Sydney, including Parramatta. This continued growth in Parramatta LGA has been transforming the area into a cultural hub, attracting a diverse range of people and businesses. However, it also brings the challenge of balancing the maintenance of both existing and new assets (City of Parramatta 2022). The LGA is expected to increase by 110,989 people by 2021 (DPE 2024b), presenting challenges around housing and service provision. The CCDP outlines the Greater Parramatta Growth Area, with the 'Carlingford Corridor' identified as a growth area for housing supply, alongside 11 other precincts within Parramatta.

3.5 Key social trends

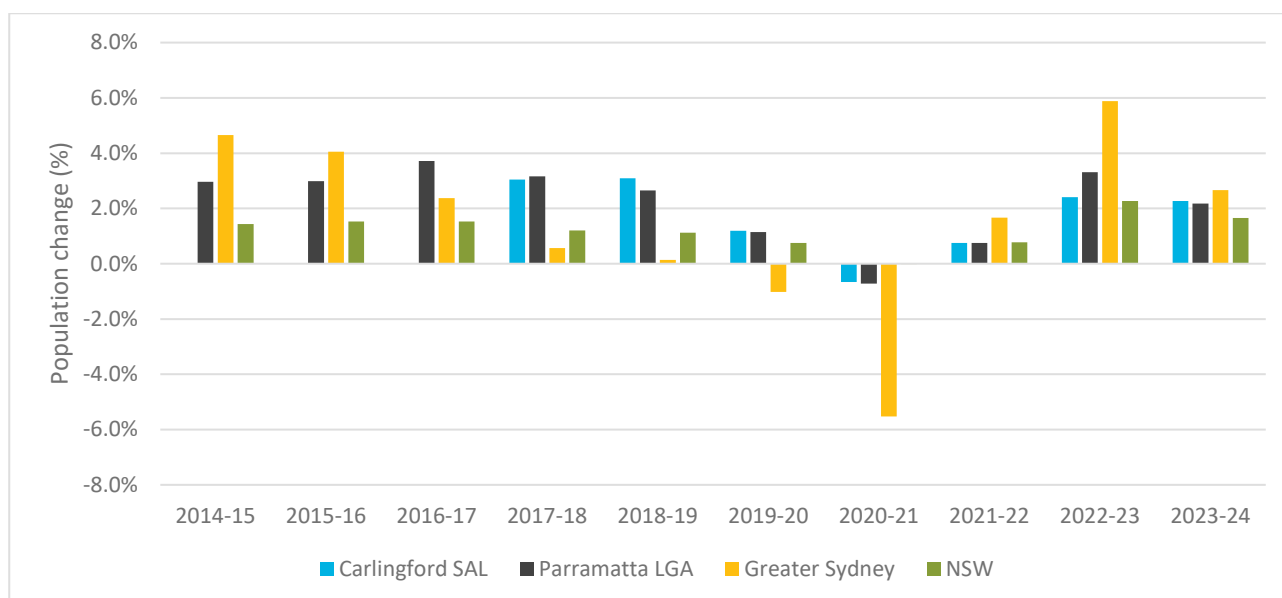
This section provides a summary of the baseline statistics included in Appendix B, related to the assessment of social impacts.

3.5.1 Population demographics

Key social trends in the Project's social locality are identified and analysed across broad social themes, including population, age and socio-cultural characteristics, health, housing, and social infrastructure. Key social trends are discussed within Carlingford SAL, which is located in Parramatta LGA and compared with Greater Sydney.

According to the 2021 ABS Census, the population of Carlingford SAL was 28,044 people (ABS 2021a). Carlingford SAL experienced the greatest population growth out of the study areas with a 15% growth between 2016 and 2021. Comparatively, the regional area's population grew by 13.5% between 2016 and 2021. Greater Sydney had a population of 5,231,147 and experienced a population growth of 8.4% between 2016 and 2021.

Figure 3.2 presents the population trends across the social locality from 2014 to 2024. This shows that over the ten-year period (2014-2024), the social locality experienced steady population growth, with Carlingford in line with Parramatta's growth. However, in 2020-21 the population growth lowered before declining by 0.7% in Parramatta and Carlingford. In the same year, Greater Sydney experienced a 5.5% population decline. NSW experienced no population change. This can be attributed to COVID-19 stalling population growth due to national and international boarder closures, and the acceptance of working from home motivating people to internally migrate in favour of more regional areas (Centre for Population 2020). Population growth remained slow in 2022 but began to rise to pre-covid levels in 2023.



Source: Estimated resident population, Parramatta City Council 2024, idcommunity.com (.idcommunity 2024b)

Note: ERP data for Carlingford SAL is only available from 2017, and as such is not represented on the figure until 2017-18.

Figure 3.2 Population growth, 2014-2024

i Population projections

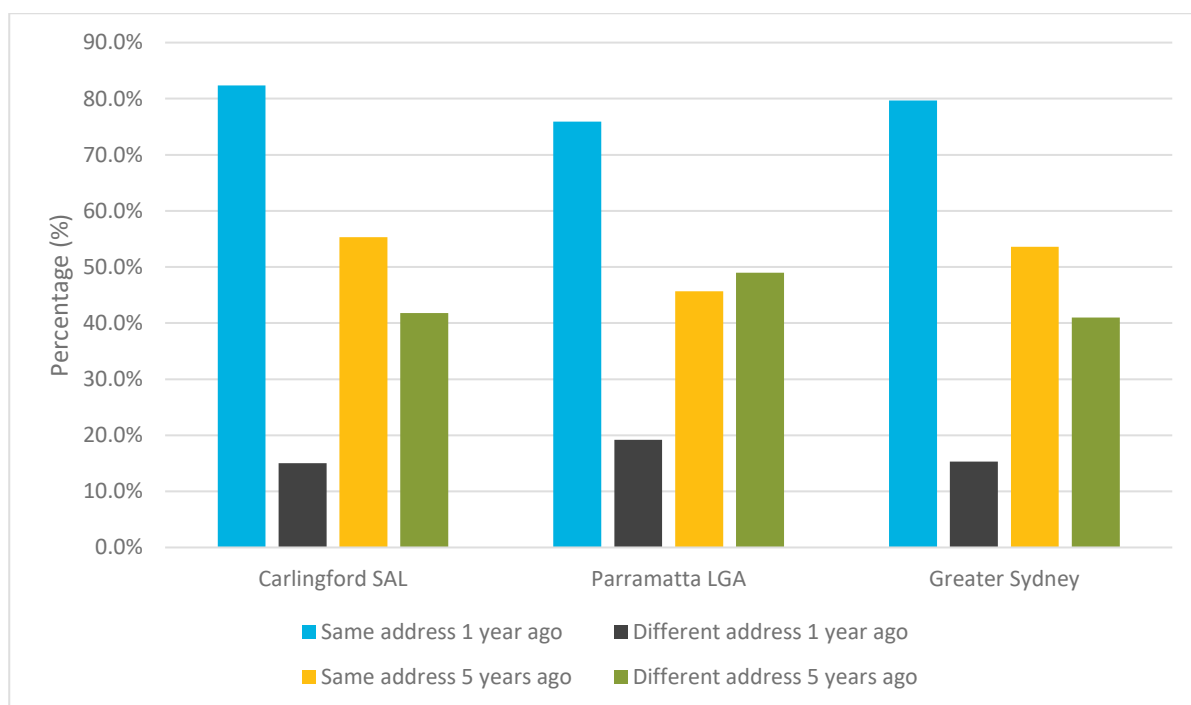
The NSW Department of Planning and Environment (DPE) provides population projections to year 2041 at the LGA level. By 2041, the population of the Parramatta LGA is expected to increase by 110,989 people to 369,516 residents, representing a high increase of 42.9% from 2021 to 2041 (DPE 2024b).

ii Population mobility

Population mobility is a measure of migration within a population. The ABS measures population mobility through length of residency at the same address, measured as one year ago and five years ago. A high proportion of population living at the same address five years ago shows relative stability in a community.

Residential mobility is driven by a range of factors including housing and location choice, tenure, labour market related decisions as well as household composition. Renters are three times more likely to move as owners, while a person who is unemployed has a 20% chance of moving compared to an employed person (James, et al. 2021).

In the Carlingford SAL, Figure 3.3 shows that there are higher proportions of people living at the same address five years ago than the regional area and area of reference. This demonstrates lower levels of community mobility. Parramatta LGA has the lowest proportion of people living at the same address one year ago (75.9%). As a basis of comparison, the greater Sydney region was similar to Parramatta with 79.7% living at the same address one year ago. However Greater Sydney had a higher proportion of residents living at the same address 5 years ago (53.6%) compared to Parramatta (45.7%).



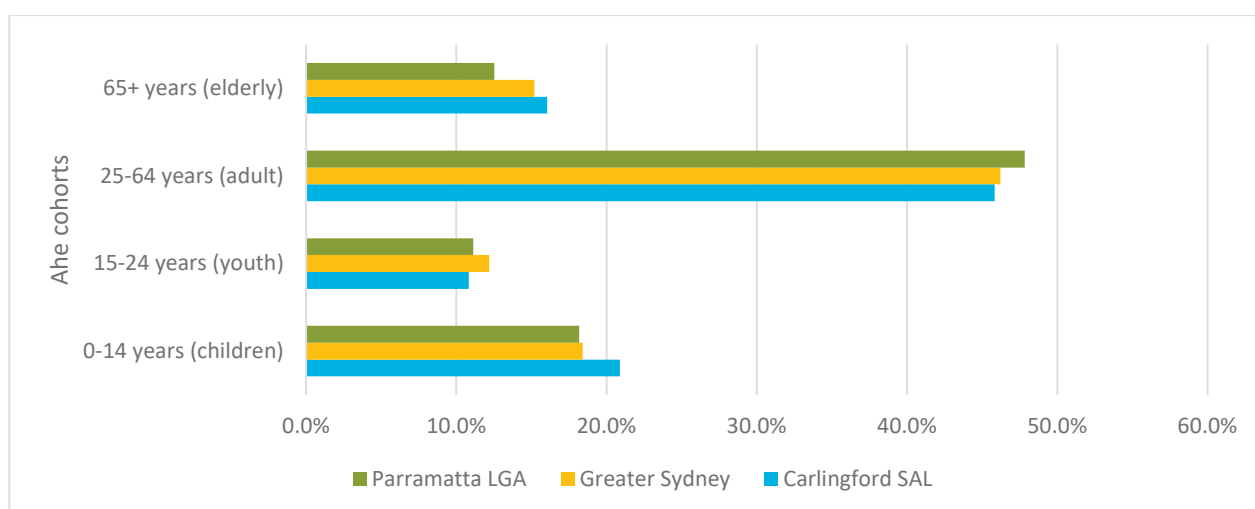
Source: General community profile, ABS 2021.

Figure 3.3 Population mobility, 2021

3.5.2 Age and socio-cultural trends

Appendix B, Table B.2 shows the age and socio-cultural indicators for the study area. It demonstrates that the median age across the social sociality is in line with NSW (39), with a median age of 38 in Carlingford and 35 in Parramatta.

Overall, the median ages are consistent with the age cohorts of the study areas. Figure 3.4 shows that Carlingford had the highest proportion of elderly residents within the study areas but also had the highest proportion of children. The most common age cohort across the study areas was adults, with Parramatta LGA having the highest proportion of 47.8%. In general, age cohorts across Carlingford and Parramatta were similar to those recorded in Greater Sydney and NSW.



Source: General community profile, ABS 2021.

Figure 3.4 Age cohorts, 2021

Carlingford end Parramatta had a smaller proportion of people who identify as Aboriginal and/or Torres Strait Islander compared to Greater Sydney and NSW (Table B.2). Greater Sydney has a proportion of 1.7% Aboriginal and/or Torres Strait Islander residents, compared to a low 0.4% (or 115) in Carlingford.

There are higher proportions of people who speak a language other than English at home in the Carlingford SAL, compared to the regional area (51.6% compared to 47.21%). In these areas, the top three languages spoken at home other than English are Mandarin, Cantonese, and Korean. Mandarin was the most common non-English language spoken in Carlingford SAL with a relatively high proportion of 22.1%. Conversely, Greater Sydney had a lower proportion of people who speak a language other than English at home (31.3%).

3.5.3 Housing indicators

i Housing stock

In Carlingford SAL, 91.7% of dwellings were occupied in 2021. Parramatta LGA had a slightly lower rate of occupied dwellings (89.9%); however, proportions were similar between Carlingford, Greater Sydney and NSW. Of the social locality, Parramatta had the highest proportion of unoccupied dwellings, with just over 10% of dwellings unoccupied. For the remainder of the social locality, under 10% of dwellings were unoccupied.

Table 3.3 Housing stock

Housing stock	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Number of private dwellings (#)	9,923	102,443	1,993,486	3,199,988
Unoccupied dwellings (#)	825	10,326	164,628	299,524
Unoccupied dwellings (%)	8.3%	10.1%	8.3%	9.4%
Occupied dwellings (#)	9,101	92,109	1,828,859	2,900,468
Occupied dwellings (%)	91.7%	89.9%	91.7%	90.6%

Source: General community profile, ABS 2021.

ii Dwelling structure

In Parramatta, almost half of all dwellings (47.3%) were flats or apartments. This is a significantly higher proportion than recorded in Carlingford (29.5%) and Greater Sydney (30.7%). In Carlingford, the most common dwelling type was separate houses, with 58.1%. This is in line with Greater Sydney (55.8%) but is lower than the NSW average (65.6%). The proportion of semi-detached, row or terrace house, townhouse etc. was similar across the social locality.

The Parramatta Local Housing Strategy (City of Parramatta 2020) identified that the area lacks a high amount of housing diversity, with 70% of dwellings forecast to be apartments by 2036.

Table 3.4 Dwelling structure

Dwelling type	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Separate house (%)	58.1%	38.9%	55.8%	65.6%
Semi-detached, row or terrace house, townhouse etc. (%)	12.5%	13.3%	12.8%	11.7%

Dwelling type	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Flat or apartment (%)	29.5%	47.3%	30.7%	21.7%

Source: General community profile, ABS 2021.

iii Tenure type

Parramatta had a lower proportion of resident who owned their house either outright or with a mortgage compared to Carlingford and Greater Sydney. Rental rates were higher in Parramatta, compared to the remainder of the social locality. Carlingford had the highest median rent in the social locality (\$500), higher than the NSW average (\$420).

Recent data available from Realestate.com.au shows that medium rent for a 1-bedroom unit in Carlingford is \$580 per week, with the same being true for Parramatta greater region (REA Group 2025).

Table 3.5 Tenure type

Tenure type	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Owned outright or with a mortgage (%)	64.1%	51.3%	61.0%	64.0%
Rented (%)	32.8%	45.8%	35.9%	32.6%
Social housing (%)	4.6%	9.5%	11.8%	12.8%

Source: General community profile, ABS 2021.

iv Mortgage and rental stress

In the social locality, Carlingford had the highest proportion of mortgage stress with 28.3% of households with mortgage repayments greater than 30% of household income. Median mortgage repayments were highest in Carlingford, at \$2,500 per month. The trend remains true for households that rent, with Carlingford having the highest proportion of households with rent payments greater than 30% of household income (35.7%), and the highest median rent (\$500).

Rates of rental stress were relatively similar across the social locality; however, mortgage stress was moderately higher in Carlingford and Parramatta compared to Greater Sydney and NSW.

Table 3.6 Mortgage and rental stress

Housing stress indicators	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Median Monthly Mortgage repayments (\$)	\$2,500	\$2,383	\$2,427	\$2,167
Households with mortgage repayments greater than 30% of household income	28.3%	23.9%	19.8%	17.33%
Median rent (\$)	\$500	\$450	\$470	\$420
Households with rent payments greater than 30% of household income	35.7%	31.1%	35.3%	35.5%

Source: Quickstats, ABS 2021.

v Vacancy rates

According to Real Estate Institute New South Wales (REINSW), rental vacancy rates are traditional market indicators that “measure the proportion of residential properties vacant and available for rent at any point in time” (REINSW 2021). Vacancy rates under 3.0% are low and indicate a tight rental market with an undersupply of rental options while vacancy rates above 3.0% indicate an oversupply of rental options. A higher vacancy rate also indicates a higher proportion of unoccupied dwellings in that area. A rental market with a vacancy rate of about 3% is considered balanced (Brewsters Property Group n.d.). As of April 2025, the residential vacancy rate for both Carlingford and Parramatta was 1.3%, indicating a tight market.

The residential vacancy rates are provided by postcode. Data for postcode 2118 (Carlingford) and Parramatta (2150) is displayed in Table 3.7.

Table 3.7 Vacancy rates

	Carlingford (2118)	Parramatta (2150)
Vacancy rate (%)	1.1%	1.2%
Vacancies (#)	41	137

Source: SQM Research (SQM Research 2025)

Note: Data is representative of vacancies in August 2025

3.5.4 Health and community wellbeing

Health indicators are presented in Appendix B, Table B.3. Data demonstrates that Carlingford SAL had a lower proportion of residents with one or more long-term health conditions (19.7) compared to Greater Sydney (23.6%). The top three long-term health conditions for Greater Sydney were asthma (6.8%), arthritis (6.7%) and mental health conditions (6.6%).

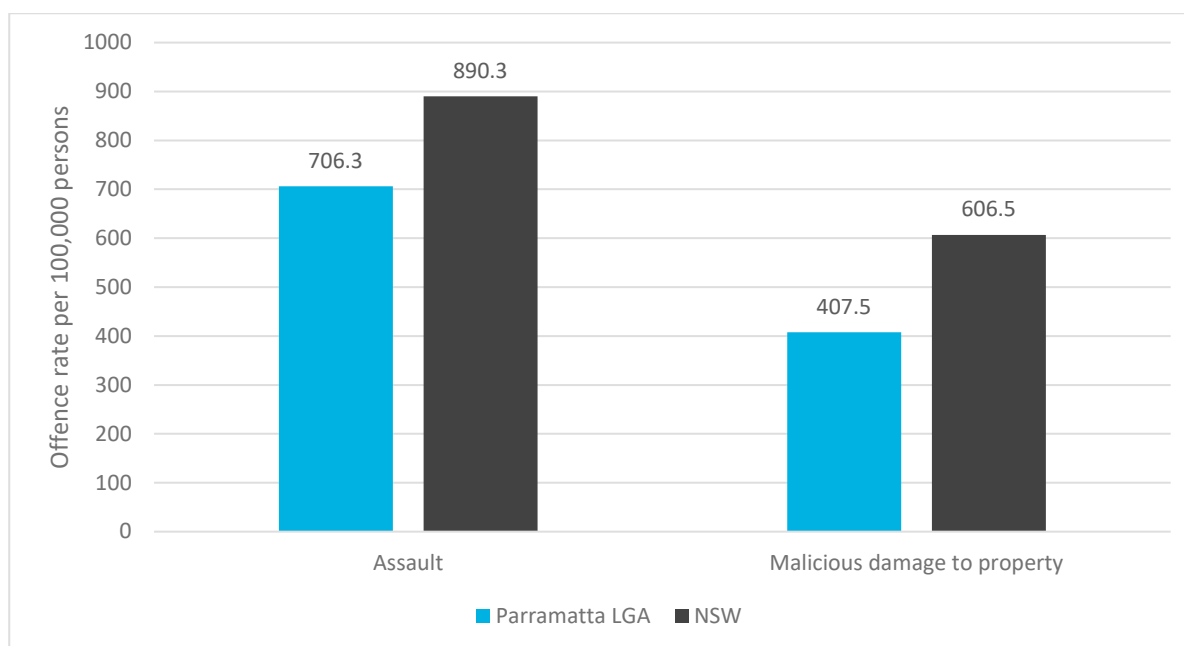
i Volunteering

Carlingford SAL had higher volunteering rates with a proportion of 12.7% compared to Greater Sydney (11.6%). The local area had higher volunteering rates when compared to Parramatta LGA (11.2%). The Parramatta City Council CSP (City of Parramatta 2022) outlined increasing volunteering options as a strategic action to promote community participation and provide community benefits.

ii Crime

The Australian Institute of Criminology (2002) found that crime rates are lower in areas with high participation in community orientated activities. This was based on the assumption of reduced rates of violent crime and property-related crimes. The development will allow for increased interactions of community members through the provision of publicly accessible open space.

Figure 3.5 presents the rates per 100,000 people for criminal offences of assault and malicious damage to property in Parramatta LGA and NSW, representative offences which occurred from October 2023 to September 2024. It shows that Parramatta LGA had lower rates of both offences with compared to NSW.



Source: (BOCSAR 2024)

Note: The term 'Assault' is reflective of a summation of non-domestic violence related assault and domestic violence related assault rates

Figure 3.5 Selected offences in Parramatta LGA and NSW, 2024, rates per 100,000 population

3.5.5 Social infrastructure

Social infrastructure refers to community facilities, services, and networks that help individuals, families, groups, and communities meet their social needs, maximise their potential for development and enhance community wellbeing. Recreation and leisure social infrastructure can improve the health and wellbeing of individuals and promote the development of inclusive communities (WHO 2010). Table 3.8 demonstrates the similar social infrastructure within approximately 1 km of 241-245 Pennant Hills Road, such as parks and reserves, schools and shopping centres. There are three schools within a close radius, of which one is primary (K-6) and two are secondary (7-12).

Table 3.8 Social infrastructure near the Project

Social infrastructure	Relevance	Suburb	Distance from site
Anytime Fitness Carlingford	Existing 24/7 gymnasium at the Project site	Carlingford	Within Project site
James Ruse Agricultural High School	A large selective high school, sharing Felton Road as a boundary with the Project.	Carlingford	Less than 1 km
Carlingford West Public School	A public school located along Felton Road to the west of the Project site.	Carlingford	Less than 1 km
Cumberland High School	A high school located in close proximity to the Project.	Carlingford	Less than 1 km
Church of Christ - Local Congregation of Sydney	A church located on Pennant Hills Road	Carlingford	Less than 1 km
K13 Submarine Memorial Carlingford Memorial Park Eric Mobbs Memorial Park	There are numerous memorial parks near the project site, offering accessible green space to the local community.	Carlingford	Less than 1 km
The Ponds Walk	A local walking track	Carlingford	Less than 1 km

Social infrastructure	Relevance	Suburb	Distance from site
Carlingford Court Shopping Centre	Local shopping centre, including retailers and services ranging from groceries to restaurants, as well as a medical centre	Carlingford	Less than 1 km
Carlingford Light Rail Station	A recently opened light rail station which connects to the Parramatta CBD and Westmead as part of Parramatta Light Rail Stage 1 project. Stage 2 will connect the Light Rail to Sydney Olympic Park via Rydalmere and Melrose Park. This provides connection to existing train stations and future metro stops.	Carlingford	Less than 1 km

Note: distance from site measured using Google Maps measure tool (2025)

3.5.6 Community challenges

In terms of community challenges and vulnerabilities in the local area, there was a relatively low proportion of residents earning less than \$650 per week and lone person households compared to NSW. There was a slightly higher proportion of people needing assistance in the local area (4.3% compared to 4.1% in Parramatta LGA). However, people needing assistance was lower in Carlingford and Parramatta than in Greater Sydney and NSW as a whole.

In Carlingford, 4.6% of people accessed housing in 2021, which is lower than recorded in Parramatta (9.5%) and Greater Sydney (11.8%). In 2023, there were approximately 1,787 general and 179 priority applicants for social housing in Parramatta/Baulkham Hills zone, contributing to an estimated wait time of over 10 years (NSW Department of Communities and Justice 2023). Housing Australia is working toward developing social housing dwellings in North Parramatta, prioritising older women experiencing homelessness or at risk of homelessness and key frontline workers (Housing Australia 2025).

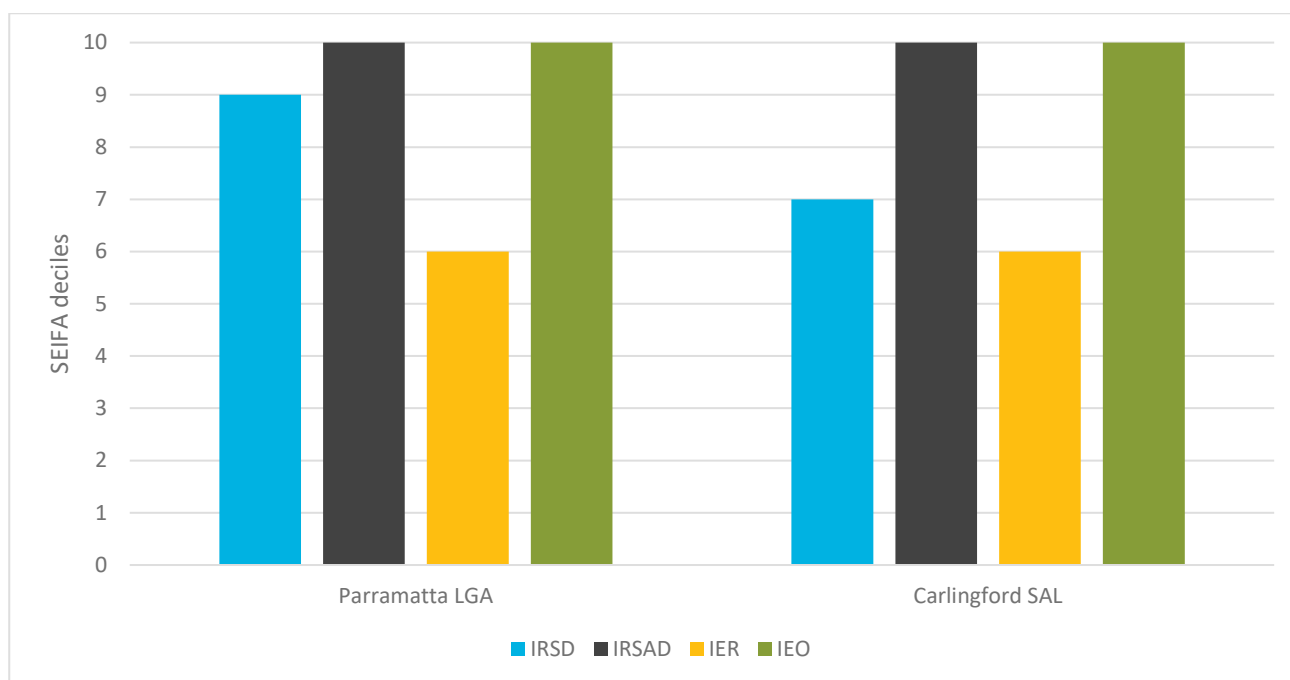
i Socio-economic advantage and disadvantage

The level of disadvantage or advantage in the population is indicated in the Socio-Economic Indexes for Areas (SEIFA) which draws on a broad range of socio-economic indicators from the ABS Census to produce four summary measures the:

- Index of Relative Socio-Economic Disadvantage (IRSD)
- Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD)
- Index of Education and Occupation (IEO)
- Index of Economic Resources (IER).

Each index is a summary of a different subset of Census variables and focuses on a different aspect of socio-economic advantage and disadvantage. Low rankings are deemed most disadvantaged and high rankings least disadvantaged within a decile ranking system where the lowest 10% of areas within New South Wales given a decile number of 1 and the highest 10% of areas given a decile number of 10.

Between the local and regional area, the IER indicator has the lowest decile out of the SEIFA indexes, which could demonstrate limited access to economic resources due to indicators such as renting and low incomes; however, both IER deciles represented in the study area is 6, showing moderate disadvantage. The IRSAD and IEO indexes are in the 10th, indicating high levels of education and socio-economic well-being of residents.



Source: Socio-Economic Indexes for Areas, ABS 2021

Figure 3.6 SEIFA deciles for the local and regional areas, 2021

3.5.7 Community needs

Understanding service availability and level of community satisfaction can assist to identify gaps in service provision, areas of higher demand, and opportunities for community investment. It also provides insight into what the key challenges, values and opportunities are within the community.

The local study area has access to public transport options such as local buses and a range of light and heavy rail services. Parramatta train station connects to areas across Sydney. The City of Parramatta's CSP reported the community's desire for a stronger public transport network supported by walking and cycling paths (City of Parramatta 2022). Current infrastructure developments will facilitate use of the public transport system in the Project's localities. The Parramatta light rail includes a stop at Carlingford, nearby to the Project site. The Sydney Metro West will also make the Parramatta public transport system more accessible and reliable by increasing capacity.

As outlined in Table 3.2, the Parramatta City Council's *Community Infrastructure Strategy* (2020b) explains the current need for affordable housing and capacity of existing community infrastructure, determining the weaknesses within the network in City of Parramatta. This revealed that the redevelopment of 241-245 Pennant Hills Road and the increased service provision associated with the mixed-use development will support the delivery of programs and services which will increase community interaction and social cohesion, such as a gymnasium.

Further, the CIS found that there would be gaps in availability of early education childcare providers, including in Carlingford. The Project will allow for a suitable location for a childcare provider, aligned with community needs. Thus, the Project will help to address gaps in childcare service availability in the coming years.

4 Community and stakeholder engagement

Community engagement for the Project was principally conducted in August 2025 and is addressed in Chapter 6 of the EIS. The engagement outcomes are summarised below.

In 2022, the formal notification process from the previous planning proposal to upzone the site attracted three resident submissions and feedback from relevant government agencies. Considerations gathered via the prior planning proposal have been incorporated into the proposed design.

The neighbouring community was notified of the project by mail drop on 1 August 2025, including residents on Felton Road, Baker Street, Pleasant Court, Pennant Hills Road and Adderton Road. The flyer was also distributed to representatives of James Ruse High School and separate letters and emails were sent to Parramatta Council, Government, and utility agencies. Residents and nearby schools were invited to attend an information session on 8 August 2025 at the subject site. The session was attended by the project architect, project manager, and the owner representative. A community flyer was also distributed to local residents and businesses.

Community engagement for the Project focused on the following key stakeholder groups:

- Local residents
- Local businesses
- Nearby schools
- Government and utility agencies

Engagement activities separate to those conducted for technical assessments are outlined in Table 4.1.

Table 4.1 Summary of engagement activities -

Engagement activity	Target stakeholder	Reach
Distribution of community flyer	Local residents Local businesses Nearby schools	Flyers were distributed to surrounding streets, including Felton Road, Baker Street, Pleasant Court, Pennant Hills Road and Adderton Road.
Community information session	Local residents Local businesses Nearby schools	Six local residents members attended the public information session and provided comment on the proposal. All attendees were residents of the local area.
Notification letter	Relevant government and utility agencies	Notification of the proposal was sent to six government agencies, including utility providers. Of the six, there was only one response, which was from a utility provider.

4.1 Key stakeholder feedback

In August 2025, a notification letter was sent to government and utility agencies detailing the project and invitation to provide comment on the proposal.

Feedback received by key stakeholders fell predominantly under the following themes:

- Planning
- Telecommunications access
- Road access

Feedback received under these themes is summarised in Table 4.2, including additional feedback from relevant agencies.

Table 4.2 Feedback received by Planning Direction Pty Ltd during stakeholder engagement

Stakeholder	Theme	Feedback
Government and/or utility agency		
Parramatta City Council	-	No response. Council may respond during the formal notification of the application.
Sydney Water Corporation	Planning	No response. Comments on the prior upzoning application in 2023 stated that a Water Servicing Coordinator will need to be engaged at the construction certificate stage of the proposal to present a notice of arrangements.
TransGrid	Telecommunications access	No response. TransGrid objected to the 2023 upzoning application on the basis that the height of the building will “directly and adversely impact the current and future antenna coverage for the current occupants on out telecommunications tower”, however these claims were considered by the Department of Planning and were deemed to be unsubstantiated.
Transport for NSW	Road access	No response. In 2023, TfNSW commented: • the road widening reservations along Pennant Hills Road are to be maintained for its intended purpose • all future access should be obtained from Felton Road only • all vehicle movements associated with the site should be located wholly within the site. The vehicle movements relate to service vehicles and parking. These recommendations have been incorporated into the design.
Endeavour Energy	Planning	The response from Endeavor Energy referred to the previous advice given in 2023 and provided an update Standard Conditions for Development Applications and Planning Proposals. The applicant has provided sufficient curtilage around the substation on Felton Road and has made space for a second substation if needed.
NBN	-	No response.

4.2 Community feedback

Feedback received by the community fell predominantly under the following themes:

- Traffic and parking
- Emergency vehicle access
- Project support

Previous feedback generated from the 2023 planning proposal has been incorporated in the project design.

Feedback received under these themes is summarised in Table 4.3.

Table 4.3 Feedback received by Planning Direction Pty Ltd during community engagement

Stakeholder	Theme	Feedback
Near neighbours		
Near residents of the site	Emergency vehicle access	• “No emergency vehicular access to Pennant Hills Road. Cul-de-sac should provide emergency vehicles.”
	Traffic	• “Baker street will not cope with additional traffic. Neither will Felton, Pennant Hills Road and Jenkins Road...impacts to residents.” • “Traffic and entry via Baker Street. Horrendous at peak school hours. Parking problem. School for new pupils, already two schools in the area can not cope.”
	Support	• “Five gold stars! Excellent development.” • Two attendees were interested in purchasing a tenancy in the development

5 Assessment of social impacts

5.1 Summary of identified benefits impacts

5.1.1 Benefits

The project will deliver various social benefits for the community of the local and regional area by increasing housing supply and open space in the region in accordance with local housing plans and strategies. The Project will also deliver affordable rental housing, which facilitate housing for vulnerable community members. The co-location of services, such as childcare and a gym with residential dwellings will improve access and capacity within the local area. Construction and operation of the project will also contribute to employment opportunities in the region. Overall, the project will support liveability through the development of housing which meets the needs of residents, workers and the broader community.

5.1.2 Impacts

Some project activities may contribute to negative outcomes for nearby residents. Project activities during construction, such as traffic movements and building demolition may create negative impacts. The Project may generate noise and increased vehicle movements during construction, which may disrupt nearby residences and road users. Additionally, population influx as a result of the develop may alter the character of the local area. The proximity of the project to multiple schools may create safety impacts associated with the presence of children in the local area, who may walk or access transport near the project site. Potential impacts are expected to be limited to the local area and risk can be lowered through application of suggested mitigation measures.

5.2 Impact assessment

Table 5.1 Summary of social impacts

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Construction				
Disruption to existing commercial tenants and business operations (negative)				
Commercial operators may experience permanent or temporary disruption to businesses operations at 241-245 Pennant Hills Road due to demolition of the current structure.				
Livelihoods	The Project proposes to demolish existing structures at 241-245 Pennant Hills Road before construction of a shop-top housing development. The existing structure at the project site includes several small businesses and a 24-hour gymnasium. Of these operators, only the gymnasium has expressed interest in resuming operations after redevelopment. The existing building is in a deteriorating condition. Originally purpose built as an infrastructure management hub for TransGrid, the building was adapted for commercial use by means of a site compatibility certificate. Much of the existing floor space in the building comprises disused plant areas and corridors, rather than leasable floor space (Planning Direction 2025). There are currently 23 businesses occupants within the existing building. Occupants who will not continue operations in the redevelopment may experience disruption to businesses operations as a result of demolition and re-location of their operations to another site. Additionally, tenants who wish to continue operations at the site, such as the gymnasium, will face temporary disruption to business at the address and as a result may have lowered income throughout the construction period. At this stage, only one tenant has expressed interest in moving into the new development (Anytime Fitness). To mitigate impact to livelihoods, it is recommended that the developer provide sufficient notice to tenants 6 months before demolition to allow time for alternate arrangements to be made, including relocation. Existing operators should also be offered tenancy at the site after redevelopment to limit potential for impact to operations.	High	- Existing operators will be offered tenancy at the site after redevelopment - Formal notice to be provided 6 months before demolition of the existing structure to allow time for re-location	Medium

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Safety of children and nearby residences due to changed traffic conditions and reduced pedestrian access (negative)				
Changed traffic conditions on local roads may impact safety of children and local residents as well as pedestrian access.				
Health and wellbeing	There are three schools located within 1 km of the project site, one of which is a primary school. These schools had a total enrolment of approximately 3,721 students and 241 teaching staff in 2024 (ACARA 2024). There are a number of bus stops to the west of the project site which are accessed by school students, including the James Ruse Agricultural High School Bus stop. The Carlingford Light Rail is located to the east of the Project site and may be accessed by school children via Felton Road. The construction phase of the Project may impose temporary risk to pedestrians on Felton Road, including school children, due to changed traffic conditions. During project engagement, one resident was concerned about potential accessibility issues for emergency vehicles, stating there is “no emergency vehicular access to Pennant Hills Road”. The Preliminary Construction Traffic Management Plan (CTMP) (Traffic Solutions Pty Ltd 2025a) assessed that there the project will not impact existing access for emergency vehicles. The CTMP also assessed pedestrian access, concluding that pedestrian pathways past the site will be maintained. However, construction activities are expected to have some impact on the movement of pedestrians as a result of required site access. To mitigate risk to pedestrian safety, the CTMP suggests appropriate traffic controls to direct pedestrians and trucks at vehicle entry and exists. To mitigate safety risks to school children, it is suggested that the project undertake ongoing consultation with schools to ensure road safety awareness for children. The avoidance of heavy vehicle movements during school hours will also lower safety risks. Additionally, Project driver training in accordance with a driver code of conduct and the introduction of speedbumps should be considered.	Medium	• Public signage and notification • Consultation with local schools to ensure road safety awareness for children • Heavy vehicle movements outside of school hours • Security fencing • Project driver training in accordance with a driver code of conduct • Construction traffic management plan	Low

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Construction and operation				
Potential impacts to residential and recreational amenity (negative)				
Construction and operation of the Project may impact amenity of nearby residences and users of nearby recreational assets				
Surroundings	The proposed development will be up to 49 m high. This may create amenity impacts on nearby residential developments as well as recreation areas and street users. The Project may result in overshadowing impacts. Overshadowing refers to the risk of neighbouring properties losing daylight access due to shade cast by nearby developments. Solar access requirements set by the Department of Planning require that 70% of apartments in a building receive a minimum of 2 hours direct sunlight between 9 am and 3 pm at mid-winter in the Sydney Metropolitan Area (DPE 2023). The Project may cause some overshadowing of the units located directly across Pennant Hills Road, however the impact will be limited in time and extent that the units receive limited solar access. Adjoining residential development to the west will not be impacted by overshadowing after 11 am. The local heritage item, K13 Submarine Memorial Park, retains full solar access between 9 am and 2 pm on the winter solstice. The Project may also impact local amenity by changing the existing landscape. The tower building will be between 14 and 18 storeys high, which is substantially higher than surrounding 4-5 storey apartment buildings. Although this may impact surrounding neighbours' views, the Project and tower building element are aligned with local plans. The Greater Parramatta and the Olympic Peninsula Plan (GPOP) sets a vision for infill development around light rail stops, with Carlingford identified as an area for growth (Greater Sydney Commission 2018). Further transformation is occurring within the Carlingford Precinct, with areas to the north-east of the site being redeveloped into a high-density, mixed use and transport-oriented precinct (Planning Direction 2025). Thus, the Project will not have significant impact on views from existing or future buildings within the Carlingford Precinct. The Visual Impact Report (Planning Direction Pty Ltd 2025b) found that although the building may be visible from a distance, it is unlikely that views of adjacent building will be significantly impacted. There are no adjacent building which have views across the site, as such the proposed development will not interrupt direct views of nearby properties. There is also not expected to be any viewing conflicts with nearby apartments, as the residential aspect of the development will be high than adjacent apartments. Public domain works and landscaping will ensure that visual amenity is enhanced once construction is complete. Amenity may also be impacted during construction due to noise generated from project activities, such as demolition of the existing structure. Noise from these activities may disrupt nearby residences, users of nearby recreational assets and schools. To mitigate effects of construction on residential amenity, construction should be conducted during standard construction hours as set by the Parramatta City Council. This will ensure construction noise does not affect nearby residents after hours. To further reduce construction amenity impacts, construction will be conducted in accordance with a Construction Management Plan. An accessible complaints mechanism should be developed and made available to nearby residents to facilitate reporting of disturbance during construction.	Low	• Landscaping to enhance visual amenity after construction • Construction during standard hours • Development of an accessible complaints mechanism	Negligible

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Impacts to items of cultural significance (negative)				
Project activities may impact items of cultural significance				
Culture	During construction and operations, the project may impact on tangible and intangible items of both European and Aboriginal cultural heritage. The project site is located in proximity to two items of European cultural significance, including the K13 Memorial on Pennant Hills Road and Carlingford Stock Feeds on Thallon Street. Both of these items are located within 500 m of the project site. Heritage studies assessed that the project will not directly impact either of these heritage sites. Amenity will be retained as existing structures surrounding the sites screen any views of the proposed project (Heritage Now 2024b) The project site is located on the traditional lands of the Dharug People. The Aboriginal Heritage Due Diligence report (Heritage Now 2024a) found that the site has been subject to significant ground disturbance and as such is unlikely to contain intact or substantial archaeological deposits. Due to this pre-existing disturbance, no Aboriginal sites, objects, or areas of archaeological sensitivity were identified within the project area. During the Aboriginal Heritage Due Diligence, a representative from the Dharug Custodian Aboriginal Corporation requested that ground disturbance within the Project Area be monitored to determine if there are any naturally intact A horizon soils below the existing fill. As a precautionary measure, the client may wish to engage a Cultural Officer to be present during these works (Heritage Now 2024a). In addition, construction staff should be made aware of procedures for identification and reporting of any new or suspected Aboriginal sites and stop work procedures should be followed.	Low	- Construction staff should be trained on procedures for identification and reporting of any new or suspected Aboriginal sites - Compliance with stop work procedures if suspected items of significance are uncovered - Develop and implement a chance finds procedure - Cultural Officer to be present during works, in particular ground works	Negligible

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Increased traffic on surrounding roads (negative)				
Increased traffic on local roads during construction may impact congestion and accessibility				
Accessibility	In consideration of the Planning Proposal, Transport for NSW (TfNSW) required that vehicle access to the site should be provided from Felton Road, not Pennant Hills Road. As a result, traffic conditions are likely to change on Felton Road throughout construction. Felton Road is located to the north of the Project site, terminating at large cul-de-sac before meeting Pennant Hills Road. Felton Road is shared with James Ruse Agricultural High School and the Carlingford Transmission Substation, directly north of the Project site. There is relatively high pedestrian traffic on Felton Road, as a result of students from James Ruse Agricultural High School, as well as numerous other schools located to the west of the site (Planning Direction 2025). During project engagement, nearby residents express concerns in relation to traffic levels, indicating that surrounding streets “will not cope with additional traffic”, which traffic identified as being “horrendous at peak school hours. The Traffic Impact Assessment (Traffic Solutions Pty Ltd 2025b) assessed that increased traffic due to construction and operation of the project is unlikely to affect traffic conditions of roads surrounding the project. Construction traffic is likely to access the site via Baker Steet before turning right onto Felton Road. The intersection of Baker St/Felton Rd was assessed to have a very good level of service, which will be maintained after the introduction of the project. In addition, it is unlikely that there will be impact to parking capacity, as construction worker vehicles are expected to be accommodated onsite. The proposed 263 basement level parking spaces will provide sufficient residential and commercial parking space. It is recommended that during construction, the proponent limits avoidable vehicle movements during peak school drop off and pick up hours to avoid contributing to traffic volumes. Appropriate public signage and notification should also be in place to ensure nearby residents and school users are aware of changed conditions.	Low	- Public signage and notification - Avoidance of vehicle movements during peak school drop off and pick up hours	Low

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Employment opportunities during construction and operation (benefit)				
Employment opportunities will be available during construction of the Project, and at co-located commercial spaces during operation				
Livelihoods	The project will generate approximately 100 direct and indirect construction jobs throughout the two-year construction period, providing employment and procurement opportunities within the regional area. Further detail of construction employment structure will not be known until a builder is appointed. To enhance benefit, construction employment should target vulnerable workers through programs such as youth recruitment and development of an Aboriginal Procurement Policy. It is likely that the commercial sections of the Project will generate local employment after redevelopment. The Project design includes a childcare on the first floor of the tower building with a capacity for 98 children. Regulation from the NSW Department of Education detailing educator to child ratios can be used to assume required staff for the childcare facility. Based on the smallest ratio (1 educator for every 4 children aged 0-24 months) and the largest ratio (1 educator for every 15 children over pre-school age), it can be assumed that the childcare facility would require between seven to 25 staff members. The redevelopment will offer six commercial tenancies suited to restaurants, cafés and professional suits. This will generate employment within the local area in the hospitality and professional industries. It is expected that the redevelopment will generate approximately 100 jobs during operations, spread across the commercial and childcare offerings. It is recommended that a construction procurement policy is developed to target vulnerable groups in the local area, such as youth and Indigenous people as a means to enhance this benefit.	Low	Development of a construction procurement policy to target vulnerable groups in the local area, such as youth and Indigenous people	Low

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Operation				
Changes to local character due to population influx (negative)				
Population influx as a result of the Project may create changes to local character and access to services.				
Community	The operation of the Project will result in a population influx when the 136 units become available to purchase and/or rent. To determine the estimated population that would be generated by the Project, the occupancy rates adopted by the recent City of Parramatta Development Contributions Plan (City of Parramatta 2021) were applied. Assuming occupancy of all apartments are in line with the occupancy rates, the project will contribute to a population influx of approximately 325 residents. As part of the Project, there will be 25 units provided as affordable rental housing. The provision of affordable rental housing can lead to negative perceptions for existing members of the community in relation to the stigmatisation of social housing, which stems from views that concentration of disadvantaged people in one area can worsen problems the community faces (Sisson and Chatterjee 2022). As assessed in the 2021 Social Impact Comment (SIC) (EMM 2021), the Project is located at a site within a well-serviced town centre. As such, impacts associated with an increase of population are expected to be minor. There is a low potential for local services, particularly health, to be placed under strain. However, given the proximity of the local area to Parramatta CBD and the services available impacts associated with population influx are not anticipated to be major. The Project will facilitate the construction of 2,147 m² of commercial floor space that is currently lacking in the locality, inclusive of a childcare facility for up to 98 children, mitigating impact on local childcare providers. The growing population in the Parramatta CBD and surrounds is well recognised by Parramatta City Council and is considered in various strategies and plans, with sustainable and efficient development of infrastructure and housing planned to accommodate anticipated growth. As such, it is unlikely that the population influx as a result of the project will alter local character. Services, such as childcare, will be delivered within the redevelopments commercial floorspace. To further mitigate any effect on nearby service capacity, the proponent should consider hosting additional service providers within the commercial floorspace.	Low	• Delivery of service providers within the redevelopments commercial floor space	Negligible

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Increased housing supply in the regional area which meets the needs of residents, workers and the public (benefit)				
The Project will deliver housing in the regional area in alignment with relevant regional plans and policies				
Way of life	The Parramatta Local Housing Strategy (City of Parramatta 2020) identified Carlingford as an area experiencing high growth, with additional housing needed to support forecast population increases. Additional infrastructure developments in the regional will also support this growth, such as the recently opened light rail station, providing greater connection between Carlingford and Parramatta CBD. The proposal will provide housing for approximately 325 residents. The project will meet the open space, active travel and access requirements of residents due to open space provisions included in the proposal, as well as proximity to services and transport. In term of open space, the proposal will provide communal open spaces within the development, including on the ground floor and upper levels. Outdoor spaces will include native plants and endemic Parramatta/Carlingford species, as well as casual seating and dining spaces (Julia Mary Landscape Studio 2025). The proposal also includes a publicly accessible pedestrian through link connecting Felton Road with Pennant Hills Road, facilitating walking through the site. Active travel will be encouraged as part of the development due to the proximity to Carlingford light rail station which is a walkable distance (400 meters) from the proposal. This provides access to active transport for both residents commuting, as well as workers employed in the commercial spaces of the building. The development is also approximately 12 minutes by bike to Western Sydney University. As such, the proposal location provides access to active modes of travel. In addition, the proposal was assessed as demonstrating an appropriate degree of accessibility in compliance with statutory requirements and design guides in relation to access, common area access, circulation areas, accessible car parking and accessible sanitary facilities (Access Right 2025). The Accessibility report identified that these accessibility requirements have been met in consideration of user groups with disability including mobility impairment, sensory impairment and dexterity impairments. The development also includes 21 adaptable units, with provisions in place to ensure they can be easily adapted to suit resident needs. To enhance accessibility for a broad range of user groups, the proponent should consider universal design principals in on-going design. These principals include equitable use, simple and intuitive use, low physical effort and flexible in use. The proponent should continue to work with accessibility providers throughout ongoing design and construction to ensure compliance with accessibility requirements.	Medium	• Consideration of universal design principles throughout ongoing design • Ongoing consultation with accessibility providers	Medium

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Increased supply of affordable rental housing (benefit)				
The Project will align with relevant policies to deliver 25 affordable rental dwellings				
Way of life	The project will supply 25 affordable rentals for a period of 15 years to be managed by a social housing provider. The social baseline identified that Carlingford had lower social housing and similar rental rates compared to NSW, however the suburb had higher rates of rental stress when compared to Parramatta. Carlingford also had low vacancy rates, which is also true for the broader parramatta region. According to REA Group, median unit rental prices have risen by 4.5% in Carlingford in the past 12 months. Affordable housing is in high demand in the region, with the Parramatta/Baulkham Hills zone having over one thousand applicants and an estimated waitlist of over 10 years. In the Parramatta/Baulkham Hills zone there were 179 priority applicants for social housing. The Parramatta Affordable Housing Action Plan (Parramatta City Council 2024) identified that 12,600 households will need affordable rental housing by 2041. The proposal is in line with the Action Plan, as it provides affordable housing through the means of a planning agreement, which was identified as a direct action in the plan. The project will facilitate long-term rental housing for vulnerable groups in the region. Affordable housing will be managed by a tier one community housing provider, which has existing operations in the region. The provider will ensure that residents of affordable housing have a secure home where they can connect with the community and build a future. Housing Australia identified that in North Parramatta, vulnerable groups in need of social housing include older women experiencing homelessness or at risk of homelessness and key frontline workers (Housing Australia 2025). The proponent should work with the chosen social housing provider to cater to these groups, to ensure the most vulnerable groups are the beneficiary of the affordable rental housing.	Medium	Offer social housing to vulnerable groups identified as a priority by Housing Australia	High

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Increased availability of community services and facilities (benefit)				
The Project will facilitate the co-location of housing and community facilities, including a childcare and gymnasium				
Way of life	The proposal will provide new and improved community services and facilities, through the introduction of a co-located childcare facility and continued operations of the existing gym. Co-location will increase accessibility of residents within the development and surrounding areas. The existing gym will be re-constructed after the demolition of the existing structure, providing improved gym facilities. The childcare facility will be located on the first floor of the tower, with independent pedestrian stair and lift access to the basement parking level. The childcare will accommodate up to 98 children, with the majority of children expected to be between 3-5 years of age (53 children). In 2021, there were 3,974 children aged between 0-9 years old, with an average of 1.7 children per household. Assuming this average is applicable to households within the development, there may be approximately 230 children living within the development, who may need to access the childcare facility. The Parramatta Community Infrastructure Strategy (City of Parramatta 2020b) identified that by 2041 there will be a gap of 498 long day care places within the Carlingford catchment if population growth is not addressed in the childcare network. The co-location of a child-care facility will increase accessibility for residents of the development which require childcare. The proposed co-located childcare will also lower risk of strain on existing local childcare providers associated with a potential influx of families with children. There is opportunity for further provision of co-located community services within the commercial floorspace of the development, in addition to the gym and childcare. The proponent should consult with service providers to determine existing capacity issues and consider providing floorspace to service providers. This may include providers such as a medical centre or disability support.	Medium	Delivery of service providers within the redevelopments commercial floor space	Medium

Impact category	Impact assessment	Significance (unmitigated/unenhanced)	Mitigation/enhancement measures	Significance (mitigated/enhanced)
Crime and public safety (benefit)				
Increased surveillance will mitigate crime and improve public safety for local residents				
Health and wellbeing	The Social Impact Comment (SIC), issued to support the original planning proposal in 2021 (EMM 2021) assessed that operation of surveillance at the development will reduce crime and improve public safety for local residents. The SIC also assessed that the congregation of people in public spaces at the development will deter criminal activity and maximise community safety. Surveillance will be in line with controls set out in the Parramatta Development Control Plan for residential development, with the Projects design encouraging casual surveillance (City of Parramatta 2023). The Crime Prevention Through Environmental Design report (CPTED) (New Leaf Planning 2025) assessed that the crime risk of the existing building is moderate, with crime rates in Carlingford generally lower than the state average. The CPTED report found that the proposal incorporates good crime prevention in line with CPTED principals, however the risk of the site remains medium due to the dense urban environment. During construction, the project will comply with NSW South Wales Work Health and Safety Regulations. Further, road/footpath use, such as foot traffic and school zones should be taken into consideration during construction safety planning. Public notification, construction updates, and visible signage may also enhance any benefits to public safety. Security fencing will be installed around the construction site to ensure public safety. The proponent should consider the installation of security surveillance systems (CCTV) during operation of the project to maintain safety of residents and the broader public.	Low	• Consideration of road and footpath use during construction • Public notification and construction updates • Operation of security surveillance systems (CCTV) in publicly accessible spaces	Low

5.3 Cumulative impacts

This section examines the potential for the Project to contribute to cumulative impacts and/or benefits in the local and regional areas. Cumulative impacts occur when multiple projects are delivered in a similar timeframe and will be located in a similar geography to other projects, intensifying their combined effects on communities and environments. Due to the position of the redevelopment in the Parramatta region, the community may experience cumulative impacts associated with nearby developments.

Proposed projects in proximity to the project sure which may contribute to cumulative impacts include:

- 263-281 Pennant Hills Road, Carlingford (The Carling, Meriton)
- BaptistCare Carlingford – Seniors Housing
- Upgrades to Carlingford West Public School and Cumberland High School
- 322-324 Pennant Hills Road, Carlingford – eight storey mixed-use residential development
- Carlingford court shopping centre

The BaptistCare Carlingford Seniors Housing may have overlapping construction timeframes with the project, with construction expected to occur from 2026 to 2029. The Seniors housing is proposed to be located approximately 500 meters from the project site. It is expected that traffic and noise levels generated as part of the Seniors housing development will be in line with standards (Judith Stubbs & Associates 2022).

A mixed-use development comprising of 26 residential units over eight storeys is proposed approximately 300 m from the Project site, facing Pennant Hills Road. The Development Application was submitted to Parramatta City Council in April 2025. This may contribute to cumulative impacts associated with the changing character of the local area as a result of an increase in high-density development.

The TIA assessed that traffic generated by the project's construction is unlikely to have any effect on exiting or known future developments (Traffic Solutions Pty Ltd 2025b). As such, it is unlikely that the project will contribute to negative cumulative impacts due to nearby developments.

The Carlingford Court upgrades, The Carling Meriton project and Upgrades to Carlingford West Public School and Cumberland High School projects are expected to be completed before the construction commences for the project. These projects are not likely to contribute to cumulative impacts.

6 Summary

Drawing on primary and secondary research, this SIA has sought to identify social impacts and benefits associated with the construction and operation of the Project. Social impacts and benefits of the Project accrue particularly in the local study area. The SIA was completed in compliance with applicable legislation and guidelines, including the NSW SIA Guideline (DPHI 2025a).

When applying the assessment criteria to the Project, a range of positive and negative impacts were identified. These impacts mainly pertain to changes to local character, health and wellbeing, and the potential for changes to road safety, traffic congestion and access. However, if the recommended measures to avoid, reduce, or mitigate the potential negative social impacts are considered and adopted, the likelihood of any negative social outcomes from the Project will be reduced, with the identified potential impacts anticipated to be adequately mitigated and managed.

The key benefits of the Project included increased housing supply in the region, and provision of affordable rental housing. The Project is also expected contribute to employment generation during both the construction and operation of the Project, as well as social benefits during operation including access to services and open space.

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Appendix A

Curriculum vitae

Samantha McCrea

Associate Director Social Scientist
EMM Consulting Pty Limited

Professional Overview

Samantha is a seasoned social performance and consulting leader, having worked across Australia and Asia for over ten years collaborating with a range of companies from financial institutions through to private sector mining, oil and gas and renewables companies. She has over 20 years' experience focused on consulting, specializing in the consideration of community impacts, human rights and modern slavery, green energy transition, stakeholder engagement and social risk management.

Qualifications and licences

Master of Science (Environmental Technology), Imperial College
London, 1999-2000

Bachelor of Engineering (Chemical Engineering), University College
London, 1994-1998

Specialisation

Social Performance
Business Development
Project Leadership
Stakeholder Management
People Leadership & Development
Sustainability/ESG Advisory

Representative experience

Fortescue Energy, Global Social Performance Manager

- Responsible for leading the governance and compliance aspects of our global developments with respect to communities; this role required a high level of collaboration across all sustainability and project functions. Key responsibilities included development, implementation training of "S" standards and guidance notes for all global projects across the business. Design of corporate community investment and funding processes and oversight of corporate stakeholder relations.

JLL Asia Pacific, Energy & Sustainability Solution Lead

- Led the business development activities for the sustainability team with a focus on decarbonization and ESG across south-east Asia within the real estate sector. Responsibilities included collaborating with APAC business functions and existing clients to identify ESG opportunities, lead the development of proposals and track sales and opportunities pipeline.

ERM Indonesia, APAC Social Performance Partner

- Responsible for the implementation of projects led by ERM in Indonesia and South East Asia for a range of sectors including renewables, power, financial, mining and oil and gas. Samantha led a team of 20 plus social performance consultants and was responsible for business operations and performance in Indonesia. Her role entailed advising a range of lenders and developers on project development, to ensure community risks were identified and mitigated to acceptable levels that adhere to relevant international standards whilst managing reputation risks. She also was the businesses' social performance lead for Asia Pacific, advising clients on specialized matters to embed and operationalize sustainability into business and build the regional team's capacity. She worked closely with multinational clients including Engie, Shell, Chevron, Freeport McMoran, Macquarie Group, ANZ, IFC and Sinarmas as well as numerous

government entities, research and lobbying bodies (including the Indonesian Business Council for Sustainable Development) and NGOs. I also held the role of sustainability lead internally across Asia Pacific, executing and driving the development of action plans, sustainability initiatives and employee awareness across ten countries.

ERM Australia, Australia Social Performance Lead

- Responsible for the delivery of a range of social studies across Australia and South East Asia for mining, power and oil and gas clients. Key clients included Rio Tinto, BHP Billiton, Woodside, BG, Origin and Wesfarmers all seeking approvals as well as to mitigate reputational issues and ESG impacts. Sam frequently participated and led numerous assessments, stakeholder consultation activities and due diligence projects across the region identifying risks, outlining actions to address risks and monitoring their implementation. She was accountable for the West Australian business KPIs, managing commercial aspects, leading existing and new client accounts as well as people recruitment and development and thought leadership with the industry.



Breannan Dent

Senior Social Planner
EMM Consulting Pty Limited

Professional Overview

Breannan is a Senior Social Planner with 8 years' experience in urban planning and community engagement.

With a track record of robust research and a comprehensive understanding of planning policy, Breannan can distil complex information into simple and approachable documents and conversations.

Breannan has managed and delivered planning proposals, new local planning controls and community engagement strategies.

Breannan taps into existing expertise and opportunities by fostering collaborative relationships through genuine interest and integrity.

Breannan's outstanding customer focus, intrapersonal skills, problem solving skills and work ethic have allowed her to support her colleagues in delivering future-focused projects with excellent design, sustainability and resilience outcomes for the community.

Qualifications and licences

Masters of Urban Management and Planning, University of Western Sydney, 2014

Bachelor of Social Science, University of Western Sydney, 2013

Major in Urban Geography, University of Western Sydney, 2013

Sub-Major in Peace and Development Studies, University of Western Sydney, 2013

Specialisation

Social Impact Assessment

Community and Stakeholder Engagement

Statutory Planning

Representative experience

Senior Social Planner EMM Consulting

- Olive Downs Coking Coal Project lead author of desktop review to identify social opportunities of a Development Application for workforce accommodation, including assessment of circular economy, sustainability, amenity, economic and mental health and wellbeing benefits for workers and the community, and inclusion of best-practice design and amenity outcomes.
- Birriwa Solar EIS SIA Addendum Report, Accommodation and Employment Strategy and Modification lead author responsible for assessment of proposed workforce accommodation and project employment planning, including community and worker needs, access constraints and opportunities for co-benefit. Also responsible for further addressing alterations to the approved project through a proposed modification.
- Hillview Energy Hub (Solar, BESS and Wind EIS SIAs) Lead author of scoping and social impact assessment reports, inclusive of working alongside external consultant and client teams to deliver engagement across three EIS projects with an extended delivery schedule packaged as the Hillview Energy Hub, within the changing cumulative context presented by the New England Renewable Energy Zone.
- Lake Lyell Social Scoping Report and EIS Social Impact Assessment lead author. Tasks included planning and scheduling, collaborating with client to deliver combined social and engagement deliverables, guiding preparation of the social baseline, stakeholder engagement, data analysis, impact identification and risk assessment, development of social impact mitigation framework and reporting. Actions also included an options analysis comparing potential benefits and drawbacks of workforce accommodation sites.
- Greater Parramatta and Olympic Peninsula SIA Scoping Report and Social Impact Assessment project manager and lead author responsible for delivery of effective and collaborative engagement in a metropolitan context. Scope includes addressing complex impacts and benefits across an extended project area, with pipelines crossing industrial and residential communities and the Parramatta River.
- Cowal Gold Operations EIS SIA author. Tasks included collaborating with the project team to deliver enhanced and cohesive social benefits aligned with broader project objectives, data analysis, impact identification and risk assessment, and development of social impact mitigation framework and reporting.
- Collaborator on Hunter Valley Operations Coal Mining Continuation Project EIS Social Impact Assessment, preparing analysis around economic benefits and climate change and community cohesion impacts.
- Wallacia Quarry Expansion Project lead author of social scoping assessment, identified key perceived and actual social risks associated with views and vistas of the escarpment, water quality of local swimming holes, proximity of residences to the project site and road safety for traffic movements.
- New Dungowan Dam EIS Social Impact Assessment, SIA project lead for finalisation and delivery of the New Dungowan Dam EIS, including preparation of the social impact assessment. Tasks included planning and scheduling, guiding preparation of the social baseline, stakeholder engagement, data analysis, impact identification and risk assessment, development of social impact mitigation framework and reporting.
- Sutton Forest Quarry EIS combined Social Impact Assessment and Response to Submissions report lead author. Prepared a response to submissions in a context of high community sensitivity to the Project, with tasks including data analysis, impact identification and risk assessment, and development of social impact mitigation framework and reporting.
- Collaborator on Oven Mountain Pumped Hydro Energy Storage Project EIS Social Impact Assessment, analysing around water, recreation, infrastructure and livability impacts.
- Lead author of scaled SIA assessments in western Sydney for government and industry clients including Parramatta City Council, and various social impact assessments for industrial warehouse and distribution projects in Penrith.



Caroline Wilkins

Associate Social Scientist
EMM Consulting Pty Limited

Professional Overview

Caroline is an Associate Social Scientist in the Social Assessment and Performance team at EMM. Caroline has over 20 years' experience designing, planning, implementing and evaluating major social programs in challenging operating contexts. She brings extensive knowledge and demonstrated application of social science methodologies and development strategies. Her skill set includes social impact assessment, social research, human rights assessments, community and stakeholder engagement, monitoring and evaluation, risk management, strategic planning, project management and reporting. Caroline provides practical insightful advice to clients to development and implementation of social risk mitigation and management.

Caroline has worked in a range of social settings, having led projects in Australia and internationally. Caroline is a critical thinker with highly developed problem-solving skills.

Qualifications and licences

Master of Social Science (International Development), RMIT University
Bachelor of Arts/Bachelor of Commerce, Deakin University
Member, Australian Evaluation Society
Member, International Association of Impact Assessment (IAIA)
Associate Member, Australasian Institute of Mining and Metallurgy (AusIMM)

Specialisation

Social Impact Assessment (SIA)
Delivery of SIA And social performance advice
Community and Stakeholder Engagement
Monitoring and evaluation

Representative experience

Energy

- **Oven Mountain Pumped Hydro Energy Storage Project (OMPS), OMPS Pty Ltd, 2022-2025.** Lead author of the Social Impact Assessment (SIA). The project involves the construction of a major new pumped hydro energy storage project situated 60 km south-east of Armidale, NSW. The project was declared Critical State Significant Infrastructure (CSSI) and will produce 900MW of firm energy storage. Responsibilities included delivery of a SIA in line with the NSW SIA Guideline (2023). Tasks included planning and scheduling, scoping, study area definition, preparation of the social baseline, extensive community consultation and stakeholder engagement including 80 in-depth interviews and two community surveys, data analysis, impact identification and risk assessment, development of social impact mitigation framework and reporting. An Amendment Report was also included in scope to capture changes to the design.
- **Muswellbrook Pumped Hydro Energy Storage Project, AGL/Idemitsu, 2023-current.** Lead author of the Social Impact Assessment (SIA). The project involves the construction of a new 400 MW pumped hydro energy storage project partly situated on a former coal mine site near Muswellbrook, NSW. The project was declared Critical State Significant Infrastructure (CSSI). Responsibilities included delivery of a SIA in line with the NSW SIA Guideline (2023). Tasks included planning and scheduling, study area definition, preparation of the social baseline, stakeholder engagement including in-depth interviews, data analysis, impact identification and risk assessment, development of social impact mitigation framework and reporting.
- **Pioneer-Burdekin Pumped Hydro Energy Storage (PHES) project, 2024, Queensland Hydro, QLD.** Pioneer-Burdekin PHES was a proposed 5,000 MW, 120-GW hour long duration PHES project situated in the Pioneer Valley, 70km west of Mackay. Responsibilities included provision of technical support for the preparation of Scoping Report and Social Assessment and Management Plan (SAMP) for Exploratory Works. Tasks included review of project documentation, defining project assumptions, social and health impact assessment (SHIA) study area definition, preparation of stakeholder and community profiles, and preliminary identification of social and health impacts in line with the Queensland Social Impact Assessment (SIA) Guideline (2018).
- **Social impact evaluation (SIE), social impact assessment (SIA) and social impact management plan (SIMP), Pilbara Decarbonisation Program, Fortescue Metals Group (FMG), WA.** FMG is undertaking an industry leading program to decarbonise its iron ore mining operation in the Pilbara region, Western Australia. The USD\$6 billion program includes various projects such as wind, solar, battery, transmission lines, port upgrades, green fleet (including rail and sea) and road systems. The SIE focused on identifying social value at global, national, regional and local scale. The SIA provided an assessment of social impacts and benefits for individual projects, and the program as a whole.
- **Deegee Solar and Battery Project, ACEN Australia, NSW, 2024-current.** Lead author of the Social Impact Assessment (SIA). The project involves the construction of a major new solar and battery storage project situated approximately 5 km south-east of Uralla, NSW. The project will produce 320MW of energy and two hours of firm storage.
- **Muswellbrook Solar Farm, ESCO Pacific, NSW 2022-2023.** Lead author of the Social Impact Assessment. The project involves construction of a solar farm on the now closed Muswellbrook coal mine in Muswellbrook, NSW. Tasks included planning and scheduling, scoping, preparation of the social baseline, SIA stakeholder engagement, data analysis, impact identification and risk assessment, development of social impact mitigation framework and reporting.
- **Birriwa Solar and Battery Project – SIA Modification Report, ACEN Australia, NSW, 2025.** The project was amended to respond to community feedback. Changes included increasing storage capacity and duration to 900 MW for a 4-hour duration, local road upgrades, increasing the capacity of the project's accommodation facility and updating traffic

movement data. Responsibilities included preparing a SIA Modification Report. Tasks included conducting stakeholder engagement including telephone interviews with key stakeholders, re-assessment of social impacts and benefits, updating mitigation measures and conducting post mitigation significance assessment.

- **Koorakee Energy Hub, Social Scoping Report, Squadron Energy, NSW, 2023-2024.** SIA Lead for the scoping report. The project involved construction of 167 wind turbine generators (1 GW), 2.2 million solar panels (1 GW), battery storage with a capacity of 1 GW and ancillary infrastructure situated 10 km from Euston, NSW.
- **Yambla Range Wind Farm, Social Scoping, Tetris Energy, NSW, 2024-current.** SIA Lead for the Social Scoping phase. Scoping involved planning, identification of social locality, preparation of social baseline, early identification of potential social impacts and preparation of a SIA Impact Scoping Report and scoping worksheet.
- **Balala Wind Farm Scoping Report, EDF Renewables, Uralla, NSW, 2025-current.** Technical inputs included identification of social locality, preparation of social baseline, early identification of potential social impacts and preparation of a social scoping chapter and scoping worksheet.
- **Boorolong Wind Farm Social Scoping Report, Squadron Energy, NSW, 2022-2025.** Technical inputs included identification of social locality, preparation of social baseline, early identification of potential social impacts and preparation of a social scoping chapter and scoping worksheet.
- **Wellington Battery Energy Storage System (BESS).** Social Impact Assessment (AMPYR Australia) 2022

Mining and metals

- **Julia Creek/Richmond Critical Minerals Zone (CMZ) Social Baseline Study, Department of Resources, QLD 2024-2025.** Prepared a social baseline study and cumulative assessment framework to identify potential impacts on and benefits for communities during the development of critical minerals projects in the CMZ. Conducted extensive in-person and remote engagement with 30+ stakeholders including five Councils, proponents, local businesses, community groups and health, community and education service providers in Mount Isa, Cloncurry, Julia Creek, Richmond and Hughenden.
- **Wimmera Project SIA, Iluka Resources, VIC, 2022-current.** SIA Lead and project manager. Caroline is leading all phases of the Social Impact Assessment for the proposed new critical minerals mine near Horsham, Victoria. Responsibilities include client liaison, planning and scheduling, preparation of the social baseline, extensive stakeholder engagement, data analysis, impact identification and risk assessment, development of social impact mitigation framework and reporting.
- **Human rights risk assessment, Townsville Energy Chemicals Hub (TECH) Project, QLD 2023.** The project involves the design, construction and operation of a sustainable, high-purity battery materials refinery in Townsville. Cost of construction is estimated at \$2.1 billion. The assessment focused on supply chains, risk factors such as supplier profile, high risk geographies, product complexity and high-risk procurement categories. Recommendations were made to establish policy, systems and processes to assess, monitor and report on human rights issues and risks and establishment of a human rights (supplier) due diligence process.

- **Integra Underground Mine Closure SIA, Glencore, Singleton, NSW, 2022-23.** Lead author and project manager. Caroline led all phases of the Social Impact Assessment for the coal mine closure including client liaison, planning and scheduling, preparation of the social baseline, gathering of primary data through the survey of mine employees and supplier businesses, stakeholder engagement and field study, data analysis, impact identification and risk assessment, development of social impact mitigation framework and reporting.
- **Hunter Valley Operations (HVO) Continuation Project – SIA Amendment Report, HVO Operations Pty Ltd, NSW, 2025.** The Project was amended to respond to community feedback. The Amendment involved reducing the life of mine operations by five and three years respectively, rate of coal extraction, and adjusting operations to reduce greenhouse gas emissions. Responsibilities included preparing a social impact assessment to assess the changes occurring to the Amended Project.
- **Ok Tedi Mining Limited, Social Closure Transition Framework and Strategy, Australia, 2023.** Co-author and project manager. Caroline worked closely with the OTML Social Sustainability team to develop a social closure framework and strategy to support mine closure planning. Responsibilities included reviewing existing business frameworks, preparing a literature review, review of key documentation and conducting in-depth interviews with key stakeholders including various OTML teams, local suppliers and Papua New Guinea government officials. Components include future of the mine-owned town (Tabubil), public assets and services transition plan, OTML employees and contractors transition, role of the Ok Tedi Development Foundation (OTDF), post closure environmental sustainability, community investments and trust funds, and infrastructure development/(Tax Credit Scheme (TCS).
- **Sustainability Report, Ok Tedi Mining Limited.** technical assistance for Annual Sustainability Report 2021, 2022

Infrastructure

- **Epping Aquatic and Leisure Centre Upgrade Social Impact Statement, City of Parramatta, NSW, 2023.** Project Director for the project seeking approval for the re-development of the Aquatic Centre. The EMM team prepared a Social Impact Statement in support of the Development Application.
- **AIBP Storage and Distribution Warehouse Social Impact Assessment (SIA), HB+B Properties Pty Ltd, NSW, 2025.** Project Director for the project seeking approval for a new warehouse within the Alspeg Industrial Business Park in Orchard Hills, Sydney. Key client contact, provided technical support to EMM team and technical review of report for the proposed State Significant Development (SSD) application.
- **Carlingford Re-development SIA, Tripe Eight Corporation Pty Ltd, NSW, 2025.** Project Director for a mixed-use development including residential and commercial building in Pennant Hills Road, Carlingford, Sydney. Key client contact, provided technical support to EMM team and technical review of SSD SIA report.
- **Dungowan Dam EIS and pipeline REF, Water Infrastructure NSW, 2022.** SIA technical input for the Social Impact Assessment. The project was declared Critical State Significant Infrastructure (CSSI) and included a larger new dam downstream of the existing Dungowan Dam and a replacement pipeline.



Brooke Theobald

Graduate Social Scientist
EMM Consulting Pty Limited

Professional Overview

Brooke is a graduate, with a Bachelor in Social Science from Macquarie University. She has extensive experience in qualitative and quantitative research methods and Brooke's education has allowed her to form a deep understanding of a range of disciplines, such as research, politics, and human geography.

Brooke has worked on a range of renewable energy and water infrastructure projects in New South Wales and Queensland, including social baseline reports, impact assessment and management plans. Brooke's research background and experience in creating concise reports, brings value to her projects. Brooke is committed to producing high quality outputs through her work.

Qualifications and licences

Bachelor of Social Science (minor in Politics), Macquarie University
2023

Representative experience

- Telfer Gold Mine Social Closure Plan, updates to socio-economic baseline and preparation of engagement materials, Geatland Gold, 2025
- Glencore Coal Assets Social Needs Assessment, updated social baseline and assessment of social need significance, Glencore Coal Assets Australia, 2025
- HVO Continuation Project, updates to social impact assessment for the amendment report, Hunter Valley Operations, 2025
- Muswellbrook Pumped Hydro Energy Storage Project, updated social baseline study, community engagement and social impact assessment, AGL Energy and Idemitsu, 2024-2025
- Don Moore Community Hub, collaborator on Social Impact Statement, Parramatta City Council, 2024-2025
- Lake Lyell Pumped Hydro Energy Storage Project, social baseline study, community engagement, and social impact assessment, EnergyAustralia, 2024
- Woodlawn Advanced Energy Recovery Centre, social baseline study, impact assessment for SIA amendment report, Veolia Environmental Services, 2024
- Hunter Transmission Project, social baseline study, EnergyCo, 2024
- Bondo Wind Farm Environmental Impact Statement, social impact assessment scoping report inputs, Neoen, 2024
- Decarbonisation Program, inputs into social impact assessment and management plan, Fortescue Metals Group Ltd, 2024
- Hillview Wind Farm Scoping Report, social impact assessment inputs, ACE Power Developments Pty Ltd, 2024
- Hillview Solar Farm Scoping Report, social impact assessment inputs, ACE Power Developments Pty Ltd, 2024
- Pioneer-Burdekin Pumped Hydro Energy Storage Project, inputs into social assessment management plan, Queensland Hydro Limited, 2024

- Evaluation of the Australian Adventure and Activity Standards and associated Good Practice Guides
- Responsible for conducting a mixed methods survey, and analysis of the data. Survey was sent to outdoor industry providers.
- Data was used to address gaps in compliance with the guides
- Data contributed to multiple outputs, such as a presentation to stakeholders and a research report
- These outputs detailed which areas of the guides have the highest to lowest levels of compliance, identified contributing factors and made recommendations to the industry
- Recommendations focused on possible resource development to assist outdoor activity providers

Casual Tutor: Leaps & Bounds tutoring.

- Face to face lessons across multiple subjects.
 - K-6 Mathematics
 - K-12 English
 - Barton spelling and reading program
- Assisted in developing learning plans for students
 - This was achieved through testing student abilities, communicating with parents, and presenting recommendations to the manager
- Working with colleagues to ensure students were progressing

Professional Social Research Project

Student Placement with Outdoors NSW & ACT

Appendix B

Baseline indicators

B.1 Population indicators

Table B.1 Population indicators

	Data source	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Population (#)	2021, ABS	28,044	256,279	5,231,147	8,072,163
	2016, ABS	24,394	226,149	4,823,991	7,480,228
Population change over 5 years to 2021 (%)	2016 and 2021, ABS	15.0%	13.5%	8.4%	7.9%
Population mobility (same address 1 year ago)	2021, ABS	82.4%	75.9%	79.7%	79.4%
Population mobility (different address 1 year ago)	2021, ABS	15.0%	19.2%	15.3%	14.8%
Population mobility (same address 5 year ago)	2016, ABS	76.0%	55.8%	53.6%	53.9%
Population mobility (different address 5 year ago)	2016, ABS	20.5%	37.6%	41.0%	39.9%

B.2 Age and socio-cultural indicators

Table B.2 Age and socio-cultural indicators

	Data source	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Aboriginal and/or Torres Strait Islander (#)	2021, ABS	115	2,079	90,939	278,043
Aboriginal and/or Torres Strait Islander (%)	2021, ABS	0.4%	0.8%	1.7%	3.4%
Males (%)	2021, ABS	49.6%	50.1%	49.4%	49.4%
Females (%)	2021, ABS	50.4%	49.6%	50.6%	50.6%
Median age (#)	2021, ABS	38	35	37	39
	2016, ABS	39	34	36	38
Aged 14 years or younger (children) (%)	2021, ABS	20.9%	18.2%	18.4%	18.2%
Aged 15 to 24 years (youth) (%)	2021, ABS	10.8%	11.1%	12.2%	11.8%
Aged 25 to 64 years (adults) (%)	2021, ABS	45.8%	47.8%	46.2%	45.1%
Aged 65 years or older (elderly) (%)	2021, ABS	16.1%	12.5%	15.2%	17.6%
Number of families (#)	2021, ABS	8,017	69,127	1,380,176	2,135,964
Has a need for assistance (%)	2021, ABS	4.3%	4.1%	5.2%	5.8%
Engaged in voluntary work (%)	2021, ABS	12.7%	11.2%	11.6%	13.0%
Median weekly household income (\$)	2021, ABS	2,084	2,051	2,077	1,829
Completed Year 12 or equivalent (%)	2021, ABS	81.7%	81.2%	71.3%	63.3%
Households earning less than \$650 per week (%)	2021, ABS	11.2%	12.4%	13.3%	15.3%
Lone person households (%)	2021, ABS	14.2%	22.5%	23.2%	25.0%
Speaks a language other than English at home (%)	2021, ABS	51.6%	47.1%	31.3%	22.4%
Top three languages spoken at home other than English	2021, ABS	1. Mandarin (22.1%) 2. Cantonese (13.2%) 3. Korean (6.3%)	1. Mandarin (12.4%) 2. Cantonese (6.4%) 3. Korean (5.5%)	1. Mandarin (5.0%) 2. Arabic (4.2%) 3. Cantonese (2.8%)	4. Chinese languages (19.5%) 5. Indo-Aryan languages (17.6%) 6. Arabic (11%)

B.3 Health indicators

Table B.3 Health indicators

	Data source	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Has a long-term health condition (%)	2021, ABS	19.7%	19.2%	23.6%	27.0%
Top three long-term health conditions	2021, ABS	1. Asthma (5.1%)	1. Asthma (5.3%)	1. Asthma (6.8%)	4. Arthritis (8.4%)
		2. Arthritis (5.0%)	2. Mental health condition (including depression or anxiety) (5.1%)	2. Arthritis (6.7%)	5. Mental health condition (including depression or anxiety) (8.0%)
		3. Diabetes (excluding gestational diabetes) (4.8%)	3. Arthritis (4.9%)	3. Mental health conditions (including depression or anxiety) (6.6%)	6. Asthma (7.8%)

B.4 Labour force indicators

Table B.4 Labour force indicators

	Data source	Carlingford SAL	Parramatta LGA	Greater Sydney	NSW
Participates in labour force (#)	2021, ABS	22,184	210,087	4,267,941	3,8740,12
Labour force participation rate (%)	2021, ABS	58.4%	62.1%	60.0%	58.7%
Unemployed persons (#)	2021, ABS	669	7,470	129,539	189,852
Unemployment rate (%)	2021, ABS	5.2%	5.7%	5.1%	4.9%
Youth unemployment rate (%)	2021, ABS	9.2%	10.4%	10.1%	9.8%
Top industries of employment	2021, ABS	1. Healthcare and Social Assistance (15.0%)	1. Health care and social assistance (14.2%)	1. Health care and social assistance (13.4%)	4. Health care and social assistance (14.4%)
		2. Professional , scientific and technical services (12.1%)	2. Professional , scientific and technical services (12.9%)	2. Professional , scientific and technical services (10.9%)	5. Retail trade (9.0%)
		3. Education and training (9.3%)	3. Retail trade (8.5%)	3. Retail trade (8.8%)	6. Professional , scientific and technical services (8.9%)

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