

Mandarin Developments Pty Ltd

Social Impact Assessment

61A-65 Albert Avenue,
Chatswood

wsp



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Social Impact Assessment
61A-65 Albert Avenue, Chatswood

Mandarin Developments Pty Ltd

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WSP acknowledges that every project we work on takes place on First Peoples lands.
We recognise Aboriginal and Torres Strait Islander Peoples as the first scientists and engineers and pay our respects to Elders past and present.

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Executive summary

This Social Impact Assessment (SIA) report has been prepared for the proposed mixed use development at 61A-65 Albert Avenue, Chatswood, which seeks concurrent rezoning and development consent for a mixed-use development.

The purpose of this SIA is to identify and assess the potential social negative impacts and benefits associated with the proposal, and to inform the Environmental Impact Statement (EIS), in accordance with the NSW SIA Guideline (2025).

The assessment methodology comprised a review of relevant strategic and policy documents, desktop research, site visit, development of a social baseline, stakeholder and community engagement, review of supporting technical reports and the identification and assessment of potential social impacts and mitigation and enhancement measures.

Key positive social impacts include:

- Increased access to upgraded retail supporting convenience and quality of life.
- Provision of communal spaces will create opportunities for social interaction, wellbeing and recreation within the development.
- Enhanced pedestrian experience along the site, and between Albert Avenue, Victor Street, and the transport interchange.
- Increased housing supply contributing to housing diversity and affordability in an area highly accessible by public transport.
- Future residents will have access to public schools, community facilities, health and child care within walking distance.
- New employment opportunities and retail spending supporting the regional economy.

The assessment identified the following potential negative impacts, some of which can be downgraded to a residual rating of medium after the application of management measures:

- Disruption to the amenity of users of local area due to construction including noise, dust, and vibration (affecting Sebel residents and social infrastructure users along Albert Avenue).
- Residents and users of neighbouring buildings might experience a diminished sense of place due to their loss of view.
- Impacts on livelihoods for existing businesses and employees at the existing centre.

SEARs author declaration

Declaration	
Qualified professional name	Qualified professional qualifications
Sophie Le Mauff	Sophie holds a Bachelors of Geography and Urban Planning from the Sorbonne University, a Master’s degree in international architectural regeneration and development from the Oxford Brookes University, and a Master’s degree in Tourism Development and Planning from the Sorbonne University. She is also certificated in Engagement Essentials from IAP2 Australasia (currently the Engagement Institute).

	Sophie has authored and reviewed a number of SIAs using the NSW SIA Guideline since its draft publication in 2020, in relation to urban developments and State Significant Development Applications in NSW and particularly Greater Sydney. She has also authored several SIAs using other guidelines under different planning pathways, and has peer reviewed several reports in relation to social impacts. Sophie is a member of: — Sydney Organising Committee, Social Impact Measurement Network Australia (SIMNA), and Social Value in Infrastructure special interest group — Australasian Evaluation Society — Environment Institute of Australia and New Zealand (EIANZ)	
Maite Reyes	Maite holds a degree in Anthropology from the University of Chile and a Master of Development from the University of Queensland. She has co-authored multiple SIAs following the NSW SIA Guideline for transport and energy projects, as well as State Significant Development Applications in New South Wales. Maite also brings extensive experience in social performance and SIAs across Queensland, South Australia and Western Australia. She is also a member of the Environmental Institute of Australia and New Zealand.	
The undersigned declare that this Social Impact Assessment was prepared between August and December 2025 in response to the following SEARs requirements issued for the Project on 23 June 2025 for SSD-85024458:		
SEARs item no.	SEARs Issue and Assessment Requirement	Relevant Section of this Report that addresses SEARs Requirement
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.	Refer to Section 3 for methodology in accordance with <i>Social Impact Assessment Guideline for State Significant Projects</i> (DPHI, 2025) and to Sections 6 and 6.7.1 for the analysis of impacts.
Signed		
Dated	18 December 2025	

1 Introduction

This Social Impact Assessment (SIA) report has been prepared by WSP Australia to accompany a concurrent Rezoning Request and State Significant Development Application (SSDA) for a mixed use development at 61A-65 Albert Avenue, Chatswood. The site is legally described as Lot 2 DP 1035379. This report has been prepared to address the Secretary's Environmental Assessment Requirements (SEARS) issued for the project (SSD-85024458) on 23 June 2025.

The SIA provides a comprehensive and balanced assessment of the social opportunities associated with the proposal, alongside careful consideration of potential impacts during both construction and operation. It builds on the engagement that was conducted in relation to the proposal,

The purpose of this assessment is to identify, analyse, and evaluate the potential social impacts associated with the construction and operation of the proposed development. This includes consideration of both beneficial and adverse effects on local communities, social infrastructure, access and equity, and neighbourhood character.

1.1 The proposal

The application seeks consent for the concurrent rezoning of the site, demolition of the existing building and construction of a 32-storey mixed use tower.

Specifically, the SSDA seeks development consent for the following:

- Approval of an LEP amendment: to support the proposed development, a rezoning request is being sought concurrently with the SSDA under the HDA pathway. The rezoning request seeks to amend the Willoughby Local Environmental Plan 2012 (WLEP 2012) by:
 - Amend the Height of Building Map reference in clause 4.3 of the WLEP to specify a maximum building height of RL 192m and RL 205m.
 - Amend the Floor Space Ratio map referenced in clause 4.4 of the WLEP to remove the floor space ratio control, as is consistent with other sites in the Chatswood CBD
 - Amend the Affordable Housing Map referenced in clause 6.8 of the WLEP to specify an affordable housing contribution of 5%.
 - Amend clause 6.24 61A Albert Avenue, Chatswood to:
 - Remove the minimum non-residential floor space ratio restriction that applies to the land.
 - Remove the prohibition of serviced apartments. This is now a redundant subclause as serviced apartments are a prohibited use throughout the E2 Commercial Centre zone.
 - Include a notation that permits strata subdivision of land on the site despite clause 4.1A.
 - Include a new subclause that states development for the purpose of advertising structure is permissible on the land with development consent.
 - Insert a new subclause within clause 6.24, that states despite clause 6.15(2) Sun Access of the WLEP, development consent may be granted to development on the land that results in minor additional overshadowing between 11am – 12pm within Area 2 of Chatswood Oval, providing it results in no more than 5% additional overshadowing.

State significant development consent for the proposed development, including:

- Demolition of the existing building known as the Mandarin Centre.
- Construction of a 32-storey mixed-use tower, including the following elements:

- Six (6) levels of basement parking
- Four (4) storey retail podium
- 28-storey residential tower
- Augmentation of infrastructure and services.
- Site landscaping; and
- Public domain improvements.

The purpose of the project is to deliver high-quality mixed-use development with a predominant residential focus within convenient walking distance of Chatswood Train Station and Commercial Core.

1.2 Compliance with SEARs

This report has been prepared in response to the requirements contained within the SEARS request dated 23 June 2025. Specifically, this report has been prepared to respond to the SEARS requirement issued below:

Table 1.1 SEARs requirements

Item	Description	Proposal response
EIS 18. Social Impact	— The EIS must consider social impacts and should identify any significant social impacts. — Social Impact Assessment must be prepared in accordance with the <i>Social Impact Assessment Guideline for State Significant Projects</i>.	This report is the Social Impact Assessment (SIA) for the proposal, completed according to the <i>Social Impact Assessment Guideline for State Significant Projects</i> (the Guideline). It identifies potential social impacts and proposes measures to mitigate or enhance identified impacts.

In addition, the SEARs request to address issues raised by Willoughby City Council. A submission by Council identifies the below:

- Open Space and Community Infrastructure needs assessment – this should evaluate how the demand generated by the development is to be addressed.

While a standalone Open Space and Community Infrastructure needs assessment was not prepared, this SIA analyses the impacts on existing open space and community infrastructure generated by the proposal and the increased residential population.

1.3 Project background and history

The site has a long planning history, beginning in 2013 with a Planning Proposal to Willoughby City Council (Council) to amend the WLEP for mixed-use development, including 70% shop top housing.

Despite initial support, Council rejected the proposal in 2015, leading to a new Planning Proposal in 2016, which was also refused. The Sydney North Planning Panel recognised the proposal's merits in 2019, and the Department of Planning granted Gateway Approval in 2020. Council's Chatswood CBD Strategy, finalised in 2020, recommended a prohibition on residential uses in the Commercial Core zone, despite market feasibility analyses indicating low demand for new commercial office development.

The proposal was subsequently amended to reduce residential floor space to 30%, which was approved but remains commercially unfeasible. Market conditions have worsened, with high office vacancy rates and low demand for new commercial office space in Chatswood CBD. The current proposal seeks a mixed-use development with a predominant residential emphasis, aligning with the original 2014 vision.

1.4 The site

The site is 61A-65 Albert Avenue, Chatswood and is located within the Willoughby local government area (LGA). The site is legally described as Lot 2 in Deposited Plan (DP) 1035379. It is regularly shaped and falls approximately 3m from west to east. The site is within the Chatswood central business district (CBD) (refer Figure 1.1).



Figure 1.1 Locality plan (Source: Urbis, 2025)

The urban context surrounding the site is characterised by a mix of commercial, retail and residential developments (refer to Figure 1.2). The surrounding locality is described as:

- Directly north of the site is the Sebel building which is a 28-storey tower with hotel, residential and serviced apartments. Further north is a variety of commercial, and retail uses which form the Chatswood Westfield Shopping Centre.
- The east of the site is bounded by Victor Street. Development consists of predominantly retail continuing the Chatswood Westfield Shopping Centre.
- To the south of the site is a multi-storey car park for the Chatswood Westfield Shopping Centre and high-density residential development. Chatswood Baptist Church and Chatswood Youth Centre adjoin the site on the southern side of Albert Avenue and Chatswood Park is located towards the south-west.

- To the west of the site is the Chatswood interchange which includes Train and Metro services to the Sydney CBD and Sydney’s northern suburbs. These key transport links are located within 160m of the site.
- The site currently accommodates the Mandarin Shopping Centre featuring five levels of retail space and three levels of car parking.



Figure 1.2 Location of the site (Source NSW Government SixMaps, 2025)

1.5 Approval process

The Project is being assessed as a state significant development (SSD) under the *Environmental Planning and Assessment Act 1979*, which applies to developments of strategic importance due to their scale, complexity, or potential impact. The approvals pathway includes the following key steps:

- **State Significant Development designation:** The Project qualifies as state significant development (SSD) in accordance with the Environmental Planning and Assessment Housing Delivery Authority (HDA). The site and project were declared as SSD by HDA, and subsequently the Minister for Planning, in June 2025.
- **Planning Secretary’s Environmental Assessment Requirements (SEARs):** Issued on 23 June 2025, the SEARs outline the matters to be addressed in the environmental impact statement (EIS), including social impacts, design quality, traffic, and engagement, as stipulated in Part 8 of the Environmental Planning and Assessment Regulation 2021 and the SSD Guidelines (DPHI, 2024). Engagement activities were delivered between October 2025 and November 2025 to develop the SIA and SEARs engagement report, with ongoing communication between the Project team and the community continuing throughout construction.
- **Environmental Impact and Rezoning Statement (EIRS):** A comprehensive EIRS will assess environmental, social, and economic impacts. It will include technical studies, community engagement outcomes, and proposed mitigation measures.

- **Concurrent planning proposal (rezoning):** The Project seeks concurrent rezoning as part of the SSD housing application. An assessment against the relevant strategic policies as well as a site and strategic merit assessment of the proposal is provided within the EIRS.
- **Public exhibition and community input:** The EIRS will be publicly exhibited, allowing stakeholders and community members to provide feedback.
- **Assessment and determination:** DPHI will assess the proposal and consider public submissions. A final decision will be made by the Minister for Planning or the Independent Planning Commission.

2 Legislative and policy context

This section provides a description of the strategic context of the project, and the relevant legislation and policies that are directly related to the SIA.

2.1 State policies, strategies, and plans

2.1.1 *Social Impact Assessment Guideline*

The *Social Impact Assessment Guideline for State Significant Projects* (DPHI, 2025a) (the SIA Guideline) and *Technical Supplement* were released to support the preparation of SIAs for State Significant Projects. The SIA Guideline establishes the overarching assessment methodology to categorise and assess social impacts, as well as guiding principles to implement engagement and develop management measures. The assessment methodology within the SIA Guideline and Technical Supplement has been adopted for this SIA (refer to Section 3 for a detailed overview of the methodology).

2.1.2 *Undertaking Engagement Guidelines for State Significant Projects*

The *Undertaking Engagement Guidelines for State Significant Projects* (DPHI, 2024) set out the requirements for proponents relating to the effective engagement on State Significant Projects in NSW, including guidance on:

- Planning approach to engagement with the community and various stakeholders.
- Undertaking engagement to inform the development of the project and contribute to better planning outcomes.
- Reporting back to demonstrate how engagement has influenced the project under assessment.

The guideline has informed the development of a tailored approach to targeted SIA engagement with the community and relevant stakeholders.

2.2 Regional planning policies and strategies

2.2.1 *Greater Sydney Region Plan – A Metropolis of Three Cities*

The *Greater Sydney Region Plan – A Metropolis of Three Cities* (Greater Sydney Commission, 2018a) includes Chatswood within the Greater Sydney's Eastern Economic Corridor, a nationally significant zone stretching from Macquarie Park to Sydney Airport. This corridor is a key hub for economic activity, contributing two-thirds of NSW's economic growth in 2015–16 and hosting approximately 775,000 jobs. Chatswood benefits from excellent road and public transport connectivity, enabling high levels of interaction between businesses and people. Chatswood is also part of a commercial office precinct, with standalone office market.

2.2.2 *The North District Plan*

The *North District Plan* (Greater Sydney Commission, 2018b) identifies Chatswood as a major strategic centre within Greater Sydney, combining retail, office, residential, health, and community uses. It is one of the region's largest shopping destinations and a key employment hub.

Some actions suggested in the Plan to strengthen Chatswood include:

- Promote the role of the centre as a location for high quality, commercial office buildings and a diverse retail offering.
- Enhance the role of the centre as a destination for cultural and leisure activities.
- Promote and encourage connectivity, and upgrade and increase public open spaces.

2.3 Local planning policies and strategies

The following local planning policies and strategies have been reviewed for this SIA:

- Willoughby City Local Strategic Planning Statement (LSPS) (Willoughby City Council, 2020a)
- Our Future Willoughby 2036 - Community Strategic Plan (2025)
- Willoughby Economic Development Strategy (2022)
- Willoughby Night Time Economy Strategy 2022-2028 (2023)
- Willoughby Housing Strategy 2036 (2019)
- Willoughby Affordable Housing Strategy 2020–2026 (2020b)
- Willoughby Integrated Transport Strategy 2036 (2020c)
- Chatswood CBD Planning and Urban Design Strategy 2036 (Willoughby City Council, 2020d)
- Willoughby Public Spaces and Recreation Strategy (2024a).
- Land use mix in the Chatswood CBD (Willoughby City Council, 2024b)

Key implications for this SIA are summarised below:

- Proposed new residential developments in the Chatswood CBD should be evaluated in terms of their alignment with community character, accessibility, and the adequacy of supporting infrastructure, including social infrastructure.
- Planning should consider projected population increases and ensure a strategic balance between residential and commercial land uses within the CBD.
- There is a need to meet affordable and universal housing targets and requirements to support low-income households and essential workers.
- As a major transport hub, Chatswood CBD’s development must account for impacts on walkability, public transport accessibility, and traffic conditions.
- Gaps in access to public open space, particularly in high-density areas, should be addressed to support community wellbeing.
- Chatswood’s function as a key economic centre requires consideration of economic impacts, including support for local employment, business activity, and integration with cultural infrastructure.
- As a cultural and entertainment hub, there are opportunities to enhance the night-time economy and hospitality sector through cultural activation initiatives.
- For a detailed review of relevant policies and strategies, refer to Appendix B.

3 Methodology

This section describes the methodology that was used to prepare this SIA. The methodology is in accordance with the SIA Guideline and the Technical Supplement for State Significant Project in NSW (refer to Section 2.1).

3.1 Project establishment and preliminary scoping

The project establishment included the following:

- Review of project design documents, Planning Proposal for Mandarin Centre (2020), Scoping Report presented for SEARS submission (2025), Agency responses to Issued SEARS (2025) public exhibition submissions from Planning Proposal from 2015 and 2020, as well as strategic documents to inform a preliminary scoping of social impacts.
 - Site visit conducted on 25 August 2025.
-

3.2 Social baseline research

To understand the economic, social and environmental context relevant for this SIA, a social baseline was developed (refer to Section 4). This process involved:

- Identification and mapping of the social locality for the SIA, comprising both a local and a regional social locality.
- Analysis of data to understand the demographic, social and economic composition and trends of the local and regional social locality, including an audit of open space and community infrastructure.
- Analysis of population projection data to understand the likely future profile of the community.
- Incorporating findings from engagement activities and other relevant technical studies.

The description of the existing environment has been organised according to the eight impact categories of the SIA Guideline and the SIA Technical Supplement.

3.3 SIA community and stakeholder engagement

Community engagement is key to ensure that the experiences and perceptions of those likely to be impacted by the project are included in the assessment of impacts. This SIA involved an engagement process that is described in detail Section 5 but included:

- Preparation of targeted engagement plan for the SIA, with interviews with representatives from a range of stakeholder groups.
- Coordination with the broader engagement process conducted for the SSDA (which included public notification with project newsletter, project website, online survey), with attendance at the community drop-in session with targeted social impact information.

The community engagement findings are also included in Section 5 and throughout the report.

3.4 Evaluation of identified social impacts

The social impacts identified during the scoping phase were further refined based on the results of engagement activities, technical reports and updated information about the project.

The following technical reports were reviewed to inform the identification and assessment of impacts:

- Correspondence to Transport for NSW about Mandarin Centre Traffic Modelling (Stantec, 2025a)
- Transport Impact Assessment (Stantec, 2025b)
- Economic Impact Assessment (WSP, 2025)
- Mandarin Centre 61A-65 Albert Avenue Architectural Drawing Set (SOM, 2025)
- Noise and Vibration Impact Assessment (RWDI Australia, 2025a)
- Pedestrian Wind Assessment (RWDI Australia, 2025b)
- Statement of Heritage Impact (Everick Heritage, 2025a)
- Aboriginal Heritage Due Diligence (Everick Heritage, 2025b)
- Visual Impact and View Sharing Report (Urbis, 2025)
- Crime Risk and Crime Prevention Through Environmental Design (CPTED) Final Report (Harris Crime Prevention Services, 2025)

An assessment of the open space and community infrastructure needs was also conducted as part of the evaluation of impacts.

The assessment determined the significance of each social impact based on their likelihood (Table 3.1) and magnitude (Table 3.2) in accordance with the SIA Technical Supplement (Table 3.3).

This SIA acknowledges that social impacts may affect people differently, depending on the nature of the impact, each individual's circumstances, and their proximity to the project (referred to as the distributive equity principle in the SIA Guidelines).

Table 3.1 Defining likelihood levels of social impacts

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

Source: Technical Supplement to SIA Guideline (DPHI, 2025)

Table 3.2 Defining magnitude levels for social impacts

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

Magnitude criteria	
Minimal	Little noticeable change experienced by people in the locality.

Source: Technical Supplement to SIA Guideline (DPHI, 2025)

Table 3.3 Social impact significance matrix

Magnitude		1 Minimal	2 Minor	3 Moderate	4 Major	5 Transformational
Likelihood level	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: Technical Supplement to SIA Guideline (DPHI, 2025)

3.5 Cumulative impact assessment

Cumulative impacts are defined by the SIA Technical Supplement (DPHI, 2025) as impacts that occur as a result of the project in combination with other past, current or reasonably foreseeable future developments (referred to as relevant future projects in this report).

This cumulative impact assessment has been undertaken in accordance with the *Cumulative Impact Assessment Guidelines for State Significant Projects* (DPIE, 2022) and focuses on the potential combined social effects associated with development activity within the regional social locality.

A qualitative assessment approach was adopted, reflecting the scale and nature of the proposal and the available information for other relevant future projects. The methodology included:

- Identification of relevant future projects with the potential to interact cumulatively with the proposal.
- Consideration of the timing and duration of construction activities where overlap may occur.
- Review of consultation outcomes relevant to cumulative impacts and community perceptions.

3.6 Management measures

The process for identifying recommended mitigation and management measures included:

- Considering community and stakeholders' feedback and suggestions to address concerns and maximise benefits.
- Reviewing the mitigation and management measures provided in SIAs for projects of a similar nature.
- Reviewing the mitigation and management measures provided by other technical specialists.
- Focusing on feasible measures to be implemented by the applicant.

A residual impact rating was then applied to identify the social impact's significance post-implementation of proposed mitigation or enhancement measures.

3.7 Limitations

This section outlines the limitations for the development of this SIA:

- Interpretation of Census work from home data: The Census was conducted in 2021 during a COVID-19 lockdown in NSW. As a result, the reported rates of working from home and travel modes may not accurately reflect current work patterns. Many individuals who worked remotely at the time may have since returned to office-based or hybrid arrangements, and public transport use may have increased.
- Interviews with stakeholders: Both the SIA team and the engagement team contacted and provided opportunity to residents and businesses in the Sebel, the Sage and other surrounding residential and commercial buildings to be interviewed, however no interview or briefing requests were accepted. The community drop in session was held at the existing Mandarin Centre, outside of the VOV Golf simulator tenancy. Two people from two existing tenancies attended the community drop in session. The SIA team did not conduct engagement with other existing retailers of the Mandarin Centre. To support the analysis of social impacts, findings from previous planning proposals and other relevant social impact assessments prepared for similar projects were considered, and the likelihood and magnitude ratings were adjusted to reflect SIA engagement limitations.

4 Existing environment

This chapter provides the social locality for the development of the SIA and an overview of the socio-economic characteristics of the local and regional social localities.

4.1 Social locality

There is no standard or prescribed definition of a ‘social locality’. A social locality, similar to a social area of influence, must be defined considering the nature of each project, its potential impacts and surrounding communities.

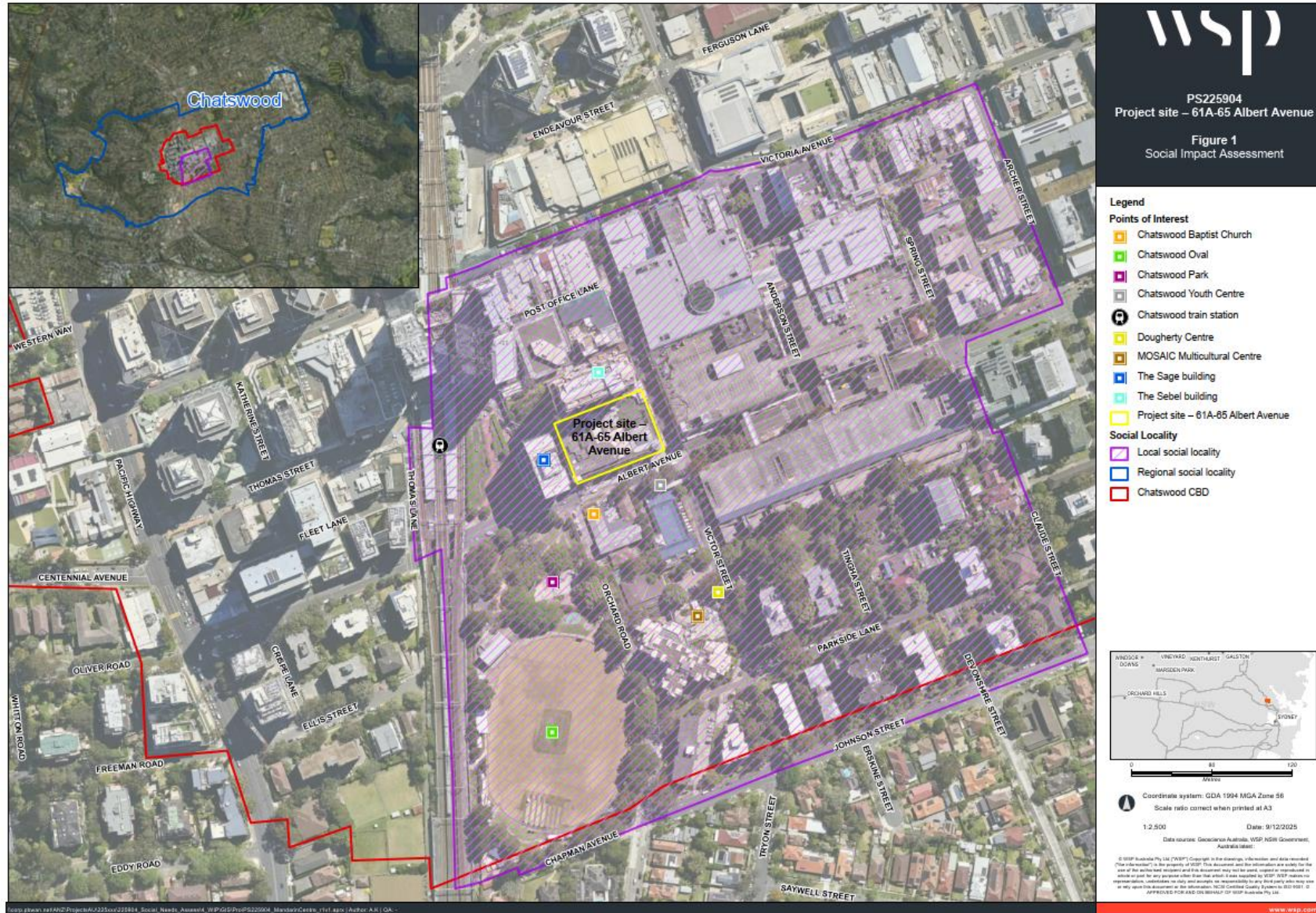
The social locality has been defined considering:

- Associated project activities (demolition, construction and operation).
- Increase of population within the immediate area of the project development and associated effects on traffic, use of public transport, use of social infrastructure, and amenity.
- Proposed uses including housing and inclusion of affordable housing (5%), and other uses (e.g. commercial/retail).
- Potential benefits for local communities such as opportunities for local businesses, increase of retail services.

The social locality for this SIA is composed of two levels:

- Local social locality: refers to the communities most likely to be directly affected by the project during its construction and operation. This includes residents of nearby buildings, neighbouring individuals, local organisations, users of the existing shopping centre, users of adjacent recreational areas, and nearby businesses. Data for this locality has been sourced from ABS Census data for Statistical Areas Level 1 (SA1) 12101168416, 12101168403, 12101168435, and 12101168406. Additional insights were drawn from publicly available information, site-specific details provided by the applicant, and engagement findings.
- Regional social locality: refers to the broader community that may be directly or indirectly affected by the construction and operation of the project. This includes potential social impacts related to access to housing, retail services, social infrastructure and employment opportunities. It also serves as a comparative reference point for assessing conditions in the local area. Data for this locality has been collected using ABS Census data for Chatswood suburb, and findings from stakeholder interviews and the online community survey.
- This baseline has also considered ABS Census data for Willoughby LGA as a point of comparison for the local and regional social localities.
- There may also be direct or indirect economic impacts felt on an area larger than the regional area (e.g. an area incorporating the Willoughby LGAs). This will be discussed where relevant.

<<Drafting note: Figure to be added in final PDF>>



4.2 Way of life

How people live, how they get around, how they work, how they play, and how they interact each day.

4.2.1 How people use the current centre and local area

4.2.1.1 The site

The project site is located within the southern boundary of the Chatswood CBD, a designated strategic centre and mixed-use precinct. The Chatswood CBD contains many retail and commercial businesses, with social infrastructure supporting both residential and employment functions (*Chatswood CBD Planning and Urban Design Strategy 2036*, Willoughby City Council, 2020d).

The current centre offers three levels of entertainment, two levels of retail and medical services, and a food court. The main retail and services available are brands such as TK Maxx, HOYTS Cinema, Strike Bowling, Holey Moley, Daiso Japan, and Miracle Supermarket.

4.2.1.2 The local area

The broader local social locality includes office buildings, residential towers, and civic spaces, contributing to a high pedestrian flow and active street life. The closest residential building to the project site is The Sebel, which comprises a mix of self-contained one-, two-, and three-bedroom serviced accommodation, permanently occupied apartments as well as commercial offices and retail. The Sebel is comprised of 90 serviced apartments, 112 residential flats with 106 of them overlooking the project site as reported in the *Response to Submissions Report* (Urbis, 2021). All units have private balconies. The Sage building is a 15-storey commercial office building neighbouring the project site to the west, which is used by office workers.

The site is located near the Chatswood Interchange and Westfield Chatswood, providing access to a wide range of retail, dining, and essential services to communities within the project site.

Consultation findings identified that the existing centre is well used by the local community, including young people, families, students and the residents of the Dougherty Apartment (aged care).

Other key users of the local area include individuals and groups associated with organisations across Albert Avenue, including the Chatswood Baptist Church, Chatswood Youth Centre, MOSAIC Multicultural Centre, and a CPR Sydney training centre. During consultation it was reported that up to 600 people per week attended the facilities and programs run at the church, youth centre and cultural centre. It was reported that the ballet class has around 20 attendees, and that often the parents, carers and siblings of attendees will wait to pick them up, resulting in around 50 people at the church site, with multiple classes a day, this can be up to 250 people per day. The Church has approximately 330 members, but around 230 people typically attend on a Sunday morning between 9.00am and 12.00pm, increasing to around 250 during celebrations at Easter and Christmas. It was reported that the patrons of the church and surrounding services include families, young people (after school) and elderly people who attend these programs and the church. In addition to its regular program, the church is also used for weddings, funerals and community events.

Approximately 30 metres from the project site, Chatswood Park provides a mix of recreational, sporting, and community uses as the central green space within the suburb of Chatswood. It includes the Chatswood Oval, a grandstand, cricket nets, a skate park, a fenced playground, public toilets, and picnic areas. The oval is licensed annually to Gordon Rugby Football Club and Gordon District Cricket Club and is also used casually by schools and other sporting groups.

4.2.2 How people live

There is a total of 1,067 dwellings in the local social locality. Most of them are occupied (83%), which aligns with the regional social locality occupied dwelling proportion (88.4%). The local social locality is within Chatswood CBD, which has historically been predominantly of a commercial nature, however in recent years there has been an increase in proposed residential developments in the CBD.

Nearly all dwellings (99.9%) within the local social locality are flats or apartments. In contrast, the regional social locality, while also featuring a high proportion of flats or apartments (67.6%), includes a more diverse housing mix, with 27.9% of dwellings being separate houses. This contrast highlights the strongly high-density nature of the local social locality.

The regional social locality has 514 social housing dwellings (*Housing assistance in Australia: Social housing dwellings*, AIHW, 2024). Data is unknown for the local social locality.

Existing or planned apartment developments within the local social locality include:

- The Novus on Victoria (410-416 Victoria Avenue): a build-to-rent development with ground and first floor retail premises, 260 units, communal facilities and 3 levels of basement. The project is still in the planning phase, with initial designs released in 2023 (*Novus plots second BtR tower for Chatswood*, McKeown, 2025).
- The Novus on Albert (763–769 Pacific Highway): a build-to-rent development of 198 rental apartments spanning 27 storeys, with ground-floor retail, basement car parking, and communal facilities. The project was approved by the Independent Planning Commission in July 2025 (*Chatswood's \$117m BTR tower approved after IPC review*, Urban Digest, 2025).
- Ethos Chatswood (3-9 Spring Street): a new 17-storey luxury apartment complex comprising 49 one-, two-, and three-bedroom apartments, due to be completed in Spring of 2025 (*Central Element's \$150m Chatswood Tower approved*, Burnett, 2022) (*Ethos Chatswood*, Central Element, 2025).
- Coronation Property Chatswood Development (57-61 Archer Street): a planned 29-story building housing 150 residential apartments with five basement levels providing 169 carparks. The project has received demolition approvals and early works were underway as of January 2025 (*Coronation's Lower North Shore highrise goes public*, Burnett, 2025).

4.2.3 How people work

The proportion of residents working full-time in both the local and regional social localities is similar, at 55.8% and 58% respectively. Part-time employment also shows comparable figures, with 25.9% in the local social locality and 26.9% in the regional social locality. Additionally, 9.5% of the local workforce and 8.1% of the regional workforce are employed away from home.

The unemployment rate in the local social locality is slightly higher at 6%, compared to 5.5% in the regional social locality. Both rates exceed the Willoughby LGA average of 4.4%, suggesting that the local and regional social localities may be experiencing greater employment challenges or economic pressures than the broader LGA.

The top three industries of employment in the local area are professional, scientific and technical services (17.9%), health care and social assistance (13.7%), and financial and insurance services (12.4%). The top industries are the same in the regional area and employ similar proportions of the population, at 17.1%, 12.3%, and 12.2%, respectively. The most common occupation in the local and regional areas is professionals (42.9% and 39.6%, respectively), followed by managers (14.5% and 17.5%, respectively), and clerical and administrative workers (12% and 12.3%, respectively).

Council's *Chatswood CBD Planning and Urban Design Strategy 2036* identifies Chatswood as a strategic centre within Sydney's metropolitan area with a combination of offices, major retail facilities, and high-density residential buildings (Willoughby City Council, 2020a). The Strategy notes that Chatswood is Sydney's sixth-largest office market and provides over 14,000 jobs – comprising over half of the locality's total employment profile. Targeted planning by Council aims to maintain and strengthen the area's CBD function, amid a growing local residential profile.

4.2.4 How people get around – Methods of transport

The local social locality is well connected in terms of both vehicle and public transport. The Chatswood train and metro station is located approximately 100m from the site, or two minutes' walk, connected by pedestrian walkways. The Sydney Trains Northern Line passes from north to south through the regional social locality, connecting the social localities to suburbs in the north and Sydney CBD in the south. The Metro North West Line connects Chatswood with suburbs to the west and the Sydney CBD. Bus services are located along Victoria Avenue.

The local social locality is well connected by vehicle access. Albert Avenue is a four-lane road which provides local access to the site and surrounding services, and connects it with the broader regional social locality. The main parking provider is located on Albert Avenue at Westfield Chatswood (2,831 parking spots), across the street from the site. The carpark has a direct access footbridge connecting it with the current centre at level 1. Pedestrian access is provided into the site via Albert Avenue Victor Street, and a back-entrance leading directly to the Chatswood Interchange on level 2 of the centre.

Transport within the broader regional social locality is centred on vehicles, buses, walking, and cycling. Bus stops are located along major roads and residential streets such as Anderson Street, Victoria Avenue, Johnson Street, and Archer Street.

Because the 2021 Census was conducted during Covid-19 lockdown restrictions, the public transport, private vehicle and working from home data should be treated with precaution as it may not accurately reflect current use.

4.3 Community

Composition, cohesion, character, how the community functions, resilience, and people's sense of place.

4.3.1 Community composition

The local social locality has a population of 2,145, approximately 8% of the regional social locality's total population of 25,553.. The local social locality shows a moderately older population with a median age of 42, five years older than that of the regional social locality at 37.

Both the regional and local social localities show a similar proportion of the population within the 35-49 age bracket, at 25.5% and 24.5%, respectively (Table 4.1). The 25-34 is the second most prevalent in both localities, comprising 21.2% of the local social locality and 16.3% of the regional social locality.

The service age group distribution of the social localities shows that the local social locality has a higher proportion of older residents than the regional social locality (Table 4.1). Each of the oldest three service age brackets record a larger proportion of residents in the local social locality than in the regional social locality. This is supported by the moderately higher median age recorded in this area. Notwithstanding, the proportion of children is relatively similar across both localities.

Table 4.1 Service age distribution in local and regional social localities. (Source: ABS, 2021).

ABS census category	Regional social locality		Local social locality	
	Number	%	Number	%
Babies and pre-schoolers (0 to 4)	1,280	5.0%	104	4.9%
Primary schoolers (5 to 11)	2,099	8.2%	134	6.4%
Secondary schoolers (12 to 17)	1,658	6.5%	126	6.0%
Tertiary education/independence (18 to 24)	2,051	8.0%	125	5.9%
Young workforce (25 to 34)	4,249	16.6%	445	21.2%
Parents and homebuilders (35 to 49)	6,527	25.5%	515	24.5%

Older workers & pre-retirees (50 to 59)	2,712	10.6%	125	5.9%
Empty nesters and retirees (60 to 69)	2,206	8.6%	190	9.0%
Seniors (70 to 84)	2,149	8.4%	189	9.1%
Frail aged (85 and over)	625	2.4%	147	7.0%

The local social locality has an average of 2.4 people per household, compared to 2.5 in the regional social locality (Table 4.2). In the local social locality, a higher proportion of households comprise couples without children (29.9%) than couples with children (25.6%). This data contrasts that of the regional social locality, where couples with children (33.2%) are predominant over couples without children (27.24%). This household profile may reflect the higher proportion of older residents in the local social locality, whose children are no longer dependent or living at home.

A significantly higher proportion of households in the local social locality are lone person households (31%), than in the regional social locality (23.4%) (Table 4.2). Both areas have a small proportion of group households, accounting for 4.2% of local social locality households and 5.3% of regional social locality households. This data may indicate a higher prevalence people living in social and aged-care housing. There is a dedicated retirement/ aged care facility located on Victor Street (Dougherty Apartments).

One student accommodation facility also exists across the railway line on Albert Avenue (Iglu).

Table 4.2 Household composition in regional and local social localities. (Source: ABS, 2021)

ABS census category	Regional social locality		Local social locality	
	Number	%	Number	%
Average number of people per household	2.5		2.4	
Couples with children	3,175	33.2%	223	25.6%
Couples without children	2,608	27.2%	261	29.9%
Lone person household	2,291	23.9%	280	31.0%
Group household	508	5.3%	37	4.2%

4.3.2 Population change

Population forecasting is available for the Willoughby LGA through forecast.id, with specific figures projected for the Chatswood CBD area (*Chatswood (CBD)*, forecast.id, 2025). The population of Chatswood CBD is projected to increase from 10,261, as recorded in 2021, to 12,524 by 2046 (Table 4.3).

Average household size is projected to steadily decrease, from 2.31 in 2021 before stabilising at 2.22 in 2041 and 2046. With Council's planning strategy to increase Chatswood CBD's profile as a business district, these figures are consistent with a higher proportion of young professional households rather than families with children.

Table 4.3 Population forecast for Chatswood (CBD). (Source: forecast.id, 2025)

Field	2021	2026	2031	2036	2041	2046
Population	10,261	10,566	11,501	11,859	12,347	12,524
Change in population (5 years)	-	305	936	357	488	177
Average annual change	-	0.59%	1.71%	0.61%	0.81%	0.29%
Number of households	4,243	4,337	4,823	5,077	5,308	5,394
Average household size	2.31	2.30	2.26	2.23	2.22	2.22

4.3.3 Community values, risks and opportunities

The *Our Future Willoughby 2036 Community Strategic Plan* outlines five priority areas guiding development in Willoughby (2025). These priority areas are: green, connected and inclusive, liveable, , supporting a high-quality urban environment and sustainability, prosperous and vibrant, and effective and accountable. Council aims to achieve these priority areas by working to protect natural assets, expanding green spaces, and reducing emissions. New developments

such as this proposal are required to incorporate environmental and social sustainability in design, and residents' equitable access to social infrastructure.

Planned and existing infrastructure, including the proposal, must promote the area's rich cultural diversity and safety while encouraging space activation. Transit-oriented design considerations support Council's aspirations for reducing carbon emissions and increasing connection and accessibility. Stakeholder involvement in governance and development is central to the Strategy, so that local positions and priorities are addressed in urban design and planning. Council's *Housing Strategy* (2019) describes expectations to support a mix of community profiles and generations living in the CBD, by promoting access to services, open spaces, and transport that can meet the needs of older households as well as families with young children and smaller households. This needs to include affordable housing (refer Section 4.8.2).

4.4 Accessibility

How people access and use infrastructure, services and facilities, whether provided by a public, private, or not-for-profit organisation.

4.4.1 Access to the centre

The existing centre is accessible via private vehicle, public transport, and active travel modes. The Centre is situated within the Chatswood CBD, east of the railway line, and benefits from direct pedestrian access to Chatswood train and metro stations. Those in surrounding suburbs can access the centre by the buses that service the Chatswood CBD area. Local residents and visitors can also access the centre via walking, cycling, or other forms of active transport. The centre has underground parking with 303 spaces, managed by Wilson Parking, granting users three hours of free parking. The carpark is access via Victor Street (Mandarin Centre, n.d.). Boom gate data collected by Stantec for this proposal found that there were 102 vehicles entering or existing in the weekday morning peak, 221 vehicles in the afternoon peak and 270 vehicles on a Saturday (Stantec, 2025a).

4.4.2 Access to retail

The existing centre is a commercial retail premises. It includes 35 tenancies, including retail and entertainment services. These are:

Table 4.4 Current tenants of the centre

Retail	Health and wellness	Entertainment
Boori Furniture	Brilliant Skin	Holey Moley
China Tea	COCO Hair Studio	Hoyts
Chatswood Alterations Shop	Healing Hands Sydney	Strike
Miracle Supermarket	My Gym	VOV Golf
TKMaxx	Sirius Health	
Daiso Japan	TCM Wellness Centre	
Gold X	Wellness Massage and Acupuncture	
Morning Glory	Evergreen Dental	
Dining	Dining	Other
Victor Street Smorgasbord	Lucky Spoon	BM & BM Consultants

Hebaraki Restaurant Pty Ltd	Fortune Place Chinese Restaurant	
Tokuya	Tea Square Cafe	
HKTS Kitchen	Petok Petok	
Delightful Malatang	Bear Burgers	
Mr Hot Pot	East and West	
Khao Kang Thai	Sushi Dan	
Asia Hong Kong	Chicha San Chen	
Fujiyama Noodle Bar		

The centre is situated within walking distance of key retail destinations in Chatswood, contributing to the area's role as a major retail hub on Sydney's North Shore.

Westfield Chatswood is the primary retail centre within the regional social locality, located adjacent to the centre, on the opposite side of Victor Street. Westfield Chatswood is a multi-level shopping complex featuring over 250 retailers, including major department stores, supermarkets, and other outlets. The centre also includes dining, entertainment, and essential services such as banks, medical clinics, and childcare facilities.

Other key retail destinations include:

- Chatswood Interchange, adjacent to Chatswood train station, which integrates retail, transport, and commercial office space. It includes a selection of cafes, restaurants, and convenience retail.
- Chatswood Chase Shopping Centre located approximately 400 metres northeast of the site. Chatswood Chase features premium fashion and gourmet food retailers.
- Victoria Avenue, with hundreds of retail tenancies and services.

4.4.3 Access to health services

The local social locality is well serviced by a diverse range of health care providers, offering convenient access to general, dental, allied health, and pathology services. The concentration of health services contributes to the quality of life by providing convenient, walkable access to essential medical, dental, and allied health care. Residents, workers, and visitors benefit from a mix of health services within the precinct.

The centre currently accommodates a general practice with five general practitioners (Sirius Health Medical Centre), and a dental clinic (Evergreen Dental). Other services in the local social locality include five general practices, three allied health centres providing various services, twelve dental clinics and two pathology providers.

General practices in the local social locality include:

- Myhealth Medical Centre Chatswood: GP services and allied health. Located 180 metres from the project site, approximately a 4-minute walk or a 1-minute drive.
- HealthPac Medical Centre: GP services and specialist care. Located approximately 300 metres from the centre, it is approximately a 4 minute walk or 2 minute drive.
- Myhealth Chatswood Chase: GP services and allied health. Located 600 metres away, approximately a 7 minute walk or 3 minute drive.
- Station Medical: GP services and chronic health care. Located 70 metres from the project site, approximately a 3-minute walk or 2-minute drive.
- Archer Family Medical Centre: GP services. Located 320 metres from the project site, approximately a 5-minute walk or a 2-minute drive.

- Dr Denise Fung: GP services. Located 100 metres from the project site, approximately a 2-minute walk and 1-minute drive.
- Dr Daniel Ng: GP services. Located 280 metres from the project site, approximately a 5-minute walk or a 2-minute drive.

The closest hospitals to the centre include:

- Chatswood Private Hospital: A private day surgery hospital located approximately 500 metres from the site (around 2 minutes by car). It offers a range of surgical services including ENT, ophthalmology, dental, and cosmetic procedures.
- Hirondelle Private Hospital: A private rehabilitation and medical hospital located approximately 700 metres from the site (around 2–3 minutes by car). It provides inpatient and outpatient rehabilitation services and general medical care.

There are no public hospitals within 2 km of the centre. Public and private hospitals further than 2 km from the centre are shown in Table 4.5

Table 4.5 Hospitals within proximity of the centre

Hospital Name	Type	Distance	Summary of services
North Shore Private Hospital	Private, Acute Care	2.7 km (approx. 6–8 min by car)	Offers surgical, medical, and maternity services; located adjacent to Royal North Shore Hospital.
Ramsay St Leonards Clinic	Private, Mental Health	2.6 km (approx. 6–7 min by car)	Provides inpatient and outpatient psychiatric care and therapy services.
Royal North Shore Hospital	Public, Tertiary	2.9 km (approx. 6–8 min by car)	Includes an emergency department and provides general, maternity, specialist, and acute care services.
Castlecrag Private Hospital	Private, Surgical	3.4 km (approx. 8–10 min by car)	Specialises in short-stay surgical procedures.
Greenwich Hospital	Public, Rehabilitation	3.5 km (approx. 8–10 min by car)	Offers rehabilitation, palliative care, and aged care services.
Longueville Private Hospital	Private, Aged Care	3.7 km (approx. 10 min by car)	Provides aged care and rehabilitation services.
Mater Hospital	Private, General	4.4 km (approx. 10–12 min by car)	Offers surgical, medical, and maternity services.

4.4.4 Access to educational services

4.4.4.1 Childcare centres

In the local area, there are two private early learning centres: Shichida Early Learning Centre at Chatswood and KU Chatswood Community Preschool. Shichida Early Learning Centre is located within Westfield Chatswood, approximately 200 metres from the project site and a four-minute walk. KU Chatswood Community Preschool (maximum capacity of 40 spaces for 3 to 4 year olds) is around 80 metres from the centre, roughly a two-minute walk. Additionally, Devonshire Street Children's Centre, operated by Council, is less than 200 metres from the project site (around a three-minute walk) and has a maximum capacity of 59 spaces for 0 to 6 year olds. The availability of spaces is not known.

There are 21 childcare centres within the regional social locality providing for children aged from 0 to 6 years. Centres include a range of formats and approaches to care and learning.

The following childcare centres are located within the regional social locality:

- Children’s Choice Early Learning (1 min drive, 6 min walk)
- Sandcastles Chatswood 1 (2 min drive, 5 min walk)
- Sandcastles Chatswood 2 (3 min drive, 8 min walk)
- Chatswood Montessori Academy (3 min drive, 9 min walk)
- Jambra Early Learning Centre (6 min drive, 18 min walk)
- Chatswood Early Learning Centre L’enfant Group (3 min drive, 10 min walk)
- Only About Children Chatswood Railway Street (4 min drive, 6 min walk)
- Three Little Birds Early Learning Centre Chatswood Artarmon (5 min drive, 12 min walk)
- Bright Little Stars on Haig (8 min drive, 24 min walk)
- Bambini House (2 min drive, 9 min walk)
- Bright Little Stars on Mowbray (4 min drive, 20 min walk)
- Norma’s Day Care (8 min drive, 27 min walk)
- Bright Little Stars on Haig (4 min drive, 12 min walk)
- Three Little Birds Early Learning (5 min drive, 15 min walk)
- Greenwood Chatswood East (4 min drive, 12 min walk)
- Kookaburra Kindergarten Chatswood (5 min drive, 14 min walk)
- Only About Children – Albert Ave (1 min drive, 2 min walk)
- Chatswood Early Learning Academy (4 min drive, 15 min walk)
- WillowBee Early Learning Centre (10 min drive, 36 min walk)
- Swan Academy (3 min drive, 9 min walk)
- Apples and Honey Preschool (4 min drive, 16 min walk)
- Greenwood Chatswood East (9 min drive, 33 min walk)
- A Hundred More Family Dare Care (5 min drive, 15 min walk)

4.4.4.2 Schools

There are two government and three non-government schools located within, or overlapping with, the regional social locality’s catchment area. The site is within the catchment of the following government schools:

- Chatswood Public School: A government primary school catering to students from kindergarten to year six. The school has an enrolment of approximately 1,120 students. It is situated approximately a six-minute walk or two-minute drive from the project site, west of the train line and Pacific Highway.
- Chatswood High School (catchment): A government secondary school catering to students from year seven to year twelve. The school has an enrolment of approximately 2,106 students. It is situated approximately an eight-minute walk or three-minute walk from the project site, west of the train line and Pacific Highway.
- The three non-government schools include:
 - St Pius X College: A male Catholic independent school catering to students from year five to year 12. The school provides for approximately 1,100 students. It is situated approximately a nine-minute walk or a three-minute drive from the project site.

- Our Lady of Dolours Catholic Primary School: A Catholic co-educational primary school catering for students from kindergarten to year six. The school has capacity for approximately 300 students. It is situated approximately a five-minute walk or a two-minute drive from the project site.
- Mercy Catholic College: A female Catholic secondary school catering to students from year seven to year twelve. The college has a capacity of approximately 650 students. It is situated approximately a six-minute walk or a two-minute drive from the project site.

4.4.4.3 Tertiary education

There are no tertiary education providers within the regional social locality. The closest tertiary education provider is the Australian Catholic University (ACU) located in North Sydney (15-minute drive / 20 minutes by public transport), providing undergraduate and postgraduate degrees in education, health, arts, and theology.

The closest TAFE campus is located in St Leonards, approximately 2.5km from the site (or 5-minute drive / 4 -10 minute by public transport), offering vocational education and training, diplomas, advanced diplomas, and degrees across various fields.

4.4.4.4 Registered Training Organisations (RTOs)

There are a number of RTOs within the regional social locality which provide training across English, creative, IT and construction services, amongst others. These include providers such as MTC Australia, Target Training, and National White Card Courses, which deliver programs in business, retail, leadership, construction safety and employment readiness. Target Training and National White Card Courses are approximately 400m to the north of the project site, while MTC Australia is approximately 550m to the east. Language and academic pathway training is also available through Navitas English. These services support diverse learner needs contributing to the area's education infrastructure.

4.4.5 Community and cultural infrastructure and services

There is a variety of community infrastructure within the regional social locality (see Table 4.6) providing spaces that contribute to wellbeing of the residents and visitors.

During engagement for this SIA, Willoughby City Council reported that there had been increased demand for these services since COVID-19 however that at present they can accommodate the demand.

4.6 Community infrastructure and services within Chatswood

Service type	Name	Distance to project site	Time to project site
Library	Chatswood Library at The Concourse	260m	4 min walk
Cultural facilities	The Concourse – performing arts, concert venue, exhibition space	260m	4 min walk
Church	St Paul's Anglican Church Chatswood	470m	4 min walk
	Our Lady of Dolours Catholic Church	400m	5 min walk
	Chatswood Baptist Church	Across Albert Avenue from the site	6 min walk

Service type	Name	Distance to project site	Time to project site
Social Support Service	Dougherty Community Centre (including Chatswood Youth Centre) – Council owned/managed centre with disability, youth and elderly sports and wellbeing programs, social and support groups as well as facilities for hire by the public for community events with a capacity of up to 188 people. Facilities are used all day between approximately 6.45am and 9.30pm (Willoughby City Council, 2025)	Across Albert Avenue from the site	2 min walk
	MOSAIC Multicultural Centre – Council owned/managed facility with cultural, social and community groups. Facilities are used all day between approximately 9.30am and 9.30pm. (Willoughby City Council, 2025)	130m	2 min walk
	Chatswood Community Services Centre (operated by Department of Communities and Justice (DCJ))	310m	7 min walk
	Australian Chinese Community Association (ACCA) Northern Centre	600m	9 min walk
	Armenian Community Welfare Centre	1km	17 min walk

4.4.6 Access to open spaces and recreational facilities

The local and regional social locality benefit from access to open space and recreational facilities that support community wellbeing and everyday leisure.

Beyond the regional social locality, Willoughby LGA details in its *Public Spaces and Recreation Strategy* that it has approximately 455 hectares of natural open space, active spaces and parks. About 87 hectares is used for active recreation facilities. There are 53 sportsgrounds/courts including tennis, basketball, netball, futsal amongst others across the LGA (Willoughby City Council, 2024).

Chatswood Park is within the local social locality, located approximately 250 metres or 3 minutes' walk from the site. It has a central oval, playground, skate park, walking paths and open lawns. The oval is licensed annually to Gordon Rugby Football Club and Gordon District Cricket Club and is also used casually by schools and other sporting groups. During consultation it was reported that the oval is open to public use and is often used for running when not being used for a sporting match.

The following two small open spaces are found within the local social locality:

- The Garden of Remembrance (50 metres or a two-minute walk from the project site), is a heritage site commemorating ANZAC service people, with small gardens, seating areas, and walking paths.
- Currey Park (150 metres or a two-minute walk from the project site), a small, shaded park with benches and walking paths.

The Chatswood Youth Centre located at the corner of Albert Avenue and Victor Street includes rooftop courts that are available for community hire, as well as a multipurpose hall and music rehearsal room.

There are multiple parks located within the regional social locality including:

- Beauchamp Park, (900 metres or an 11-minute walk from the project site), providing sports fields, picnic areas, and a playground.
- Muston Park (1.2 km or a 15-minute walk from the project site), offers landscaped gardens, walking paths, and seating areas.
- Bales Park, (1.1 km or a 15-minute walk from the project site) features a sportsground, playground, and open green space.
- Bartels Park, (1.5 km or an 18-minute walk from the project site), is a small neighbourhood park offering a playground and seating.
- There is also a small, grassed area at The Concourse in front of the Chatswood Library and Civic Pavilion (800 metres or a four-minute walk from the project site)

Further afield from the regional social locality, Lane Cove National Park, provides access to natural bushland, walking trails, kayaking, and picnic areas. The area is approximately four kilometres west of the Project site, accessible in around ten minutes by car or 25 minutes by bus. It serves as a significant environmental and recreational asset for the wider community. Located within the regional social locality, approximately 2km from the site, the Willis Recreation and Sports Centre and Housed Basketball are privately owned and managed athletics, tennis and basketball facilities.

There are no-Council owned/managed indoor recreation facilities in the local or regional social locality.

Other privately owned recreation or entertainment venues are located within the existing centre and will therefore be removed during construction:

- Strike Bowling and Holey Moley: Offers mixed entertainment and recreation.
- VOV Golf: Indoor golf venue with simulators.

Near the site, within the local social locality, the following facilities offer opportunities for sport, fitness, and family-friendly activities.

- Strike Bowling and Holey Moley (located within the existing centre): Offers mixed entertainment and recreation.
- VOV Golf (located within the existing centre): Indoor golf venue with simulators.
- Planet Mino Kids Club (approximately 350 metres or 5 minutes' walk from the project site): A two-storey indoor play centre for children.
- Housed Basketball (approximately 300 metres or 4 minutes' walk from the project site): Indoor basketball facility.
- Climb Fit (approximately 1.2 km or 15 minutes' walk from the project site): Indoor climbing gym.
- Chatswood Croquet Club (approximately 260m or 5 minutes' walk from the project site).

Other facilities within the local social locality include a range of private dance studios for children and adults, such as Arthur Murray Dance Studio. Centre Stage Academy, Tiny Toes Ballet, and Julia Classical Ballet Coaching Academy. Proximate private music schools and studios include Arpeggio Music Studio, Parsons Music Academy, and Aimee's Music School.

4.5 Culture

Both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings

4.5.1 *Aboriginal and Torres Strait Islander communities*

There are very few Aboriginal and Torres Strait Islander people living in the regional social locality, with only 55 individuals comprising 0.2% of the Chatswood suburb. This is not dissimilar to the proportion of Aboriginal and Torres Strait Islander people in the Willoughby LGA (0.3%). Within the local social locality, no census respondents recorded being Aboriginal and/or Torres Strait Islander people.

4.5.2 *Cultural diversity*

The local social locality exhibits high cultural diversity, with only 26.1% of residents born in Australia. After Australia, the most common country of birth is China (excluding special administrative regions and Taiwan) at 24.3%, followed by the Special Administrative Region of Hong Kong, at 7%. Approximately 6.2% of residents of the local social locality were born in the Republic of Korea. There is also a presence of residents born in India (3.7%), Malaysia (2.7%), Japan (2.7%), Taiwan (2.5%), and the Philippines (2.4%). In the regional social locality, a considerably higher proportion of residents were born in Australia, at 34.4%. The same three most common places of birth are reflected in the regional social locality, with 21.1% born in China, 5.5% in Hong Kong, and 4.3% in the Republic of South Korea.

Chinese ancestry is the most common ancestry in the local social locality, by a significant margin. 43.1% of residents report Chinese ancestry, followed by English at 9.2%, and Korean at 6.4%. Ancestry is similar in the regional social locality, with Chinese ancestry reported for 42.4% of residents, followed by English ancestry at 13.7%, and Australian ancestry at 10.9%.

Languages other than English are primarily spoken at home in both the local and regional social localities. In the local social locality, 67.2% of residents speak non-English languages, and 16.3% record having low or no proficiency in English. In the regional social locality, 61% of residents speak languages other than English at home, and 12.4% record low or no proficiency in English. These figures are both significantly higher than the Willoughby LGA figure of 6.8%. This indicates significant linguistic diversity in both areas, and particularly in the local social locality.

After English, Chinese languages are the most commonly spoken languages at home (27.7% of the local social locality and 35% of the regional social locality). In the local social locality, Mandarin is spoken at home by 25.9% of residents, followed by Cantonese (16.3%) and Korean (6.25%). In the regional social locality, 23.3% of residents speak Mandarin, and 12.3% speak Cantonese. The third-most spoken language is Korean, at 4.8%.

The data indicates a high density of residents of Chinese ancestry who speak Chinese languages at home, as well as a significant number of residents with limited English proficiency. This emphasises the area's cultural diversity and highlights the need for inclusive community services, multilingual communication approaches, and culturally sensitive planning.

4.5.3 *Cultural heritage*

The local and regional social localities are situated on the traditional lands of the Gamaragal People, with matters relating to Aboriginal cultural heritage administered by the Metropolitan Local Aboriginal Land Council (LALC) (Reflect *Reconciliation Action Plan 2024-2025*, Willoughby City Council, 2024b). There has been no Aboriginal cultural heritage registered on the NSW government's Aboriginal Heritage Information Management System within the local social locality or proximate to the area, shown in **Error! Reference source not found.** The dimensions of the search area displayed in **Error! Reference source not found.** are approximately 1,330m by 970m, with an area of 1.29km².



Figure 4.1 Search conducted on NSW government's Aboriginal Heritage Information Management System on 8 October 2025, from latitude 33.803S longitude 151.1752E to latitude 33.7931S longitude 151.1907E. (Source: AHIMS Web Services, 2025)

No State Heritage locations were identified at the project site or within the local social locality. However, there are two heritage sites within (or proximate to) the local social locality, that are identified in the Local Environmental Plan. Both sites are adjacent to the metro railway line and are listed in Table 4.7 below.

Table 4.7 Heritage sites within local social locality (Source: State Heritage Inventory, 2025)

Name	Listing type	Primary address
Garden of Remembrance	LEP #I236	Albery Avenue, Chatswood NSW 2067
Orchard Tavern (including original interiors)*	LEP #I239	455 Victoria Avenue, Chatswood NSW 2067
*Site is on outside of local social locality border		

The Garden of Remembrance was constructed in 1949 and is an ANZAC memorial garden recognising military service people (*Garden of Remembrance*, Heritage NSW, n.d. a). The Orchard Tavern is an historic building in the suburban Inter-War Art Deco style, erected in 1900 and operated as a hotel continually since (*Orchard Tavern*, Heritage NSW, n.d. b).

4.6 Health and wellbeing

Physical and mental health especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health.

4.6.1 Need for assistance

The ABS collects census data on people who require assistance when undertaking core activities (including self-care, mobility, and communication), usually resulting from long-term health conditions lasting for more than six months, or due to old age or disability. Within the local social locality, 8.8% of the population require assistance undertaking core

activities, more than double that of the regional social locality (4.1%). This data is consistent with the older median age and larger proportion of frail-aged residents in the local social locality.

Notably, while a higher proportion of people in the local social locality require assistance undertaking core activities, a higher proportion of residents of the regional social locality provide unpaid care for people with disabilities, health conditions, or are elderly. This figure is 8.9% in the regional social locality, compared to 6.8% in the local social locality. These figures are indicative of the age profile of both social localities.

4.6.2 Health conditions

In the local and regional social locality, a similar proportion of residents record living with health conditions.

The most prevalent long-term health conditions experienced by residents of the local social locality are arthritis (5.8%), followed by diabetes (4.6%), again representative of the higher median age. These differ from those most commonly experienced by residents of the regional social locality, with the most common being asthma (4.6%) and mental health conditions (4.3%).

4.7 Surroundings

Ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity

4.7.1.1 Aesthetic values and amenity

The site and local social locality are located within a major commercial and retail hub. The area is characterised by a mix of high-density residential, retail, office and entertainment uses, supported by a developed public realm. While the site is surrounded by commercial and residential towers, buildings directly to the south along Albert Avenue are one to three storey high, with Chatswood Park across the Orchard Road/Albert Avenue intersection. Active frontages, pedestrian infrastructure, seating, and public lighting contribute to public safety and accessibility. A footbridge links the site to the youth centre across the street and the Westfield car parking facility. The car parking facility is further connected to the Westfield retail facilities by another series of footbridges.

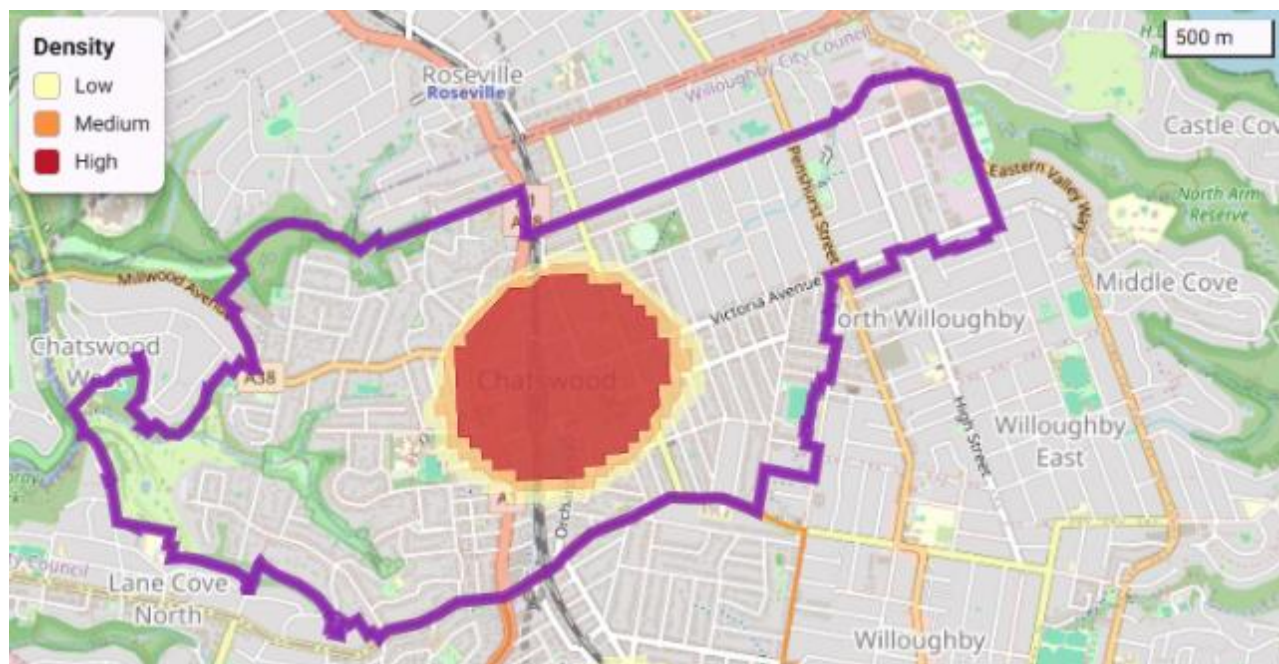
Outside of the Chatswood CBD, the regional social locality is predominantly characterised by residential streets with one or two storey homes and street trees which contribute to greenery, shade provision and urban cooling.

Access to both natural and built amenities contributes to the aesthetic value and amenity of the area.

4.7.1.2 Public safety and crime

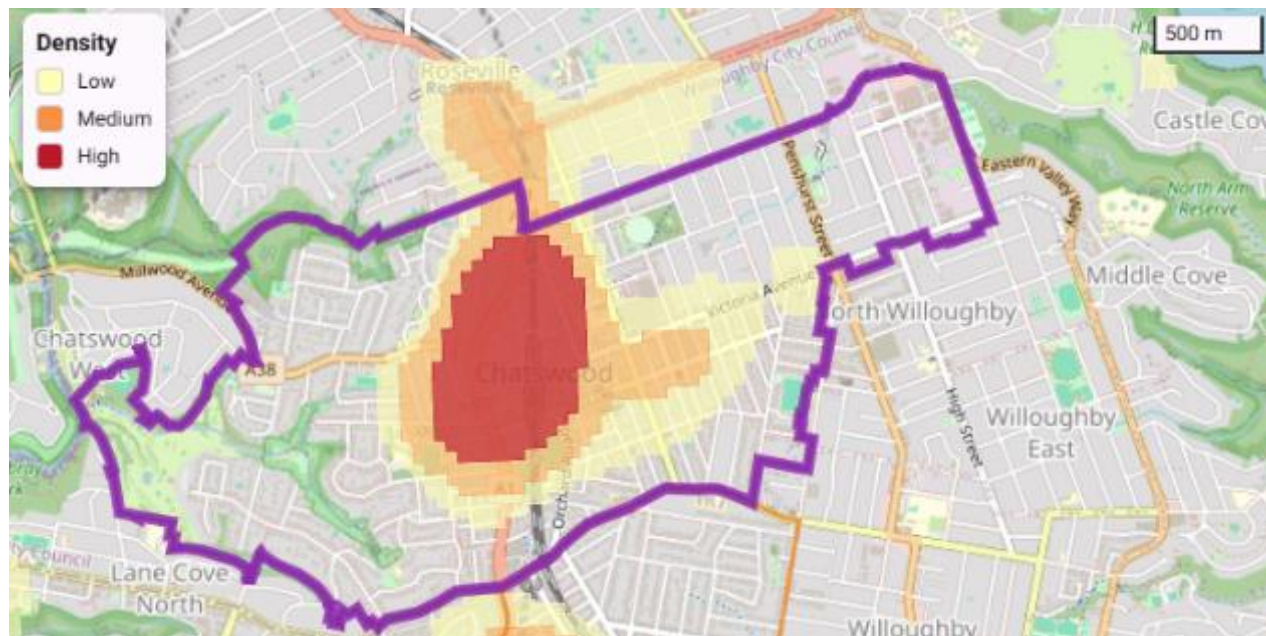
Crime data available for non-domestic assault related crimes for July 2024 to June 2025 shows a hotspot of higher crime mainly around the local social locality (see Figure 4.2 Incidents of Non-domestic assault from July 2024 to June 2025), likely due to the presence of the transport interchange. The remainder of the regional social locality does not show hotspots. Overall in the regional social locality, the rate of incidence of non-domestic assault-related crime was relatively high, at 423.3 per 100,000 people (higher than the rate for NSW at 411.5 per 100,000 people) (*Chatswood – Incidents of non-domestic assault from July 2024 to June 2025*, NSW Bureau of Crime and Statistics Research, 2025b).

Figure 4.2 Incidents of Non-domestic assault from July 2024 to June 2025



Data for incidents of domestic assault show a hotspot of high rate of incidents around parts of the regional social locality. Overall, the rate of incidents of domestic assault is 187.3 per 100,000 people, much lower than the rate for NSW (457.5 per 100,000 people) (*Chatswood – Incidents of domestic assault from July 2024 to June 2025*, NSW Bureau of Crime and Statistics Research, 2025a).

Figure 4.3 Incidents of Domestic assault from July 2024 to June 2025



4.7.1.3 Licensed facilities

There are 122 licenses facilities permitted for liquor and gaming within the regional social locality. Table 4.8 provides a breakdown of these facilities by license type.

Table 4.8 Licensed facilities for liquor and gambling per license type

Licence type	Number
Club licence	4
Hotel licence	4
Limited licence	1
On-premises licence	91
Packaged liquor licence	20
Producer wholesaler licence	2
Total	122

In the existing centre, Hoyts, Strike, and Holey Moley are all licenced venues. The next-closest licensed venues are restaurants located within a 5-minute walk of the project site. The nearest venues with a hotel licence are the Chatswood Club (3-minute walk) and Chatswood RSL Club (5-minute walk), both of which have gambling facilities.

4.7.1.4 Emergency services

NSW Police are the only emergency services provider located within the regional social locality; all others are located further afield. Chatswood Police Station is approximately 350 metres or 4 minutes' walk from the site.

The closest emergency services to the regional social locality are:

- Artarmon Ambulance Station, 2.5 km or 6 minutes' drive from the site and St John Ambulance Australia (Northern Sydney), with the closest operational centre located in Macquarie Park, approximately 6.5 km or 12 minutes' drive from the site.
- Fire and Rescue NSW Willoughby Fire Station, located at Willoughby Road, approximately 2.2 km or 5 minutes' drive from the site.

4.8 Livelihoods

People's capacity to sustain themselves through employment or business.

4.8.1 Income

The median weekly household income in the local social locality, \$1,759, is significantly lower than that of the regional social locality, at \$2,158. Both are considerably lower than the median weekly household income of the Willoughby LGA, at \$2,556.

The income profiles of the social localities are reflected in the proportion of households that earn less than \$650, and more than \$3,000. In the local social locality, 21.4% of households earn less than \$650, far higher than the 14% and 11.25% of households in the regional social locality and the Willoughby LGA, respectively. Furthermore, the proportion of households in the local social locality that earn over \$3,000 is 26.7%, lower than in the regional social locality (33.2%), which is itself lower than across the Willoughby LGA (42.5%). This data indicates that the regional social locality is relatively less affluent in comparison to across the Willoughby LGA, especially within the local social locality. This reflects the older population age and larger proportion of retired residents, as well as the relatively higher unemployment rate.

4.8.2 Housing stress

Housing affordability indicators suggest a high proportion of households in the regional social locality experience housing stress. Council's *Willoughby Housing Strategy 2036* (2019) defines a household as being in housing stress when 30% or more of a household's income is spent on housing costs. In the Willoughby LGA, 8.5% of households experience housing stress. In their 2024 *Housing Affordability in Willoughby Local Government Area* report Council reported that affordability is decreasing for the LGA as a whole, with over 40% of households in the Chatswood CBD experiencing housing stress due to rental costs and 30% of households experiencing mortgage stress (2024).

It is noted that a more specific approach, used by the Australian Housing and Urban Research Institute, specifies that households on very low to moderate outcomes, that are within the bottom 40% of income distribution, and that are paying more than 30% of income on housing, are in housing stress – acknowledging that households earning more and paying more than 30% of income on housing are more likely to do so by choice. Notwithstanding, the above data contained in Council's *Housing Strategy* does identify the local social locality as likely to be experiencing higher levels of housing stress. The Strategy notes that the LGA in general is found to be “very unaffordable for key workers”, noting that the number of health workers is expected to rise by 2036.

Key needs identified in Council's *Housing Strategy 2036* (2019), *Affordable Housing Strategy* (2020) and during targeted interviews for this SIA, include:

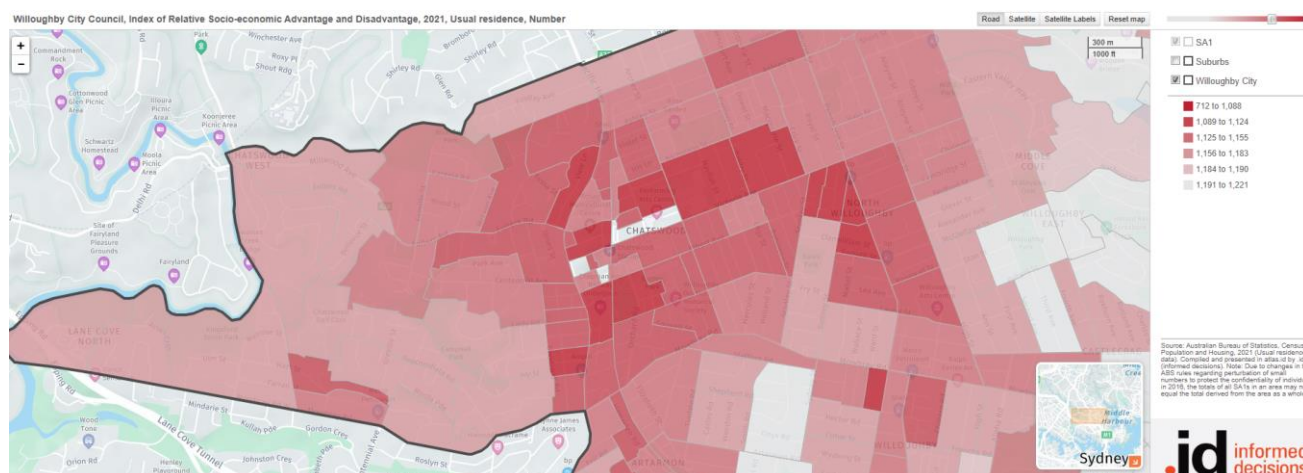
- Diversify the housing stock to cater to families, ageing population, key workers and household diversity.
- Increasing Council-provided and managed affordable housing properties and diversity, including two and three bedroom units
- Developing affordable unit developments which have facilities that encourage community connection and cohesion.
- Where affordable units are provided alongside market developments, ensuring that they have the same level of access to facilities as market units (e.g. parking, recreation facilities etc).
- Encouraging opportunities for developers to collaborate with Council on the design and management.
- Increasing affordable housing targets from 4% to 10%.
- Monitoring the supply of affordable housing, giving special attention to key workers.
- Ensuring that a proportion of new residential units are adaptable (50% for residential flat buildings) to meet the needs of older people and people with disabilities and provide more diversity.

4.8.3 Socio-economic disadvantage

The Socio-Economic Indexes for Areas (SEIFA), developed by the Australian Bureau of Statistics (ABS), consist of four indexes that use Census data to evaluate and compare the socio-economic conditions of communities across Australia. One of these indexes, the Index of Relative Socio-economic Advantage and Disadvantage (IRSAD), provides a general overview of both beneficial and challenging socio-economic characteristics within a region. SEIFA scores range from one to five (quintiles), where lower scores reflect greater disadvantage, such as a higher proportion of low-income earners or individuals in less-skilled occupations, while higher scores indicate greater advantage, including higher incomes and more skilled employment.

The IRSAD index shows higher socio-economic advantage and lower socio-economic disadvantage in the regional social locality (fifth quintile – most advantaged). The index also shows higher socio-economic advantage and lower socio-economic disadvantage in the local social locality, with three of four SA1s in the fifth IRSAD quintile. The fourth SA1 (SA1 12101168435), however, is within the third IRSAD quintile, indicating residents of this area experience relatively lower socio-economic conditions. SA1 12101168435 is the single lowest placed SA1 in the regional social locality. It also has the second-lowest IRSAD ranking in the broader Willoughby LGA. A likely factor explaining this socio-

economic profile is the substantial concentration of older residents, including within the dedicated retirement/care facility on Victor Street (Dougherty Apartments).



4.9 Decision-making systems

The extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.

Section 5 provides the history of the community and stakeholder engagement opportunities that have taken place both in relation to the previous Planning Proposal between 2013 and 2021 and in relation to this SSDA proposal.

During the period of public exhibition for the previous Planning Proposal (2015), the community provided feedback via written submissions. A total of four detailed submissions were received, including submissions prepared on behalf of the owners and lessees of 67 Albert Avenue (The Sage) and 31 Victor Street (The Sebel). The feedback received is further detailed in Section 5.

The design was subsequently revised and resubmitted, receiving gateway determination from DPIE in 2020. The amended Planning Proposal was exhibited publicly for one month (October – November 2020). A total of 79 submissions were received during this period. The details of these submissions are further provided in Section 5, however a review of these highlights anxiety and uncertainty about the process.

Engagement for the current proposal during 2025 has focused on engaging with key stakeholders as part of the project SIA, and has sought to re-engage with the Sage and the Sebel.

Implications of the baseline

The established social baseline informs a number of key considerations that have guided decision-making for the proposal:

- The site's proximity to Chatswood Park provides recreational opportunities and highlights the importance of reinforcing pedestrian connections and ensuring the development complements surrounding open space and recreational assets.
- The presence of an adjacent building accommodating both permanent and serviced apartments should inform a sensitive design and construction approach, with appropriate measures to manage interfaces and minimise potential impacts.
- The site presents opportunities to improve public accessibility and permeability, including strengthened connections to the Chatswood transport interchange and existing footbridges.
- The high level of cultural diversity within the social locality supports the provision of inclusive, legible and adaptable public and communal spaces.
- In a highly urbanised area dominated by medium and high-density residential development, the delivery of active frontages, high-quality public realm and well-connected pedestrian networks is important to supporting liveability.
- The relatively high median age (42) of the local population reinforces the importance of inclusive and accessible design that supports a broad range of users and ageing in place.
- The relatively high incidence of assault-related crime should be considered in the design of communal spaces, pedestrian routes and the public domain.
- The area benefits from strong access to existing childcare, education and health services, however, additional demands associated with the development should be investigated. New residents should have access to suitable social infrastructure.
- Residents of the regional social locality currently experience high levels of housing stress. There are affordable and universal housing requirements that apply to the project.

5 Community and stakeholder engagement

5.1 Engagement findings from previous Planning Proposals

There are two previous Planning Proposals for the site, the initial Planning Proposal in 2013 (2014_Willo_004), and the amended Planning Proposal in 2020 (PP-2020-323).

In response to the initial Planning Proposal, several detailed submissions were made on behalf of owners and lessees of 67 Albert Avenue (the Sage) and 31 Victor Street (the Sebel). Feedback included:

- Support for the strategic intent of mixed-use redevelopment but some concerns about traffic
- Potential impacts on amenity due to road noise, emissions, and vibrations
- Objections to the building height, view loss, overshadowing of Chatswood Park, privacy impacts, traffic access and excessive car parking
- Emphasis on the vulnerability of elderly residents and the importance of access to public open space
- The scale of the proposal was inconsistent with the strategic intent of the Willoughby LEP 2012
- Criticism of reliance on the Gateway process to bypass existing LEP controls.

Submissions were received in response to the public exhibition of the revised proposal. Submissions were received from the Sebel, the Sage, 1 Post Office Lane and 438 Victoria Avenue.

Concerns from residents of the Sebel, were raised about the building height and form resulting in the following impacts on the Sebel building:

- Increased wind and reduced access to sunlight in their apartments
- Loss of views from residences and resultant loss of property value
- Impact on privacy
- Increased noise due to air conditioning from the development
- Overshadowing of Chatswood Park
- Construction impacts (noise, dust and light pollution) as a result of the development
- Mental health and wellbeing concerns for Sebel residents as a result of the impacts.

Other feedback included:

- Objections to the increase in office space in the CBD given the high vacancy
- Concerns about the increase in traffic and demand on services and open space (including Chatswood Park) due to increased population
- The need for more elderly and child care accommodation in the precinct
- Concerns about planning decision being made by the State rather than Willoughby City Council.
- Stress and anxiety resulting from the development and planning process.

Council raised concerns regarding overshadowing impacts on Chatswood Oval, affordable housing delivery, traffic and access arrangements, and design quality. Council's submission included a detailed assessment against the 35 Key Elements of the Chatswood CBD Strategy and requested specific amendments to align with strategic planning objectives.

Transport for NSW raised concerns about the cumulative traffic impact assessment methodology and access arrangements.

Local stakeholders and the broader community highlighted issues such as traffic, amenity, and the balance between residential and commercial uses.

A *Response to Submissions* report was prepared by Urbis in 2021 responding to these concerns and publicly exhibited.

5.2 SSDA engagement (2025)

An engagement process has been conducted by a separate engagement team to respond to the project's SEARs' requirements. Project engagement regarding this proposal has included preliminary meetings and communication with the following stakeholders:

- DPHI
- The NSW State Design Review Panel
- Government Architect NSW
- Willoughby City Council
- Transport for NSW (TfNSW)
- Current centre retail tenants
- Residents of the Sebel Building and broader community via drop-in and online survey
- Utilities – Ausgrid, Sydney Water.

5.3 SIA community and stakeholder engagement activities

The SIA team has worked closely with the Project and engagement teams to engage with the community, local organisations and service providers to identify potential positive and negative impacts, and provide opportunities for feedback. The SIA team was involved in coordinating these activities to maximise useability of findings for the SIA and to minimise consultation fatigue.

Targeted SIA engagement methods included:

- Attendance of the SIA team at a community drop in session with targeted social impact information on display (held at the Mandarin Centre on 3 November 2025 from 4.30pm to 6.30pm)
- Coordination of an online survey including questions targeted at social impacts to maximise opportunities for community input. A total of 27 responses were received.
- A total of four semi-structured online interviews conducted November 2025, with:
 - Willoughby City Council (two interviews: community development team and affordable housing team)
 - The Chatswood Baptist Church
 - School Infrastructure NSW.

WSP contacted the MOSAIC Multicultural Centre and the Dougherty Centre for inclusion in the SIA interview process. Representatives from both centres advised that comments on redevelopment projects should be directed through Council,

noting that it is their preference not to provide independent input. As noted above, WSP conducted SIA interviews with Council, Sebel hotel management, Sebel strata management, the Sage strata management and Northern Sydney Local Health District were also contacted for interviews.

5.4 SIA engagement and interview findings

Findings from the community survey and the targeted interviews are distilled throughout the report in relation to the relevant impact categories, however key findings are summarised in Table 5.1 below.

Table 5.1 SIA engagement findings by impact category

Category	Summary of findings
Way of life	During interviews, stakeholders raised concerns about: — The increase in traffic (and construction vehicles) and impacts associated on the access to services on Orchard Street, Albert Avenue and Victor Street during construction and because of the development. — Increased traffic resulting in pedestrian safety risks, especially during peak times and special events. — Provision of carpark for residential and retail components. Recommendations were made for: — Appointment of a dedicated community liaison person available to address issues quickly — Advance notice and coordination for special events at the Church (e.g., weddings, funerals) to avoid major disruptions. — Effective traffic management, especially during peak pedestrian and vehicle times. — Scheduling construction activities to minimise impact during key service and program times. — Design solutions such as podium setbacks or screening to protect privacy and sunlight for children's outdoor areas. In response to the survey: — Nine responses (90%) identified increased traffic and parking needs as a concern if the development proceeds. Open-ended responses described Victor Street and Albert Avenue as congested, with respondents raising concerns that traffic at peak hours is difficult to navigate and that construction and the additional development could worsen these conditions. — All survey respondents (100%, 10 respondents) who answered the question about infrastructure expressed concern regarding the higher demand on local services, including public transport, schools, health services, and parks. — Seven (70%) expressed concern about construction activities limiting access to local services and community spaces. Six people rated this as 'Very significant' on a five point Likert scale from 'Not significant at all' to 'Very significant'.
Community	Stakeholders interviewed for this SIA reported:

	— The services and church adjacent to the site on Albert Avenue provide services for broad needs in the community including church services, playgroups, dance classes, language classes, youth group, events and social support. — The community and people who use these services are diverse and multicultural, with a mix of local and non-local attendees. — Up to around 600 people attend the church and programs at the Chatswood Youth Centre per week. This includes people of all ages but specific groups include families and young children and the elderly. — The church and youth centre are used throughout the week (Monday to Sunday), at all times of the day. — In recent years the church has also seen an increase in vulnerable groups such as homeless people seeking support from them. — The Dougherty Centre provides a combination of aged and disability service run by council, community use and as a community hired venue — Mosaic Multicultural Centre provides a range of social groups and educational activities for multicultural groups. — The Dougherty Centre and Mosaic Centre have seen increased demand since COVID but they can currently accommodate this — The Church, Dougherty Centre, youth centre and Mosaic Multicultural centre are considered regional hubs which provide services for the region. — The existing centre is locally considered an affordable recreation and dining option in the Chatswood CBD Recommendations included: — The development to consider the retail needs of the community in the future retail mix.
Accessibility	Stakeholder reported the following observations and concerns about accessibility: — Visitors to the precinct use mixed modes of transport including walking (especially locals and children), public transport, and driving. — High levels of pedestrian traffic on Albert Avenue and surrounds, especially students after school and people accessing shops at the current centre, Chatswood Park, and the youth centre. — Children travel along the footpath between the church and the youth centre, indicating close physical proximity and shared use of facilities. — Access to the church and youth centre are primarily via Victor Street and Orchard Street. Direct access by car (via drop off and carpark) is especially important for elderly and people with mobility issues. In regards to the housing mix and affordable housing, Council provided the following feedback: — Council advised that the target percentage may already be 7% or 10% for the Chatswood CBD – recommended to check the LEP mapping

- Council’s preference is that units are transferred to their ownership to be managed by Council. This is because Council’s affordable housing provision is in perpetuity providing certainty about stock in the future.
- There is concern about the provision of affordable housing for a limited time (i.e. 15 years) and the impact that this will have when affordable housing is returned to the market in the future. This is particularly relevant given the construction of several developments in Chatswood CBD in the next few years.
- Council’s position is that affordable dwellings rented at 80% of the market rate is still unaffordable in Chatswood, and that Council’s managed affordable scheme provides units at 30% of household income. Willoughby has very low affordable housing stock (half of the NSW average), with no growth in the last 15 years.
- Any type of unit is in demand, but Council is seeing demand increase for two and three bed units as more families require affordable housing.
- Affordable housing should have same entrance and same level of access to facilities as the rest of the development (e.g. carparking, recreation facilities etc).
- Opportunities to develop facilities that encourage community connection are well supported (e.g. provision of co-working spaces) as are expansion of public realm.
- Opportunities for Council to collaborate in the design process of affordable housing are encouraged
- Council’s policy is for up to 50% adaptable housing for residential and mixed use over 3 storeys. Council noted the provision of 20% adaptable for the development. Council commented that it makes sense to have more adaptable housing considering new residents will likely include older demographics and people downsizing and this means that they can continue living in their homes without requiring modifications when they have accidents or illness.

Recommendations were made for:

- Providing wayfinding to support pedestrians moving around the precinct during construction
- Ensuring all residents have the same level of access to the shared facilities, carparking, and have the same shared entrance to the development.

In response to the survey:

- Six responses (60%) selected the “enhanced pedestrian connectivity between the site and bus, metro, train services” as a potential benefit of the proposal, four (40%) selected “provision of new affordable housing options in the local area” and three (30%) selected “new carparking for residential and retail use”.
- Seven survey respondents (70%) expressed concern about construction-related disruptions, including noise, traffic limiting access to local services and community spaces.
- Four respondents (40%) wanted an “activated publicly accessible ground floor retail precinct” as a feature of the development, while six respondents (60%) wanted a “publicly accessible connection between Chatswood Metro and Victor Street and Albert Avenue”.
- One open text respondent noted that *“The positive (about the local area) is being able to walk to the shops. Good close access to transport, shops, community facilities and green spaces. Still a fair amount of trees and green spaces.”*

Culture	SIA interviews identified that: — The Dougherty Apartments have approximately 150 residents on the first floor. The existing centre is an important place for them to easily access the food court and services. — The current Mandarin Centre has significance for the Chinese and other Asian communities in the Chatswood area and is a value for money destination for the local demographic. In response to the survey: — Six respondents (60%) in the survey selected “reflect Chatswood’s local character” as a desired feature, and seven (70%) wanted the development to be “sustainable and consider the environment”. Recommendations included: — Keeping the Mandarin Centre name for the new centre — Incorporating features that honouring the modern history of the Asian community in Chatswood — Considering Indigenous cultural design features in the development
Health and Wellbeing	In response to the survey: — Three open text survey responses highlighted the overshadowing of Chatswood Oval and the playground, particularly during winter, as a negative impact. Privacy concerns were noted regarding the proximity of new buildings to existing apartments, and one respondent commented that the proposed building height could block sunlight for multiple units and public spaces. — All 10 survey respondents (100%) who answered the question about infrastructure selected “higher demand on infrastructure (e.g. public transport, schools, health, parks) from new residents” as a concern relating to the development. Nine of the 10 indicated that they thought this was a ‘Very significant’ impact, on a five point Likert scale from ‘Not significant at all’ to ‘Very significant’. — Three of the respondents (30%) to the question about the potential features of the development indicated that they thought “Health and wellness facilities” should be included.
Surroundings	Stakeholders interviewed for this SIA raised concerns about: — Concerns for vibration, dust and noise disrupting regular activities of the Church and surrounding services — Concerns for overshadowing of Chatswood Park and the services on Albert Avenue (church, youth centre, cultural centre and Dougherty Centre). In response to the survey: — Eight survey respondents (80%) expressed concern about construction-related disruptions, including noise, traffic. Six people rated this as ‘Very significant’ on a five point Likert scale from ‘Not significant at all’ to ‘Very significant’. — Two open text survey responses expressed concerns about construction and drilling related damage to surrounding buildings.

	— One suggested that the project “<i>Offer sound proofing solutions to local businesses, churches and residents who will be impacted by development noise.</i>” — Others commented on the height and density of the Proposal, describing it as out of character for the Chatswood area. Specific concerns were raised regarding the proximity of high-rise structures to existing residences, with issues such as privacy, overshadowing, and loss of views. One respondent noted that “the proposed residential building will have windows and balconies facing the current Sebel building,” highlighting privacy issues. — Feedback from the community drop-in session further noted these concerns about overshadowing, bulk and scale, and loss of views from the Sebel building. Recommendations were made for: — Appointment of a community liaison person available to address issues quickly. — Installation of vibration monitors in neighbouring buildings and pre-inspection reports to document building conditions before work begins. — Making overshadowing studies available to the public.
Livelihoods	One respondent worker or owned a local business from within the existing site. Family representation was evident in comments referencing schools, parks, and community facilities, highlighting the importance of family-friendly amenities and services.
Decision making systems	Stakeholders interviewed for this SIA made the following queries: — How the HDA/SSD pathway varies from the Council pathway including timing, exhibition and submissions, as well as the height allowances. — Would the concurrent rezoning and HDA process automatically result in approval. — Would overshadowing studies be made available to the public.
Cumulative impacts	Stakeholders interviewed for this SIA reported that there are a significant number of SSD projects in the Chatswood area and that cumulative impacts should be considered. In response to the survey: — All 10 survey respondents (100%) who answered the question about infrastructure expressed concern regarding the higher demand on local services, including public transport, schools, health services, and parks. — Feedback from the drop-in session also included references to congestion as an impact raised by local residents. Other feedback also included references to the value of good schools in the area, as well as concerns about the growing population and the need for a refresh of the existing centre.

6 Impact assessment

This section presents an assessment of the potential social impacts associated with the construction and operation of the project, including cumulative impacts where relevant. Impact ratings presented in this section represent the unmitigated level of impact, consistent with the methodology outlined in Section 3.3.

Management measures are proposed to mitigate the impacts identified in this section. A ‘residual impact rating’ has been applied to reflect the level of impact after the proposed mitigation measure has been implemented.

6.1 Way of life

Construction

6.1.1 *Change in how users access local services due to construction activities*

SIA engagement identified that the local area experiences high levels of pedestrian activity, particularly along Albert Avenue and at its intersections with Orchard Avenue and Victor Street. These routes provide key connections between community facilities, including the Chatswood Baptist Church, Chatswood Youth Centre, MOSAIC Cultural Centre, Dougherty Centre, Westfield Chatswood and the Chatswood transport interchange. Signalised pedestrian crossings are provided at the intersections of Albert Avenue with Orchard Avenue and Victor Street. The church and youth centre provide essential wellbeing and connection points for the community. A temporary loss or reduction in access may disrupt support networks.

Engagement undertaken as part of the SIA highlighted the importance of maintaining safe and legible pedestrian and vehicle access to nearby community facilities during construction, particularly for younger users, elderly patrons and people with mobility constraints. The Chatswood Baptist Church and Chatswood Youth Centre also noted the importance of maintaining vehicle access for pick-up and drop-off activities and operational requirements.

SIA engagement also identified that the Church and youth centre services rely heavily on vehicle and pedestrian access via Albert Ave, Orchard Avenue and Victor Street. The church noted the importance of maintaining vehicle access for pick up and drop of their elderly members, and access to their carparking spaces for group leaders who need to load materials into the church for events.

The *Transport Impact Assessment* (Stantec, 2025) includes a construction traffic management plan which identifies that:

- Construction vehicle access will be via Albert Avenue and Victor Street
- An average of approximately 20 construction heavy vehicles movements each day (up to 40 during peak construction periods), which is considered a minor level of activity (less than two trucks per hour)
- Designated routes for trucks to minimise impacts on local roads, with all construction vehicles accessing the site via the Pacific Highway and Albert Avenue, and exiting via the Pacific Highway or Archer Street.
- Maintenance of pedestrian access along surrounding footpaths at all times, supported by traffic controllers at site driveways to safely manage interactions between construction vehicles and pedestrians.
- Pedestrian access along the site’s footpaths will be maintained during the construction works with traffic controllers stationed at the site driveways to safely manage pedestrian activity when a construction vehicle is entering and exiting the site.

It is unknown whether there will be measures to minimise impacts on the southern side of Albert Avenue. Consequently, for the users of community facilities, including Chatswood Baptist Church and Chatswood Youth Centre, the unmitigated impact of these potential disruptions is assessed as medium.

In addition, the centre provides through pedestrian access to the transport interchange from the back of the building (level 2), via the laneway located on the western boundary and via the pedestrian footbridge over Albert Avenue. Construction will affect these connections temporarily.

Both aspects should be addressed in a construction management plan to minimise disruptions to access, ensure safety of all users at night and during the day, including all ages, abilities and people with prams and wheelchairs.

Based on the above, the unmitigated impact on social infrastructure users and pedestrian movements is assessed as medium.

Table 6.1 Assessment of the impact: Change in how users access local services due to construction activities

Extent	Likelihood	Magnitude	Unmitigated significance
Social infrastructure users including Chatswood Baptist Church, Chatswood Youth Centre	Possible	Moderate	Medium (negative)
Changes to pedestrian movements and public transport access	Likely	Minor	Medium (negative)

Recommended measures:

Detailed design/pre-construction:

- Develop and implement a Construction Management Plan and Construction Traffic Management Plan that specifically addresses access to nearby community facilities and the transport interchange, to minimise disruptions to access, ensure safety of all users at night and during the day, including all ages, abilities and people with prams and wheelchairs, ensure continuity of key walking and cycling routes
- Provide suitable wayfinding, in collaboration with stakeholders, for pedestrians to access key services, community facilities and transport interchange

Operations

6.1.2 Increased access to upgraded retail supporting convenience and quality of life

While the detailed retail mix will be confirmed at later stages of design and leasing, the development includes a mini major at ground level, complemented by convenience retail tenancies. A commercial gym is proposed at level 3, together with spa, health and wellness tenancies, while food and beverage uses are proposed on level 2 with direct and improved connection to the Chatswood Interchange.

These uses are consistent with Council's *Economic Development Strategy* (2022), which identifies the delivery of new and upgraded commercial space within the CBD as a key driver of businesses growth, activity and vibrancy. The proposal will contribute to these objectives by providing additional retail floor space, supporting extended trading hours and strengthening day-to-night activity within the precinct.

In the survey, nine persons identified the provision of new retail space as a benefit of the project. The baseline level of retail offering is already high in the close proximity of the site. The closest supermarkets, department stores and major brands are within a few hundred meters and include a Woolworths Metro within the transport interchange, and Coles and Aldi within the adjacent Westfield building, as well as hundreds of shops in the local social locality. However the proposed additions will increase choice in the local area, The proposed new commercial gym and spa/wellness space will also increase choice for fitness and wellness opportunities in the local area.

It is possible that new retail and services will support convenience and quality of life for some community members in the local area or transport interchange users. Overall this is expected to result in a medium benefit for the local and regional social locality, including future residents of the development.

Table 6.2 Assessment of the impact: Increased access to upgraded retail supporting convenience and quality of life

Extent	Likelihood	Magnitude	Unmitigated significance
Local and regional social locality	Possible	Moderate	Medium (positive)
Future residents	Possible	Moderate	Medium (positive)

6.1.3 Minor increase in traffic in the local area compared to the existing centre operations

Consultation for this SIA has identified that stakeholders and community members are concerned about the increase in the local area, specifically in relation to Albert Avenue, Orchard Street and Victor Street. Stakeholders also queried whether the development would provide sufficient car parking spaces to meet the needs of residents and their visitors as well as retail users. Respondents to the survey highlighted that an increase in traffic was one of the main concerns for the development and that they wanted to see more long term parking in the local area.

The development will provide approximately 398 residential and 46 retail car parking spaces (total of 444 spaces) including accessible parking spaces, as well as bicycle parking. The current centre has 303 retail car parking spaces. The development will increase this current provision by 141 spaces. The proposed provision exceeds relevant requirements. Car park access for residential and retail carparking will be provided via Victor Street.

The *Traffic Impact Assessment* the current peak hour traffic volume and the estimated traffic generated by the development (Stantec, 2025a). Stantec used two methods to calculate the potential traffic generation and concludes that:

- The net traffic based on number of car spaces will result in less traffic than what the existing centre is generating.
- The net traffic based on dwellings and GFA will result in a minor increase in traffic during the weekday morning peak.

While all light traffic will be via Victor Street, service vehicles will access a loading dock via Orchard Road, minimising impacts on Victor Street.

The Assessment concludes that the development is not expected to generate adverse impacts on the performance of the road network, mainly due to the reduction of retail floor space and the high accessibility to public transport for future residents.

The *Traffic Impact Assessment* further contains a draft Green Travel Plan with targets to reduce private vehicle use and increase public and active transport use. The proposed cycling infrastructure will support this.

A minor increase in traffic will not significantly affect the amenity of the local area and the way people experience the local area, therefore resulting in low negative impact.

Table 6.3 Assessment of the impact: Minor increase in traffic in the local area compared to the existing centre operations

Extent	Likelihood	Magnitude	Unmitigated significance
Local social locality	Possible	Minor	Low (negative)

Recommended measures

Operations:

- Finalise the Green Travel Plan and work with the future residents and retail staff/users to maximise public/active transport use.

6.2 Community

Construction and operations

6.2.1 Disruption to the existing centre's community and social networks

The existing centre supports a range of users, including business owners, employees, customers and visitors, and provides opportunities for social interaction through retail, dining and leisure activities., as identified during SIA engagement. One SIA interview described the centre as a place much loved by the community, particularly for dining and affordable retail and the recreation and leisure opportunities.

Redevelopment of the site will result in a transition from the existing retail configuration to a new mixed-use development, which will involve changes to the composition and location of retail tenancies. This transition may result in disruptions to established social networks associated with the site, particularly during construction and in the longer term, given the assumption that most tenancies will not return to the site. Targeted SIA engagement with retailers could not be conducted by the SIA team while this SIA was prepared, resulting in an absence of management measures. It is possible that the redevelopment will affect existing social networks, resulting in a medium negative impact.

Over the longer term, the development is expected to re-establish and strengthen community and social networks through the delivery of upgraded retail, food and beverage, and health and wellness uses, improved public domain and enhanced pedestrian connectivity. These outcomes are anticipated to support renewed opportunities for social interaction and community connection within the Chatswood CBD.

Table 6.4 Assessment of the impact: Disruption to the existing centre's community and social networks

Extent	Likelihood	Magnitude	Unmitigated significance
Existing centre community networks	Possible	Moderate	Medium (negative)

Operations

6.2.2 Provision of communal spaces will create opportunities for social interaction, wellbeing and recreation within the development

The proposal will provide a range of communal spaces for residences on Level 4, with indoor and outdoor space including:

- Outdoor wellness space
- Multipurpose area

- Outdoor dining and barbecue space
- Benches and sitting nooks for relaxing
- Enclosed outdoor dog park
- Indoor swimming pool
- Gym, golf simulator, cinema and work spaces.

These communal and recreational spaces will create opportunities for relaxing and social interaction. By incorporating a diverse range of indoor and outdoor amenities, the proposal will foster an environment that will encourage residents and their visitors to connect, socialise, and participate in shared activities. Importantly, the project team has confirmed that affordable housing residents and market dwelling residents will have the same access to all communal spaces across the development, promoting equity amongst tenures.

These spaces provide opportunities that facilitate casual encounters between the building's residents which could lead to stronger social connections and cohesion. This is expected to result in a benefit for the future residents and reduce pressures on public open space (as discussed in Section 6.3.5). The proposed design will also provide affordable dwellings mixed with private dwellings, sharing floors, entrances and lifts. This will promote equity and connections between different tenures.

Table 6.5 Assessment of the impact: Provision of communal spaces will create opportunities for social interaction within the development

Extent	Likelihood	Magnitude	Unmitigated significance
Future residents	Possible	Moderate	Medium (positive)

Recommended measures:

Governance:

- Consider developing a program of activities or events for future residents to maximise social connections.

6.3 Accessibility

Construction

6.3.1 *Users will not have access to services and retail in the existing centre*

The existing centre provides a range of retail, health services, dining and entertainment. There is currently a general practice with five general practitioners and a dental clinic. When the centre is closed for demolition, the existing businesses and services will close or be relocated to outside of the centre. All users of current services will need to find alternatives, likely post-construction as well. At present, it is not known if these businesses and services will be relocated to other areas within the Chatswood CBD.

Consultation highlighted that the existing centre is highly valued by residents and workers who use the food court for convenient and affordable meal options. In the survey, respondents described the site as a place with good selection of affordable and family run businesses.

This is expected to be a relatively temporary impact, with users finding alternatives elsewhere or within the redevelopment once completed. The site is located within the Chatswood CBD, which offers a high concentration of alternative services within immediate walking distance. These include multiple food courts, supermarkets, medical services and specialty retail within the adjoining Westfield Chatswood, the Chatswood Transport Interchange and the wider centre. This proximity to a range of alternatives should alleviate the magnitude of the impact. Accordingly, the unmitigated impact associated with temporary changes in access to services during construction is assessed as medium

(negative). Council highlighted that the centre is important for key vulnerable groups including aged care residents from the surrounding area and the young people and families who access the services at Chatswood Youth Centre and the Dougherty Centre on Victor Street. Levels of use of existing services are unknown at this stage. These more vulnerable groups may be more sensitive to change in access to support and health services.

Table 6.6 Assessment of the impact: Users will not have access to services and retail in the existing centre

Extent	Likelihood	Magnitude	Unmitigated significance
Users of existing centre's services and retail	Almost certain	Minor	Medium (negative)
Vulnerable users of existing centre's services and retail	Possible	Moderate	Medium (negative)

Recommended measures:

Pre-construction/construction

- Develop clear information outlining the expected timeframes for site closure, and work with retailers to provide advance notice to users and the broader community.

Operations

6.3.2 Enhanced pedestrian experience along the site, and between Albert Avenue, Victor Street, and the transport interchange

As described in the baseline, the centre currently provides pedestrian entrances into the development, direct access from the transport interchange into the food court, and a laneway from Albert Avenue to the transport interchange along the site's western boundary. A footbridge provides access from level 1 across Albert Avenue to the Westfield car park. The Chatswood CBD is a highly pedestrianised precinct. During engagement, stakeholders noted that there is significant pedestrian movement across Albert Avenue at the street level. They noted that maintaining safe pedestrian access around the precinct is important.

Access to the transport interchange will be maintained and visually improved with a direct connection to the train station on the second floor, allowing direct public transport access into the retail precinct, while the footbridge connecting the building to the Westfield carpark will be upgraded, and the entrances on Victor Street and Albert Avenue and from the

Remembrance garden will be enhanced for a better pedestrian experience. The laneway along the site's western boundary will be retained and widened by 500mm (Orchard Rd).



Figure 6.1 Existing (left) and proposed (right) pedestrian entrance connecting with the Chatswood interchange on level 2

The *Pedestrian Wind Assessment* (RWDI Australia, 2025b) for the proposal predicts some wind tunnelling effects along Victor Street. However design changes were made to mitigate wind impacts. The design team introduced a double storey recess at key podium locations to redirect tower downwash above the pedestrian zone on the corner of Albert Avenue and Victor St. Additionally, awning lines were extended to their feasible maximum.

In addition, the *Crime Risk and Crime Prevention Through Environmental Design* (CPTED) report (Harris Crime Prevention Services, 2025) describes that the proposed design maximises natural surveillance and safety for site users.

For this reason, while pedestrian connectivity is not expected to change significantly in terms of number of connection points, the overall experience will be enhanced with improved design and comfort.

Table 6.7 Assessment of the impact: Enhanced pedestrian experience along the site, and between Albert Avenue, Victor Street, and the transport interchange

Extent	Likelihood	Magnitude	Unmitigated significance
Local social locality – pedestrians	Likely	Minor	Medium (positive)

Recommended measures

Design:

- In the design, consideration to be given to a pedestrian travel path from the ground level connecting to the transport interchange

Detailed design/pre-construction:

- Consider safe design of public amenities, using CPTED (as per the CPTED report) and gender-inclusive design principles.
- In collaboration with Council via a coordinated landscaping approach, consider embellishments to connections to transport interchange via level 2, to improve visual aspect, and maximise accessibility and safety for all, during the day and at night, via CPTED and gender inclusive principles.

6.3.3 Increased housing supply contributing to housing diversity and affordability in an area highly accessible by public transport

The population of Chatswood CBD is projected to grow by approximately 1,958 people between 2026 and 2046, with an increase of 1,057 dwellings during the same period (forecast id., 2025). The development will provide an additional 325 units, including 5% affordable housing. Delivery of additional housing in the form of a diverse mix of one-bed, two-bed and three-bed units will contribute to the required housing supply to support population growth (see Section 4.3.2**Error! Reference source not found.**). During engagement for this SIA, Council described increasing demand for larger dwellings, particularly two and three bed units as more families are seeking affordable housing, and also noted a currently very limited three-bedroom stock within the local and regional social localities.

This mix directly responds to identified housing needs within the LGA and supports improved housing choice and affordability outcomes. The proposal's high proportion of larger dwellings, with approximately 80% of units comprising two- and three-bedroom apartments, will materially increase the availability of family-friendly housing options within the area.

Table 6.8 Breakdown of apartment type provision

Type	Total Bedroom Mix	Bedroom mix (affordable)
One Bed	63 units (19.4%)	14 units (87.5%)
Two Bed	164 units (50.5%)	2 units (12.5%)
Three Bed	98 units (30.1%)	-
Total	325 units	16 units

The new housing will also contribute to the broader requirements set out in Council's *Willoughby Housing Strategy 2036*, which estimates that an additional 6,000 – 6,700 dwellings will be needed to meet population growth in Willoughby LGA to 2036. The proposed 325 dwellings responds to a quantitative need for increased dwellings. The 325 units will contribute to increased dwelling stock by providing 4.85% of the needed 6,700 dwellings in the LGA.

Council's *Willoughby Housing Strategy 2036* states that there is a need for a mix of housing types to meet the needs of a growing and diverse population, including high-density apartment dwellings especially near transport and services in Chatswood (2020). The site is located within 100m or 2 minutes' walk of the Chatswood train and metro station, making it highly accessible by public transport, connecting with important centres of Sydney CBD, North Sydney and Macquarie Park.

The Strategy also identifies housing affordability as a key priority for the LGA and Chatswood CBD, with a 4% affordable housing provision target for upzoning developments targeted to grow to 7% by 2023 and 10% by 2026 (Willoughby City Council, 2020). The 10% target is in line with Council's submission in response to the SEARs. The current *Willoughby Local Environmental Plan (LEP) 2012* identifies a target of 4% for the site, which the proposal exceeds. In their 2024 *Housing Affordability in Willoughby Local Government Area* report, and as described during SIA engagement, Council reported that affordability is decreasing for the LGA as a whole, with over 40% of households in the Chatswood CBD experiencing housing stress due to rental costs and 30% of households experiencing mortgage stress (2024). They further report that a shortage of affordable housing means that fewer essential workers are choosing to live in the LGA, and that there has been no real growth in the number of affordable rental properties in the LGA for 15 years. During consultation, Council advised that supply of affordable housing remains a key priority in development of the Chatswood CBD and LGA. Council also highlighted concern about temporary provision of affordable housing (e.g. for 15 years) and the impact of removing housing from the market in the future.

The proposed 5% affordable housing component equates to 26 units, with a commitment for these to be in perpetuity, contributing to the long term affordable housing provision in this precinct. With the site's close proximity to high capacity public transport, this will provide new affordable housing that is accessible to/from employment hubs, social infrastructure and retail and convenience opportunities, benefitting future residents. In addition, the configuration and design of affordable and market dwellings will minimise risk of stigma.

In addition, Council:

- Encourages units to be adaptable with 50% of dwellings to be adaptable as per the *Housing Strategy* (2020). The proposal includes 50% adaptable units and 20% liveable housing units, which will contribute to meeting community needs in the future.
- Voiced their preference for transfer of affordable housing to Council for their management. This is because units which they manage are in perpetuity and are set at 30% of household income, rather than 80% of market rate, meaning these are more affordable.
- Welcomed the opportunities for collaboration with developers on the design of affordable units and highlighted that building design which promote opportunities for diverse populations and social connection are important in fostering a diverse and inclusive precinct.

Increasing housing supply with improved housing diversity and affordability in an area highly accessible by public transport will result in a high benefit for the regional social locality.

Table 6.9 Assessment of the impact: Increased housing supply contributing to housing diversity and affordability in an area highly accessible by public transport

Extent	Likelihood	Magnitude	Unmitigated significance
Regional social locality	Likely	Moderate	High (positive)

Recommended measures:

Design:

- In collaboration with future community housing provider and/or Council, ensure design of affordable units is integrated into overall design of the market units to avoid developing a separate affordable housing component which may be subject to social exclusion or stigma of being affordable units, and support shared entrances and lifts to support informal social interaction.

Detailed design/pre-construction:

- Consider increasing the provision of affordable units closer to 10% of all stock, and work with community housing provider regarding dwelling configuration and finishes and rent caps.
- Engage with Council on opportunities for design collaboration and consider exploring opportunities for transfer of units to Council or a provider to deliver long-term affordability outcomes.

6.3.4 *Future residents will have access to public schools, community facilities, health and child care within walking distance*

An increase in population will inherently result in increased demand for social infrastructure.

As outlined in the baseline assessment, there are no schools located within the local social locality. However, the project site lies within the Chatswood Public School, and Chatswood High School, located eight and 15 minutes' walking distance from the site respectively. The regional social locality also includes three non-government schools.

Based on the proposed residential yield and projected population, the development is expected to generate a future primary school-aged population of approximately 71 children and a high school-aged population of around 59 students.

Applying current enrolment proportions, where 71.4% of primary school-aged children attend government schools, approximately 51 children would require access to a public primary school. Similarly, with 67.15% of high school-aged students attending government schools, an estimated 40 students would require access to a public high school.

Engagement identified some concerns about pressures on public schooling and additional demands created by the development.

School Infrastructure NSW reported that both the public primary and high schools underwent upgrades in 2024 to increase student capacity and to accommodate the anticipated demand from growth in Willoughby LGA (Upgrades to Chatswood Public School and Chatswood High School completed project, 2024). It is expected that the demand from the development will result in a small increase in demand however this can be accommodated in the existing schools. This was confirmed through engagement with School Infrastructure NSW (SINSW) in November 2025.

Chatswood Public School and Chatswood High School are within walking distance of the development, located within a ten-minute walk and 14-minute walk respectively, on the western side of the Pacific Highway. Supporting walkability around the development including via the transport interchange with safe and comfortable connections for families would be a beneficial contribution of the development.

In relation to day care, the development is expected to result in an increase of 34 babies and toddlers in the 0 to 4 years age group, generating additional demand for childcare services. An accepted rate of provision is 1 long day care place for every 2.48 children aged 0-4 years (*Community Infrastructure Strategy*, City of Paramatta, 2020). This results in demand for 13 additional places. With a total of 21 childcare services within the local social locality, and the closest within 300m of the project site, this is expected to be accommodated within the existing stock.

In relation to health care, the local social locality contains five general practices, three allied health centres providing various services, twelve dental clinics and two pathology providers. There are eight hospitals within a ten-minute drive of the site, with the closest public hospital approximately a six-to-eight-minute drive from the site.

The general benchmark for community health provision is one GP per 1,000 residents. Based on the projected additional population of 780 residents, the redevelopment would generate demand for one general practitioner position. This would typically be addressed by the private sector. This could be considered in the future retail/commercial mix.

In relation to community facilities, significant opportunities exist within walking distance, with the Chatswood Civic Centre, the Concourse cultural and performing arts venue, Chatswood Library all located along Victoria Avenue, and the Chatswood Youth Centre, Mosaic Multicultural Centre and Dougherty Community Centre south of the site. As per Council's Contributions Plan (2019), the Concourse facility is expected to benefit 200,000 people across the regional social locality and outside the LGA. The additional demand created by the development will be minimal.

Future residents will have access to public schools, community facilities, health and child care within walking distance, resulting in a high positive impact.

Table 6.10 Assessment of the impact: Future residents will have access to public schools, community facilities, health and child care within walking distance

Extent	Likelihood	Magnitude	Unmitigated significance
Future residents	Likely	Moderate	High (positive)

Recommended measures

Detailed design/pre-construction:

- As noted in 6.3.2, contribute to pedestrian connectivity embellishments, to/through transport interchange to maximise comfortable and safe movements for families including with bikes and scooters.
- Consider the provision of health services in the future commercial/retail mix.

6.3.5 Increased demand on open and recreation spaces already under pressure

As noted in the baseline, Chatswood Park is the main open space for people residing or using the Chatswood CBD. SIA engagement confirmed this is a well-used space shared by users for a range of recreational activities. There are scarce opportunities to increase the quantity of open space in the LGA, let alone the CBD. Respondents to the online survey raised access to open space and parks as a something which was missing from the local area.

The proposal will create a population of apartment-dwellers with limited private open space, creating additional demand for open spaces. Chatswood Park is located within a few minutes' walk from the project site, which will support accessibility. However, it is recognised that this will place additional pressure on the Park, and opportunities should be identified to provide recreational spaces within the development, in order to minimise this pressure. As identified in Council's *Local Infrastructure Contributions Plan* (2019):

- There is an undersupply of open space including passive open space and sports fields
- The following should be considered in Chatswood:
 - Facilities and spaces for young children with play spaces, as well as for young adults and older adults.
 - Sporting facilities have prioritised traditional male sports and female opportunities should be considered.
 - Social meeting places, picnic and BBQ facilities
 - Indoor sports facilities and provision of active recreation facilities (e.g. courts) on podium/upper building levels in the CBD
- Areas for passive recreation, kicking balls and walking dogs
- Embellishing ground levels for passive recreation purposes
- Affordable opportunities should be considered particularly for lower incomes.

In response to these, and as discussed in section 6.2.2, it is noted that the development will provide a mix of fitness, outdoor and indoor wellness and recreational opportunities across Levels 3 and 4 of the development, including a gym, multipurpose court, outdoor dog park and swimming pool. This addresses several of the undersupplied elements listed above, noting that Chatswood Park includes play spaces, fitness equipment, and that the Youth Centre is located across Albert Avenue from the site. Affordable housing residents and private residents will have the same level of access to all communal areas provided on site.

While the proposed elements will not replace a large open space, the additional pressure on open spaces created by future residents will be reduced by those new facilities available to residents and their guests. To maximise benefits, it is recommended to consider public access opportunities to some of these new facilities, particularly the multipurpose court and outdoor dog park, and additional provision of indoor recreation opportunities.

Table 6.11 Assessment of the impact: Increased demand on open and recreation spaces already under pressure

Extent	Likelihood	Magnitude	Unmitigated significance
Future residents, local social locality	Likely	Minor	Medium (negative)

Recommended measures

Design:

- Consider provision of publicly accessible indoor recreation opportunity (e.g. half court, multipurpose court) within retail/podium levels.
- Increase embellishments to forecourt connecting level 2 of the proposal to transport interchange, with design to be coordinated with Council, likely including additional seating, shading.

Governance:

- Consider affordable pricing scheme for lower incomes and affordable housing residents to access commercial gym and wellness spaces.

6.4 Culture

Construction

6.4.1 *Loss of landmark valued by the community due to cultural attachment*

During SIA engagement, Council highlighted that the centre has social significance for the people who access its services, including the variety of retail, entertainment and dining options. Consultation identified that the food court specifically is considered as a social meeting place, and highlighted that the centre is important to the local community, including children who use it after school.

While the future retail mix is unknown at this stage, it is understood that the future retail mix may be different to the current offering. This may impact some of current patrons who have a nostalgic attachment to the centre, resulting in a low negative impact.

Table 6.12 Assessment of the impact: Loss of landmark valued by the community due to cultural attachment

Extent	Likelihood	Magnitude	Unmitigated significance
Local community users with cultural attachment to the centre	Possible	Minor	Low (negative)

Recommended measures:

Detailed design/pre-construction:

- Develop clear information about the expected timeframes for closure of the site and provide advanced notice for users and the community.

Operations

6.4.2 *Minimal impact on local heritage*

The *Statement of Heritage Impact* prepared for the proposal identifies that the development will have minimal impact on local heritage, specifically the Garden of Remembrance which is located 50 metres from the site (Everick Heritage, 2025a). The proposal is not expected to result in overshadowing, visual or physical disturbance of the Garden of Remembrance, which already experiences significant overshadowing from existing buildings throughout the day. Consequently, the impact significance is negligible and no mitigation measures are required.

Table 6.13 Assessment of the impact: Minimal impact on local heritage

Extent	Likelihood	Magnitude	Unmitigated significance
Garden of Remembrance visitors	Unlikely	Minimal	Negligible (negative)

6.5 Health and wellbeing

Operations

6.5.1 *Potential overshadowing of recreational spaces, such as Chatswood Oval, resulting in reduced sunlight access and diminished usability of the area*

Development of the proposal will replace the existing five storey centre with a four storey podium and a 32 storey tower (RL 203.75m) (SOM, 2025). Potential overshadowing of Chatswood Oval and the surrounding precinct was a key concern raised by stakeholders and Council in development of the project site.

Shadow diagrams prepared for the development show that, during winter, there will only be limited overshadowing on Chatswood Oval. While Chatswood Park including the skatepark and playground will experience overshadowing between 9.00am and 11.00am, it is noted that the skatepark and playground are already presently partly shaded by tree cover and some existing surrounding buildings. This will increase with the development, mainly in between existing trees. This may affect the experience of people using the Park, noting Chatswood Park is of the main recreational spaces in the CBD.

During SIA engagement, Council highlighted the importance of the recreation facilities at Chatswood Park for the Chatswood CBD residents and visitors as open space is limited in the precinct. Council's *Public Spaces and Recreation Strategy* identifies Chatswood Park as an integral public space and recreation facility in Chatswood CBD, where alternative public spaces are limited (2024).

Submissions received in relation to the Planning Proposal in 2020 highlighted the importance of Chatswood Park for residents, who raised their concerns about overshadowing. It is acknowledged that the design in its current form has responded to these concerns and incorporates a terraced design in the upper floors, which reduces overshadowing of the oval.

As a result, increase in overshadowing is only expected to minimally affect the experience of park users, in the morning, resulting in a low impact.

During engagement, the Chatswood Baptist Church raised that overshadowing is a concern for their church. There will also be overshadowing of the KU Preschool and some of the properties located on Victor Street, south of Albert Avenue, during a short period of time. Due to the location of the site, overshadowing cannot be minimised further. This will affect the users of those services. Engagement with affected properties would help provide clear information and understand implications for service providers.

Table 6.14 Assessment of the impact: Potential overshadowing of recreational spaces, such as Chatswood Oval, resulting in reduced sunlight access and diminished usability of the area.

Extent	Likelihood	Magnitude	Unmitigated significance
Chatswood Park users	Almost certain	Minor	Low (negative)
KU Preschool and adjacent properties	Almost certain	Minor	Low (negative)

Recommended measures

- Provide clear and transparent information about the impacts of overshadowing including the worst case scenario, being during the winter solstice on 21 June.

6.5.2 *Anxiety due to uncertainty regarding impacts on property values for owners of the Sebel*

Submissions received relating to the planning proposals in 2015 and 2020 detailed the concerns of residents of the Sebel about the potential reduction in property values because of the development. This was specifically in relation to the tower construction resulting in a loss of views, access to sunlight, reduction of privacy and wind tunnelling. An invitation for a SIA interview was sent to Sebel strata management but this was not accepted during the preparation of this report. It is unknown whether permanent residents or temporary accommodation will face the development looking south. While there is no evidence of the scale of impacts on property values, if any, there is concern and possible anxiety due to uncertainty amongst local residents, including owners of units within the Sebel, resulting in a medium impact.

Table 6.15 Assessment of the impact: Uncertainty regarding property values for owners of the Sebel

Extent	Likelihood	Magnitude	Unmitigated significance
Residents of the Sebel building	Possible	Moderate	Medium (negative)

6.6 Surroundings

Construction

6.6.1 *Disruption to the amenity of users of local area due to construction including noise, dust, and vibration*

It can be expected that the demolition and construction phase of the project will result in temporary changes to the amenity of those living in or using the surrounding area. These disruptions are likely to result from the increased levels of noise, dust and vibration associated with demolition and construction. As advised by the project team, indicative construction timing will be as follows:

- Demolition and clearing works: 6 months
- Construction of basement carpark (excavation and piling): 4 months
- Construction of retail and residential structure and façade: 1 year and 8 months
- Finishes: 10 months

Considering the proposed indicative construction timing, the amenity impacts are expected to last for approximately three years, noting impacts may be lessened during fit outs.

The *Noise and Vibration Impact Assessment* (RWDI Australia, 2025a) identified that it is likely that demolition and clearing, excavation and piling and construction works may result in periods where noise levels exceed the Noise Management Levels (NMLs) set by the Interim Construction Noise Guideline Criteria (Department of Environment and Climate Change NSW, 2009) for 11 surrounding receivers, detailed in Figure 6.2.



Figure 6.2 Location of project site and surrounding receivers (Source: RWDI, 2025)

In the absence of further engagement with the Sebel it is not known what the configuration of permanent vs temporary accommodation is at the time of writing. Information from the Visual Impact Assessment (Urbis, 2025) identifies one Sebel strata plan (level 10) which gives an indication of unit layouts. Based on this, approximately 6 apartments face south on each level. With at least 18 levels, this could represent over 100 units.

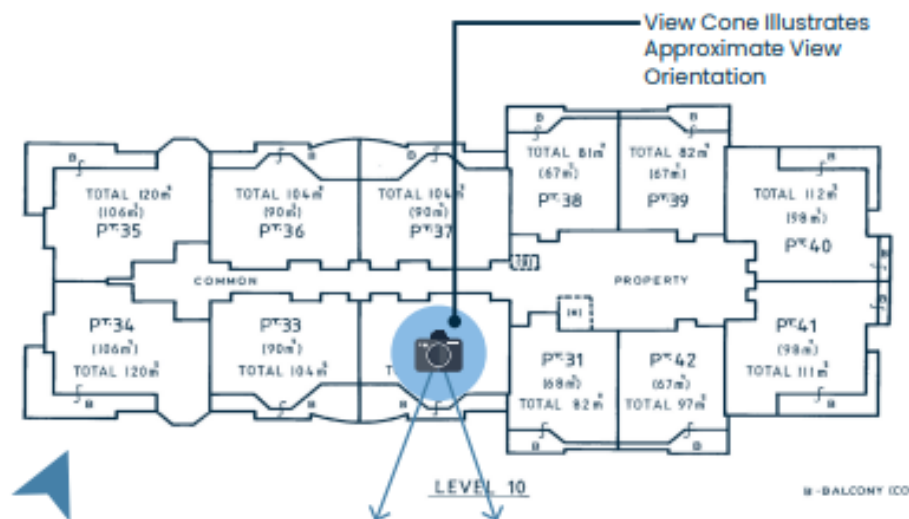


Figure 24 View place location map | Sebel Strata Plans.

Figure 6.3 Sebel strata plan (Source: Urbis, 2025)

Submissions to the Planning Proposal received in 2016 and subsequently amended in 2020 indicate concerns from residents of the Sebel building and the Sage building regarding increased light spill, noise and dust resulting from demolition of the existing centre and construction of the new project. One submission in 2020 noted that they were concerned about the noise and dust impacts on the health of their grandchildren.

As per the *Noise and Vibration Impact Assessment* (RWDI, 2025):

- Noise levels are expected to exceed noise management levels for most receivers in all or some phases of construction. Noise levels are expected to reach 78dbA for the Sebel building, which exceeds Highly Noise Affected Levels (HNALs) for residential receivers during all phases of construction. A suite of mitigation measures is proposed, including some that have the potential to reduce the emitted noise levels. These should be suitably finalised in a detailed construction management plan, favouring measures that have the potential to reduce noise emissions.
- Traffic noise will not result in any appreciable change to road traffic levels. Works will require a site-specific Construction Noise and Vibration Plan (CNVMP) for the site.
- In terms of vibration, Receiver 5 (the Sebel building) physically adjoins the site and Receiver 7 (the Sage building) is three metres from the site boundary. The assessment identifies that these receivers are at heightened risk of vibration impacts, and a detailed vibration assessment should be conducted as part of the CNVMP. During SIA engagement, the Chatswood Baptist Church, located directly across the street from the site, reported experiencing vibration during construction of the original centre. They highlighted concern about noise, dust and vibration impacting church staff and visitors.

Residents of the Sebel will likely experience noise and vibration impacts more than other receptors in the local area, due to proximity with the site.

SIA interviews identified potential for significant disruptions to the activities of the Baptist Church due to noise and dust. During engagement for this SIA, the Chatswood Baptist Church reported that they receive up to 600 people attending the church and its other programs each week. A broad spectrum of age groups use the church and services, including young children at playtime group and ballet classes, children and teens at youth groups, and mixed age groups (including families and elderly people) at cultural classes and church services. More vulnerable groups including homeless people also visit the church for support. These groups may be more sensitive to amenity impacts.

It is likely that construction activities will affect the amenity of the local area, particularly that of adjoining residents and commercial and community facilities, resulting in high and medium impacts respectively. The broader locality will be affected at a lower level, and minor impacts on other users and visitors to the precinct are anticipated.

Table 6.16 Assessment of the impact: Disruption to the amenity of users of local area due to construction including noise, dust, and vibration

Extent	Likelihood	Magnitude	Unmitigated significance
Sebel residents	Likely	Major	High (negative)
Social infrastructure users along Albert Avenue	Likely	Moderate	High (negative)
Other commercial and community facilities in the local area	Possible	Minor	Low (negative)
Broader social locality and visitors to the precinct	Possible	Minimal	Low (negative)

Recommended measures:

Detailed design/pre-construction/construction:

- Develop and implement clear CNVMP to minimise noise, dust, vibration, and disruptions to access for residents during all phases of construction. The CNVMP should provide clear dates for demolition, construction and finishes, clear working hours (avoiding where possible early hours, after working hours and weekends for noisy activities), finalise measures and particularly consider those that have the potential to reduce noise emissions (as described in

the *Noise and Vibration Impact Assessment*). Impacts on local and adjacent residents should be specifically addressed. It is noted that the Chatswood Youth Centre includes rooftop recreation and users may be more significantly affected by dust. This should be addressed in this detailed construction management plan.

- Provide clear and advanced notice to residents and community users about upcoming works that may generate significant noise, dust, vibration, or temporary interruptions to essential services (such as water or power), so they can plan accordingly.
- Establish an information and complaints register, with clear contact details for community use.

Operations

6.6.2 Residents and users of neighbouring buildings might experience a diminished sense of place due to their loss of view

With the construction of a 32 storey tower including a four storey podium, the proposal will result in a change to the built form and skyline character of the site, transitioning from the existing low-rise development to a higher-density mixed-use development consistent with the strategic planning framework for the Chatswood CBD. It can be expected that the proposal will result in a change to the visual built form of the existing project site, which is currently five storeys. The change is expected to result in the loss or reduction of views which the private residents and users of neighbouring buildings currently enjoy, particularly the Sebel apartments.

As shown on Figure 6.3 above, at least 100 units face south and these units will see their views blocked by the new development. The Executive Summary of the *Visual Impact Assessment* (Urbis, 2025) describes “moderate to severe, and potentially devastating”, private domain view impacts associated with the proposal, due to “due to the wholeness of the view and extent of affectation per dwelling, rather than the scenic quality of the views to be lost”. Urbis’s following analysis of private domain view impacts from Sebel units identifies moderate visual impacts for all selected viewpoints.

Views from neighbouring properties, including apartments within the Sebel, have been raised by stakeholders in previous planning processes associated with the site. While the Sebel did not respond to a request for an interview for this SIA, the development of the site and loss of views has been raised by stakeholders throughout the life of the development project since initial planning proposal in 2015 to the present date. This was raised by residents of the Sebel in 2015 and in submissions received to the planning proposal in 2020. Residents detailed that the views were important to the identity and enjoyment of their homes, and that the potential tower development would result in their loss. Some residents noted that this would impact on their mental wellbeing.

The design has changed in various iterations to respond to the concerns about loss of views including development of a two tower solution which received Gateway Approval and reduction of the tower width (increasing its height); however these options are not being progressed for this proposal. The design of this proposal has been informed by detailed urban design and visual assessment, including consideration of tower placement, podium articulation and setbacks to manage visual impacts and ensure an appropriate transition to surrounding development. The *Visual Impact Assessment* (Urbis, 2025) concludes that while view changes will occur, the proposal is highly compatible with the existing surrounding visual context which includes tower forms of similar height, scale and character, and is consistent with viewer expectations for this part of Chatswood.

On this basis, the impact associated with changes to views from neighbouring buildings is assessed as high (negative) for Sebel receivers.

Table 6.17 Assessment of the impact: Residents and users of neighbouring buildings might experience a diminished sense of place due to their loss of view.

Extent	Likelihood	Magnitude	Unmitigated significance
Sebel residents	Likely	Major	High (negative)

Recommended measures

- Communicate visual impacts to Sebel residents during continued engagement pre, during and post exhibition.

6.7 Livelihoods

Construction and operations

6.7.1 *Impacts on livelihoods for existing small businesses and employees at the existing centre*

Businesses currently operating within the existing centre will cease on-site operations prior to the commencement of demolition and construction. While the detailed retail mix for the completed development will be confirmed at later stages, the proposal will deliver a renewed commercial offering, including retail, food and beverage, health and wellness and service uses. As is typical for redevelopment projects, the future tenancy mix may differ from the existing configuration. It is therefore assumed that the majority of existing services and businesses will not return to the Centre upon completion of the redevelopment.

Potential impacts on livelihoods will vary depending on the nature and scale of individual businesses. National and larger operators generally have established processes to support staff redeployment or relocation within the local area, while smaller businesses may experience a greater degree of transition during the construction period.

Therefore the proposal will affect existing business owners/ managers and staff currently employed, at different levels of magnitude. Smaller family-owned businesses will likely be affected the most by the redevelopment. It was not possible for the SIA team to conduct SIA engagement with these retailers while preparing this report. It is understood that the existing tenancies have been contacted directly by project team about the redevelopment however no data was shared with the SIA team. Only one survey respondent works or has a business in the centre. Due to this, major magnitude of this impact has been determined, resulting in a high impact for smaller businesses.

Table 6.18 Assessment of the impact: Impacts on livelihoods for existing businesses and employees at the existing centre

Extent	Likelihood	Magnitude	Unmitigated significance
Small businesses and employees of the current centre	Likely	Major	High (negative)

Recommended measures

Detailed design/pre-construction/construction:

- Provide clear and timely communication about the development process and timeframes for closure

Operations

6.7.2 *New employment opportunities and retail spending supporting the regional economy*

The *Economic Impact Assessment* (WSP, 2025) found that the proposal will likely result in growth of businesses and services in Chatswood CBD. The development proposes approximately 10,000 sqm of new retail floor space which will encourage economic benefits for the precinct. This can be expected to result in an estimated 494 jobs within the retail centre.

The *Economic Impact Assessment* also estimates that retail spending in Chatswood could reach an approximate \$11.64 million as a result of the increased residential spending from new residents (WSP, 2025). It is expected that this spending would be in part to support local businesses and services within the centre, and would encourage these to further develop.

The development is expected to result in a high benefit for the growth of businesses and services within the centre. This will also have broader impacts for the economic viability of the Chatswood CBD and broader suburb.

Table 6.19 Assessment of the impact: New employment opportunities and retail spending supporting the regional economy

Extent	Likelihood	Magnitude	Unmitigated significance
New employment opportunities supporting livelihoods in the regional social locality	Likely	Moderate	High (positive)
Retail spending supporting the regional economy	Likely	Moderate	High (positive)

Recommended measures

— n/a

6.8 Decision-making system

Pre-construction and construction

6.8.1 *Neighbouring residents and community perceive barriers to their inclusion in development-related decisions impacting their lives*

During engagement for this SIA, stakeholders expressed concerns about the development, including in relation to the decision-making processes.

Development of the site has been a process lasting over ten years to date, starting with the original Planning Proposal to Council in 2013. It is possible that the length of this process and the engagement for the original Planning Proposal in 2015 and the amended Planning Proposal in 2020 have resulted in fatigue amongst neighbouring residents and loss of trust in the planning process.

A submission prepared by Design Collaborative Town Planners on behalf of residents of the Sebel to respond to the Planning Proposal in 2020 highlighted perceived lack of transparency in decision making and questioned the authority of the State government to continue with the development process when the proposal had been previously rejected by the Council (Objection to Planning Proposal 2020SNH008 – Willoughby - PP_2020_WILLO_001_001, 2020).

Stakeholders interviewed for this SIA noted that it was not clear to them how the SSDA process would address key concerns that were raised when the development was rejected by Council in 2015, including building heights, overall application of Willoughby LEP and DCP, and public exhibition timing and requirements under the SSDA process. Respondents to the survey suggested that the project “*have more community sessions with plenty of notice to all residents of the area*”, suggesting that local residents want more opportunities to access information about the project.

It is noted that the broader consultation process did not include opportunities to engage in languages other than English, which may have limited the response to the online survey and attendance at the community drop-in session.

The applicant has already made a project website available, which will be updated during exhibition of the proposal with a feedback form. The project team has also indicated that a dedicated project email will be made available.

Table 6.20 Assessment of the impact: Neighbouring residents perceive barriers to their inclusion in development-related decisions impacting their lives.

Extent	Likelihood	Magnitude	Unmitigated significance
Neighbouring residents in the local social locality	Possible	Moderate	Medium (negative)

Recommended measures

Pre and post lodgement:

- Enhance transparent communication with local social locality, particularly those along Albert Avenue, Orchard Road and Victor Street, via continued consultation during and post public exhibition, with notice and language other than English opportunities, including clarification of the State and local governments respective roles and the Housing Delivery Authority's process. Provide regular, clear updates (via website, newsletter) on project progress including clear indications of opportunities for the community to provide feedback with links to the State Government Major Projects website: [Major Projects | Planning Portal - Department of Planning and Environment](#).

7 Cumulative impact assessment

A cumulative impact assessment has been undertaken in accordance with the methodology outlined in Section 3.5. It considers the cumulative social impacts of the proposal alongside other past, current and reasonably foreseeable developments within the Chatswood CBD.

Chatswood is experiencing significant development activity consistent with its designation as a strategic metropolitan centre. There are at least 19 other residential and commercial developments progressing as SSD projects in Chatswood, including developments within proximity to the site, including one development at the corner of Victoria Avenue and Victor Street (approximately 150 metres from the site), as well as other projects located further afield within the CBD, including along Albert Avenue, Archer Street and the Pacific Highway corridor. These developments are at various stages of the planning and approval process.

Engagement undertaken as part of the SIA indicates that Willoughby City Council is actively managing cumulative growth within the CBD through strategic planning processes, infrastructure planning and coordination across State and local agencies.

Cumulative positive impacts expected include:

- The combined delivery of additional housing supply, including affordable housing, contributing to improved housing diversity and affordability at the regional level.
- Enhanced access to retail, services and employment opportunities resulting from new mixed-use development, benefiting both existing and future residents.
- Increased residential density in proximity to public transport, employment and services, supporting greater use of public transport and active travel.

Cumulative negative impacts are expected to include:

- Temporary construction related amenity impacts will be more significant and prolonged close to these sites. Combined short-term negative impacts will include amenity impacts such as noise, dust and vibration and increased construction vehicles and associated construction traffic and potential disruptions. The impacts of these will be more significant for the residents who live close to these sites and within the CBD. Coordination of construction management plans within the CBD may help address these impacts.
- The shortfalls in social infrastructure may become more pronounced as the local population increases as a result of these developments, as discussed with Council. This requires a more regional and coordinated social infrastructure strategy involving Council and relevant State agencies.
- Additional overshadowing and wind tunnels, traffic and visual impacts.

8 Management and mitigation measures

8.1 Management measures and residual impacts

Table 8.1 provides a summary of the social impact significance, detailing its extent, nature, and associated management measures. It also outlines residual impacts following the implementation of these measures and includes recommended monitoring activities.

Table 8.1 Summary of impacts significance, management measures, residual impact and monitoring

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
Way of Life	Construction	Change in how users access local services due to construction activities	Social infrastructure users including Chatswood Baptist Church, Chatswood Youth Centre	Negative	Medium (-)	1 Develop and implement a clear CNVMP and traffic management plan to minimise disruptions, ensure day and night safety for all users (including prams and wheelchairs), and maintain key walking and cycling routes.	Low (-)	- Track community enquiries, complaints and recommendations - KPIs for timely resolution and responsiveness to community inquiries - Quarterly review and update (if required) of CNVMP.
			Changes to pedestrian movements and public transport access	Negative	Medium (-)	2 Provide suitable wayfinding, in collaboration with stakeholders, for pedestrians to access key services, community facilities and transport interchange	Low (-)	
	Operations	Increased access to supermarket services and retail supporting convenience and quality of life	Local and regional social locality	Positive	Medium (+)	N/A	Medium (+)	Conduct annual survey of retail centre's patrons, as well as origin and transport use (public and active transport, cars etc).
			Future residents	Positive	Medium (+)		Medium (+)	
	Operations	Minor increase in traffic in the local area compared to the existing centre operations	Local social locality	Negative	Low (-)	3 Finalise the Green Travel Plan and work with the future residents and retail staff/users to maximise public/active transport use.	Low (-)	

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
Community	Construction and operations	Disruption to the existing centre's community and social networks	Existing centre community	Negative	Medium (-)	N/A	Medium (-)	— Conduct annual resident satisfaction survey — Number of programs/events for residents
	Operations	Provision of communal spaces will create opportunities for social interaction within the development	Future residents	Positive	Medium (+)	4 Consider developing a program of activities or events for future residents to maximise social connections.	Medium (+)	— Issues or suggestions reported by community housing provider
Accessibility	Construction	Users will not have access to services and retail in the existing centre (temporarily during construction)	Users of existing centre's services and retail	Negative	Medium (-)	5 Develop clear information about the expected timeframes for closure of the site and provide advanced notice for users and the broader community.	Medium (-)	— Community reach (# of people engaged) — Track community enquiries, complaints and recommendations — KPIs for timely resolution and responsiveness to community inquiries — Conduct annual retail satisfaction survey
			Vulnerable users of existing centre's services and retail	Negative	Medium (-)		Medium (-)	
	Operations	Enhanced pedestrian experience along the site, and	Local social locality – pedestrians	Positive	Medium (+)	6 In the design, consideration to be given to a pedestrian travel path from the ground level connecting to the transport interchange	Medium (+)	

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
		between Albert Avenue, Victor Street, and the transport interchange				7 Consider safe design of public amenities, using CPTED (as per the CPTED report) and gender-inclusive design principles. 8 In collaboration with Council via a coordinated landscaping approach, consider embellishments to connections to transport interchange via level 2, to improve visual aspect, and maximise accessibility and safety for all, during the day and at night, via CPTED and gender inclusive principles.		(public and active transport, cars etc). — Safety incidents and crime
	Operations	Increased housing supply contributing to housing diversity and affordability in an area highly accessible by public transport	Regional social locality	Positive	High (+)	9 In collaboration with future community housing provider and/or Council, ensure design of affordable units is integrated into overall design of the market units to avoid developing a separate affordable housing component. 10 Consider increasing the provision of affordable units closer to 10% of all stock, and work with community housing provider regarding dwelling configuration and finishes and rent caps. 11 Engage with Council on opportunities for design	High (+)	— Conduct annual resident satisfaction survey — Work with community housing provider to produce annual report on affordable housing occupancy, maintenance and costs

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
						collaboration and consider exploring opportunities for transfer of units to Council or a provider to deliver long-term affordability outcomes.		
	Operations	Future residents will have access to public schools, community facilities, health and child care within walking distance	Future residents	Positive	High (+)	12 As noted in 6.3.2, contribute to pedestrian connectivity embellishments, to/through transport interchange to maximise comfortable and safe movements for families including with bikes and scooters. 13 Consider the provision of health services in the future commercial/retail mix.	High (+)	— Places in public schools and child care – and transport modes — Use of community facilities and health facilities
	Operations	Increased demand on open and recreation spaces already under pressure	Future residents, local social locality	Negative	Medium (-)	14 Consider provision of publicly accessible indoor recreation opportunity (e.g. half court, multipurpose court) within retail/podium levels. 15 Increase embellishments to forecourt connecting level 2 of the proposal to transport interchange, with design to be coordinated with Council, likely including additional seating, shading. 16 Consider affordable pricing scheme for lower incomes and	Low (-)	— Track public usage of indoor recreation (if provided) — Track use by Sebel residents — Conduct annual resident satisfaction survey — Deliver upgrades to respond to resident requests as necessary

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
						affordable housing residents to access commercial gym and wellness spaces.		
Culture	Construction	Loss of landmark valued by the community due to cultural attachment	Local community users with cultural attachment to the centre	Negative	Low (-)	17 Develop clear information about the expected timeframes for closure of the site and provide advanced notice for users and the community.	Low (-)	- Community reach (# of people engaged) - Track community enquiries, complaints and recommendations - KPIs for timely resolution and responsiveness to community inquiries
	Operations	Minimal impact on local heritage	Garden of Remembrance visitors	Negative	Negligible (-)	N/A	Negligible (-)	
Health and wellbeing	Operations	Potential overshadowing of recreational spaces, such as Chatswood Oval, resulting in reduced sunlight access and diminished usability of the area	Chatswood Park users	Negative	Low (-)	18 Provide clear and transparent information about the impacts of overshadowing including the worst case scenario.	Low (-)	- Track community enquiries, complaints and recommendations - KPIs for timely resolution and responsiveness to community inquiries
			KU Preschool and properties	Negative	Low (-)		Low (-)	

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
	Operations	Reduction in property values for owners of the Sebel	Residents of the Sebel building	Negative	Medium (-)		Low	
Surroundings	Construction	Disruption to the amenity of users of local area due to construction including noise, dust, and vibration	Sebel residents	Negative	High (-)	19 Develop and implement clear CNVMP to minimise noise, dust, vibration, and disruptions to access for residents during all phases of construction. The CNVMP should provide clear dates for demolition, construction and finishes, clear working hours (avoiding where possible early hours, after working hours and weekends for noisy activities), finalise measures and particularly consider those that have the potential to reduce noise emissions (as described in the Noise and Vibration Impact Assessment). Impacts on local	High (-)	— Track community enquiries, complaints and recommendations — KPIs for timely resolution and responsiveness to community inquiries — Quarterly review and update (if required) of CNVMP.
			Social infrastructure users along Albert Avenue	Negative	High (-)		Medium (-)	
			Other commercial and community facilities in the local area	Negative	Low (-)		Low (-)	

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
			Broader social locality and visitors to the precinct	Negative	Low (-)	residents and visitors should be specifically addressed. It is noted that the Chatswood Youth Centre includes rooftop recreation and users may be more significantly affected by dust. This should be addressed in a detailed construction management plan. 20 Provide clear and advanced notice to residents and community users about upcoming works that may generate significant noise, dust, vibration, or temporary interruptions to essential services (such as water or power), so they can plan accordingly. 21 Establish an information register with clear contact details for community use.	Low (-)	
	Operations	Residents and users of neighbouring buildings might experience a diminished sense of place due to their loss of view	Sebel residents	Negative	High (-)	22 Communicate visual impacts to Sebel residents during continued engagement pre, during and post exhibition.	High (-)	— Track community enquiries, complaints and recommendations — KPIs for timely resolution and responsiveness to community inquiries

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
Livelihoods	Construction and operations	Impacts on livelihoods for existing businesses and employees at the existing centre	Businesses and employees of the current centre	Negative	High (-)	23 Provide clear and timely communication about the development process and timeframes for closure	Medium (-)	- Number of businesses who engage with relocation advisor - Track enquiries, complaints and recommendations from existing tenants - KPIs for timely resolution and responsiveness to inquiries
	Operations	New employment opportunities and retail spending supporting the regional economy	New employment opportunities supporting livelihoods in the regional social locality	Positive	High (+)	N/A	High (+)	
			Retail spending supporting the regional economy	Positive	High (+)		High (+)	
Decision making systems	Pre-construction and construction	Neighbouring residents and community perceive barriers	Neighbouring residents in the local social locality	Negative	Medium (-)	24 Enhance transparent communication with local social locality, particularly those along Albert Avenue, Orchard Road and	Low (-)	Track community enquiries, complaints and recommendations

Category	Proposal phase	Impact	Extent	Nature	Significance	Management measures	Residual impact	Monitoring
		to their inclusion in development-related decisions impacting their lives				Victor Street, via continued consultation during and post public exhibition, with notice and language other than English opportunities, including clarification of the State and local governments respective roles and the Housing Delivery Authority's process. Provide regular, clear updates (via website, newsletter) on project progress including clear indications of opportunities for the community to provide feedback with links to the State Government Major Projects website.		— KPIs for timely resolution and responsiveness to community inquiries

9 Conclusion

This social impact assessment (SIA) has been prepared to inform a concurrent rezoning and development consent for a mixed-use residential development located at 61A-65 Albert Avenue, Chatswood.

This report has been prepared in accordance with the NSW Social Impact Assessment (SIA) Guideline (2025) (SIA Guideline).

Key positive social impacts include:

- Increased access to upgraded retail supporting convenience and quality of life.
- Provision of communal spaces will create opportunities for social interaction, wellbeing and recreation within the development.
- Enhanced pedestrian experience along the site, and between Albert Avenue, Victor Street, and the transport interchange.
- Increased housing supply contributing to housing diversity and affordability in an area highly accessible by public transport.
- Future residents will have access to public schools, community facilities, health and child care within walking distance.
- New employment opportunities and retail spending supporting the regional economy.

The assessment identified the following potential negative impacts, some of which can be downgraded to a residual rating of medium after the application of management measures:

- Disruption to the amenity of users of local area due to construction including noise, dust, and vibration (affecting Sebel residents and social infrastructure users along Albert Avenue).
- Residents and users of neighbouring buildings might experience a diminished sense of place due to their loss of view.
- Impacts on livelihoods for existing businesses and employees at the existing centre.

Most of the identified negative impacts can be managed and downgraded to medium or less through appropriate management and mitigation measures.

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Appendix A

Demographic baseline data

Table 10.1 Housing accessibility and tenure type in local and regional social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
Total dwellings	1,067		10,768	
Occupied private dwellings	886	83.0%	9,524	88.4%
Unoccupied private dwellings	177	16.6%	1,243	11.5%
Owned outright	200	22.4%	2,489	26.1%
Owned with a mortgage	70	7.9%	1,905	20.0%
Rented	560	62.5%	4,778	50.1%
Other tenure type	43	4.8%	250	2.6%

Table 10.2 Housing type in the local and regional social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
Separate house	5	0.6%	2,660	27.9%
Semi-detached (row or terrace house, townhouse, etc.)	0	0.0%	414	4.3%
Flat or apartment	885	99.9%	6,442	67.6%
Other dwelling	0	0.0%	7	0.1%

Table 10.3 Employment data for the local and regional social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
In the labour force	970	45.3%	12,695	48.6%
Not in the labour force	1,173	54.7%	13,407	51.4%
Full Time	559	55.8%	7,472	58.0%
Part Time	258	25.9%	3,467	26.9%
Away from Work	94	9.5%	1,046	8.1%
Unemployed	59	6.0%	710	5.5%

Table 10.4 Top three industries of employment and occupations in the local social locality. (Source: ABS, 2021).

ABS census category	Local Social Locality	
	Number	%
Industry of employment		
Professional, Scientific and Technical Services	168	17.9%
Health Care and Social Assistance	129	13.7%
Financial and Insurance Services	117	12.4%

Occupations		
Professionals	404	42.9%
Managers	136	14.5%
Clerical and Administrative Workers	113	12.0%

Table 10.5 Top three industries of employment and occupations in the regional social locality. (Source: ABS, 2021).

ABS census category	Regional Social Locality	
	Number	%
Industry of employment		
Professional, Scientific and Technical Services	2,078	17.1%
Health Care and Social Assistance	1,502	12.3%
Financial and Insurance Services	1,484	12.2%
Occupations		
Professionals	4,821	39.6%
Managers	2,126	17.5%
Clerical and Administrative Workers	1,502	12.3%

Table 10.6 Method of travel to work in regional and local social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
Car as driver or passenger	138	17.2%	2,543	23.5%
Public transport	106	13.3%	1,360	12.6%
Worked at home	477	59.3%	6,073	56.1%
Walked only	83	10.2%	856	7.9%

Table 10.7 General demographic data for regional and local social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
All People	2,145		25,553	
Male	1,002	46.8%	12,184	47.7%
Female	1,151	53.7%	13,371	52.3%
Aboriginal and/or Torres Strait Islander People	0	0.0%	55	0.2%
Median Age	42		37	

Table 10.8 Household composition in regional and local social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
Average number of people per household	2.4		2.5	

Couples with children	223	25.6%	3,175	33.2%
Couples without children	261	29.9%	2,608	27.2%
One parent families	81	9.3%	993	10.4%
Lone person household	280	31.0%	2,291	23.9%
Group household	37	4.2%	508	5.3%

Table 10.9 Age distribution of regional and local social localities, by service age bracket. (Source: ABS, 2021).

ABS Service Age Group	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
0 to 4	104	4.95%	1,280	5.01%
5 to 11	134	6.38%	2,099	8.21%
12 to 17	126	6.00%	1,658	6.49%
18 to 24	125	5.92%	2,051	8.03%
25 to 34	445	21.15%	4,249	16.63%
35 to 49	515	24.48%	6,527	25.54%
50 to 59	125	5.95%	2,712	10.61%
60 to 69	190	9.04%	2,206	8.63%
70 to 84	189	9.08%	2,149	8.41%
85 and over	147	7.05%	625	2.45%

Table 10.10 Country of birth and English language proficiency in local social locality. (Source: ABS, 2021).

ABS census category	Local Social Locality	
	Number	%
Country of Birth		
Australia	559	26.1%
China	521	24.3%
Hong Kong	151	7.0%
Republic of South Korea	133	6.2%
Language Diversity		
Persons where a non-English language is used at home	1441	67.2%
Low or no proficiency in English (uses other language and speaks English not well or not at all)	349	16.3%

ABS census category	Regional Social Locality	
	Number	%
Country of Birth		
Australia	8796	34.4%
China	5,141	21.1%
Hong Kong	1,415	5.5%

Republic of South Korea	1,099	4.3%
Language Diversity		
Persons where a non-English language is used at home	15595	61.0%
Low or no proficiency in English (uses other language and speaks English not well or not at all)	3161	12.4%

Table 10.11 Ancestry and language diversity in the Local Social Locality. (Source: ABS, 2021).

ABS census category	Local Social Locality	
	Number	%
Ancestry		
Chinese	1,052	41.3%
English	224	9.2%
Korean	155	6.4%
Language Spoken at Home		
English	595	27.7%
Mandarin	555	25.9%
Cantonese	349	16.3%
Korean	134	6.3%

Table 10.12 Carers and disability assistance in the regional and local social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
Need assistance undertaking core activities	188	8.77%	1,052	4.12%
People caring for people with disability, health condition or old age	124	6.75%	1,896	8.91%
Persons aged 0-17 years with need for assistance	5	1.20%	80	1.45%

Table 10.13 Prevalence of long-term health conditions in the regional and local social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
Arthritis	125	5.83%	1,004	3.93%
Diabetes	99	4.62%	874	3.42%
Asthma	93	4.34%	1,178	4.61%
Mental health condition	93	4.34%	1,107	4.33%
Number of long-term health conditions				
One condition	275	12.83%	3,354	13.13%
Two conditions	96	4.48%	782	3.06%
Three or more conditions	47	2.19%	349	1.37%

Table 10.14 Household income data for the regional and local social localities. (Source: ABS, 2021).

ABS census category	Local Social Locality		Regional Social Locality	
	Number	%	Number	%
Median Income				
Median weekly household income	\$1,750		2,158	
Equivalised Household Income				
Less than \$650 (low) equivalised weekly household income	191	21.4%	1,334	14.0%
\$3,000 or more (high) equivalised weekly household income	237	26.7%	3,165	33.2%

Appendix B

Local planning policies and strategies review

B1. Local planning policies and strategies

See below detailed findings from local planning policies and strategies pertinent to this SIA.

B1.1 Willoughby City Local Strategic Planning Statement

The *Willoughby City Local Strategic Planning Statement* (LSPS) (Willoughby City Council, 2020a) outlines a 20-year vision for sustainable growth and development in the Willoughby City LGA. It addresses housing diversity, economic development, environmental protection, infrastructure enhancement, and community well-being, aligning with the *Greater Sydney Region Plan (2018a)* and *North District Plan (2018b)*. Key priorities include increasing affordable housing, enhancing transport connectivity, protecting heritage and bushland, expanding tree canopy coverage, and fostering resilience to climate change. The LSPS integrates community feedback and strategic planning to ensure Willoughby remains a liveable, and sustainable city while accommodating population growth and evolving needs.

Two housing-related priorities are central to the LSPS. The first is to increase housing diversity to meet the needs of families, an ageing population, diverse household types, and key workers. Willoughby City aims to deliver 6,000–6,700 new dwellings by 2036, with a focus on smaller households and older residents. Chatswood CBD plays a key role in this strategy, with planning controls under review to enable more medium- and high-density housing in the CBD and local centres.

The second priority is to increase the supply of affordable housing. To address affordability challenges, the LSPS proposes raising affordable housing contributions in new developments from 4% to 7% by 2021 and to 10% by 2026. Affordable housing will be concentrated near public transport routes and centres such as Chatswood and Artarmon, ensuring access to jobs and services.

B1.2 Our future Willoughby 2036 – Community Strategic Plan

The *Our Future Willoughby 2036 - Community Strategic Plan* (2025) outlines the long-term vision and priorities for Willoughby City for the next 10 years.

The Willoughby city's vision is defined as a city of diversity, characterised by its varied landscapes, communities, and economic activities. The Strategy envisions a city that is:

- Liveable and resilient, with well-designed urban spaces, accessible services, and strong social cohesion.
- Environmentally sustainable, prioritising green infrastructure, bushland protection, and reduced ecological impact.
- Economically vibrant, supporting local and global businesses, employment diversity, and innovation.
- Connected, through integrated transport networks, digital infrastructure, and inclusive community engagement.
- Governed effectively, with transparent decision-making, ethical leadership, and responsive service delivery.

This vision informs planning frameworks that aim to balance population growth with quality of life, promote sustainable development, and strengthen community wellbeing.

B1.3 Economic Development Strategy

The Willoughby *Economic Development Strategy* (2022) outlines a framework for fostering a robust, diverse, and resilient local economy. The Strategy positions Chatswood as the economic hub of Sydney's North Shore and emphasises collaboration between Council, businesses, and other stakeholders to drive growth.

Key elements relevant to this SIA include:

- Support for local employment and business development, particularly in high-growth sectors.
- Promotion of village centre vibrancy and local economic participation.
- Integration of economic planning with land use, transport, and cultural infrastructure.
- Targets to increase local jobs, business numbers, and Gross Regional Product.

B1.4 Night Time Economy Strategy 2022–2028

The *Night Time Economy Strategy 2022-2028* (2023) provides a framework to enhance Willoughby's evening and night-time offerings, with Chatswood positioned as a cultural and entertainment hub. It aims to increase visitation, support creative industries, and diversify economic activity after hours.

Strategic priorities include:

- Enhancing public spaces and safety to support night-time activation.
- Promoting cultural events, food destinations, and extended business hours.
- Supporting creative and hospitality sectors through infrastructure and policy.
- Encouraging inclusive and vibrant night-time precincts across local centres.

Other aspects of the Strategy that are relevant to this SIA relate to community cohesion, cultural participation, public safety, and equitable access to recreational and economic opportunities.

B1.5 Willoughby Housing Strategy 2036

The *Willoughby Housing Strategy 2036* (2019) outlines a plan to guide residential development in Willoughby City, in response to projected population growth from 78,018 in 2016 to 91,848 by 2036. Developed through community engagement and policy analysis, the Strategy identifies three key focus areas for accommodating an estimated 6,700 new dwellings:

- Underutilised medium and high-density zones (R3 and R4).
- B4 mixed-use zones surrounding Chatswood CBD.
- Selected local centres.
- The Strategy prioritises housing diversity, affordability, and adaptability to meet the needs of families, seniors, and key workers, while preserving heritage areas and aligning with infrastructure capacity.
- It also addresses the specific housing requirements of seniors, key workers, and low-income households. With 43% of the projected population growth expected to be aged 60 and over, there is a growing demand for adaptable housing and medium to high density dwellings. Many senior residents are anticipated to downsize locally, creating a need for accessible housing near transport and services.

- To tackle affordability challenges, the Strategy proposes increasing affordable housing contributions in new developments from 4% to 10% by 2026. Affordable rental housing is a priority, particularly in high value areas like Chatswood, where housing stress is prevalent.

B1.6 Affordable Housing Strategy 2020-2026

The *Willoughby Affordable Housing Strategy 2020–2026* (2020b) sets out a framework to increase the supply and quality of affordable rental housing for moderate-income key and essential workers. It aims to support a liveable and prosperous city by addressing housing affordability challenges through planning, asset management, and advocacy.

Key components relevant to this SIA include:

- Increasing affordable housing targets in the Willoughby Local Environmental Plan (WLEP) from 4% to 10%, aligned with the North District Plan. It promotes the use of planning mechanisms and Voluntary Planning Agreements to capture value for affordable housing and encourages partnerships with government and community housing providers.
- Positioning affordable housing as essential social infrastructure. Council will advocate for increased funding, promote the program to priority groups, and collaborate with other levels of government and housing providers to expand delivery.

B1.7 Willoughby Integrated Transport Strategy 2036

The *Willoughby Integrated Transport Strategy 2036* provides a framework for transport-related planning throughout the Willoughby LGA (Willoughby City Council, 2020c). The Strategy outlines guiding principles for supporting the services, local (both resident and workforce) needs, and liveability of the area. Community and stakeholder consultation was utilised to inform the Strategy, which outlines the following five *strategic directions* to meet sustainable and community-oriented development outcomes:

- Strategic direction 1: Our transport system will be sustainable and promote greater levels of walking and cycling
- Strategic direction 2: Our transport system will provide excellent local and regional connectivity and be accessible to all
- Strategic direction 3: Our transport system will contribute to the development of vibrant, liveable and safe places
- Strategic direction 4: Our transport system will support our local economy by efficiently managing congestion and parking demand
- Strategic direction 5: Our transport system will embrace smart technology and respond to community needs.

The Strategy identifies the Chatswood CBD area as a key transport hub providing access to rail, metro, and major bus routes. It notes the importance of managing congestion in the Chatswood CBD through active and public transport mechanisms (especially the Chatswood Interchange and Chatswood Station), to support the area's utility as a hub for employment, retail, and entertainment.

B1.8 Chatswood CBD Planning and Urban Design Strategy 2036

The *Chatswood CBD Planning and Urban Design Strategy 2036* (Willoughby City Council, 2020d) provides a strategic framework to guide the long-term economic and population growth of Chatswood CBD. The Strategy seeks to accommodate future growth, deliver urban design outcomes, and establish a distinctive, resilient, and vibrant CBD. It will guide forthcoming amendments to the Willoughby Local Environmental Plan (LEP) and Development Control Plan (DCP).

Chatswood is identified as a strategic centre, with a baseline target of 6,300 to 8,300 additional jobs by 2036. The Strategy wishes for the Chatswood area to exceed this, adding up to 11,000 new office jobs through planning reforms that protect and expand the B3 Commercial Core, relax height and FSR controls, and encourage mixed-use development in the B4 zone. The CBD currently accommodates 24,700 jobs (14,000 in offices) and 4,488 dwellings, with future residential growth to be concentrated outside the commercial core. However, some residential may be permitted in appropriate parts of the CBD.

- The Strategy identifies amendments to the Local Environmental Plan (LEP) and Development Control Plan (DCP) as the primary mechanisms for achieving its objectives. Key areas proposed for inclusion in the updated LEP and DCP are:
- Expanding the CBD boundary to accommodate future growth
- Managing mixed-use areas and commercial/residential-specific areas per zoning recommendations
- Requiring planning agreements to contribute to a public fund for social infrastructure
- Holding developers to strict sustainability and design excellence standards
- Maintaining slender buildings (and building separation) as part of greater built form
- Considering sun penetration and overshadowing in built form design
- Implementing context-based height constraints that consider surrounding area
- Linking areas with bicycle and pedestrian pathways
- Greening the urban form.

The *Chatswood CBD Planning and Urban Design Strategy 2036* is relevant to this SIA, as it sets out the planning framework to accommodate anticipated population growth within the Chatswood CBD. This SIA will consider strategic directions related to residential development, the integration of diverse land uses, and the promotion of sustainable and active transport options.

B1.9 Public spaces and recreation strategy

The Willoughby *Public Spaces and Recreation Strategy* (2024a) provides a framework for enhancing the city's public space and recreation network in response to projected population growth, urban density, and evolving community needs.

Strategic priorities of this Strategy include:

- Create a connected network of public spaces through activated recreational links.
- Leverage future development and underutilised assets (e.g. streets, rooftops, car parks) to deliver new public spaces.
- Activate existing public spaces to increase participation and support diverse uses.
- Encourage shared and multipurpose use of sports spaces to meet varied recreational needs.
- Promote collaborative planning and delivery, including partnerships with schools, neighbouring councils, and community organisations.

The Strategy identifies existing gaps in access to public spaces, particularly in high-density areas such as Chatswood, and proposes targeted interventions to improve equity and inclusion. It also supports the integration of public space outcomes into development planning, including through planning agreements and design guidance.

This Strategy informs the SIA by highlighting the importance of equitable access to recreational infrastructure, the role of public spaces in fostering social cohesion, and the need for inclusive design that reflects cultural diversity and community aspirations.

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