



Waterloo South Estate Renewal

Social Impact Assessment

April 2026

Prepared for: Stockland

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Acknowledgement of Country

Urbis acknowledges the Traditional Custodians of the lands we operate on. We recognise that First Nations sovereignty was never ceded and respect First Nations peoples continuing connection to these lands, waterways and ecosystems for over 60,000 years. We pay our respects to First Nations Elders, past and present.

Urbis is committed to incorporating our respect for First Nations cultures, peoples and storytelling in our work across the Country. We are proud to have partnered with Darug Nation artist, **Hayley Pigram**, and to profile her artwork – **Sacred River Dreaming**.



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

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1 Executive Summary

The Social Impact Assessment (SIA) has been prepared by Urbis Ltd (Urbis) for Stockland and on behalf of NSW Land and Housing Corporation (LAHC or the applicant) in support of a concept State Significant Development Application (Concept SSDA) made to the Department of Planning, Housing and Infrastructure for the redevelopment of Waterloo Estate (South), known as “Waterloo South” (the site).

This concept SSDA seeks consent for the land uses, building envelopes, indicative development yields and distribution of development, public domain outcomes, and infrastructure delivery parameters, which will inform the future detailed applications undertaken for the site.

The Waterloo South Estate comprises approximately 65% of the Waterloo Estate, Waterloo, within the City of Sydney Local Government Area (LGA). The site currently accommodates 750 social housing residences.

This SIA Report addresses the following relevant Secretary’s Environmental Assessment Requirements (SEARs) set out in the table below, issued on 8 October 2025.

Table 1 SEARs Compliance Table

SEARs Request	Response / Location in Report
Social Impact	
Provide a Social Impact Assessment prepared in accordance with the Social Impact Assessment Guideline for State Significant Projects.	Chapter 6
Provide a Preliminary Social Impact Management Plan to identify and mitigate impacts from the development on local communities.	Refer to preliminary SIMP submitted under separate cover

Source: SEARs SSD-93222706 issued for the Proposal, 8 October 2025 (DPHI 2025)

1.1 Report purpose and scope

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

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

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

1.2 Structure of this report

This SIA has eight chapters as summarised below:

- **Chapter 1** (this chapter) provides the purpose and scope of this report.
- **Chapter 2** introduces the Proposal.
- **Chapter 3** outlines the legislative requirements and methodology applied to complete this SIA.
- **Chapter 4** provides a social baseline of the study area, including the site's context, social and demographic characteristics, and policy context.
- **Chapter 5** provides an overview of the field study undertaken to inform the SIA, including an overview of the key findings.
- **Chapter 6** identifies and provides details on the Proposal's social locality.
- **Chapter 7** assesses the positive and negative social impacts of the Proposal, including with and without mitigation and enhancement measures.
- **Chapter 8** outlines the mitigation, enhancement, and management measures of the assessed impacts.

1.3 Methodology

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

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

1.4 Existing environment

The suburb of Waterloo is located within the City of Sydney Local Government Area (LGA) and is located 3km south of Sydney CBD. The site is part of the broader Waterloo Estate, which comprises the northern, central, and southern precincts and accommodates a significant community residing in social housing.

The Waterloo South Precinct Area is predominantly owned by LAHC; however, as outlined in Table 5, the site, the subject of this report, excludes several privately owned lots located within the boundary of the broader Waterloo South precinct shown in Figure 1.

The privately owned lots are currently used for residential, office, light industrial, and infrastructure uses. The LAHC owned sites are currently used almost exclusively for social housing, with ancillary offices and community facilities. Overall, Waterloo South currently contains a total of 750 social housing dwellings and 120 private dwellings.

As shown in Figure 1, the surrounding suburbs include Redfern to the north, Green Square to the south, Alexandria to the west and Zetland to the east. This broader area has been subject to significant change over the last 10 years, with projects such as South Eveleigh, Redfern North Eveleigh Precinct Renewal, Waterloo Metro Quarter and Over Station Development (OSD) all contributing to the changing character of the area.

These broader renewal projects are supported by proximity to a range of public transport services, including Redfern Station, Green Square Station, and Waterloo Metro Station, all of which are within walking distance of Waterloo South.

Figure 1 Aerial view of the Waterloo Estate and the Waterloo South Precinct Area



Source: Six Maps, modified by Beam Planning

1.5 Planning background

In May 2020, the NSW Land and Housing Corporation (now a part of Homes NSW) lodged a request with the City of Sydney to amend the planning controls for Waterloo South. This followed the Minister for Planning and Public Spaces' announcement in November 2019 that designated the City of Sydney as the plan-making authority for the precinct.

The City of Sydney subsequently prepared a Planning Proposal that introduced key changes to the original proposal. These revisions aimed in part to increase affordable housing and provide dedicated housing for First Nations people. The planning proposal also included a large park adjacent to the Waterloo metro station, a neighbourhood park, and spaces for community facilities, retail, and commercial uses. It introduced new land use zoning, building height, and FSR development standards into the *Sydney Local Environmental Plan 2012* (Sydney LEP 2012) for the site.

Additionally, site-specific provisions were incorporated into the Sydney LEP 2012, and a 2022 Design Guide was established as a key consideration under clause 7.29 and clause 7.30 of the Sydney LEP 2012.

In February 2023, a tripartite Planning Agreement (VPA) was executed between DPHI, the City of Sydney, and Homes NSW in relation to the future development of Waterloo South, and subsequently signed by Stockland.

Since the finalisation of the 2020–2022 planning proposal, Stockland along with Homes NSW have reviewed the detailed design plans and the anticipated delivery of the project. Through these investigations it was found that building envelopes referenced within the 2022 Design Guide and the height limits within the Sydney LEP 2012 are not compatible, and do not accommodate the permissible design excellence GFA.

Further, Stockland and their design team(s) have identified additional opportunities to improve the amenity of the precinct and to deliver upon the NSW Government's commitment to deliver 50% of the residential floor space as social and affordable housing.

Amendments are therefore proposed to the Sydney LEP 2012 and the 2022 Design Guide concurrently with this Concept SSDA to enable the proposed building envelopes and currently permissible GFA to be delivered on the site. This approach will enable consistency between the building envelopes sought within the concurrent Concept SSDA and both of the key planning documents that will guide future development on the site, and will minimise the risk of requiring clause 4.6 variations for each future stage.

Stockland has prepared the Concept SSDA, to seek concept approval in accordance with section 4.22 of the *Environmental Planning and Assessment Act 1979* (EP&A Act) for the comprehensive redevelopment of the Waterloo South site. The Concept SSDA, if approved, will guide the detailed design of future buildings, public open spaces, and the public realm within Waterloo South.

1.6 Potential positive and negative social impacts: summary

Urbis assessed the likely social impacts of the proposal across eight categories, as shown in Figure 2. The significance rating for each identified positive and negative social impact was evaluated based on both the likelihood of occurrence and its potential magnitude. The significance rating can range from Negligible to Very High, as per the DPHI significance matrix (see Table 13).

The ratings of likelihood and magnitude, and therefore overall significance, draw on several key inputs, including: an understanding of the baseline context (Chapter 4), the engagement and outcomes of primary social research (Chapter 5), and a review of other technical studies and expert assessment (Chapter 6).

The assessment approach enables the development of mitigations for each identified impact. These responses can minimise negative impacts or enhance positive impacts.

Additionally, this SIA assesses cumulative impacts, defined as the combined impacts that occur when a project is added to other projects over time. Because cumulative impacts result from multiple activities and are not limited to a single event or project, they are assessed not by rating their likelihood or magnitude, but by considering the overall context, trends, and the contributions of several projects or developments to the overall effect. Refer to Chapter 6 for the full assessment.

The following table presents significance ratings for unmitigated impacts (that is, before mitigation measures are implemented) and for mitigated impacts (that is, the social impact remaining after mitigation). Unmitigated and mitigated impacts have been rated using the social impact matrix approach.

Table 2 Summary of social impacts across social categories and cumulative impacts

Impact category	Impact description	Unmitigated Impact	Mitigated impact
Way of life	Increase in housing supply and diversity in Sydney	Very high positive	Very high positive
Way of life	Increase in social and affordable housing supply	Very high positive	Very high positive
Way of life	Increase in Aboriginal housing in the Waterloo area	Medium positive	Very high positive
Way of life	Improved housing quality for existing and new social housing tenants in the Waterloo Estate	High positive	Very high positive
Way of life	Improved retail access and diversity	Low negative	High positive
Community	Changing social mix and impact on existing communities	High negative	High positive
Community	Significant physical, social, and economic transformation on a longstanding community and associated social impacts of change	High negative	Very high positive
Accessibility	Enhances accessibility and connectivity to jobs and services for local communities via Waterloo Metro Station	Medium positive	High Positive

Impact category	Impact description	Unmitigated Impact	Mitigated impact
Accessibility	Improved accessibility throughout the site through Concept design	Low negative	Medium positive
Accessibility	Access to social infrastructure and services for future communities	Low negative	Very high positive
Culture	Recognition and celebration of local First Nations culture through project design and delivery	High negative	High positive
Culture	Recognition and respect for the historical and cultural significance of the Waterloo Estate and surrounding area through the renewal process	High positive	High positive
Health and wellbeing	Delivering a safer, more liveable environment for current and future communities	Medium positive	Very high positive
Health and wellbeing	Improving social wellbeing in the local area through the renewal of the estate	Low positive	High positive
Health and wellbeing	Wellbeing impacts for the local community of the construction process and timelines	High negative	Medium positive
Health and wellbeing	Wellbeing impacts for tenants associated with changes to the estate and relocation processes	High negative	Low negative
Health and wellbeing	Support for future community wellbeing through access to social infrastructure and community services on-site	Medium positive	Medium positive
Health and wellbeing	Improved safety through Crime Prevention Through Environmental Design approach to project design and delivery	High negative	Medium positive
Surroundings	Concept design to improve visual amenity	Low positive	Medium positive
Surroundings	Concept design to enhance sunlight access to dwellings and improved public domain	Medium positive	Medium positive
Surroundings	Protection of public safety and security during construction	High negative	Medium negative
Livelihoods	Creation of education, employment opportunities, and training pathways	Medium positive	High positive
Livelihoods	Increased opportunities for local businesses and workers	Low positive	High positive
Livelihoods	Improved livelihoods for local communities through social and economic renewal	High negative	Very high positive

Impact category	Impact description	Unmitigated Impact	Mitigated impact
Decision-making systems	Opportunities for community members to be consulted in decision-making throughout the project lifecycle	High negative	High positive
Decision-making systems	Engaging with First Nations community members through project delivery and design	High positive	High positive
Decision-making systems	Engaging with harder-to-reach communities through project design and delivery	High negative	Medium positive
Cumulative Impacts	Physical, social, and economic transformation of the local area Increasing housing supply and diversity in the inner city Ongoing construction fatigue and associated wellbeing impacts	No rating	No rating

1.7 Proposed mitigation, enhancement and management measures – summary

A consolidated list of measures to enhance positive social impacts and mitigate negative social impacts identified throughout this report and summarised in the table above is provided in Chapter 8 of this report. Additional SIA recommendations to further enhance positive impacts and mitigate negative impacts are also provided in Chapter 8 of the report.

2 Introduction

2 Introduction

2.1 The Waterloo South Concept Application

This Social Impact Assessment (SIA) is submitted to the Department of Planning, Housing and Infrastructure (the Department) on behalf of Stockland and NSW Land and Housing Corporation (the Applicant) in support of a concept State Significant Development Application (SSDA) for the redevelopment of the site within the Waterloo South Precinct Area, hereby known as “Waterloo South”.

In this report, reference to “Homes NSW” or “the Applicant” shall also be taken to mean “New South Wales Land and Housing Corporation (LAHC)”, which is the registered owner of 93% of the land within the Waterloo South Precinct Area. Any reference to “Waterloo South” in this report should be read as the redevelopment of land owned by LAHC and associated public land (such as roads) throughout the Precinct Area.

The concept development is categorised as State Significant Development (SSD) as per Section 26, Schedule 1 of *State Environmental Planning Policy Planning Systems 2021* (Planning Systems SEPP), as the project includes housing development carried out by or on behalf of the LAHC, with an estimated development cost (EDC) of more than \$30 million.

The concept, in summary, aims to deliver:

- High-quality mixed tenure housing in the context of a rapidly transforming area.
- Approximately 3,300 new dwellings, of which a minimum 30% will be social housing, approximately 20% will be affordable housing, and a maximum 50% will be market housing (measured as a percentage of the total residential gross floor area).
- Publicly accessible open space and public realm activation.
- An authentic mixed-use precinct, with housing co-located with non-residential uses, community facilities, essential services, and access to public transport.

The concept SSDA will guide the detailed design of future buildings, open spaces, and the public realm within the Waterloo South site. The concept SSDA seeks development consent for key planning metrics, including maximum building envelopes, building heights, setbacks, vehicular access points and road network, and the distribution of floor area across different land uses and residential tenure types.

A state-assessed rezoning application has also been prepared and submitted concurrently to give effect to this concept SSDA. The state-assessed rezoning application seeks amendments to the *Sydney Local Environmental Plan 2012* (SLEP 2012) and the *Waterloo South: Design Guide 2022* (2022 Design Guide) to align with the maximum building envelopes sought in this concept SSDA. Notably, no additional gross floor area (GFA) or density is sought under the state-assessed rezoning application than is currently permissible on the site under the SLEP 2012.

2.2 Concept Social Impact Assessment: purpose and scope

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

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

This Concept SIA considers the social impacts of the project based on the information available at this Concept stage.

Whilst it is acknowledged that this SIA is for concept approval only and does not involve any physical works, this SIA provides an assessment of potential social impacts arising from the Proposal. It also makes assumptions about potential social impacts based on information known at the time of writing, the Reference Scheme, and other relevant information. Where relevant, this SIA identifies potential impacts that could arise during the construction and operational phases of the project and highlights social impact matters that should be considered in future detailed applications.

2.3 SIA Guideline and assessment parameters

The NSW DPHI Social Impact Assessment Guideline (2025) states that an SIA should consider the likely changes across eight categories, as illustrated in Figure 2.

This SIA aligns with the best-practice assessment method prescribed in the DPHI's SIA Guideline (2025), which provides a robust framework for identifying, predicting, and evaluating potential social impacts, thereby offering greater clarity and certainty for proponents and the community.

Figure 2 'Social elements of value to people' – impact categories as per the SIA Guideline 2025



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

2.4 Development Concept overview and strategic goals

The vision for the site is to create a unique and vibrant mixed-tenure housing precinct that supports community needs and delivers much-needed housing in response to National and State Government priorities.

The Vision is:

To create a new and unique urban village on the Project Land (Gadigal Land) which: delivers new homes, community places and green spaces with diverse housing choice and amenity; prioritises the health and wellbeing of residents; and offers an authentic sense of place and mixed and more sustainable local and mixed communities.

The proposed redevelopment seeks to respond to this Vision by creating a unique and vibrant neighbourhood that can deliver significant social benefits to residents, visitors, and workers in the Waterloo area and broader City of Sydney LGA. The co-location of community uses with housing and employment aims to deliver an integrated, accessible and connected precinct that supports the social needs of community.

The renewal of Waterloo South is about more than homes. The Project aims to deliver housing, services, and public spaces that meet community needs while respecting the area's cultural and social heritage. The overarching strategic goals for the renewal of Waterloo South are emphasised in the Project Objectives, being:

- **More and better social housing.** Deliver more and better social housing in mixed communities to meet the needs of tenants now and in the future.
- **Positive outcomes for tenants.** Create a place that supports tenants' health and wellbeing and manages change over time.
- **Positive outcomes for Aboriginal people.** Prioritise outcomes for the Redfern – Waterloo Aboriginal and Torres Strait Islander community through planning, delivery, and operations.
- **An authentic sense of place.** Building on Waterloo's past and current strengths to create an authentic, distinctive, and welcoming place.
- **Environmental sustainability.** Support a community that is resilient to climate change and carbon positive.
- **Strong collaboration.** Collaborate with the community, not-for-profit and private sectors to deliver social and housing outcomes.

A key driver for the development is to enable a socio-economically diverse community to thrive, through the delivery of a mix of housing tenures, thereby "deconcentrating disadvantage." The redevelopment process is planned to intended to be undertaken in a way that responds to community concerns relating to impacts on existing social housing tenants and the longstanding community ties within the area, through ensuring the same amount of social housing is delivered through the renewal process, and all existing tenants have the right to return to this community as part of the process.

Delivered in partnership with government agencies, community organisations, and local stakeholders, the project will maintain ongoing engagement to keep tenants informed and supported throughout the renewal process. A key focus is on supporting social housing tenants during relocations, with clear communication, adequate notice, and options to remain in or return to Waterloo, or relocate elsewhere in Sydney or NSW.

Guided by the Connecting with Country Framework, the renewal aims to celebrate Waterloo's multicultural heritage and Gadigal foundations and create tangible benefits and positive outcomes for Aboriginal people.

Finally, the project will also be guided by a range of existing policy and guidance documents that describe the aspirations of the community, stakeholders and Government for Waterloo South. This includes the Waterloo South People and Place Plan (a Homes NSW document), which brings together recommendations for delivering the renewal to create positive outcomes. This includes aspects of the renewal that are beyond those addressed in a planning application, such as relocations, tenant support, human services integration, and ongoing place management.

2.4.1 Key development metrics

The concept SSDA seeks concept approval in accordance with section 4.22 of the *Environmental Planning and Assessment Act 1979* (EP&A Act) for the comprehensive redevelopment of the Waterloo South site.

The concept proposal, if approved, will guide the detailed design of future buildings, public open spaces, and the public realm within Waterloo South. It will seek concept development consent for key planning metrics for the precinct as generally described in Table 3.

Refer to

Figure 3 for an aerial site plan and Figure 4 for the Waterloo South project area.

Table 3 Key development metrics

Descriptor	Project Details
Project area	- Waterloo South has a developable site area of 114,822sqm / 11.5ha - The broader Waterloo South Precinct Area, which includes all LAHC owned and privately owned properties and roads within the precinct, has a site area of 123,149sqm / 12.3ha
Project description	- Maximum building envelopes, including maximum building heights, street-wall heights and setbacks. - Distribution of gross floor area (GFA) across the Waterloo South development blocks. - Indicative allocation of floor space between social, affordable and market housing, as well as non-residential and community uses, across the Waterloo South Precinct Area. - Loading, vehicular, pedestrian, and active transport access arrangements. - Public domain upgrades and new public domain and publicly accessible areas. - Indicative subdivision plan, staging plan and delivery sequencing for development. - Approval of the following management plans and strategies to inform future stages of the development: 1.1.1. Updated Design Excellence Strategy 1.1.2. Design with Country Strategy 1.1.3. Preliminary Public Art Strategy 1.1.4. Contamination Strategy 1.1.5. Flood Management Strategy 1.1.6. Stormwater Management and Drainage Strategy 1.1.7. ESD Strategy 1.1.8. Strategies for utilities and service provision including service infrastructure lead-in enabling works 1.1.9. Tree Retention Strategy
Land uses	Residential - Social housing: no less than 30% of residential GFA - Affordable housing: ~20% of residential GFA (balance between the delivery of minimum 30% social housing, and the maximum 50% market housing) - Market housing: no greater than 50% of residential GFA Non-residential

Descriptor	Project Details
	A total of 15,000sqm of GFA, of which at least 5,000sqm of GFA is to be delivered as 'Community Uses' (which can include childcare, health, education or community facilities)
Gross Floor Area	282,485sqm
Building heights	Between 2 and 33 storeys
Car parking	Approximately 1,500 spaces (across all land uses), excluding on-street car parking spaces
Staging/ phasing	It is expected that the redevelopment will occur in seven (7) stages (inclusive of the delivery of the large park on Block 1), however this staging remains indicative.

Figure 3 Aerial site plan



Source: Urbis, 2025

Figure 4 Waterloo South Project Area



Source: SJB, 2026

2.5 Authorship and SIA declaration

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

2.5.1 Authors

Allison Heller	Project Director
Position	Director
Qualifications	Bachelor of Town Planning, University of NSW Post-Grad Diploma in History of Architecture & Art, University of London
Affiliations	Member of the Planning Institute of Australia Member of Property Council of Australia – Social Sustainability Roundtable 2021-25
Experience	Allison has deep expertise in the field of impact assessment. She has delivered social impact assessments, health and health equity impact for a range of state-significant projects and precincts for government and private sector clients.
Dr. Melanie Feeney	Lead author
Position	Associate Director
Qualifications	Doctor of Philosophy – PhD, Sustainability Studies, Business Maastricht University School of Business and Economics Master of Sustainability, University of Sydney Bachelor of Public Health, Health Promotion, Griffith University
Liliana Pena	Co-author
Position	Associate Director
Qualifications	Master of Urban Planning, National University of Colombia Bachelor of Social Work, National University of Colombia
Experience	Experience in writing SIA reports for residential and mixed-use projects, including affordable, social, student and senior housing projects in the context of the SIA Guideline (DPHI 2025) and best practice social research, evaluation and impact assessment.
Sarah Kerridge-Creedy	Co-author
Position	Senior Consultant
Qualifications	Bachelor of City Planning (Honours), University of New South Wales
Affiliations	Member of Planning Institute of Australia
Experience	Sarah has experience writing social impact assessment reports for mixed-use and residential projects, including affordable, social, student and senior housing projects

in the context of the SIA Guideline (DPHI 2025) and best practice social research, evaluation and impact assessment.

Rebekka McWhirter	Co-author
Position	Consultant
Qualifications	Bachelor of Arts (Archaeology), University of Sydney Master of Planning, Macquarie University
Experience	Experience in writing SIA reports for residential and mixed-use projects in the context of the SIA Guideline (DPHI 2025) and best practice social research, evaluation, and impact assessment.
Lara Ball	Co-author
Position	Assistant Social Planner
Qualifications	Bachelor of City Planning (Honours)/Bachelor of Laws (LLB)(current), University of New South Wales
Experience	Experience in writing SIA reports for mixed-use and residential precincts including affordable, social, student and senior housing projects in the context of the SIA Guideline (DPHI 2025) and best practice social research, evaluation and impact assessment.

2.5.2 Declaration

The authors declare that this SIA report:

- Was completed on 15 April 2026
- Has been prepared following the EIA process under the EP&A Act
- Has been prepared in alignment with the DPHI's (2025) SIA Guideline
- Contains all reasonably available Proposal information relevant to the SIA
- As far as Urbis is aware, it contains information that is neither false nor misleading.



Allison Heller
Director – Project Director
15 April 2026



Liliana Pena
Associate Director – Co-author
15 April 2026

3 Methodology

3 Methodology

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

Table 4 Methodology overview

Stage	Activities
Social baseline	▪ Desktop review of surrounding land uses and site. ▪ Review of relevant state and local policies and strategies to understand potential social implications. ▪ Analysis of relevant data sets to understand the existing community profile and community values, strengths and vulnerabilities. ▪ Identification of likely impacted groups and communities. ▪ Early identification of potential social impacts (positive and negative) based on research tasks undertaken.
SIA fieldwork	▪ Engagement with a range of key stakeholders and community representatives, including local service providers (see full list at Chapter 5). ▪ Engagement with the local community, through a range of community events and forums (see full list of engagement activities at Chapter 5). ▪ Analysis of engagement outcomes to inform the impact assessment (see concise summary at Chapter 5 and refer also to Engagement Outcomes report being delivered as part of the SSDA package – under separate cover).
Impact scoping	▪ Review of social baseline and SIA fieldwork outcomes and other background research materials. ▪ Review of Proposal plans, Proposal documentation and relevant technical assessments. ▪ Identification of the Proposal's social locality and likely impacted groups. ▪ Identification and scoping of potential social impacts (positive and negative), mitigation and enhancement measures. ▪ Identification of potential opportunities for additional measures to be incorporated into the Proposal.
Assessment and reporting	▪ Assessment of social impacts (positive and negative) with and without mitigation and enhancement measures. ▪ Provision of recommendations to further reduce negative social impacts and enhance positive social impacts. ▪ Preparation of draft and final SIA reports.

3.1 Approach to assessing social impacts

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

The DPHI's risk assessment methodology has been applied in this SIA and is outlined in Chapter 7.

3.2 Assumptions

- This report is dated 15 April 2026 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date.
- In preparing this report, Urbis was required to make judgements which may be affected by unforeseen future events, the likelihood and effects of which are not capable of precise assessment.
- All surveys, forecasts, projections and recommendations contained in or associated with this report are made in good faith and on the basis of information supplied to Urbis at the date of this report, and upon which Urbis relied. Achievement of the projections and forecasts set out in this report will depend, among other things, on the actions of others over which Urbis has no control.
- Information provided through other technical reports that have informed the identification and assessment of impacts is assumed to be accurate.
- This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

4 **Social baseline**

4 Social baseline

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

4.1 Site and surrounding context

The Waterloo South Precinct Area comprises approximately 123,149sqm across 10 blocks in the City of Sydney Local Government Area (LGA), generally bounded by Cope, Raglan, George, Wellington, Gibson, Kellick, Pitt and McEvoy Streets.

The Waterloo South site area, excluding any privately owned properties within the Waterloo South Precinct Area, comprises approximately 114,822sqm, or just over 93% of the land within the Precinct Area. The legal description of Waterloo South Precinct Area is detailed in **Table 5**.

Table 5 Legal description of Waterloo South

Address	Lot/DP
Lots owned by NSW Land and Housing Corporation (land is subject to both the rezoning and the concept SSDA)	
209–219 Cope Street, Waterloo	Lot 1 DP 217386
238–246 George Street, Waterloo	Lot 1 DP 225159
229–231 Cope Street Waterloo	Lot 3 DP 10721
6 John Street, Waterloo	Lot 1 DP 533762
97–109 Cooper Street, Waterloo	Lot A DP 105916, Lot B DP 105916, Lot C DP 105916, Lot 14 DP 10721,
248–254 George Street, Waterloo	Lot 2 DP 533678
232 Pitt Street, Waterloo	Lot 11 DP 635663, Lot 10 DP 635663
74–76 Wellington Street, Waterloo	Lot 1 DP 224728
331–337 George Street, Waterloo	Lot 3 DP 533680
247–251 Cope Street, Waterloo	Lot 1 DP 533679
339–341 George Street, Waterloo	Lot 1 DP 77168
250 Pitt Street, Waterloo	Lot 313 DP 606576
Cooper Street, Waterloo	Lot 3 DP 217386

Address	Lot/DP
Lots owned by others (land that does <u>not</u> form a part of the concept SSDA)	
221–223 Cope Street, Waterloo	Lot 6 DP 10721, Lot 7 DP 10721, Lot 9 DP 10721, Lot 8 DP 1147179
225–227 Cope Street, Waterloo	Lot 5 DP 10721, Lot 4 DP 10721
233 Cope Street, Waterloo	Lot 12 DP 1099410, Lots 1–41 SP 79210
116 Wellington Street, Waterloo	Lot 10 DP 10721, Lot 11 DP 10721
111 Cooper Street, Waterloo	Lot 15 DP 10721
291 George Street, Waterloo	Lot 10 DP 1238631, Lots 1–20 SP 96906
110 Wellington Street, Waterloo	Lot 101 DP 1044801, Lots 1–58 SP 69476
336 George Street, Waterloo	Lot 3 DP 10686
213–215 Cope Street, Waterloo	Lot 2 DP 217386

Figure 5 Aerial view of the Waterloo Estate and the Waterloo South precinct

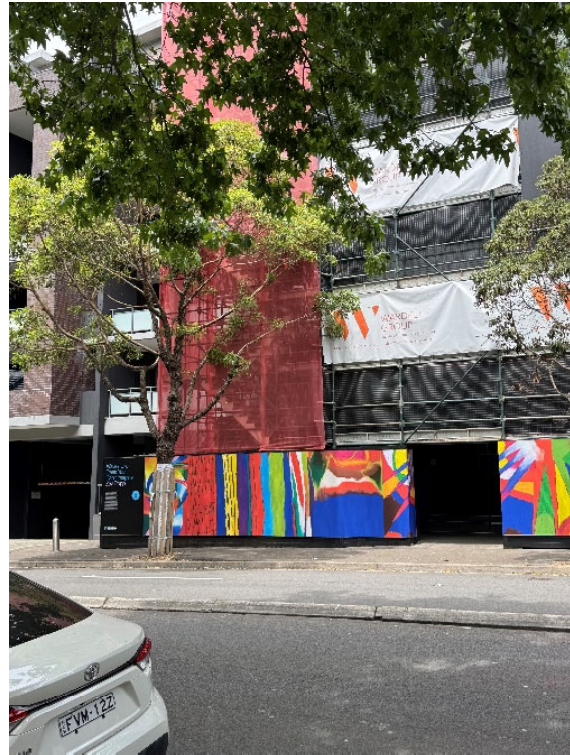


Source: Beam Planning, 2025

Figure 6 Site photos



Picture 1 View of Cope Street and Waterloo Station



Picture 2 View of surrounding construction along Cope Street



Picture 3 Existing tenant apartments



Picture 4 View of incline on McEvoy Street



Picture 5 View of Drysdale building

Source: Urbis, 2025



Picture 6 View of current open space amenity



Picture 7 View of Waterloo Park from Pitt Street looking west

Source: Urbis, 2025



Picture 8 View of block 9 from Mead Street through link

4.2 Policy context

A review of relevant state and local policies and guidance materials was conducted to understand the strategic context of the proposed development and to identify key themes and drivers for assessing potential social impacts. The full list of policy documents reviewed for this study is provided in Appendix A.

Table 6 Policy review: summary of key social themes and drivers

Theme	Summary
Strategic distribution of new and diverse housing supply 	The NSW Housing Strategy is a comprehensive framework designed to address NSW's evolving housing needs over the next two decades. This strategy emphasises the importance of creating diverse, affordable, and sustainable housing options to accommodate the state's growing and changing population. A key component of the NSW Housing strategy is the strategic distribution of new housing across NSW, ensuring development is aligned with infrastructure, employment hubs, and community services. The NSW Housing Strategy's commitment to diversity in housing types – from high-density urban apartments to low-density suburban homes – enables a wide range of community needs and preferences to be met, fostering inclusive and resilient communities throughout the state. The Sydney Metro Review 2023 also supports the NSW Government's priority to address the undersupply of housing across the state. It identifies potential enhancements to the Sydney Metro West project and the need to leverage it as a key driver of additional housing for people in NSW. These strategies are further supported by Chapter 5 – Transport-Oriented Development of the State Environmental Planning Policy (SEPP) (Housing) 2021, which aims to increase housing density and affordable housing within 400m of public transport. The delivery of diverse and affordable housing in the City of Sydney is critical. Sydney LGA, located in the Eastern City District of Greater Sydney, is projected to experience the largest increase in single-person households, from 45% to 48%, between 2011 and 2036. DPHI has stated that, given household growth in the Eastern City District, there is a need for an additional 157,500 homes between 2016 and 2036. The City of Sydney Local Housing Strategy (LHS) also highlights the importance of increasing the diversity and number of homes available for lower-income households. The LHS includes an action to continue delivering a mix of studio, one-, two-, and three-bedroom dwellings using planning controls.
Delivering well-designed housing and infrastructure to meet community needs 	The Greater Sydney Region Plan addresses the changing demographics and housing affordability challenges that drive the need for increased housing choice and infrastructure to meet current and future needs. This encompasses a range of housing types, tenures, and price points, as well as rental accommodation for lower-income households and social housing for the most vulnerable. The provision of more housing will occur concurrently with the creation of liveable neighbourhoods close to employment opportunities, public transport, and walking and cycling options, fostering diverse, inclusive, multi-generational, and cohesive communities.

Theme	Summary
	Within Waterloo and the surrounding areas, these needs and demands are addressed through healthcare worker housing, student housing, affordable housing, improved transportation accessibility, and the creation of spaces for innovation and growth. These spaces are identified as highly needed in the community, as the changing demographics of neighbourhoods across Greater Sydney influence local demand for social and residential infrastructure. Additionally, the Government Architect of NSW Better Placed Strategy identifies objectives to guide the delivery of housing, including the required location and design of housing and supporting infrastructure to meet community needs. Seven distinct objectives have been established to define the key considerations in designing the built environment. These include: ▪ <i>Better fit – contextual, local and of its place</i> ▪ <i>Better performance – sustainable, adaptable and durable</i> ▪ <i>Better for community – inclusive, connected and diverse</i> ▪ <i>Better for people – safe, comfortable and liveable</i> ▪ <i>Better working – functional, efficient and fit for purpose</i> ▪ <i>Better value – creating and adding value</i> ▪ <i>Better look and feel – engaging, inviting and attractive</i> The objectives are applicable at any scale, including cities and towns, the public realm, landscapes, open spaces, and individual buildings. Furthermore, the City of Sydney Sustainable Sydney report outlines how community assets will be upgraded and adapted to remain accessible, inclusive, and fit for purpose as the city grows. Design excellence is embedded in all developments through design competitions, advisory panels, and planning controls. New housing will be supported by high-quality public spaces, transport connections, cultural facilities, and green infrastructure. The Waterloo South People and Place Plan (Homes NSW) – albeit not a policy or contractual document – also recommends that maintaining social and affordable housing to a high standard should be accompanied by the delivery of new community spaces and coordination of wrap around support for social and affordable housing tenants.
Providing adequate and effective social and affordable housing to meet the needs of lower income earners 	The Future Directions for Social Housing in NSW sets out to deliver up to 23,000 new and replacement social housing dwellings. The Eastern City District Plan identifies that social housing should be provided within the same environment as private and affordable housing to encourage social cohesion and facilitate access to key services. This aims to provide all residents, regardless of their income, with access to the same transportation, employment, and social infrastructure and services. Similarly, the City of Sydney's Affordable Rental Housing Strategy aims to increase the amount of affordable rental housing across the LGA for very low, low and moderate-income households. The strategy identifies the need to increase the supply of affordable rental housing stock by nearly 8,000 dwellings by 2030. Providing affordable housing is crucial for meeting the diverse needs of communities.

Theme	Summary
	The City of Sydney Homelessness Action Plan recognises that homelessness cannot be solved without secure, long-term housing options for people on low incomes and those experiencing disadvantage. Targets have been set for 7.5% of all housing stock in the local area to be social housing and another 7.5% to be affordable rental housing. The Homelessness Action Plan also outlines the support for innovative housing models such as Housing First, Common Ground and scatter-site approaches, which prioritise permanent housing with wraparound support services. The Waterloo South People and Place Plan (Homes NSW) makes recommendations about the split of social and affordable housing, which reflects the Project tenure splits as described in the Project description. The Plan also recommends housing be designed to be tenure-blind so there is no externally visible distinction between social, affordable, and market housing, and for the new housing stock to be maintained to a high standard over the long term. Noting the renewal will involve the relocation of existing tenants, the Homes NSW Relocation and Support Guide (February 2025) identifies the principles that will guide tenant relocations as well as supports to be provided. As part of the Waterloo South development, existing social housing tenants will have the right to return if they choose, and relocations will be supported by dedicated relocation officers. Support will also be available for relocating tenants including decluttering and rubbish removal, support for pets and packing/unpacking assistance. The Sustainable Sydney report outlines the City of Sydney's commitment to maintaining a target of 7.5% social housing and 7.5% affordable housing within private developments. Creating partnerships with not-for-profit housing providers and the use of City-owned land are helping to boost supply. Advocacy to State and Federal governments continues to focus on increasing investment in social housing and retaining inner-city public housing.
Providing a diverse range of infrastructure for a growing community 	The City of Sydney's Local Strategic Planning Statement (LSPS) outlines the need for all Proposals include a certain amount and type of non-residential floor space appropriate to the site's strategic location and proximity to, or located within, a centre or activity street. This is to provide diverse infrastructure, which is not residential, but is necessary for the community to thrive and attract people to the area, thereby activating the city. Additionally, the LSPS outlines how, as the population grows and people increasingly live in apartments, shared public spaces such as parks, retail centres, libraries and community facilities will see increased use. This will support more vibrant and diverse infrastructure, increasing the need for expansion and maintenance of NSW Government infrastructure and the City's facilities. Providing infrastructure, such as retail, at street frontages can help activate the area, offering the community a range of activity options. Furthermore, as the population grows, there is a higher demand for and maintenance of community facilities such as childcare services within the community. In the City of Sydney's A City for All report, the Council has committed to producing people-focused urban design and planning, including prioritising the expansion of libraries and community facilities.

Theme	Summary
	This is also outlined in the Sustainable Sydney report which states how a wide range of infrastructure is being delivered, including childcare centres, playgrounds, aquatic centres, libraries, youth centres, and sports facilities. It also states how cultural production spaces and creative precincts are being expanded, while investment in water recycling, stormwater harvesting, and green infrastructure is supporting environmental resilience. Ensuring that essential community services have the space and support to operate effectively is a significant priority in the Homes NSW Waterloo South People and Plan. The plan recognises the significance of maintaining Waterloo Connect as a central hub for communication, and that accessing coordinated tenant support is vital during periods of change. The Sydney Local Health District Strategic Plan notes the importance of advocating for a healthy, accessible urban environment through improved social infrastructure.
Providing social infrastructure to support community wellbeing 	The City of Sydney Child Care Needs Analysis undertaken in 2019 reveals that the supply of Early Childhood Education and Care (ECEC) and Out-of-School-Hours Care (OSHC) services generally meets demand, with a minor shortfall expected by 2036, which is likely to be addressed by private providers. This contrasts with the 2013 study, which identified a significant undersupply projected to 2031, prompting recommendations for increased investment, advocacy, and planning to boost supply and improve access for vulnerable families. This supply is further analysed in Section 3.4. Building on the 2013 findings, the 2019 Child Care Needs Analysis outlines opportunities for the City of Sydney to support the continued provision of quality ECEC and OSHC services. Key recommendations include: ▪ <i>Ongoing data monitoring and analysis</i> ▪ <i>Facilitating access for vulnerable and disadvantaged families</i> ▪ <i>Exploring emerging care models and workforce changes</i> ▪ <i>Updating planning guidance and promoting best practices</i> ▪ <i>Advocating for the needs of children and families.</i> The City of Sydney Social Sustainability Policy and Action Plan prioritises affordable and equitable access to essential community facilities and services for all residents. The Social Sustainability Policy and Action Plan commit to supporting diverse social needs through the provision of childcare services, homelessness services, community transport, and other social services, while also improving access to low-income earners. It also focuses on investing in new and renewed community facilities, particularly community centres that serve as inclusive, multifunctional spaces, in order to maintain infrastructure that responds to changing community needs and supports cohesion, growth, and opportunity. The Social Sustainability Policy and Action Plan also notes that community centres are essential for community cohesion, as they are local spaces where diverse communities can freely access services and programs, and come together to meet, grow, learn, and play.
Fostering a safe and inclusive community	The Government Architect of NSW 'Designing with Country Discussion Paper' and 'Connecting with Country Framework' provides directions around

Theme**Summary**

engagement with Aboriginal people to inform the planning and design of built environment projects across NSW. Under this framework, all projects should value and respect Aboriginal cultural knowledge, with Aboriginal people co-leading key aspects of the design and development process.

Safety is fundamental to the liveability of a city. Sydney is currently internationally recognised as a safe city, with Sydney ranked the third highest of 30 cities around the world in health, safety and security in 2016. The City of Sydney Community Safety Action Plan examines the actual and perceived safety of residents, businesses, and visitors, and explores ways to enhance safety.

The City of Sydney prioritises forming a safe and inclusive city, with the City for All strategies being a primary source for this. The City of Sydney aligns itself with six key Sustainable Development Goals (SDGs) to promote inclusion and safety for its population. This is reflected in the City of Sydney funding \$5,705,000 between 2018 and 2023 to decrease homelessness and increase affordable and diverse housing, assisting 1,052 people in exiting homelessness and finding safety in a home.

Furthermore, the Sustainable Sydney report outlines the importance of fostering community cohesion through inclusive public spaces, cultural programming, and opportunities for participatory governance. Streets and precincts are being designed to be welcoming, accessible, and safe both during the day and at night. Support is also being provided to vulnerable communities to enable equitable access to services.

The City of Sydney Social Sustainability Policy and Action Plan promote Sydney as a welcoming, socially connected, and accessible city for people of all ages, abilities, and backgrounds.

The Social Sustainability Policy and Action Plan emphasises equitable access to essentials such as affordable housing, nutritious food, education, health services, and opportunities for cultural participation. It also focuses on capacity building for social housing tenants, including through targeted services and programs that strengthen social connectedness across diverse communities and within social housing precincts. Additionally, the Plan aims to improve safety by collaborating with government and non-government partners, activating shared spaces, reducing crime and perceived crime, and improving property management and maintenance to deliver safer public and communal environments.

The City of Sydney Community Safety Action Plan focuses on priority areas that promote safety, resilience, and community cohesion. The Plan aims to increase both actual and perceived safety in public streets and spaces by ensuring they are well lit, welcoming, and well designed. It also works to reduce opportunities for crime through targeted prevention strategies and supports a vibrant nightlife that helps minimise alcohol-related anti-social behaviour.

The Waterloo South People and Place Plan (Homes NSW) highlights the importance of strong collaboration with social housing tenants from diverse backgrounds, including Aboriginal and Torres Strait Islander Peoples, culturally and linguistically diverse communities, and people living with disability. It also emphasises ongoing, inclusive communication strategies and community-driven input to enable services and decisions reflect local needs.

Theme	Summary
	The Waterloo South People and Place Plan (Homes NSW) also recommends that parks and community facilities are designed and managed to be welcoming and accessible to people of all ages, abilities, incomes, and tenures. This includes incorporating crime prevention through environmental design principles, so that the built environment supports both community inclusion and a heightened sense of safety.
Sustaining community health and wellbeing 	The Sydney Local Health District Strategic Plan places strong emphasis on prevention, health promotion, and health protection as core strategies to improve population health and reduce demand on acute services. This includes targeted chronic disease prevention, early intervention, and addressing social determinants such as housing, education, and income. Aboriginal and Torres Strait Islander health is a priority, with commitments to self-determination, cultural safety, and closing the gap in life expectancy and health outcomes. Partnerships with primary care providers, community organisations, and the Central and Eastern Sydney Primary Health Network aim to strengthen local health capacity, improve access, and prepare for emerging health threats such as pandemics. The Plan also advocates for healthy urban planning approaches to create environments support active living, social connection, and equitable access to services. The City of Sydney Social Policy and Action Plan emphasise shared responsibility for community wellbeing and creating an environment that supports health, connection, and inclusion. The Plan commits to improving local environmental conditions and expanding walking and cycling infrastructure to encourage safe, active movement. It also commits to the delivery of inclusive sport, recreation, health, and wellbeing programs through community facilities, ensuring equitable access to opportunities that help residents stay active, socially engaged, and supported. The Sydney Local Health District Strategic Plan 2025–2030 focuses on actions that promote equitable, culturally informed, and community-driven health outcomes. The plan commits to measurably improving the health of Aboriginal and Torres Strait Islander communities and seeks to address health equity by addressing the social determinants of health. The Plan also advocates for healthy urban planning. The Waterloo South People and Place Plan (Homes NSW) discusses the importance of developing and activating community spaces that support social connection, engagement, and access to services. It recommends the delivery of a community hub with a mix of active and passive spaces, to provide areas for gathering, recreation, and community programs that foster physical, mental, and social wellbeing. It also recommends that existing community infrastructure is optimised so that existing facilities are accessible and effectively contribute to positive health and wellbeing outcomes for the local community.
Celebrating First Nations culture	The City of Sydney Stretch Reconciliation Action Plan (RAP) outlines initiatives such as the Eora Journey public art program, the establishment of the local Aboriginal knowledge and culture centre, and the inclusion of cultural protocols in major events. The RAP promotes visibility and respect for First Nations histories, languages, and traditions across the city.

Theme	Summary
	It actively supports Aboriginal-led organisations, artists, and businesses, creating pathways for economic empowerment and leadership. By embedding cultural learning for all staff, strengthening partnerships with community-controlled organisations, and promoting truth-telling, the policy not only preserves and shares Aboriginal culture but also integrates it into the city's identity and everyday operations. The City of Sydney Cultural Strategy commits to retaining Aboriginal and Torres Strait Islander peoples' right to self-determine how their cultures are acknowledged and celebrated, ensuring cultural practice and knowledge are maintained. Through truth-telling, public art, memorials, and programs like The Eora Journey and Yananurala, Walking on Country, the strategy rebuilds trust and visibility, while investing in cultural competency across Sydney's creative sector. It reimagines the city as a place where Aboriginal-led enterprise, community organisations, and artists are prioritised in grants, urban renewal projects, and major events such as Calling Country at New Year's Eve. By integrating Gadigal place names, supporting Indigenous-led creative businesses, and fostering partnerships between Indigenous and non-Indigenous artists, the strategy enables Aboriginal culture to not only be preserved, but to actively shape Sydney's identity, public spaces, and creative economy.
Promoting an efficient transport network 	The Transport for NSW Future Transport Strategy envisions a resilient, efficient, and sustainable transport system throughout Sydney. The strategy provides actions and directions to prioritise customer needs, reduce carbon emissions, and leverage technology to improve transport efficiency and safety. The strategy aims to create an integrated transport network that enhances connectivity and supports economic growth. Successful implementation will require coordinated efforts among stakeholders and continuous monitoring to address emerging challenges. In conjunction with this, the City of Sydney promotes the needs and benefits of increasing transport connections across the city and district within the LSPS. With the City expected to accommodate an extra 700,000 people daily by 2050, road space and increased transport connections are a critical issue. Furthermore, the need for transit-oriented and walkable cities is necessary for communities across the city. The LSPS focuses on facilitating connections for residents and creating a transport-efficient community. The Greater Sydney Region Plan also explains the importance of public transport. In particular, the Sydney metro is expected to reduce the number of buses and general vehicles, creating more space for pedestrians on major streets. The State Infrastructure Strategy also identifies directing planning and growth around existing and planned transport networks, including public transport infrastructure such as passenger rail stations and interchange hubs.
Enhancing the night-time economy and supporting economic vibrancy	The City of Sydney's OPEN Sydney: Strategy and Action Plan aims to increase the night-time economy within the LGA. By 2030, the Council aims for the night-time economy to be transformed from a focus on younger people and drinking to one that includes broader community participation. This strategy identifies five nighttime goals:

Theme	Summary
	▪ <i>A Global Sydney – including innovative solutions, good governance and coordinated action.</i> ▪ <i>A Connected Sydney – including connected transport and connecting visitors, business and events.</i> ▪ <i>A Diverse Sydney – including diverse options and planned growth.</i> ▪ <i>An Inviting and Safe Sydney – including welcoming public spaces and a more civilised drinking culture.</i> ▪ <i>A Responsive Sydney – including responsive regulation, cutting red tape, and precinct plans providing locally tailored solutions.</i> These goals will help achieve the target that 40% of individuals actively participating in nighttime activities are aged 40 and over, indicating a focus on expanding the appeal of nighttime offerings to a broader age group. Additionally, these goals aim for 40% of businesses operating at night to be shops, suggesting a desire to diversify the nighttime economy beyond just entertainment venues and include more retail options. This initiative is expected to increase nighttime employment by 25% to 100,000 jobs by 2030, encouraging retailers and attractions to stay open later and broadening people's choices of things to do at night. The City of Sydney Retail Action Plan also aims to increase retail options within the LGA. The Council aims to develop and support local businesses, while also encouraging new job opportunities for residents. This plan has set out four focus areas to help achieve this: ▪ <i>Create great experiences for city workers, residents and visitors to Sydney to ensure they choose to shop in central Sydney and its villages</i> ▪ <i>Build capacity and resilience to ensure the city has a diverse range of sustainable, innovative retail businesses</i> ▪ <i>Remove barriers, clarify regulatory processes and assist, in particular, new retailers and small businesses to more efficiently and effectively interact with the council and other levels of government; and</i> ▪ <i>Engage with the sector to encourage closer cooperation between retailers and more efficient interaction with government regulatory processes.</i> Retailers are pivotal to the City's economic contribution and the liveability of Sydney. The retail sector is the foundation of the village's main streets and has a significant presence as an attractor in central Sydney. Furthermore, increasing residential land uses will also support ongoing jobs and economic contributions. The City of Sydney's Economic Development Strategy outlines key areas for economic advancement and sets future goals. This 10-year plan aims to create 200,000 new jobs in the City of Sydney by 2036, with 70% of these positions in knowledge and innovation industries. A place-based approach will focus actions across Sydney, as Australia's economic heart, the city's distinct economic precincts, and strong local neighbourhoods. This strategy allocates funds and resources to promote economic vitality. This includes making the streets more vibrant, with outdoor dining reforms and investments such as the \$34 million upgrade of Crown Street to improve business opportunities.

4.3 Demographic profile

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

For the purposes of this SIA, and to better understand the demographic and social characteristics of Waterloo Estate and the immediate surroundings, two community profiles have been prepared:

- **Immediate area:** The community profile for the immediate area includes the entire Waterloo Estate (South, Central, and North), as shown below in the Table 7, as well as eight combined SA1 Census collection districts surrounding the site (SA1s 11703164732, 11703164703, 11703164707, 11703164718, 11703164724, 11703164709, 11703164702, and 11703164710) (refer to Figure 8 – Page 39). It includes the community living within the Waterloo Estate boundary, as well as some privately owned properties.
- **Local area:** A community profile has also been prepared for the local area, which comprises three surrounding combined SA2s: Waterloo (117031647), Redfern (117031642), and Erskineville–Alexandria (117031330) (refer to Figure 8 – Page 49).

The demographic characteristics of the **City of Sydney LGA** ('the LGA') and **Greater Sydney** have been applied, where relevant, to facilitate comparison.

These study areas – defined as the basis for the demographic profiles prepared for this SIA – reflect the Proposal's size and scale, and the breadth of its potential social impacts. They reflect the likelihood of impacts being experienced by the population beyond the immediate site, including the Proposal's capacity to influence movement patterns, access to services, housing dynamics and public domain use.

The population profiles are based on demographic data from the Australian Bureau of Statistics Census of Population and Housing (2021 and 2016), Department of Health and Human Services data (2022), and other data from Homes NSW and the Bureau of Crime Statistics and Research (BOCSAR).

The following tables summarise key demographic characteristics. A more comprehensive demographic profile is provided in Appendix B.

Table 7 Demographic profile

Population and age



In 2021, there were 3,205 people living in the **immediate area**, and 49,175 people living in the **local area**, representing 1.5% and 23.3% of the LGA population respectively. The population of the immediate area is older, with an average age of 52 compared to 37–38 in the other study areas. People aged 65 and over make up more than a third of the population in the immediate area, while children aged 0–14 comprise 5% of the population. This indicates an age profile that is dominated by older residents, with fewer young families and children.

Forecast.id was commissioned by DPHI to undertake a demographic analysis of the Waterloo Estate, including population projections based on an increase of 2,300 dwellings at the site. It is acknowledged that this report was completed in 2020 and therefore does not consider data from the 2021 Census of Population and Housing. Despite this, the forecast population is useful in estimating how the demographics of the immediate area are likely to change. The report predicts a population increase at the Waterloo Estate from 1,719 in 2016 to 5,542 in 2036, with the largest increase by age in the 25- to 39-year age bracket.

Culture and diversity



There was a high proportion of Aboriginal and Torres Strait Islander people in the **immediate area** (6.0%), compared to the **local area** (2.4%), LGA (1.4%), and Greater Sydney (1.6%).

There was a smaller proportion of people in the immediate area born outside of Australia (44.3%), compared to the local area (53.6%), the LGA (47.9%), and Greater Sydney (59.5%). The most common countries of birth outside of Australia were China, the United Kingdom, and Vietnam. This cultural diversity is reflected in the high level of linguistic diversity within the immediate area. While English was the main language spoken, Chinese languages (16.2%), Russian (9.9%), and Vietnamese (2.6%) were the most common non-English languages spoken at home, with 35.2% of people living in the local area who were born overseas speaking English not very well or not at all.

Education and qualifications



The immediate area had a smaller proportion of residents aged 15 years and over with a bachelor's degree or higher (49.1%) compared to the local area (70.6%), the LGA (71.1%) and Greater Sydney (54.0%). However, in the immediate area, there was a higher proportion of residents with an advanced diploma or certificate level qualification (22.5% and 28.4% respectively) compared to the local area (16.9% and 12.5%), the LGA (17.7% and 11.1%), and Greater Sydney (21.1% and 25.5%). This suggests a stronger orientation towards vocational training and trade-based skills.

Among those residents in the immediate area studying at the time of the 2021 ABS Census, university was the most common education institution attended (15.7%), followed by TAFE and other vocational education providers (9.1%).

There was a smaller proportion of people in the immediate area attending primary school (4% for government schools and 0.9% for non-government schools), which aligns with the area's demographic profile comprising fewer children.

Housing



Lone person households were the dominant household type in the immediate area (67.5%), with family households making up a smaller proportion of households in the immediate area (26.9%), compared to the local area (49.9%), LGA (47.4%), and Greater Sydney (72.6%).

The average household size was 1.5 persons, reflecting the prevalence of smaller households.

Housing tenure in the immediate area was dominated by social housing, with most residents renting public housing (80.6%). The proportion of households that were owned outright (1.5%) or with a mortgage (5.1%), and private rentals (12.3%) in the immediate area, were lower compared to the local area (11.1%, 25.0% and 48.5% respectively), LGA (14.5%, 19.6% and 57.3%), and Greater Sydney (28.6%, 34.3% and 31.7%).

The housing typology in the immediate area was characterised by a high proportion of one- and two-bedroom homes (22.4% and 53.2% respectively), alongside a greater share of studio apartments (11.6%) compared to other study areas. Regarding private rental housing in the Waterloo postcode (2017), the SGS Rental Affordability Index (2024) indicates that rent in the Waterloo postcode is not

affordable or acceptable for any household profile, suggesting housing cost pressures in the area.

Homelessness



There was a moderately high rate of homelessness in the City of Sydney LGA, at a rate of 1695.9 per 100,000 persons compared to NSW (rate of 433.4 per 100,000). There was also a moderately high rate of people living in crowded dwellings (rate of 714.4) compared to NSW (rate of 371.1).

Workforce and employment



About two-thirds of people in the immediate area were not in the labour force. There was a lower proportion of residents in the immediate area who were employed compared to other study areas.

Of those who were employed in the immediate area, the most common industries of employment were 'professional, scientific, and technical services' (16.2%), 'healthcare and social assistance' (12.2%), and 'accommodation and food services' (10.4). The most common occupations were professionals (37.9%), managers (13.5%), and sales workers (11.6%). There was a significantly higher proportion of labourers in the immediate area (10.8%) compared to the local area (3.4%), LGA (4.4%), and Greater Sydney (6.9%).

Income



The average annual household income in the immediate area was approximately a third of the average annual household in all other studied areas. More than a quarter of residents in the immediate area had an annual income of \$21,000 or less. Lower income levels in the area outlines the key need for more social and affordable housing in the area. This also is the reason for the high proportion of people living in public housing in the immediate and local area.

Relative advantage and disadvantage



The findings indicate a spatial divide between pockets of disadvantage and areas of high advantage. In the immediate study area, multiple SAIs score in the lowest deciles across the SEIFA indices, indicating high levels of socio-economic disadvantage. This extends from the immediate areas to the east and northeast of the Estate, demonstrating that disadvantage is concentrated at social housing.

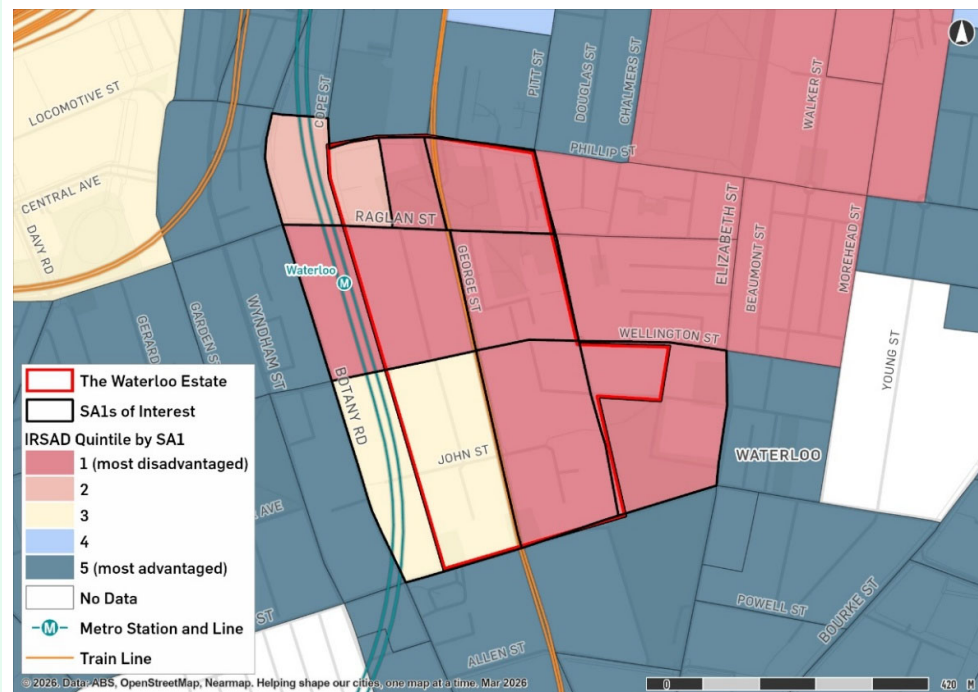
The Index of Economic Resources shows very low deciles across the immediate area, suggesting there are many households with low incomes who pay lower rent, and few households with high income or who own their own home. All SAIs had a decile of 1, indicating a lack of access to economic resources. The surrounding areas also experienced lower access to economic resources, generally with a decile of between 1 and 4.

Results from the Index of Education and Occupation were more mixed across the immediate area with four of the SAIs in the immediate area had a decile of 1, suggesting lower education and occupational levels, one had a decile of 5, one had a decile of 8, and one had a decile of 9, suggesting diverse skills and qualifications in the area.

Contrastingly, surrounding areas to the north, west, and south generally scored in the highest deciles across the indices, indicating strong socio-economic advantage, higher household incomes, greater access to resources, higher levels of education and skilled occupations. Within the immediate area in the Index of Relative Socio-Economic Advantage and Disadvantage, there were six SAIs with a decile of 1, indicating very high levels of disadvantage. There was also one SAI with a decile of 4, and one with a decile of 5, indicating a range of socio-economic advantage and disadvantage in the immediate area (see SEIFA map below).

Overall, the above findings suggest there is a relative socio-economic divide within a small geographic area, with concentrated disadvantage in locations with high proportions of social housing sitting alongside highly advantaged neighbourhoods.

Figure 7 IRSAD heatmap (dark blue marking the most advantaged quintile; red marking the most disadvantaged quintile)



Source: ABS Census 2021

Health, wellbeing and disability



The data indicates that the immediate area has a notably higher prevalence of long-term health conditions than all other studied profiles, with 63.8% of the population experiencing some kind of long-term health condition. Mental health conditions were the most common long-term illness in the immediate area (12.2%), followed by arthritis (11.0%), asthma (7.8%), diabetes (7.5%), heart disease (5.1%), and lung conditions (2.9%).

There was a very low proportion of people reporting no long-term health conditions (27.5%), at about half the rate of the local area (56.8%) and Greater Sydney (61.4%).

While the immediate area (7.3%) has a smaller proportion of people providing unpaid assistance to someone with a disability, health, condition, or due to old age than in the local area (10.2%), and Greater Sydney (10.6%), but a greater proportion than the LGA (6.5%).

Transport



Approximately three fifths of residents in the immediate area live in households without a registered motor vehicle (60.2%). This suggests a strong reliance on alternative transport modes and potentially reflects factors such as high-density living, proximity to public transport, and low socio-economic advantage.

Transport mode data for the LGA reinforces this, demonstrating that walking is the dominant mode of travel (43.8% of total trips), accounting for nearly half of trips. Public transport use is also significant (11.9% of total trips), while private vehicle use remains comparatively low (vehicle driver: 13.1% of total trips and vehicle passenger: 5.3% of total trips).

Crime and safety



Analysis of BOCSAR data shows that the Waterloo Renewal site sits within a localised crime hotspot, with higher-than-average rates for several offence types compared to NSW overall.

Key issues include elevated rates of malicious damage to property, break and enter dwelling, drug offences, robbery without a weapon, and breaches of ADVO, with Waterloo often exceeding both the City of Sydney and state averages.

The suburb records lower rates only in theft from retail stores and motor vehicle theft. Crime patterns reveal that weekday non-domestic assaults occur more frequently than on weekends, while theft offences peak on weekends, particularly in categories such as stealing from retail stores, dwellings, and break and enter incidents.

Residential properties are more prone to trespassing than non-residential premises, and theft from persons is significantly more common at night than during the day.

A fuller exploration of crime and safety issues is provided at Section 4.4 below.

4.4 Community crime and safety profile

The following section provides a profile of crime and safety-related data for the Waterloo suburb, drawing on BOCSAR and other data.

A fuller exploration of crime and safety issues is provided in the Crime Prevention Through Environmental Design report (Urbis, 2026), included in the SSDA document package, and submitted under separate cover.

4.4.1 Crime hotspots

Analysis of BOCSAR data indicates that the Proposal is located within an area where recorded incidents are concentrated for certain offence types. These include:

- domestic and non-domestic assault;
- motor vehicle theft;
- theft from motor vehicles;
- theft from dwellings, and
- malicious damage to property.

4.4.2 Key crime types and rates

Based on analysis of BOCSAR data, the suburb of Waterloo and City of Sydney appear to have higher rates of crime, including:

- Waterloo and City of Sydney have proportionally higher rates of malicious damage to property (1030.8 per 100,00 and 935.6 respectively) compared to NSW (564.4).
- Waterloo has a proportionally higher rate of break and enter dwelling (582.6) compared to City of Sydney (264.8) and NSW (219.6).
- Waterloo has a higher rate of drug offences (1238) than NSW (457.3) but lower than City of Sydney (1841.3).
- Waterloo has a higher rate of robbery without a weapon (89.6) compared to City of Sydney (61) and NSW (12.2).
- Waterloo has a higher rate of breach of ADVO (549 per 100,000) compared to City of Sydney (291.1 per 100,000) and NSW (302.9).

However, Waterloo records lower crime rates than both the City of Sydney and NSW in only two offence categories:

- Waterloo has lower rates of steal from retail stores (196.1) compared to City of Sydney (1296.2) and NSW (354.2).
- Waterloo has lower rates of motor vehicle theft (235.5) compared to City of Sydney (249.7) and NSW (177.7).

4.4.3 Key crime trends

Based on the above analysis, and BOCSAR data, key crime trends have been identified to further understand the nature of crime types, frequency, and occurrences in the Waterloo suburb.

- Weekday non-domestic assaults are proportionally higher than weekend non-domestic assaults (498.6 and 352.9).
- Theft rates on weekends are significantly higher than during weekdays (2,929.8 and 1450.9). Specifically:
- 'Steal from retail store' is experienced at a higher rate on a weekday night than a weekend night (44.8 and 33.6)
- 'Break and enter dwelling' is experienced at a higher rate on a weekday night than a weekend night (156.9 and 100.8)
- 'Steal from dwelling' is experienced at a higher rate on weekday night than a weekend night (246.5 and 156.9)
- Residential dwellings experience higher rates of trespassing (156.9) than non-residential premise types.
- 'Steal from person' occur at a rate 4.4 x higher at night comparatively to the day (11.2 and 44.8).

5

SIA Fieldwork

5 SIA fieldwork

This chapter provides an overview of the community and stakeholder consultation undertaken as part of this SIA. Consultation is critical to understanding what is important to people and how they feel they may be impacted by the Proposal.

In some cases, what people may expect to feel may not be what eventuates as part of the Proposal. The consultation summary below does not distinguish between this and summarises the consultation as it was heard to provide an accurate sentiment of people's thoughts, feelings and feedback. The assessment of social impacts (Chapter 6) considers the outcomes from consultation against the details of the Proposal and other technical report findings.

Consultation has been underway with the Waterloo community and key stakeholders since the NSW Government first announced plans to redevelop the Waterloo Public Housing Estate in December 2015. Feedback gathered over this time has helped to shape various phases of the Waterloo Renewal, including the planning rules for Waterloo South in 2022 and, most recently, the draft Concept Plan for Waterloo South that has been developed by Stockland.

A program of consultation on the draft Concept Plan, concept SSDA and rezoning took place between October and December 2025. Consultation was also undertaken during this period specifically for this SIA, including targeted stakeholder interviews with key government agencies, community organisations, tenant groups, and the Waterloo community more broadly.

The following section provides a summary of previous engagement undertaken as part of the Waterloo Renewal Project relevant to the SIA, and key consultation outcomes resulting from the SIA engagement activities undertaken as part of the Waterloo South draft Concept SSDA.

5.1 Review of past community and stakeholder feedback

A targeted review of feedback from the Waterloo community and community representatives between 2019 and 2025 was conducted to identify areas of concern and interest relevant to this SIA. It is important to note that this review is not exhaustive of all feedback provided during every consultation period since 2015, given the depth and breadth of engagement over the past decade.

The documents analysed for this section are outlined in Appendix C, including a concise summary of feedback.

5.2 Stakeholder engagement for the Concept SSDA

5.2.1 SIA engagement process

Urbis undertook a series of targeted consultation activities to inform the development of this SIA. As part of this process, a range of stakeholders with a significant presence and influence within the community were specifically identified and interviewed. These interviews were designed to capture insights on potential social impacts and to enable these perspectives to be meaningfully incorporated into the assessment.

Interviews were conducted between November and December 2025, using a range of formats, including on-site meetings and online sessions. The full list of stakeholders interviewed is provided at Appendix D.

It is noted that at the time of preparing this report, confirmation from the Police Area Command representatives to schedule a formal interview has not yet been received. Should this engagement not be finalised by lodgement date, any outstanding matters and outcomes will be addressed and incorporated as appropriate during the detailed design phases.

5.2.2 Broader engagement process

In addition to undertaking targeted community stakeholder engagement for the SIA, Urbis participated in a series of community engagement and information sessions coordinated as part of the broader pre-lodgement consultation program led by Stockland and independent engagement advisors/facilitators.

These sessions were designed to provide local residents, community organisations, and other interested parties with accessible information about the Proposal, which was in draft form, its potential impacts, and the planning process. They also offered opportunities for participants to ask questions, share feedback, and raise concerns directly with the project team.

Urbis' attendance at these sessions enabled insights gathered through the broader engagement process to be considered alongside the targeted stakeholder interviews conducted for the SIA. This approach helped capture a wide range of perspectives, strengthened the evidence base for the SIA, and enabled both individual and community-level views to directly inform the assessment.

A summary of feedback on social impacts is included in Table 8.

The full list of community engagement activities is provided in Appendix D.

A further comprehensive engagement outcomes report has been prepared, included in the SSDA package of documents, and submitted under separate cover.

Table 8 Summary of key impacts raised during November–December 2025 consultation

Theme	Description
Community identity, connection and sense of place	▪ Waterloo and Redfern have strong, diverse communities built on deep local connections, informal support and intergenerational ties. ▪ Residents value neighbourly care, voluntary contribution and long-standing relationships, which are often hidden behind external stigma. ▪ There is strong concern that redevelopment may erode the “Waterloo feel,” cultural identity and sense of belonging, particularly for Aboriginal residents. ▪ Maintaining a visible Aboriginal presence, culturally safe spaces and meaningful cultural expression is essential.
Housing equity, suitability and intergenerational living	▪ Housing must respond to real household structures, including intergenerational living, kinship obligations and temporary stays during crisis or sorry business. ▪ Overcrowding is common and driven by cultural and social realities, not choice. ▪ Concerns exist about future bedroom mix, loss of additional rooms, accessibility, disability needs and the suitability of apartments for elders. ▪ Perceived inequities in tenure mix and allocation risk creating “us and them” dynamics.
Relocation, wellbeing and support through change	▪ Relocation and long construction timeframes create significant stress, grief and uncertainty, particularly for older people, children and those with trauma. ▪ Loss of homes, gardens, familiar places and social networks has a real emotional impact. ▪ Wrap-around support is critical before, during and after relocation, including mental health, education and healthcare continuity.

Theme	Description
	▪ Clear communication, consistent staff and acknowledgement of loss are essential to maintaining trust.
Safety, public space and day-to-day amenity	▪ Open spaces should cater to a range of needs, balancing active, well-used public spaces that support community safety with smaller, quieter spaces for rest and everyday use. ▪ Physical design and placemaking elements are not adequately addressed, especially communal areas, accessibility, facilities, and everyday concerns (e.g. noise and safe spaces). ▪ There is a need for safe, accessible pedestrian walkways and dedicated cycleways to support inclusive movement.
Community facilities, health and essential services	▪ Strong demand for accessible, well-located community centres, with community organisations proposing these be managed by trusted NGOs. ▪ Community facilities should not be displaced by health facilities; both are needed. ▪ Concerns were raised about the gaps in bulk-billing, mental health, drug and alcohol and chronic care services. ▪ Facilities must support access to essentials, climate resilience, food security and culturally safe service delivery.
Governance, trust and community voice	▪ Long-term success depends on strong, integrated precinct-wide governance across public, community and private housing. ▪ Fragmented responsibilities risk confusion, inaction and loss of trust. ▪ Formal structures for tenant and community representation are needed well before new residents move in. ▪ Independent tenant advocacy, clear accountability and transparency are critical to addressing power imbalances.
Engagement, employment and long-term community outcomes	▪ Extensive consultation has occurred, but there is consultation fatigue and a need for clearer consolidation of information. ▪ Communities want to see how their feedback has influenced outcomes. ▪ Engagement must be inclusive of Aboriginal and CALD communities, using trusted intermediaries. ▪ The redevelopment presents a major opportunity for long-term local employment and training, beyond construction, if coordinated and community-led.

6

Social locality

6 Social impact study area

6.1 Social locality

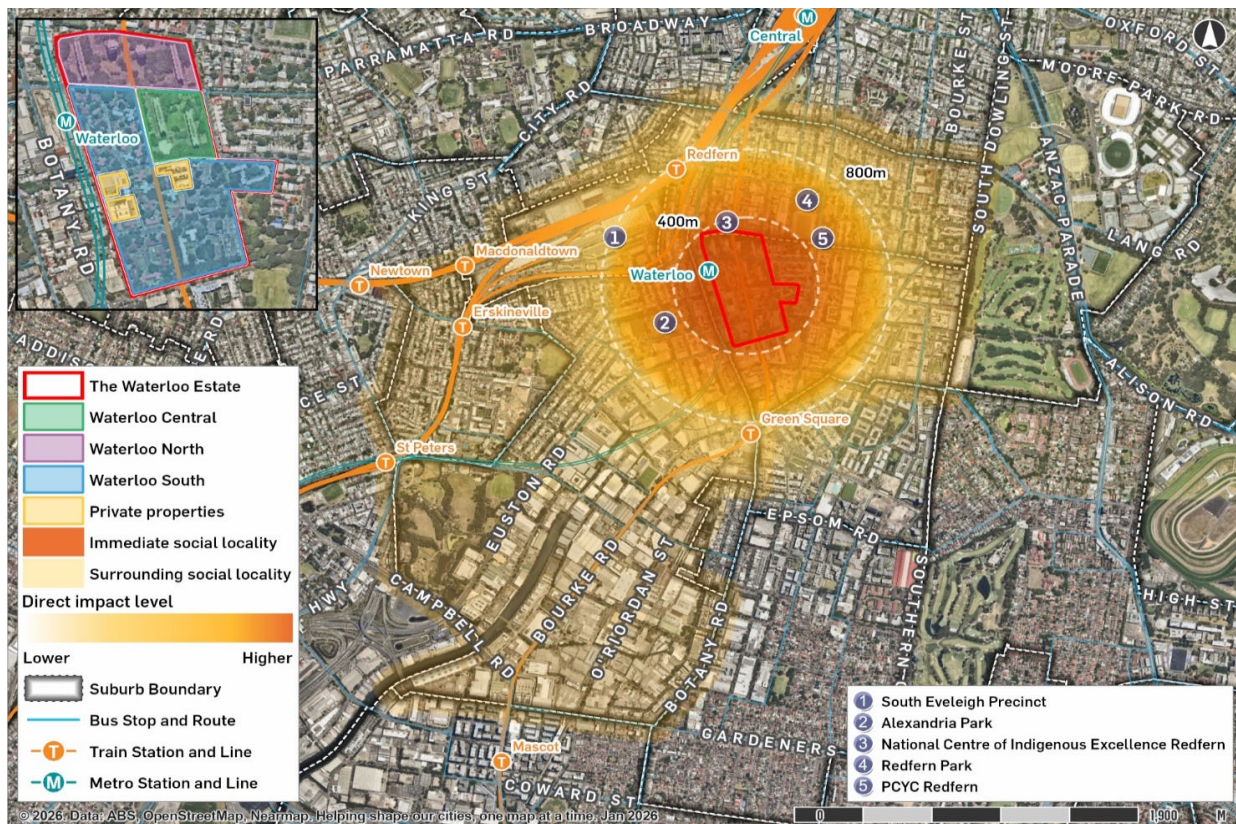
The social locality – the defined study area for the SIA – helps to identify the scale and nature of the Proposal's likely social impacts, as well as the likely impacted groups. This Proposal's likely social locality (shown in Figure 8) was determined based on a review of the Proposal, surrounding context and consultation outcomes. The social locality considers three key areas and likely impacted groups. These include:

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

These communities may experience localised development impacts, such as visual noise, dust, traffic, and changes to the pedestrian network, including loss of local parking, as well as cumulative impacts from other construction projects in the local area (these potential impacts will need to be further addressed in future detailed applications). However, due to the high proportion of vulnerable residents, the immediate locality may face other impacts related to loss of community cohesion, sense of place, and the ability for vulnerable people to have a say in decision-making systems

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

Figure 8 Social locality



Source: Urbis, 2025

6.2 Sensitive receivers

“Sensitive receivers” are community members who may be differently or disproportionately affected by a Proposal within the defined study area/s.

These population groups or cohorts may be more impacted due to a range of factors, including geographic proximity to the development site or particular vulnerabilities, such as socio-economic disadvantage, disability, cultural background, or language.

In the case of the Waterloo South concept SSDA, sensitive receivers to particular social impacts may include:

- Current social housing tenants
- Current members of the local community
- Older people
- Children and young people
- People experiencing social and economic disadvantage (including low and very low-income earners)
- People with a disability
- People experiencing chronic or severe mental and/or physical health challenges
- Aboriginal and/or Torres Strait Islander community members
- Non-English speaking community members.

These population groups or cohorts are given specific consideration throughout the assessment of social impacts set out in Chapter 7.

7 Social impact assessment

7 Social Impact Assessment

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

7.1 Assessment approach

Social impacts can have different characteristics, which can be positive or negative. As per the DPHI SIA Guidelines, the SIA process includes assessing both the positive (e.g. improved livelihoods) and negative social impacts (e.g. increased disruption) of change across eight social categories illustrated in Table 9.

Social impacts may affect the whole community or specific parts of the community – including so-called “sensitive receivers.” These are community members who may be impacted more significantly, due to a range of factors, including geographic proximity to the development site, or due to particular vulnerabilities, such as socio-economic disadvantage, disability, or language. See Chapter 4 for information on sensitive receivers associated with the Waterloo Estate South Redevelopment Proposal.

Each identified impact is assessed in accordance with the risk assessment matrix included in the SIA Guideline Technical Supplement and shown in Table 13, whereby the significance of each potential social impact is assessed by comparing the likelihood of the impact occurring against its magnitude. The significance rating can vary from Negligible to Very High.

The ratings of likelihood and magnitude, and therefore overall significance rating, draw on several key inputs, including: an understanding of the baseline context (Chapter 4), the engagement and outcomes of primary social research (Chapter 5), and a review of other technical studies and expert assessment (Chapter 6). As part of the assessment approach, measures to avoid and minimise negative social impacts and measures to enhance positive social impacts have been identified (Chapter 8).

This methodology and associated assessment parameters are outlined in the tables below. Table 9 includes definitions for the eight social categories of impact. Table 10 provides definitions for the five levels of likelihood; Table 11 provides definitions for the dimensions of magnitude, and Table 12 provides definitions for the dimensions of social impact magnitude. Table 13 sets out the method to ultimately integrate likelihood and magnitude levels into an overall social impact significance rating.

Table 9 Social impact category definitions

Social impact category	Definition
Way of life	including how people live, how they get around, how they work, how they play, and how they interact each day.
Community	including composition, cohesion, character, how the community functions, resilience, and people’s sense of place.
Accessibility	including how people access and use infrastructure, services and facilities, whether provided by a public, private, or not-for-profit organisation.
Culture	both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings.
Health and wellbeing	including physical and mental health, especially for people vulnerable to social exclusion or substantial change; psychological stress resulting from financial or other pressures; access to open space; and effects on public health.

Social impact category	Definition
Surroundings	including 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.
Livelihoods	including people's capacity to sustain themselves through employment or business.
Decision-making systems	including the extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.

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

Table 10 Likelihood levels

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

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

Table 11 Magnitude levels

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

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

Table 12 Dimensions of social impact magnitude

Dimension	Explanation
Extent	Which location(s) and people are affected? (e.g. near neighbours, local, regional, future generations). Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people?

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

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

Table 13 Social significance matrix

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

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

Mitigation and enhancement measures

Social impacts are assessed before and after the implementation of mitigation measures (for negative social impacts) and enhancement measures (for positive social impacts). These measures can take various forms and may be incorporated into the design, planning, construction, or operational stages of the proposed development. Mitigation measures, enhancement measures, and SIA recommendations are summarised in Chapter 8.

SIA recommendations

SIA recommendations are proposed throughout the impact assessment to further enhance positive social impacts and mitigate negative social impacts. These measures have not been included in the assessment of mitigated or enhanced impacts but have been recommended as additional measures for consideration by the proponent to enhance the social outcomes of the Proposal. Mitigation and enhancement measures that are committed to and have informed the assessment of mitigated and enhanced social impacts are detailed in the 'mitigated' and 'enhanced' sections of each social impact throughout this chapter and summarised in Section 8.1.

SIA recommendations are identified separately from the mitigated and enhanced assessment for each impact and are summarised in Section 8.2.2.

7.2 Assessment of impacts across categories

This section provides an assessment of the key impacts of the projects, as per the categories set out in the SIA Guideline.

7.2.1 Way of life

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

7.2.1.1 Increase in housing supply and diversity in inner Sydney

"We need some options for bigger houses to make sure that we are accommodating families into the new site as well" – current social housing tenant, Waterloo South

Affected stakeholders	Duration of impact
Individuals and families in the immediate and surrounding social locality Future residents of Waterloo South living in social, affordable and private sector housing	Operation
Assessment – without mitigation: Very high positive	
The Proposal will result in a significant increase in overall housing supply and diversity in an accessible location within the City of Sydney. Currently, Waterloo South contains 750 social housing dwellings. The Proposal will replace these with approximately 3,300 new dwellings, of which a minimum 30% will be social housing, approximately 20% will be affordable housing, and a maximum of 50% will be market housing (measured as a percentage of residential gross floor area). Indicatively, this would result in about 1,050 social homes, 700 affordable homes and about 1,500 market homes. This accounts for a significant 187.2% (2,151) increase in overall housing supply within Waterloo South. The increase in overall housing availability and diversity is aligned with several state and local government strategies and targets. DPHI have stated that with the household growth in the Eastern City District, there is a need for an additional 157,500 homes between 2016 and 2036, and the Sydney Metro review aims to increase housing density and affordable housing within 400m of public transport. The City of Sydney's Social Sustainability and Housing for All Policies highlight the importance of diverse housing supply, both types and tenures, as foundational to the social and economic diversity of the inner city. While the exact dwelling sizes will be confirmed during the future detailed applications, the Proposal is expected to accommodate a mix of studio, one-, two-, three-, and four-bedroom apartments. These dwellings will be in very close proximity to the new Waterloo metro station, providing incoming residents with immediate connectivity to a range of employment, retail and service centres in Greater Sydney. Feedback from community information sessions with existing Waterloo Estate tenants highlighted the importance of a diverse range of dwelling types, particularly larger two- and three-bedroom social housing apartments, to accommodate lower-income families. Given this feedback, it will be important to provide a mix of dwelling sizes across all tenures to meet the community's diverse needs. This can be achieved by engaging with local communities and future potential residents to understand their needs. It is almost certain that the increase in housing supply and diversity will result in a major improvement to way of life for individuals and families in the immediate and surrounding social localities who will benefit from the new housing supply, resulting in an unmitigated impact assessment of very high positive.	
Assessment – with mitigation/ enhancement: Very high positive	
The Proposal provides a minimum 30% social housing, approximately 20% affordable housing, and a maximum of 50% market housing, measured as a percentage of residential gross floor area (GFA).	

The concept SSDA phase does not include detailed building design or dwelling mix plans. However, providing a diverse mix of housing across the three residential tenure types to enable access for diverse households and community groups will be an important consideration in future phases. For example, larger family sized dwellings, including culturally appropriate dwelling for Aboriginal households, and ground-floor dwelling for people experiencing physical disability or mobility issues, including older people.

- If current commitments to social and affordable housing are realised and the community is meaningfully engaged to influence the dwelling types available to tenants as part of the redevelopment, the impact assessment will remain **very high positive**.

SIA recommendations – additional social mitigations

It is recommended that:

1. The commitment of 20% of the social housing GFA and 15% of the affordable housing GFA, to be managed by a CHP and prioritised for Aboriginal households, be monitored across the lifecycle of the project, noting that these proportions may vary between individual stages.
2. CHPs are engaged in the detailed design of dwellings to enable dwellings to meet community/ tenant needs and be delivered in a way that considers tenant wellbeing along with CHPs' operational needs.
3. A mix of dwelling types and sizes is delivered to meet the needs of diverse communities, through future detailed design stages.

7.2.1.2 Increase in social and affordable housing supply

"I'm very happy to see that there has been an increase in the social housing numbers from when we last spoke about the project" – current social housing tenant, Waterloo South

Affected stakeholders	Duration of impact
Lower-income individuals and households – current and future tenants	Operation

Assessment – without mitigation: Very high positive

As previously mentioned, the Proposal will result in a minimum of 30% social housing, and approximately 20% will be affordable housing. This will result in a significant increase in affordable and social housing stock to low and low-moderate-income individuals and families within the immediate and surrounding social localities, which is key to supporting a liveable and sustainable way of life.

Noting Waterloo South currently comprises about 750 social housing properties, there will be significantly more social housing provided through the Proposal than currently exists, in addition to new affordable housing, which does not currently exist at all.

This increase in social and affordable housing supports the State Government's commitment to delivering up to 23,000 new and replacement social housing dwellings by 2026 (Future Directions for Social Housing in NSW), as well as the City of Sydney's targets of housing stock in the local area dedicated to social housing and to affordable housing (The Homelessness Action Plan).

As noted in the social baseline (Section 4.3), the average annual household income in the immediate area was approximately a third of that in the study areas surrounding the site, and more than a quarter of residents earned \$21,000 or less annually. Lower income levels will result from increased social housing in the area, underscoring the importance of continued social and affordable housing provision as part of the Proposal.

Feedback from community engagement activities with existing tenants of the Waterloo Estate indicated that the proposal to deliver 50% of the housing as social and affordable within the new development was considered a critical component of the Proposal, and that most tenants expressed overall support for the

planned percentages (albeit there were some who wanted to see the whole area remain social housing). The importance of “tenure blindness” across the three housing types was also highlighted as a key factor for both existing social housing tenants and in the SIA interview with a representative from Counterpoint Community Services, a local organisation representing the community.

It was noted that the redevelopment design should be inclusive, enabling all residents to feel welcome throughout the area, regardless of whether they are social, affordable, or market housing tenants. As discussed in impact 7.2.1.4, the redevelopment was also perceived by some existing tenants as an opportunity to access higher-quality housing.

Additionally, consultation with key stakeholders highlighted interest in how different housing types would operate following integration. The need to enable an inclusive tenant mix and equitable access was a key theme highlighted in relation to the redevelopment and the increase of housing diversity in Waterloo.

It is almost certain that the increase in social and affordable housing will result in a major improvement to way of life for low and low-moderate income individuals and families in the immediate and surrounding social localities, resulting in an unmitigated impact of **very high positive**.

Assessment – with mitigation/ enhancement: Very high positive

Homes NSW is working closely with existing tenants to provide all existing social housing tenants who are relocated to another home during the renewal process with the right to return to Waterloo South once new dwellings are complete. At a certain stage, many existing social housing tenants who need to relocate will be able to move into newly built social housing in the new development. Homes NSW will work with the CHPs – who will manage the social and affordable homes – to support the relocations and allocations process.

With the increase in supply of social and affordable housing, the CHPs are considering options for an on-site office to be located at Waterloo South. This would be important for providing tenancy management and wrap-around support coordination to tenants who transition to new social and affordable housing in the development.

Further, the Urban Design Report indicates that the distribution of housing tenures across the precinct has been carefully planned to provide equitable built-form and amenity outcomes for residents. Inclusive design principles are embedded across the Waterloo South Master Plan to support community wellbeing and create welcoming environments regardless of housing tenure. In most cases, individual urban blocks incorporate at least two housing tenures, supporting social integration and equitable access to amenity while maintaining clear and efficient strata and management arrangements. Per the Urban Design Report, design outcomes will be tenure-blind, with no external visual distinction between social, affordable, and private housing.

The distribution, scale and configuration of housing tenures have been informed through ongoing collaboration with CHPs and Homes NSW. This has shaped block planning and building design to meet specific operational and management requirements, such as efficient core and lobby arrangements and long-term access and maintenance needs, ensuring the housing is both functional and sustainable over time.

Based on it being almost certain that the redevelopment will increase the provision and availability of quality, affordable, and social housing in Waterloo South, resulting in a magnitude of major, the mitigated impact rating will remain as **very high positive**.

SIA recommendations – additional social mitigations

It is recommended that:

4. All existing social housing tenants are supported throughout the relocation process, including through access to a dedicated relocation officer, as well as specialist support for tenants who require more complex referrals (refer to the Homes NSW Relocations and Support Guide).
5. Existing tenants are supported to find appropriate social housing that suits their needs and requirements, as part of the relocation process.

6. The proposed on-site CHP office is delivered at the appropriate time in the project, to support tenants who transition from existing to new social housing.
7. The commitment of 20% of the social housing GFA and 15% of the affordable housing GFA, to be managed by a CHP and prioritised for Aboriginal households, be monitored across the lifecycle of the project, noting that these proportions may vary between individual stages.
8. Current and future social and affordable housing tenants are engaged in the detailed design of dwellings, to enable dwellings to meet community needs.
9. The mix of dwellings is delivered with a commitment to “tenure blindness” as a key principle guiding their external design, to help mitigate social stigma for future social and affordable housing residents.

7.2.1.3 Increase in Aboriginal housing in the Waterloo area

“Aboriginal families won’t say no to their families. If someone needs help and a safe space to go, then mob can come stay” – Stockland Waterloo Aboriginal Engagement Manager

Affected stakeholders	Duration of impact
Aboriginal community members – current and future residents	Construction and operation
Assessment – without mitigation: Medium positive	
As noted in 7.2.1.2, the Waterloo Renewal project will deliver 50% of all new housing as social and affordable housing. Of this, 20% of the new social homes and 15% of the new affordable homes (by GFA) will be managed by Birribee Housing and prioritised for Aboriginal households. Aboriginal housing in Waterloo and Redfern has a long and complex history, shaped by urban renewal, social change, and government policy. As outlined in the Aboriginal Cultural Heritage Assessment Report (ACHAR, Artefact, 2025), large-scale redevelopment from the 1960s replaced low-quality housing with high-rise public housing, including the Matavai and Turanga towers completed in 1977. In the decades that followed, gentrification, rising housing costs, and state housing policies contributed to the displacement of many Aboriginal and Torres Strait Islander residents. By the early 2000s, redevelopment activity accelerated this trend, prompting many families to relocate to other parts of Sydney. Community feedback indicates that tenants are generally enthusiastic about the opportunity to access new, higher-quality housing. The current provision of Aboriginal housing in the Waterloo Estate does not meet the needs of the local community, largely because the housing sizes are not suitable for larger families. As part of the commitment to Aboriginal housing, it will be important for Homes NSW and Birribee Housing, who will be responsible for managing the Aboriginal housing on site, to effectively engage with the local Aboriginal community and communicate the Proposal’s commitment to providing Aboriginal housing and the communities’ right to return if temporarily relocated. Feedback during the SIA interviews raised the potential risk that some Aboriginal community members who are currently living in the Estate but who are not ‘officially’ registered, might be missed as part of the relocation process. Ensuring trusting relationships between existing tenants and Homes NSW and later with the CHPs, whereby tenants feel comfortable sharing their current living arrangements, will be essential to effectively understanding and meeting future housing needs in Waterloo South. The Urban Design Report (SJB, 2025) demonstrates that the overall residential building design will reflect Country and actively support Aboriginal culture and heritage. The Waterloo South Master Plan incorporates elements of Waterloo’s traditional landscape and establishes a clear urban framework that connects the precinct to its surroundings while celebrating Gadigal Country.	

Early and consistent communication that starts in the design phase and continues throughout construction will also be an important step in sustaining community wellbeing and ensuring that communities feel they can maintain their existing social networks and ties in the Waterloo area.

Given the potential increase in Aboriginal housing provision within the Waterloo South and that this housing will be designed to better meet the needs of the local Aboriginal community, the magnitude is therefore moderate, resulting in an unmitigated impact assessment of **medium positive**.

Assessment – with mitigation/ enhancement: Very high positive

Homes NSW is working closely with existing tenants, including Aboriginal tenants, to enable all existing Aboriginal social housing tenants who are relocated to another home to have the right to return to Waterloo South once new dwellings are complete. At a certain stage, many existing Aboriginal social housing tenants who need to relocate will be able to be placed in new social housing in the new development. Homes NSW will work with Birribee Housing, who will manage the 20% social and 15% affordable homes that are to be prioritised for Aboriginal households, to support the relocations and allocations process.

The Urban Design Report (SJB, 2025) demonstrates that the overall residential building design will reflect Country and actively support Aboriginal culture and heritage. The Waterloo South Master Plan incorporates elements of Waterloo's traditional landscape and establishes a clear urban framework that connects the precinct to its surroundings while celebrating Gadigal Country. This culturally responsive design approach will help create a welcoming and inclusive environment for Aboriginal residents, strengthening community identity and supporting long-term housing outcomes.

If the above mitigation and engagement measures are implemented by Stockland, Homes NSW and CHPs, there is the potential for the mitigated impact to be increased from a moderate magnitude to major with a likelihood of almost certain, resulting in a mitigated impact rating of **very high positive**.

SIA recommendations – additional social mitigations

It is recommended that:

10. The commitment of 20% of the social housing GFA and 15% of the affordable housing GFA, to be managed by a CHP and prioritised for Aboriginal households, be monitored across the lifecycle of the project, noting that these proportions may vary between individual stages.
11. Aboriginal housing is culturally appropriate in its design, through guidance and collaboration with the lead Aboriginal architect for the project, the CHP Partners, notably including Aboriginal CHP Partner, and other community housing providers and tenants.
- 12.A dwelling mix is delivered that includes an appropriate amount of larger family homes, with specific consideration for the needs of larger Aboriginal families, aligned with commitments for delivery of housing for Aboriginal community members.

7.2.1.4 Improved housing quality for existing and new social housing tenants in the Waterloo Estate

Affected stakeholders	Duration of impact
Existing and new social housing tenants Tenants with particular needs or vulnerabilities	Detailed design, construction and operation
Assessment – without mitigation: High positive	
Existing and new social housing tenants will be given the opportunity to move into new high-quality housing on the development, which will improve their way of life as a result of increased living comfort and amenity, and reduced costs associated with better housing design.	

According to Homes NSW, current social housing homes in the Waterloo Estate are nearing the end of their intended 40–70-year lifespan, not meeting contemporary accessibility and sustainability standards and not meeting the specific needs of many tenants. The new social housing will meet modern accessibility and sustainability standards that aim to minimise energy, water, waste, and urban heat effects, which has the opportunity to improve tenants' way of life through improving comfort and reducing energy and water-related costs.

Consultation with existing tenants in Waterloo Estate found that all participating tenants were positive about the opportunity of moving into new and better-quality social housing. A number of existing tenants raised concerns about the current quality of housing, including health impacts arising from the deterioration of buildings.

Some tenants raised specific concerns regarding future access to apartments, including the need for certain design considerations, such as no carpet for tenants with certain health conditions (e.g., asthma), ground-floor access for those with mobility issues, and a choice of height preference.

It is likely that existing and new tenants will have access to new and high-quality housing as part of the Proposal, resulting in a magnitude of major and an unmitigated impact rating of **high positive**.

Assessment – with mitigation/ enhancement: Very high positive

Detailed design is not included at the concept SSDA stage; however, if tenants' specific needs inform future design stages and Homes NSW/CHPs work to match tenants with housing that meets those needs, the impact rating could be increased to a **very high positive**.

New housing will be designed to align with the following standards:

- LAHC's Good Design for Social Housing (September 2020)
- LAHC's Dwelling Requirements (September 2020)
- Sydney Local Environmental Plan 2012
- Waterloo South Design Guide (2026)
- National Construction Code of Australia (2023)
- Apartment Design Guidelines (ADG) (July 2015)
- Liveable Housing Guidelines (LHG) (Fourth Edition – 2017)
- The Disability Discrimination Act (DDA) – 1992
- Australian Standards (AS).

It is noted that some of the documents below are guidelines, and that a degree of flexibility may be applied where it can be demonstrated that an alternative design outcome achieves the objective of the relevant guideline.

SIA recommendations – additional social mitigations

It is recommended that:

13. Engagement is carried out with current and future social and affordable housing tenants in the detailed design of dwellings to meet community needs.
14. Ongoing engagement with the Aboriginal community is undertaken in the design and delivery of Aboriginal housing.
15. Insights into the existing housing composition and needs for residents who are relocating informs decisions about the future dwelling mix for new social housing buildings.

7.2.1.5 Improved retail access and diversity

"We want some decent shops and a good density of retail to bring a bit of character; we want interesting shops " – current Waterloo estate tenant.

"It needs to be a priority to serve all people who live there. We need to think about the affordability of future retail, including affordable fresh food, Vietnamese bread shops – not all high-end retail; affordability is critical " – stakeholder, service provider consultation session

"The local Aboriginal community has said that they would like to see Aboriginal businesses included in the retail planned for Waterloo South " – Stockland Management Team

Affected stakeholders	Duration of impact
Local residents, workers, visitors, business owners and potential future residents. Also, visitors from outside the local and immediate locality	Operation
Assessment – without mitigation: Low negative	

A well-connected and diverse retail environment is critical to meeting daily needs, supporting local economic activity, and enhancing activation and liveability. As outlined in Section 3.3, the Waterloo Estate is expected to undergo substantial growth, with its population increasing from 1,719 in 2016 to 5,542 by 2036. This growth will drive demand for a broader range of retail services and improved accessibility, ensuring the evolving needs of the community are met.

The planned socio-economic mix for Waterloo South underscores the importance of a retail offer that caters to this future mixed community.

As outlined in Section 4.2, the City of Sydney's Social Sustainability Policy and Action Plan promotes a city that is accessible to people of all ages, abilities, and backgrounds. It highlights the importance of addressing food insecurity in the city, including by ensuring that all community members have affordable access to healthy, nutritious food. Future consideration in the detailed design phase to provide affordable retail and food options within Waterloo South aligns directly with these policy objectives, helping to create a balanced, inclusive, and resilient local economy that supports the wellbeing of all residents. It is recognised that further planning and retail tenancy tendering processes will ultimately occur after the construction process.

As noted in the policy context (Section 3.2), the City of Sydney Retail Action Plan prioritises strengthening local retail and business activity to deliver affordable and diverse retail options across the LGA. This is complemented by the City of Sydney Economic Development Plan, which provides a 10-year framework for place-based economic growth. The plan targets actions across Sydney's economic precincts and neighbourhoods, recognising the city's role as Australia's economic centre. Through this strategy, funding and resources are directed to initiatives that enhance economic vitality and support thriving local communities.

Section 3.3 highlights that the local area has a higher proportion of residents who are unemployed or not participating in the labour force. SEIFA data (refer to Section 4.3) indicates very low deciles across the immediate area, reflecting a prevalence of low-income households. This underscores the need for retail options that not only support daily living but also create local employment opportunities (which will be assessed in Section 7.1.8).

OzHarvest and Foodbank currently provide important food relief services to residents within the Waterloo Estate, helping to address food insecurity and improve access to nutritious meals for individuals and families experiencing disadvantage. These organisations play a vital role in supporting social housing tenants and other lower-income households by supplying fresh produce, pantry staples, and ready-to-eat meals at no or low cost.

During consultation with existing tenants, it was noted on several occasions that the local area has a shortage of retail options, particularly the absence of a large-format supermarket and affordable or low-

cost retail offerings. Tenants also emphasised the importance of supporting the long-term sustainability of retail businesses, noting past experiences in which closures had led to empty premises and reduced access to services.

A number of tenants highlighted the distances they currently travel to access supermarkets, including Marrickville and Green Square. Some highlighted their mobility issues, presenting barriers to easy access to retail for their regular grocery shopping, representing an issue of food security for these residents from an accessibility point of view.

When discussing preferences for future retail options planned for the redevelopment, existing tenants suggested a convenience store, opportunity shops (op shops), an Aldi supermarket and a range of different cafes and interesting places to eat. Existing tenants also raised concerns about affordability and emphasised the importance of a retail mix that includes options that caters to all budgets.

Given the strong demand for affordable retail within the City of Sydney and the current shortfall in provision around Waterloo, the impact of limited retail options is assessed as **low negative**. This rating reflects the high likelihood of the issue persisting in the short term, but with a relatively minor magnitude when considered against the broader development context.

Assessment – with mitigation/ enhancement: High positive

The Proposal includes 10,000sqm of floor space allocated for non-residential uses, which includes retail and services. According to the Urban Design Report (SJB, 2026), retail spaces will be strategically centred along key connection hubs (George Street and Cooper Street) to enable convenient, direct access for residents and visitors.

This retail provision represents a significant enhancement to the existing environment, offering opportunities to introduce a broader and more diverse range of goods and services than is currently available at Waterloo South or to the Waterloo Estate more broadly.

The extent to which this enhancement delivers equitable benefits will depend on the proportion of affordable retail options allocated on-site, particularly those catering to lower-income households and community members experiencing disadvantage.

The planned distribution of retail spaces across the site is highly positive from an accessibility perspective. Locating retail near where people will live (and close to existing homes at Waterloo Central and North) will help meet strong demand for on-site services, especially among vulnerable cohorts and individuals who currently face barriers to accessing off-site retail and food options due to mobility, financial, or health constraints.

The exact allocation of retail provision, including the nature of individual retail tenancies, is not finalised at the Concept SSDA stage. These matters will be further considered during detailed design and through individual development applications.

Opportunities to support affordable and locally accessible retail will be explored post-construction and during the tenancy phase, with the ambition of delivering a retail mix that responds to community needs, supports social sustainability objectives, and contributes to a vibrant and accessible Waterloo South.

Taking into account the planned retail provision and the potential inclusion of low-cost and affordable retail options, the mitigated impact is assessed as **high positive**. This rating reflects both the strong likelihood of delivery and the significant magnitude of benefit, particularly in improving access to essential goods and services for lower-income residents and vulnerable community members.

SIA recommendations – additional social mitigations

It is recommended that:

16. The future retail mix includes retail options that are affordable to lower-income households. This may include consideration of low-cost food retailers, second-hand retail, and community or not-for-profit operators.

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17. The future retail mix includes fresh, healthy food options, including options affordable for lower income households, to support local food security and community health and wellbeing.
 18. Support is provided for the ongoing operation of essential community-serving organisations, where feasible, which would assist in ensuring the retail offer is both socially sustainable and responsive to local needs.
 19. Opportunities to strengthen partnerships with not-for-profit organisations through future retail and partnership strategies are considered as the population grows and its socio-economic mix diversifies. This could include:
 - Considering integrating OzHarvest and Foodbank like services (or equivalent) into broader community programs focused on nutrition, cooking skills, and healthy eating.
 - Coordinating with local retailers to channel surplus food into these programs, reducing waste and increasing community benefit.
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7.2.2 Community

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

7.2.2.1 Changing social mix and impact on existing communities

"This is a very diverse socio-economic context, and you need to create opportunities to bring people together, through open spaces, arts and cultural spaces, placemaking, community development initiatives " – stakeholder, service providers consultation session

"You need to plan for social mix – including through design, community development programs to help older residents to get to know each other " – stakeholder at Sydney Local Health District consultation session

"Some local Aboriginal community members have said that they don't want to fade away into the background when the area becomes more modernised and developed " – Stockland Engagement Team

"The Aboriginal community is always being pushed to the side all the time" – current Waterloo Estate tenant

"Elders get together in the parks; what is going to happen to them when they get moved on all the time?" – current Waterloo Estate tenant

Affected stakeholders	Duration of impact
Existing residents in the Waterloo South Estate and surrounding areas	Operation

Assessment – without mitigation: High negative

As Waterloo South and surrounding areas have historically been and still are an area of high social and cultural diversity, there is the risk that the new population moving into the Waterloo South will change the socio-cultural mix of the area and result in a decrease in the existing communities' sense of belonging and overall community cohesion. While there are substantial socio-economic disadvantages in Waterloo South and the surrounding areas, particularly within the social housing estate, the community also has many strengths, character, and pride that should be maintained as part of the Proposal.

As noted in Section 4 the Waterloo Estate is currently predominantly social housing, with 86% of houses in the area occupied by social housing tenants. Chapter 4 (social baseline) also indicates a high level of cultural diversity in the area, with 6.0% of the immediate area's population identifying as Aboriginal and/or Torres Strait Islander and 44.3% born within Australia. The most common countries of birth outside Australia were China, the United Kingdom, and Vietnam, and the top languages spoken, in addition to English, were Chinese languages (16.2%), Russian (9.9%), and Vietnamese (2.6%).

As part of the Proposal, the redevelopment is planned to provide 3,300 dwellings, with 50% of these allocated to the private market. While it is currently unknown what cultural mix these market tenants will bring to the area, it is known that Waterloo South will shift from 100% social housing to 50% social and affordable housing and 50% market housing. This will result in a significant change in the social composition of Waterloo South and the surrounding areas.

Feedback from existing tenants as part of the engagement activities and as part of the past Health Impact Assessment engagement,¹ highlighted strong social ties and informal support networks in the local community. It also highlighted current tenants' concerns regarding the future tenant/social mix the Proposal will introduce and the potential stigma that social housing tenants may experience as a result. The importance of "tenure blind" design in housing and overall redevelopment was considered essential for minimising the stigma that some social housing tenants may experience due to changes in social mix.

A representative from Counterpoint raised the importance of ongoing engagement with existing tenants in Waterloo Central and North, who will not be relocated at this stage but may be impacted by the changes in the social and cultural mix of the wider Waterloo area. Feedback also highlighted the need for governance models that promote equity in decision-making across the three tenure types to support tenure blindness during the operational phase of the project. In addition, concerns were raised about potential differences in service levels that social housing tenants will experience, between those tenants remaining in Central and North (managed by Homes NSW) and those in the redeveloped Waterloo South (managed by CHPs), which could create inequities for tenants.

Engagement with Redfern Jarjum College and the Stockland Engagement Team also highlighted the potential impacts of the changing social mix on local Aboriginal community members in the Waterloo area and on more transient visitors. Both highlighted the important role Waterloo-Redfern plays as a welcoming place for Aboriginal people fleeing undesirable situations in regional towns, with many either having family in the area to stay with or seeking access to the range of crisis support services available.

The change in social mix, therefore, has the potential to change the role that Waterloo-Redfern has played as a place of support and gathering for more transient Aboriginal people. The Stockland Engagement Team also mentioned that some local Aboriginal community members had expressed concern around 'fading into the background' once the redevelopment is finished and the area is more modernised. This emphasises the need for ongoing engagement with local Aboriginal community members on how Waterloo South can be designed to recognise and celebrate First Nations culture and remain an area where they feel connected and welcome (refer to Section 6.1).

The Health Impact Assessment suggests that supporting existing tenants to have a say in their community and the redevelopment design was central to successful transitions and to ensuring a sense of continued belonging and connection to place. The authors also highlight the importance of diverse engagement activities that reach all community members, including young people and CALD groups.

Given the high likelihood of the change in social and cultural mix resulting from the Proposal impacting the existing communities' sense of belonging and overall community cohesion, this impact is assessed as **high negative**, given its possible likelihood and major magnitude.

Assessment – with mitigation/ enhancement: High positive

The Proposal aims to deliver positive social and economic development benefits to the local community by providing a more diverse socio-economic with a minimum 30% social housing, approximately 20% affordable housing, and a maximum of 50% market housing (measured as a percentage of residential

¹ Lilley, D., Standen, C. & Lloyd, J. (2025)

gross floor area). This model of estate renewal is based on the premise of the “concentration of disadvantage” and the attendant benefits it can bring to all community members.

Studies of similar estate renewal projects show that the success of such models depends on a range of factors, including:

- the provision of inclusive shared spaces and places where all community members can gather,
- creating opportunities for casual social interaction and
- building social capital over time.

Further, the implementation of social and economic development strategies that enable the benefits of investment to flow to community members experiencing disadvantage, is key to success. This includes through social procurement and participation plans, investment in social infrastructure and services, and ensuring that all community members can engage and influence decisions that will affect them throughout the development lifecycle.

These types of strategies are proposed as part of the renewal of Waterloo South. They are also recommended in the Waterloo South People and Place Plan (Homes NSW), and form part of the Project commitments that are to be delivered by Stockland and its partners.

Delivery of these outcomes, however, will involve local community representatives, state and local agencies and local health and social services networks, who will all play a critical role in maintaining social connection and cohesion within the future mixed community, and through the process of change and renewal, to enable a thriving, socially and economically diverse future community that is characterised by high levels of community wellbeing and resilience.

Mitigation measures may be implemented during the design, construction and operation phases of the redevelopment, enabling principles of equity and inclusion to guide project planning and delivery. This includes, through tenure-blindness being built into governance models and housing design, and the delivery of targeted strategies to support social and economic opportunity for community members experiencing disadvantage.

With appropriate strategies in place as described above, the mitigated impact for the future community is **high positive**, given the possible likelihood and major magnitude.

SIA recommendations – additional social mitigations

It is recommended that:

20. A “tenure blind” approach is adopted as a key principle guiding the external design of all housing.
 21. Well-designed, inclusive community facilities and services are delivered alongside the mix of housing tenures, as places where community members can come together, supporting social cohesion and social capital development over time.
 22. The design and programming of community spaces and services on site that will be owned by City of Sydney is undertaken through engagement with local communities.
 23. Temporary activation and community spaces are considered, during stages where existing community spaces are impacted by construction and not accessible to the community, to support community cohesion during the process of change.
 24. CHPs have opportunities to participate in governance and decision-making through the operation of the redevelopment, and as part of this, social and affordable housing tenants have opportunities to participate via CHP Tenant Advisory Groups.
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7.2.2.2 Significant physical, social and economic transformation of a longstanding community and associated social impacts of change

"We all help each other out. We all live together, and we all help each other " – current, longstanding Waterloo Estate tenant

Affected stakeholders	Duration of impact
Current tenants of Waterloo South and the community within the immediate and surrounding social locality	Construction and operation, including long-term
Sensitive receivers, including community members with particular vulnerabilities	
Assessment – without mitigation: High negative	
The redevelopment of Waterloo South will catalyse significant physical, social and economic renewal, resulting in a transformational change for the area. The Proposal, of which this SIA forms a part, sets out the overarching redevelopment concept, including the site's urban design and layout, overall floorspace and building envelopes, and other aspects of the development concept. Key policy documents, strategic plans and related guiding documents, including the Waterloo South People and Place Plan (Homes NSW), will guide the renewal process and how social impacts on current and future communities (both within the Estate and in the local area) are considered and addressed. This will involve multiple stakeholders, with key agencies, services and communities themselves being key to how the process and outcomes of renewal are delivered over time. The scale of change and transformation brings significant generational opportunities. It also brings significant challenges for existing communities who will live through significant changes to their community during the construction process and into the future. Many older residents (over a third of the current population in the locality is aged 65+) may only experience the construction and relocation processes and will not experience the benefits of the future place. This highlights the importance of social impacts being considered and opportunities being realised through the process, not just once construction is completed. The social impacts of the renewal process as a whole are multifaceted and the subject of this entire study. Of relevance are Section 7.2.5.4 – <i>Wellbeing impacts for tenants associated with changes to the estate and relocation processes</i>, and Section 7.3.1.1 – <i>Physical, social and economic transformation of the local area</i>. A key social impact for the local community will be a change in the social mix of the area, reflecting the new tenure mix delivered through the redevelopment. This process will involve relocating existing community members out of the area, disrupting local social ties that current tenants have identified as a key community strength and part of their lives. As highlighted in the Waterloo Health Impact Assessment, <i>"social interaction, social networks and social capital are all important for mental health and wellbeing. They may be influenced by such things as whether the design of buildings and public spaces is conducive to incidental social interaction, the accessibility of local facilities, and proximity to people with similar backgrounds or interests."</i>²² Physical changes will include a completely transformed neighbourhood, including new development types and densities, and new configurations of streets and open spaces. These types of changes impact	

²² Lilley, D., Standen, C. & Lloyd, J. (2025), Op Cit, p.23

community members' sense of place and belonging, with neighbourhoods they may have lived in for decades becoming unrecognisable.

While the proposed changes are positive, including high-amenity environments, new open spaces, and high-quality housing, the change process can be disruptive and stressful for existing communities. Studies of similar estate renewal projects have highlighted the social impacts of uncertainty and fear of change. This includes impacts on community members who may be more vulnerable to such stressors, such as children and young people, older people, social housing tenants, people with a disability, people with mental health issues, and people who, for other reasons, may be socially isolated and not well connected to informal support networks.³

As discussed further in Section **7.2.5.4** – *Wellbeing impacts for tenants associated with changes to the estate and relocation processes*, ensuring current community members are carefully considered and respected through the renewal process will be a key determinant of the future social wellbeing of the renewed locality. The risk of not doing so is significant in relation to the overall goals of the project. The overall impact of renewal, if such risks are unmitigated, is rated as **high negative**, given its possible likelihood and major magnitude.

Assessment – with mitigation/ enhancement: Very high positive

Supporting community members through changes to their neighbourhoods, homes, and lives will be critical to mitigating negative social impacts associated with the change process and to optimising social and economic benefits for current and future communities.

Research on similar estate renewal processes indicates that timely engagement with residents, keeping people informed, and providing opportunities and support to make decisions about issues such as relocation are important to social wellbeing during significant change. The research highlighted impacts on children and the need to support their understanding of the changes.⁴

The Waterloo South People and Place Plan (Homes NSW) contains recommendations about how to support community members through change, with a focus on existing tenants, including strategies for local age groups and service providers. Similar strategies could be implemented more broadly by engaging local community groups, keeping them informed, and enabling them to operate effectively and in a timely manner.

The Proposal brings the potential for significant social and economic wellbeing benefits, subject to current communities being well supported through the changes, and effective strategies to deliver social and economic benefits to community members experiencing disadvantage. Through the implementation of a renewal process guided by principles of equity and inclusion and strategies to achieve this, the potential impact of the Proposal is **very high positive**, given that it is likely and transformational.

SIA recommendations – additional social mitigations

It is recommended that:

25. Activities and processes that will support existing tenants through the construction and relocation process are implemented, including through:

- Proactive communication efforts designed to keep tenants informed and address concerns raised, as feasible
 - On-site communications channels, such as Waterloo Connect
-

³ Stubbs (2005), cited in Lilley, D., Standen, C. & Lloyd, J. (2025), *ibid.*, p.113

⁴ *ibid.*, p.113

- Providing tenants with individual relocation support and wrap-around social and health services support coordination
 - Engaging and communicating appropriately with relevant social and health services to support residents throughout the relocation process
 - Providing all tenants with the right to return and informing tenants of that right.
- 26.** Provide timely information to the broader local community regarding redevelopment processes and timelines.
- 27.** Implement relevant approaches researched and recommended in the Waterloo Estate Health Impact Assessment, as feasible:
- Careful community engagement, personalised approaches to the issues faced by the most vulnerable tenants and proper attention to the issues of disruption, grief and loss of place
 - Engaging tenants through various approaches, including providing support and education to help them understand the issues at hand
 - Engaging through a wide range of formal and informal channels, times and venues, providing clear information and parameters for the engagement, and engaging consistently throughout the course of the project
 - Disseminating information through website, noticeboards, letters to tenants, forums, as well as face-to-face interactions and meetings.
 - Providing information in plain English and in all main community languages spoken in the area.
 - Enabling resident participation in the planning and delivery of community activities and events.

7.2.3 Accessibility

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

7.2.3.1 Enhanced accessibility and connectivity to jobs and services for local communities via the Waterloo Metro station

Affected stakeholders	Duration of impact
Current workers, visitors, business owners and future residents.	Operation

Assessment – without mitigation: Medium positive

Transportation and ease of access in general are important factors in the perceived liveability of a city. The provision of housing within proximity of well-connected transport networks enhances residents' mobility, offering broader opportunities for employment, education, health, and recreation.

Access to active and integrated transport is a key policy priority for growth areas across Sydney and NSW. The Transport for NSW Future Transport Strategy emphasises that an integrated network is essential for improving connectivity and driving economic growth. In line with this, the City of Sydney's Local Strategic Planning Statement (LSPS) underscores the need to expand transport links to the Sydney CBD and surrounding areas to meet future demand. With an additional 700,000 people expected in the city each day by 2050, enhancing road space and public transport is critical. The LSPS promotes transit-oriented and walkable communities, enabling residents to travel easily and efficiently.

The opening of Waterloo Metro Station in 2024 has further strengthened public and active transport options in the area, benefiting residents, workers, and visitors. This is particularly important given that 32.5% of local residents do not own a car and walking and cycling account for a high proportion of trips within the LGA (43.8% and 11.9% respectively)(refer to Section 4.3). The metro has improved connections to

key employment hubs, including the Sydney CBD, North Sydney CBD, and Macquarie Park, reducing travel times and increasing convenience. Its reliable, high-frequency service has not only made commuting easier but has also encouraged new business activity and investment in Waterloo.

The Proposal will increase the housing stock in Waterloo South from 750 to approximately 3,300 dwellings. Residents across all housing types will require access to employment, education, and essential services. The site's proximity to the metro will place future residents within easy reach of these opportunities, driving greater demand for local services, jobs, and education facilities. As outlined in section 5.2, key stakeholders identified that accessibility, specifically to the surrounding transport infrastructure, would be key to ensuring direct access to employment. This will be further addressed in Section 7.2.3.2 of this report.

Considering the elements above, the unmitigated impact is assessed as **medium positive**, given the likely likelihood and moderate magnitude.

Assessment – with mitigation/ enhancement: High positive

The Proposal is designed to support convenient and equitable access to public and active transport for future residents, employees and visitors. This approach is informed by the Transport Impact Assessment (TIA) and Green Travel Plan (PTC, 2025), which together set out how the site will be accessed primarily via sustainable transport modes and how it will connect with the surrounding transport network.

A key strength of the site is its immediate proximity to the Waterloo Metro station, which provides frequent, high-capacity services during peak periods and fast connections to major employment destinations across Inner Sydney and Greater Sydney. This level of connectivity is particularly important for social housing residents, who typically have higher reliance on public and active transport. The Metro station will enable residents to access a wide range of jobs, education and training opportunities with greater reliability and shorter travel times, helping to address transport disadvantage and support workforce participation.

The TIA identifies the site as having exceptionally high public transport accessibility, with the Metro station within a short walk and offering direct links to key centres across the metropolitan area. This accessibility supports the transport strategy adopted for the Proposal, which assumes lower levels of private vehicle use compared to conventional developments.

According to the Environmental Impact Assessments (Beam, 2026), Relative to the development approved under PP-2021-3265, the current concept places greater emphasis on walking, cycling, and public transport as the dominant modes of movement within and through the precinct. These changes are reinforced through public domain and streetscape interventions that include:

- Street designs that reduce the dominance of vehicles and give greater priority to pedestrians
- Wider footpaths that allow for safer movement and improved amenity through landscaping
- Active building frontages along George Street and key east–west links to support pedestrian activity
- Direct connections to existing and future cycling infrastructure
- Provision of bicycle parking and end-of-trip facilities that meet relevant planning controls.

Taken together, these elements are expected to shift travel behaviour towards more sustainable modes. This will deliver broader benefits such as lower household transport costs, reduced dependence on private cars, health benefits associated with walking and cycling, and reduced transport-related emissions. Therefore, this mitigated impact is assessed as **High Positive**, given the likely likelihood and major magnitude.

SIA recommendations – additional social mitigations

- No further recommendations.

7.2.3.2 Improved accessibility throughout the site through Concept design

“Ground floor apartments should be accessible without having to walk up any stairs. Many often have a few sets of stairs to get into the building” – current tenant, Waterloo Estate

Affected stakeholders	Duration of impact
Future residents, workers and visitors	Operation

Assessment – without mitigation: Low negative

Over time, accessibility within Waterloo Estate has declined as the area has aged and undergone change. The Proposal aims to address these issues by strengthening internal connectivity, facilitating movement through streets, public spaces, and within the site, and improving access to apartments and key destinations.

As outlined in Section 4.3, the City of Sydney’s Sustainable Sydney report highlights the importance of building community cohesion through inclusive public spaces. Specifically, the report highlights that the design of streets and precincts should prioritise environments that are welcoming, accessible, and safe at all times of day. Targeted support will also be provided to vulnerable communities to help enable equitable access to essential services.

The current demographic profile of Waterloo Suburb (Section 4.3) indicates that mobility and accessibility are significant local issues, with a relatively high proportion of residents experiencing long-term health conditions. In both the immediate and surrounding areas, there is a notable share of people providing unpaid assistance to someone with a disability, chronic health condition, or due to old age – 7.3% in the immediate area and 10% in the broader locality. Arthritis, a common cause of mobility limitations, is reported as the second most prevalent long-term illness among residents in the immediate area (11.0%).

During consultation, accessibility through the current Estate was a prevalent issue raised by current tenants, community stakeholders and local community groups. Issues such as uneven streets, steep inclines, and apartment accessibility were commonly noted as significant, particularly for individuals with long-term health conditions.

Given the high levels of mobility challenges among the current population and the declining physical condition of the estate, the unmitigated impact of the existing situation is assessed as **low negative**, reflecting its unlikely likelihood and minor magnitude.

Assessment – with mitigation/ enhancement: Medium positive

Accessibility is a central feature of the Proposal’s design, supporting liveability for all residents. The Urban Design Report (SJB, 2025) show that non-residential uses (which may include retail, community uses, and essential services) are distributed in the Waterloo South Master Plan to meet the needs of future residents. Additionally, the Proposal seeks to activate streetscapes by incorporating active ground-floor uses. To support this objective and improve accessibility, the design includes footpath widening along key routes, including George Street, Cooper Street, and John Street. These enhancements will create more comfortable and navigable pedestrian environments, encourage street-level activity and improve connections across the estate.

The Urban Design Report by SJB (2025) also details the urban design approach for streetscapes across the Master Plan. A planned hierarchy of streets and open spaces is designed to foster community life and improve accessibility across the site. Street walls of six to seven storeys will frame and activate the public realm, creating a comfortable human scale and reinforcing the character and identity of key routes. This approach supports clearer wayfinding, stronger visual connections, and easier movement throughout the estate, contributing to a more accessible and engaging environment.

The Urban Design Report (SJB, 2026) positions George Street as the primary focus of amenity and the precinct’s ‘high street’, acting as the main location of activity and a civic and green spine for the site. Wide pedestrian zones, shaded seating and water-sensitive design create a comfortable and legible environment that supports movement for people of all ages and abilities.

The Report prioritises a human-centred approach to movement throughout the design, delivering a fine-grained network of streets, cycleways and through-site links, including a key connection between Cooper Street and George Street which improves cross-precinct movement and permeability. Public open spaces associated with these through-site links act as social connectors, linking homes, retail and community uses while providing green relief within a high-density setting. Active ground-floor uses along these routes, which provide the opportunity for retail, hospitality and community uses, create likely and welcoming streetscapes that support passive surveillance and everyday interaction.

The description of the types of uses envisaged for Waterloo South, including hospitality venues, neighbourhood services such as grocers, cultural and creative spaces, sport and recreation facilities, community spaces and medical services, within the Master Plan would provide residents with access to a wide variety of essential services locally, reducing the need for longer trips and support people with mobility limitations. Collectively, these design measures are expected to substantially improve accessibility across the site, resulting in a positive social impact for existing and future residents, particularly those with mobility challenges or caring responsibilities.

Given the extent of enhanced accessibility across the site, which aligns with identified needs and addresses the requirements of vulnerable cohorts and those experiencing mobility challenges, the impact is assessed as **medium positive**, due to the likely likelihood and a moderate magnitude.

SIA recommendations – additional social mitigations

It is recommended that:

28. Accessibility outcomes are reinforced and refined through the detailed design phase, to support the delivery of the concept design into inclusive, legible and safe environments for all users.
 29. Accessibility is a guiding principle in the distribution of retail and community uses across the site, to enable residents' daily needs to be met within walkable distances, reducing reliance on longer trips.
 30. Widened footpaths are delivered along key walking routes, including to support comfortable, safe and navigable pedestrian movement and encourage street-level activity.
 31. George Street is delivered as a high-amenity "high street," with wide pedestrian zones, shaded seating and water-sensitive design that supports movement for people of all ages and abilities.
 32. The public domain design includes a fine-grained network of streets, cycleways and through-site links, including the connection between Cooper Street and George Street, to enhance permeability and improve cross-precinct accessibility.
-

7.2.3.3 Access to social infrastructure and services for future communities

"All the buildings need community rooms, community spaces – for parties, for families, for community groups to meet. If people are in small units, and they have family members coming to visit, there is no room to entertain. We need community rooms that tenants can book to have parties " – current tenant, Waterloo Estate

"We know there is a need for a health facility that is bulk billing, but it shouldn't come at the expense of community facility" – community stakeholder

"We need spaces for people to get out of their apartments; it's so important to get this right " – current tenant, Waterloo Estate

"There's a present lack of large enough community spaces for reasonably sized meetings " – stakeholder, service provider consultation session

"Community rooms are so important: big community spaces and having them early, where you can organise people to come and do stuff there that is based on community needs. Shared spaces, social hubs for classes, cooking classes, etc., mental health awareness, really helps bring the community together " – stakeholder at Sydney Local Health District consultation session

“Childcare and occasional care are really important: high-density living places stress families if this is not available and affordable” – stakeholder, service provider consultation session

Affected stakeholders	Duration of impact
Future residents, workers and visitors	Operation

Assessment – without mitigation: Low negative

All communities need access to social infrastructure to engage in sustainable and healthy lifestyles. Locating housing in areas with access to social infrastructure and open space is critical for the health and wellbeing of communities. Community facilities and open spaces are multifaceted spaces, providing accessible places for people to relax, socialise, and exercise outside their homes, as well as opportunities for social interaction and physical recreation.

The City of Sydney’s LSPS highlights that as the population grows and more people live in apartments; there will be increased pressure on existing social infrastructure and services. Consequently, access to new infrastructure and services will be needed, along with ongoing maintenance of existing facilities.

The local area is expected to experience significant population growth by 2041 (refer to Section 3.3), driven primarily by an influx of younger workers and family-aged residents. Demographic analysis of the Waterloo Estate (refer to Section 3.3), including projections based on the planned addition of 2,300 dwellings. The analysis forecasts that the population will increase from 1,719 in 2016 to 5,542 by 2036.

In the current context of Waterloo South specifically, the immediate and broader local area also have higher proportions of residents who rely on community services and infrastructure. The immediate area currently has an older demographic profile, with an average age of 52. The immediate area also has a significant proportion of people experiencing socio-economic disadvantage and chronic health conditions.

The existing Waterloo South site has limited capacity to support community service providers and social infrastructure. Currently, OzHarvest operates on-site in a temporary capacity within the community hub (co-located with Homes NSW Waterloo Connect engagement/outreach office), where a community room is also available for use by residents of Waterloo Estate. The Homes NSW tenancy team are based in the Drysdale building, while other key service providers, including Counterpoint, Kinchela Boys Home, WEAVE and the Aboriginal Medical Service Redfern are located nearby but are not accommodated on-site within the Waterloo South and the broader estate (inclusive of Central and North). Other networks of services – such as the Waterloo Human Services Collaborative – play a critical role in local service provision and will need to be engaged through future services planning processes.

A key community stakeholder raised the issue of local services need for appropriate spaces, highlighting: *“The previous review of social infrastructure and services didn’t consider whether they were fit for purpose. Most NGOs in the local area are operating from premises provided by Homes NSW or City of Sydney on peppercorn rent, but that doesn’t mean those premises are fit for purpose.”*

In terms of social infrastructure, the Waterloo Estate currently has no dedicated libraries, education or health services on site. However, there are a range of community rooms and spaces on the Estate and in the local area, including spaces used by services.

Extensive open spaces at Waterloo Estate and the broader local area include Waterloo Green and the James Cook Community Garden, along with Waterloo Park, Redfern Oval, Waterloo Oval, Alexandria Park and Moore Park.

The community and stakeholder consultation process raised a range of priorities for social infrastructure and services. Many types of social infrastructure were raised by participants, ranging from childcare; community rooms and spaces for hire; GPs medical centres; specialist health and medical services such as needle exchanges and injecting rooms; spaces for learning; public toilets and showers; men’s sheds; bike repair workshops; spaces for children and young people to gather; culturally appropriate spaces for

Aboriginal community members to gather; open spaces with amenities like shade, BBQs, seating, tables, playgrounds, community gardens, off-leash dog areas, and water-based play spaces.

Consultation identified the importance of allocating space for health services and Aboriginal community-controlled organisations, and of working collaboratively with local First Nations stakeholder representatives and community members to help guide the Proposal and the benefits has the potential to deliver.

Overall, consultation highlighted the need for integrated infrastructure and services planning to enable appropriate provision to meet community needs, as part of the Waterloo South redevelopment and future stages of the estate renewal. The Waterloo Human Services Plan and the Waterloo South People and Place Plan (Homes NSW) were cited as key to this process, including the need to review and refresh services planning as the renewal process progresses through its various phases.

A key community stakeholder recommended that: *“There needs to be human services plans developed [for all stages of the process]: plans that deal with the now; deal with the relocations, and deal with post the redevelopment – including addressing impacts on the broader community.”*

They also recommended a more holistic approach to integrated services planning across the local area: *“The human services plan and people and place plan need to be brought into a single plan, so we are dealing [holistically] with issues that impact on all people, not just people on Waterloo South.”*

The current lack of on-site social infrastructure in Waterloo South, combined with the high proportion of residents who either require or have expressed a desire for greater provision, presents a challenge for current community accessibility. Therefore, the unmitigated impact (if no additional social infrastructure and services is provided as part of the Proposal) is assessed as **low negative**, due to its unlikely likelihood and moderate magnitude. However, the issue remains significant in the context of long-term planning.

Assessment – with mitigation/ enhancement: Very high positive

The Proposal includes 5,000sqm of floor space allocated for ‘community uses’, which is defined in the planning controls as including:

- community facilities
- health facilities
- childcare facilities.

It is proposed as part of the concept SSDA and rezoning to include ‘education establishment’ as a fourth potential use in this mix of community uses to be delivered at Waterloo South.

Whilst the concept SSDA does not define the allocation of this community floor space to specific tenancies or uses, the overall provision of 5,000sqm will significantly increase the amount of social infrastructure within Waterloo South, which will benefit the whole Estate and beyond. Whilst no decisions have been formed about the ultimate breakdown of this space for community uses, Stockland has indicated that it is considering a mix of social infrastructure and a range of project-specific uses such as a ‘Skills Exchange and Redeployment Centre’ and a social enterprise space.

The Urban Design Report (SJB, 2025) identifies the indicative allocation of floor space for community uses across key locations within Waterloo South, including blocks 2, 4, 8, and 10.

Alongside these planning controls, the Voluntary Planning Agreement (VPA) currently in place for Waterloo South sets out the social infrastructure to be delivered by Stockland and dedicated to the City of Sydney. Whilst the final design specifications and delivery arrangements for these facilities will be determined during the detailed design phase, the VPA clarifies the floor space amounts to be provided, which includes:

- 2,400sqm of space for community facilities (the specific use/type of community facility will be confirmed through further engagement with and by the City of Sydney)
- A large park of approximately 20,000sqm associated with Block 1
- A smaller park of approximately 1,000sqm associated with Block 8.

Notably, the VPA identifies Block 2 and Block 8 as locations that could accommodate the community facilities for the City of Sydney, both nearby the two new parks to be delivered as part of the development.

The proposed public open spaces to be provided in Block 1 and Block 8 will provide opportunities for both active and passive recreation, catering to a wide range of community needs and interests. They will play a central role in supporting community health and wellbeing. Integrating Connecting with Country principles into the planning and design of these spaces will be a key priority, ensuring they reflect and respect cultural values.

The co-location of community facilities and open space will create a cohesive and accessible network of social infrastructure, enabling residents to easily access essential services and recreational areas.

Stockland's commitment to delivering new community facilities and open spaces within Waterloo South is expected to address current gaps in social infrastructure, improve accessibility, and foster a stronger, more connected community. Therefore, this mitigated impact is rated high positive, due to the almost certain likelihood and major magnitude.

Service providers highlighted the importance of working closely with existing service networks in planning future facilities and services as part of Waterloo South. Key stakeholders include the Sydney Local Health District, Waterloo Human Services Collaborative, Aboriginal Medical Service Redfern, Kinchela Boys Home, aged care services, drug and alcohol services, DV services, and a wide range of local providers active in the local community. These providers know the local community, understand their needs, and are well placed to advise on meeting their needs through the renewal process, including through the construction process.

Therefore, considering the addition of on-site amenity and the commitment to deliver social infrastructure throughout the renewal process, the mitigated impact has been assessed as **very high positive**, given the almost certain likelihood and major magnitude.

SIA recommendations – additional social mitigations

It is recommended that:

33. Engagement is undertaken with the local community and stakeholders when preparing detailed applications, to understand community needs and aspirations for social infrastructure, and to apply these insights when making decisions about the types of on-site social infrastructure to be provided.
34. Existing service providers and associated service networks are involved, where possible, in the planning and future operations of the future social infrastructure and services as part of the renewal process.
35. Opportunities to name community infrastructure are pursued in ways that reflect and respect local Aboriginal cultural heritage, consistent with the Connecting with Country Framework.

7.2.4 Culture

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

7.2.4.1 Recognition and celebration of local First Nations culture through project design and delivery

"We need learning spaces, to learn about Country: the plants, animals, etc. A place where everyone can come to learn about Country and connect with Elders" – Metropolitan Aboriginal Land Council representatives, service providers consultation session

"Some mob can't wait to get out, but for others, there is still a sense of mourning. Getting moved off Country and into an apartment means they lost their sense of place. There are lots of intergenerational

tenancies in the Estate where people's parents, grandparents and even grandparents have lived in the same house" – Stockland Waterloo Aboriginal Engagement Manager

Affected stakeholders	Duration of impact
First Nations community members	Construction and operation

Assessment – without mitigation: High negative

The Waterloo South renewal has the potential to celebrate local First Nations culture and the historical significance of the Waterloo area to the Gadigal people through thoughtful design elements and integrating cultural heritage into the urban landscape. Integration of First Nations culture into design is crucial to overcome concerns surrounding the loss of First Nations culture and history, which has long been a part of the Waterloo and Redfern area.

As shown in the social baseline (Section 4.3), there is a high proportion of Aboriginal and Torres Strait Islander people living in the immediate area (refer to Section 6.1 for the definition of the immediate area) (6.0%), compared to the local area (2.4%), LGA (1.4%), and Greater Sydney (1.6%). The Waterloo Suburb also holds great cultural and historical significance to the Gadigal people, with Redfern-Waterloo considered to be the urban heart of Aboriginal Australia, holding great historical and cultural significance.

The importance of recognising First Nations culture through project design and delivery is highlighted in key state and local policy documents, including the Government Architects of NSW Connecting with Country Framework, the City of Sydney Reconciliation Action Plan and Cultural Strategy, as well as the Waterloo South People and Place Plan (Homes NSW). The City of Sydney Reconciliation Action Plan highlights the importance of ensuring that First Nations histories, languages and traditions are visible across the city, and the Cultural Strategy identifies the role of truth-telling, public art and memorials as potential ways of celebrating First Nations culture.

All of these documents identify that a collaborative approach, whereby First Nations people are actively involved in guiding and shaping design outcomes, is essential for meaningfully recognising and celebrating local First Nations culture. The recommendations in the Waterloo South People and Place Plan (Homes NSW) are designed to "support self-determination, empowering Aboriginal communities to have a significant role in shaping the future of the area... to help create a place where the strengths of the diverse community are recognised, honoured and celebrated" (p.20).

Feedback provided by the local Aboriginal community has highlighted that there are concerns among the community that, as the redevelopment will modernise the area, Waterloo will no longer feel like Waterloo. It was also acknowledged that there are many intergenerational tenancies in the Estate, where people's parents, grandparents and great grandparents have lived in the one apartment on the Estate. While there is an understanding of the need and opportunities that arise from the availability of new, higher-quality housing, there may also be a sense of loss from the loss of a space that has held intergenerational memories for families.

Some early recommendations made by Aboriginal community members for the redevelopment to appropriately recognise and celebrate the rich First Nations culture and history of the area included the creation of a specific place, designed by and for Aboriginal people, for gathering, yarning, and celebration. The local Aboriginal community has also raised a desire for an Aboriginal Cultural Hub and/ or the specific inclusion of Aboriginal businesses as part of the planned retail mix, to raise the profile and visibility of Aboriginal culture and people. The reintroduction of plants, shrubs and trees that were once native to the area, and with references to their Gadigal names, was considered by Gadigal Elders and Traditional Custodians as an important design element to reflect culture and history.

Other key stakeholders, including representatives from the Metropolitan Local Aboriginal Land Council, AMS Redfern and a representative from SLHD, have also expressed the importance of the inclusion of culturally appropriate spaces and services in the project. Feedback highlighted the need for social gathering spaces for the community that are safe and controlled, as well as spaces for outdoor activities to avoid social isolation. It was also expressed that at the household level, overcrowding has traditionally

been an issue for the local Aboriginal community, where three-bedroom houses are not large enough to accommodate the needs of larger Aboriginal families.

While the Proposal will result in a sense of loss for some members of the Aboriginal community, it will also provide opportunities for First Nations culture to be recognised and celebrated through design and other elements. It will be critically important for project design and delivery to create a culturally safe place for local Aboriginal communities to live and thrive. The risk to the local Aboriginal community of Redfern-Waterloo if such approaches and strategies are not implemented as integral to the redevelopment is rated as **high negative**, given that they are possible and major, given the cultural significance of Redfern-Waterloo to the Aboriginal community.

Assessment – with mitigation/ enhancement: High positive

The project is committed to supporting and improving outcomes for the Aboriginal community, and to respecting and celebrating the integral role that Aboriginal and Torres Strait culture and heritage has and continues to play in the area. To do this, the project partners will collaborate with the local Aboriginal community to identify opportunities to improve outcomes for Aboriginal people through the project's design, planning, delivery and operational phases.

Engagement with the Aboriginal community and Aboriginal Community Controlled Organisations (ACCO's) has been a key focus since the renewal partner was selected. To support early and ongoing engagement, Stockland has appointed First Nations architecture firm, Nguluway Design Inc., to guide and oversee the Designing with Country process, as well as Ngurra Advisory to lead Connecting with Country, and an Aboriginal Engagement Manager in-house to oversee all Aboriginal engagement as part of the Waterloo development.

Several Designing with Country workshops have already taken place with the local Aboriginal community in Waterloo to continue to inform and develop the emerging Designing with Country Framework for Waterloo South. Key goals of the current Designing with Country Strategy that have emerged so far include:

- Belonging to a community
- Contemporary journey lines
- Water story
- The fold
- Naming strategy.

The commitment to continuing this engagement and collaboration with the local First Nations community, including for the operation of the area, is outlined in the Connecting with Country Framework that is being prepared as part of the concept SSDA.

There are a number of recommendations within the Waterloo South People and Place Plan (Homes NSW) that also focus on the commitment to consider how the local Aboriginal and First Nations community can continue supporting and improving outcomes for the Aboriginal community. These include making meaningful effort to restore the Country that existed as Illpah, before Waterloo was formed, including waterways, flora and fauna; and making Country visible in the design of buildings and public spaces, through colour, texture, form, landscape and naming. As described above, the Designing and Connecting with Country Strategies describe in detail how the project intends to achieve these objectives, alongside ongoing collaboration with the Aboriginal community.

Through the implementation of the Designing and Connecting with Country Strategies, and ongoing engagement with Aboriginal community members, through project planning, delivery and operations, the potential likelihood of First Nations culture being recognised and celebrated could be increased to likely and major magnitude, resulting in a mitigated impact assessment of **high positive**.

SIA recommendations – additional social mitigations

It is recommended that:

36. Designing with Country and Connecting with Country strategies for Waterloo South are implemented, with a focus on:
- Ongoing collaboration with local First Nations communities.
 - Making a meaningful effort to restore the Country that existed before Illpah, before Waterloo was formed, including waterways, flora and fauna.
 - Making Country visible in the design of buildings and public spaces, through colour, texture, form, landscape and naming.
37. Local Aboriginal community members are engaged on an ongoing basis across all stages of design, construction and delivery to enable First Nations culture, heritage, experiences, needs, and aspirations to be captured and integrated as part of the Proposal.
38. Aboriginal businesses are engaged throughout the design and delivery process to inform the implementation of the Designing and Connecting with Country strategies.
-

7.2.4.2 Recognition and respect for the historical and cultural significance of the Waterloo Estate and surrounding area through the renewal process

“I am a proud public housing tenant ” – current tenant, Waterloo Estate

Affected stakeholders	Duration of impact
Existing social housing tenants	Operation
Assessment – without mitigation: High positive	

There is a strong sense of pride among some community members in living in social housing, and the cultural and historic significance of Waterloo for social housing advocacy in Sydney. Maintaining and celebrating this history in the new design will be important for many existing social housing tenants.

As noted previously, the majority of homes in the Waterloo South (86%) are currently social housing, with similar social housing prominence reflected in other parts of the Waterloo Estate more broadly. The Waterloo Estate has been central in a number of key political movements over the past 60 years, including protests in the 1970s by Waterloo residents, supported by groups like the Builders' Labourers Federation, who rallied against the government's plans for 'slum clearance' of public housing in the Waterloo area. The protests, which included "Green Bans" from the union, were successful in stopping the demolition of existing homes.⁵

The wider Redfern–Waterloo area also holds deep cultural and political significance for Aboriginal communities and has been a focal point for Aboriginal activism, protest and self-determination since the 1960s. Activists connected to the area were involved in the 1965 Freedom Ride, which exposed racial segregation and discriminatory practices in regional New South Wales and contributed to broader civil rights reform. This activism continued in Redfern–Waterloo through sustained protest, organising and community mobilisation.

Alongside this history of resistance and empowerment, Aboriginal narratives associated with Redfern and Waterloo also speak to experiences of systemic racism, over-policing and police brutality. Tensions between police and Aboriginal residents were a defining feature of the area for several decades, with repeated incidents contributing to deep mistrust and trauma within the community. These experiences

⁵ <https://waterloo2017.com/waterloo-useful-facts-history/>

form an important, though difficult, part of the area's social history and are closely linked to broader struggles for justice, safety and recognition.

Access to services has also been a critical issue. Historically, Aboriginal residents in Redfern–Waterloo faced significant barriers to accessing culturally safe health, legal and social services. Mainstream services were often inaccessible or unresponsive to Aboriginal needs, contributing to poorer health and social outcomes. These conditions directly led to community-driven responses, including the establishment of Aboriginal-controlled organisations such as the Aboriginal Medical Service and Aboriginal Legal Service, which emerged to address gaps in care, discrimination within existing systems, and the impacts of exclusion.

Aboriginal stories shared through local community initiatives and oral histories associated with the Waterloo and Redfern area consistently highlight the importance of place in these struggles – not only as a site of hardship, but also as a centre of resilience, solidarity and collective action. Some tenants and community members identified the recognition of both the achievements and the challenges of this history as essential to the future identity of the precinct. Suggestions included incorporating public art, monuments, and interpretive signage that acknowledge the area's social housing legacy, protest history, Aboriginal activism, and experiences of systemic injustice, to make these narratives visible and accessible to residents and visitors.

As outlined in Section 5.2, key stakeholders and current community members have stated that Waterloo and Redfern have strong, diverse communities built on deep local connections, informal support and intergenerational ties. Concern was raised that the redevelopment could erode the “Waterloo feel,” which has created the fabric of social identity, sense of belonging and informal support systems.

The social and cultural mix of the area includes significant communities of Russian immigrants and newer immigrants from a range of other nations.

It is currently unclear what commitments Stockland has made to integrate the social housing character and historical significance of the Waterloo area into future design processes. Additionally, the final design of open space and shared areas will be managed by the City of Sydney, which is where this integration is likely to be accommodated. The unmitigated impact is therefore assessed as **high positive**, given its almost certain likelihood and moderate magnitude.

Assessment – with mitigation/ enhancement: High positive

Stockland, along with Homes NSW, has been actively engaging with existing tenants in the Waterloo Estate to capture feedback on the Concept Plan. As the Proposal is in the Concept phase, detailed design choices have not yet been developed. Stockland has committed to tenants that it will continue to engage with them regarding future design stages; however, it is unclear what priority will be given to capturing the area's social housing character and history.

The Public Art Strategy (UAP, 2025) seeks to curate a strong sense of place by reflecting Waterloo's rich history. The activation strategy within the report identifies key public domain areas where public art will be incorporated through elements such as:

- Seating, lighting and embedded storytelling
- Small sculptural forms or attachments
- Ground plane treatments
- Facade treatments
- Lighting features
- Murals.

In addition to the Public Art Strategy, the Designing and Connecting with Country Strategies for the Proposal form a clear framework for future design and engagement decision-making for the project. These Strategies are aimed at ensuring Aboriginal voices and stories continue to inform the project going forward (refer also to Section 7.2.4.1 above).

Given that the detailed design is not confirmed, but that there is a commitment to highlight the Aboriginal history of the Waterloo Estate and surrounding suburbs, and to design and deliver the future precinct as a place that is inclusive and accessible to diverse community members, this mitigated impact and assessment remains **high positive**.

SIA recommendations – additional social mitigations

It is recommended that:

39. A forum is provided for existing tenants to identify aspirations and preferred elements of social housing character and local history, including the area's history of Aboriginal activism, to be reflected in future design processes through the Concept SSDA and beyond. The outcomes of this engagement should be clearly documented.
40. Culturally diverse local communities are engaged in the detailed design and delivery of open spaces and shared areas – including those to be delivered by the City of Sydney – in ways that are reflective of local character and culture.
41. The Designing with Country Strategy (Nguluway Design Inc, 2026) and Preliminary Public Art Plan (UAP, 2026) are harnessed as important mechanisms through which local cultural histories and narratives can be recognised and respected as part of the renewal (refer also to S.7.2.4.1 above).
42. The Designing with Country Strategy is implemented in the detailed design and delivery of the precinct in ways that are reflective of local Aboriginal culture and heritage, including avenues for ongoing engagement with local Aboriginal communities.

7.2.5 Health and wellbeing

Guideline definition: *Health and wellbeing, including physical and mental health, especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health*

7.2.5.1 Delivering a safer, more liveable environment for current and future communities

“As soon as the sun goes down, people just stay indoors” – current tenant, Waterloo Estate, expressing views on safety on the estate

“The ongoing curation and management of spaces and placemaking is a key risk. They need ongoing curation if they are going to work; you can't just build and forget. This is a key issue in a mixed community, especially where you will have a significant cohort of people with complex needs” – community stakeholder

Affected stakeholders	Duration of impact
Current and future residents, workers and visitors	Operation

Assessment – without mitigation: Medium positive

The growing number of visitors and new residents in the broader suburb of Waterloo brings important challenges, particularly around safety and community cohesion. Creating safe, comfortable, and welcoming spaces is essential to delivering liveable, mixed-use and mixed-tenure residential environments. This involves designing places that encourage active lifestyles, foster social interaction, and provide secure settings for all.

In recent decades, Waterloo has undergone significant urban renewal and redevelopment (see Section 1.5). The suburb has shifted towards mixed-use developments that integrate residential, commercial, and recreational spaces. This transformation responds to Sydney's population growth and the ambition to create more sustainable, liveable urban areas.

As outlined in Section 4.2, local policy frameworks prioritise a safe and inclusive city. The City of Sydney's City for All strategies are central to this, aligning with six Sustainable Development Goals (SDGs) that

promote inclusion and safety. The Sustainable Sydney report further emphasises the role of inclusive public spaces, cultural programming, and participatory governance in building community cohesion. Urban design initiatives focus on streets and precincts that are welcoming, accessible, and safe at all times, with targeted support for vulnerable communities to enable equitable access to services.

As noted in Section 2.1, the Proposal aims to deliver a high-quality mixed tenure housing in the context of a rapidly transforming area, including publicly accessible open space and public realm activation.

The redevelopment will replace and renew existing social housing stock, providing a mix of new social, affordable and market housing. It is expected to improve current residential amenity and comfort, reduce housing stress by increasing social housing stock (refer to Section 7.2.5.2), and enhance the quality of life and wellbeing of residents.

The Proposal will also play a key role in activating the Waterloo suburb and contributing to the vibrancy of the wider Sydney CBD. By diversifying spaces, activities and offerings, the redevelopment will support a growing resident and visitor population, fostering a dynamic 24-hour economy.

The Urban Design Report (SJB, 2025) outlines the inclusion of multi-purpose spaces, such as community uses and residential communal spaces, which will be examined in greater detail during the detailed design phase. The site's strategic location, improved connectivity, and comprehensive range of facilities aims to create an engaging and vibrant community. This approach positions Waterloo South as more than a housing redevelopment; it will function as a vibrant social and economic neighbourhood.

During the consultation process for the concept SSDA, stakeholders emphasised the importance of addressing the needs of vulnerable cohorts, particularly regarding the incoming resident population and the area's activation. While the redevelopment is expected to enhance the overall environment of Waterloo South, feedback highlighted that existing tenants and residents with complex needs must also feel the area is safe, accessible and liveable. This needs to be achieved in both the public and private realms. Consideration of diverse cultural groups' needs and aspirations is equally important to enable inclusive precinct design and delivery, to reflect and respect this diversity.

Safety matters will be addressed in Section 7.2.5.6, which will provide a detailed assessment of how Crime Prevention Through Environmental Design (CPTED) principles have been incorporated into the Proposal.

The Proposal responds to Waterloo's growing need for a safe, activated and liveable environment. On this basis, the unmitigated impact is assessed as **medium positive**, reflecting its likely likelihood and moderate magnitude.

Assessment – with mitigation/ enhancement: Very high positive

The Urban Design Report (SJB, 2025) outlines how the Proposal aligns with relevant planning frameworks to support the delivery of a safe and liveable environment for current and future residents. The design approach addresses streetscapes, ground-plane activation, building articulation, and street hierarchy, creating a connected network of public, semi-public, and communal spaces with defined functions.

The Proposal further notes that streetscapes have been designed to be inclusive and active, with ground-floor uses across all buildings intended to provide multiple entry points, clear visual connections, and opportunities for interaction. This configuration supports precinct safety through natural surveillance and contributes to community use of the public realm. Retail spaces are planned to facilitate precinct activation and encourage social enterprise and entrepreneurship. This inclusion supports cultural representation and local economic participation. Collectively, these measures contribute to the delivery of a safe and liveable environment for both current and future communities.

Activity nodes are positioned to encourage use and support local community functions. The design of each street is intended to facilitate movement, reinforce identity, and contribute to the overall structure of the precinct. The approach incorporates recognition of Country by referencing the stories and traditions associated with the Waterloo South site and the cultural heritage of Aboriginal communities. This

consideration informs spatial planning and design, contributing to the precinct's functionality, resilience, and cultural responsiveness.

In relation to Apartment Design Guide (ADG) compliance within the private realm, the Urban Design Report highlights several key strategies:

- Using typical building typologies to optimise performance at the building level, rather than the block level, thereby maximising cross-ventilation and solar access in line with ADG objectives. These more typical building typologies provide for more tenure equity, delivering consistent quality and amenity across social, affordable, and market dwellings.
- Prioritising inclusive, safe and inviting spaces through a permeable public realm with generous edges and thresholds at the precinct, neighbourhood, block, and building scales. This permeability supports equitable access to connections, services and networks, creating a cohesive fabric of movement and gathering. Streets form a vibrant network of retail and community spaces where everyday life occurs at ground level, supported by a variety of engaging public and communal spaces. This embedded activation fosters social interaction, strengthens community relationships and maximises passive surveillance, contributing to both actual and perceived safety.
- 'Improving amenity' is a key design move that has driven several of the urban design decisions. Access to sky and sunlight is prioritised to enhance comfort and wellbeing and to strengthen the relationship between public and private interfaces. Street wall heights are moderated to achieve a more human-scaled and consistent built-form character, while a network of pocket parks and courtyard spaces help clearly delineate public and private domains. These measures will enable key community spaces to receive appropriate sunlight, and will minimise wind impacts, further supporting comfort, safety, and everyday use.

A Crime Prevention Through Environmental Design Report was prepared by Urbis (2025) to address key design considerations in the context of existing crime patterns and the specific needs and characteristics of the local community. The application of CPTED principles, including passive surveillance, clear sightlines, legible movement networks and active edges, is expected to improve perceptions of safety and reduce opportunities for antisocial behaviour. The improved safety due to the implementation of a Crime Prevention Through Environmental Design approach is assessed at length at Section 7.2.5.6.

Given the design framework applied to the concept master plan and the consideration of liveability and security in both the public and private realms, this mitigated impact is rated **very high positive** due to its almost certain likelihood and major magnitude.

SIA recommendations – additional social mitigations

It is recommended that:

43. Enhanced security within the private realm and improved liveability for social and affordable housing residents (an issue raised through consultation) are prioritised. Design considerations during the detailed design phases should include secure access to balconies, appropriate amenities, and in-apartment security measures where required.
44. A "tenure-blind" approach in the design of housing and shared or public spaces is actively supported, with the intention of avoiding obvious visual or functional differences between tenure types, where practicable. Further consideration of design outcomes will be undertaken and assessed through future SSDA stages and detailed design phases.
45. Public realm activation strategies that are inclusive of vulnerable cohorts and individuals with high needs are incorporated, including through:
 - Designing spaces that are easily accessible and well-lit, with clear sightlines to enhance safety
 - Locating seating, shade, and amenities to support comfort and usability
 - Encouraging positive social interaction and community participation through programming and activities

- Collaborating with support services and local organisations to help enable public realm design to meet the needs of all users, fostering a safe, welcoming, and liveable environment.

7.2.5.2 Improving social wellbeing in the local area through the renewal of the Estate

Affected stakeholders	Duration of impact
Current tenants of Waterloo South and the community within the immediate and surrounding social locality	Operation
Sensitive receivers, including community members with particular vulnerabilities	

Assessment – without mitigation: Low positive

The Australian Institute of Health and Welfare highlights “social determinants of health” as the social, economic and environmental conditions that shape health outcomes. The World Health Organisation identifies factors such as income, education, employment, housing, social inclusion, and access to quality health services as critical to health equity. In its current state, Waterloo South does not effectively support these determinants.

Ageing housing stock, limited open space, fragmented public realm, and inadequate access to services and infrastructure constrain opportunities for social connection, healthy living, and community participation. Specific to the social context of Waterloo South (refer to social baseline), the current site does not effectively meet the needs of the existing community.

Policy drivers (see Section 4.2) from both state and local governments establish clear health and well-being frameworks to guide redevelopment—particularly through design. The renewal of Waterloo South provides a practical opportunity to apply the principles of the Better Placed Strategy (Government Architect of NSW, 2017) and the Sustainable Sydney 2030–2050 vision (City of Sydney, 2023) to address these deficiencies. By embedding design objectives that prioritise sustainability, inclusivity, safety, functionality, and visual appeal, the redevelopment can deliver housing and public spaces that genuinely meet community needs.

As outlined in Section 7.2.3.3, the Proposal adopts a holistic approach to improving social wellbeing. It proposes approximately 3,300 new dwellings, 50% of which will be delivered as social and affordable housing, supported by high-quality, mixed-tenure design. The master plan will deliver publicly accessible open spaces, an activated public realm, and upgraded social infrastructure, thereby directly addressing the current lack of open space and limited amenities.

Aligned with state and local policy frameworks, the renewal integrates all facets of social wellbeing, from housing and public space to transport, cultural facilities, and green infrastructure. These improvements will directly benefit current and future social housing tenants and enhance the quality and accessibility of the local environment for other community members (see Section 7.2.5.5).

Enhancing the quality of housing, public spaces, and local infrastructure in Waterloo South will have a direct and lasting impact on vulnerable communities. For residents experiencing social and economic disadvantage, poor health, or limited access to services, high-quality design means safer, more comfortable homes, accessible and welcoming public spaces, and reliable infrastructure that supports daily life. Quality improvements foster dignity, stability, and a sense of belonging, while reducing barriers to participation in community life.

Therefore, considering the relevant policy drivers aimed at improving social wellbeing, and the current concept masterplan which provides opportunities to enhance social wellbeing, the unmitigated impact is assessed as **low positive**, due to the likelihood and minor magnitude.

Assessment – with mitigation/ enhancement: High positive

One of the key Project Objectives for the renewal of Waterloo South is to create a place that supports tenants' health and wellbeing. Achieving social wellbeing at Waterloo South will extend beyond delivering quality social infrastructure, accessible services, and open space. It will rely on embedding wellbeing as a principle from the concept phase through to operations as part of the design, delivery, and ongoing management of Waterloo South.

As mentioned in section 7.3.3.3, whilst the specific types of community uses to be delivered are not yet confirmed, there is a commitment from Stockland to deliver community uses that will support social wellbeing. These include a skills exchange and redeployment centre and a social enterprise incubator. A commitment to support health and education outcomes has also been made, however details for this will evolve as further engagement with community and stakeholders is carried out.

Locating these types of community services within Waterloo South means that local businesses, service providers, and community organisations have the opportunity to provide services and operate directly from Waterloo South, making support more immediate and accessible. For tenants, particularly vulnerable communities and other sensitive receivers, this reduces the need to travel outside the neighbourhood to access essential services.

This proximity removes barriers such as transport costs, mobility challenges, and time constraints, which can often prevent people from seeking help. It also fosters a stronger sense of community connection, as residents can engage with services in familiar surroundings and build ongoing relationships with local providers. By embedding these facilities into the planning for Waterloo South, the redevelopment supports daily wellbeing, encourages participation in community life, and enables assistance to be available when and where it is needed most.

Education is a key theme that will be central to addressing generational disadvantage in Waterloo South. Local schools, including Alexandria Park Community School, Our Lady of Mount Carmel Catholic Primary School, and Redfern Jarjum College, will have improved access and stronger connections to Waterloo South through integrated site design. Physical and social links to these facilities will embed principles of purpose in the community.

The focus on delivering improved pathways to education, aligns directly with the commitment of delivering a skills exchange and redeployment centre and social enterprise space. Together, these facilities can provide clear pathways from education into training, enterprise, and employment. This will help residents build skills, participate in the local economy, and achieve long-term independence. Embedding education into both the physical environment and the daily life of Waterloo South will strengthen these pathways, break cycles of disadvantage, and foster a culture of opportunity.

Delivery and sustainability of these services will be supported by a broad network of partners. Key contributors include Homes NSW, Stockland, and Community Housing Providers Link Wentworth, City West Housing, and Birribee Housing. The Waterloo Human Services Collaborative, Sydney Local Health District, and other social and health service providers are key partners to provide coordinated support. Additional partners include NSW Police, Aboriginal community services and representatives, local churches and faith-based networks, and tenant-led groups such as the Waterloo Peer Educators.

With consideration to Stockland's commitments to enhance social wellbeing within Waterloo South through the renewal process, thus mitigated impact is rating **high positive**, due to the almost certain likelihood and major magnitude.

SIA recommendations – additional social mitigations

It is recommended that:

46. Commitments to embedding health and wellbeing outcomes are considered through the renewal process to align with the health and wellbeing recommendations set out in the Waterloo South Waterloo South People and Place Plan (Homes NSW), and include:

- Supporting older residents to “age in place.”
- Providing service providers that support the health and wellbeing of community members, with access to appropriate spaces.

47. Continued coordination and collaboration with local social and health services networks is undertaken to support the local community (including existing tenants) through change and relocation processes.

7.2.5.3 Wellbeing impacts for the local community of the construction process and timelines

Affected stakeholders	Duration of impact
Current and future residents and workers within Waterloo South and in the local area	Pre-construction and construction
Community members experiencing disadvantage, disability and vulnerable community members with complex needs	
Community cohorts who will benefit from access to infrastructure and services, including children and families, young people, older people, people living alone, particular cultural groups including people from non-English speaking backgrounds, First Nations community members	

Assessment – without mitigation: High negative

Sustained construction activity in a rapidly evolving urban environment can significantly disrupt daily life, particularly when multiple developments occur over extended periods. These disruptions are likely to be felt most acutely by vulnerable residents, workers, and visitors who may already be managing mental or physical health challenges.

For residents of Waterloo Estate in particular, significant construction disturbance has already been experienced through the Sydney Metro project and ongoing development within and around the Waterloo Metro Quarter precinct. These impacts are expected to intensify with the proposed Waterloo South development. While the Proposal remains at the concept stage, the potential implications for community life are considerable. Likely effects include construction fatigue, understood as potential fatigue experienced by residents, businesses, and stakeholders due to multiple, long-term, or overlapping construction projects in a specific area," changes to the physical environment, and impacts on health and wellbeing. Accessibility may also be compromised through increased noise, reduced air quality, traffic congestion, and modifications to the pedestrian network.

The local area contains a higher proportion of vulnerable population groups. As outlined in Section 4.3, the immediate study area records high levels of socio-economic disadvantage, with multiple SAs ranking in the lowest deciles across the SEIFA indices. This pattern extends to areas east and northeast of the Estate, indicating that disadvantage is concentrated within social housing communities. Existing tenants are particularly affected, with community consultation indicating that ongoing construction has already disrupted daily routines, reduced amenity, and contributed to stress and anxiety.

The Health Impact Assessment highlights that people in low socio-economic positions often have fewer resources to cope with life demands, resulting in lower actual and perceived control over their circumstances. This reduced sense of control is a recognised determinant of stress and anxiety, particularly in situations involving uncertainty about the future and limited influence over critical decisions. In the context of Waterloo South, mandatory rehousing during staged redevelopment over 15–20 years is likely to exacerbate these pathways, adding to demand overload and reinforcing low-control beliefs. Such conditions can lead to chronic stress responses, exposure to health-damaging environments, and poorer

physical and mental health outcomes. Impact specific to the current tenants on site will be addressed in Section 7.2.5.3.

Given the number of sensitive receivers in proximity to the Proposal site, the vulnerability of local population groups, and the anticipated duration of construction, this impact is assessed as **high negative**, given the likely likelihood and major magnitude. This rating reflects the likely scale of disruption to health, wellbeing, and daily life for affected cohorts, and underscores the importance of mitigation measures that address both physical and psychological dimensions of construction-related impacts. This will need to be addressed at the detailed design and construction phase.

Assessment – with mitigation/ enhancement: Medium positive

The Health Impact Assessment of Waterloo⁶ sets out a series of mitigation measures designed to support current tenants during the construction period, with the aim of reducing disruption to health, wellbeing, and everyday routines. It examines the potential impacts of relocation, changes in communication, and altered access to essential services, and proposes targeted strategies to address each.

In relation to relocations, the HIA considers the physical, emotional, and social effects of moving, recognising the importance of preserving community ties and ensuring continuity of health and support services. Recommended actions include: tailored relocation planning, early and ongoing engagement with the community, and the provision of clear, accessible information on timelines and available options. The HIA also highlights the need for culturally appropriate approaches, noting that specific consideration should be given to First Nations residents, with relocation and service support delivered by First Nations providers wherever possible.

In relation to relocations associated with construction, the HIA highlights the potential for changes in housing and neighbourhood environments to affect residents' physical, emotional and social wellbeing. While many current residents will be relocated within or close to the Waterloo area, construction activity and changes to the surrounding neighbourhood environment may still result in disruption to daily routines, social connections and access to services.

The HIA emphasises the importance of early and ongoing engagement, clear and accessible communication, and approaches that minimise disruption to existing support networks and continuity of care. It also notes the need for culturally appropriate responses, particularly for Indigenous residents, with relocation and related support delivered by Indigenous providers wherever possible. Additionally, access to services is considered through measures that support continuity of connections to local services during construction, including utilising community service partners and key stakeholders to adapt service delivery where required.

The HIA emphasises the importance of proactive planning and collaboration to minimise the risk of service disruption and to support the wellbeing of the broader community throughout the transition.

The HIA further defines the partnerships and responsibilities required to implement these measures effectively. It identifies community housing providers, local health services, community organisations, and government agencies as key partners in coordinating relocation support, sustaining service continuity, and ensuring tenant needs remain central to decision-making during the construction process.

If the mitigation measures identified in the HIA are implemented during the pre-construction and construction phases, the impact on health and wellbeing is assessed as **medium positive**, reflecting a likely likelihood and moderate magnitude.

⁶ Lilley, D., Standen, C. & Lloyd, J. (2025)

The Homes NSW Relocations and Support Guide gives effect to many of the HIA recommendations by setting out processes to support residents through relocation and minimise disruption to health, wellbeing and access to services. On this basis, continued relocation activities undertaken in accordance with the Homes NSW Relocations and Support Guide will be important in managing construction-related impacts.

While construction and relocation will inevitably result in some disruption, the capacity to mitigate these impacts, together with the potential for improved health and wellbeing outcomes associated with the completed redevelopment, is expected to result in an overall positive outcome for residents who choose to return to Waterloo South.

SIA recommendations – additional social mitigations

It is recommended that:

- 48.** During the detailed design and construction phases, a Construction Management Plan and associated community engagement and tenant support plans should be prepared to minimise disruption and support the health and wellbeing of affected residents and the wider community. These plans are to place particular emphasis on clear, tailored and ongoing communication. The plans should:
- Maintain clear, accessible and ongoing communication channels with Waterloo residents and other sensitive receivers, providing timely updates on construction activities, anticipated impacts and available support services, with information tailored to the needs of different resident groups.
 - Include targeted and culturally appropriate engagement approaches for vulnerable population groups, with particular attention to existing tenants, to maintain trust, reduce uncertainty and support continuity of care and services.
 - Outline practical measures to manage noise, dust, traffic and access disruptions, alongside strategies to maintain safe and functional pedestrian, cycling and public transport connections.
 - Provide mechanisms for residents to raise concerns and receive timely responses, with feedback actively considered and incorporated into ongoing construction management.

7.2.5.4 Wellbeing impacts for tenants associated with changes to the Estate and relocation processes

“What will CHPs be doing for their tenants, to support their tenants on Waterloo South, and how will this look different to how current public housing tenants are supported by Homes NSW across the rest of the Waterloo Estate. There is a concern these communities will be treated differently” – community stakeholder

Affected stakeholders	Duration of impact
Current tenants	Construction and operation
Sensitive receivers, including tenants with particular vulnerabilities	(noting future stages of the renewal of Waterloo Estate may occur during or after the completion of construction of Waterloo South – an estimated 15+-year timeframe)

Assessment – without mitigation: High negative

The renewal process will bring significant changes to the lives of existing tenants, both through the estimated 15+ year construction process for Waterloo South. The relocation of existing tenants during stages of redevelopment will be an important social impact to monitor and manage in a way that supports tenants’ wellbeing through the changes.

The independent Health Impact Assessment undertaken in relation to Waterloo South (May 2025) calls out key vulnerable groups – “resident characteristics and circumstances” – who may experience more

significant social and health impacts through this change, based on research on previous similar processes globally.⁷

This includes age, physical and mental health status, level of place attachment (the bond between residents and their neighbourhood), preparedness for change, previous experience of mandatory relocation, and the location of residents' social networks (whether they are predominantly inside or outside the immediate neighbourhood).

Census indicators that identify residents who are potentially most 'at risk' of psychological distress include: Aboriginal and Torres Strait Islander status; aged 65 years and above; attending high school; attending primary school; country of birth other than Australia; internet not accessed from the dwelling; non-engagement in employment, education and training; not currently living in high-rise accommodation; living at the same address for at least five years, and speaking English 'not well' or 'not at all'.

The study also analyses factors that have been found to be associated with psychological distress through past redevelopment projects, globally, including:⁸

- Residents' actual and perceived level of control over their personal circumstances, their local community, and the redevelopment project
- The details of project announcements, including: the means by which announcements are communicated to residents; the level of information that is provided to residents; and the rationale that is provided for the project
- The accuracy, frequency, clarity and means of delivery of ongoing project communications
- The number and type of opportunities provided for residents to participate in consultation, community building and rehousing-related activities
- The nature of relationships between residents and tenancy management and project staff
- The presence of vacant dwellings and empty streets in the neighbourhood
- The nature of project planning, including opportunities for resident participation; consideration of residents.

These highlight important considerations for Stockland, Homes NSW and Community Housing Provider partners in planning relocations and the redevelopment processes, in relation to mitigating negative impacts on current tenants and supporting their wellbeing through the process.

The staged nature of redevelopment, with rehousing waiting periods of 15+ years for some residents, is a significant issue raised in the Waterloo Health Impact Assessment.⁹

Residents engaged through the consultation process were concerned to understand the timing of the project and when it would impact them, or when they would be required to relocate. A number of residents who participated in the consultation process expressed positivity about their future in relation to the improvements to the area planned through the renewal process, particularly their access to new, high-quality housing, retail and other amenities. They also expressed concern about where they would be relocated to, and whether they would have the right to return, and impacts to local community connections through relocations, citing close community ties and support networks as an important aspect of their lives.

⁷ Lilley, D., Standen, C. & Lloyd, J. (2025), p.5-6

⁸ *ibid.* p.6

⁹ Lilley, D., Standen, C. & Lloyd, J. (2025)

Some residents expressed the desire to be relocated out of the area entirely and saw this as an opportunity for this to occur. The Stockland Engagement Team highlighted the number of intergenerational tenancies in the existing Waterloo Estate (refer to Section 7.2.4.1), who may experience higher levels of anxiety and distress as a result of the relocation.

As referenced in the Health Impact Assessment, 'place attachment' was a key concept used to explore the impact of displacement on communities being relocated from their homes. It was found that residents with a long association with the area were more likely to experience anxiety and distress from the move, as they had stronger place attachment built on strong social connections and support systems established in the area. Current tenants' sense of their access to information about the process, and their ability to influence the process in relation to ways it will impact their lives, are highlighted as key issues impacting levels of stress and wellbeing (refer also to Section 7.2.5.3).

With consideration to the above, this unmitigated impact is assessed as **high negative**, given its likelihood and major magnitude. This is given that the ultimate outcome of the Proposal is considered to be positive.

Assessment – with mitigation/ enhancement: Low negative

The Waterloo South People and Place Plan (Homes NSW) recommends supporting tenants through these changes, including specific recommendations around "Working with social housing tenants," "Working with the Aboriginal community," and "Supporting health and wellbeing." The Plan also sets out a range of recommendations, including to: "create a place that supports the health and wellbeing of all tenants, now and into the future," and to "sensitively manage the impacts of renewal on existing tenants."

The Relocation and Support Guide (Homes NSW), is designed to explain the relocation process and the support available to enable service providers and tenants understand each step. As described in Section 7.2.5.3 above, the Relocations and Support Guide gives effect to many of the HIA recommendations relating to relocations by setting out processes to minimise disruption to health, wellbeing and access to services. On this basis, continued relocation activities undertaken in accordance with the Relocations and Support Guide will be important in managing construction-related impacts.

The HIA refers to the study of the Airds Bradbury estate renewal process in delivering a range of insights into what worked well in supporting tenants through changes. This included the finding that "frequent and timely communication of information about the redevelopment was seen to reduce community worry," and the provision of specialist support for those who needed it was a key aspect of support, including 6-12 months post relocation¹⁰

Noting this, it is recommended that existing tenants at Waterloo South are well informed through a range of channels that are appropriate to their needs, and are connected to relevant health and social services where they need specific wellbeing support. This will be key to taking the learnings from the HIA and mitigating the impacts of this change process.

While this impact is rated as **low negative**, this relates to the possible, minor negative social impacts that may still occur, particularly for vulnerable populations. It does recognise that for tenants who are well informed and supported, there will be many positive impacts of the change over time.

SIA recommendations – additional social mitigations

It is recommended that:

- Recommendations 25, 26, and 27 set out in Section 7.2.2.2 are implemented.

¹⁰ Rose & Ng Chok, 2012, cited in Lilley, D., Standen, C. & Lloyd, J. (2025), p.119

7.2.5.5 Support for future community wellbeing through access to social infrastructure and community services on-site

"We need a social services plan to determine priorities that may be changing over time" – stakeholder, service providers consultation session

"We need multipurpose spaces that can be used by different communities and services at different times. Flexible spaces that can be used for community meetings and activities. Management is key: it needs to be well managed to be multifunctional" – stakeholder, service providers consultation session

"Ensure community facilities [on Waterloo South] are not planned in isolation of the broader services planning in Redfern and Waterloo, and ensure services are involved in the design of these spaces so that they meet their needs" – stakeholder, service providers consultation session

Affected stakeholders	Duration of impact
Future residents and workers within Waterloo South and in the local area Community members experiencing disadvantage, disability and vulnerable community members with complex needs Particular community cohorts who will benefit from access to infrastructure and services including children and families, young people, older people, people living alone, particular cultural groups including people from non-English speaking backgrounds, First Nations community members	Preconstruction, construction and operation
Assessment – without mitigation: Medium positive	
As outlined in Section 7.2.3.3, providing social infrastructure within the redevelopment will strengthen support for both the current and future community of Waterloo South. Additionally, ensuring the provision of services and access to social infrastructure during the construction phase is crucial. The scope and details of each community service and facility will be further assessed during the detailed design phase for each stage of the redevelopment, once allocation and specific requirements have been confirmed. As outlined in Section 7.2.5.3, current tenants will be relocated during the construction phase. This process will inevitably cause disruption to accessing services and infrastructure located in close proximity to the site, which will affect the health and wellbeing of in the immediate and residents when they return. Evidence from the Airds Bradbury Renewal Project¹¹ shows that relocation in social housing can be both challenging and transformative. The study found that some residents experienced stress, a loss of identity, and disruption to established support networks, all of which can impact community wellbeing. Conversely, others saw relocation as an opportunity for personal growth and new life pathways – a perspective echoed in consultation for the Waterloo South proposal (refer to Chapter 5). The research also highlights the importance of maintaining continuity of essential services, particularly for residents with complex needs, to minimise disruption. Early identification of individuals at risk, strong coordination between service providers, and the creation of centralised support hubs can play a critical role in improving outcomes during housing transitions.	

¹¹ Rose & Ng Chok, 2012, cited in Lilley, D., Standen, C. & Lloyd, J. (2025)

In line with the priorities highlighted above, the Waterloo Human Services Collaborative demonstrates how coordinated planning and service delivery can strengthen future community well-being by ensuring accessible, integrated social infrastructure and on-site services during and after redevelopment.

Established in 2020, the Collaborative brings together government and non-government agencies to prioritise tenant wellbeing and maintain service access during relocation for the Waterloo Estate redevelopment. Guided by its action and implementation plans, it focuses on safety, health, communication, customer service, service integration, and systemic issue resolution, leveraging existing resources without new funding. Its approach aims to enable continuity of essential services, embed human services into the future built form, and build community resilience, offering a model that can be applied across public housing communities to improve access to coordinated social infrastructure and services.

Additionally, in the operation of the development after construction, ensuring provision for existing service providers and extending capacity for other on-site service providers is crucial to the success of mixed-tenure housing and to achieving greater social outcomes for future residents. During consultation, current tenants noted that on-site provision of health and broader community services is essential.

By delivering and integrating community uses into the early and ongoing phases of the project, the proposal aims to foster a strong sense of place, encourage community participation, inclusion and social capital-building, and deliver social infrastructure aligned with community needs driven by population growth and change. This approach aims to create a well-served, inclusive, and connected community from the outset.

With consideration to the coordinated planning, service integration, and continuity of essential services facilitated by the Waterloo Human Services Collaborative, alongside the commitment to embed accessible social infrastructure and community services on-site through the renewal project, this unmitigated impact is rated **medium positive**, given the likely likelihood and minor magnitude.

Assessment – with mitigation/ enhancement: Medium positive

Providing new, dedicated onsite community uses will strengthen the incoming resident and tenant cohort, creating opportunities to improve health and wellbeing. As outlined above, relocation will have an immediate impact on the health and wellbeing of the Waterloo South community; however, these effects will be addressed in operation through broader social and physical infrastructure commitments to be delivered through the project. Given the details relating to the specific types of social infrastructure to be delivered will not be known until detailed planning commences for each stage, this commitment must be carried forward through all detailed design phases. Therefore, this mitigated impact remains as **medium positive**.

SIA recommendations – additional social mitigations

It is recommended that:

49. Community facility needs and priorities are continually reviewed to inform future detailed planning stages. This will aid in determining projected demand for social infrastructure, community services, and facilities.
50. Partnerships with local health and social services providers are established to deliver programs and services on-site, through ongoing collaboration with those providers – including the Sydney Local Health District, the City of Sydney, and other community-based organisations. These partnerships may continue, or expand (as needed), to support the delivery of on-site programs and services.
51. Consideration is given in the detailed design phase to designing community buildings and public spaces to be adaptable for different uses over time, allowing them to respond to changing demographics and service needs. This should be considered by City of Sydney Council, who are responsible for preparing the briefs for the VPA community buildings to be dedicated to Council.
52. Regular consultation with CHPs, residents and key stakeholders is implemented and supported by ongoing monitoring of community engagement activities, safety outcomes and community

perceptions. This will assist in assessing satisfaction, identifying emerging needs and informing adjustments to social infrastructure provision over time. This process should be undertaken in collaboration with the City of Sydney.

53. Opportunities for local businesses, social enterprises, and community groups are provided to operate within Waterloo South, strengthening economic resilience and social cohesion. These opportunities could be aligned to commitments such as the Skills Exchange and Redeployment Centre and/ or Social Enterprise space.

7.2.5.6 Improved safety through Crime Prevention Through Environmental Design approach to project design and delivery

"I've lived here for 25 years. In the old days, people used to have picnics in the park, now there's all the drugs, and it's destroyed everything" – current tenant, Waterloo Estate

"Any on-site security or building management should be trained to adopt a relationship management ' approach rather than an enforcement approach" – representative from Counterpoint Community Services

Affected stakeholders	Duration of impact
Current and future residents, future visitors and workers	Operation
Assessment – without mitigation: High negative	

The Waterloo Estate, including the Waterloo South site area, has long been associated with complex safety challenges, with crime rates in several categories exceeding both the City of Sydney and NSW averages.

Policy frameworks within the City of Sydney, including the Crime Prevention Through Environmental Design (CPTED) principles outlined in Section 3.13.1 of the City of Sydney Development Control Plan (DCP) 2012, seek to address such issues by embedding safety into the built environment. Relevant provisions for the Proposal include maximising passive surveillance through the placement of active spaces, windows, and building entries; avoiding blind corners and recesses; ensuring public and commercial facilities are visible and conveniently located; providing defined transitional spaces between public and private areas; and designing building details, landscaping, and fencing to prevent illegitimate access.

The DCP also requires direct pedestrian routes with clear sightlines from parking areas to building entries, and visibility into ground-floor non-residential spaces and residential foyers from the public domain at night. These measures should be incorporated into the detailed design to align with the DCP's objectives for socially and environmentally responsible development.

In addition to the DCP, the City of Sydney's Community Safety Action Plan (2019) identifies four priority areas to enhance community safety. Priorities relevant to the Proposal include creating safe streets and spaces through improved lighting, CCTV, and public domain management; reducing opportunities for crime and addressing domestic and family violence; and building resilient, connected communities to strengthen safety outcomes.

Analysis of BOCSAR data confirms that Waterloo records proportionally higher rates of malicious damage to property (1,030.8 per 100,000), break and enter dwelling (582.6), drug offences (1,238), robbery without a weapon (89.6), and breach of ADVO (549) than the NSW average, with some rates also exceeding those of the City of Sydney. Lower-than-average rates are recorded only for steal from retail store (196.1) and motor vehicle theft (235.5).

Key crime trends indicate that weekday non-domestic assaults are more common than weekend assaults, while theft rates peak on weekends. Certain offences, including break and enter dwelling, steal from dwelling, and steal from retail store, occur more frequently on weekday nights. Residential properties

are more susceptible to trespassing than non-residential premises, and theft from persons is significantly more common at night than during the day.

During consultation, it was noted by current tenants, community stakeholders, and government agencies that the area has experienced sustained periods of elevated crime, along with tensions between residents and law enforcement. These tensions have, at times, been exacerbated by community perceptions of over-policing and heavy-handed policing practices, which have contributed to a strained relationship between some residents and police. Similarly, feedback from Counterpoint Community Services raised the importance of any on-site security adopting a 'relationship management' approach, rather than an 'enforcement' approach, which avoids a sense of 'us and them' between building management and tenants. It was also suggested that tenants could be trained and employed in such roles to mitigate tensions and division between building management staff and tenants.

Additionally, the Waterloo Wellbeing and Safety Action Group (WWSAG) was established as a community-led forum to improve the health, safety and wellbeing of the Waterloo public housing community by elevating resident concerns and supporting locally driven responses. Its activities include delivering community projects, events and training, and advocating to key stakeholders. In 2024, WWSAG developed an Action Plan in partnership with residents and key agencies, chaired by the City of Sydney. The Action Plan identifies four priority areas: health and wellbeing; crime prevention and community safety; asset management and the built environment; and community connection and social inclusion.

This backdrop has shaped both the lived experience of safety in the area and the broader social context in which renewal efforts are taking place. Additionally, the prevalence of drugs and their impact on the safety of the estate was heavily noted. It was indicated that drug use and street drinking have had a greater impact on health and wellbeing within the estate. However, it has also been noted that on-site crime has decreased in recent years.

As outlined in Section 2.1, the concept development aims to create a high-quality, mixed-tenure precinct within a rapidly transforming urban environment. The vision is for an authentic mixed-use environment that integrates housing with essential services and robust public transport connections.

While these objectives present significant opportunities for social inclusion, housing diversity, and improved amenity, they also carry inherent crime and safety considerations. Publicly accessible spaces and mixed-use areas can enhance community life, but if not properly activated, designed, and managed regarding the precinct's existing crime profile, they may inadvertently create conditions that increase safety risks.

Poorly lit or under-utilised spaces, inadequate surveillance, and unclear boundaries between public and private areas can lead to greater opportunities for anti-social behaviour. Given the future housing mix, including a substantial proportion of social and affordable housing, and the high level of permeability and access to the site, careful integration of CPTED principles will be essential. Without this, the renewal could face greater negative repercussions, undermining both safety outcomes and the long-term success of the precinct.

There should be additional consideration for the high rates of domestic violence and breach of ADVO, which are currently beyond the scope of a CPTED assessment, as this will occur within the private realm.

Overall, the crime profile confirms that the Waterloo South site sits within a localised crime hotspot, with higher-than-average rates for several offence types compared to NSW. Community consultation has reinforced that safety and security within the estate remain critical concerns, particularly in relation to interactions between tenants and the wider community. Therefore, this unmitigated impact is rated **high negative**, due to the likely likelihood and major magnitude.

Assessment – with mitigation/ enhancement: Medium positive

Improving safety through design is a core principle underpinning Waterloo South. To support this, Urbis has prepared a CPTED assessment, addressing key design considerations in the context of existing crime patterns and the specific needs and characteristics of the local community.

The CPTED report includes mitigation measures aligned with the crime prevention standards and the requirements outlined in the City of Sydney DCP – Section 3.13.1 Crime Prevention Through Environmental Design – 2012. Implementation of these measures will enhance the safety and liveability of both incoming and current residents.

The CPTED addresses design considerations for the public domain, open space and community facilities across the four CPTED principles of surveillance, access control, territorial reinforcement, and space & activity management. Key recommendations include:

- In relation to surveillance, the CPTED Assessment (Urbis 2025) recommends improving activation and lighting within parks to increase use and enhance perceptions of safety. It also emphasises the importance of designing building entries to provide clear visibility and active frontages. Targeted activation strategies should be developed to reflect the specific needs of the local community, and shared spaces should be designed to encourage social interaction and passive surveillance.
- Regarding access control, the CPTED assessment recommends securing fire escape doors and installing double-door entry systems for facilities where appropriate. It also highlights the need to provide safe and legible cycling and pedestrian infrastructure, as well as maintaining and improving footpath accessibility. Safety should be proactively managed during renewal and construction works to minimise risks to residents and visitors.
- For territorial reinforcement, the CPTED recommendations focus on using design and landscaping to clearly define public, semi-public and private areas. Improvements to waste management signage and resources are also recommended to support appropriate use of shared spaces. Ongoing maintenance of tree roots and footpaths is also important to prevent hazards. The continuation of WWSAG activities is encouraged to strengthen community connections, alongside consideration of soundproofing in apartments that are more susceptible to noise disturbance, such as those near stairwells, communal areas or within mixed-use levels.
- In terms of space and activity management, the CPTED highlights incorporating dedicated spaces for support services as potential opportunities to be considered. The continuation and expansion of health and wellbeing programs is also supported. Activation strategies should remain tailored to community needs, with accessibility prioritised across all public and communal spaces. The assessment identified an opportunity for security services to adopt a relationship-based approach that builds trust and familiarity, rather than relying primarily on enforcement.

The CPTED assessment was undertaken in parallel with the preparation of the concept master plan, with the CPTED team providing direct input to highlight key safety considerations that could be embedded into the design from the outset.

The Urban Design Report (SJB, 2026) notes that prioritising safety will enrich the character of the precinct, so it is inviting and usable for all. A strong focus on activated streets and open spaces prioritises pedestrians, supported by lighting, clear sightlines, passive surveillance, and design responses that help deter anti-social behaviour.

With the appropriate design measures in place, as outlined in the CPTED Assessment (Urbis 2025) and Urban Design Report (SJB 2026), the impact is assessed as **medium positive**, due to the possible likelihood and moderate magnitude.

SIA recommendations – additional social mitigations

It is recommended that:

54. The CPTED assessment recommendations (Urbis 2026) are implemented throughout the project lifecycle, to support the delivery of a place that is safe and perceived as safe by current and future community members.
55. The precinct is designed and delivered as a place that is culturally safe and inclusive for diverse community members, including Aboriginal community members (refer also to recommendations at Section. 7.2.4.1 and s 7.2.4.2).

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56. Specialist service providers and community organisations are engaged to provide residents experiencing domestic or family violence with timely access to assistance, safe accommodation options, and ongoing support options, given relatively high rates in the local area.
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7.2.6 Surroundings

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

7.2.6.1 Concept design to improve visual amenity

Affected stakeholders	Duration of impact
Current and future residents, the surrounding community and future workers/ visitors	Operation

Assessment – without mitigation: Low positive

The Waterloo South renewal seeks to transform and reinvigorate the area, with enhanced visual amenity positioned as a central driver of positive change. This focus on the quality and character of the built environment responds directly to the existing urban fabric, as outlined in the place analysis within the Urban Design Report (SJB, 2026). The area currently comprises single-storey cottages and two- to three-storey walk-up apartments from the 1950s and 1960s, mid-rise buildings of up to seven storeys from the 1980s, such as the Dobell and Drysdale blocks, and later infill developments from the 1990s.

The precinct's visual character is further defined by its landscape and heritage features. Large, mature trees, particularly fig trees, are a prominent element, providing shade, amenity, and microclimate benefits, and helping to mitigate the urban heat island effect. Many of these trees are located along George Street and McEvoy Street, forming a strong environmental and visual presence. Heritage assets, including the Duke of Wellington Hotel, the former Waterloo Pre-School, Cope Street Terrace Houses, and the historic substation on George Street, contribute to the area's layered identity and significant visual amenity. The street network exhibits varied lot sizes, with larger industrial parcels along Cope Street and mixed small-to-medium lots along Botany Road.

Waterloo has undergone a significant evolution in character over the past decade, marked by substantial transformation in its built form and public realm. Developments such as the Waterloo Metro Over Station Development have introduced a new visual character to the area, aimed at revitalising the precinct through improved accessibility and activation. This concurrent change has reshaped the visual identity of Waterloo. Waterloo South seeks to align with this evolving character while ensuring the retention of the suburb's valued visual, cultural, and historical elements.

During consultation, current tenants, government agencies, and community stakeholders identified the improvement of visual amenity within the renewal site as a positive outcome. The existing condition of certain apartment blocks, particularly Blocks 8 and 4, was described as declining in both visual appeal and physical amenity. Stakeholders expressed a strong preference for retaining the established tree canopy, which is highly valued by the community for its environmental and aesthetic benefits. In addition, there was a clear desire for the renewed visual landscape to reflect Country, support cultural heritage, and foster a stronger sense of connection among residents.

Additionally, some community members have expressed concern that the Proposal represents a substantial increase in density compared to the existing Estate (noting that the density increase to enable the renewal of Waterloo South was actually approved in 2022 when the land was originally rezoned). This change, albeit already "approved," is perceived by some existing residents as a negative shift from the scale and character of the existing precinct, with concerns raised about the potential impacts on amenity, neighbourhood character and sense of place. While the redevelopment seeks to deliver broader renewal

outcomes, the increase in density relative to the existing Estate remains a point of concern for parts of the local community.

In consideration of the above analysis, the Proposal aligns with the area's evolving character and the desire for increased visual amenity in the suburb; this impact is assessed as **low positive**, given its possible and minimal magnitude.

Assessment – with mitigation/ enhancement: Medium positive

As outlined in the Urban Design Report (SJB, 2026), the project places strong emphasis on enhancing visual amenity across both Waterloo South and the wider Waterloo Estate and suburb. A key driver of this improvement is the planned increase in public domain and open space, which will contribute significantly to the area's overall character and appeal. The Visual Impact Assessment (Urbis, 2026) concludes that the Proposal will generate a range of visual effects, from negligible through to high, across the assessed viewpoints. Within the context of the highly developed Waterloo precinct, these effects are considered appropriate and acceptable.

The overall height and built form are consistent with nearby and approved tower developments and align with the planned future character of the precinct, which anticipates a transition to taller urban forms. The Proposal is visually aligned with the approved 2022 concept design and will not obstruct views to areas of identified scenic value. In medium and long-range views, visibility is largely confined to the mid and upper portions of the buildings, where the development is perceived as part of the wider urban skyline rather than as a standalone element.

Many public domain views will be fleeting, experienced from moving viewpoints. The proposed tower envelopes within Blocks 7, 8, 9 and 10 incorporate appropriate setbacks and separation distances, enabling visual permeability and ensuring no additional impacts on nearby heritage items beyond those already approved. Visual change will be introduced progressively over time, reflecting the staged evolution of the precinct in line with its intended future character.

A comprehensive assessment of visual impacts is incorporated in the Environmental Impact Statement (BEAM Planning, 2026), informed by and read in conjunction with the Visual Impact Assessment. While the detailed design of buildings and public spaces will be resolved during the detailed design phase, the Urban Design Report (SJB, 2026) and Designing with Country Strategy (Nguluway Design Inc, 2026) highlights that Aboriginal culture and heritage will be integrated into the design. This approach will draw inspiration from Waterloo's traditional natural landscape, including its historic wetland and dry land environments.

Complementing this, the Public Art Strategy (UAP, 2025) seeks to curate a strong sense of place by reflecting Waterloo's rich history. The activation strategy within the report identifies key public domain areas where public art will be incorporated through elements such as:

- Seating, lighting and embedded storytelling
- Small sculptural forms or attachments
- Ground plane treatments
- Facade treatments
- Lighting features, and murals.

The design and public art initiatives will enrich the streetscape, create visual interest at multiple scales, and foster a distinctive identity that enhances the overall visual amenity of Waterloo. Therefore, this mitigated impact is assessed as **medium positive**, due to the likelihood and moderate magnitude. This could be enhanced to high or very high positive in the detailed design phase, once building design is confirmed.

SIA recommendations – additional social mitigations

- No further recommendations.

7.2.6.2 Concept design to enhance sunlight access to dwellings and improve the public domain

"I walk through the parks, and I say hello to everybody. There are so many lonely people in this area, so I smile and I talk to everyone" – current tenant, Waterloo Estate

"Parks are where people gather together; if I'm lonely, I get out into the park. Having table and chairs in the parks, also playgrounds, and shade, gives people places to come together and talk to each other" – current tenant, Waterloo Estate

Affected stakeholders	Duration of impact
Current and future residents, surrounding community and future workers/ visitors	Operation
Assessment – without mitigation: Medium positive	
In high-density developments, access to sunlight is a key factor in creating healthy, comfortable, and liveable environments, as it directly influences residential amenity, the usability of public spaces, and overall community wellbeing. In 2022, the NSW Department of Planning published a Design Guide for Waterloo South, outlining that building placement and orientation should minimise overshadowing of outdoor areas, existing homes, and new homes. This approach aims to maximise sunlight access to dwellings and outdoor spaces, including courtyards and parks. Compared with the 2022 Waterloo South Master Plan approved as part of the rezoning (summarised in the Urban Design Report, SJB, 2026), Stockland's Proposed master plan introduces changes to building articulation, height distribution, and massing. These adjustments are aimed, amongst other objectives, at improving solar access outcomes by allowing greater sunlight penetration into apartments and enhancing solar amenity across the public domain. The approach incorporates more varied building forms and setbacks, reducing overshadowing and supporting both residential liveability and the usability of shared spaces. Separate from apartment solar access, the expanded public domain, including the introduction of two new parks within Waterloo South, will require careful overshadowing assessment. This should consider not only the overshadowing of individual open spaces within Waterloo South, but also the cumulative impact of building massing – both from the proposed development and from surrounding existing or approved developments – on sunlight availability throughout the day and across seasons. Assessing overshadowing in this broader context will enable solar access to public spaces, parks, and communal areas to be preserved as far as possible, supporting their long-term usability and community value. Ensuring that these public spaces receive adequate sunlight will be essential to their success as active, welcoming areas for community use. Having more sunlight in apartments and the inner courtyards of apartment complexes was raised as an important design consideration by current tenants. When shown differences in design choice between earlier iterations of the master plan and the proposed plan, there was broad consensus that the new plan was an improvement. However, as demonstrated in Section 5.2, it is noted by community stakeholders that there are still some concerns that the buildings still feel crowded, whilst recognising the improvement from the 2022 scheme. As outlined in section 7.2.6.2, The Visual Impact Assessment (VIA) (Urbis, 2026) has determined that the proposed tower envelopes within Blocks 7, 8, 9 and 10 incorporate appropriate setbacks and separation distances, enabling visual permeability and ensuring no additional impacts on nearby heritage items beyond those already approved. Visual change will be introduced progressively over time, reflecting the staged evolution of the precinct in line with its intended future character.	

With consideration to the above, and the design consideration to alter the concept design to create greater solar access, this unmitigated impact is assessed as **medium positive**, given the likely likelihood and moderate magnitude.

Assessment – with mitigation/ enhancement: Medium positive

The development will be required to be designed with consideration to the Apartment Design Guide (ADG) provisions relating to solar access and amenity. Under the ADG, the key solar access provisions are:

- At least 70% of apartments in a development should receive a minimum of 2 hours of direct sunlight to living rooms and private open spaces between 9am and 3pm in mid-winter (21 June)
- No more than 15% of apartments should receive no direct sunlight to living rooms or private open spaces between 9am and 3pm in mid-winter.

Ensuring adequate solar access is critical to supporting the health, comfort, and wellbeing of future residents, as it enables natural light penetration into living spaces and outdoor areas such as courtyards and communal open space. Designing the buildings with these ADG provisions in mind will also help maintain the usability and enjoyment of public and private open spaces by reducing overshadowing from new buildings. This is assessed in full in the Environmental Impact Statement prepared by Beam, 2026.

In regard to the outcomes of the VIA and the potential for the building envelope to evolve during the detailed design phase, this mitigated impact remains **medium positive**.

SIA recommendations – additional social mitigations

It is recommended that:

57. Ongoing communication with neighbours is continued, to present information on overshadowing impacts and design considerations to reduce these impacts or enhance visual amenity.

7.2.6.3 Protection of public safety and security during construction process

“Anyone who works on the site will need trauma-informed training to help manage that process and work with community members during construction” – community stakeholder

Affected stakeholders	Duration of impact
Current and future residents, construction workers, and broader community stakeholders. Consideration should be given to emergency services and those accessing infrastructure, such as the metro.	Construction for each stage and concurrent operation.

Assessment – without mitigation: High negative

Construction activities can intensify local community needs and place additional strain on the everyday wellbeing of residents, due to the influx of temporary workforces, reduced accessibility to services, and general disruption.

Consultation feedback revealed that the local community has previously faced safety and security issues during nearby construction projects. These experiences emphasise the need to proactively manage potential safety risks during the construction of this Proposal. Current tenants expressed that conflict arose during the Waterloo Metro Over Station Development, highlighting the importance of effective site management and meaningful community engagement during major works. Tenants and community service providers noted significant tensions between residents with complex mental health needs and construction workers unfamiliar with the challenges faced by tenants in the Waterloo Estate. This concern is reinforced by the high proportion of residents in the immediate area who experience mental health challenges (refer to Section 4.2).

To prioritise public safety and minimise conflict during construction, it is considered important for incoming workers to be provided with training and education on the complex needs of the local community, particularly the high proportion of residents experiencing mental health challenges.

Establishing clear protocols for managing potential conflicts will also be vital, with an emphasis on respectful communication and understanding of tenant circumstances. An increased police presence is not considered an appropriate solution, given the long-standing history of tension between police and the Waterloo community. Instead, safety and security measures should be embedded in all stages of the detailed design process, ensuring that construction activities are managed in a way that supports community wellbeing and fosters trust between workers and residents.

Public safety and security considerations relating to the design process have been addressed in Section 7.2.5.6 of this report.

With consideration to the previously experienced conflict during construction of a nearby project and the current context of Waterloo South, this unmitigated impact is rated **high negative**, due to the likely likelihood and major magnitude.

Assessment – with mitigation/ enhancement: Medium negative

As this Proposal is at the concept stage, specific details regarding construction timelines, workforce management, and safety protocols will be developed and assessed during the detailed design and construction phases. While mitigation measures such as Construction Management Plans and ongoing engagement are intended to minimise disruption, the construction process may still influence community perceptions of safety and security.

Factors such as increased construction traffic, temporary changes to pedestrian access, noise, and the presence of hoardings or site fencing can contribute to a sense of reduced safety for some residents. Maintaining clear, consistent, and transparent communication, along with visible safety measures and responsive issue management, will be critical in addressing these perceptions and supporting community confidence throughout the construction period.

Therefore, this impact is assessed as **medium negative**, given that impacts are possible and moderate in magnitude. This impact rating is subject to change at the detailed design phase, once mitigation can be accurately determined.

SIA recommendations – additional social mitigations

It is recommended that:

58. The following matters are considered in the development of future Construction Management Plans and related documents, when preparing applications for construction works:

- Delivering induction and ongoing training for all workers on local community context, mental health awareness, and respectful engagement, including trauma-informed engagement.
 - Developing and communicating an Emergency Service Access Plan; maintain clear pedestrian routes; coordinate with service providers to minimise interruptions.
 - Establishing clear site management protocols, including controlled access points, visible site supervision, and a transparent communication channel.
 - Providing de-escalation training; create a protocol for managing sensitive interactions
 - Implementing a Construction Management Plan, including noise control, dust suppression, and clear scheduling of disruptive works.
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7.2.7 Livelihoods

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

7.2.7.1 Creation of education, employment opportunities and training pathways

"It is important to think beyond just construction jobs when looking at employment opportunities as part of the redevelopment. What other opportunities could there be to upskill people in areas like retail, café work, strata and building management" – representative from Counterpoint Community Services

Affected stakeholders	Duration of impact
Children and young people in the immediate and surrounding social localities Working-age community members in the immediate and surrounding social localities	Construction and operation
Assessment – without mitigation: Medium positive	
Education opportunities created through the project are an important focus for improving social wellbeing over time –including generational impacts through education and employment being some of the key social determinants of health.¹⁵ The local population of the study area are currently relatively disadvantaged in relation to education and employment outcomes. As identified in the social baseline (Section 4.3), there is a significantly higher proportion of people aged 15 years and older in the local area who are not in the labour force (65.3%), compared to the LGA (25.8%) and Greater Sydney (36.6%). Whilst there were fewer residents in the immediate study area (aged 15 years and over) with a Bachelor degree or higher (49.1%) compared to the broader LGA (71.1%) and Greater Sydney (54.0%). These statistics highlight the need for improved pathways to employment and training within the local area to increase access to employment and overall participation in the workforce, as well as the potential preference of local adults for training opportunities focused on trade-specific skills, including in construction, retail management and other trades, rather than skills requiring university degrees. According to the 2021 ABS census data, there were relatively small numbers of children and young people living in the immediate area, with 3.2% of the population aged between 0–9 years, 2% aged 10–14 years, 1.9% aged 15–19 years, 4.1% aged 20–24 years and 8.4% aged 25–29. However, population forecasting undertaken by Forecast.id (2020, p. 104; refer to Chapter 3) indicates that the Waterloo South population is anticipated to increase from 1,719 in 2016 to at least 5,542 by 2036 (forecasts were determined based on an increase of 2,300 dwellings between 2023 and 2032). The largest forecasted increase is for people aged 25 to 39, which will increase the number of young people entering the workforce, as well as increase the number of families whose children may benefit from the long-term education and employment pathways introduced as part of the Proposal. Urban renewal on the scale proposed at Waterloo South brings significant opportunities provide education, training and employment pathways for local community members, particularly when appropriate strategies and interventions are built into the project from the start. The Waterloo South People and Place Plan (Homes NSW) has a dedicated pillar to 'Accessing quality education, learning and jobs' (p. 25) and identifies the following recommendations: ▪ Deliver skills and training programs for tenants and residents. ▪ Create local employment opportunities for tenants and residents in areas such as construction, maintenance, retail, community services and operation of social and affordable housing.	

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- Work with service providers to explore opportunities to assist start-up businesses and locally based entrepreneurs to build their capacity in the local area.
 - Support tenants to maintain ties to education, learning and employment during and after relocations.
 - Provide early education for families and children.
 - Department of Education is responsible for ensuring school catchments enable residents to access high-quality primary and secondary education close to home.
 - When in operation, the City of Sydney and the operating manager of the community hub should provide publicly accessible computers and digital access, as well as digital literacy and upskilling programs.
 - Enable reliable and affordable digital connectivity for residents.

It also identifies several education and employment recommendations specific to the First Nations community, including:

- Provide capacity-building opportunities to enhance skills and knowledge and increase employment through all stages of the redevelopment and into the future operations.
- Connect with First Nations suppliers in the construction process and for operations. Explore opportunities to provide First Nations business tenancies.

Given the project is at the concept stage, further engagement will be undertaken to determine the specific strategies and initiatives to be delivered by Stockland and its partners, as part of the project. However, there has been a commitment by Stockland to deliver a Skills Exchange and Redeployment Centre, to support the delivery of jobs and training pathways. Stockland has also committed to Aboriginal procurement and workforce participation during the construction phase of the Proposal to create more job opportunities for the local Aboriginal community.

Furthermore, Stockland is proposing to add 'Education Establishment' as a type of community use that could be delivered for the project under the Sydney LEP. As a result, the range of social infrastructure and services delivered on-site may include education and training uses, including spaces for Aboriginal cultural education.

Consultation with Counterpoint Community Services raised the importance of looking beyond construction jobs as part of the Proposal's employment pathways, as these are often short-lived. Instead, opportunities to upskill the local community in areas like retail, hospitality, building and facilities management that will provide longer-term outcomes for people.

Delivering education and training outcomes through the project will draw on existing networks of schools in the local area, which include Alexandria Park Primary School, Redfern Jarjum College, and Our Lady of Mount Carmel Catholic Primary.

Each of these providers is deeply connected to the local community and provides important places of learning and social connection for local children, young people and their families. Each provider will also be impacted by population growth and change associated with the renewal of Waterloo South, including the changing mix of social, along with affordable and market housing. Early engagement with each education provider during the project planning and delivery phases will be important to enable effective planning for the growing and changing population of the local area, and to collaboratively identify opportunities to maximise education outcomes.

This is particularly important as Stockland considers the ultimate mix of community uses and the delivery of social infrastructure, which may include a type of education use, subject to further assessment and engagement with the community about demand and support for this use.

Considering that there has been a commitment by Stockland to deliver a Skills Exchange and Redeployment Centre, to support the delivery of jobs and training pathways as well as a commitment to Aboriginal procurement and workforce participation during the construction phase of the Proposal to

create more job opportunities for the local Aboriginal community the unmitigated impact is assessed as **medium positive**, given its possible likelihood and moderate magnitude.

Assessment – with mitigation/ enhancement: High positive

The creation of jobs and training pathways for adults, through commitments such as the Skills Exchange and Redeployment Centre, would lead to more job and training opportunities in the local and surrounding localities.

Through the detailed phases of project planning, Stockland will confirm any specific education uses or education-related floorspace on the site, which will form part of the social infrastructure and services planning for the project. Decisions about the types of education uses that may be pursued should be made in consultation with the local community, including the Aboriginal community and organisations.

Given that the Proposal is currently at the Concept phase and decisions about specific future uses will be known during the detailed design phase, there are no existing known enhancement measures in place, resulting in the mitigated impact assessment remaining at **medium positive**.

Subject to effective targets and commitments being confirmed and delivered, the mitigated impact would be expected to become **high positive**, given the likely likelihood and major magnitude of such mitigations and in relation to the social and economic impacts on local communities over the long term.

SIA recommendations – additional social mitigations

It is recommended that:

59. Skills and training programs, and pathways to support employment outcomes are delivered, as part of the renewal of Waterloo South. This could be achieved through the Skills Exchange and Redeployment Centre, and increasing the capacity of the local start-up business community, including local Aboriginal enterprises, through the establishment of a social enterprise space.
60. The local community is engaged to identify preferences for jobs and training opportunities as part of the Proposal and use these insights to inform the development of relevant procurement and employment strategies for Waterloo South, particularly those aimed at increasing Aboriginal participation.
61. Local schools and other education providers, as well as with the local community, are engaged through project planning and delivery phases, as a critical part of local networks of support for children, young people and families, and to enable optimum service planning for education providers.

7.2.7.2 Increased opportunities for local businesses and workers

“We’ve seen so many shops and services close down in the area – we need to make sure we’re putting the right ones in ” – current tenant, Waterloo Estate

“Botany Road [local retail precinct] has a heart. The owners of the businesses know everyone, and they treat everyone equal. [I’m concerned] Botany Road will lose its character ” – current Waterloo South tenant

Affected stakeholders	Duration of impact
Current and future local business owners and workers	Construction and operation

Assessment – without mitigation: Low positive

There will be increased opportunities for local businesses and workers to contribute to Waterloo South during the construction and operation phases. Local suppliers, businesses and workers can be prioritised as part of construction activities, and the retail, dining, supermarkets and services planned through the

precinct, which would contribute to increased livelihoods for local business owners and workers during operation.

Stockland has committed to establishing local procurement targets for the construction phase of the Proposal. While these targets have not yet been confirmed or finalised, a Local Procurement Plan will be prepared by Stockland and Homes NSW in subsequent phases of the SSDA. This plan will set out clear measures to prioritise local suppliers, businesses and workers during construction

As discussed in the Policy Review (Section 4.3), the City of Sydney acknowledges the important role that retailers play in contributing to an area's vibrancy and liveability and, through their Retail Action Plan, aims to develop and support local businesses, while also encouraging new job opportunities for residents. The Action Plan specifically identifies focus areas for removing barriers and regulatory processes for new retailers and small businesses by encouraging close cooperation between retailers and more efficient interaction with government regulatory processes.

The Proposal includes 10,000sqm of non-residential floor space to be allocated for uses such as retail. According to the Urban Design Report (SJB, 2026), retail spaces will be located on the ground-floor podiums of Buildings 8 and 9.

Feedback received during community engagement with existing tenants in the Waterloo Estate showed that whilst there was a lot of support for the redevelopment to include retail, dining and other services, there was scepticism around whether these businesses would be able to survive long-term. Existing tenants raised that many local shops, businesses and services had closed down over the years and that more effort should be made to enable businesses that are the right fit for the area.

As Stockland will be responsible for leasing spaces for retail, businesses, hospitality and other services as part of the redevelopment, providing support to local businesses to access these spaces, and working with the community to understand the right mix of businesses and services that should be planned for the area, will be essential for improving the livelihoods of local businesses and workers.

Early feedback from existing tenants on the types of services and retail offerings they would like to see as part of the redevelopment emphasised the need for a diverse range of price points and service and retail options. Specific suggestions included a medical centre, a childcare centre, youth support services, an 'op-shop', an affordable supermarket, a convenience store, a laundry service and cafes and food choices.

Community stakeholders also noted that inclusion of subsidised commercial and retail spaces for local businesses and start-up enterprises would be a positive, as part of a social and economic development strategy for the local area. However, local stakeholders also noted that thriving, economically viable businesses were important.

The project includes commitments to local employment and local procurement, with the specific arrangements to be determined following approval. Through the delivery of retail, supermarket, food and beverage, and other retail uses, the Proposal is expected to support local business owners and workers and improve livelihoods. Accordingly, the unmitigated impact is assessed as **low positive**.

Assessment – with mitigation/ enhancement: High positive

Local businesses are expected to be engaged during construction, providing direct economic benefits to those involved. These benefits will primarily be limited to participating local businesses. More specific strategies will be identified and detailed in an Employment Strategy prepared post-approval.

A retail strategy will be developed as part of project planning to assist in curating the future retail mix on the site, including outlet types, businesses, and floor space allocations. This retail mix would be intended to support the local community, both within and surrounding the Estate, including the socio-economic mix.

Given the Proposal is currently at the Concept phase and there are no enhancement measures in place as part of this concept SSDA stage, the mitigated impact assessment is difficult to rate, but on the assumption that the future retail and commercial mix on the site will be designed to cater for socio-economic characteristics of the future community and bring opportunities for local businesses and

workers as part of the broader social and economic development goals of the Proposal, the mitigated impact is rated as **high positive** – given the likely likelihood and major magnitude of the impact.

SIA recommendations – additional social mitigations

It is recommended that:

62. Engagement with existing local retailers and other businesses is undertaken as part of planning retail and other non-residential uses on the site, to assist in understanding local community preferences, purchasing patterns and appetite to establish retail or other commercial operations at Waterloo South.
63. Continued engagement is undertaken with current and future residents on site, as well as residents in the surrounding locality, and other key stakeholders, to obtain feedback and preferences on the types of retail and services available as part of the final redevelopment. This will help enable local businesses and services well-suited to the community's needs, increasing their likelihood of success and improving livelihoods for local business owners and workers.
64. The Employment Strategy is implemented with a view to supporting local workers and businesses to benefit from the renewal program, thereby optimising livelihoods and socio-economic development benefits in the local area.

7.2.7.3 Improved livelihoods for local communities through social and economic renewal

Affected stakeholders	Duration of impact
Local community members	Construction and operation, including long-term
Current and future social and affordable housing tenants	
Community members experiencing disadvantage	

Assessment – without mitigation: High negative

The Waterloo South renewal encompasses goals to improve social and economic outcomes for local communities – including existing and future residents, workers, and business owners.

The current community in the immediate and surrounding social locality is characterised by significant socio-economic disadvantage, including comparatively low incomes and relatively high levels of unemployment among working-age people (refer to Section 4.3). The immediate study area is characterised by scores in the lowest deciles across the SEIFA indices, indicating high levels of socio-economic disadvantage and limited access to economic resources.

Social wellbeing in the local community is heavily linked with “people’s capacity to sustain themselves through employment or business,” as the NSW DPHI SIA Guideline highlights as a key social impact assessment consideration.

Social well-being, in its broadest term, encompasses the ‘social determinants of health,’ or the conditions in which an individual grows, lives, works, and ages that impact health.¹² These include factors such as economic stability, access to education and healthcare, and how those conditions are distributed equitably – or otherwise – in a local area. These impacts are typically generational.

¹² <https://www.aihw.gov.au/reports/australias-health/social-determinants-of-health>

Given the critical impact of the environment in which people live and work to their lifelong health and social wellbeing, the renewal of Waterloo South brings significant opportunities to improve the lives and livelihoods of local community members, particularly those currently experiencing socio-economic disadvantage.

Realising these opportunities relies on deliberate strategies and interventions to not only improve living conditions and access to opportunities for all community members, but also to address inequality and disadvantage in the community through specific programs and interventions, as integral to renewal planning. Not doing so risks further entrenching inequality and disadvantage in this community.

As a result, the unmitigated impact is assessed as being **high negative**, given the impact is likely and major.

Assessment – with mitigation/ enhancement: Very high positive

The social and economic renewal of Waterloo South is an important milestone in this wider renewal program. As such, goals for improving access to education, training and employment for current and future community members are critical to the project, as well as broader goals for improving living conditions through improved quality of housing, increased supply of social and affordable housing, and the delivery of a mix of non-residential uses, including retail and social infrastructure.

Ensuring the equitable distribution of benefits will require deliberate strategies for ensuring benefits flow to the most vulnerable and disadvantaged members of the local community, including through commitments to social procurement and education, training and employment pathways (refer to Section 7.2.7.1 and 7.2.7.2 above).

This is to be achieved through a range of aspects of the Proposal, including project goals for education, training and employment pathways to be integrated into project planning (see also Section 7.2.7.1 above), and delivering an appropriate mix of non-residential uses – including retail, commercial, and social infrastructure and services.

The proposed mix of social and affordable (50% of total GFA) and market housing (50% of total GFA) is designed to create a balanced social mix that contributes to deconcentrating disadvantage and delivering opportunities for improved livelihoods for all.

As set out in Section 7.2.7.2, the livelihood of the current and future community members over the long term will also be improved through improved access to jobs and services that the Waterloo Metro brings through enhanced connectivity to the CBD and other key hubs delivered through this station.

Goals for the physical renewal and improvement of Waterloo South to support improved health and well-being for future communities, including through higher-quality housing, are foundational to enhancing the potential for improved livelihoods for current residents. That is, improving people's capacity to sustain themselves, whether they experience personal disadvantage, including through the distributive equity of impacts and benefits proposed through the project.

A key aspect of achieving goals of improved equity and social and economic outcomes for existing and future residents of social and affordable housing will be the delivery of appropriate social infrastructure and services to support relatively disadvantaged community members, including through the construction process, given the duration of this process. Further, the delivery of social infrastructure on the site accessible to all residents will also deliver benefits in terms of equity and improved livelihoods over the long term.

Stockland is currently developing an Employment Strategy and Aboriginal Participation Plan, including specific targets and measures to be monitored and managed over time.

Through the implementation of specific measures and targeted strategies to improve livelihoods through the renewal of Waterloo South, as set out in the Proposal and associated documents such as an Employment Strategy and Aboriginal Participation Plan, the mitigated impact is assessed as being **very**

high positive, given the likelihood of impact is likely and its magnitude would be transformational, including through generational impacts to livelihoods.

SIA recommendations – additional social mitigations

It is recommended that:

65. Ongoing consideration is given to supporting livelihoods and overall wellbeing while designing and implementing the Employment Strategy and Aboriginal Participation Plan. Specifically, facilitating accessible employment, education and training opportunities for a diverse range of stakeholders.

7.2.8 Decision-making systems

Guideline definition: *Decision-making systems, including the extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.*

7.2.8.1 Opportunities for community members to be consulted in decision-making through the project lifecycle

Affected stakeholders	Duration of impact
Current and future residents including social and affordable housing tenants	Preconstruction Construction and operation
Community members who are harder to reach	Ongoing

Assessment – without mitigation: High negative

In relation to community input into the design and planning process, a broad program of engagement activities has been carried out by Stockland and project delivery partners in the preparation of the concept SSDA proposal. This process and outcomes are reported in the Engagement Outcomes Report submitted as part of the SSDA under separate cover.

Additionally, Homes NSW is undertaking communication and engagement activities as part of the relocation process, which operate as a dedicated stream of work and play an important role in supporting tenants.

In recent years, Homes NSW has placed a strong focus on engaging directly with tenants and establishing ongoing, two-way dialogue. Waterloo Connect provides an established engagement space for this purpose, and the Stockland project team and Community Housing Providers have commenced co-location within this setting. It is also recognised that community engagement for a project of this scale comprises multiple, interrelated components, and that pre-lodgement engagement on the Concept SSDA represents only one element of the broader communications and engagement program.

This follows previous engagement processes by the NSW Government and other agencies and services over time, since the renewal of the Estate was first planned over a decade ago.

There are signs of consultation fatigue in relation to ongoing engagement processes (refer to Section 7.3.1.4), which result in community members disengaging from such processes, and losing trust in their ability to influence decisions made affecting their lives. Lack of trust can be compounded by relative levels of disadvantage in the community, and by real or perceived imbalances on people's ability to influence outcomes due to their relative disadvantage.

Community members who engaged in recent processes talked about members of the community who are disengaged, given the length of time the renewal of the whole Waterloo Estate has been discussed by government, and lack of perceived impact on decision-making. They highlighted the importance of nevertheless ensuring people have access to information, including through local community

noticeboards throughout the Estate and newsletters distributed to local community members, to keep people well informed, even if they do not wish to actively participate in decision-making processes.

Residents and service providers also highlighted the importance of harnessing existing local community and services networks to reach out to people throughout the process, particularly to people who may not feel comfortable in attending more traditional style consultation sessions or engaging in processes directly. This includes vulnerable residents who may have mobility issues or other health issues that prevent them from attending sessions, or who may be more comfortable participating in engagement and decision-making processes through trusted community representatives.

Stockland's internal dedicated communications and engagement team for the Waterloo South project acknowledge that engagement will be about building trust over time, "doing what we say we're going to do" and being transparent, open and clear in communication about project decisions.

Whilst at this early phase, engagement has focused on obtaining feedback (and supporting informal capacity-building) around the concept SSDA and the related application documents, the scope of engagement activities will begin to broaden as the project progresses. Engagement with community will continue to feature as a core pillar of the project teams processes, to inform place outcomes, the public domain, community uses and retail plan, various strategies (including the aforementioned employment and procurement strategies), and importantly the ongoing commitment to meaningful and ongoing Connecting with Country engagement. Engagement will also be critical as the project moves from design and planning to delivery.

An SIA interview with Counterpoint Community Services raised the importance of all tenure types having the opportunity to participate in the governance relating to the developments once the operation phase commences. The feedback highlighted that a collaborative approach where there is equal participation from across social, affordable and market tenants, and the opportunity for community to be driving decision making when it comes to their own housing, was an essential party of ensuring "tenure blindness" and ongoing positive outcomes, particularly for social housing tenants. It was raised that a shared governance approach should be developed early, and that adoption of/ cooperation with that approach should be mandated for all key stakeholders (including CHPs, strata and Homes NSW).

Academic studies on other similar estate renewal processes have highlighted the importance of engagement and decision-making processes that are genuinely participatory, where possible, and enable community members to engage through innovative models that address equity and issues relating to "imbalance of power and influence."

The Waterloo Health Impact Assessment points to the following recommendations from research into the renewal of the Airds Bradbury social housing estate: "Give residents a voice: Residents should be encouraged and supported to articulate hopes and find ways to achieve them. It's important that residents continue to have a voice throughout the project. Having a voice produces results and encourages other residents to get involved and gain confidence in speaking up; could be facilitated by providing governance training for residents." ¹³

Continuing to actively engage with communities through all stages of the project lifecycle, and to take their feedback on board in project planning where possible, is critical to mitigating negative social impacts of the redevelopment and optimising long term benefits. Community members are experts in their own communities and bring valuable insights to inform key aspects of the project such as social infrastructure and services, retail and other amenities to be delivered. Providing current and future community members opportunities to participate in decision-making about key aspects of the project as

¹³ Lilley, D., Standen, C. & Lloyd, J. (2025), p.5-6

it is designed, delivered and managed over time are key aspects of effective social impact management and sustaining a community characterised by high levels of social wellbeing and resilience.

Not doing so effectively results in the risk of negative social impacts, over the long term, rated as **high negative** given their likely likelihood and major impact.

Assessment – with mitigation/ enhancement: High positive

Stockland and the project delivery partners are committed to ongoing engagement with community members and stakeholders through not only the detailed phases of project planning and delivery, but ongoing as the community grows and evolves. This will be undertaken directly with community and through local agencies and services networks.

The Waterloo South People and Place Plan (Homes NSW) highlights the importance of engaging with community members through the process, with a focus on existing tenants. Homes NSW and the Human Services Collaborative Group (the cross-agency and service group responsible for its implementation) will be key to ensuring ongoing engagement with tenants throughout the process and enabling opportunities for them to participate in decision making.

The Community Housing Provider partners on the project, Link Wentworth, City West Housing and Birribee Housing, will also play a very key role in direct engagement with tenants who they ultimately manage. This will involve not only clear and effective information about their tenancy, but the important role of direct engagement to support tenants needs and enable the provision of wrap around support coordination.

The local community includes a wide range of active state and local agencies, as well as local community groups and services, a number of which play an important role in distributing information and providing communication channels back to key decision makers and other stakeholders. These include REDWatch, Counterpoint, the City of Sydney, Sydney Local Health District, the Waterloo Health Services Collaborative, Aboriginal community representatives and organisations, and many others.

Working together towards common goals for ensuring current and future community members are kept informed of the project as it progresses, and giving them opportunities to inform and influence decision-making, will enable community members to play a role in determining their own future and enabling them to realise the social and economic benefits of renewal through their own lives.

This impact has the potential to be **high positive**, if engagement and decision-making processes are implemented in this way.

SIA recommendations – additional social mitigations

It is recommended that:

66. The project continues to maintain and strengthen collaborative communication approaches, including supporting Waterloo Connect as a central hub for tenant engagement, and engaging with a diversity of Aboriginal voices during the construction phase and throughout operation as subsequent stages of the development are delivered.
 67. All key stakeholders, community representatives and community members are kept informed through all stages of the project, including in relation to opportunities to participate in and influence decision making.
 68. Collaborative engagement processes are implemented with existing residents, including engagement methods that empower residents. Collaboration with the City of Sydney as part of VPA design and planning for community infrastructure and open space is a key area where collaborative engagement with residents is recommended.
 69. Inclusive engagement and practices are undertaken, including engaging in a range of languages and styles that respond to the current social and cultural mix, including First Nations community members and residents from non-English speaking backgrounds.
-

7.2.8.2 Engaging with First Nations community members through project design and delivery

"It's much better to over consult rather than under consult. We want to make sure that we've touched every square metre of the community and that there's no-one who wouldn't know what's happening" – Stockland Waterloo Aboriginal Engagement Manager

Affected stakeholders	Duration of impact
The Aboriginal community in Waterloo and Redfern	Pre-construction, construction and operation
Assessment – without mitigation: High positive	
Engaging with First Nations community members through project design and delivery will be essential for ensuring that their needs are met in future design, that opportunities to recognise and celebrate culture are maximised and specific to the local area of Waterloo-Redfern, and for creating a space where the local Aboriginal community continues to feel a sense of belonging and connection. As noted in Section 7.2.4.1, the NSW Connecting with Country Framework (Government Architect NSW), the City of Sydney Reconciliation Action Plan and Cultural Strategy, and the Waterloo South People and Place Plan (Homes NSW) all identify the importance of collaborating and partnering with First Nations communities to support self-determination and to enable community members to have a voice and influence in shaping their communities. The Waterloo South People and Place Plan (Homes NSW) specifically identifies "Working with the Aboriginal Community" as one of their seven pillars, and includes recommendations regarding engaging with a diverse range of Aboriginal voices and ongoing collaboration and co-design with local First Nations communities throughout all phases of the redevelopment (pre-construction, construction and operation). Stockland has appointed Nguluway Design Inc. to develop a Designing with Country Strategy, and Ngurra Advisory to prepare a project wide Connecting with Country Strategy. These strategies will guide the ongoing dialogue and collaboration with Aboriginal Elders and Traditional Custodians, local Aboriginal Controlled Community Organisations, community groups, residents and community members, and key leaders. Birribee Housing, a key partner of Stockland on the project, and Aboriginal CHP will also play a key role in ongoing consultation with existing Aboriginal housing tenants in the Waterloo Estate regarding future social housing allocations, tenancy management, and wrap-around support coordination. Over time, as Birribee Housing's role grows with social housing delivered, the CHP partners intend to be co-located within a single "one door" on-site office as part of the redevelopment, which will be a dedicated space for Aboriginal Housing tenants to speak directly with someone in person regarding their housing concerns and needs. As part of the preparation of the concept SSDA documents and the Waterloo South master plan, there has been several Designing with Country workshops with the local Aboriginal community to inform the emerging Designing with Country Framework. Stockland's Aboriginal Engagement Manager for Waterloo noted that while over-consultation is something to be mindful of during the engagement process, there is a preference to over-consult, rather than under-consult, when it comes to the local Aboriginal community, to enable local voices to be heard and community needs and preferences to be embedded into all phases of the redevelopment. Providing specialised support for existing Aboriginal Housing tenants during the relocation process is also a priority of the project, as outlined in the Relocations Support Guide. Due to the existing commitments and strategies by Homes NSW, Stockland and Birribee Housing to collaborate with and engage local Aboriginal community members, the Proposal will support ongoing involvement of First Nations communities in decision-making related to future housing design and allocations, the overall redevelopment design, and the operation phase. As a result, continued engagement with First Nations communities is expected to be realised as part of the Proposal. Therefore,	

this unmitigated impact is assessed as **high positive**, given the almost certain likelihood and major magnitude.

Assessment – with mitigation/ enhancement: High positive

Stockland has appointed First Nations architecture firm, Nguluway Design Inc. to guide and oversee the Designing with Country Strategy, as well as Ngurra Advisory to lead the Connecting with Country Strategy. Implementation of these strategies, involving ongoing dialogue and collaboration with all Aboriginal and First Nations stakeholders, will enable diverse Aboriginal voices to guide the project and contribute towards the self-determination and empowerment of the local Aboriginal community.

Assessment of the provision of Aboriginal housing is outlined in detail in section 7.2.1 and section 7.2.5 of this report.

If the above enhancement measures are meaningfully implemented, the likelihood may increase from possible to likely with a major magnitude, which would result in no change in the overall impact assessment and with the mitigated impact remaining as **a high positive**.

SIA recommendations – additional social mitigations

It is recommended that:

70. Implementation of the Designing and Connecting with Country strategies, once approved, is undertaken through ongoing dialogue and collaboration with the Aboriginal community through the renewal process.
71. The proposed on-site CHP office is delivered during the early stages of the development to support tenants who transition from existing to new social housing.

7.2.8.3 Engaging with harder-to-reach communities through project design and delivery

“The best approach is to produce a regular community newsletter. Transparency is important. The community’s voice is important. We need to push forward in a way that benefits communities the most” – current tenant, Waterloo Estate

Affected stakeholders	Duration of impact
Current tenants and local community members who may be “harder to reach” due to factors such as language, disability, or lack of trust	Construction and operation

Assessment – without mitigation: High negative

A number of engagement activities have been undertaken by Stockland to date on the project, as part of the concept SSDA (refer to sections 5.1 to 5.3 (engagement summary) and impact 7.1.9.1). This is in addition to the existing engagement activities and the additional support Homes NSW is providing to support the relocation process.

However, there are members of the community who are not attending or participating in community information and feedback sessions on the project design and delivery. The reasons for non-participation may, in some cases, be that they are harder to reach regarding particular demographic characteristics, or that they are disengaged from the process, including due to a lack of trust in the process.

Harder to reach community members could include those who speak a language other than English, or live with a disability, including mobility issues, which may prevent them from readily engaging in the process. Others may be disengaged or choose not to engage in the process.

Stakeholders and community members spoken to through the process have surmised that this issue has arisen over time in relation to the renewal of the Waterloo Estate, given long timeframes since renewal

plans were originally announced by the government, and previous iterations of those plans and associated engagement processes over a number of years.

Research conducted in relation to similar renewal processes highlights that public housing tenants may feel particularly disengaged or disempowered in relation to traditional consultation processes, given equity and 'imbalance of power' issues that affect their ability or perceived ability to influence decisions being made about their lives.¹⁴

As noted in Section 4.3, 35.2% of people living in the local area were born overseas and speak English not very well or not at all, with the most common languages spoken being Chinese (16.2%), Russian (9.9%) and Vietnamese (2.6%). Similarly, 63.8% of the population is experiencing some kind of long-term health condition, including mental health conditions (including anxiety and depression), arthritis (11.0%), asthma (7.8%), diabetes (7.5%), heart disease (5.1%), and lung conditions (2.9%).

Finally, research by Meyer et al. (2013)¹⁵ looked at the demographic indicators of trust in federal, state and local government in the context of Australian health policy and found that Australians who have higher rates of disadvantage have less trust in all levels of government. As the population in the immediate area experiences high levels of disadvantage, this suggests a higher likelihood of distrust of government. All of these cultural, health, and disadvantage factors may indicate a higher risk that community members living in the area will not participate in engagement activities and feedback opportunities related to the Proposal.

During the pre-lodgement consultation sessions relating to the concept SSDA, existing tenants noted that some groups living in the Estate had not participated, citing language barriers and a lack of trust in the process as key reasons for their absence. In response, some tenants offered to help increase participation by distributing flyers within their buildings.

It is acknowledged that translated flyers and posters were provided to non-English-speaking tenants and community members hosted by established community groups, supported by translated materials and interpreters. Chinese language interpreters were also present at tenant-focused information sessions, ensuring that activities were accessible and inclusive for non-English-speaking tenants and community members. Two specific sessions were advertised for Chinese-speaking and Russian-speaking residents at events they already attend to build awareness and gain feedback on the proposal.

It is noted that a further community engagement process is also concurrently being undertaken in relation to the Health Impact Assessment (HIA) being conducted by the UNSW Health Equity Research and Development Unit (HERDU), as part of the Sydney Local Health District. This is a community-led HIA that involves tenants upskilled as 'peer educators' who have delivered workshops on 18 topics to over 630 community members as part of the process.¹⁶

Such processes, aimed at empowering local community members to become more directly involved in issues and processes that affect them, bring benefits by reaching community members and enabling their participation in innovative ways that can deliver long-term community benefits. It can assist in overcoming barriers to engagement associated with equity and perceived ability to influence key decisions.

Given the high levels of people living in the area who do not speak English very well or at all, experience long-term health conditions or may demonstrate high levels of distrust in all levels of government, there remains the potential for a significant proportion of community members to continue to not participate in

¹⁴ Lilley, D., Standen, C. & Lloyd, J. (2025)

¹⁵ Meyer, S. B., Mamerow, L., Taylor, A. W., Henderson, J., Ward, P. R., & Coveney, J. (2013), p.11-18

¹⁶ See <https://waterloo2017.com/peer-educators/>

engagement and feedback sessions for the Proposal, resulting in an unmitigated impact of **high negative**, given its likely likelihood and moderate magnitude.

Assessment – with mitigation/ enhancement: Medium positive

Stockland and its delivery partners have undertaken a variety of engagement activities with existing tenants and community members to gather feedback on the Proposal, including community information sessions, community BBQs, and tenant information sessions and site walks (refer to Chapter 5 and the Engagement Outcomes report submitted under separate cover). Locations for engagement activities have varied across the local area, including local spaces familiar to the local population, such as the Waterloo Neighbourhood Centre, Redfern Park Community Centre, and one online session.

Other engagement has also been taking place across the community, run by Homes NSW and sessions for the CHPs to welcome and get to know relocated tenants who have moved into Metro Quarter.

Feedback from Stockland at the conclusion of the community engagement activities indicates a commitment to further tailoring engagement approaches to reach harder-to-reach community members. These efforts will be guided by the project's established Communications and Engagement Strategy, which sets out the approach to inclusive and targeted engagement.

Stockland, Homes NSW and delivery partners have implemented mitigation measures such as:

- Engaging with the community through a range of languages and formats that respond to the area's social and cultural diversity
- Providing information through multiple channels
- Working with trusted local networks to reach harder-to-reach groups
- Translating key project materials into commonly spoken local languages, and
- Using participatory engagement processes to enable tenants and community members to actively contribute to shaping aspects of the project.

The engagement program to date has generally received positive feedback from many community members, and this commitment to continuous improvement is intended to build on, rather than detract from, the overall effectiveness of the engagement. Therefore, the mitigated impact remains as **medium positive**, given the likely likelihood and minimal magnitude.

SIA recommendations – additional social mitigations

It is recommended that:

- 72.** A commitment to ongoing engagement with key stakeholders and local communities throughout the project lifecycle.
-

7.3 Cumulative impacts

Cumulative impacts are the result of incremental, sustained and combined effects of human action and natural variations over time and can be both positive and negative (DPHI 2022, p.4). They can be caused by compounding effects of a single project or multiple projects in an area, and by the accumulation of the impact from past, current, and future activities as they arise.

There are several state-significant and local projects operating or intended to operate in and around the social locality that may contribute to cumulative impacts to the Proposal. These cumulative impacts are outlined below.

It is noted that cumulative impacts are not rated for the purposes of the assessment, given mitigation measures and the ability to mitigate identified social impacts are not within the realm of this project, but relate to a number of projects in the local area and over time.

7.3.1.1 Physical, social and economic transformation of the local area

Affected stakeholders	Duration of impact
Local community members	Construction and operation
Current tenants	
Sensitive receivers, including vulnerable community members	
Assessment – without mitigation	
The renewal of Waterloo South marks the first stage of the planned renewal of the Waterloo Estate, a highly significant and large-scale urban renewal precinct in inner Sydney, constituting approximately 19Ha of land. The transformation of the Estate follows other major redevelopments in the local area, including the Waterloo Metro redevelopment site. The renewal plans for Waterloo South, as presented through the Proposal, constitute a vision for a wholesale transformation of this locality – physically, socially and economically. It represents a transformation for communities of tenants, some of whom have lived in this locality with their families, across generations. The first stages of public housing on the Estate were developed in 1948, with lower-rise blocks following during the 1950s and 1960s, with the towers to follow in the 1970s, and further development occurring in the 1980s. A number of residents engaged through the consultation process recall seeing the towers being constructed and have lived on the Estate for decades. Even for more recent residents and local community members, the planned transformation of the area represents both positive and negative social impacts. The consultation process highlighted curiosity and positivity about the planned changes from local residents, but also concern and a degree of fear and anxiety about what the changes will mean for them personally. For some, it represents the opportunity for better-quality housing and a better living environment, with improved retail, infrastructure, and amenities. Density was a key issue raised by stakeholders, and the amount of open space and community facilities available to them as part of the future mix of land uses. Others raised concerns about how the planned social mix will work and whether they will be socially excluded or stigmatised as social housing tenants within the broader planned social mix. Many talked about the close social ties and connections they have within the current community, and how these may be impacted (refer also to 7.2.2.2). Many were curious about when they would be relocated, whether they would ask to return or be relocated out of the area, and what the future community might look like. For many older people, the planned redevelopment timelines may mean they may live through the construction process but not experience the “final result.” For all community members living on the Waterloo Estate, the planned redevelopment represents a complete transformation of a long-established neighbourhood, with attendant impacts on people’s sense of place and belonging. While many of the planned changes are welcome as positive, the change	

process will inevitably be stressful for affected communities, particularly vulnerable community members, such as those with mental and physical health issues, people who are socially isolated, older people, younger people, and particular cultural communities.

These social impacts are compounded by the cumulative impacts of changes already underway in the local area, including the delivery of Waterloo Metro Station and the redevelopment of the station precinct, as well as other significant surrounding development sites. Construction fatigue and consultation fatigue are associated social impacts that compound over time, impacting communities' wellbeing and resilience (refer to Sections 7.3.1.3 and 7.3.1.4).

Given the scale of cumulative impacts associated with the renewal of this local area, community members will need to be well-supported throughout the process of change.

Assessment – with mitigation

The range of developments occurring in the local area is each subject to a range of regulatory requirements intended to mitigate amenity impacts on local communities during construction. This includes noise, dust, construction hours, and safety.

The redevelopment of the Waterloo Estate, catalysed by the Waterloo South Proposal, represents a significant stage in the renewal of Redfern–Waterloo and will need to be delivered in a way that respects existing communities, mitigates the negative impacts of construction, and optimises long-term benefits.

As outlined in the impacts examined above, a range of strategies are in place to support this outcome. In particular, the Waterloo South People and Place Plan (October 2025) set out how current residents will be supported through the change process, with the aim of mitigating potential negative impacts and optimising local social and economic benefits.

Coordination among state and local agencies and the rich networks of local health and social services will be critical to supporting all community members through the physical, social and economic transformation of this area.

SIA recommendations – additional social mitigations

It is recommended that:

73. A precinct governance structure is developed to guide the long-term management and maintenance of Waterloo South.
74. Continued collaboration and engagement with the community is undertaken, on an ongoing basis, to inform decision-making for the precinct.
75. Engagement, planning and coordinated responses among government and non-government social and health services continues to be enabled, to effectively support local communities through the renewal process.

7.3.1.2 Increasing housing supply and diversity in the inner city

Affected stakeholders	Duration of impact
Individuals and families in the immediate and surrounding social locality	Operation

Assessment – without mitigation

As previously discussed in Section 7.2.1.2, Waterloo South currently contains 750 social housing dwellings.

The Proposal will replace these with approximately 3,300 new dwellings, comprising a minimum of 30% social housing, approximately 20% affordable housing, and a maximum of 50% market housing (measured as a percentage of residential GFA). Indicatively, this equates to around 1,050 social homes, 700 affordable homes and approximately 1,500 market homes, representing an overall increase of 2,151 dwellings, or 187.2%,

within Waterloo South. While the exact dwelling sizes will be confirmed in future detailed applications, the Proposal is expected to accommodate a mix of studios, 1-, 2-, 3-, and 4-bedroom apartments.

In addition to the increase in housing supply and diversity in Waterloo South over the coming two decades, which is almost certain to increase the overall housing supply and housing mix (social, affordable and private market dwellings) of the inner City. Additionally, a range of redevelopment sites in the local area, including the Waterloo Metro precinct, are contributing a significant additional amount of housing supply and diversity.

It is almost certain that there will be an increase in housing supply and diversity resulting from Waterloo South and subsequent redevelopments of Waterloo Central and Waterloo North.

Assessment – with mitigation

Waterloo South will include 50% of all new housing as social and affordable housing, comprising 20% social homes and 15% affordable homes (measured by GFA), to be managed by Birribee Housing and prioritised for Aboriginal households. Stockland's commitment to this approach will enable new housing supply to support ongoing socio-economic diversity in the inner city.

SIA recommendations – additional social mitigations

It is recommended that:

76. The commitment of 20% of social housing GFA and 15% of affordable housing GFA, to be managed by a CHP and prioritised for Aboriginal households, be monitored across the lifecycle of the project, noting that these proportion may vary between individual stages.
77. CHPs are engaged in the detailed design of dwellings to enable them to meet community and tenant needs, and to be delivered in a way that considers tenant wellbeing along with CHPs' operational needs.
78. A mix of dwelling types and sizes is delivered to meet the needs of diverse communities, through future detailed design stages.

7.3.1.3 Construction fatigue and associated wellbeing impacts

Affected stakeholders	Duration of impact
Residents, workers, and visitors, particularly those in the immediate and surrounding social locality	Construction
Sensitive receivers including tenants with particular vulnerabilities	

Assessment – without mitigation

There is a high potential for cumulative social impacts during the construction phase of renewing Waterloo South, particularly given the scale and overlap of major developments in the immediate area. Ongoing disturbance from the Sydney Metro works, (currently in operation but train testing still occurring) the Waterloo Metro Quarter (WMQ) developments, and other nearby projects is likely to compound the impacts of the Waterloo South construction. These cumulative effects may include construction fatigue, reduced health and wellbeing, and accessibility challenges arising from increased noise, reduced air quality, traffic congestion, and changes to the pedestrian network. Residents, workers, and visitors, particularly those in the immediate and surrounding social locality are expected to be most affected.

The surrounding development context includes:

- SSD-10438 – Waterloo Metro Quarter (Northern and Central Precincts): Excavation and construction of a two-level basement structure providing 155 car spaces, 13 motorcycle spaces, 315 bicycle spaces, end-of-trip facilities, and storage. The basement will be capped with a ground floor slab to

support future buildings in the northern and central precincts. Approved 30 September 2021, with construction commencing February 2023. This project is current in the Response to Submission phase,

- SSD-10437 – Waterloo Metro Quarter (Southern Precinct): Construction of a student housing tower for up to 474 students, a social housing building with 70 apartments, and publicly accessible open space including Cope Street Plaza, a shared zone, and expanded footpaths. Approved 30 July 2021, currently under construction and nearing completion.
- SSD-63067458 – 100-108 Botany Road and 86-100 Wyndham Street, Alexandria: Proposed mixed-use development comprising health and research facilities, retail uses, and ancillary parking. Lodged 29 October 2024, currently under assessment.

Given the scale, duration, and proximity of these projects, the cumulative impacts on the local community are likely to be significant. Without careful coordination of construction schedules, traffic management, and community engagement, there is a risk of prolonged disruption, heightened stress, and reduced amenity for residents and visitors. These impacts are expected to be most acute for vulnerable groups, including social housing tenants, who may already be experiencing disadvantage.

Assessment – with mitigation

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

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

SIA recommendations – additional social mitigations

It is recommended that:

79. During the detailed design and construction phases, a Construction Management Plan, Tenant Management Plan, and Communications and Engagement Plan are prepared to minimise disruption and support the health and wellbeing of affected residents and the wider community. It is recommended that these plans place particular emphasis on clear, tailored and ongoing communication, through:
 - Maintaining clear, accessible and ongoing communication channels with Waterloo residents and other sensitive receivers, providing timely updates on construction activities, anticipated impacts and available support services, with information tailored to the needs of different resident groups.
 - Including targeted and culturally appropriate engagement approaches for vulnerable population groups, with particular attention to existing tenants, to maintain trust, reduce uncertainty and support continuity of care and services.
 - Outlining practical measures to manage noise, dust, traffic and access disruptions, alongside strategies to maintain safe and functional pedestrian, cycling and public transport connections.
 80. Clear mechanisms are provided for residents to raise concerns and receive timely responses, with feedback actively considered and incorporated into ongoing construction management.
 81. Residents of Waterloo South are kept informed about construction processes and timelines, coordinated through existing services networks and communication channels.
-

82. The following reports are prepared prior to the construction phase, to provide appropriate management and mitigation of construction impacts that may affect the health and wellbeing of local communities (including “sensitive receivers”):

- Air Quality Impact Assessment
 - Noise and Vibration Impact Assessment
 - Construction Management Plan, to guide controls, compliance and monitoring during works.
-

7.3.1.4 Consultation fatigue and associated impacts

“People don’t really believe it will happen until someone knocks on the door” – existing Waterloo South tenant

Affected stakeholders	Duration of impact
Residents, workers, and visitors, particularly those in the immediate and surrounding social locality	Construction and operation
Sensitive receivers including tenants with particular vulnerabilities	

Assessment – without mitigation

The scale and pace of urban renewal in Waterloo, combined with multiple concurrent major developments and related planning process, has contributed to a high risk of consultation fatigue within the local community. The redevelopment of Waterloo South, as the first stage of the broader Waterloo Estate renewal, is occurring alongside significant projects such as the Sydney Metro and the Waterloo Metro Quarter. This sustained engagement environment means residents – particularly long-term tenants – have been repeatedly asked to participate in consultations over many years, often without seeing tangible outcomes in the short term.

The Health Impact Assessment (UNSW, 2025) notes that current tenants display a high level of wariness and scepticism towards engagement processes, with some expressing that they have “been asked enough times” about what they think. This sentiment reflects a broader challenge: individuals with complex needs and high-risk cohorts, including those experiencing socio-economic disadvantage, mental health challenges, or unstable housing situations, may disengage entirely if consultation is not consistent, transparent, and demonstrably linked to action.

In the context of Waterloo South, the risk is that these voices, often those most affected by redevelopment, could be lost from the process, leading to outcomes that do not adequately reflect or address their needs. This would not only undermine the inclusivity of the renewal but could exacerbate existing vulnerabilities, particularly if decisions are made without the input of those with lived experience of the area’s challenges.

Consultation fatigue is also a risk in the wider community, particularly among residents, businesses, and service providers in surrounding suburbs such as Redfern, Erskineville, and Alexandria. These stakeholders are frequently engaged on multiple, overlapping projects that affect local infrastructure, transport, amenity, and economic activity.

Businesses and service providers may experience consultation fatigue if engagement processes are repetitive, uncoordinated, or fail to address the cumulative impacts on trade, service delivery, and community networks. Without a coordinated and streamlined approach to engagement across projects, there is a risk that valuable local knowledge and perspectives from these neighbouring communities will be under-represented in decision-making, reducing the effectiveness and legitimacy of the renewal process.

Assessment – with mitigation

Chapter 5 outlines that community engagement has been undertaken for this concept SSDA, which has been positively received. However, the Waterloo South renewal will be delivered in stages over an estimated 10 to 15-year period, with future detailed applications requiring further engagement.

There is also the potential for future redevelopment of Waterloo North and Central, which would extend the period of consultation and change.

Timely, appropriate and ongoing engagement with the community should continue through the life of the project.

The Waterloo South People and Place Plan (Homes NSW) recommends a range of ways to support people through the change process, including appropriate ways to engage with the community – and particular cohorts in the community – to deliver appropriate engagement and support. This includes:

- Engaging stakeholders to develop clear community governance arrangements that support and enable collaboration across a wide range of organisations.
- Maintaining an on-site office for social and affordable housing tenants to access housing services and coordinated support.

The Waterloo Human Services Collaborative, as well as other key agencies, services and community-based organisations will play a key role in facilitating community perspectives to be taken into account through all stages of the process, and helping to mitigate consultation fatigue through a range of community-based communication channels.

SIA recommendations – additional social mitigations

It is recommended that:

83. Consistent, transparent and inclusive engagement with the community is maintained throughout the life of the project, while actively monitoring and responding to signs of consultation fatigue.
84. Engagement is undertaken in collaboration with local service providers and Aboriginal organisations, while also maintaining a strong focus on direct engagement with affected tenants and residents to support meaningful two-way dialogue.
85. The Connecting with Country Framework is implemented throughout the life of the project, including approaches to engaging with Aboriginal community members through the future detailed design stage and ongoing.
86. Regular “feedback loops,” coordinated engagement scheduling, and targeted outreach to underrepresented groups, including Aboriginal community members, is undertaken through the future detailed design stages and ongoing, to enable engagement to remain meaningful, representative and responsive to evolving community needs over time.

8

Concluding comments: social impact mitigation, enhancement and management

8 Concluding comments: social impact mitigation, enhancement and management

This Social Impact Assessment (SIA) has been prepared on behalf of Stockland and Homes NSW (the Applicant) in support of a concept State Significant Development Application (SSDA) for the redevelopment of the site within the Waterloo South Precinct Area – “Waterloo South.” The concept SSDA will guide the detailed design of future buildings, open spaces, and the public realm within the Waterloo South site.

This SIA includes an assessment of social impacts across the eight categories set out in the NSW DPHI Social Impact Assessment Guideline (2025). This includes identification of both positive and negative impacts, along with social significance ratings for those impacts, through the application of the ratings framework set out in Section 7.1.

8.1 Summary of social impacts and significance ratings

A summary of the identified social impacts and their associated social significance ratings is provided in Table 2 in Chapter 1. The full assessment of impacts across the eight impact categories is set out in Chapter 7.

A short-form summary of identified negative and positive social impacts (post mitigation), including cumulative impacts, is as follows:

8.1.1 Identified negative impacts (post mitigation)

Wellbeing

- Wellbeing impacts for tenants associated with changes to the estate and relocation processes (Section 7.2.5.4)

Surroundings

- Protection of public safety and security during construction (Section 7.2.6.3)

8.1.2. Identified positive impacts (post mitigation)

Way of life

- Increase in housing supply and diversity in Sydney (Section 7.2.1.1)
- Increase in social and affordable housing supply (Section 7.2.1.2)
- Increase in Aboriginal housing in the Waterloo area (Section 7.2.1.3)
- Improved housing quality for existing and new social housing tenants in the Waterloo Estate (Section 7.2.1.4)
- Improved retail access and diversity (Section 7.2.1.5)

Community

- Changing social mix and impact on existing communities (Section 7.2.2.1)
- Significant physical, social, and economic transformation on a longstanding community and associated social impacts of change (Section 7.2.2.2)

Accessibility

- Enhanced accessibility and connectivity to jobs and services for local communities via Waterloo Metro Station (Section 7.2.3.1)
- Improved accessibility throughout the site through Concept design (Section 7.2.3.2)
- Access to social infrastructure and services for future communities (Section 7.2.3.3)

Culture

- Recognition and celebration of local First Nations culture through project design and delivery (Section 7.2.4.1)
- Recognition and respect for the historical and cultural significance of the Waterloo Estate and surrounding area through the renewal process (Section 7.2.4.2)

Health and wellbeing

- Delivering a safer, more liveable environment for current and future communities (Section 7.2.5.1)
- Improving social wellbeing in the local area through the renewal of the estate (Section 7.2.5.2)
- Wellbeing impacts for the local community of the construction process and timelines (Section 7.2.5.3)
- Support for future community wellbeing through access to social infrastructure and community services on-site (Section 7.2.5.5)
- Improved safety through Crime Prevention Through Environmental Design approach to project design and delivery (Section 7.2.5.6)

Surroundings

- Concept design to improve visual amenity (Section 7.2.6.1)
- Concept design to enhance sunlight access to dwellings and improved public domain (Section 7.2.6.2)

Livelihoods

- Creation of education, employment opportunities, and training pathways (Section 7.2.7.1)
- Increased opportunities for local businesses and workers (Section 7.2.7.2)
- Improved livelihoods for local communities through social and economic renewal (Section 7.2.7.3)

Decision-making systems

- Opportunities for community members to be consulted in decision-making throughout the project lifecycle (Section 7.2.8.1)
- Engaging with First Nations community members through project delivery and design (Section 7.2.8.2)
- Engaging with harder-to-reach communities through project design and delivery (Section 7.2.8.3)

Cumulative impacts

- Physical, social and economic transformation of the local area (Section 7.3.1.1)
- Increasing housing supply and diversity in the inner city (Section 7.3.1.2)
- Construction fatigue and associated wellbeing impacts (Section 7.3.1.3)
- Consultation fatigue and associated impacts (Section 7.3.1.4)

8.2 Ongoing mitigation and management: Social Impact Management Plan

8.2.1 Mitigation and management through the Preliminary SIMP

Proportionate mitigation and management measures were identified through the assessment to reduce negative impacts and enhance positive impacts, in accordance with the requirements of the DPHI Social Impact Assessment Guideline (2025).

These measures are detailed in the Preliminary Social Impact Management Plan (SIMP) (submitted under separate cover) that has been prepared for the Proposal in accordance with SEARs requirement for SSD-93222706 (Item 16), described as follows: “Provide a Preliminary Social Impact Management Plan to identify and mitigate impacts from the development on local communities.”

The SIMP recognises that ongoing monitoring and evaluation of social impacts is critical to ensuring that the project’s mitigation and enhancement measures remain responsive, adaptive, and effective throughout the project’s life.

It provides an overview of proposed social impact management and mitigation measures arising from the SIA, including a level of detail appropriate to this Proposal. It also sets out the key partners and other parties responsible for delivering the identified mitigation and management measures across the Proposal stages, as well as the key interfacing documents that informed the Preliminary SIMP.

It is envisaged that a detailed SIMP will ultimately be developed and implemented in post approvals.

Key interfacing documents, such as management plans addressing potential social and environmental impacts and stakeholder and community engagement plans, will be further considered during the development of the detailed SIMP.

8.2.2 Summary of SIMP recommendations for key project stages

The recommendations set out in the Preliminary SIMP (submitted under separate cover) span all stages of the project lifecycle, briefly outlined as follows:

Pre-construction stage

- “Tenure blind”, accessible, and culturally respectful design – incorporating Designing with Country principles, a fine-grained street network, and adaptable community spaces.
- Support for current social housing tenants during relocations.
- Support for community wellbeing (tenants and local communities) during the process of change.

Construction stage

- Management of construction impacts – including management of noise, dust, traffic, and access disruptions – to protect the health and wellbeing of communities, through the application of relevant management plans.
- Implementation of practical measures to maintain safe pedestrian, cycling, and public transport connections through construction stages and to enable emergency service access at all times.
- Provision of temporary community spaces during construction stages, where existing facilities and services are impacted.
- Ongoing engagement with community members to keep them informed about construction activities, timeframes, expected impacts and available support.

Operational stage

- Operation management focused on delivering a socially sustainable, inclusive and well-governed precinct that responds to local needs as the community evolves.

- Delivery of a future retail mix that includes affordable and accessible options to support food security, health and wellbeing for lower-income households.
- Ongoing delivery of a range of social and health services in the local area, including through strengthening partnerships with not-for-profit organisations.
- Opportunities for local businesses, social enterprises and community groups to support economic resilience, employment pathways and social cohesion.

All stages

- Ongoing, inclusive, and multilingual engagement across all project stages, with clear feedback mechanisms and support for First Nations and culturally diverse communities.

Acronyms

Acronym	Term
ABS	Australian Bureau of Statistics
BOCSAR	Bureau of Crime Statistics and Research
CHP	Community Housing Provider
CoS	City of Sydney
CMP	Construction Management Plan
CSP	Community Strategic Plan
CwC	Connecting with Country
DA	Development Application
DwC	Designing with Country
DoE	NSW Department of Education
DPHI	NSW Department of Planning, Housing and Infrastructure
EIS	Environmental Impact Assessment
EP&A Act	Environmental Planning and Assessment Act 1979
GCCSA	Greater Capital City Statistical Area
IRSAD	Index of Relative Socio-economic Advantage and Disadvantage
LAHC	Land and Housing Corporation
LALC	Local Aboriginal Land Council
LHD	Local Health District
LGA	Local Government Area
LSPS	Local Strategic Planning Statement
ICSEA	Index of Community Socio-Educational Advantage
NSW DoE	New South Wales Department of Education
OSHC	Outside of School Hours Care
PIHAI	Preliminary Indigenous Heritage Assessment and Impact
RAP	Reconciliation Action Plan
SEIFA	Socio-Economic Indexes for Areas

Acronym	Term
SEPP	State Environmental Planning Policy
SIA	Social Impact Assessment
SIMP	Social Impact Management Plan
SSDA	State Significant Development Application
SCC	State Suburbs
TfNSW	Transport for NSW
VIA	Visual Impact Assessment
VPA	Voluntary Planning Agreement

Disclaimer

This report is dated 15 April 2026 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of Stockland (**Instructing Party**) for the purpose of SIA (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

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

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

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

Appendices

Appendix A: List of source documents

This SIA has been informed by a range of data sources, information and technical studies. The following data sources have been used:

Demographic, crime and health data

- Australian Bureau of Statistics, Census of Population and Housing, 2021, Greater Sydney, City of Sydney LGA, Redfern (117031642) Erskineville – Alexandria (117031330) Waterloo (117031647) SA2, 11703164732, 11703164703, 11703164707, 11703164718, 11703164724, 11703164709, 11703164702, and 11703164710 SA1, data.
- SGS Rental Affordability Index (2024).
- NSW Bureau of Crime Statistics and Research, Sydney LGA and NSW hotspot maps and crime rates.
- Census of Population and Housing and DPHI (2022).

Policy documents

State government

- Government Architect of NSW, Better Placed (2017)
- Government Architect of NSW, Connecting with Country Framework (2023)
- Greater Sydney Commission, Greater Sydney Region Plan – A Metropolis of Three Cities (2018)
- Greater Sydney Commission, Our Greater Sydney 2056: Eastern City District Plan (2018)
- Infrastructure NSW, Staying Ahead: State Infrastructure Strategy 2022–2042 (2022)
- NSW Department of Planning, Industry and Environment: Housing 2041 (2021)
- NSW Department of Planning, Industry and Environment, State Environmental Planning Policy (SEPP) (Housing) 2021
- NSW Government (Review Panel), Sydney Metro Independent Review (2023)
- NSW Government, Sydney Local Health District Strategic Plan 2025 – 2030 (2025)
- Homes NSW, Waterloo South People and Place Plan (2025)
- Transport For NSW, Future Transport Strategy (2018)

Local government

- City Of Sydney, Community Strategic Plan (2022)
- City of Sydney, A City for All – Towards a Socially Just and Resilient Sydney (2024)
- City of Sydney, Housing for All: Local Housing Strategy (LHS) (2020)
- City of Sydney, Affordable Rental Housing Strategy (2009)
- City of Sydney, Retail Action Plan (2013)

- City of Sydney, OPEN Sydney: Strategy and Action Plan 2013–2030 (2013)
- City of Sydney, Child Care Needs Analysis (2019)
- City of Sydney, Community Safety Action Plan (2020)
- City of Sydney, City Plan 2036: Local Strategic Planning Statement (LSPS) (2020)
- City of Sydney, Economic Development Strategy (2025)
- City of Sydney, Cultural Strategy 2025–2035 (2025)
- City of Sydney, Stretch Reconciliation Action Plan 2025–2028 (2025)
- City of Sydney, A City for All – Homelessness Action Plan 2020 (2020)
- City of Sydney, Sustainable Sydney 2030–2050 Continuing the Vision (2023)

Technical studies prepared for this Concept application

Artefact, Aboriginal Cultural Heritage Assessment, 2025

Artefact, Archaeology Technical Report, 2025

Artefact, Heritage on Country Framework, 2025

Artefact, Statement of Heritage Impact, 2025

Aspect, Landscape Plans, 2025

Beam Planning, Environmental Impact Assessment, 2026

PTC, Transport Impact Assessment and Green Travel Plan, 2025

SJB, Architectural Plans, 2025

SJB, Urban Design Report, 2026

UAP, Public Art Strategy, 2025

Urbis, Crime Prevention Through Environmental Design Assessment, 2025

Urbis, Visual Impact Assessment, 2025

Academic sources

Lilley, D., Standen, C. & Lloyd, J. (2025), Healthy Waterloo: A Study into the Maintenance and Improvement of Health and Wellbeing in Waterloo, Final Report, Commissioning Body: Sydney Local Health District; study authors from Health Equity Research and Development Unit (HERDU) – a collaboration of Population Health at Sydney Local Health District and the International Centre for Future Health Systems at the University of New South Wales

Meyer, S. B., Mamerow, L., Taylor, A. W., Henderson, J., Ward, P. R., & Coveney, J. (2013). Demographic indicators of trust in federal, state and local government: implications for Australian health policy makers. *Australian Health Review*, 37(1), 11–18

Morris, A. (2017) “It was like leaving your family”: Gentrification and the impacts of displacement on public housing tenants in inner-Sydney, *Australian Journal of Social Issues*, vol. 52, pp. 147–162, cited in Lilley, D., Standen, C. & Lloyd, J. (2025), et al.

Rose, V. and Ng Chok, K. (2012) Developing a Model of Intervention in Social Housing Transition: Phase 1 integrative evidence review, Centre for Health Equity Training, Research and Evaluation, University of New South Wales, Sydney, cited in Lilley, D., Standen, C. & Lloyd, J. (2025), et al.

Stubbs, J. (2005) Leaving Minto: A study of the social and economic impacts of the redevelopment of Minto Public Housing Estate, Social Justice and Social Change Research Centre, University of Western Sydney, cited in Lilley, D., Standen, C. & Lloyd, J. (2025), et al.

Other documents/ sources

Australian Institute of Health and Welfare, Social Determinants of Health, July 2024, accessed at <https://www.aihw.gov.au/reports/australias-health/social-determinants-of-health>

City of Sydney, Homelessness Street Counts: <https://www.cityofsydney.nsw.gov.au/public-health-safety-programs/street-counts>

Stockland FY 25 social management approach

Stockland WES VPA Summary 1 Feb 2023

Waterloo NSW Human Services Collaborative website:

<https://waterloo2017.com/><https://waterloo2017.com/><https://waterloo2017.com/>

Waterloo Peer Educators program information (as part of the current Community-led Health Impact Assessment): <https://waterloo2017.com/peer-educators/> and <https://ijic.org/articles/9102/files/690b264ad0386.pdf>

Waterloo NSW (2025). Renewal of the Waterloo Estate – Waterloo useful facts / history. <https://waterloo2017.com/waterloo-useful-facts-history/>

Appendix B: Social baseline data

Age and population

- In 2021, there were 3,205 people living in the immediate area and 49,175 people living in the local area, representing 1.5% and 23.3% of the LGA population respectively, which had a total population of 211,632.
- The median age in the immediate area (52) was significantly older compared to the LGA (37), local area, and Greater Sydney (both 38).
- People aged 65 and over was the largest age group of residents in the immediate area (33.6%), a greater proportion compared to the local area (9.4%), LGA (9.6%) and Greater Sydney (15.2%).
- The smallest age group of residents in the immediate area were children aged 0 to 14 (5.0%), a smaller proportion compared to the local area (9.2%), LGA (7.6%), and Greater Sydney (18.4%).
- Forecast.id was commissioned by DPHI to undertake a demographic analysis of Waterloo South, based on drivers of demographic change and input provided by project stakeholders. As this report was completed in 2020, it does not include information from the 2021 Census of Population and Housing. increase of 2,300 dwellings at the site.
- The report predicted an increase in population at the Waterloo Estate from 1,719 in 2016 to 5,542 in 2036, with the largest increase by age in the 25–increase of 2,300 dwellings at the site. It predicted an increase in population at the Waterloo Estate from 1,719 in 2016 to 5,542 in 2036, with the largest increase by age in the 25–to 39-year age bracket.
- Population forecasting (Forecast.id 2020, p. 104) indicates that the Waterloo South population is anticipated to increase from 1,719 in 2016 to 5,542 in 2036, representing a 223.4% population increase.
- The largest forecast increase by age is in the 25 to 39 age bracket (young workforce). Population forecasts are based on an increase of 2,300 dwellings between 2023 and 2032. –Population forecasting (Forecast.id 2020, p. 104) indicates that the population of the LGA may increase from 211,632 to 304,049 people by 2046, representing a 43.67% population increase.
- The population of Greater Sydney is anticipated to increase from 4.9 million to 6.3 million people by 2041 (NSW Government), representing a 28.6% population increase.

Culture and diversity

- There was a considerably higher proportion of Aboriginal and Torres Strait Islander people in the immediate area (6.0%), compared to the local area (2.4%), LGA (1.4%), and Greater Sydney (1.6%).
- A smaller proportion of immediate area residents were born in Australia (44.3%), compared to the local area (53.6%), the LGA (47.9%), and Greater Sydney (59.5%).
- The most common countries of birth outside of Australia for local area residents were China (12.9%), the United Kingdom (3.4%), and Vietnam (2.8%).
- A lower proportion of immediate area households spoke only English at home (54.9%), compared to 69.2% in the local area, 62.3% of the LGA, and 59.4% of Greater Sydney.

- The most common non-English languages in the immediate area were Chinese languages (16.2%), Russian (9.9%), and Vietnamese (2.6%).
- The most common non-English languages spoken in the local area were Chinese languages (9.5%), Spanish (2.8%), and Southeast Asian Austronesian Languages (1.7%).
- The most common non-English languages in the LGA were Chinese languages (12.7%), Southeast Asian Austronesian languages (3.3%), and Spanish (2.6%).
- The most common non-English languages in Greater Sydney were Chinese languages (8.3%), Indo Aryan languages (6.2%), and Arabic (4.4%).

Education and qualifications

- There were a fewer percentage of residents in the immediate area (aged 15 years and over) with a Bachelor degree or higher in other studied areas, but more with an advanced diploma or certificate level qualification:
 - A higher proportion of people in the immediate area had a Bachelor degree or higher (49.1%) compared to the local area (70.6%), the LGA (71.1%) and Greater Sydney (54.0%).
 - A higher proportion of people in the immediate area had an advanced diploma or associate degree (22.5%), compared to the local area (16.9%), the LGA (17.7%), and Greater Sydney (21.1%).
 - A significantly higher proportion of people in the immediate area had a Certificate (28.4%), compared to the local area (12.5%), and the LGA (11.1%), and a slightly higher proportion than Greater Sydney (25.5%).
- In the immediate area, the most common educational institution being attended was university, followed by TAFE or other vocational education. Compared to the other studied profiles:
 - Primary government schools were attended by 4.0% of the population in the immediate area, 12.9% of the local area, 6.2% in the LGA, and 17.9% in Greater Sydney.
 - Primary non-government schools were attended by 0.9% of the population in the immediate area, 3.1% of people in the local area, 2.7% of people in the LGA, and 8.5% of people in Greater Sydney.
 - Secondary government schools were attended by 5.1% of the population of the immediate area, 5.0% of people in the local area, 3.0% of people in the LGA, and 11.3% of people in Greater Sydney.
 - Secondary non-government schools were attended by 1.6% of the population of the immediate area, 3.3% of people in the local area, 3.1% of people in the LGA, and 9.5%.
 - TAFE or other vocational tertiary training was attended by 9.1% of the immediate population, compared to 13.0% in both the local area and LGA, and 8.4% of Greater Sydney.
 - University was attended by 15.7% of the immediate population, 35.4% of the local area, 35.9% of the LGA, and 17.7% of Greater Sydney.

Housing

- Lone person households were the primary household composition in the immediate area, representing 67.5% of households, compared to the local area (38.3%), LGA (41.1%), and Greater Sydney (23.2%).
- Family households made up a smaller proportion of households in the immediate area (26.9%), compared to the local area (49.9%), LGA (47.4%), and Greater Sydney (72.6%).
- The average household size was smaller in the immediate area (1.5 persons/household), compared to the local area and LGA (both 1.9 persons/household), and Greater Sydney (2.7 persons/household).

- The average rent in the immediate area (\$180/week) was significantly lower compared to the local area (\$530/week), LGA (\$580/ week), and Greater Sydney (\$440/week). This is explained through the tenure type in the immediate area being dominated by social housing.
- The average monthly mortgage repayment in the immediate area (\$2,650) was lower compared to the local area (\$3,070), LGA (\$3,120), and Greater Sydney (\$2,820).
- The vast majority of people in the immediate area rented public housing (80.6%), a significantly higher proportion compared to the local area (14.1%), LGA (7.4%), and Greater Sydney (4.4%).
- In the immediate area there was a lower proportion of households owned outright (1.5%) or with a mortgage (5.1%), compared to the local area (11.1% and 25.0% respectively), LGA (14.5% and 19.6% respectively), and Greater Sydney (28.6% and 34.3% respectively).
- There was a lower proportion of privately rented households in the immediate area (12.3%), compared to the local area (48.5%), LGA (57.3%) and Greater Sydney (31.7%).
- Per Atlas.id, there was a total of 2,137 social housing dwellings in the immediate area.
- Dwellings in the immediate area generally had fewer bedrooms compared to Greater Sydney, which is consistent with the inner-city location and relatively low average household size:
 - No bedroom (studio) dwellings accounted for 11.6% of dwellings in the immediate area, a higher proportion compared to the local area (2.5%), LGA (5.5%), and Greater Sydney (0.9%).
 - 1-bedroom dwellings accounted for 22.4% of dwellings in the immediate area, a lower proportion compared to the local area (27.2%) and the LGA (31.6%), but considerably higher than Greater Sydney (8.1%).
 - 2-bedroom dwellings accounted for 53.2% of dwellings in the immediate area, a higher proportion compared to the local area (48.3%), LGA (42.6%), and Greater Sydney (25.4%).
 - 3-bedroom dwellings accounted for 11.6% of dwellings in the immediate area, a lower proportion compared to the local area (17.4%), LGA (15.5%), and Greater Sydney (31.3%).
 - 4 or more bedrooms dwellings accounted for 1.2% of dwellings in the immediate area, a lower proportion compared to the local area (4.6%) and LGA (4.8%), but fewer than Greater Sydney (33.5%).

The **SGS Rental Affordability Index (2024)** demonstrates the private rental situation across Australia. The analysis is based on ten common household profiles and associated indicative income and dwelling size.

The SGS Rental Affordability Index Dashboard indicates profiles by postcode, meaning Waterloo and Zetland (2017) are considered in the below analysis.

Table 14 Rental affordability in postcode 2017 for 2024, 2nd Quarter

Rental affordability	Household type
Affordable <i>Less than 15% of household income is used for rent</i>	Waterloo and Zetland were not considered affordable for any studied profile.
Acceptable <i>Between 20% and 25% of household income is used for rent.</i>	Waterloo and Zetland were not considered acceptable for any studied profile.
Moderately unaffordable <i>Between 25% and 30% of household income is used for rent.</i>	Waterloo and Zetland were not considered moderately unaffordable for any studied profile.

Rental affordability	Household type
Unaffordable <i>Between 30% and 38% of household income is used for rent.</i>	Waterloo and Zetland were considered unaffordable for a dual income couple with children
Severely unaffordable <i>38% or more of household income is used for rent.</i>	Waterloo and Zetland were considered severely unaffordable for the average rental household income in Greater Sydney.
Extremely unaffordable <i>60% or more of household income is used for rent.</i>	Waterloo and Zetland were considered extremely unaffordable for: ▪ A hospitality worker ▪ A minimum wage couple ▪ A single income couple with children ▪ A single working parent
Critically unaffordable <i>75% or more of household income is used for rent.</i>	Waterloo and Zetland were considered critically unaffordable for: ▪ A pensioner couple ▪ A single part-time worker parent on benefits ▪ A single pensioner ▪ A single person on benefits ▪ A student share house

Source: SGS Economics & Planning, 2024

Homelessness

Data on the estimated levels of homelessness have been analysed per the ABS 2021 Estimating Homelessness Census. This data is only available at the regional level and has been gathered for the City of Sydney LGA (rates per 10,000 population). By operational groups, these counts were:

- People living in improvised dwellings, tents, or sleeping out: 64 (rate of 30.2)
- People in supported accommodation for the homeless: 312 (rate of 147.4)
- People staying temporarily with other households: 83 (rate of 39.2)
- People living in boarding houses: 2,077 (rate of 981.4)
- People in other temporary lodgings: 331 (rate of 156.4)
- People living in ‘severely’ crowded dwellings: 731 (rate of 345.4)
- All homeless persons: 3,589 (rate of 1695.9)

Further, there were 1,512 people living in crowded dwellings (rate of 714.4), no people living in improvised dwellings, and no people marginally housed in caravan parks. Comparatively, there were 64 people in the LGA living in improvised dwellings, tents, or were sleeping out.

In February 2025, the City of Sydney Council undertook homeless person street counts. It was recorded that there were 346 people sleeping rough, and 380 people in crisis and temporary accommodation beds (City of Sydney, 2025).

Workforce and employment

- There is a significantly higher proportion of people in the local area who are not in the labour force (people aged 15 years and over) (65.3%), compared to of the local area (23.2%), the LGA (25.8%), and Greater Sydney (36.6%).
- Further, there was a lower proportion of immediate area residents who were employed (28.9%), compared to the local area (73.0%), LGA (71.2%), and Greater Sydney (60.2%).
- The most common industries of employment in the immediate area were:
 - Professional, scientific, and technical services (16.2%) (compared to 20.3% in the local area, 19.8% in the LGA, and 11.5% in Greater Sydney)
 - Health care and social assistance (12.2%) (compared to 10.5% in the local area, 9.8% in the LGA, and 14.1% in Greater Sydney)
 - Accommodation and food services (10.4%) (compared to 5.7% in the local area, 8.6% in the LGA, and 5.8% in Greater Sydney)
- The most common occupations in the immediate area were:
 - Professionals (37.9%) (compared to 44.9% in the local area, 42.4% in the LGA, and 29.9% in Greater Sydney)
 - Managers (13.5%) (compared to 19.4% in the local area, 19.0% in the LGA, and 15.5% in Greater Sydney)
 - Sales workers (11.6%) (compared to 10.8% in both the local area and LGA, and 14.0% in Greater Sydney)
- The proportion of labourers in the immediate area (10.8%) was higher compared to the local area (3.4%), LGA (4.4%), and Greater Sydney (6.9%).

Income

The average annual household income in the immediate area (\$52,400) was approximately a third of the income earned across all other community profiles (\$156,500 in the local area, \$152,500 in the LGA, and \$140,500 in Greater Sydney).

A significantly higher proportion of the immediate area had an income of \$21,000 or less (28.4%) than the local area (6.3%), the LGA (4.7%), and Greater Sydney (3.9%).

While the LGA had a high share of high-income households, it also has a high share of low-income households (Profile.id, 2016).

The median incomes in the immediate area ranged from the \$370 to \$877 across SAIs, with an average of \$473. This was significantly lower than all other community profiles, with an average median income of \$1,340 in the local area, \$1,241 in the LGA, and \$881 in Greater Sydney.

Relative socio-economic advantage and disadvantage

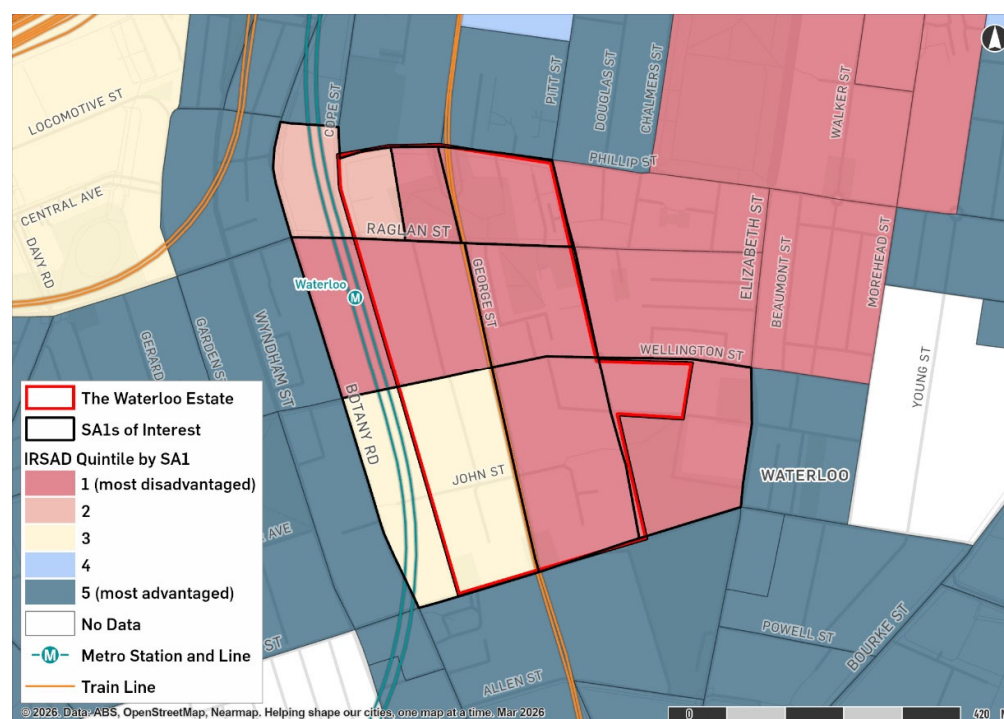
The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) summarises a range of information about the economic and social conditions of people and households within an area. It includes both relative advantage and disadvantage measures: a low score indicates a greater disadvantage and a general lack of advantage. This could be due to many households with low incomes, or many people in unskilled occupations, and few households with high incomes, or few people in skilled occupations.

Within the **immediate area**, there were six SAIs with a decile of 1, indicating very high levels of disadvantage. There was also one SAI with a decile of 4, and one with a decile of 5, indicating a wide range of disadvantage and advantage in the immediate area.

Immediately surrounding the site to the north, west, and south, the SAIs predominantly had a decile of 10, suggesting very high levels of advantage. To the east and northeast of the site, the SAIs predominantly had deciles of 1 or 2, likely attributable to the significant proportion of social housing within them.

The **local area** experiences comparatively less disadvantage, with Redfern SA2 at decile 4, Waterloo at decile 3, and Alexandria-Erskineville at decile 10. The LGA had a decile of 9, suggesting generally low levels of disadvantage.

Figure 9 Map of SEIFA data



Source: ABS SEIFA data 2021

Index of Economic Resources (IER)

The Index of Economic Resources (IER) focuses on the financial aspects of relative socio-economic advantage and disadvantage by summarising variables related to income and housing. A low score indicates a relative lack of access to economic resources; for example, an area may have a low score if there are many households with low incomes, or many households paying lower rent, and few households with high incomes, or few people who own their homes.

In the **immediate area**, all SAIs had a decile of 1, indicating a lack of access to economic resources. The surrounding areas also experienced lower access to economic resources, generally with a decile of between 1 and 4.

The IER indicates the **local area** experienced a similar lack of access to economic resources, with both Redfern and Waterloo SA2s having a decile of 1. Erskineville-Alexandria had more access to economic resources, with a decile of 4. Relatively, the LGA also had limited access to economic resources, with a decile of 2.

Index of Education and Occupation (IEO)

The Index of Education and Occupation (IEO) reflects the educational and occupational levels of communities, based on educational attainment, whether further education is being undertaken, occupation, skill level, and employment status. It does not include income variables.

There was a diverse level of education and occupation in the **immediate study area**. Four of the SAIs in the immediate area had a decile of 1, suggesting lower education and occupational levels; one had a decile of 5, another of 8, and another of 9.

The **local area** was more advantaged, with both Waterloo and Redfern SA2s at decile 9, and Erskineville-Alexandria at decile 10. The LGA had a decile of 10, indicating high educational and occupational levels.

Health, wellbeing, and disability

A smaller proportion of people in the immediate area (7.3%) provided unpaid assistance to a person with a disability, health condition, or due to old age (within two weeks of Census night) compared to the local area (10.2%), and Greater Sydney (10.6%), but a greater proportion than the LGA (6.5%).

The prevalence of long-term health conditions (ranked in descending order in the immediate area) were:

- Mental health condition (including depression or anxiety): 12.2% in the immediate area, 9.1% in the local area, 7.7% in the LGA, and 6.6% in Greater Sydney.
- Arthritis: 11.0% in the immediate area, 4.2% in the local area, 3.6% in the LGA, and 6.7% in Greater Sydney.
- Asthma: 7.8% in the immediate area, 6.9% in the local area, 6.0% in the LGA, and 6.8% in Greater Sydney.
- Diabetes (excluding gestational diabetes): 7.5% in the immediate area, 2.4% in the local area, 2.0% in the LGA, and 4.6% in Greater Sydney.
- Heart disease (including heart attack or angina): 5.1% in the immediate area, 2.0% in the local area, 1.8% in the LGA, and 3.4% in Greater Sydney.
- Lung condition: 2.9% in the immediate area, 1.0% in the local area, 0.5% in the LGA, and 1.2% in Greater Sydney.
- Cancer (including remission): 2.0% in the immediate area, 1.8% in the local area, 1.7% in the LGA, and 2.4% in Greater Sydney.
- Kidney disease: 1.9% in the immediate area, 0.6% in the local area, 0.5% in the LGA, and 0.8% in Greater Sydney.
- Stroke: 1.7% in the immediate area, 0.4% in both the local area and LGA, and 0.7% in Greater Sydney.
- Dementia (including Alzheimer's): 1.1% in the immediate area, 0.3% in both the local area and LGA, and 0.7% in Greater Sydney.
- Any other long-term health condition: 10.6% in the immediate area, 7.0% in the local area, 6.3% in the LGA, and 7.4% in Greater Sydney.
- No long-term health conditions: 27.5% in the immediate area, 56.8% in the local area, 61.4% in Greater Sydney.

Transport

There was a higher number of residents in the immediate area who owned no cars suggesting the use of public and active transport over private transport vehicles in the area. The number of registered motor vehicles are outlined below:

- None: 60.2% of residents in the immediate area, compared to 32.5% of residents in the local area, 38.6% of residents in the LGA, and 11.1% in Greater Sydney.

- 1 motor vehicle: 30.0% in the immediate area, 51.2% in the local area, 46.2% in the LGA, and 39.5% in Greater Sydney.
- 2 motor vehicles: 3.9% in the immediate area, 12.2% in the local area, 11.2% in the LGA, and 32.2% in Greater Sydney.
- 3 motor vehicles: 1.0% in the immediate area, 2.3% in the local area, 2.1% in the LGA, and 15.7% in Greater Sydney.

The Transport for NSW 'Data by LGA' tool demonstrates the frequency of use for different modes of transport by LGA.

In the City of Sydney LGA from 2023/24 the most common modes of transport used in the area are listed below:

- Vehicle driver: 140,000 trips (13.1% of total trips)
- Vehicle passenger: 56,000 trips (5.3% of total trips)
- Public transport: 127,000 trips (11.9% of total trips)
- Walk only: 467,000 trips (43.8% of total trips)
- Walk linked: 218,000 trips (20.5% of total trips)
- Other: 56,000 trips (5.3% of total trips)

Appendix C: Review of past community and stakeholder feedback

The following documents were reviewed in the preparation of this report:

- *Towards a Social Impact Assessment (SIA) for Waterloo*, REDWatch (19 October 2023) (including Dr Allison Ziller's submission on the Waterloo Planning Proposal)
- *Waterloo South People and Place Draft Plan* (2025)
- REDWatch Submission on the Draft People and Place Plan (2024)
- Counterpoint Community Services Submission on the Draft People and Place Plan (2024)
- REDWatch *Waterloo South Unpacking the Planning Proposal* (2022)
- Homes NSW and Stockland Presentation to REDWatch (held June 5, 2025)
- Elton Consulting *Let's talk Waterloo: Options Testing Consultation Report Key Findings* (2019)
- GHD Social Baseline Study Waterloo Estate (South) (original supporting study)
- Elton Social Sustainability Study Waterloo Estate (South) (original supporting study)
- CRED Community Facilities Study Waterloo Estate (South) (original supporting study)
- Murawin Waterloo Connecting with Country Framework (original supporting study)
- Hassell Waterloo Estate (South): Design Guide (original supporting study)
- Homes NSW Waterloo People and Place Workshop Outcomes Report (original supporting study)

The following key themes were identified through the review of these previous engagement materials:

Table 15 Community feedback as provided during engagement activities from 2019 to 2024

Theme	Feedback
Need for a Social Impact Assessment	▪ No SIA has been undertaken for Waterloo South despite more than eight years of planning. Strong community and expert requests for a formal SIA as part of the Waterloo Estate redevelopment. ▪ There is an opportunity to reflect on and apply lessons learned from other redevelopments, such as Explorer Street, Eveleigh, where a successful SIA was completed.
Waterloo South rezoning process	▪ Included a Social Sustainability Study overseen by LAHC, but no SIA was undertaken despite requests. REDWatch and academic experts have raised concerns about the scope of the Social Sustainability Study (REDWatch Towards a Social Impact Assessment (SIA) for Waterloo).

Theme	Feedback
	A compliant SIA will be required with the first Development Application.
Draft People and Place Plan	- REDWatch were concerned that the Draft People and Place Plan focuses narrowly on Waterloo South, not the whole Waterloo Estate. - Recommendation from community to either expand the Plan to cover the entire Estate or create a complementary Waterloo Estate Management Plan. - Need to integrate ongoing human services issues identified by the Human Services Collaborative and those arising from redevelopment. - Support is required from Government and community organisations, for residents with high and complex needs. - Community feedback on the plan highlighted priorities including tenant involvement in governance, fear of displacement, requests for culturally safe relocation support, and meaningful Aboriginal participation.
Clarity in the planning process	- Existing Social Sustainability Report lacked required analysis of community impacts and mitigation measures. An identified lack of clarity regarding which agencies and service providers are responsible for delivery, how actions will be funded, and who will lead implementation. Gaps in background information and lack of integration with broader Estate and human services planning. - REDWatch noted Waterloo South Planning Proposal was accepted without a full SIA. Existing Social Sustainability Report lacked required analysis of community impacts and mitigation measures.
Community engagement	- Acknowledgement that consultation was undertaken in the past, but that there was limited community visibility of the outcomes and how feedback was used to shape the planning outcomes approved in 2022. Counterpoint Community Services highlighted that statements in the Draft People and Place Plan are often unclear or read as high-level policy statements without detail or reasoning. - Some stakeholders participating in engagement activities held between 2019 and 2024 shared concerns that engagement was consultative rather than collaborative, with tenants feeling 'sidelined'. - One organisation (REDWatch) observed that during past engagement activities (notably during the Rezoning period), whilst initial conversations occurred, there was not always sufficient 'loop-back' to understand the status of changes and how feedback was being used. .
Health impact considerations	Community feedback consistently identified access to health services, mental health support, culturally appropriate care and preventative health infrastructure as priorities.

Theme	Feedback
Community priorities and expectations	▪ Residents prioritised feeling welcomed and included in the redeveloped Waterloo, with a strong emphasis on social cohesion, safety, and respect for existing communities. ▪ The community identified cautionary examples of displacement and inequality, such as the gentrification of Redfern Street. ▪ Strong support was expressed for accessible green space, community gardens, quiet places, and design that supports physical, mental, and cultural wellbeing. ▪ There is an expectation that renewal will be supported by clear governance, adequate resourcing, and integration with human services to support people with high and complex needs.

Appendix D: Engagement activities log

Engagement activities undertaken for the Social Impact Assessment

Table 16 Engagement activities undertaken for this SIA – log

Engagement activity	Organisation	Attendees	Date
Interview (online)	City of Sydney	Vanessa Gordon Alyce Noney Rebecca Martin Laura Kelly	9 th December, 2025
Interview (online)	Counterpoint	Mark Sheernan	5 th December 2025
Interview (online)	REDWatch	Geoff Turnbull	5 th December, 2025
Interview (online)	Sydney Local Health District	Fiona Haigh Chris Stanton	26 th November 2025
Interview (online)	Redfern Jarjum College	Katherine Zerounian	3 rd December, 2025
Interview (online)	Board of Counterpoint Services	Julie Foreman	2 nd December 2025
Discussion	Various 1:1 discussions with tenants during the broader engagement activities	Names not provided in this report	October – December 2025

Engagement activities undertaken by L10 Collective / Stockland with Urbis in attendance

Table 17 Engagement activities undertaken by L10 Collective/ Stockland – log

Engagement activity	Date	Time	Location / format	Estimated attendance
Drop-in space*	Weekdays, 27 Oct–5 Dec 2025	Mon–Fri, 10am–4pm	Waterloo Connect	54
Tenant orientation session	Wed 29 Oct 2025	1pm–3pm	Waterloo Neighbourhood Centre	9
Tenant facilitated information & feedback session	Thu 6 Nov 2025	10am–12pm	The Factory Community Centre	7
Tenant facilitated information & feedback session with site walk	Tue 25 Nov 2025	1pm–3pm	Waterloo Neighbourhood Centre	10
Service providers facilitated information & feedback session	Tue 11 Nov 2025	10am–12pm	The Factory Community Centre	15

Engagement activity	Date	Time	Location / format	Estimated attendance
Other human services engagement	Throughout Nov 2025	Multiple	Direct meetings	20
Pop-up – Waterloo Park	Thu 30 Oct 2025	11am–1pm	Waterloo Park (BBQ)	16
Pop-up – Neighbourhood Centre	Mon 3 Nov 2025	12pm–2pm	95 Wellington St courtyard	15
Pop-up – Metro Station	Sat 8 Nov 2025	10am–12pm	Cope & Raglan St entry	34
Pop-up – 118 Wellington St	Thu 27 Nov 2025	11am–1pm	Corner George St (BBQ)	15
Waterloo End of Year Community Celebration – stand	Fri 21 Nov 2025	2pm–5pm	Waterloo Green	121 surveys completed
Online CIFS	Mon 3 Nov 2025	5pm–6.30pm	Online	25
In-person CIFS session #1	Tue 18 Nov 2025	11am–1pm	Waterloo Neighbourhood Centre	39
In-person CIFS session #2	Sat 22 Nov 2025	1pm–3pm	Redfern Town Hall	4
Tailored engagement sessions for the Aboriginal community and organisations	Oct – Dec 2025	Multiple	Direct meetings	110
CALD session – Mandarin & Cantonese	Thu 6 Nov 2025	2pm–3pm	Waterloo Neighbourhood Centre	12
CALD session – Russian	Mon 17 Nov 2025	11.45am–12.45pm	The Factory Community Centre	11
Online project neighbours within Waterloo South session	Mon 24 Nov 2025	5pm–6.30pm	Online (focused)	5
Meetings	Thu 6 Nov	6pm–8pm	The Factory Community Centre	20
• REDWatch	Wed 19 Nov	2pm–3pm		
• Waterloo Redevelopment Group	2025			

**Engagement at the drop in space was undertaken by L10 and Stockland only.*



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