

Social Impact Assessment

State Significant Development Application

Chatswood Grand Residences

SSD-93776214

Prepared for Billbergia (BB Wilson Property Pty Ltd)

April 2026

Document Control

Project Reference

Contact	Berge Okosdinossian berge@nhadvisory.com.au	
Version and Date	Draft 1 – WIP 7 April 2026	Approved
Final	9 April 2026	Approved

Disclaimer

This report has been prepared by Notting Hill Advisory Pty Ltd to the best of our knowledge, information contained herein is neither false nor misleading and the contents are based on information and facts that were correct at the time of preparation. Notting Hill Advisory Pty Ltd accepts no responsibility of liability for any errors, omissions or resultant consequences including any loss or damage arising from reliance on information in this publication.

© Notting Hill Advisory Pty Ltd

All Rights Reserved. Reproduction of this document or any part thereof is not permitted without written permission of Notting Hill Advisory Pty Ltd.

Table of Contents

Executive Summary	5
Summary of Social Impacts	6
1. Introduction	10
1.1 Response to Secretary's Environmental Assessment Requirements.....	10
1.2 Site Description	10
1.3 Proposal Description.....	11
2. Methodology	12
2.1 NSW Social Impact Assessment Guideline	12
2.2 Eight Categories of Social Impact.....	12
2.3 Key Stages of Assessment	13
2.4 Author Declaration.....	13
3. Literature Review	14
3.1 National Housing Accord 2022	14
3.2 Greater Sydney Region Plan – A Metropolis of Three Cities	14
3.3 The North District Plan.....	14
3.4 Future Transport Strategy 2056.....	14
3.5 NSW Government Architect – Better Placed	15
3.6 NSW Government Architect – Connecting with Country Framework	15
3.7 NSW Social Impact Assessment Guideline (July 2025)	15
3.8 Willoughby City Council Community Strategic Plan – Our Future Willoughby 2036	15
3.9 Willoughby Local Strategic Planning Statement (LSPS)	15
3.10 Chatswood CBD Planning and Urban Design Strategy 2036.....	16
3.11 Willoughby Housing Strategy.....	16
4. Stakeholder Engagement	17
4.1 Public Sentiment Research	17
4.2 Community information Flyer.....	18
4.3 Community Drop-in Sessions.....	18
4.4 Email Feedback Mechanism.....	19
4.5 NSW Government and Willoughby City Council Engagement.....	19
4.6 Engagement Summary	19
5. Social Baseline	20
5.1 Social Locality	20
5.2 Population Profile	21
5.3 Social Baseline Findings	23
6. Social Impact Assessment and Prediction	24
6.1 Way of Life.....	24
6.2 Community	27
6.3 Accessibility.....	30
6.4 Culture	34
6.5 Health and Wellbeing.....	38

6.6 Surroundings..... 40

6.7 Livelihoods 42

6.8 Decision-Making Systems..... 43

7. Residual Social Impacts46

8. Conclusion49

Executive Summary

This Social Impact Assessment (SIA) has been prepared by Notting Hill Advisory Pty Ltd (Notting Hill Advisory) on behalf of Billbergia (BB Wilson Property Pty Ltd) (the Applicant) to accompany a State Significant Development Application (SSDA) for the site located at 849, 853 and 859 Pacific Highway and 2 and 8 Wilson Street, Chatswood (the Proposal).

The SSDA seeks development consent for the redevelopment of the site for a large-scale mixed-use development comprising 552 residential apartments, ground-floor retail and commercial uses, and a new childcare centre. Specifically, this application seeks approval for the following:

The proposed development involves the construction and operation of a new mixed-use building comprising:

- Internal fitout of nine basement levels (+ mezzanine above B1, and lift pits below B9), including driveway access from O'Brien Street, car parking, bicycle and motorcycle parking, waste rooms, loading docks, OSD tank and back-of-house areas;
- A two-storey podium accommodating retail and commercial uses, residential communal open space and amenities, and a new childcare centre;
- Two modulated residential buildings above the podium providing a total of 552 residential apartments, including 72 affordable rental housing dwellings, with associated amenities;
- Public domain works including landscaping, street trees and publicly accessible open space; and
- Reticulation of site services and infrastructure including electricity, telecommunications, gas, water and sewer.

This SIA has been prepared in response to Item 18 contained within the Secretary's Environmental Assessment Requirements (SEARs) dated 29 September 2025 for SSD-93776214.

This assessment has been conducted in accordance with the NSW Department of Planning, Housing and Infrastructure Social Impact Assessment Guideline for State Significant Projects (July 2025) and draws on the international best practice principles established by the International Association for Impact Assessment (IAIA). The assessment considers the potential positive and negative social impacts of the Proposal across the eight categories of social impact defined in the Guideline: Way of Life, Community, Accessibility, Culture, Health and Wellbeing, Surroundings, Livelihoods, and Decision-Making Systems.

Engagement and Evidence Base

Notting Hill Advisory undertook a comprehensive community engagement program prior to lodgement of the SSDA, consistent with the principles set out in the Undertaking Engagement Guidelines for State Significant Projects. The engagement program included:

- Distribution of a community information flyer to nearby residences and businesses

- A dedicated consultation email address for written feedback;
- Two Community Drop-In Sessions on Wednesday 3rd December 2025 and Saturday 6th December 2025, providing an opportunity for community members to engage directly with the project team.
- A randomised, statistically representative telephone survey (n=125) conducted between 17th November to 28th November 2025 across postcodes proximate to the site.

Survey findings indicate broad support for the site's suitability for new housing, with 61% of respondents agreeing that the location's access to the Chatswood Transport Interchange and walkable amenities makes it well suited to additional housing, and 77% expressing favourable views regarding the Proposal's proximity to public transport. A significant majority agreed that it is important to provide affordable rental housing, and 86% agreed that it is important that key workers can access affordable rental housing. The primary concerns raised by the community related to traffic and parking impacts and building height and density (Notting Hill Advisory, 2026).

Summary of Social Impacts

This Social Impact Assessment identifies a net positive social outcome overall, with significant long-term benefits arising from the delivery of new housing supply — including 72 affordable residences — in one of metropolitan Sydney's most accessible and well-serviced strategic centres. The following summarises key findings across the eight impact categories:

- **Way of Life:** Moderate to high positive impact, driven by the delivery of 552 new dwellings – including 72 affordable residences – and a new childcare centre within the Chatswood Strategic Centre. The site's location within 400 metres walking distance of the Chatswood Transport Interchange supports convenient access to employment, education, and services. Temporary construction impacts on daily life are assessed as low negative and time-limited.
- **Community:** Mixed impact. The Proposal contributes positively to housing diversity and social inclusion through its affordable housing component, enabling key workers – including teachers, nurses and service industry workers – to live within a well-connected, service-rich centre consistent with Chatswood's established demographic character. Community concern regarding building height and neighbourhood character represents a low residual adverse impact. No existing residential communities are displaced by the development.
- **Accessibility:** High positive impact. The site's location approximately 400 metres from Chatswood Transport Interchange – providing heavy rail, Sydney Metro and extensive bus services – directly supports a transit-oriented development outcome. 77% of surveyed residents expressed favourable views regarding the Proposal's public transport accessibility, and 61% agreed the location is well suited to additional housing (Notting Hill Advisory, 2026). The consolidation of site access to a single driveway off O'Brien Street improves the pedestrian environment along the Pacific Highway frontage.

- **Culture:** Mixed impact. The site is located on Cammeraygal Country. No Aboriginal objects or heritage items have been identified on the site; impacts are assessed as negligible subject to adherence with discovery protocols. The Heritage Impact Statement (NBRS, 2026) concludes that the Proposal would have minimal impact on the seven locally listed heritage items (I69, I70, I71, I72, I108, I129) and the North Chatswood Heritage Conservation Area (C10) in the vicinity, finding the development's scale and form consistent with the existing and anticipated high-density character of the Chatswood CBD. Construction vibration represents a low to moderate residual negative impact on nearby heritage structures, manageable through adherence to DIN 4150-3 thresholds and attended vibration monitoring.
- **Health and Wellbeing:** Mixed impact. Long-term benefits arise from the 72 affordable residences reducing housing stress for eligible households, and the site's transit-accessible location supporting active travel and incidental physical activity. Short-term construction-related noise, vibration and dust impacts on neighbouring residents and pedestrians are assessed as low negative and manageable. The Proposal incorporates acoustic mitigation measures – including upgraded glazing, mechanical ventilation, and a solid glass balustrade to the childcare outdoor play areas – to reduce operational noise impacts from road and rail corridors.
- **Surroundings:** Low to moderate adverse residual impact, mitigated by design. The introduction of two multi-storey residential towers will alter views from nearby heritage items and the North Chatswood Heritage Conservation Area; however, the Heritage Impact Statement concludes this impact is minimal given the existing high-density character of the Chatswood CBD (NBRS, 2026). Ground-level activation, publicly accessible open space, street trees and landscaping along Pacific Highway and Wilson Street will deliver positive surroundings outcomes upon completion. Increased passive surveillance from 552 new dwellings contributes a moderate positive impact to public safety.
- **Livelihoods:** Moderate positive impact. The construction of a large-scale mixed-use development will generate sustained employment across a range of trades and professions over a multi-year programme. In operation, the arrival of 552 new households will substantially increase the local consumer catchment, supporting nearby retail, hospitality and service businesses. The childcare centre will provide ongoing direct employment and an important community service. No existing business operations are displaced by the Proposal.
- **Decision-Making Systems:** Low to moderate positive impact. A comprehensive pre-lodgement engagement program has been undertaken — including a statistically representative telephone survey (n=125), two community drop-in sessions, and letterbox distribution — consistent with the *Undertaking Engagement Guidelines for State Significant Projects* (DPHI, April 2026). The SSDA will be publicly exhibited upon lodgement, providing a further formal opportunity for community comment.

On balance, this Social Impact Assessment concludes that the Proposal will deliver meaningful social benefits for future residents and contribute positively to housing supply and affordability objectives within the Chatswood Strategic Centre. With appropriate mitigation measures in place,

the residual social impacts of the Proposal are considered manageable and consistent with the objectives of the NSW Social Impact Assessment Guideline.

Table 1: Summary of Social Impacts

Impact Category	Construction	Operation
Way of Life	Low negative – temporary disruption to daily routines near construction site.	Moderate to high positive – 552 new homes, including 72 affordable residences, new childcare, walkable access to transport and services.
Community	Low negative – short-term amenity impacts; no displacement of residents.	Mixed – housing diversity and social inclusion positive; community concern regarding building height and character.
Accessibility	Low negative – temporary impacts on pedestrian and vehicle movement adjacent to the site.	High positive – 400m from Chatswood Transport Interchange.
Culture	Negligible – standard heritage discovery procedures in place; attended vibration monitoring required near heritage structures.	Low to negligible - minimal heritage impact on nearby listed items and North Chatswood HCA; negligible Aboriginal heritage impact.
Health & Wellbeing	Low negative – manageable construction noise, vibration, and dust impact on neighbouring residents and pedestrians.	Mixed – affordable housing and transit access positive; residual noise impacts from road and rail corridors mitigated by acoustic measures.
Surroundings	Low negative – noise, dust and visual impact during construction programme.	Low to moderate adverse (mitigated) — visual impact on heritage context minimal per HIS; positive public safety and streetscape outcomes upon completion.
Livelihoods	Moderate positive – significant construction employment over multi-year programme.	Moderate positive – 552 new households increase local consumer catchment; childcare centre provides ongoing

Impact Category	Construction	Operation
Decision-Making		employment; no business displacement.
	Low positive – complaints mechanism in place throughout construction.	Low to moderate positive – transparent engagement program undertaken; public exhibition will provide further community input opportunity.

1. Introduction

1.1 Response to Secretary's Environmental Assessment Requirements

This Social Impact Assessment has been prepared in response to Item 18 contained within the SEARs issued for the Proposal dated 29 September 2025. Specifically, this report responds to the SEARs requirement that the Environmental Impact Statement must consider social impacts and, should any significant social impacts be identified, a Social Impact Assessment be prepared in accordance with the Social Impact Assessment Guideline for State Significant Projects (NSW DPPI, July 2025).

Table 2: SEARs Requirements

SEARs Item	Requirement / Response
18 – Social Impact	The EIS must consider social impacts and, should any significant social impacts be identified, a Social Impact Assessment must be prepared in accordance with the Social Impact Assessment Guideline for State Significant Projects (NSW DPPI, July 2025).

1.2 Site Description

The site is located at 849, 853 and 859 Pacific Highway and 2 and 8 Wilson Street, Chatswood. Chatswood is within the City of Willoughby Local Government Area (LGA) and is located 6km north of the Sydney CBD within Sydney's Lower North Shore. The area is well advanced in its transition from an older style commercial precinct into a thriving mixed-use area characterised by commercial and residential land uses.

Chatswood CBD has been identified by the NSW Government and Willoughby City Council as a key centre intended to accommodate additional housing, employment and supporting infrastructure. The site occupies a highly accessible location due to being within walking distance of the Chatswood Transport Interchange, which provides Metro, heavy rail and bus connections to the Sydney metropolitan network. It is also within convenient walking distance of local amenities, facilities, and services. The Site's proximity to public transport, established commercial uses and civic infrastructure positions it to contribute to the continued renewal and intensification of the Chatswood Strategic Centre.

The site is located at the north-western extent of the Chatswood CBD. The site comprises Lots 1-5 DP1310282 and has an irregular shaped configuration totalling an area of 4,294 sqm (excluding the parcel of land zoned SP2 Infrastructure). The site is bound by Wilson Street (to north), O'Brien Street (to south), Pacific Highway (to west), and the T1 North Shore and Western Line, T9 Northern Line, and Metro North-West Line (to east). All buildings on the site have been demolished in accordance with DA-2024/19 and the site is currently vacant.

1.3 Proposal Description

The proposed State Significant Development Application (SSDA) seeks development consent for a new mixed-use redevelopment at 849, 853 and 859 Pacific Highway and 2 and 8 Wilson Street, Chatswood (the Proposal).

The proposed development involves the construction and operation of a new mixed-use building comprising:

- Internal fitout of nine basement levels (+ mezzanine above B1, and lift pits below B9), including driveway access from O'Brien Street, car parking, bicycle and motorcycle parking, waste rooms, loading docks, OSD tank and back-of-house areas;
- A two-storey podium accommodating retail and commercial uses, residential communal open space and amenities, and a new child care centre;
- Two modulated residential buildings above the podium providing a total of 552 residential apartments, including 72 affordable rental housing dwellings, with associated amenities;
- Public domain works including landscaping, street trees and publicly accessible open space; and
- Reticulation of site services and infrastructure including electricity, telecommunications, gas, water and sewer.

The Proposal has been declared State Significant Development (SSD) by the Minister for Planning under the State Significant Development Declaration Order (No 11) 2025 and is being assessed pursuant to the Environmental Planning and Assessment Act 1979.



Figure 1 – Site Aerial (Source: Urbis)

2. Methodology

2.1 NSW Social Impact Assessment Guideline

The assessment of social impacts has been conducted in accordance with the NSW Department of Planning, Housing and Infrastructure Social Impact Assessment Guideline for State Significant Projects (July 2025). The Guideline establishes that for State Significant housing projects, the EIS must consider social impacts and, where significant social impacts are identified, a Social Impact Assessment must be prepared consistent with its requirements.

This assessment also draws on guidelines published by the International Association for Impact Assessment (IAIA), *International Principles for Social Impact Assessment* (Vanclay, 2003), which defines Social Impact Assessment as:

'The process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.' (IAIA)

2.2 Eight Categories of Social Impact

The impact assessment considers the potential positive and negative social impacts of the Proposal in relation to the following eight categories of impact defined in the NSW SIA Guideline:

- **Way of Life:** How people live, how they get around, how they work, play and interact each day
- **Community:** Composition, cohesion, character, how the community functions, resilience, and people's sense of place
- **Accessibility:** 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, including connections to Country, land, waterways, places and buildings
- **Health and Wellbeing:** Physical and mental health, especially for people vulnerable to social exclusion or substantial change, psychological stress, access to open space and effects on public health
- **Surroundings:** Ecosystem services, public safety and security, access to and use of the natural and built environment, aesthetic value, and amenity
- **Livelihoods:** People's capacity to sustain themselves through employment or business
- **Decision-Making Systems:** The extent to which people can have a say in decisions that affect their lives and have access to complaint, remedy and grievance mechanisms

2.3 Key Stages of Assessment

The key stages of the impact assessment approach undertaken for this SIA include:

- **Baseline Review:** Examination of the social, demographic and economic context of the Chatswood area, drawing on publicly available data including the ABS 2021 Census, Willoughby Council LGA strategic documents and relevant State planning policies.
- **Literature Review:** Review of key national, state and local planning policy frameworks relevant to the Proposal to establish the strategic context for social impact assessment.
- **Stakeholder Engagement:** Assessment of community engagement outcomes, including the public sentiment research survey and virtual webinar, to understand community values, concerns and aspirations.
- **Technical Report Review:** Review of technical reports prepared across various disciplines – including traffic and transport, urban design, acoustic and heritage – to inform conclusions and recommendations relating to social impact management.
- **Impact Scoping and Assessment:** Comprehensive analysis of potential social impacts during construction and operation phases, with particular attention to directly affected communities and key stakeholder groups, assessed in relation to likelihood and magnitude.
- **Mitigation and Enhancement:** Identification of mitigation and enhancement measures, followed by a residual impact assessment to determine the resulting significance of social impact following implementation of measures.

2.4 Author Declaration

This Social Impact Assessment has been prepared by Notting Hill Advisory in accordance with the *NSW Social Impact Assessment Guideline* (NSW Department of Planning, Housing and Infrastructure, July 2025) and in alignment with the best practice principles established by the International Association for Impact Assessment (IAIA).

This assessment has been undertaken with professional independence, diligence and adherence to ethical practice standards. All reasonable steps have been taken to ensure the information, data and analysis contained in this report are accurate, evidence-based and reflective of the social context and community values relevant to the Proposal.

The author confirms that the methodology used is consistent with recognised SIA practice, including early scoping of potential impacts, stakeholder engagement, analysis of social baseline conditions, assessment of positive and negative impacts, and identification of mitigation and enhancement measures to support equitable and sustainable outcomes.

Role	Author / Reviewer
Lead Author	Berge Okosdinossian – B.Bus (Econ), University of Technology Sydney – Managing Director, Notting Hill Advisory
Peer Review	Sarah George – BA Sociology & Psychology, Macquarie University; Social Planning Consultant

3. Literature Review

In addition to the key technical reports prepared in support of the SSDA, Notting Hill conducted a review of policy and planning frameworks at the national, state, and local government levels relevant to the SSDA for Grand Residences, Chatswood.

3.1 National Housing Accord 2022

Introduced in October 2022, the National Housing Accord commits to facilitating the construction of one million new well-located homes from 2024, supported by partnerships between all levels of government, investors, and the construction industry. The Accord emphasises delivering housing in locations with access to employment, services, and public transport, and within established or planned urban growth areas. The Proposal directly aligns with these objectives by delivering approximately 552 new dwellings within Chatswood Strategic Centre – one of metropolitan Sydney’s most accessible and well-serviced suburban centres – with the Chatswood Transport interchange providing heavy rail, metro, and bus within walking distance.

3.2 Greater Sydney Region Plan – A Metropolis of Three Cities

The Greater Sydney Region Plan establishes a vision for Sydney as a metropolis of three cities – the Western Parkland City, the Central River City, and the Eastern Harbour City – with housing growth directed to locations well served by jobs, education, and transport. The Proposal is located within the Eastern Harbour City, where Chatswood functions as a key node within the Eastern Economic Corridor. The site's position within the Chatswood Strategic Centre directly supports the Region Plan's objectives for housing supply, liveability, and the concentration of growth in highly accessible centres.

3.3 The North District Plan

The North District Plan provides a 20-year plan to manage growth and achieve the 40-year vision, while enhancing Greater Sydney's liveability, productivity, sustainability, and infrastructure. It identifies Chatswood as a strategic centre within the North District and sets housing targets for the Willoughby LGA. The North District Plan sets Willoughby's five-year housing target, with population forecasts indicating a need for between 6,000 and 6,700 additional dwellings by 2036, with a key focus on increasing housing in a new mixed-use zone in Chatswood CBD. The Proposal responds directly to these planning priorities by delivering high-density residential housing with an affordable component within the Chatswood Strategic Centre.

3.4 Future Transport Strategy 2056

The NSW Future Transport Strategy establishes a long-term vision for an integrated, efficient, and sustainable transport system. Chatswood is identified as a key node within the North Shore corridor, served by the Chatswood Transport Interchange – a major multi-modal hub offering heavy rail (T1 North Shore Line and T9 Northern Line), Sydney Metro (M1 North West and Bankstown Line) and bus interchange services. By concentrating new residential development within the Chatswood CBD and in proximity to this interchange, the Proposal directly supports the Strategy's objectives to optimise existing transport infrastructure, reduce car dependency, and encourage sustainable travel behaviour.

3.5 NSW Government Architect – Better Placed

The Better Placed policy outlines the NSW Government's design principles for the built environment, emphasising health, responsiveness, integration, equity, and resilience. The Proposal has been informed by these principles through a design-led approach that seeks to deliver a high-quality urban environment within the Chatswood CBD. Recent approvals for residential towers in Chatswood have emphasised the importance of design quality, including activated public domain, communal open spaces and strong urban design outcomes as part of the broader Chatswood CBD Strategy 2036, which aims to increase the supply of well-located housing near public transport, employment opportunities and community amenities. The Proposal reflects these principles through its communal open space provision, streetscape improvements, and mix of apartment typologies.

3.6 NSW Government Architect – Connecting with Country Framework

The Connecting with Country Framework guides proponents in embedding Aboriginal perspectives and values into the planning, design, and delivery of projects. The site is located on Country traditionally cared for by the Cammeraygal (Kameraygal) people of the Eora Nation. The principles of respect for Country, co-design, and acknowledgement of Aboriginal connections to place are relevant to this Proposal and are addressed in the Cultural section of this assessment.

3.7 NSW Social Impact Assessment Guideline (July 2025)

The NSW SIA Guideline and Technical Supplement establish the framework for identifying, assessing, and managing the social impacts of State Significant Development. The Guideline emphasises understanding how people experience change, consideration of cumulative impacts, and the role of engagement in informing decision-making. This Social Impact Assessment for Grand Residences, Chatswood has been prepared in full accordance with these requirements, responding to the Secretary's Environmental Assessment Requirements (SEARs) issued for this SSDA.

3.8 Willoughby City Council Community Strategic Plan – Our Future Willoughby 2036

Our Future Willoughby 2036 is the community's long-term vision and priorities for the future of the City, structured around themes of a city that is green, connected and inclusive, liveable, prosperous and vibrant, and effective and accountable. The plan identifies housing choice, connectivity, liveability and economic vitality as core community priorities. The Proposal supports the vision by delivering new housing— including an affordable component – in Chatswood, reinforcing its role as a vibrant, well-connected metropolitan centre with access to employment, services, and public transport for a range of income groups.

3.9 Willoughby Local Strategic Planning Statement (LSPS)

The Willoughby LSPS sets out the 20-year vision for land use in the LGA and was informed by extensive community consultation centred on Chatswood CBD, housing across the LGA, and planning for local centres, shaping strategic planning directions including the Chatswood CBD Planning and Urban Design Strategy. The LSPS identifies Chatswood CBD as the primary focus for higher-density residential and mixed-use development in the LGA, supported by its metropolitan transport connections and employment role. The LSPS sets the strategic direction

for the LEP and DCP, drawing on the Local Housing Strategy, the Chatswood CBD Planning and Urban Design Strategy, and the Integrated Transport Strategy to guide future growth and change. The Proposal aligns with the LSPS vision by delivering high-density affordable housing within the Chatswood CBD, consistent with the centre's designation as a focus for housing supply, diversity, and infrastructure investment.

3.10 Chatswood CBD Planning and Urban Design Strategy 2036

Under controls introduced through the Chatswood CBD Planning and Urban Design Strategy 2036, the maximum building height in parts of the CBD increased substantially and floor space ratios were raised to facilitate high-density development in line with the Strategy. The Strategy recognises that more residential and mixed-use development in the commercial core could potentially enhance the urban liveability and economic diversity of Chatswood CBD, provided it is carefully managed to retain the centre's important commercial focus. The Proposal aligns with the Strategy by delivering high-density residential development within the Chatswood CBD that is consistent with the Strategy's vision for a vibrant, dense, and accessible centre.

3.11 Willoughby Housing Strategy

Willoughby's Draft Housing Strategy concludes that the additional dwellings required to 2036 can be accommodated by applying three focus areas, one of which is increasing housing in a new mixed-use zone in Chatswood CBD, alongside ensuring medium and high-density residential zones achieve their potential and examining opportunities in local centres. The Strategy emphasises the importance of delivering housing diversity – including affordable housing – aligned with infrastructure provision and transport access. The Proposal supports the Local Housing Strategy by delivering approximately 552 new dwellings within the Chatswood CBD, in one of the most transport-accessible locations in the Willoughby LGA. The inclusion of 72 affordable residences directly advances the Strategy's objectives of improving housing choice and affordability for key workers.

4. Stakeholder Engagement

Stakeholder engagement is central to the assessment of social impacts, providing the primary evidence base for understanding how people experience change and the issues they consider most important. Engagement for this Proposal was designed to ensure community views were captured in a structured, transparent, and proportionate manner, consistent with the *Undertaking Engagement Guidelines for State Significant Projects*.

The engagement program combined quantitative and qualitative methods to capture both statistically representative public sentiment and detailed qualitative feedback. Activities were designed to ensure perspectives were obtained from a broad cross-section of the community, including groups who may otherwise be under-represented in traditional consultation processes – such as renters and younger residents. A full account of the engagement program is provided in the *Engagement Outcomes Report* prepared by Notting Hill Advisory.

4.1 Public Sentiment Research

Between 17 November and 28 November 2025, live person-to-person telephone surveys were conducted with n=125 residents living in the suburb of Chatswood. Each survey averaged approximately 10 minutes in duration and was conducted using Computer-Assisted Telephone Interviewing (CATI) methodology. The survey catchment was selected as best representing residents with a personal, economic, and civic interest in the Proposal.

The survey tested sentiment across a range of issues including housing affordability and supply, attitudes towards the Proposal, neighbourhood amenity, traffic and parking, and the perceived benefits of the project. Key findings are summarised below.

Table 4: Summary of Survey Findings (Notting Hill Advisory, 2025)

Key Survey Finding	Result
Initial attitude towards Proposal (pre-information)	15% Favourable 24% Neutral 52% Unfavourable 9% Unsure
Attitude after learning more about the Proposal	23% Favourable 22% Neutral 48% Unfavourable 6% Unsure
Location suitable for housing (proximity to metro and walkable amenities)	61% Agree
Proposal's proximity to public transport viewed favourably	77% Favourable
Favourable to the inclusion of affordable housing options	58% Favourable
Favourable to the building height	13% Favourable 67% unfavourable

Building Height and Traffic and Parking: most common open-ended concerns	26% Building Height 26% Traffic & Parking 11% Affordable Housing
--	--

The survey findings provide strong evidence that the Chatswood community is broadly open to new housing growth – particularly where it is well-located near public transport. The primary concerns raised - traffic, parking, and the building height and scale – are directly addressed through the technical studies accompanying the SSDA and through design refinements informed by community feedback.

4.2 Community information Flyer

A community information flyer was distributed to **2,219** nearby residences and businesses on 12 November 2025. The flyer provided recipients with information about the proposal and details to register for Community Drop-In Sessions as well as the dedicated consultation email address for written feedback.

4.3 Community Drop-in Sessions

Two community drop-in sessions were held in the Dougherty Community Centre and attended by approximately 15 individuals on Wednesday 3rd December 2025 and Saturday 6th December 2025. Attendees spent approximately 15 minutes engaging with the project team and the material provided. 10 attendees completed a feedback form following the session which captured participants' views on the Proposal, their priorities for the development, and their reflections on the engagement process.

Themes raised during the drop-in sessions included:

- **Site Access:** Attendees sought clarity on vehicle access arrangements, including how vehicles would enter and exist the site and whether new driveways would be introduced on Pacific Highway. The project team explained that the proposal avoids new driveways on Pacific Highway and reduces impacts on the main traffic corridor by providing vehicle access on O'Brien Street instead.
- **Traffic and Parking:** Attendees raised concerns regarding traffic impacts, parking provision, and potential pressure on surrounding local streets. The project team confirmed that the proposal includes basement parking for residents and visitors to reduce reliance on on-street parking.
- **Scale and Density:** Participants sought clarification on the evolution of the proposal to a taller built form, following the Housing Delivery Authority (HDA) referral and how this differs from the previously approved scheme. The project team confirmed that the proposal has undergone a detailed urban design process and complies with the Chatswood CBD's planned future character as a strategic centre.
- **Staging and Timing:** Participants requested information on assessment and construction timeframes. The project team explained the SSDA pathway and confirmed that further exhibition opportunities would arise during the assessment process.

4.4 Email Feedback Mechanism

A dedicated consultation email address (consultation@nhadvisory.com.au) was made available to community members throughout the engagement period for written feedback. The email address was promoted through the community information flyer. No written submissions were received via this mechanism during the engagement period.

4.5 NSW Government and Willoughby City Council Engagement

The Applicant has engaged proactively with relevant NSW Government agencies and Willoughby City Council throughout the pre-lodgement phase. Key engagement activities include:

- Meeting on 23 September 2025 with the project team and the Department. Key matters discussed included affordable housing, Scoping Report, confirmation that the Planning Focus Meeting with Council was not required, alternative Design Excellence process, the Housing Delivery Authority Scheme, and agreement to progress a separate early works application (SSD096564253).
- Through the Environmental Impact and Rezoning Statement (EIRS) engagement process, Notting Hill contacted relevant local elected representatives in Chatswood, including the Federal Member for Bradfield, Nicolette Boele MP, the State Member for Willoughby, Tim James MP, and the Mayor and Deputy Mayor of Willoughby City Council, Councillor Tanya Taylor and Councillor Angelo Rozos. No response was received from the Federal Member for Bradfield or the Mayor and Deputy Mayor of Willoughby City Council.
- An online briefing was held on Friday, 19 December 2025 with the State Member for Willoughby and the Billbergia project team to provide an overview of the Proposal, the planning pathway, and engagement undertaken to date. The Member for Willoughby Raised questions regarding the scale and height of the proposed development, traffic, and parking impacts, construction management and interface with surrounding uses, and the approach to community engagement.
- Engagement with Transport for NSW, Sydney Trains and Sydney Metro.

4.6 Engagement Summary

Overall, the engagement program undertaken for the SSDA provided a balanced and proportionate understanding of community views, combining statistically representative public sentiment research with targeted qualitative engagement. Feedback indicates that while concerns remain regarding traffic, parking, and the Proposal's scale, the community is open to new housing growth, particularly due to the site's transport accessible location.

The findings of the engagement program have directly informed the assessment of social impacts presented in this SIA and provide a sound evidence base for understanding how the proposed amendments may be experienced by the community.

5. Social Baseline

5.1 Social Locality

The site at 849, 853, and 859 Pacific Highway and 2 and 8 Wilson Street is located within Chatswood Strategic Centre, a metropolitan hub within Sydney's North Shore. Situated within the Willoughby City Council LGA, Chatswood functions as a key commercial, retail, residential, and transport node serving both the local population and the broader metropolitan region.

The surrounding context is characterised by a highly urbanised environment, with a concentration of high-density residential flat buildings, commercial office towers, and major retail destinations. Notable nearby centres include Westfield Chatswood and Chatswood Chase Sydney, which together form one of the largest retail precincts on Sydney's North Shore. The locality also includes a range of restaurants, entertainment venues, community facilities, and civic services, contributing to a vibrant mixed-use environment with high levels of daytime and evening activity.

Chatswood Transport Interchange is a major multi-modal hub offering heavy rail (T1 North Shore Line and T9 Northern Line), Sydney Metro (M1 North West and Bankstown Line) and bus interchange services. This connectivity reinforces the area's role as a strategic centre and supports high-density living by enabling convenient access to employment, education, and services across Greater Sydney.

The immediate surrounding development reflects ongoing urban intensification, with numerous high-rise residential and mixed-use developments either recently completed, under construction, or approved. This aligns with broader metropolitan planning objectives under the Greater Sydney Region Plan and North District Plan, which identify Chatswood as a Strategic Centre intended to accommodate significant residential and employment growth. At the local level, the Willoughby Local Environmental Plan 2012 and supporting strategies promote increased density, activation of the public domain, and a diverse housing mix to support a growing population.

Functionally, Chatswood serves multiple roles. It is a major employment centre, with a strong concentration of commercial office space and professional services. It is also a regional retail and entertainment destination, attracting visitors from across Sydney. In addition, the centre has an increasingly important residential function, with a growing population living in high-density apartment developments. This mixed-use character supports a highly accessible, walkable environment with strong access to goods, services, and social infrastructure.

Looking forward, Chatswood is planned to continue evolving as a high-density, transit-oriented centre, with an emphasis on housing delivery, including affordable housing, enhanced public domain, and improved amenity. The Housing Delivery Authority (HDA) pathway further reinforces this trajectory by facilitating increased housing supply within well-located urban centres such as Chatswood.

Overall, the social locality is defined by a dense, highly connected, and service-rich urban environment that supports a diverse and growing population, making it well-suited to accommodate additional high-density residential development.

Existing community infrastructure in and around Chatswood include:

- **Education:** Established primary and secondary education facilities, including Our Lady of Dolours Catholic Primary School, Chatswood Public School, Chatswood High School and St Pius X College, supported by a network of early learning and childcare centres within the Chatswood Strategic Centre.
- **Health:** A concentration of general practice, specialist and allied health services located within the Chatswood CBD, with higher-order acute services provided by Royal North Shore Hospital (11 minute drive).
- **Open Space and Recreation:** Local and district-level open space, including Chatswood Park and Beauchamp Park, supplemented by smaller urban plazas and publicly accessible open spaces within the centre.
- **Transport:** High levels of public transport accessibility centred on Chatswood railway station, providing Sydney Trains and Sydney Metro services, in addition to an extensive bus network operating along Archer Street and surrounding arterial roads.
- **Retail and Services:** A major concentration of retail, commercial and community services, anchored by Westfield Chatswood and Chatswood Chase Sydney, with a diverse range of supermarkets, specialty retail, food and beverage, and personal services supporting the day-to-day needs of residents, workers, and visitors.

5.2 Population Profile

This section provides an overview of the social environment in and around Chatswood, drawing on the Australian Bureau of Statistics (ABS) 2021 Census and relevant State planning policies. It establishes the demographic and socio-economic context against which potential social impacts of the Proposal are assessed.

Table 5: Chatswood SAL Demographics (ABS 2021 Census)

Indicator	Chatswood SAL
Total population	Approximately 25,553 persons
Median age	37
Average household size	2.4 persons
Residents born overseas	Approximately 66%
Households where a non-English language is used	Approximately 67%
Median weekly household income	Approximately \$2,158/week

Owner-occupiers	Approximately 26%
Renters	Approximately 50%
Flat or apartment	Approximately 67.6% of all dwellings
SEIFA Index of Relative Socio-Economic Disadvantage	Approximately 997 (44th percentile nationally – moderate)

Chatswood's population is characterised by a strong multicultural composition, with 42% of residents identifying as having Chinese ancestry, significantly higher than the NSW average of 7.2%. Other prominent ancestries include English (13.7%), Australian (10.9%) and Korean (5.4%). This diversity is further reflected in migration patterns, with only 34.4% of residents born in Australia (compared to 65.4% across NSW), and approximately 75% having both parents born overseas.

Chatswood's population demonstrates a highly skilled and professional workforce profile. Professionals comprise 39.6% of employed residents and managers a further 17.5%, substantially exceeding the NSW average for professional occupations (25.8%). This is supported by comparatively high household incomes, with median weekly household income recorded at \$2,158, above the NSW average of \$1,829, reflecting the area's strong employment base and access to higher-value jobs.

The housing profile is distinctly high-density, with 67.6% of residents living in apartments or flats, compared to 21.7% across NSW. Despite this, the area maintains a strong presence of family households, which account for approximately 70% of all households. The tenure profile indicates a relatively transient population, with 50% of households renting (compared to 32.6% in NSW). Rental costs are also elevated, with a median weekly rent of \$577, and 38.3% of renter households experiencing rental stress, defined as rental payments exceeding 30% of household income.

Transport patterns reflect the highly accessible, transit-oriented nature of the centre. A notable proportion of households (21.6%) do not own a motor vehicle, more than double the NSW average of 9%, indicating strong reliance on public transport, walking and other modes, supported by proximity to Chatswood railway station and the broader public transport network.

Overall, the Chatswood locality is characterised by a dense, high-income and culturally diverse population, with a strong professional workforce and a housing profile dominated by high-density rental accommodation. These characteristics reflect Chatswood's function as a major mixed-use centre and highlight the importance of housing affordability, diversity and access to services in supporting its growing residential population.

5.3 Social Baseline Findings

The following social baseline findings are relevant to the assessment of social impacts arising from the Proposal:

- Chatswood is a dense, highly connected, mixed-use centre characterised by high-rise residential development, major retail precincts, commercial office space and a broad range of community services and infrastructure. The locality supports a vibrant, walkable environment with strong access to goods, services and social infrastructure including Westfield Chatswood, Chatswood Chase Sydney, Chatswood Park, Beauchamp Park, and a concentration of health, education and civic facilities.
- The site is well serviced by local amenities and is located within 400m walking distance of Chatswood Transport Interchange providing Sydney Trains (T1 North Shore Line and T9 Northern Line), Sydney Metro (M1 North West and Bankstown Line) and bus interchange services connecting residents to employment, education and services across Greater Sydney (JMT, 2026).
- The Proposal aligns with established State, district and local planning objectives for the Chatswood Strategic Centre by supporting high-density residential development in a highly accessible, transit-oriented location, enabling future residents to live close to public transport, employment centres, community infrastructure and recreational facilities.
- The site is not listed on any statutory heritage register and is not considered to meet the local significance threshold. However, the site is situated in close proximity to the North Chatswood Heritage Conservation Area (C10) and seven locally listed heritage items under the Willoughby LEP 2012, comprising six Federation and Edwardian-era houses and a boarding house (I69, I70, I71, I72, I108, I129). This is addressed through the Heritage Impact Statement (NBRS, 2026).
- The SEIFA Index of Relative Socio-Economic Disadvantage places Chatswood at approximately the 44th percentile nationally, indicating a moderate level of relative advantage compared to the Australian average. This is notably different from surrounding North Shore localities and reflects the area's diverse socio-economic composition, including a significant proportion of recently arrived migrants and renters who may be more vulnerable to housing affordability pressures and displacement.

6. Social Impact Assessment and Prediction

This section presents a comprehensive assessment of the potential social impacts of the Proposal across the eight categories of social impact defined in the NSW SIA Guideline. For each category, the assessment considers:

- The existing social baseline conditions relevant to that category;
- The potential positive and negative social impacts of the Proposal, including impacts during construction and operation;
- The likelihood and magnitude of each identified impact; and
- Proposed mitigation and enhancement measures, together with an assessment of residual impact significance following implementation of those measures.

Throughout this assessment, findings from the community engagement program undertaken by Notting Hill Advisory – including the public sentiment research survey and community drop-in sessions – have been integrated across relevant impact categories to substantiate the analysis.

6.1 Way of Life

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

The Proposal will meaningfully change the way of life of future residents and contribute to the broader Chatswood community by delivering new housing, retail and commercial services, public space, and a childcare centre in a strategically located urban centre.

All residents will benefit from the site's proximity to Chatswood Transport Interchange, which provides frequent heavy rail, metro, and bus services within a five-minute walk from the site. This reinforces walkable, connected lifestyles that enable a high quality of life for residents. The incorporation of communal open space and landscaping into the proposal further supports how the development will bring a meaningful positive change to future resident's way of life.

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Housing Supply and Affordability	High positive and likely to occur. The SSDA delivers approximately 552 new residential apartments, directly contributing to housing supply within Chatswood. This represents a substantial uplift in housing supply relative to the existing site, addressing the housing supply concerns identified in survey research with the Chatswood community. This impact is highly likely to occur and is assessed as major positive for future residents.	No specific mitigation measures are required beyond standard tenancy and building management practices.	High Positive
Housing Affordability	High positive and likely to occur. 72 of the proposed apartments in the SSDA will be designated as affordable housing, consistent with the Housing Development Authority pathway. Housing affordability was recognised as a key community concern in the survey and 86% of respondents agreed that providing affordable housing is important to ensure key workers can access rental housing. This impact is likely to occur and is assessed as a major positive, particularly with moderate-income households and key workers seeking housing in proximity to employment and services.	Affordable Housing will be managed by a Community Housing Provider (CHP) in accordance with best practice tenancy management.	High Positive
Walkable Access to Daily	High positive and very likely to occur. The SSDA will deliver 552 residential apartments in walkable distance to the Chatswood Transport Interchange and local	In accordance with recommendations outlined in the Green Travel Plan (JMT, 2026), the Developer and Building	High Positive

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Services and Amenities	amenities, such as Chatswood Chase Shopping Centre and Westfield Chatswood. These services are made walkable to the site via a well-established network of pedestrian facilities and paved footpaths on both sides of all adjacent roads (JMT, 2026). The proposal incorporates landscaping and end of trip facilities on B1, further facilitating residents and staff of the commercial space to commute to and from employment by foot or bike.	Management should provide secure bicycle parking areas, provide a map of cycling routes, and provide cycle parking facilities for visitors.	
Construction Disruption to Daily Routines	Low negative impact and high likelihood during construction. Residents adjacent to the site may experience temporary impacts from construction noise, dust, traffic, and activity. The magnitude is expected to be low, given the transitional nature of the surrounding area and temporary duration of works.	Implement the Construction Traffic Management Plan (JMT, 2026) measures. Trucks to minimise use of local streets for access to the construction sites, pedestrian movements adjacent to the construction site will be managed and controlled by site personnel where required, and construction activity to be carried out in approved hours of work. Establish a clear community communication mechanism with a nominated contact point.	Low Negative (Construction only)

6.2 Community

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

Chatswood's community identity is defined by its profound cultural diversity. In 2021, 62% of Chatswood residents were born overseas – significantly higher than the 46.5% figure for the broader Willoughby LGA – with China the largest non-English speaking country of birth, accounting for approximately 20% of the population. Chinese ancestry is the most prevalent at 42.4%, followed by English (13.7%) and Australian (10.9%). This composition has profoundly shaped Chatswood's social fabric, including its local businesses, retail precincts, cultural organisations, and annual festivals.

Chatswood's community is further shaped by its role as a major metropolitan commercial and transport hub. The most common occupations are professionals (38%) and managers (16%), with key industries including professional, scientific and technical services, financial and insurance services, and health care. This reflects a highly educated, economically active population with strong connections to Sydney's broader knowledge economy.

The Proposal will introduce approximately 552 new dwellings to this established community. Given Chatswood's existing demographic profile, new residents are likely to include young professionals, smaller households, and international residents – consistent with the area's established character. The inclusion of 72 affordable residences will enable key workers, including teachers, nurses, and service industry workers, to live in proximity to the Chatswood Transport Interchange and their workplaces, contributing meaningfully to social diversity and community resilience.

Community engagement conducted for the Proposal found that approximately one quarter of surveyed residents expressed unfavourable views towards the proposed building height, often in conjunction with broader concerns relating to density, traffic, and infrastructure capacity (Notting Hill Advisory, 2026). These responses reflect a community that is engaged with and protective of the character of their neighbourhood and underline the importance of high-quality design and transparent communication as the Proposal progresses.

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Integration of New Residents and Social Diversity	Moderate positive impact and high likelihood. The proposal will introduce approximately 552 new residences to Chatswood, likely attracting a resident profile broadly consistent with the area's existing demographic profile – including young professional, smaller households, and international residents. The inclusion of 72 affordable apartments represents a high positive impact by enabling key workers to live in proximity to employment and the Transport Interchange, contributing to social diversity and community resilience.	Support community integration through well-designed communal spaces, ground-floor activation and building management practices that foster social connection among residents and with the broader Chatswood community.	High Positive

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Housing Diversity and Community Resilience	High positive impact and high likelihood. The Proposal will deliver approximately 552 dwellings comprising both market and affordable housing within a single development, supporting social mix and housing choice within the Chatswood Strategic Centre. 86% of respondents to the survey felt that affordable housing will support the presence of essential workers – including teachers, nurses and service industry workers – within the local community.	Ensure affordable housing dwellings are indistinguishable in quality from market dwellings, avoiding stigmatisation and supporting social integration. Manage affordable housing in accordance with Housing Delivery Authority pathway requirements.	High Positive
Character and Sense of Place	Mixed impact. The Proposal represents a significant increase in residential density relative to the existing low-scale dwellings on the site. Survey research found that approximately one quarter of respondents expressed unfavourable views towards the proposed building height (Notting Hill Advisory, 2026). While these	Ensure building design, material quality and landscape treatment respond sensitively to the established character of the surrounding area and the strategic vision for the Chatswood Strategic Centre. Engage transparently with the community throughout the assessment and exhibition process to address concerns about scale and built form.	Negligible

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
	responses reflect community sensitivity to the character and identity of the neighbourhood, the Visual Impact Assessment concluded that the proposal does not contrast substantially with existing built form elements and is a comparable addition to the composition (Urbis, 2026). The VIA concludes residual visual impacts to be low and acceptable (Urbis, 2026).		
Temporary Construction Disruption to Community Amenity	Low negative impact during construction. Temporary noise, traffic and visual disruption during the approximately 22-month construction programme will affect neighbouring residents, pedestrians and nearby school communities.	Implement the Construction Traffic Management Plan including noise, traffic and construction management protocols. (JMT, 2026) Provide advance notice to nearby residents and schools of key construction milestones and periods of elevated activity. Maintain a dedicated site manager contact point for community concerns throughout construction (JMT, 2026).	Low Negative (Construction)

6.3 Accessibility

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

Accessibility is one of the Proposal's defining strengths. The site is located approximately 400m walking distance from the Chatswood Transport Interchange, which provides heavy rail services on the T1 North Shore, Northern, and Western Line (JMT, 2026). During peak hours, T1 trains travel from Chatswood to Sydney CBD, northern and western suburbs approximately every two minutes. A significant number of bus routes service

Chatswood Transport Interchange, which include both local and regional services. Bus stops are available at the interchange itself or on adjacent streets including adjacent to the site on Anderson Street, Victoria Avenue and the Pacific Highway (JMT, 2026).

Community engagement found that a strong majority (77%) rated access to public transport favourable and a further 61% agreed that the site's access to Metro services make it well suited to additional housing (Notting Hill Advisory, 2026).

The Proposal directly realises the Future Transport Strategy 2056's objectives to optimise existing transport infrastructure, reduce car dependency and encourage sustainable travel behaviour by delivering approximately 552 new homes within walking distance of the Chatswood Transport Interchange (Section 3.5). This is reinforced by the Greater Sydney Region Plan's direction to concentrate housing growth in well-served locations within the Eastern Harbour City (Section 3.2), the North District Plan's housing targets for the Chatswood CBD (Section 3.3), and the National Housing Accord's emphasis on well-located homes with access to transport and services (Section 3.1). Community sentiment reflects this alignment, with 77% of surveyed residents expressing favourable views on the Proposal's public transport proximity and 61% agreeing the location is well suited to additional housing (Notting Hill Advisory, 2026).

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Access to Public Transport	High positive impact and high likelihood. The site's location 400m from Chatswood Transport Interchange, which provides exceptional transit accessibility, with frequent heavy rail, Sydney Metro and bus services connecting future residents to the CBD, Hornsby, Bankstown and beyond. 61% of community survey respondents agreed the location is suitable for new housing given its proximity to the station, and 77% expressed	Provide transport information boards within the development to encourage public transport use. Ensure publicly accessible ground-level spaces, including the childcare centre, are safe, inclusive and directly connected to the surrounding street network and pedestrian paths leading to the station and town centre (JMT, 2026).	High Positive

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
	favourable views regarding public transport accessibility (Notting Hill Advisory, 2026).		
Increased Demand on Local Transport Network	Low negative impact and high likelihood. Community engagement identified traffic and parking as existing concerns for local residents, with one quarter of respondents rating traffic and parking conditions in the local neighbourhood as poor (Notting Hill Advisory, 2026). The TIA considered the impact of the proposal on intersections on Pacific Highway/Railway Street, O'Brien Street/Railway Street, and Day Street/Railway Street and determined that the revised land uses and the development would generate an additional 13 vehicle trips per hour compared to the approved scheme (JMT, 2026). This is negligible and would not result in any adverse impacts on the surrounding road network (JMT, 2026).	Implement traffic management measures consistent with the Traffic Management Plan (JMT, 2026). Further consider the travel demand management measures suggested to improve the mode share of public transport and active transport prior to the initial occupancy of the building (JMT, 2026).	Low to moderate Positive
Parking provision	Moderate positive impact and high likelihood. The Proposal provides 479 residential car	Incorporate strategies in the Green Travel Plan, such as establishing a car pooling programme,	Moderate Positive (Operation)

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
	parking spaces, which, while below the minimum rate prescribed under the Housing SEPP 2021, is considered acceptable given the site's exceptional public transport accessibility. Reduced parking provision is consistent with Willoughby City Council's strategy to limit traffic generation in the CBD and aligns with the parking rates recommended for highly accessible sites in the TfNSW Guide to Transport Impact Assessment. The Proposal meets visitor parking requirements with 12 dedicated residential visitor spaces. Childcare parking is provided on basement level 1, directly adjacent to the childcare centre lobby to facilitate safe and convenient access for parents and carers. The consolidation of site access from four driveways to a single entry point off O'Brien Street – achieved through the removal of existing driveways on Pacific Highway, Wilson Street and O'Brien Street – meaningfully improves the pedestrian environment and traffic flow along the Pacific Highway frontage.	engaging with care share operators (eg Go Get), and ensuring sufficient, accessible and secure bicycle parking to reduce demand for car parking.	
Construction-Related Access Disruption	Low negative impact during construction. Temporary disruption to pedestrian and vehicle movements is anticipated during demolition and	Implement the Construction Traffic Management Plan, including maintaining safe pedestrian pathways. Deploy SafeWork-accredited traffic	Low Negative (Construction)

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
	construction works. Sensitive receivers include neighbouring residents, pedestrians and users of the the childcare centre (JMT, 2026).	controllers during all truck movements. Minimise heavy vehicle movements and provide advance notice to nearby residents of key construction milestones (JMT, 2026).	

6.4 Culture

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

Cultural considerations for the Proposal relate to two principal domains: the recognition and respect of Aboriginal cultural heritage and connections to Country, and the relationship of the proposed development to the established cultural identity, heritage character and sense of place of the Chatswood community.

The site is located on Cammeraygal Country. The Cammeraygal people have a deep and enduring connection to the land and waterways of the Chatswood area and the broader North Shore, with Aboriginal occupation of the Sydney region dating back at least 50,000 years. While no Aboriginal objects or heritage items have been identified on the site itself, the surrounding North Shore landscape contains a significant network of cultural sites including Federation era housing that is of aesthetic and historical importance (NBRS, 2026).

The subject site does not carry individual heritage significance and is not listed on any statutory or non-statutory heritage register. The Heritage Impact Statement prepared for the Proposal (NBRS, 2026) confirms that the site does not meet the threshold for local heritage significance and that no heritage fabric will be directly affected by the development. However, the site is in the vicinity of seven locally listed heritage items under the Willoughby LEP 2013 – comprising six Federation and Edwardian-era houses and a boarding house (I69, I70, I71, I72, I108, I129) – as well as the North Chatswood Heritage Conservation Area (C10). These items are assessed as contributing to the cultural and aesthetic character of the North Shore's early residential development. The HIS concludes that the proposed development would have minimal heritage impact on these items, finding that the development's scale and form are consistent with the existing and anticipated high-density character of the Chatswood CBD, and that views

to and from all heritage items from the public domain will be retained. No design amendments are required by the heritage assessment, and no additional mitigation measures beyond those already incorporated into the design have been identified (NBRS, 2026).

Construction-related vibration from excavation and piling works is identified in the Noise and Vibration Impact Assessment (E-LAB, 2026) as a potential risk to nearby built fabric, including heritage-listed structures. The assessment establishes vibration criteria in accordance with German Standard DIN 4150-3, which sets more stringent thresholds for sensitive and heritage structures than for standard residential buildings. The assessment requires attended vibration monitoring to commence at the outset of vibration-intensive works, with safe working distances to be verified and management measures applied where exceedances are detected.

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Aboriginal Cultural Values and Connection to Country	Low to negligible impact. No Aboriginal objects or items of cultural heritage significance have been identified on the site. The site is located on Cammeraygal Country, which carries deep cultural significance across the broader North Shore landscape. Standard discovery procedures will apply during construction. The magnitude of impact is assessed as negligible, subject to adherence with discovery protocols.	Implement an Aboriginal Cultural Heritage Management Plan. Ensure standard Unexpected Finds Procedures are in place during all ground disturbance works. Consider opportunities to acknowledge and recognise Cammeraygal Country through design elements, signage, or public art within the publicly accessible open space and ground-level public domain of the development.	Low to Negligible Impact
Visual Impact on Surrounding Heritage Items and	Low to negligible impact. The Heritage Impact Statement (NBRS, 2026) finds that the proposed development would have minimal impact on the heritage significance of the seven locally listed heritage items (I69, I70, I71, I72, I108, I129) and	The design's scale, form, materials, colour palette, placement and setbacks have been determined to incorporate the necessary measures to ensure the proposal is sympathetic to the heritage context. No	Low to Negligible Impact

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Conservation Area	the North Chatswood Heritage Conservation Area (C10) in the vicinity. While the development will be visible from these items, the existing high-density built environment of the Chatswood CBD is already visible from all heritage item locations, and the proposed towers are consistent with the DCP's anticipated future character for the precinct. No adverse physical or visual impacts on the established heritage significance of the items or the HCA are identified.	additional mitigation measures have been identified as necessary (NBRS, 2026).	
Construction Vibration Impacts on Heritage Buildings	Low to Negligible Impact. The Noise and Vibration Impact Assessment (E-LAB, 2026) identifies that heritage and sensitive structures require more stringent minimum working distances under DIN 4150-3 than standard residential buildings. The likelihood of impact to nearby heritage buildings is very low provided safe working distances are adhered to.	Vibration management must take into consideration the German Standard DIN 4150-3 peak particle velocity thresholds for sensitive and heritage structures. Attended vibration monitoring is required at the commencement of all vibration-intensive works (rock breaking, hammering, piling) to verify safe working distances. If exceedances are detected, alternative construction methodologies or equipment with reduced capacity should be considered. A Construction Noise and Vibration Management Plan should be prepared as part of the Construction Certificate	Low to Negligible Impact

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
		documentation, incorporating heritage building-specific trigger levels.	
Archaeological Heritage	Negligible impact. The site has been subject to multiple phases of development and all buildings have been demolished in accordance with DA-2024/19. Previous development is assessed as having disturbed or removed any potential archaeological remains. No significant relics as defined under the NSW Heritage Act 1977 are expected to be encountered. The HIS notes that assessment of Aboriginal archaeological values is outside the scope of the European heritage assessment (NBRS, 2026).	Implement an Unexpected Finds Procedure throughout all ground-disturbing works. If potential relics are encountered, works must cease, the area protected, and a suitably qualified archaeologist engaged. Significant finds must be reported to the relevant authority in accordance with the NSW Heritage Act 1977.	Negligible
Contribution to Cultural Identify and Sense of Place	Low to Moderate Positive Impact. The Proposal delivers 552 residential apartments, including 72 affordable rental housing dwellings, a childcare centre, retail and commercial uses, and a publicly accessible ground-level public domain within the Chatswood CBD – contributing to the NSW Government's housing delivery objectives and the vitality of the Chatswood centre. The development's scale and contemporary design are consistent with the Chatswood CBD's ongoing transition and the future character anticipated in	Ensure design quality, material selection and landscape character contribute to a distinctive, welcoming and inclusive public realm consistent with the DCP's objectives for the Chatswood CBD. Provide active ground-level frontages and publicly accessible open space that supports everyday cultural activity. Support opportunities for public art and cultural expression, including acknowledgement of Cammeraygal Country through the public domain design.	Low to Moderate Positive

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
	the Willoughby DCP 2023. The proposed active commercial podium, landscaping, street trees and publicly accessible open space will support everyday cultural activity and community life.		

6.5 Health and Wellbeing

Physical and mental health, especially for people vulnerable to social exclusion or substantial change, psychological stress, access to open space and effects on public health

Health and wellbeing outcomes for future residents and the existing community are a central consideration for this Proposal.

The site's location approximately 400 metres walking distance from Chatswood Transport Interchange supports active, transit-connected lifestyles for future residents (JMT, 2026). Access to public transport encourages incidental physical activity and reduces car dependency, contributing to improved physical and mental health outcomes. This proximity to public transport was viewed favourably by 77% of surveyed residents (Notting Hill Advisory, 2026).

Housing affordability is a recognised social determinant of health, with insecure or unaffordable housing linked to poorer physical and mental health outcomes. The Proposal includes 72 affordable residences, helping to support housing stability and broader community wellbeing (Notting Hill Advisory, 2026).

Noise is also an established environmental health issue, with prolonged exposure to road and rail noise associated with sleep disturbance, stress, and cardiovascular health risks. The Proposal incorporates a range of acoustic mitigation measures – including upgraded glazing, mechanical ventilation, and screening to outdoor play areas – to protect residents from these impacts (E-Lab, 2026).

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Housing Affordability and Reduced Housing Stress	Moderate to high positive impact. The Proposal delivers 552 dwellings including 72 affordable residences. Public sentiment research found 86% of surveyed residents agreed that the affordable housing component would help maintain local housing options (Notting Hill Advisory, 2026).	Ensure affordable housing is delivered and managed in accordance with applicable pathway requirements and relevant LEP provisions. Allocate affordable housing to eligible households in accordance with NSW Government policy.	Moderate to High Positive
Transit-Accessible Location Supporting Active Lifestyles	Moderate to high positive impact. The site is located approximately 400 metres walking distance from Chatswood Transport Interchange, supporting active travel and access to employment, services and community facilities for future residents (JMT, 2026). 77% of surveyed residents expressed favourable views regarding the Proposal's proximity to public transport (Notting Hill Advisory, 2026).	Ensure ground-floor design and streetscape treatments support active, pedestrian-friendly environments consistent with the site's transit-connected location.	Moderate to High Positive
Noise Impacts on Residential Amenity and Health	Low to moderate adverse impact. Road and rail noise levels at the site exceed internal noise limits, with prolonged exposure to traffic and railway noise associated with sleep disturbance, stress and cardiovascular health risks. Apartments in affected zones require upgraded acoustic glazing and mechanical ventilation to maintain acceptable internal conditions (E-Lab, 2026).	Implement acoustic mitigation measures including upgraded glazing across the building and mechanical ventilation for affected apartments to allow residents access to fresh air without relying on open windows. Erect a solid glass balustrade around outdoor childcare play areas to mitigate noise from road and railway corridors (E-Lab, 2026).	Low Negative

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Construction, Noise, Vibration, and Dust	Low to moderate negative impact during construction. Neighbouring residents and pedestrians may experience temporary amenity impacts from construction noise, vibration and dust over the construction program (E-LAB, 2026).	Implement noise and vibration management in accordance with the NSW EPA Construction Noise Guidelines. Restrict construction hours to Monday–Friday 7am–6pm and Saturday 8am–1pm, with no work on Sundays or public holidays. Maintain a site manager contact number and provide regular updates to neighbouring residents at key construction stages.	Low Negative (Construction only)
Community Concern and Psychological Stress Associated with Neighbourhood Change	Low to moderate adverse impact. Public sentiment research indicates that approximately one quarter of surveyed residents expressed unfavourable views towards the proposed building height, with density and neighbourhood character identified as key concerns (Notting Hill Advisory, 2026). These responses reflect the stress and uncertainty that substantial change of this scale can generate within an established residential community.	Maintain transparent and ongoing community engagement as the Proposal progresses through assessment and public exhibition. Provide clear and accessible information about construction timelines, impacts and management measures through regular resident updates and a dedicated site manager contact point.	Low to Moderate Adverse

6.6 Surroundings

Ecosystem services, public safety and security, access to and use of the natural and built environment, aesthetic value and amenity

The Proposal introduces a new high-density mixed-use development to a site within the Chatswood CBD, in the vicinity of several locally listed heritage items and the North Chatswood Heritage Conservation Area (C10). The Heritage Impact Statement concludes that the Proposal would have

a minimal impact on the heritage significance of these items, noting that the site is already embedded within an established high-density urban context and that the proposed design is sympathetic to the surrounding heritage character (NBRS, 2026).

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Visual Change and Heritage Context	Low to moderate adverse impact. The Proposal would introduce two multi-storey residential towers visible from nearby heritage listed items and the North Chatswood Heritage Conservation Area. However, the Chatswood CBD has already substantially altered the local setting, with heritage items coexisting alongside established high-density development. The Heritage Impact Statement concludes that the Proposal would not significantly alter existing views from heritage items and would integrate into the existing and future high-density character of the area (NBRS, 2026).	Ensure built form, massing, materials and colour palette respond sympathetically to the heritage items and North Chatswood HCA in the vicinity, consistent with the design approach outlined in the Heritage Impact Statement and the controls of Willoughby DCP 2023 (NBRS, 2026).	Low Adverse (mitigated)
Public Safety and Passive Surveillance	Moderate positive impact and high likelihood. The introduction of 552 new dwellings and publicly accessible open space and streetscape improvements along Pacific Highway and Wilson Street would increase passive surveillance and activity within the precinct, contributing to improved perceptions of public safety.	Implement CPTED principles in the design of ground-level uses, public spaces and building entries. Ensure consistent lighting of pedestrian paths, open space and building entries.	Moderate Positive

6.7 Livelihoods

People's capacity to sustain themselves through employment or business

The Proposal presents a significant opportunity to support livelihoods within Chatswood and the broader Sydney economy. The construction and operation of 552 residential apartments, ground-floor retail and commercial uses, and a new childcare centre will generate substantial economic activity across both the construction and operational phases.

The construction phase will require a significant workforce, generating direct employment across a range of trades and professions. In operation, the substantial increase in residential density will foster a strong local consumer catchment, supporting nearby retail and hospitality businesses and underpinning the economic viability of Chatswood CBD. The inclusion of a childcare centre will also provide direct ongoing employment while addressing a key service need for future residents and the surrounding community.

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Construction Employment and Economic Activity	Moderate positive impact. The construction of a large-scale mixed-use development comprising 552 apartments across two towers will generate a significant and sustained construction workforce over a multi-year build programme, supporting direct and indirect employment in Chatswood and the broader region.	Encourage the use of locally-based construction subcontractors and suppliers where practicable, to maximise regional employment and economic benefits during the construction phase.	Moderate Positive
Increased Local Economic Activity	Moderate positive impact. The arrival of 552 new households will substantially increase Chatswood's consumer catchment for existing local businesses, supporting retail, hospitality and service operators within the CBD. Ground-floor	Facilitate pedestrian connectivity between the development and surrounding retail and service areas through site access arrangements, footpath design and public domain improvements.	Moderate Positive

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
	retail and commercial uses within the Proposal will further activate the Pacific Highway frontage and contribute to the vitality of the town centre.		
Impacts on Existing Businesses and Land Uses	Negligible impact. All buildings on the site have been demolished under an existing approval and the site is currently vacant. No established businesses are located on the site and no existing business operations will be displaced by the Proposal.	Maintain clear access to nearby businesses during construction and provide advance notice of activities likely to affect access or amenity for nearby commercial operators.	Negligible
Childcare Centre Employment and Community Service	Moderate positive impact. The inclusion of a new childcare centre within the podium will generate ongoing direct employment while providing an important community service for future residents and the surrounding Chatswood community, supporting workforce participation for families in the area.	Ensure the childcare centre is designed and operated in accordance with relevant licensing and regulatory requirements. Prioritise access for local families in the allocation of childcare places.	Moderate Positive

6.8 Decision-Making Systems

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

Decision-making systems shape how communities experience development, influencing perceptions of fairness, trust and legitimacy in planning outcomes. In New South Wales, the State Significant Development framework provides formal mechanisms for public participation through statutory exhibition, agency consultation and the receipt and consideration of public submissions. These processes are particularly relevant in established, high-density centres such as Chatswood, where ongoing urban intensification, increased building heights and changes to planning controls can generate

strong community interest. In this context, transparent and inclusive engagement is critical to managing potential concerns regarding amenity, built form and local character, and to maintaining community confidence in planning outcomes within a mature and highly engaged urban community.

The engagement program undertaken by Notting Hill Advisory prior to lodgement of the SSDA has been designed to ensure that community members have had a meaningful opportunity to understand the Proposal and raise issues before a decision is made. The program was conducted in accordance with the *Undertaking Engagement Guidelines for State Significant Projects* and incorporated quantitative and qualitative methods to ensure broad and representative community input.

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
Opportunities for Community Participation	Low to moderate positive impact. The engagement program undertaken prior to lodgement – including a statistically representative telephone survey (n=125) and a virtual community webinar – has provided genuine opportunities for community input. The SSDA will also be publicly exhibited upon lodgement, providing a further formal opportunity for community comment.	Clearly document how community and stakeholder feedback has informed the design and assessment of the Proposal within the Engagement Outcomes Report. Provide a summary of key themes and project team responses accessible to community members.	Low to Moderate Positive
Community Confidence in Planning Transparency	Low negative impact. Some community members have expressed concern about the scale of development. While these concerns are understandable, the HDA pathway provides a rigorous assessment framework with mandated community engagement, public exhibition, and agency consultation. The engagement program has been designed to build community	Provide clear, accessible information to the community about the SSDA assessment process, exhibition timeline and opportunities to make submissions. Respond promptly and substantively to community enquiries during the assessment period.	Low Negative Impact

Identified Impact	Characteristic of Impact	Mitigation & Enhancement Measures	Residual Impact
	confidence through early, transparent, and responsive communication.		
Complaints and Grievance Mechanisms During Construction	Low positive impact. Neighbouring residents and businesses require clear and accessible mechanisms for raising concerns during construction. The establishment of a dedicated community contact point is a standard and effective measure that supports community trust in construction management.	Establish and maintain a clearly advertised community contact point (phone and email) throughout construction. Implement a formal complaint handling process with documented response procedures and timeframes. Provide regular community construction updates, particularly for periods of elevated activity.	Low Positive
Decision-Making for Future Residents	Low positive impact. Future residents will require clarity on how decisions relating to building management, shared facilities and operations are made, and how to raise issues effectively within the precinct.	Provide clear induction information for incoming residents outlining rights, responsibilities and avenues for participation in building governance and issue resolution. Establish appropriate owners corporation or building management governance structures.	Low Positive

7. Residual Social Impacts

The following summary of residual social impacts is predicated on the basis that the Applicant adopts the mitigation and enhancement measures identified throughout this Social Impact Assessment. The residual impact ratings reflect the anticipated significance of impacts following the application of those measures across both the construction and operation phases of the Proposal.

Category	Residual Social Impact
Way of Life	Moderate to high positive residual social impact. The Proposal delivers 552 new homes – including 72 affordable residences – within the Chatswood Strategic Centre, directly contributing to housing supply and affordability objectives supported by the community. Future residents will benefit from walkable access to Chatswood Transport Interchange, as well as established retail, health, education and recreational services including Chatswood Chase and Westfield Chatswood. The inclusion of a childcare centre within the podium will further support the daily lives of families within the development and the broader community. A low residual negative impact remains in relation to construction disruption to neighbouring residents and pedestrians; this is time-limited and manageable through the Construction Traffic Management Plan and standard noise and vibration management measures.
Community	Mixed residual social impact. The Proposal contributes positively to housing diversity and social inclusion through its affordable housing component, enabling key workers — including teachers, nurses and service industry workers — to live within a well-connected, service-rich centre consistent with Chatswood's established demographic character. Community concern regarding building height and neighbourhood character represents a low residual adverse impact. No existing residents are displaced by the Proposal, as all buildings on the site have been demolished under an existing approval.
Accessibility	High positive residual social impact in operation, reflecting the site's exceptional transit accessibility approximately 400 metres from Chatswood Transport Interchange, providing heavy rail, Sydney Metro and bus services. 77% of surveyed residents expressed favourable views regarding the Proposal's public transport proximity and 61% agreed the location is well suited to additional housing (Notting Hill Advisory, 2026). The Proposal's reduction of driveway crossings from four to one improves the pedestrian environment along Pacific Highway. Low residual negative impacts during construction from temporary access disruption are manageable and short-

Category	Residual Social Impact
	term. Traffic impacts during operation are assessed as negligible, with the development generating only 13 additional vehicle trips per hour compared to the Infill Affordable Housing SSDA (SSD-74319707) scheme approved in December 2025 (JMT, 2026).
Culture	Mixed residual impact. Aboriginal cultural heritage impacts are assessed as negligible, subject to adherence with the Unexpected Finds Procedure. The Heritage Impact Statement (NBRS, 2026) concludes that the Proposal would have minimal impact on the seven locally listed heritage items (I69, I70, I71, I72, I108, I129) and the North Chatswood Heritage Conservation Area (C10) in the vicinity, finding that the development's scale and form are consistent with the existing and anticipated high-density character of the Chatswood CBD and that views to and from all heritage items from the public domain will be retained. Construction vibration represents a low to moderate residual negative impact on nearby heritage structures, manageable through adherence to DIN 4150-3 thresholds and attended vibration monitoring.
Health & Wellbeing	Mixed residual social impact. Long-term positive benefits arise from the 72 affordable residences reducing housing stress for eligible households, and the site's transit-connected location encouraging active travel and incidental physical activity. The Proposal's acoustic mitigation measures — including upgraded glazing, mechanical ventilation and a solid glass balustrade to the childcare outdoor play areas — reduce but do not fully eliminate residual noise impacts from road and rail corridors. Low residual negative impacts from construction noise, vibration and dust are manageable through standard noise management protocols. A low to moderate adverse residual impact remains in relation to community concern and psychological stress associated with neighbourhood change.
Surroundings	Low to moderate adverse residual impact, mitigated by design. The introduction of two multi-storey residential towers will alter views from nearby heritage items and the North Chatswood Heritage Conservation Area; however, the Heritage Impact Statement concludes this impact is minimal given the existing high-density character of the Chatswood CBD and the DCP's anticipated future character for the precinct (NBRS, 2026). Ground-level activation, publicly accessible open space, street trees and landscaping along Pacific Highway and Wilson Street will deliver positive surroundings outcomes upon completion. Increased passive surveillance from 552 new dwellings contributes a moderate positive impact to public safety.

Category	Residual Social Impact
Livelihoods	Moderate positive residual social impact. The construction phase generates significant multi-year employment across a range of trades and professions. In operation, the arrival of 552 new households substantially increases the local consumer catchment for existing businesses in and around the Chatswood CBD, supported by active ground-floor retail and commercial uses. The childcare centre provides ongoing direct employment and an important community service. No existing businesses are displaced by the Proposal. Negligible residual negative impacts on nearby businesses during construction are manageable through advance notice and maintained access arrangements.
Decision-Making	Low to moderate positive residual social impact. A transparent pre-lodgement engagement program has been undertaken — including a statistically representative telephone survey (n=125) and a virtual community webinar — consistent with the Undertaking Engagement Guidelines for State Significant Projects (Notting Hill Advisory, 2026). The SSDA framework provides ongoing formal mechanisms for community input through public exhibition and the receipt of submissions. Clear complaints and grievance procedures during construction and governance mechanisms for future residents support low positive outcomes across both project phases.

It is recognised that not all social impacts can be avoided in a development of this nature and scale. Some level of change and disruption is an inherent part of urban renewal and growth in established strategic centres. The key consideration is that impacts are identified early, transparently managed and appropriately mitigated -and that when managed effectively, the process remains fair, predictable and respectful of those affected.

The redevelopment at 849, 853 and 859 Pacific Highway and 2 and 8 Wilson Street, Chatswood is anticipated to deliver meaningful net social benefits — improved housing supply and affordability, exceptional access to transport and established services, economic activity and employment, a new childcare centre, and a contribution to the NSW Government's housing delivery objectives for the Chatswood Strategic Centre. These benefits are accompanied by manageable adverse impacts that require careful construction management, transparent community engagement and ongoing design attention.

8. Conclusion

This Social Impact Assessment has been prepared by Notting Hill Advisory on behalf of Billbergia (BB Wilson Property Pty Ltd) in accordance with the NSW Social Impact Assessment Guideline for State Significant Projects (July 2025). The assessment considers the potential social impacts of the proposed State Significant Development at 849, 853 and 859 Pacific Highway and 2 and 8 Wilson Street, Chatswood – comprising two modulated residential towers above a mixed-use podium, delivering 552 residential apartments, 72 affordable rental housing dwellings, ground-floor retail and commercial uses, and a new childcare centre.

The assessment draws on a robust evidence base comprising: a statistically representative telephone survey (n=125 residents); community engagement activities including a community drop-in session and letterbox distribution; engagement with NSW Government agencies; ABS 2021 Census demographic data; a comprehensive review of relevant planning policy and strategic frameworks; and specialist technical studies prepared in support of the SSDA.

The Social Impact Assessment identifies a net positive social outcome for the Proposal. Significant and enduring social benefits are anticipated in relation to housing supply, housing affordability, transport accessibility, economic activity and livelihoods, childcare provision, and place-making – each of which is identified as a priority for Chatswood and the wider Sydney region. The site's location approximately 400 metres from Chatswood Transport Interchange positions the Proposal as an exemplary transit-oriented development outcome, directly aligned with the objectives of the Future Transport Strategy 2056, the Greater Sydney Region Plan, and the North District Plan's housing targets for the Chatswood Strategic Centre.

The 72 affordable rental housing dwellings delivered through the Housing Delivery Authority pathway represent a meaningful and lasting contribution to housing equity in Chatswood, enabling key workers and moderate-income households to live within one of Sydney's most connected and service-rich centres. The inclusion of a new childcare centre within the podium further strengthens the Proposal's social credentials, supporting workforce participation and the daily lives of families within the development and the broader community.

Adverse impacts have been identified in relation to construction-period amenity, noise from road and rail corridors, and community concern regarding building height and neighbourhood character. These impacts are considered manageable through the mitigation and enhancement measures identified throughout this assessment, including acoustic treatment, construction management protocols, and transparent and ongoing community engagement as the Proposal progresses through assessment and public exhibition.

With the implementation of those measures, residual social impacts are considered acceptable. The Proposal is assessed as delivering a material and lasting social benefit to the Chatswood community and to the broader Greater Sydney region.