



New Rouse Hill Hospital

Social Impact Assessment

Health Infrastructure NSW

8 September 2025

→ The Power of Commitment



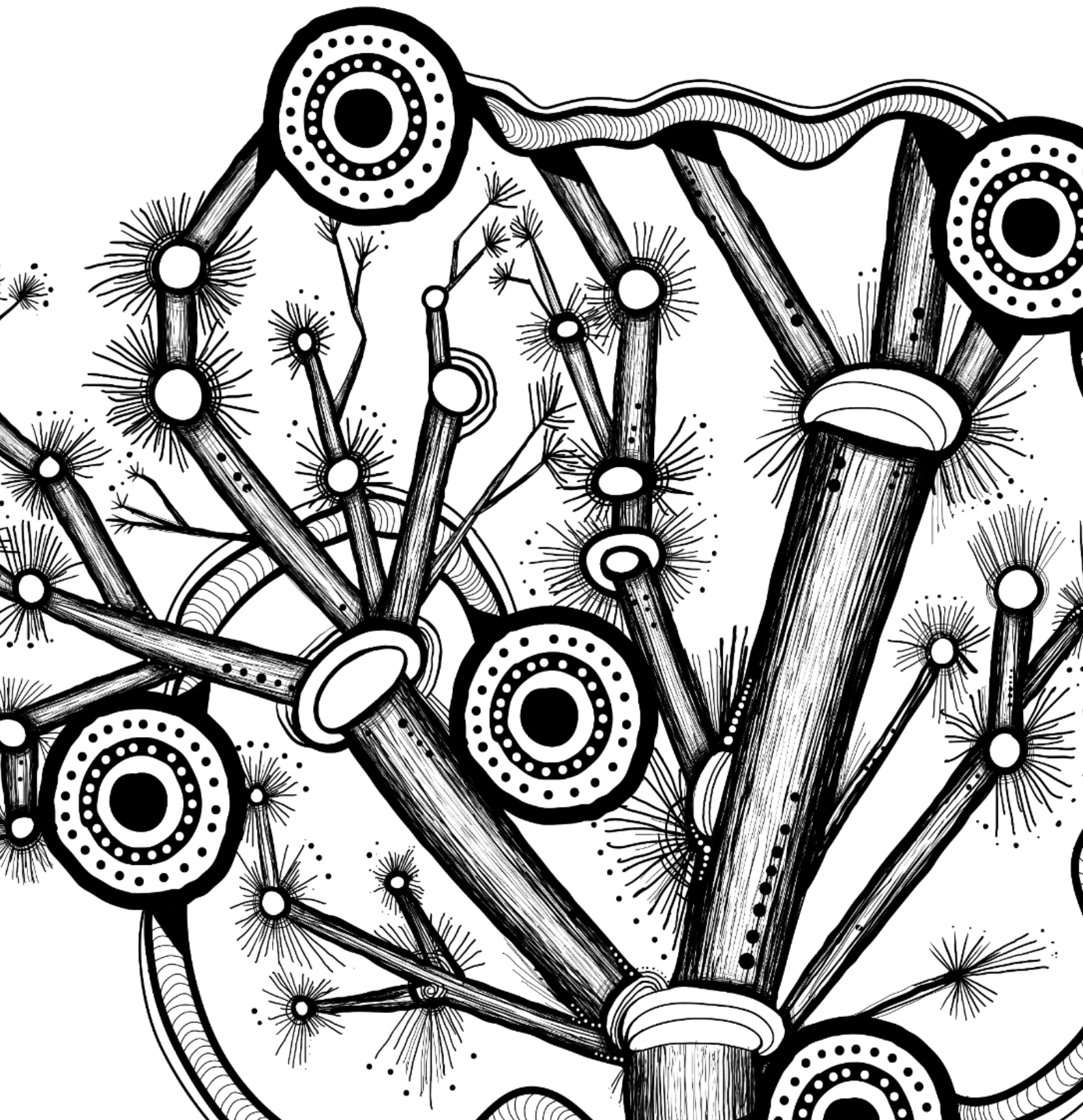
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Acknowledgement of Country

GHD acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land, water and sky throughout Australia on which we do business. We recognise their strength, diversity, resilience and deep connections to Country. We pay our respects to Elders of the past, present and future, as they hold the memories, knowledges and spirit of Australia. GHD is committed to learning from Aboriginal and Torres Strait Islander peoples in the work we do.



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1. Introduction

1.1 Background

In 2018, the Greater Sydney Commission (GSC) developed *The Greater Sydney Region Plan – A Metropolis of Three Cities*, which identifies Rouse Hill as one of the eight strategic centres within the Central City, and an area for ongoing rapid population growth.

Rouse Hill is part of the North West Growth Area (NWGA). Healthcare in the NWGA is currently delivered by Western Sydney Local Health District (WSLHD), the Hawkesbury District Hospital, and private hospitals in the North West area.

In 2015, the NSW Government announced a total of \$300 million towards the development of a new Rouse Hill Hospital (RHH). The September 2023 State Budget confirmed additional capital funding of \$400 million, which increased the total project budget to \$700 million. Prior to the budget uplift, the proposed town planning pathway was a two-stage State Significant Development Application (SSDA), which has subsequently been withdrawn.

In April 2025, the Federal Government made a commitment for an additional \$120 million to deliver maternity and birthing services at Rouse Hill Hospital, followed by an additional \$90 million additional funding commitment by the NSW Government announced in May 2025. This brings the total contribution to the new hospital to \$910 million.

The Project consists of two stages, with Early Works undertaken under a Review of Environmental Factors (REF). Early Works will be completed prior to the commencement of the works sought for approval under the SSDA.

The development of RHH is being delivered in partnership with Health Infrastructure (HI) and WSLHD. It will deliver expanded clinical services and capacity to meet the healthcare needs of the growing north-western Sydney community.

1.1.1 Project location

As shown in Figure 1.1, the project is located near Rouse Hill Town Centre, at the corner of Windsor Road and Commercial Road, Rouse Hill in The Hills Shire Local Government Area (LGA).

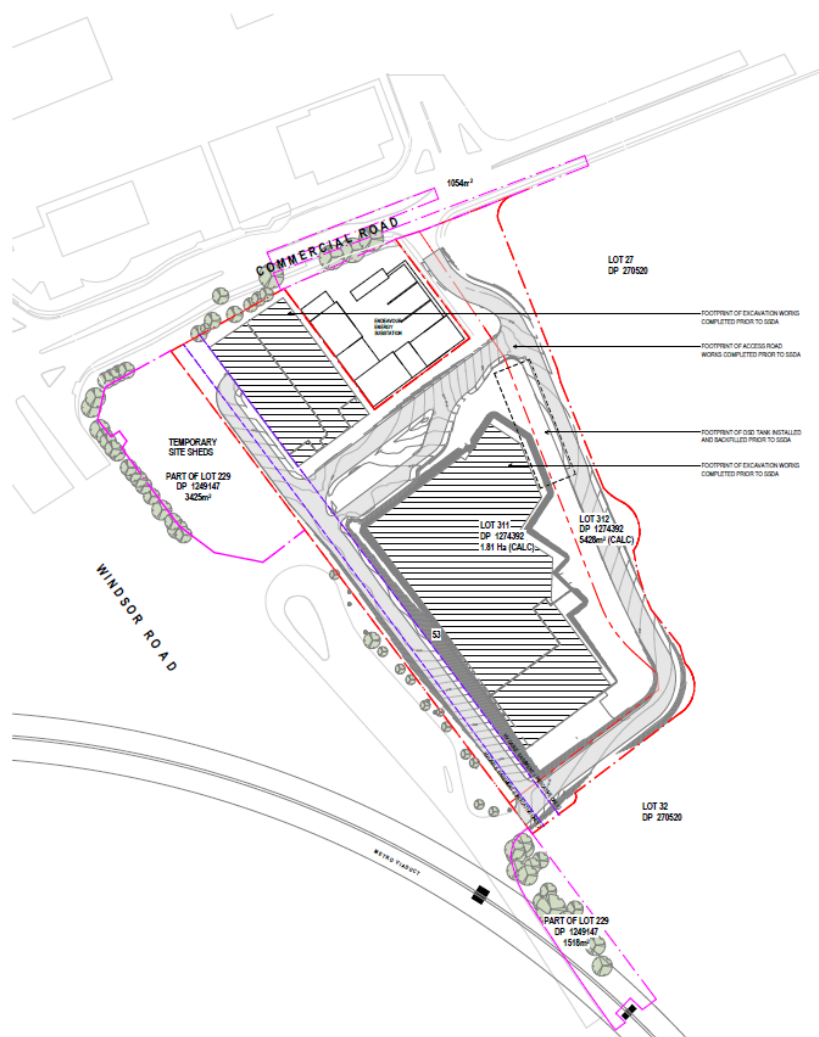


Figure 1.1 Project location

The RHH will be located within the WSLHD, which is one of 18 Local Health Districts and Speciality Health Networks in NSW. As shown in Figure 1.2, the WSLHD is responsible for providing community health and hospital care for people living in the Blacktown, The Hills Shire, Cumberland, and Parramatta Local Government Areas (LGAs) (WSLHD, 2017).

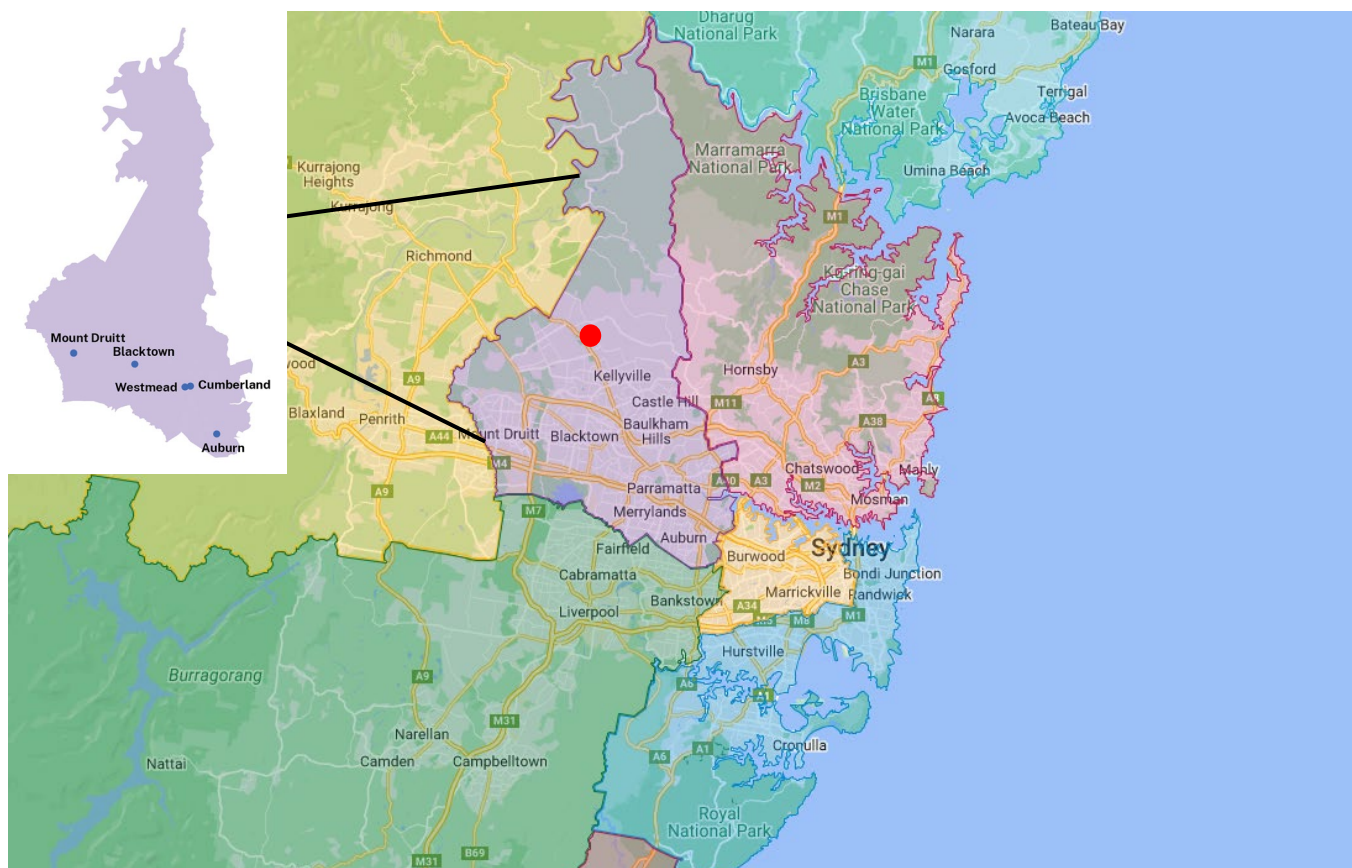


Figure 1.2 Western Sydney Local Health District, shown in purple; sight location indicated in red.

Source: (NSW Health, 2022)

1.2 Project description

The proposed development comprises:

- Site preparation including earthworks and tree removal;
- Construction of internal roads with connection to Commercial Road;
- Incoming electrical and communications services
- Construction of hospital buildings up to eleven storeys;
- Construction of a ten-storey above-ground car park;
- Pedestrian and cycle pathway connections;
- Landscaping; and
- Ancillary works to Commercial Road, comprising:
 - minor works (including realignment of existing median strip, kerb and gutter, footpath and lane marking) to provide access from Commercial Road into Hospital Road; and
 - associated tree removal along Commercial Road.

The scope of the proposed works includes:

- An emergency department and primary access clinic
- Comprehensive birthing services including birthing rooms and a maternity inpatient unit
- Inpatient beds and day surgery services
- Short stay medical assessment services
- Pathology, pharmacy, and medical imaging services

- Outpatient and ambulatory care services including paediatrics and renal dialysis and antenatal and postnatal services
- Virtual care and hospital in the home services
- Prehabilitation, rehabilitation and lifestyle medicine.

Construction of the Rouse Hill Hospital is estimated to support approximately 1,600 direct jobs with the potential for supporting many thousand indirect jobs over the life of the project.

1.3 Purpose and scope of this assessment

This report presents a Social Impact Assessment (SIA) to support Health Infrastructure's SSDA Application for the proposed New Rouse Hill Hospital Project (SSD-96248991).

The purpose of the SIA is to assess the potential social impacts from constructing and operating the project, and where required, identify feasible and reasonable mitigation and management measures.

The report:

- Has been prepared in line with the NSW Department of Planning, Housing, and Infrastructure (DPHI) Social Impact Assessment Guideline: State Significant Development (2022) (hereafter referred to as 'the SIA Guideline') (DPHI, 2023)
- Addresses the Secretary's Environmental Assessment Requirements (SEARs) as listed in Table 1.1.
- Describes the existing social environment.
- Assesses the potential social impacts of constructing and operating the project.
- Recommends measures to mitigate and manage the impacts identified.

The specific SEARs addressed in this report are summarised in Table 1.1.

Table 1.1 SEARs relevant to this social impact assessment

Requirement	Where addressed in this report
Provide a Social Impact Assessment prepared in accordance with the Social Impact Assessment Guidelines for State Significant Projects	This report presents a SIA in line with the requirements of the NSW SIA Guideline (DPHI, 2023). The assessment of social impacts is presented in Section 6.

1.4 Report structure

The report is structured as follows:

- **Section 1** – introduces the project background and purpose for the SIA
- **Section 2** – details the methodology applied to prepare the SIA
- **Section 3** – describes the legislative and policy context relevant to this SIA for the proposed project.
- **Section 4** – describes the stakeholder consultation undertaken for the project
- **Section 5** – outlines the current socio-economic context of the social study area.
- **Section 6** – identifies and assesses the social benefits and impacts of the project, including potential cumulative impacts
- **Section 7** – presents proposed impact management and benefit enhancement measures.
- **Section 8** – provides a conclusion for the report
- **Section 9** – provides a list of references used for this report.

1.5 Authors of this report

The SIA Guideline requires a suitably qualified and experienced practitioner/s to be involved in the preparation of the SIA report (DPHI, 2023). The personnel involved in the preparation of this SIA and their respective qualifications are provided in Table 1.2.

Table 1.2 Authors and qualifications

Name	Position	Project role	Qualification	Professional memberships	Relevant experience
Lauren Harding	Technical Director – Social Sustainability and Engagement	Technical review	– M. Social Science (Social Planning) – B Arts (Anthropology)	Environment Institute of Australia and New Zealand International Association for Public Participation	15+ years
Stephanie Munns	Senior Social Sustainability Consultant	Lead author	– B Regional and Town Planning	International Association for Public Participation	5.5 years
Charlotte Barker	Graduate Social Sustainability and Engagement Consultant	Support author	– Master of Planning – Bachelor of Science (Environmental Science) and Arts (Anthropology)	International Association for Public Participation	1.5 year

1.6 Limitations

This report has been prepared by GHD for Health Infrastructure and may only be used and relied on by Health Infrastructure for the purpose agreed between GHD and Health Infrastructure as set out in section 1.3 of this report.

GHD otherwise disclaims responsibility to any person other than Health Infrastructure arising in connection with this report. GHD also excludes implied warranties and conditions, to the extent legally permissible.

The services undertaken by GHD in connection with preparing this report were limited to those specifically detailed in the report and are subject to the scope limitations set out in the report.

The opinions, conclusions and any recommendations in this report are based on conditions encountered and information reviewed at the date of preparation of the report. GHD has no responsibility or obligation to update this report to account for events or changes occurring subsequent to the date that the report was prepared.

The opinions, conclusions and any recommendations in this report are based on assumptions made by GHD described in this report. GHD disclaims liability arising from any of the assumptions being incorrect.

2. Methodology

This section describes the methodology followed to prepare this SIA. Overall, the methodology has been prepared to respond to the SEARs, with the SIA process guided by the following leading practice guidelines:

- SIA Guideline (DPHI, 2023).
- *Technical Supplement – Social Impact Assessment Guideline for State Significant Projects* (DPHI, 2021).
- International Association for Impact Assessment *International Principles for Social Impact Assessment* (Vanclay, International Principles For Social Impact, 2003) and *Social Impact Assessment: Guidance for assessing and managing the social impacts of projects* (Vanclay, 2015).

The SIA Guideline (DPHI, 2021) has established a set of review questions to confirm that the requirements of the guideline have been met when considering the social impacts of a project. A response to the review questions is provided in Appendix D.

In the context of this SIA, social impacts are understood as the consequences that people and communities experience as a result of project-induced changes that affect the way they 'live, work, play, relate to one another, organise to meet their needs and generally cope as members of society' (Burdge & Vanclay, 1996). As outlined in the SIA Guideline, social impacts can involve changes to one or more of the following social values:

- **Way of life**, including how people live, how they get around, how they work, how they play, and how they interact each day.
- **Community, including composition**, cohesion, character, how the community functions, resilience, and people's sense of place.
- **Accessibility**, including how people access and use infrastructure, services and facilities, whether provided by a public, private or not-for-profit organisation.
- **Culture**, both Aboriginal and non-Aboriginal, including shared beliefs, customs, practices, obligations, values and stories, and connections to Country, land, waterways, places and buildings
- **Health and wellbeing**, including physical and mental health especially for people vulnerable to social exclusion or substantial change, psychological stress resulting from financial or other pressures, access to open space and effects on public health.
- **Surroundings**, including ecosystem services such as shade, pollution control, erosion control, public safety and security, access to and use of the natural and built environment, and aesthetic value and amenity.
- **Livelihoods**, including people's capacity to sustain themselves through employment or business.
- **Decision-making systems**, including the extent to which people can have a say in decisions that affect their lives, and have access to complaint, remedy and grievance mechanisms.

A social impact can be direct, indirect or cumulative, and negative or positive. It can also vary according to the individual, community, or segment of a community by whom it is experienced. The term 'community' refers to a network of people and / or organisations who are linked together by a web of personal relationships; cultural and political connections, shared identities and traditions, similar socioeconomic conditions, or common understandings and interests (Vanclay, 2015).

In the context of this SIA, the term 'community' is used to refer to people residing in a shared discrete geographic location - for example, a rural town or regional centre. However, in select cases, it may also be used to describe a 'community of identity' or a 'community of interest'.

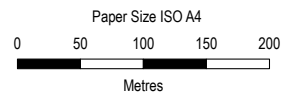
2.1 Determining the social locality

The social locality for the project considers the communities that have potential to experience changes to social conditions due to direct impacts resulting from the location of the project and project infrastructure, construction activities and changes in land use. The social locality also considers areas that may potentially supply goods and services and labour to the project, and areas that may be located some distance from the project infrastructure but experience indirect or flow on impacts.

The social locality includes a local and regional study area, as described in Table 2.1 and shown in Figure 2.1.

Table 2.1 Description of social locality

Study Area	Social locality description	Relevant (Australian Bureau of Statistics) ABS Census catchments
Project site and extent of works	The project site includes the proposed hospital site and the area of the extent of works. This comprises a total of 2.95 hectares, including the following: – The Rouse Hill Hospital site which comprises 2.35 hectares located across Lots 311 and 312. – Part of adjoining lots (Lot 229, 101, 2011 and Commercial Road) to enable the following: • Footpath connection to Rouse Hill Drive. • Temporary use of adjoining land for construction site sheds and construction worker car parking. • Minor works to Commercial Road.	N/A
Local study area	The local study area includes the Rouse Hill Suburb and Locality (SAL), which contains the project footprint. Landholders, local residents and businesses in this locality may experience social impacts during construction and operation of the project.	Rouse Hill SAL
Regional study area	The regional study area includes: – The Hills Shire LGA, which contains the project footprint and local study area (Rouse Hill). – Blacktown LGA, which borders Rouse Hill in close proximity to the project footprint, to the southwest – The area is included in the catchment of the WSLHD which encompasses the LGA's of The Hills Shire, Blacktown, Cumberland and Parramatta. – The project is located in the northwest of Greater Sydney Greater Capital City Statistical Area (GCCSA), used in this report as a regional benchmark, where relevant.	The Hills Shire LGA Blacktown LGA Greater Sydney (GCCSA)



Health Infrastructure
(NSW Government Health Infrastructure)
Rouse Hill Hospital - Social Impact Assessment (SIA)

Project No. **12638237**
Revision No. **0**
Date **3/09/2025**

Social Locality

FIGURE 2.1

2.2 Scoping potential impacts

As per the SIA Guideline (DPHI, 2023) a social impact scoping exercise was undertaken in July 2024 in support of the EIS. The purpose of the SIA scoping exercise was to undertake a preliminary assessment of the potential social impacts and benefits that may occur as a result of the project. The scoping process was undertaken to help focus the assessment, identify the potential social values that may experience change, the areas the SIA will focus on, and the level of assessment for potential social impacts.

The potential social impacts and benefits that may result from the construction and operation of the project were identified through a review of the information presented in the scoping exercise, the understanding of the social locality, a review of background information provided by Health Infrastructure NSW, and based on previous professional experience undertaking social impact assessments for state significant projects in NSW. The potential social impacts have been evaluated according to the characteristics of magnitude as defined in DPE's Social Impact Assessment Guideline (DPHI, 2023).

The key project-induced changes considered through the scoping exercise include the following:

- Improved access to healthcare for communities in the regional study area.
- Contribution to the local economy through diversification of the local economy, provision of local employment opportunities, and benefits for local businesses from hospital workers and visitors spending their wages during operation of the RHH.
- Potential traffic disruptions and delays during construction for nearby properties and businesses, dependent on which roads are used to access the site.
- Changes to visual surroundings, air quality and increased noise and vibration due to construction activities.
- Potential disruptions to cycle and pedestrian routes when trucks are accessing the site from Commercial Road.
- Local procurement opportunities for residents in the local and regional study area during construction and operation, as well as benefits for nearby businesses from workers spending wages at local retail and food and beverage businesses located in the adjacent commercial precinct.
- During operation, there may be a potential strain on the surrounding road network and local transportation infrastructure.
- Improvements to the local road network due to the upgraded intersection providing hospital access

The assessment of social impacts presented in section 6 draws out the likely social impacts of these changes in further detail.

2.3 Establishing the social baseline

The social baseline establishes the current social characteristics within the social locality for the SIA. The social baseline is used to inform the prediction of the potential social benefits and impacts of the project. A social baseline has been prepared for the local study area and regional study area.

The local study area baseline describes:

- Key features, local amenity and character of the project area and surrounds
- Select demographic and economic indicators for the suburb of Rouse Hill compared to The Hills Shire LGA and WSLHD.

The regional study area baseline describes:

- Demographic indicators
- Community values and priorities
- Indigenous values and interests
- Economic and employment profile
- Community facilities and services.

Data to inform the social baseline has been gathered from the following sources:

- Australian Bureau of Statistics (ABS) Census, 2021
- ABS Census, 2016
- NSW Department of Planning and Environment population projections
- Economic data (e.g., economy.id)
- Local, State and Australian Government websites and publications
- Various online sources
- Information from stakeholder consultation.

A list of sources used to inform this SIA is provided in Section 9.

2.4 Stakeholder consultation

The SIA has been informed by various community and stakeholder engagement activities. These include stakeholder consultation activities undertaken by GHD to inform the SIA and consultation undertaken by HI to inform the SSDA.

SIA consultation activities included a community survey and targeted stakeholder interviews. Participation in the consultation process was voluntary and confidential.

The purpose of this consultation was to:

- Confirm and build on findings from desktop research to inform the social baseline
- Understand the values, aspirations and challenges experienced by communities in the local and regional study area
- Identify potential social impacts and benefits that may result from construction and operation of the proposal, and any groups that may be more vulnerable to these impacts
- Identify potential measures to mitigate impacts and maximise benefits.

2.4.1 SSDA consultation

HI has been engaging with community and stakeholders throughout the project planning, scoping, and design process. Chapter 5 of the EIS describes these activities and the stakeholders that have been consulted and provides a summary of the issues raised. An overview of relevant issues that have been considered in the assessment of potential social impacts is provided in Section 4.1.

2.4.2 Community survey

A survey was developed to provide an opportunity for community stakeholders across the local and regional study area to provide input to the SIA.

The community survey was available online between 24 August and 4 October 2024 via Microsoft Forms. A link and QR code to access the survey was included in a social impact factsheet that was distributed at community and stakeholder events. The survey was also promoted via an email to the RHH distribution list and through HI and WSLHD online and social media channels.

A total of 572 survey responses were received. Section 4.2 and Appendix A present a summary of the key findings from the survey responses, with a copy of the survey provided in Appendix B.

2.4.3 Stakeholder interviews

Stakeholder interviews were undertaken to facilitate a detailed exploration by the SIA team of social issues and opportunities with key stakeholders. Interviews were undertaken via teleconference between 29 August and 25 September 2024.

Four interviews were conducted with representatives from the following:

- The WSLHD
- Rouse Hill Hospital Community Reference Group (local residents and future consumers)

- Blacktown City Council (executives and community development representatives)
- The Hills Shire Council (development assessment, community planning and development representatives)

The discussions were semi-structured in nature and a flexible interview protocol was prepared to guide the conversation. All meetings focused on the following broad discussion topics such as:

- Overview of stakeholder's organisation and their role
- Current trends and characteristics of the communities
- Anticipated impacts and benefits resulting from construction and operation of RHH
- Suggestions to mitigate or manage potential negative social impacts, and enhance benefits from the project.

An overview of key findings from the interviews is provided in Section 4.2.

2.5 Description and assessment of social impacts and benefits

Following the scoping of social issues described in Section 2.2, social impacts were confirmed using a data triangulation method, whereby multiple sources of information were assessed to confirm social impacts. These data sources are summarised below:

- The project description for the EIS to understand the proposed activities that would influence social aspects.
- Baseline conditions against which the social changes / impacts were measured.
- Relevant literature including other SIAs undertaken for similar projects in NSW, community and regional plans applicable to the study area, and relevant information and documents shared by stakeholders.
- Relevant draft and final technical studies prepared for the EIS to gather technically sound evidence to identify and assess the social changes resulting from the project
 - Noise and Vibration Impact Assessment (JHA Consulting Engineers, 2025)
 - Transport and Accessibility Impact Assessment (Arup, 2025)
 - Visual Impact Assessment (Architectus, 2025)
 - Landscape SSDA Report (HDR Architects, 2025)
 - Aboriginal Cultural Heritage Assessment (ACHA) (Niche Environment and Heritage, 2025)
 - Engagement Report (Health Infrastructure, 2025)

The evaluation of the identified social impacts was undertaken using a likelihood and magnitude significance rating, based on the significance criteria outlined in the SIA Guideline and Technical Supplement, and shown in Table 2.2, Table 2.3, Table 2.4 and Table 2.5.

Table 2.2 Defining likelihood levels of social impacts

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

Table 2.3 Dimensions of social impact magnitude

Dimensions		Details needed to enable assessment
Magnitude	Extent	Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people? Which location(s) and people are affected? (e.g. near neighbours, local, regional, future generations).
	Duration	When is the social impact expected to occur? Will it be time-limited (e.g. over particular project phases) or permanent?
	Intensity or scale	What is the likely scale or degree of change? (e.g. mild, moderate, severe).
	Sensitivity	How sensitive/vulnerable (or how adaptable/resilient) are affected people to the impact, or (for positive impacts) how important is it to them? This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change.
	Level of concern/interest	How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or intensity.

Table 2.4 Defining magnitude levels for social impact

Magnitude level	Meaning
Transformational	Substantial change experienced in community wellbeing, livelihood, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20 percent of a community.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people
Minor	Mild deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minimal	Little noticeable change experienced by people in the locality.

Table 2.5 Social impact significance matrix

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

The risk rating then determines if mitigation or management actions are required to address the social impact. Negative social impacts with a risk rating of medium, high or very high require mitigation or management actions.

2.6 Recommended social impact mitigation measures

The recommended social impact mitigation and enhancement measures provided in this report seek to both enhance the potential social benefits of the project for stakeholders and communities and manage or mitigate the negative social impacts. Mitigation measures have been developed in addition to those recommended in other technical studies to support the EIS, which could also help to manage social impacts.

The recommended social impact mitigation strategies were developed using adaptive management principles, recognising that impacts may change over time, and that ongoing monitoring of impacts would provide the flexibility to accommodate such changes.

Section 7 presents the recommended mitigation measures for each social impacts and benefits identified in Section 6.

2.7 Data limitations

The following limitations apply to the assessment:

- It is assumed all information and data provided by Health Infrastructure is accurate.
- ABS Census data is accurate as of 2021. Where available, more recent data has been reported in the social baseline, with sources and dates cited.
- Targeted stakeholder consultation undertaken by the social impact team is limited by stakeholder availability during August and October 2024 as well as the willingness of stakeholders to participate in the consultation process and in the online community survey.

3. Legislative and policy context

Table 3.1 summarises NSW legislation and policies relevant to this SIA, including those related to the development of the healthcare industry and economic growth of communities and regions.

Table 3.1 Relevant legislation, policies, and strategies

Title	Description and relevance to this SIA
Relevant legislation	
Environmental Planning and Assessment Act 1979 (EP&A Act)	Health Infrastructure is seeking approval for the new hospital under a State Significant Development application under Part 4, Division 4.7 of the EP&A Act. The Objectives of the EP&A Act relevant to this SIA include the following aims (section 1.3): – to promote the social and economic welfare of the community and a better environment by the proper management, development, and conservation of the State's natural and other resources, – to facilitate ecologically sustainable development by integrating relevant economic, environmental, and social considerations in decision-making about environmental planning and assessment, – to promote the orderly and economic use and development of land, – to promote good design and amenity of the built environment, – to promote the proper construction and maintenance of buildings, including the protection of the health and safety of their occupants, – to promote the sharing of the responsibility for environmental planning and assessment between the different levels of government in the state, – to provide the opportunity for community participation in environmental planning and assessment. The outcomes of this SIA will contribute to the above objectives through the promotion of economic use and development of land, good design and amenity of the built environment, and providing an opportunity for community participation in environmental planning and assessment
State plans and strategies	
Future Health: Guiding the next decade of health care in NSW 2022-2032 (NSW Health, 2022)	Future Health (NSW Health, 2022) serves as a roadmap for transforming the delivery of healthcare in NSW over the next decade. In particular, the strategy aims to create a sustainable and patient-centred healthcare system to address the demands and challenges the system faces in NSW. The key objectives of this strategy include delivering high-quality healthcare with a focus on patient experience, investing in preventative measures to improve health and fostering a collaborative and innovative healthcare workforce. Additionally, the plan addresses the need for acute hospital services to ensure patients requiring hospital-delivered treatment receive it as soon as possible. The project aligns with this strategy through the development of a hospital for the Western Sydney region of NSW, providing the opportunity to create positive experiences for patients and carers and prioritizing the delivery of safe care for the region. The SIA considers these factors in the assessment of potential benefits that may result from the project.
Building Momentum: State Infrastructure Strategy 2018-2038 (Infrastructure NSW, 2018)	The State Infrastructure Strategy (Infrastructure NSW, 2018) is a long-term plan outlining New South Wales' infrastructure needs over the next two decades. The strategy focuses on policies and strategies required to support the growing population and economy. The strategic objective for health sector is to “<i>plan deliver world-class infrastructure that supports a 21st century health system and improved health outcomes for the people of NSW (Infrastructure NSW, 2018, p.18).</i>” The relevant component for consideration is that there is a need to expand and deliver more health infrastructure and services to support the state's medical needs. The SIA considers this factor in the assessment of potential social benefits that may result from the project.
Health Services Plan: Growing Good Health (WSLHD, 2017)	The Health Services Plan: Growing Good Health in Western Sydney is a long-term plan for WSLHD outlining the delivery of healthcare services until 2026. This plan recognises the increasing demand on healthcare services given it's the fastest growing region in the state. The plan emphasises the need for better integration with healthcare provides to ensure the right care in the best place, including at hospital. Additionally, the plan has a focus on the need to support growth and enable new services and models of care through hospital development. It is

Title	Description and relevance to this SIA
	to be noted that this plan refers to the development of a healthcare facility in the Rouse Hill locality. The SIA considers these factors in the assessment of potential social benefits that may result from the project.
Our Greater Sydney 2056. Central City District Plan – connecting communities (Greater Sydney Commission, 2018)	The <i>Central City District Plan</i> is a 30-year plan to manage growth through considering economic, social and environmental matters. The intention of the plan is to achieve the 40-year vision for Greater Sydney and is a guide for implementing the Greater Sydney Region Plan, serving as a bridge between regional and local planning. The Plan notes the emergence of the world-class health and education precinct at Westmead, Blacktown Hospital and the surrounding medical precinct, and Rouse Hill and Castle Hill with their increasing education, medical and lifestyle opportunities, to become higher density transit-oriented centres for the rapidly expanding population and job base. The plan also identifies Rouse Hill as a strategic centre in the Central City District, with the focus to deliver the 30-minute city objective as well as thriving health and education precinct.
Local government plan	
<i>Hills Future 2036 – Local Strategic Planning Statement</i> (The Hills Shire Council, 2019)	The <i>Local Strategic Planning Statement</i> provides a framework to support future planning decisions, drive future land use planning, population management, housing and economic growth in The Hills over the next 20 years. The Shire is connected to the Central River City, centred around Parramatta, with strong links to the Eastern Harbour City and future growth of the Western Parkland City and the Aerotropolis. The population of The Hills Shire is expected to grow by 80% between 2016 and 2036. Of The Hills Shire's 380 square kilometres, 90 square kilometres of urbanised land has accommodated a substantial share of Greater Sydney's recent population, housing and economic growth. The Hills also includes areas of new greenfield development, namely Rouse Hill. Rouse Hill is identified in the plan as a strategic centre, urban renewal area, and significant area of new development. Rouse Hill strategic centre is included in the structure plan to deliver 2,800 new jobs and 800 new dwellings by 2036. In addition, support of the new health precinct at Rouse Hill and the proposed Rouse Hill Hospital is noted as a catalyst for growth.
The Hills Sydney's Garden Shire Economic Growth Plan (The Hills Shire Council, 2023)	The Hills Shire Council, recognises the areas growth potential, adopting a forward-thinking economic growth plan (The Hills Shire Council, 2023). The plan outlines the vision to transform The Hills into a hub for innovation, health, and science industry, while fostering job creation and a strong economy. The plan seeks to reduce the Shire's reliance on population serving industries and focus on value adding industries that create jobs suited to population skills. The project would contribute to the vision of job creation as it would be a significant contributor for jobs and the catalyst for a health and innovation precinct.
Precinct Plan – Rouse Hill Strategic Centre (The Hills Shire Council, 2023a)	The Hills Shire Council's <i>Precinct Plan</i> sets the framework for Rouse Hill to grow into a thriving regional destination and mixed use Strategic Centre, with employment opportunities that match the needs of the residents. Over the next 20 years, the Rouse Hill Strategic Centre will grow into a location valued by its workers, residents and visitors as a prime destination for knowledge intensive businesses focused on health, education, science, technology, finance and advanced manufacturing. The RHH is identified as a key catalyst for growth in the health industry, and aims to help meet job targets and building towards the '30 minute city' vision for the rapidly growing residential population.
Blacktown City Council Community strategic plan 2025-2050 (Blacktown City Council, 2025)	The Blacktown City Council <i>Community Strategic Plan 2025-2050</i> identifies strategic priorities, objectives and strategies to achieve the vision for Blacktown City. The plan, gives direction to the Delivery program 2025-2029, annual Operational plans and Resourcing strategy. The plan includes four strategic priorities: – People – Places – Transformation – Leadership. Key elements of all four strategic directions detailed in the plan is ensuring that residents in Blacktown City are provided with services and precincts to meet their needs, both now and in the future. The RHH would provide high quality health services to meet the needs of the growing region.

4. Stakeholder consultation

The SIA has been informed by outcomes of various community and stakeholder engagement activities. These include targeted stakeholder consultation activities undertaken by GHD to inform the SIA, and broader consultation undertaken by HI to inform the SSDA.

This section presents a summary of issues and opportunities identified through stakeholder consultation activities. These have informed the social baseline (see in section 5) identification and assessment of social impacts and benefits (see section 6) and identification of mitigation measures and enhancement opportunities (see section 7).

4.1 SSDA consultation

HI has been undertaking a comprehensive engagement program with stakeholders, landholders and communities throughout the project planning and approvals process. Community stakeholders were identified as those that may be interested in, or who may be affected by, the RHH. Community stakeholders were divided into three main groups. These were:

- Government and technical stakeholders
- Landowners
- The wider community.

Chapter 5 of the EIS describes the engagement activities that have been consulted and the issues raised.

GHD has reviewed the outcomes of the SSDA consultation to identify relevant issues for the SIA. Table 4.2 presents a summary of issues relevant to this SIA, and where they have been addressed.

Table 4.1 Key themes and issues raised in EIS consultation

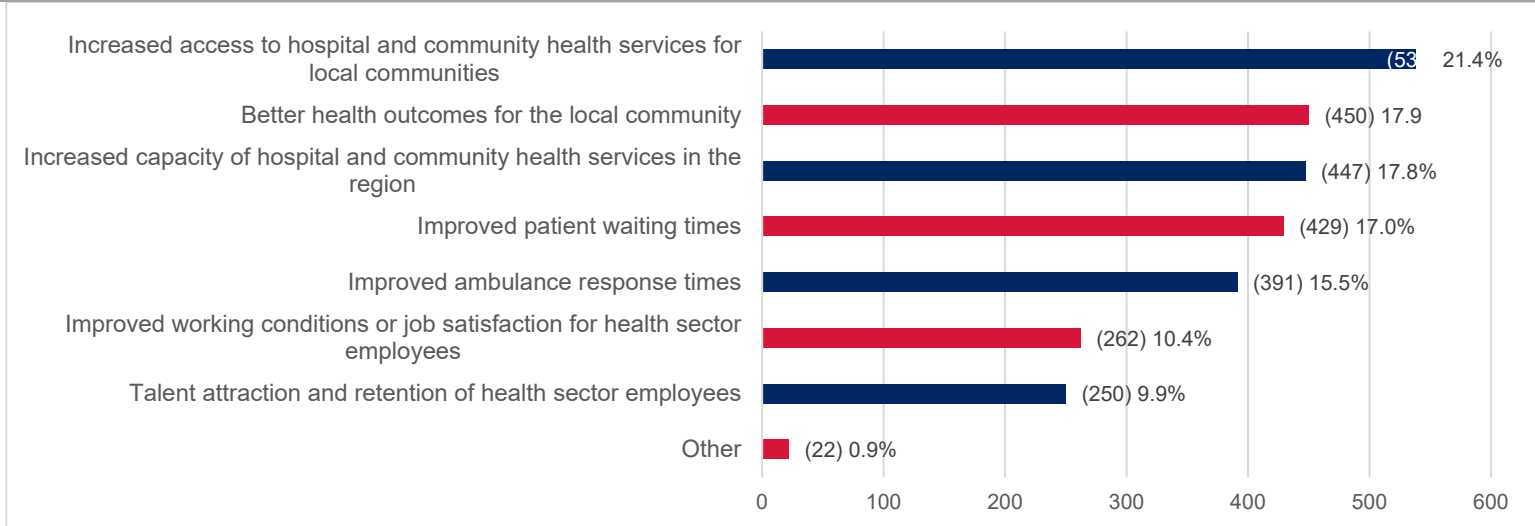
Theme / issue	Description	Location addressed in SIA
Traffic conditions, public transport and parking	Concerns around traffic congestion during peak hours, construction traffic in local streets and general disruption to local roads.	Section 6.1.2 and Section 6.3.5
Noise and environmental impacts during construction	Concern about the timing of work with a preference to reduce work at night and communication around construction times.	Section 6.1.3
Buildings and outdoor spaces	Interest around the size and scale of the hospital, landscaping and retail uses during operation.	Section 6.3.3 and Section 6.3.4
Clinical services and future hospital operations	Interest around service provision and availability of services during operation, as well as potential virtual services.	Section 6.3.2.1
Staffing and jobs	Interest around employment opportunities for local people and contractors during construction as well as staffing requirements during operation.	Section 6.1.5 and Section 6.3.4
Communication and consultation	Interest in the provision of regular communication to the community and key stakeholders particularly around project updates, project milestones and opportunities for feedback.	Section 7
Multicultural and Aboriginal engagement	Interest in the Connecting with Country element of the project and ensuring cultural safety.	Section 6.3.6
Planning and delivery milestones	Interest in project timing and planning around construction activities.	Section 7
Accessibility	Interest in wayfinding during operation, particularly around signage availability and accessibility through the hospital.	Section 6.3.2.1

4.2 Community survey

This section presents a high-level summary of key findings and issues raised in response to the community survey undertaken for the purpose of this SIA. A summary of community survey responses is provided in Table 4.2 with a detailed analysis provided in Appendix A.

Table 4.2 Summary of community survey key findings

Topic	Description
Demographics	– There were 572 respondents who participated in the community survey. Of the respondents, 63.3% (362 respondents) identified as Female, compared to 35.7% (204 respondents) who identified as Male. – A high proportion of survey respondents (62.2%) were between the ages of 35 and 54 years. – The majority of survey respondents (91.6% or 525 respondents) lived in Rouse Hill or surrounding areas (e.g. Riverstone, Stanhope Gardens, Schofields, Acacia Gardens, Beaumont Hills, Kellyville, North Kellyville, Tallawong, Box Hill or The Ponds). – Approximately 50% or 262 respondents were local residents who live in the 2155 postcode, which encompasses the areas of Rouse Hill, Kellyville and Beaumont Hills. – Around three quarters of survey respondents were best represented as 'local residents' (73.8%), followed by 'a staff member of another health care or social assistance service' (12.4%), 'a staff member of the WSLHD' (9.8%) and a local business representative' (3.0%). – The majority (97.2%) of survey respondents had previously heard about the RHH project.
Overview	– The main social impact survey respondents expressed was regarding traffic management and parking. – Respondents highlighted there are existing traffic issues with nearby roads reaching capacity, and they were concerned this would only increase during construction and operation of the project. – The main benefit survey respondents expressed was the provision of a new public hospital in Rouse Hill and The Hills Shire LGA which would provide necessary health services and local employment opportunities to the growing population.
Anticipated benefits during operation	The ranking of top potential social benefits expected during operation of RHH and breakdown of choices by respondents are presented in Figure 4.1. Respondents who selected 'other' included benefits they felt were not reflected in the answer choices, including the opportunity to challenge the traditional hospital model, improved waiting times for surgeries and specialist services, and a reduction in the need for patients to travel to other areas to access a hospital.

Topic	Description																											
	<table><thead><tr><th>Description</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>Increased access to hospital and community health services for local communities</td><td>531</td><td>21.4%</td></tr><tr><td>Better health outcomes for the local community</td><td>450</td><td>17.9%</td></tr><tr><td>Increased capacity of hospital and community health services in the region</td><td>447</td><td>17.8%</td></tr><tr><td>Improved patient waiting times</td><td>429</td><td>17.0%</td></tr><tr><td>Improved ambulance response times</td><td>391</td><td>15.5%</td></tr><tr><td>Improved working conditions or job satisfaction for health sector employees</td><td>262</td><td>10.4%</td></tr><tr><td>Talent attraction and retention of health sector employees</td><td>250</td><td>9.9%</td></tr><tr><td>Other</td><td>22</td><td>0.9%</td></tr></tbody></table> Figure 4.1 <i>What are the potential social benefits that you think may occur or you are likely to experience once the Rouse Hill Hospital is operational?</i>	Description	Count	Percentage	Increased access to hospital and community health services for local communities	531	21.4%	Better health outcomes for the local community	450	17.9%	Increased capacity of hospital and community health services in the region	447	17.8%	Improved patient waiting times	429	17.0%	Improved ambulance response times	391	15.5%	Improved working conditions or job satisfaction for health sector employees	262	10.4%	Talent attraction and retention of health sector employees	250	9.9%	Other	22	0.9%
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Expected impacts during operation	The ranking of top potential social impacts expected during operation of RHH selected by respondents is presented in Figure 4.2. Respondents who selected 'other' expressed impacts they felt were not represented in the answer choices including increases in commuters using the nearby metro, reduced capacity of road network, community expectations of the hospital capacity and lack of information.																											

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Impacts and benefits during construction	The ranking of top potential social benefits and impacts expected during construction of RHH selected by respondents is presented in Figure 4.3 below:																								

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	<table><thead><tr><th>Impact Category</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>Increased traffic around the hospital and the Rouse Hill town centre precinct</td><td>515</td><td>63.4%</td></tr><tr><td>Reduced availability of parking in the streets surrounding the hospital</td><td>430</td><td>53.0%</td></tr><tr><td>Increased pressure on existing social infrastructure and services due to increase in health sector workforce</td><td>298</td><td>36.7%</td></tr><tr><td>Increased demand for housing and accommodation for health sector employees</td><td>291</td><td>35.8%</td></tr><tr><td>Increased noise in the local area due to increased traffic and emergency vehicles</td><td>223</td><td>27.5%</td></tr><tr><td>Views of new hospital infrastructure</td><td>92</td><td>11.3%</td></tr><tr><td>Other</td><td>24</td><td>3.0%</td></tr></tbody></table> Figure 4.3 <i>What are the potential social impacts that you think may occur or you are likely to experience once the Rouse Hill Hospital is operational?</i>	Impact Category	Count	Percentage	Increased traffic around the hospital and the Rouse Hill town centre precinct	515	63.4%	Reduced availability of parking in the streets surrounding the hospital	430	53.0%	Increased pressure on existing social infrastructure and services due to increase in health sector workforce	298	36.7%	Increased demand for housing and accommodation for health sector employees	291	35.8%	Increased noise in the local area due to increased traffic and emergency vehicles	223	27.5%	Views of new hospital infrastructure	92	11.3%	Other	24	3.0%
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Management and mitigation measures	Respondents provided open text answers with suggestions for management of potential negative impacts or suggestions to enhance benefits of the project. The main themes and issues included the following: – Traffic management and parking: These were the most mentioned issues by stakeholders. Suggestions for traffic mitigation measures included planning in advance to manage traffic flow, opening new roads, alternate routes, dedicated construction routes to avoid residential streets and providing regular communication and updates regarding traffic changes, road closures and construction schedules. Suggestions to minimise disruptions to parking included ensuring there is adequate parking for construction workers and the use of a shuttle bus to transport workers from an offsite parking area to avoid congestion in the local area. – Communication with local community: Regular and transparent communication and updates about the construction progress, hosting public forums and town hall meetings and having clear and visible signage around the construction site. – Noise reduction and dust control: Respondents were concerned about environmental impacts such as noise and dust and suggested restricted construction hours, noise barriers, sprinklers and dust suppression methods to help mitigate these issues. – Construction planning and timeline: Respondents highlighted the importance of advanced construction planning and keeping the community informed about key project milestones to avoid disruptions. – Infrastructure improvements and upgrades: There were suggestions from respondents involving improvements and upgrades to surrounding infrastructure such as roads, intersections and public transport routes before commencing the project to accommodate traffic increases. – Safety and accessibility: Safety was a key priority for many respondents, who suggested clear signage, safe access routes, proper detours, installation of traffic lights at busy intersections and providing residents with traffic management plans to understand the construction process. – Local employment opportunities: Survey respondents were interested in the involvement of local residents in the construction process through hiring local construction workers, contractors and other professionals. – Public transport and accessibility: The importance of access to the hospital from public transport, including the metro and buses was emphasised. Through extension of some bus routes to access more rural parts of the LGA and local traffic surveys to understand flow.																								

Topic	Description
	– Other: Unique responses included concerns regarding the perceived lack of healthcare services (emergency departments, child and family services and prenatal care) and ensuring adequate staffing requirements to avoid long waiting times and staff burnout.
Other	Survey respondents were provided with the opportunity to share additional concerns, comments or information regarding the RHH project. The main themes are outlined below: – Concerns about the capacity of the emergency department to handle the growing population given the current strain on nearby hospitals and long waiting times. – Expectations for the emergency department to be equipped with the latest technology and facilities. – Concerns about the perceived absence of maternity services (antenatal, birthing and postnatal care) and paediatric services including emergency care and specialised clinics. – Respondents highlighted the need for adequate parking facilities and improved traffic management around the hospital to ensure easy access. – Respondents want to ensure the hospital is large enough to accommodate the growing population and is built with future expansion in mind. – Desire for the hospital to cater to the diverse needs of the community with mental health support, allied health services and outpatient clinics – Frustrations with the delays in the construction timeline and desire for clear communication and regular updates. – Emphasis on the need for well-trained, supported and empathetic staff.

4.3 SIA consultation

This section presents a summary of the key social issues and opportunities identified by stakeholders consulted by the SIA team between August and September 2024. An overview of consultation activities is provided in Table 4.3.

Table 4.3 Summary of consultation activities

Stakeholders consulted	Consultation details
Western Sydney Local Health District	Online interview Thursday 29 August 2024
Blacktown City Council (executives and community development representatives)	Online interview Friday 30 August 2024
Rouse Hill Hospital Community Reference Group	Online interview Tuesday 17 September 2024
The Hills Shire Council (development assessment, community planning and development representatives)	Online interview Wednesday 25 September 2024

The key themes and issues raised by stakeholders consulted for this SIA are shown in Table 4.4.

Table 4.4 Key issues and opportunities raised during stakeholder interviews

Key issue	Description	Where considered in this SIA
Community characteristics and values	– The Hills Shire LGA is characterised as a growing population including: • A high proportion of young families and children moving to the area. • A large number of tertiary qualified people who are prepared to commute to work, working in the professional sector. – Stakeholders noted there had been recent changes in community demographics / culture in Blacktown LGA due to: • Significant population of Indian, Bangladeshi, Sri Lankan community moving into Blacktown • Skilled migrant population attracted to new housing in the greenfield urban release areas in Blacktown. – High cost of living has affected communities in The Hills Shire and Blacktown LGA. – Stakeholders noted the sense of community in the area, with new development and changes that help bring the community together. People love where they live and are passionate about the area. – People value the natural environment in The Hills Shire LGA. – As the local area is located in a growth area, community members have seen a lot of changes due to new infrastructure projects. These projects are disruptive and may be shocking for people who have lived there a long time. – Stakeholders identified two main groups of residents, those who have lived in the area for many years experiencing growth changes and people moving to the area for the proposed changes. – Stakeholders noted that infrastructure in and around the site will need to keep up with the population growth of the area.	Section 5.2.2
Health and wellbeing	– There are existing health challenges in the area with high rates of cancer, particularly breast, melanoma and prostate. – The WSLHD is one of the biggest local health districts in NSW and is on track to be one of the largest. The catchment area of the WSLHD is a significant growth area, approximately the size of Canberra, whose population is projected to almost double based on population projections. – Stakeholders noted a perception that health and support services are currently lacking across all suburbs in the Hills Shire LGA, particularly	Sections 5.2.7 and 5.4

Key issue	Description	Where considered in this SIA
	domestic violence services, youth services, mental health services, drug and substance abuse support groups, aged care facilities and senior services. Stakeholders identified that the hospital would act as a preventative measure for the future population and help to meet existing demands of the area, but recognised that the new hospital won't solve all health access issues.	
Traffic and parking	- Concerns about existing parking and traffic issues, which may be exacerbated by construction activities, causing further frustration and stress on the road network especially if there is an emergency. - The intersection at Windsor Road and Commercial Road has high levels of congestion. Stakeholders were concerned with emergency vehicles using this intersection during peak times. - Traffic is a key issue in the area, due to a high reliance on private car use, and high levels of development and growth in the surrounding areas. - Stakeholders recognised that many of the roads surrounding the project site are reaching capacity or are at capacity, in particular Windsor Road. - Stakeholders noted long travel times to get to other hospitals including Blacktown Hospital due to distance and road congestion. - Despite adjustments to local bus routes to accommodate the new metro, not all residents are able to easily access the Metro and there is still a high reliance on private car use in the local and regional study area. - Stakeholders noted there was a lack of onsite parking for Metro users, which is causing issues on local streets. They were concerned with construction activities reducing parking availability at the shopping centre and nearby pub which would put additional stress on local street parking. - Concern about the continued development of apartments and other projects in the area, and lack of proposed changes to the road network to meet the increased density and traffic in the area. - Potential consultation fatigue in the local community due to multiple projects and traffic issues.	Section 6.1.2
Provision of essential health services	- Stakeholders were supportive of the provision of a well-developed patient care and multi-disciplinary care as one-stop shop with a focus on providing care close to home with a range of services available, including antenatal, postnatal care, general services, rehab services and lifestyle medicine for chronic diseases - Stakeholders noted the need for innovation in allied health services. This will improve the patient experience and the way chronic conditions are managed. - Stakeholders noted the potential for the provision of a health worker accommodation facility as part of the RHH project which would help accommodate families and workers traveling from outside of Sydney. - Delivering better access to health care services and a public hospital to the local community was identified as a key benefit of the project. - Stakeholders noted that some health facilities in the area are outdated and old, staff are excited to work in a new contemporary facility, equipped with digital enablers, digital solutions, and provide a better patient experience. - Private specialists, GPs, specialist services and private hospitals already in the Rouse Hill area will benefit in the ability to refer patients appropriately and supporting other health networks in the area. - Hospital will be well accessed, close to residential areas and public transport links - In addition, stakeholders noted that there are a variety of amenities including food services, retail and other businesses in close proximity to	Sections 5.2.3, 5.4 and 6.3.2.1

Key issue	Description	Where considered in this SIA
	the hospital which provide options for patients and visitors during long waiting hours. - Some stakeholders noted that some health professions are limited in the number of workers that are available. There may be a challenge in offering a hospital service and then recruiting the workers to deliver that care if it is limited in numbers. - Stakeholders recognised that digital enablement provides innovative opportunities to deliver care including at home services and virtual care.	
Education and childcare	- Stakeholders noted there are many good quality schools in the area which draw young families to the area - A few schools in the area have exceeded the enrolment cap in recent years due to increases in numbers of young people. - It was noted that some of the state schools are struggling with the number of students and providing adequate support to students with mental health issues. - One stakeholder noted increases in antisocial behaviour among young people around Rouse Hill town centre and the metro station. - There are high costs associated with childcare - It was noted that there are considerable wait lists for childcare at Westmead Hospital.	Sections 5.2.4 and 5.4
Economy and employment	- Stakeholders identified that the Hospital would generate jobs within the community that better aligns with the demographic of the area. - Stakeholders noted that the project would attract younger professionals to the area, as well as associated growth in schools, transport, community services, etc. - Project may lead to other economic benefits such as increases in property values as a result of people moving to the area for the hospital, to have a sense of security or peace of mind. - Opportunities for nearby businesses to benefit from hospital visitors, such as Rouse Hill town centre, nearby hotel and other local businesses. - Opportunities for NSW Health employees who live in the area and work elsewhere, as well as students partnering with university and hospital for training and learning opportunities.	Sections 5.2.3, 6.1.5 and 6.3.4
Community expectations	- There is a gap in community understanding of how networked hospitals operate across the district, and the interaction of services across campuses. - Concern from the community that undeveloped areas close to the hospital would include high density accommodation which may change the character and feel of the area, as well as population demography. - Some stakeholders were concerned that the hospital may be seen as a negative change as it would attract more cars, traffic, housing costs, rental costs, activity etc. - Generally, there was widespread support for the project amongst stakeholders, with it being seen as a catalyst for positive growth in the form of jobs, land use, health and innovation.	Section 5.2.7
Aboriginal cultural values	- Stakeholders noted the importance of ensuring a relationship with the Aboriginal community and establishing the Hospital as a known safe space. - Creation of a culturally safe space and understanding the significance of the land and building, establishing trust within the Aboriginal community. - Potential opportunities for co-design of the facility and use of Aboriginal artwork to acknowledge the land and make it more welcoming to the Aboriginal community.	Section 5.2.7

Key issue	Description	Where considered in this SIA
Mitigation measures	- Construction workforce parking is a recurring issue in Blacktown LGA. It will be important to provide temporary areas onsite and offsite to ensure parking doesn't overflow into local streets or businesses. - Suggestions to use undeveloped lands and cemetery on northwest corner of Schofields Road for temporary construction parking. - Inclusion of Aboriginal community in construction planning and process to ensure it is known as a culturally safe space. - Ensure community is communicated on potential lane closures and road construction which may add to travel times. - Use of The Hills Shire Council's Precinct Plan to help identify potential mitigation measures. - Potential upgrades to Commercial Road and Windsor Road intersection and hospital access road which may help mitigate traffic and congestion issues.	Section 7

4.4 Stakeholder input to project and design refinements

The design development process included opportunities to respond to stakeholder feedback and avoid or minimise social impacts. A summary of the design refinements for this project is available in Health Infrastructure's Engagement Report (Health Infrastructure, 2025), summarised in Table 4.5.

Table 4.5 Stakeholder input and design refinements

Stakeholder feedback topic	Project response	Outcome
Traffic conditions, public transport and parking	The EIS seeks approval for ancillary works to Commercial Road and Hospital Road, and associated tree removal along Commercial Road. There will be a multi-storey car park at the northern end of the site. Arrangements for parking will be determined later in the planning and design process. The location of the hospital provides for easy access from the metro and buses. Arrangements for local road and traffic infrastructure falls outside the scope of the Rouse Hill Hospital Project and is under the jurisdiction of the relevant road authority.	A Transport and Accessibility Impact Assessment, including Green Travel Plan were prepared for the SSDA. A Construction Traffic Management Plan (CTMP) including a Traffic and Pedestrian Management Plan (TPMP) will be prepared prior to construction.
Buildings and outdoor spaces	The hospital site is approximately 2.35 hectares and in addition to the hospital buildings, multi-storey car park and internal roads will include open space and landscaped areas. Construction of the hospital requires removal of existing vegetation on the site to facilitate necessary services infrastructure to support the hospital.	Design principles for hospital rooms are to provide access to natural light, and ease of supervision for nursing and medical staff. Rouse Hill consumers will be able to wait in a range of flexible areas, inside or outside depending on preference. Access to natural light and landscaped areas will be available. Retail spaces will be located on the ground level in the wellness arcade upon entry to the hospital. Retail facilities may include a café and small shops. Leases for retail offering will be determined once the building construction is progressed.
Accessibility	A wayfinding strategy will be developed as part of the design process and the project team will seek input from consumers.	Design principles will include ease of access, accessible signage.

5. Social baseline

As detailed in Section 2.1, the social locality includes the project footprint, the local study area of Rouse Hill suburb, and the regional study area which includes The Hills Shire LGA, Blacktown LGA and the Greater Sydney region. The following sections outline the existing social and economic characteristics of the social locality as they relate to the issues identified in the scoping of potential social impacts (Section 2.2).

5.1 Project site

This section provides an overview of the project site and extent of works (described in Table 2.1) and the areas immediately surrounding the project site.

The project site is located on vacant land in the suburb of Rouse Hill, at the corner of Commercial Road and Windsor Road () approximately 500 metres northwest of the Rouse Hill Town Centre, in The Hills Shire LGA. The proposed location of the new RHH is currently zoned as MU1 for mixed use development according to *The Hills Local Environmental Plan 2019*. The site is approximately 2.2 hectares of land adjacent to a broader undeveloped site owned by developer, GPT Group. The subject site was compulsorily acquired in 2021.

The project site is within the boundaries of the Deerubbin Local Aboriginal Land Council (LALC) in the traditional lands of the Dharug People (also spelled Dharuk, Darug and Daruk) (Niche Environment and Heritage, 2025). The Dharug nation includes the Cumberland Plain area in Western Sydney, stretching from Wisemans Ferry in the north, down to the Camden area in the south, extending into the foothills of the Blue Mountains in the west and the Hills district in the east (Rouse Hill Town Centre, 2024).

The project site is situated on the southwest boundary of The Hills Shire LGA, bordering Blacktown LGA directly to the south. The project's immediate environment includes the following:

- Mixed uses including Mungerie Park Zone Substation, an electrical substation managed by Endeavour Energy (EE) situated immediately adjacent to the project footprint in the north.
- A range of businesses, facilities, light industrial businesses and warehouses located directly to the north of the project site on Commercial Road. This includes The Fiddler, KFC, a hotel, family medical practice, podiatrist, pet store, gym, children's play centre and auto parts store.
- Rouse Hill Town Centre is located 500 metres south, with over 230 specialty stores including supermarkets, retail shops, hair salons, cafes, restaurants, chemists, banks, a cinema and a public domain area. The use of the town centre is further discussed in Section 5.2.1.
- Rouse Hill Metro station and bus interchange is located approximately 600 metres south of the project site, providing connections to Sydney CBD via the Metro and to Epping, Parramatta, Seven Hills and Pennant Hills via bus services.
- General residential and medium density residential neighbourhoods located within 300 metres northeast, 400 metres north and 800 metres southwest of the project site.
- Public recreation facilities including Caddies Creek, Centenary Playing Fields and Kanebridge Oval located within 700 metres east of the project site.
- Rouse Hill High School and Ironbark Ridge Public School are located one kilometre east of the project site.

The indicative location and key surroundings of the project and an overview of the project elements are provided in Figure 5.1.



Figure 5.1 Local context of project site

The project site is located at the corner of Commercial Road and Windsor Road. Windsor Road is a major road linking Windsor and North Parramatta in Sydney's west.

The key local roads surrounding the site are described below and are shown in Figure 5.2:

- Commercial Road which has two traffic lanes and turn lanes in approaching intersections such as The Fiddler and carpark off Commercial Road. It provides local traffic access from the east into commercial areas along Commercial Road and further onto Windsor Road.
- Caddies Boulevard connects Commercial Road to Rouse Hill Town Centre and feeds local traffic into Rouse Hill Town Centre. There are two traffic lanes in each direction with turn lanes in approach to intersections.
- Rouse Hill Drive connects Windsor Road to Rouse Hill Town Centre with two traffic lanes in each direction and turn lanes at intersections. It also acts as a key local road for buses and private vehicles to exit from the interchange (Arup Australia Advisory & Digital, 2022).
- To the north of the site, McCombe Avenue and Greenhill Drive act as a local connection point for the northern part of Rouse Hill.
- Directly adjacent to the site in the north, a local substation access road provides access to the Mungerie Park Zone Substation located off Commercial Road.

During SIA consultation, it was noted that community members currently experience high levels of traffic and congestion on Windsor Road during peak times (Section 4). In particular, stakeholders were concerned regarding the amount of traffic turning at the intersection from Windsor Road onto Commercial Road during peak times and on Friday nights to access The Fiddler and KFC.



Figure 5.2 Local road network

Source: (Nearmaps, 2024)

5.2 Local and regional study area

5.2.1 Overview

Rouse Hill is located in The Hills Shire LGA, in the north-west of Greater Sydney in NSW. The Hills Shire is bounded by Hawkesbury City in the north, Hornsby Shire in the east, the City of Parramatta in the south and Blacktown City in the west. The Hills Shire is one of the fastest growing LGA's in Sydney, with its population concentrated in the main centres of Beaumont Hills, Bella Vista, Castle Hill, Kellyville and Rouse Hill, and smaller suburbs and towns that are primarily low density, rural and residential (Economy .id, 2024). The Hills Shire encompasses a total land area of 386 square kilometres with rural land in the north, residential in the south and expanding residential areas in the centre.

The suburb of Rouse Hill has experienced a transition from a largely rural-residential area to a growing retail and services hub, namely since the opening of the Rouse Hill town centre in 2007 (Rouse Hill Town Centre, 2024). The Rouse Hill Town Centre offers approximately 230 stores and services in a large outdoor shopping precinct to a large population catchment in the north-west of Sydney (Rouse Hill Town Centre, 2024).

Rouse Hill was identified in the *Central City District Plan* as a strategic growth centre and area of new development, with increasing education, medical and lifestyle opportunities for the expanding population and job base and part of the North West Growth Area (NWGA) (Greater Sydney Commission, 2018). The Hills Shire Council resident population is projected to reach 259,014 people by 2036, representing an increase of almost 80 per cent from 2016 (further discussed in Section 5.2.2.2) (The Hills Shire Council, 2019). As identified in the *Precinct Plan - Rouse Hill Strategic Centre*, to meet this increased capacity, Rouse Hill is expected to provide an additional 2,750 dwellings and 8,800 jobs by 2041 (The Hills Shire Council, 2023a).

RHH is identified as a focus area of the Precinct Plan and key catalyst for growth in health industries and knowledge-intensive jobs to help meet job targets and address the rapidly growing needs of The Hills Shire Council area and wider WSLHD.

5.2.2 Demographic profile

5.2.2.1 Population

At the time of the 2021 Census, the suburb of Rouse Hill had a population of 11,349 people. Between 2016 and 2021, the Rouse Hill population increased by 42.5 per cent, which was higher than the growth rate for The Hills Shire LGA, Blacktown LGA and Greater Sydney (Table 5.1). Blacktown LGA had a higher proportion of Indigenous population (3.0 percent), compared to Rouse Hill (1.0 percent), The Hills Shire (1.1 percent) and Greater Sydney (1.7%). This was supported by Blacktown LGA's *Community Strategic Plan*, which indicated that Blacktown LGA had one of the largest urban Aboriginal and Torres Strait Islander populations in Australia (Blacktown City Council, 2022).

Population growth can be attributed to the strategic growth of Rouse Hill and the broader NWGA. As detailed in Section 5.2.1, Rouse Hill is identified as a strategic centre and part of a mixed use development area, where traditional commercial, industry or retail development are co-located with apartment developments, creating active neighbourhoods that are attractive to live in, are safe and easy to walk around in (The Hills Shire Council, 2019). Additionally, the *Precinct Plan: Rouse Hill Strategic Centre* notes that the growth in the health and educational precincts has been a catalyst for growth in Rouse Hill (The Hills Shire Council, 2023a). This was supported by findings from SIA consultation, with stakeholders observing an increase in young families moving to the area (Section 4.3).

Table 5.1 Population, 2021 and 2016

Population	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
2021 population	11,349	191,876	396,776	5,231,147
2016 population	7,965	157,243	336,962	4,823,991
% change (2016-2021)	42.5%	22.0%	17.8%	8.4%

Population	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Indigenous population (no.)	120	1,206	11,812	90,929
Indigenous population (%)	1.1%	0.6%	3.0%	1.7%

Source: (ABS, 2021)

5.2.2.2 Population projections

Population projection data obtained from DPHI found that the population of The Hills Shire LGA is expected to increase to 284,292 persons by 2041, representing a 46.3 percent increase from 2021 (Table 5.2).

Table 5.2 provides population projection rates by service age groups for The Hills Shire LGA. Significant population growth is projected in 2031 for all age groups, specifically in the elderly (50.3 percent) and tertiary education (27.4 percent) and service age groups. Additionally, the proportion of seniors and primary schoolers is expected to increase by 21.7 percent and 19.3 percent, respectively.

As described in The Hills Shire Council's *Local Strategic Planning Statement*, the population is expected to increase by 80 percent between 2016 and 2036 (The Hills Shire Council, 2019). According to updated population projections, the population is expected to increase by 53.2 percent between 2016 and 2036, and reach 80 percent increase between 2016 and 2041. This represents an annual average growth rate of 2.7 percent over the period, which is higher than the Greater Sydney forecast of 1.1 percent each year total NSW forecast of 1.0 each year.

Table 5.2 The Hills Shire LGA – Indicative population projection percentage change by service age group

	2026	2031	2036	2041
Total population (no.)	206,271	240,880	267,563	284,292
Total per cent change (from 2016) (%)	31.2%	25.5%	53.2%	80.8%
Total per cent change (%)	12.1%	16.8%	11.1%	6.3%
Average annual growth rate (%)	2.3%	3.2%	2.1%	1.2%
Babies and pre-schoolers (0-4)	16.9%	12.8%	7.5%	4.4%
Primary schoolers (5-9)	-2.9%	19.3%	7.0%	3.1%
Secondary schoolers (10-19)	15.9%	9.1%	6.1%	5.2%
Tertiary education and young workforce (19 to 24)	7.1%	27.4%	9.3%	-3.0%
Young workforce (25 to 34)	7.2%	15.9%	13.4%	5.2%
Career and home building (35 to 49)	9.2%	15.4%	7.1%	2.8%
Senior workforce (50 to 64)	14.0%	17.5%	15.8%	9.2%
Retirees (65 to 74)	11.0%	16.4%	12.5%	10.8%
Seniors (75 to 84)	37.5%	21.7%	15.4%	13.2%
Elderly (85+)	48.6%	50.3%	41.5%	24.4%

Source: (NSW DPHI, 2022)

Population projection data from DPHI found that the population of Blacktown LGA is expected to increase to 492,241 persons by 2041, representing a 24.1 percent increase from 2021 (Table 5.3).

As shown in Table 5.3, Blacktown LGA is projected to experience a lower percentage change in population compared to The Hills Shire (24.1 percent compared to 46.3 per cent between 2021 and 2041). The rates for the babies and pre-schoolers bracket and primary schoolers bracket experienced negative growth rates for 2026 (-4.4 percent and -10.0 percent respectively). The proportion of seniors and elderly service age groups were expected to increase at high rates between 2026 and 2036, with the elderly age group increasing by 38.2 per cent in 2036. Growth rates for the career and home building age groups also steadily increased from 2026 to 2041 at a lower rate. Increases in the older populations may indicate an ageing population in the Blacktown LGA.

This was consistent with findings from the Blacktown Social Profile, which indicated that the senior population in Blacktown LGA is growing.

Table 5.3 Blacktown LGA – Indicative population projection growth rates by service age group

	2026	2031	2036	2041
Total population (no.)	399,838	422,954	459,427	492,241
Total per cent change (%)	4.7%	7.3%	7.1%	7.1%
Average annual growth rate (%)	0.9%	1.4%	1.4%	1.4%
Babies and pre-schoolers (0-4)	-4.4%	3.4%	6.1%	8.2%
Primary schoolers (5-9)	-10.0%	1.5%	3.9%	6.4%
Secondary schoolers (10-19)	10.7%	-0.1%	-1.0%	4.4%
Tertiary education and young workforce (19 to 24)	-1.9%	17.6%	5.3%	-3.1%
Young workforce (25 to 34)	-1.8%	5.5%	10.0%	8.0%
Career and home building (35 to 49)	5.7%	5.9%	4.1%	5.8%
Senior workforce (50 to 64)	8.3%	9.6%	11.4%	9.1%
Retirees (65 to 74)	10.8%	12.6%	9.2%	8.8%
Seniors (75 to 84)	33.3%	19.7%	14.1%	14.2%
Elderly (85+)	30.4%	33.0%	38.2%	23.2%

Source: (NSW Planning, 2022)

5.2.2.3 Age and sex profile

Overall, Rouse Hill has a relatively consistent median age with the regional study areas. The age structure is outlined below and in Table 5.4.

- The median age in Rouse Hill was 34 years in 2021, which was consistent with the median age in Blacktown LGA (34 years), but lower than the median age in The Hills Shire's LGA (38 years) and Greater Sydney (37 years).
- There is a younger population in Rouse Hill, with a higher percentage of residents aged under 18 years (25.4 percent), compared to Greater Sydney (21.8 percent) and less residents aged over 65 years (Figure 5.3). This was consistent with the regional study area, with similar proportions of the population under 18 years in The Hills Shire LGA (25.4 percent) and Blacktown LGA (26.5 percent).
- A higher proportion of the population between the ages of 35 to 49 in Rouse Hill compared to the regional study area (Figure 5.3).
- A lower proportion of Rouse Hills's population is over the age of 75 compared to Greater Sydney, representing 1.8 percent of the total male population and 2.3 percent of the total female population (Figure 5.3)

The age structure observed in The Hills Shire LGA is consistent with *The Hills Local Strategic Planning Statement*, which indicates that while there will be an increase in the proportion of people aged over 65, the dominant age group in the region will continue to be people aged between 30 and 55 (The Hills Shire Council, 2019). This was supported by findings from the community survey (see Section 2.4.2), in which a high proportion of survey respondents (62.2%) were between the ages of 35 and 54 years.

Table 5.4 Age and sex profile, 2021

Age Profile	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Under 18 years	25.6%	25.4%	26.5%	21.8%
18 to 64 years	67%	59.8%	62.5%	63%
Over 65	7.4%	14.8%	11%	15.2%
Median age	34	38	34	37
Males	49.3%	49.3%	49.9%	49.4%
Females	50.7%	50.7%	50.1%	50.6%

Figure 5.3 compares the population distribution in the local study area of Rouse Hill to The Hills Shire LGA. The Hills Shire LGA has an older population compared to Rouse Hill while Rouse Hill has a larger proportion of the population between the ages of 18 to 49 compared to The Hills Shire LGA.

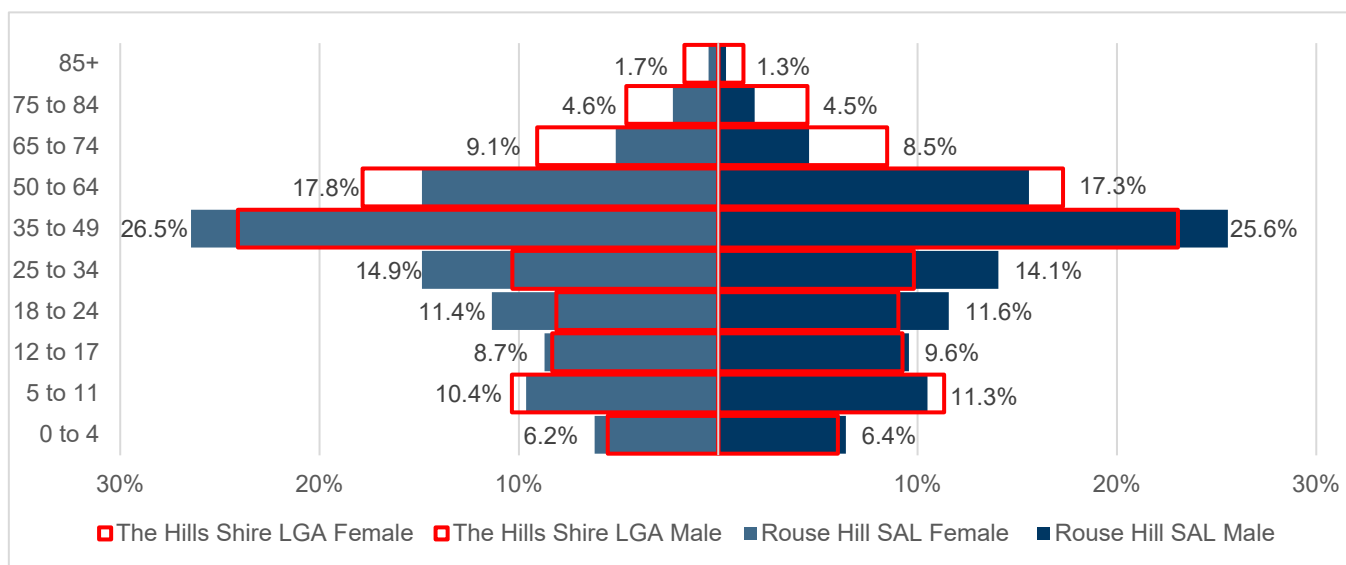
**Figure 5.3** Population pyramid, Rouse Hill compared to The Hills Shire LGA, 2021

Figure 5.4 compares the 2021 population distribution in The Hills Shire LGA and Blacktown LGA. The Hills Shire has a greater aging population compared to Blacktown LGA. Blacktown LGA has a greater percentage of males and females aged between 25 to 34 (14.5 percent and 15.3 percent respectively) compared to The Hills Shire LGA.

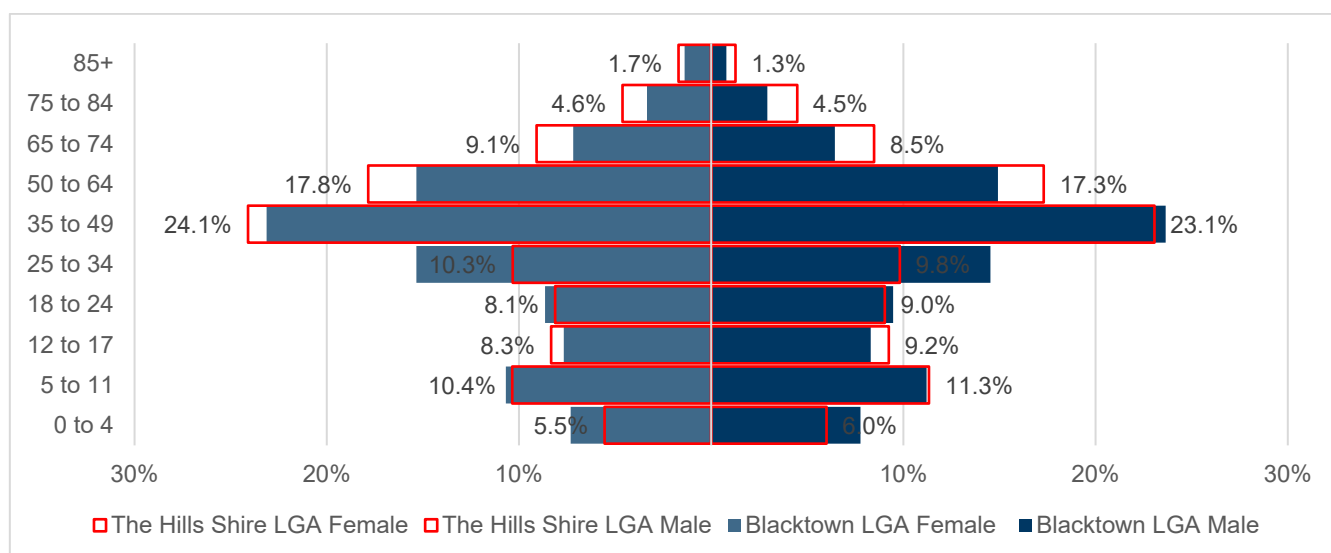


Figure 5.4 Population Pyramid, The Hills Shire LGA compared to Blacktown LGA, 2021

Source: (ABS, 2021)

5.2.2.4 Families and households

As shown in Table 5.5, Rouse Hill, The Hills Shire LGA and Blacktown LGA had higher proportions of couple families with children compared to Greater Sydney. This may be attributed to the growing proportion of young families moving to the area and the existing multi-generational families that live in the region.

Table 5.5 Family characteristics, 2021

Family characteristics	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Total families	3,092	54,291	104,171	1,380,176
Couple family with children (%)	57.8%	59.2%	56.2%	48.4%
Couple family without children	27.3%	30.0%	25.6%	34.8%
One parent family	13.4%	10.0%	16.5%	15.1%
Other family	1.3%	0.8%	1.7%	1.7%

Source: (ABS, 2021)

In 2021, there was a higher proportion of family households in Rouse Hill (81.0 percent), The Hills Shire LGA (86.4 percent) and Blacktown LGA (81.5 percent) compared to Greater Sydney (72.6 percent). In comparison, there was a lower proportion of lone person households in Rouse Hill (16.2 percent), The Hills Shire LGA (12.2 percent), and Blacktown LGA (15.9 percent) compared to Greater Sydney (23.2 percent). The Hills Shire Council *Local Strategic Plan* identifies that the largest increase in housing types between 2016 and 2041 is expected to be in townhouses and apartment dwellings suitable for families (The Hills Shire Council, 2019).

Table 5.6 Household characteristics, 2021

Household characteristics	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Family households	81.0%	86.4%	81.5%	72.6%
Lone person household	16.2%	12.2%	15.9%	23.2%
Group household	2.7%	1.4%	2.6%	4.2%
Average persons per household	3.0	3.1	3.1	2.7

Source: (ABS, 2021)

5.2.2.5 Cultural diversity

As shown in Table 5.7, Rouse Hill had lower levels of cultural and linguistic diversity compared to the regional study area. The proportion of the population who spoke a language other than English at home in The Hills Shire LGA (38.8 percent) and Blacktown LGA (46.3 percent) was higher than in Greater Sydney (37.4 percent). Additionally, there was a higher proportion of residents in The Hills Shire and Blacktown LGAs that were born in a non-main English-speaking country compared to Greater Sydney.

During consultation for the SIA, stakeholders observed that both The Hills Shire and Blacktown LGA had high levels of cultural diversity, particularly with recent increases in large scale South Asian migration (Section 4.3). This was supported by Council reports from both LGAs. The Blacktown City Council *2024 Social Profile* identified that over the past decade, migration patterns have shifted. There are more people migrating from Asia rather than Europe, with a significant increase in residents from India (Blacktown City Council, 2024). Additionally, The Hills Shire Council's *Local Strategic Planning Statement* identifies that The Hills is home to an increasingly diverse community, with a large proportion of the population being born overseas, particularly from Asian and South Asian countries (The Hills Shire Council, 2019).

Table 5.7 Cultural diversity, 2021

	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Born in Australia	58.0%	57.5%	50.4%	56.8%
Born in non-main English-speaking countries	30.4%	33.5%	39.8%	31.8%
Language spoken at home other than English	34.9%	38.8%	46.3%	37.4%

Source: (ABS, 2021)

Need for assistance

In 2021, the proportion of the population who require assistance in Rouse Hill was 1.3 percent, which was lower than The Hills Shire LGA at 1.7 percent and Blacktown LGA at 2.5 percent (ABS, 2021). This is likely attributed to the younger age profile, as discussed in section 5.2.2.3.

Mobility

At the time of the 2021 Census, 74.3 percent of people in Rouse Hill lived at the same address as the previous year and 45.5 percent lived at the same address as five years ago. This was lower than The Hills Shire LGA, with 83.2 percent of people living at the same address as the previous year and 55.2 percent who lived at the same address as five years ago (ABS, 2021).

5.2.3 Economic profile

5.2.3.1 Industry of employment

The region supports a diverse range of industries, such as health care and social assistance, professional, scientific and technical services, retail trade, education and training and construction.

As shown in Figure 5.5, the top industry of employment across the local and regional study area was health care and social assistance. Professional, scientific and technical services was the second highest industry of employment in Rouse Hill, The Hills Shire LGA, and Greater Sydney. In Blacktown LGA, retail trade was the second highest industry of employment (10.0 percent), followed by transport, postal and warehousing (8.1 percent). Construction accounts for 8.5 percent of the labour force in Rouse Hill, which was similar to The Hills Shire and Blacktown LGA (9.2 percent and 7.2 percent respectively). The other top industries were education and training and manufacturing (Figure 5.5).

As noted in The Hills Shire Council *Precinct Plan*, universities, hospitals, medical research institutions and tertiary education facilities are considered significant contributors to the economy within the Greater Sydney Region. It is estimated that by 2036, 21% of all jobs in Greater Sydney will be in the health and education sectors (The Hills Shire Council, 2023a). Future job growth for both The Hills Shire and Rouse Hill will rely on the professional,

scientific and technical services, hospitals, tertiary education and advanced manufacturing industries. Health care and social assistance is the fastest growing industry in The Hills. Additionally, it was noted in the *Precinct Plan* that health care and social assistance is the fastest growing industry both for the resident workforce and for local jobs. It is expected that to meet the anticipated growth of the region, The Hills Shire will require an additional 8,800 jobs (The Hills Shire Council, 2019).

Industry of Employment	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Health Care and Social Assistance	13.0%	13.2%	14.8%	13.4%
Professional, Scientific and Technical Services	10.3%	11.6%	7.4%	10.9%
Retail Trade	9.6%	9.1%	10.0%	8.8%
Education and Training	8.8%	9.3%	6.9%	8.5%
Construction	8.5%	9.2%	7.2%	8.2%
Manufacturing	5.8%	5.6%	7.5%	5.4%
Transport, Postal and Warehousing	4.5%	3.3%	8.1%	5.1%

Figure 5.5 Industry of employment, LGA 2021

Source: (ABS, 2021)

As shown in Figure 5.6, the most common occupation in Rouse Hill was professionals, accounting for 28.3 percent of employed persons. This was similar to The Hills Shire LGA (32.5 percent), Blacktown LGA (23.8 percent), and Greater Sydney (29.3 percent). Managers were the second most common occupation in Rouse Hill (17.4 percent), which was lower than The Hills Shire LGA (18.9 percent) but higher than Blacktown LGA (11.0 percent) and Greater Sydney (15.2 percent) (ABS, 2021).

Occupation	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Professionals	28.3%	32.5%	23.8%	29.3%
Managers	17.4%	18.9%	11.0%	15.2%
Clerical and administrative	14.5%	15.0%	15.2%	13.8%
Technicians and trades	10.7%	9.5%	10.6%	10.5%
Community and personal service	9.7%	7.4%	10.0%	9.3%

Figure 5.6 Occupation, 2021

Source: (ABS, 2021)

5.2.3.2 Labour force

As shown in Table 5.8, Rouse Hill and The Hills Shire LGA had lower levels of unemployment within the labour force compared to Blacktown LGA and Greater Sydney. Both Rouse Hill (73.0 percent) and The Hills Shire (66.5 percent) had a higher labour force participation rate compared to Blacktown LGA and Greater Sydney (60.6 percent and 60.0 percent, respectively). This is likely attributed to the lower median age in Rouse Hill, with a larger proportion of the population in the labour force between the ages of 35 to 49 (Section 5.2.2.3).

Table 5.8 Labour force participation, 2021

	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Employed	95.6%	95.9%	94.2%	94.9%
Unemployed	4.4%	4.1%	5.8%	5.1%
Labour force participation	73.0%	66.5%	60.6%	60.0%

Source: (ABS, 2021)

5.2.3.3 Journey to work

This section identifies commuting trends with The Hills Shire LGA, analysing how residents travel to work and where workers come from, considering the location of the Project site and surrounding region. In 2021, 42 percent of people who live The Hills Shire LGA also worked in the area (Profile.id, 2021). Of those who work in The Hills Shire Council area, 57.4 percent live outside the area (Profile.id, 2021). Those who travel to The Hills Shire LGA for work predominately live in the surrounding areas such as Blacktown, Parramatta, Hawkesbury, Penrith and

Hornsby (Profile.id, 2021). It was reported in the *Precinct Plan* that the jobs currently available within The Hills Shire do not align with the knowledge intensive and technical skills or working residents, therefore most working residents travel outside of The Hills for work (The Hills Shire Council, 2023a).

In 2021, a lower proportion of the population of The Hills Shire LGA (3.3 percent) used public transport to travel to work compared to 5.7 percent in both Blacktown LGA and Greater Sydney (ABS, 2021). It was reported in The Hills Shire Precinct Plan that there were high levels of car ownership in The Hills Shire (The Hills Shire Council, 2023a). Car reliance and transport use is further discussed in Section 5.2.6.1.

It is noted that Rouse Hill Metro is located approximately 600 metres from the project site and would potentially be used as a mode of transport for future staff. With the increasing number of households in the suburbs of North Kellyville, Rouse Hill and Box Hill, and slow rate of modal shift following the opening of the Metro, many families still utilise private car use on weekends to travel to sport and other activities that are not easily accessible via the Metro or other forms of public transport (The Hills Shire Council, 2023a). However, the recent completion of the Sydney Metro Northwest linking the Hills Shire LGA to Sydney CBD and Sydenham, with plans to expand further, provides an opportunity to shift the travel behaviours of local residents and workers to greater use of public transport in The Hills Shire LGA. This is further detailed in Sections 5.2.6 and 5.2.8.

5.2.4 Education profile

5.2.4.1 School education

As shown in Table 5.9, the proportion of the population aged 15 and over that had completed Year 12 (or equivalent) in 2021 was higher in Rouse Hill and The Hills Shire LGA (72.8 percent and 75.3 percent respectively) compared to Blacktown LGA (64.0 percent) and Greater Sydney (66.9 percent). There was a low proportion of people in Rouse Hill and The Hills Shire who did not go to school.

It was identified in the *Precinct Plan* that the projected growth of the region will generate demand for new or expanded primary and secondary schools (The Hills Shire Council, 2023a). This was supported during consultation for the SIA, as stakeholders noted that the quality of schooling in the area is a major draw card for families moving into the area, and some schools are currently nearing capacity (Section 4.3).

Table 5.9 Highest level of secondary school education achieved, 2021

Secondary school education	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Completion of Year 12 (or equivalent)	72.8%	75.3%	64.0%	66.9%
Year 11 of equivalent	4.1%	3.3%	4.1%	3.9%
Year 10 or equivalent	14.6%	13.8%	16.0%	14.8%
Year 9 or equivalent	2.0%	2.3%	3.8%	3.4%
Year 8 or equivalent	1.4%	1.6%	3.7%	3.3%
Did not go to school	0.4%	0.5%	1.3%	1.6%
Not stated	4.6%	3.1%	7.1%	6.2%

Source: (ABS, 2021)

5.2.4.2 Post-school education and skills

Overall, there were similar levels of certificate and trade qualifications, as well as university education across the local and regional study area when compared to Greater Sydney, as shown in Table 5.10. There were higher levels of postgraduate degree and bachelor degree education in The Hills Shire LGA compared to Greater Sydney, and higher levels of certificate and trade qualifications in Blacktown LGA compared to Greater Sydney.

There are TAFE NSW locations at Blacktown, Baulkham Hills, Quakers Hill and Castle Hill, which facilitate over 400 courses in health services, nursing, financial services, administration, marketing, retail and hospitality. There is a Western Sydney University campus located in Parramatta, which offers a number of courses in health science,

arts, design, nursing, early childcare and medical science. Additionally, campuses for Australian Catholic University, University of Sydney, Charles Sturt University, Western Sydney University and University of New England are located within 20 kilometres of Rouse Hill in Parramatta and Epping, with further connections towards Sydney CBD for University of Technology Sydney, University of New South Wales and additional TAFE campuses.

During consultation for the SIA, stakeholders noted that the provision of a new hospital will aid in creating work opportunity and attractive places to work for health professionals as well as benefits for corporate admin staff, especially given residents in the area have a high level of post-secondary school education (Section 4.3).

Table 5.10 Highest level of secondary school education achieved, 2021

Post-secondary school education	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Postgraduate degree	16.3%	18.3%	15.3%	16.0%
Graduate diploma and Graduate Certificate	3.3%	3.9%	2.8%	3.6%
Bachelor's degree	36.8%	38.9%	35.7%	37.3%
Advanced diploma and diploma level	17.4%	16.2%	16.5%	16.5%
Certificate level total	25.1%	21.4%	28.3%	25.2%
Inadequately described	1.0%	1.3%	1.5%	1.4%

Source: (ABS, 2021)

5.2.5 Housing and accommodation

5.2.5.1 Dwelling type and tenure

At the time of the 2021 Census, there were 3,984 private dwellings in Rouse Hill which accounts for 6.3 percent of private dwellings in The Hills Shire LGA. The Hills Shire LGA and Blacktown LGA both have higher occupancy compared to Greater Sydney (Table 5.11). This indicates that most properties in these LGAs are occupied full time.

The predominant dwelling type in Rouse Hill was separate houses (54.4 percent), with a higher proportion of semi-detached, terrace and townhouse dwellings across the suburb compared to The Hills Shire LGA, Blacktown LGA and Greater Sydney.

As reported in The Hills Shire *Local Strategic Planning Statement*, to account for the 80% increase in population between 2016 and 2041 (Section 5.2.2.2), The Hills Shire LGA is required to provide an additional 38,000 dwellings (The Hills Shire Council, 2019). Demographically, while there will be an increase in the proportion of people aged over 65 as the population ages, the dominant age group will continue to be people between 30 and 55 years (The Hills Shire Council, 2019). Planning for a diversity of housing in the region will be essential to meet the needs of the community at all stages of their lives. Additionally, during consultation for the SIA, stakeholders noted the potential inclusion of health worker accommodation facility would help accommodate housing diversity to a number of families and people traveling from outside of Sydney, as well as draw people to the hospital from other areas of NSW (Section 4.3).

Table 5.11 Dwelling count, 2021

Indicator	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Occupied dwellings	92.2%	95.2%	95.0%	91.7%
Unoccupied dwellings	7.7%	4.8%	5.0%	8.3%
Total private dwellings	3,984	62,824	127,688	1,993,486
Separate House	54.4%	81.2%	81.1%	55.8%
Semi-detached, terrace house, townhouse	19.9%	8.9%	11.9%	12.8%
Flat, unit or apartment	25.4%	9.8%	6.7%	30.7%
Other dwellings	0.0%	0.0%	0.1%	0.4%
Average persons per household	3.0	3.1	3.1	2.7

Source: (ABS, 2021)

As shown in Table 5.12, a higher proportion of residents in The Hills Shire LGA owned their homes either fully or with a mortgage (77.1 percent) compared to Blacktown LGA and Greater Sydney (63.1 percent and 61.0 percent respectively). Despite the higher proportion in The Hills Shire LGA, there was a lower proportion of residents in Rouse Hill who owned their homes either fully or with a mortgage (59.3 percent). There was also a higher proportion of rented houses in Rouse Hill (39.7 percent) compared to The Hills Shire LGA (20.4 percent) and Blacktown LGA (34.3 percent).

Table 5.12 Dwelling tenure, 2021

Indicator	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Owned (fully or with a mortgage)	59.3%	77.1%	63.1%	61.0%
Rented	39.7%	20.4%	34.3%	35.9%
Other Tenure Type	0.6%	1.6%	1.1%	1.7%
Tenure Type not stated	0.5%	0.9%	1.5%	1.3%

Source: (ABS, 2021)

5.2.5.2 Rental vacancy rate

As of September 2024, the rental vacancy rate in Rouse Hill was 2.1 percent, declining from 8.3 percent in 2019 (SQM Research, 2024). The declining vacancy rate over the past five years may be attributed to recent population growth and the inclusion of Rouse Hill as a strategic centre.

The Hills Shire *Housing Strategy* (The Hills Shire Council, 2019a) identifies the priorities in planning for the growing population through the provision of new, diverse housing. Specifically, the plan highlights the recent focus on providing well-located higher density housing in centres and transport hubs to meet the demand for a growing population. To accommodate the 80 percent increase in population by 2041, new homes are projected to take shape in greenfield areas or in urban renewal areas along the Sydney Metro Northwest corridor (The Hills Shire Council, 2019a). It is expected that the vacancy rate in Rouse Hills will continue to decline ahead of the provision of new dwellings. It was noted that the greatest challenge is in aligning growth with the timely provision of new infrastructure, most of which is provided by the NSW Government or local Councils (The Hills Shire Council, 2019a). Matching infrastructure with growth will be a challenge as it does not facilitate the upfront delivery of additional local facilities such as roads, parks, sporting fields, libraries, community centres and aquatic facilities.

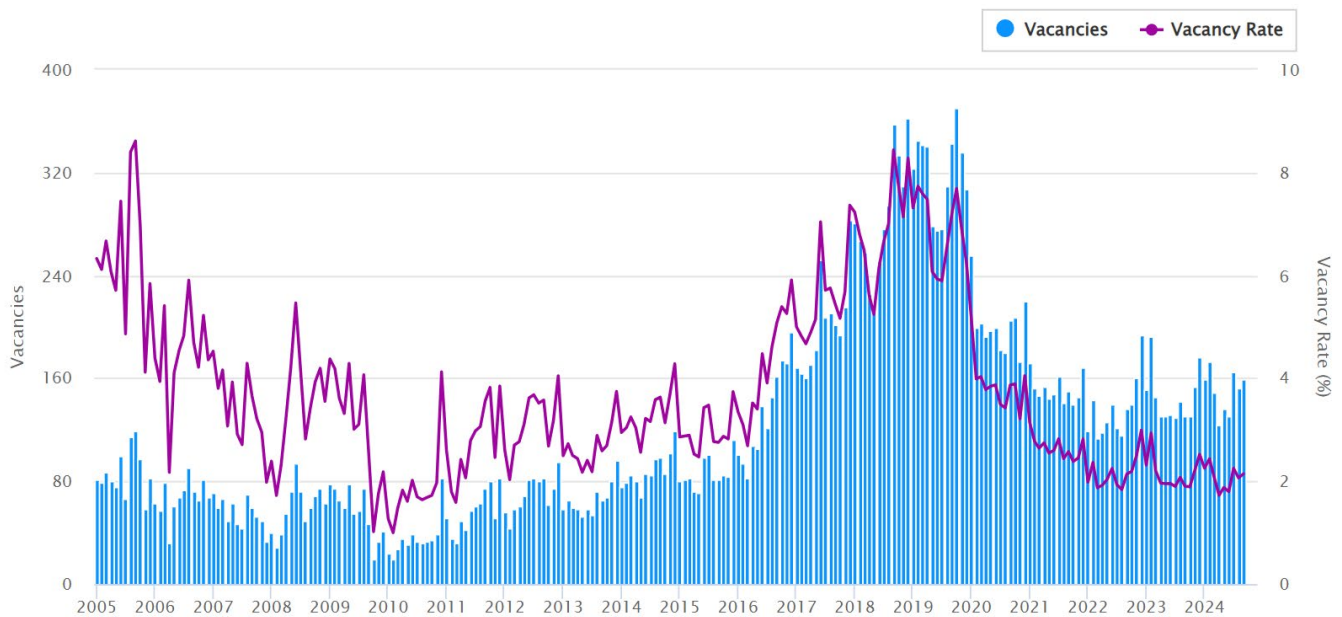


Figure 5.7 Rental vacancy rates, Rouse Hill (postcode:2155), 2005-2024)

Source: (SQM Research, 2024)

5.2.5.3 Short term accommodation

There are several accommodation facilities located in Rouse Hill and neighbouring suburbs including Norwest and Kellyville. As of June 2024, there was one hotel in Rouse Hill, located 300 metres north of the project site. There were five facilities located in the neighbouring suburb of Norwest, including a mix of hotels and serviced apartments. In addition, there were over 470 properties available as short-term rental accommodation as listed on Airbnb and Stayz located in Rouse Hill and across The Hills Shire LGA.

5.2.6 Access and connectivity

Section 5.1 outlines key local roads surrounding the RHH and local study area. Key state roads surrounding RHH and servicing The Hills Shire LGA are described below:

- A2 route – Old Windsor Road / Windsor Road is orientated in a north-south direction with Windsor Road in the north and continuing into Old Windsor road in the South which forms the A2 route. It provides connections between suburbs in Western Sydney, the M2 and M7 motorways in the south as well as Windsor / Richmond in the north (Arup Australia Advisory & Digital, 2022).
- Windsor Road is oriented in a southeast-west direction and continues off the northern section of the A2 and provides connections between north-west Sydney and the wider Hills Shire toward Cherrybrook (Arup Australia Advisory & Digital, 2022).
- Schofields Road oriented in an east-west direction providing connections to Schofields, Marsden Park and Mount Druitt.
- Garfield Road East oriented in an east-west direction providing access to Riverstone and areas of Western Sydney.
- Further south, the closest motorway is the M7 Motorway providing links to south and southwest Sydney.
- Directly connected to the M7 Motorway is the M2 Motorway, which also provides connections towards north and eastern Sydney with direct passage to the Sydney CBD.

There are a number of road corridor projects occurring in the area as part of the NWGA Road Network Strategy. This includes the development of the Bandon Road corridor project located northwest of RHH, which will provide an alternative route between Richmond Road and Windsor Road (NSW Government, 2024). During consultation for the SIA, stakeholders mentioned Windsor Road is currently reaching capacity with high levels of congestion

during peak times (Section 4.3). Findings from the online survey supported this, with respondents raising concerns about existing traffic issues in the surrounding road network (Section 4.3).

The local study area is well serviced by Sydney Metro and bus services. Namely the Metro North West Line, which connects Sydenham to Tallawong and includes the Rouse Hill Station (Rouse Hill Town Centre, 2019). As discussed in Section 5.1, the station is located adjacent to Windsor Road and Tempus Street, located approximately 400 metres southeast of the proposed RHH. These services operate at a peak frequency of 15 trains per hour in both directions (one service every four minutes), as well as linking to the Sydney Trains network via rail interchanges at Epping, Chatswood, Sydney CBD and Sydenham (Arup, 2024a). Bus services connect regional destinations from the area as well as rapid bus connections between Rouse Hill, Parramatta and Blacktown. Despite the recent upgrades to public transport, during consultation for the SIA stakeholders mentioned that there is a lack of parking in the area because a large proportion of Metro users drive to the Metro station from the Hawkesbury and surrounding areas due to limited public transport connections from the area (Section 4.3).

5.2.6.1 Car dependency

As discussed in Section 5.2.3.3, there were high levels of car reliance in The Hills Shire LGA, with a higher proportion of households in The Hills Shire (67%) having access to two or more motor vehicles, compared to Greater Sydney (46%) (Economy .id, 2024). In the *Precinct Plan*, it was estimated that if current car ownership trends in The Hills Shire continue, by 2036 there will be an additional 70,000 vehicles on local roads (The Hills Shire Council, 2023a). Additionally, the *Local Strategic Planning Statement* identified road congestion as a main source of frustration for Hills Shire residents, creating a negative perception of growth (The Hills Shire Council, 2019).

During consultation for the SIA, stakeholders noted frustrations with the local road network and high levels of car reliance in the local and regional study area (Section 4.3). It was noted in the *Precinct Plan* that car dependency in The Hills Shire can be largely attributed to the family dominated demographic and slow rate of cultural shift to public transport use following the recent opening of the Metro (The Hills Shire Council, 2023a). Many families are reliant on private car use on the weekends for travel to sport and other activities that are not easily accessible via the Metro or other forms of public transport.

With the increasing number of households in the suburbs of North Kellyville, Rouse Hill and Box Hill, there has been a gradual increase in vehicle use which could be attributed to the slow roll-out of the Sydney Metro, lack of an effective bus network and regular bus services in the region (The Hills Shire Council, 2019). However, with the recent establishment of Sydney Metro and the provision of mass rapid transit from The Hills Shire LGA to Sydney CBD it is assumed that the shift toward public transportation will continue (The Hills Shire Council, 2023a). This was supported during consultation for the SIA, where stakeholders acknowledged that a cultural shift would be required to reduce reliance on cars and increase use of public transportation methods (Section 4.3).

5.2.7 Community health and wellbeing

This section provides an overview of the community health and wellbeing profile of the study area.

5.2.7.1 Community values

The Hills Shire Council Annual Report identifies a strong sense of community spirit, fostering a sense of belonging and mutual support among residents (The Hills Shire Council, 2022). Residents appreciate the blend of urban development and highly value the preservation of natural beauty through the rural landscape, including the bushland and waterways (The Hills Shire Council, 2022). There is a strong emphasis on safety and accessibility through creating and maintaining a secure environment for all residents (The Hills Shire Council, 2022). Additionally, the community aims to ensure equal access to essential services, facilities, and opportunities (The Hills Shire Council, 2022). This was supported by stakeholder interviews undertaken for this SIA, with stakeholders noting that people are passionate about where they live and there is a strong sense of community in the area. Some stakeholders also identified that Rouse Hill is in a growth area, the amount of new developments and changes has caused a divide between people who have lived in the area for a long time and people who have moved to the area to benefit from these changes (Section 4.3).

Overall, the Hills Shire is known for its strong family values, making it a welcoming and supportive environment for raising children (The Hills Shire Council, 2022). The community encourages innovation, constantly seeking new and creative ways to improve The Hills Shire for the benefit of all its residents (The Hills Shire Council, 2022). This was confirmed in findings from the community survey, with respondents identifying ‘increased access to a hospital and community health services’, ‘better health outcomes for the local community’ and ‘increased capacity of hospital and community health services in the region’ being the top anticipated benefits of RHH (Section 4.2). Stakeholders interviewed for this SIA identified that health services are currently lacking across all suburbs in The Hills Shire LGA, and the RHH would act as a preventative measure for the anticipated future population and meet existing demands of the area (Section 4.3). This was also supported by respondents of the online survey (Section 4.2), with stakeholders emphasising the need for a local, public hospital to cater to the diverse needs and deliver better health outcomes to the existing and future community.

5.2.7.2 Socio-Economic Indexes for Area

The ABS produces four socio-economic indices for areas (SEIFA) based on Census data, which identify areas of relative advantage and disadvantage. The Index of Relative Socio-Economic Advantage/Disadvantage (IRSAD) was examined for suburbs in the local and regional study area.

Socio-economic advantage and disadvantage are defined broadly by the IRSAD in terms of people’s access to material and social resources and their ability to contribute to society. To capture this broad definition, the IRSAD captures a range of data points, including income, education, employment, occupation, and housing.

The IRSAD divides a population into ten equal groups, called a decile. The lowest scoring 10 percent of these groups are given a decile number of 1, which indicates the highest level of disadvantage, and the highest scoring 10 percent of areas are given a decile of 10, which indicates the highest level of advantage.

Table 5.13 shows decile scores for the local and regional study area in NSW. In 2021, Rouse Hill, The Hills Shire LGA and Blacktown LGA all scored above decile 8, which indicates a high level of advantage.

Table 5.13 Index of Socio-economic Advantage and Disadvantage, 2021

	Rouse Hill	The Hills Shire LGA	Blacktown LGA
Decile within NSW	10	10	8

Source: (ABS, 2023)

5.2.8 Social determinants of health

According to the World Health Organisation, a person’s health is closely linked to the conditions in which they live, work, grow and play – known as the ‘social determinants of health’.

Social Determinants of Health (SDH) are non-medical factors that shape our environments and can influence health outcomes (World Health Organisation, 2024). These factors range from the circumstances of our birth and upbringing to the broader social, economic, and political systems that govern our daily lives. SDH play a crucial role in health inequities, the unjust disparities in health status observed across populations. Research suggests that SDH, including income, education, and access to healthy living conditions, can hold greater sway over health than healthcare or personal choices (World Health Organisation, 2024).

Factors such as unemployment and housing challenges are discussed in Section 5.2.3 and Section 5.2.3.3, while additional indicators will be discussed in this section. The regional study areas of The Hills Shire LGA, Blacktown LGA and Greater Sydney will be used in this section.

Income

In 2021, the median total weekly household income in Rouse Hill (\$2,643 per week) and The Hills Shire LGA (\$2,831 per week) was higher than both Blacktown LGA (\$2,107 per week) and Greater Sydney (\$2,077 per week) (ABS, 2021). This reflects the age profile and labour force breakdowns within the region, with a lower proportion of residents aged under 65 and higher labour force participation rates, compared to Greater Sydney.

In 2021, The Hills Shire had a higher proportion of people earning a ‘high income’ (those earning \$2000 per week or more) and a lower proportion of people earning a ‘low-income’ (those earning less than \$500 per week)

(Table 5.14). In The Hills Shire, 22.1 percent of the population earned a high income, and 29.8% earned a low income, compared to 15.9 percent and 30.9 percent respectively for Greater Sydney. This may be attributed to the higher levels of education attained by residents in The Hills Shire (discussed in Section 5.2.4).

Table 5.14 Individual incomes, 2021

	% of the population earned a high income (those earning \$2,000 per week or more)	% of the population earned a low income (those earning less than \$500 per week)
The Hills Shire LGA	22.1%	29.8%
Blacktown LGA	10.8%	32.5%
Greater Sydney	15.9%	30.9%

Source: (ABS, 2021)

Early childhood development and Education

In 2021, the percentage of children aged 4 or 5 years enrolled in preschool was lower in The Hills Shire LGA (6.5 percent) compared to Blacktown LGA (9.7 percent) and Greater Sydney (9.8 percent). Despite this, The Hills Shire had the highest rate of secondary school participation (92.9 percent) and the highest rate of year 12 (or equivalent) completion (75.3 percent) compared to Blacktown LGA and Greater Sydney (Table 5.15).

Table 5.15 Education

	% of children aged 4 or 5 years enrolled in preschool	Full-time participation in secondary school education at 16	Completion of Year 12 (or equivalent as the highest level of school education achieved)
The Hills Shire LGA	6.5%	92.9%	75.3%
Blacktown LGA	9.7%	85.1%	64%
Greater Sydney	9.8%	88%	66.9%

Source: (PHIDU, 2021) (ABS, 2021)

Transport

As discussed in Section 5.2.6, In 2021, a lower proportion of the population (3.3 percent) in The Hills Shire LGA used public transport to travel to work compared to 5.7 percent in the Blacktown LGA and Greater Sydney (ABS, 2021). Additionally, there were high levels of car ownership in The Hills Shire (The Hills Shire Council, 2019). Economy.id indicated that a higher proportion of households in The Hills Shire (67 percent) had access to two or more motor vehicles, compared to 46 percent in Greater Sydney (Economy .id, 2024). The need for a cultural shift in public transport use is detailed in Section 5.2.6.

Crime

The Hills Shire is ranked 19/100 in Australia by number and severity of crimes proportionate to population where '0' means no crime (Red suburbs, 2023b). The top ranked crime types in The Hills Shire LGA are theft, deception, assault and related offences (BOCSAR, 2024). In The Hills Shire LGA, stealing from retail stores is up 30.6 percent in from April 2022 and transport regulatory offences are up 135.7 percent (BOCSAR, 2024).

Blacktown LGA is ranked 47/100 in Australia by number and severity of crimes proportionate to population (Red suburbs, 2023a). The most reported crime types in Blacktown include transport regulation offences, theft and justice procedure offences (BOCSAR, 2024). In Blacktown's LGA arson is up from 62.3 percent since April 2022 and possession and/or use of narcotics is up 61.5 percent since April 2022 (BOCSAR, 2024).

5.3 Health profile

The WSLHD is located approximately 30 kilometres northwest from Sydney's CBD. It is a diverse District characterised by various metropolitan, regional, and rural areas. There are four LGAs located in the WSLHD, being The Hills Shire, Blacktown, Cumberland, and Parramatta LGAs. The WSLHD provides primary, secondary, and tertiary health care for people in the area.

There are five hospitals in the WSLHD including Mount Druitt, Blacktown, Westmead, Cumberland and Auburn hospitals, and seven community health centres.

5.3.1 Local Health Profile

In 2021, the estimated population of the WSLHD was 1,144,280 people with 848,727 active patients. The population of this district is expected to reach 1,467,610 by 2031, representing a 28.2 percent increase (NSW Government, 2024). The WSLHD is also known as the Western Sydney Local Health District (WSLHD) and is one of the 31 independent public health service organisations across Australia which work to streamline health services (Department of Health, 2023).

Identified health trends within the WSLHD include:

- An estimated more than 60 percent of adults in Western Sydney either have or are at high risk of developing type-2 diabetes (Department of Health, 2023).
- There is a correlation between unhealthy lifestyles such as smoking, drinking excessive alcohol, sedentary lifestyles, inadequate fruit and vegetable consumption, and the prevalence of diabetes (Department of Health, 2023).
- 27.5 percent of Western Sydney residents aged 16 years or over have a long term risk of alcohol consumption, meaning they consume more than two standard drinks per day. Alcohol and other drug-related hospitalisations were, on average, at a higher rate per 100,00 people in the WSLHD, compared to surrounding LHD's including South Western Sydney (NSW Health, 2022).
- The rate of hospitalisations associated with Cardiovascular disease was higher in WSLHD compared to Northern Sydney LHD and Sydney LHD and was on par with South Western Sydney LHD (NSW Health, 2022).
- 12.9 percent of adults in Western Sydney are still daily smokers (Department of Health, 2023).
- The number of people in Western Sydney with high or very high levels of psychological distress increased from 9.7 percent in 2013 to 16.7 percent in 2019. Older people in Western Sydney are at higher risk of experiencing social isolation and loneliness and this can have adverse effects on their mental health (Department of Health, 2023).
- Cancer screening is low in Western Sydney, and this contributes to the higher cancer risk in the area than in the rest of NSW (Department of Health, 2023).
- Cancer risk factors, including smoking alcohol consumption and poor diet, are prevalent among residents of WSLHD.
- Residents of the WSLHD are hospitalised for some chronic diseases at rates higher than the NSW average, suggesting early identification is not always effective in avoiding severe symptoms or complications (Department of Health, 2023).
- In Western Sydney between 2019 and 2020, 18.6% of patients felt as though they waited longer than acceptable for a GP appointment (Department of Health, 2023).

5.3.1.1 Long-term health conditions

The 2021 Census collected information for the first time on diagnosed long-term health conditions. Of the total population in Rouse Hill, approximately 69.7 percent reported as having no long-term health conditions, which was similar to The Hills Shire LGA (69.3 percent), Blacktown LGA (65.4 percent) and Greater Sydney (65.1 percent). (ABS, 2021). Of those who reported having long term health conditions in Rouse Hill, 'asthma' was the most reported (6.6 percent), followed by 'mental health condition' (6.3 percent) and 'arthritis' (4.5 percent) (Table 5.16). During consultation for the SIA, stakeholders noted existing health challenges in the area with high rates of cancer, particularly breast, melanoma and prostate (Section 4.3). This was not reflected in the health data from the 2021

Census, however, as discussed in Section 5.3.1, this is likely attributed to low cancer screening rates in Western Sydney which contributes to the higher cancer risk in the area.

While the highest reported long-term health conditions in The Hills Shire LGA, Blacktown LGA and Greater Sydney were similar compared to Rouse Hill, there were higher rates of 'asthma' in Blacktown LGA (7.3 percent) and 'arthritis' (6.1 percent) compared to the other study areas.

This is supported by the *Better West Strategic Priorities* (WSLHD, 2021), which identifies rising mental health issues and the need for enhancements in the understanding and management of mental health support amongst young people in The Hills Shire. It was reported that there was limited transport and access to these services in the LGA which may result in increased pressure on services providers in the area (Department of Health, 2023). This was supported during stakeholder interviews and online survey findings, with stakeholders noting there is a need for increased access to mental health services in The Hills Shire LGA (Sections 0 and 0).

Table 5.16 Long term health condition

Long term health condition	Rouse Hill SAL	The Hills Shire LGA	Blacktown LGA	Greater Sydney
Arthritis	4.5%	5.9%	6.1%	6.7%
Asthma	6.6%	6.2%	7.3%	6.8%
Cancer (including remission)	1.8%	2.5%	1.7%	2.4%
Dementia (including Alzheimer's)	0.1%	0.5%	0.5%	0.7%
Diabetes	3.5%	4.3%	6.1%	4.6%
Heart disease	2.1%	3.2%	3.0%	3.4%
Kidney disease	0.6%	0.6%	0.8%	0.8%
Lung condition	0.8%	0.9%	1.2%	1.2%
Mental health condition	6.3%	5.0%	6.0%	6.6%
Stroke	0.4%	0.6%	0.7%	0.7%
Any other long-term health condition(s)(c)	6.9%	7.0%	7.0%	7.4%
No long-term health condition(s)	69.7%	69.3%	65.4%	65.1%
Not stated	6.1%	4.7%	8.0%	7.4%

Source: (ABS, 2021)

5.3.1.2 Hospitalisations

To understand the health context for the WSLHD, HealthStats on hospitalisation data has been analysed for the WSLHD, with average hospitalisations across all LHDs provided as a comparison (Figure 5.8).

As of October 2024, key findings from the data analysis include:

- The leading cause for hospitalisation in 2022-23 across NSW was renal dialysis, with a total of 460,000 hospitalisations or 15 percent of total hospitalisation. The number of residents per 100,00 who have been admitted for dialysis is significantly higher in WSLHD than on average for all LHDs.
- Over the last 20 years, on average, maternal, neonatal and congenital causes of hospitalisation in WSLHD have increased per 100,00 people compared to all LHDs.
- On average, rates of hospitalisations for mental health disorders in WSLHD have been higher on average compared to all LHDs

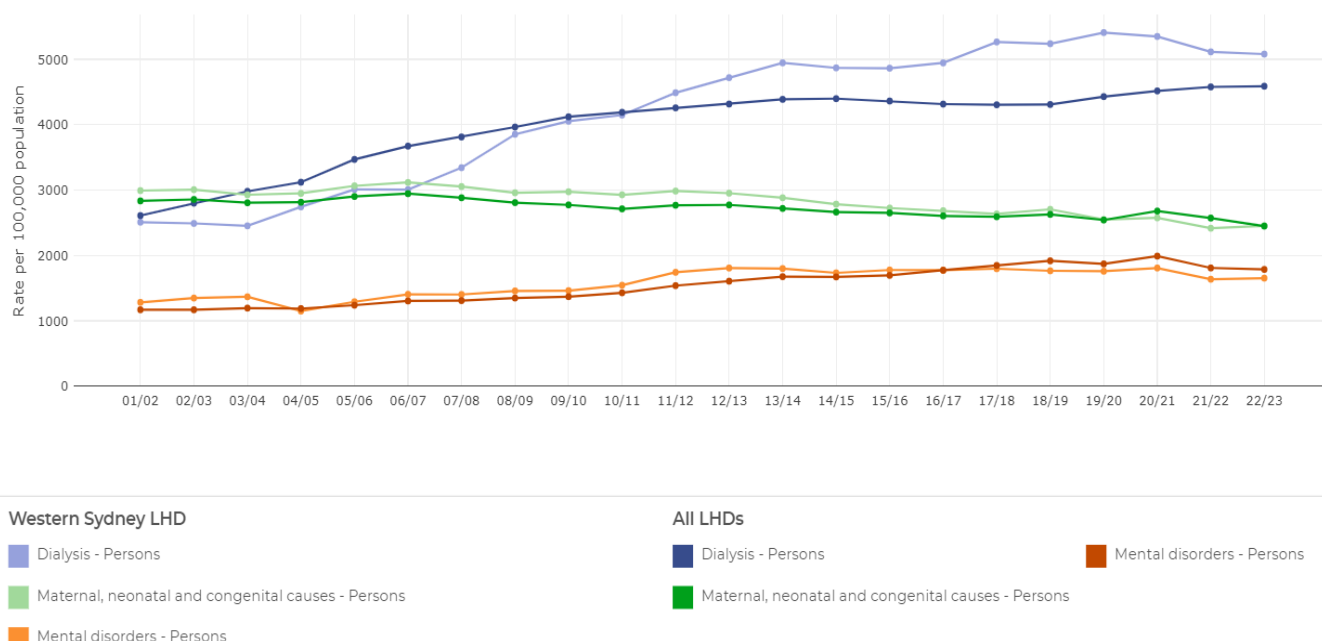


Figure 5.8 Hospitalisations by select category of cause WSLHD and all LHDs.

Source: (NSW Government, 2021a)

5.4 Social infrastructure and services

For the purpose of this SIA, social infrastructure facilities have been identified within a 10-kilometre buffer from RHH. There is an extensive level of social infrastructure facilities currently surrounding the project site which are listed in Appendix C. It is noted that despite the area's inclusion as a strategic centre and health precinct, there is a limited number of specialised health services and aged care facilities in the area.

Health facilities located within 10 kilometres from RHH are summarised below:

- Health - two general medical practices, Norwest Private Hospital, an emergency and urgent care facility, two dental clinics and two podiatric facilities.
- Emergency - NSW Ambulance, Blacktown Police Station, Castle Hill Police Station, Kellyville Fire and Rescue Station and Rouse Hill Rural Fire Brigade.
- Aged care - two residential aged care facilities in the area, however services for at home care and assistance are limited.

During consultation for the SIA, stakeholders noted that aged care facilities are currently lacking in Rouse Hill and across suburbs in The Hills Shire LGA (Section 4.3). Additionally, stakeholders noted that specialised health services including domestic violence services, youth services, mental health services, senior services, drug and substance abuse dependence support groups are lacking across all suburbs in The Hills Shire LGA (Section 4.3). Respondents to the online survey supported this, noting the urgent need for mental health services as well as maternity and allied health child and family care (detailed in Section 5.3.1.1 and Section 4.2).

There are several education facilities including eight government primary schools, three government secondary schools and four independent schools. There are over 14 childcare facilities in the region, including long daycare, preschool and before and after school care facilities held at local schools. It was noted during SIA consultation that there are high costs associated with childcare and significant wait lists for some services (Section 4.3).

There are a number of recreation facilities in close proximity to RHH including over 19 parks and reserves, and five sports complexes including netball courts, skate parks, basketball courts, a swimming pool and sporting fields. There are also six community centres and hubs which offer function rooms, gyms, playgrounds and a local library.

5.5 Key findings

The findings most relevant to this SIA are summarised below:

- The immediate study area and surroundings comprises Windsor Road, Commercial Road, Rouse Hill Town Centre, Rouse Hill Metro Station, surrounding local businesses and low-medium density housing. The existing site is vacant.
- The site is in close proximity to Rouse Hill Town Centre and in a highly car-reliant area (3.3 percent travelled to work by public transport in The Hills Shire, and 67 percent of households have access to two or more motor vehicles). Despite the various public transport options as highlighted in Section 5.2.6, there is a cultural shift required for residents to utilise the public transport network.
- The population of Rouse Hill is characterised as a younger population with a lower median age compared to The Hills Shire LGA, Blacktown LGA and Greater Sydney.
- Rouse Hill is identified as a strategic growth centre and is part of the NWGA. There is significant growth projected for Rouse Hill as well as The Hills Shire LGA and Blacktown LGA. The demand for hospital services is likely to rise as the population increases.
- The population of Rouse Hill increased by 42.5 percent between 2016 and 2021, and is projected to increase by 80 percent by 2041.
- There was a lower culturally and linguistically diverse (CALD) population living in Rouse Hill compared to Blacktown LGA.
- Rouse Hill had a higher labour force participation rate compared to The Hills Shire LGA and Blacktown LGA.
- Health care and social assistance was the top industry of employment in Rouse Hill, The Hills Shire LGA and Blacktown LGA.
- Rouse Hill had a higher proportion of flats, unit and apartments compared to The Hills Shire LGA and Blacktown LGA, which is indicative of the population growth in the suburb and expected future growth as evident in the future population projections.
- The proportion of the population that were considered high income earners was higher in The Hills Shire compared to Blacktown LGA and Greater Sydney.
- Existing residents have a high reliance on private cars to access facilities and infrastructure.
- The acute needs of people in the WSLHD include dialysis and availability of neonatal and material services.
- There is an increased demand for mental health support amongst young people in The Hills Shire.
- Extensive social infrastructure including education facilities, sports and recreation and open spaces and parks are available in the local and regional study area. However, it was noted that there were limited aged care facilities and a lack of specialised health facilities.

6. Social impact assessment

This section assesses the social impacts associated with the construction and operation of the project. The sensitivity and magnitude have been determined in accordance with the methodology outlined in Section 2. The significance rating shown in Section 2.5 has been applied to each social impact based on the outcome of this assessment. The social impacts and opportunities identified and assessed in this report would be managed and mitigated through a range of measures and strategies proposed in this report, and by other relevant mitigation measures proposed in other specialist studies, which are detailed further in Section 7.

6.1 Construction impacts

6.1.1 Property and land use

The project would involve permanent and temporary land use requirements which may result in social impacts that would start to occur in the construction phase and continue through to operation. As detailed in Section 5.1, the site is located on a broader vacant allotment bound by Windsor Road, Caddies Boulevard, Rouse Hill Drive and the North West T-way Bus Terminal (NWT). The project would be located on the northwest extent of the broader site, on approximately 2.2 hectares.

All land use requirements for the proposal would be located on private property, which was compulsorily acquired in 2021 by the NSW Government. The land on the site is currently zoned MU1 Mixed Use under The Hills Local Environmental Plan 2019 and is currently cleared and vacant.

Permanent land uses would include the operation and maintenance of the RHH. Temporary land uses would include the construction compound and laydown areas which would be contained within the site. The change of land use from vacant space to a hospital has the potential to affect the character of the immediate area, which would start to occur during the construction phase and continue through to operation.

Residents of nearby areas in Rouse Hill may be sensitive to changes in the visual landscape, particularly long-term residents who have seen the broader region change from largely farmland to urban development, which may have implications to residents' sense of place (described further in Section 6.1.3).

However, as the site is currently not accessible by the public and not usable, the development of the RHH would activate the space, and allow community to access it, and provide landscaping and walkways to the currently restricted site (described further in Section 6.3.3).

6.1.2 Access and connectivity

6.1.2.1 Construction traffic

Construction traffic would be generated from staff movements, haulage of materials and delivery of machinery and equipment. This would involve additional heavy and light vehicle movements in the local and regional road network.

As detailed in Section 5.1, there are a number of local and state roads in the local and regional study area including:

- Old Windsor Road/Windsor Road
- Schofields Road
- Commercial Road
- Caddies Boulevard

Commercial Road, which is the main access road to the site, also provides access to commercial areas north of Commercial Road, including various retail stores and The Fiddler Hotel.

As reported in the *Traffic and Accessibility Impact Assessment* (Arup, 2025), during early construction work, the RHH project site will be accessed from Windsor Road or Schofields Road via Rouse Hill Drive, Caddies Boulevard, onto Commercial Road.

The *Traffic and Accessibility Impact Assessment* (Arup, 2025) assumes that construction activities would generate up to 60 heavy vehicle movements per day and up to 100 light vehicle movements per day. It is anticipated that up to five heavy construction vehicles would access the site during the AM and PM peak hours. The Main Works Principal Contractor will deploy a traffic management team who would be responsible for managing traffic movements through the access gate and onto Commercial Road. This access will operate as left in /left out only. In addition to heavy construction vehicles, construction workers are expected to generate additional light vehicle movements with 50 inbound trips in the AM peak hour (7:15am to 8:15am) and 50 outbound trips in the PM peak hour (4:15pm to 5:15pm).

Based on 2024 traffic modelling scenarios undertaken in the *Traffic and Accessibility Impact Assessment* (Arup, 2025), intersections at Windsor Road / Commercial Road operate at delays of 25-38 seconds in the AM and PM peak hours, with the intersection at Commercial Road / Caddis Boulevard operating at delays of 66-91 seconds in the AM and PM peak hours. Additionally, the Commercial Road and The Fiddler access currently operates at a delay of 40-50 seconds in the AM and PM peak hours.

As detailed in Section 4.3, during SIA consultation, many stakeholders expressed a range of existing traffic concerns in the immediate and surrounding area, including congestion during peak times, reliance on a private vehicle for daily commutes and to access services, and limited capacity of the existing road network to support growth and future development in the area. Traffic management and parking were the most commonly expressed concerns by stakeholders who participated in the online community survey, and was the top ranked expected social impact expected during construction (Section 4.3 and Appendix A). Respondents were particularly concerned with increased traffic congestion and delays in the local area due to construction activities.

Given the existing traffic conditions including delays at intersections, and existing concerns amongst the community, there is potential that increased light and heavy vehicle movements during construction of the RHH may be perceived to contribute to additional disruptions and delays for people travelling on the surrounding road network. Even with traffic management by the main contractor, there may be delays for people travelling on local roads, which may be perceived to be a result of the project construction activities. Increased time spent travelling may cause delays in accessing retail business and services in the adjacent commercial precinct, as well as potential delays for road users in getting home, to work, or other commitments, particularly during peak periods. This may be inconvenient for some road users and cause frustration. Heavy vehicle movements would be scheduled to non-peak traffic periods where possible and are assumed to occupy the site for less than one hour, which would reduce the number of construction vehicles on the road network (Arup, 2025). Increased construction traffic, particularly the presence of heavy vehicles, may also lead to a perception of decreased road safety for some local communities, road users, and commuters particularly along Commercial Road.

Additionally, there is potential for emergency services to experience increased response times during the construction period, particularly along Schofields Road, Windsor Road and Commercial Road.

6.1.2.2 Parking

Construction activities would result in an increase in parking requirements for construction workers, contractors and other site based personnel. The *Traffic and Accessibility Impact Assessment* (Arup, 2025) identified that construction worker and heavy vehicle parking would be accommodated on-site where possible to minimise impacts on surrounding carparks and local streets. Additionally, given the site's proximity to several public transport options, there is potential for some workers to travel to the site via public transport..

During consultation for this SIA, stakeholders noted there is a lack of onsite parking in the local area, with parking often spilling out onto surrounding streets and creating hazards through blocked driveways, blind spots, and illegal parking (Section 4.3). According to the online survey, respondents ranked 'reduced parking in the immediate and surrounding areas' as the second highest concern during construction, following traffic congestion (Section 4.3 and Appendix A). Although on-site parking would be accommodated where possible, there is potential for local community members to be sensitive to any perceived or actual losses of on-street parking, even if this is not due to the project workforce or construction activities. As parking would be accommodated on site it is not anticipated

that there would be any overflow parking to surrounding local streets or existing car parking areas at Rouse Hill Town Centre or The Fiddler.

6.1.2.3 Public transport

As discussed in Section 5.1, the project site is well connected to the public transport network, serviced by rail (Sydney Metro Northwest station at Rouse Hill) and bus rapid transit (NWT) with the Rouse Hill interchange located 300 metres south of the project site (Arup Australia Advisory & Digital, 2022). As detailed in Section 6.1.2.1, the existing road network currently experiences delays during AM and PM peak periods. During construction, light and heavy vehicle movements may be perceived to contribute to delays in public transportation services, including bus services which travel along Windsor Road, particularly around the bus interchange. Perceived or actual delays may result in frustration for some public transport users.

6.1.2.4 Active transport

Construction activities may result in disruptions to cycle and pedestrian routes when trucks enter the site at Commercial Road. During construction, all demolition and construction truck movements at the site access will be operated under authorised traffic controllers to maintain safety for all pedestrians and cyclists at the site access along Commercial Road.

6.1.3 Changes to local amenity

6.1.3.1 Visual

As detailed in Section 5.1, the site is currently surrounded by other vacant sites, as well as bulky goods and retail buildings. The closest existing residential properties are located on McCombe Avenue which is around 400m northeast of the site.

Residents, road users and community members in Rouse Hill would be able to view construction activities and associated construction equipment and materials from viewpoints along Windsor Road, and surrounding businesses and residences. The presence of construction vehicles and associated construction equipment as well as the potential clearing of grass and groundcover may result in a visual change. However, this change would be short term during construction, and would be viewed in the context of an urban environment, and most community members are expected to adapt to these changes.

6.1.3.2 Noise and vibration

Construction activities may generate noise and vibration, which could lead to reduced amenity for residents, businesses and community members near the project site and along haulage routes. Construction activities would involve the use of noise generating equipment, operation and movement of heavy machinery (such as excavators, rock breakers, piling rig, concrete truck and dump trucks) and construction traffic (JHA Consulting Engineers, 2025). While most of the construction activities are expected to occur during standard work hours, there is potential for some construction activities to occur outside these hours. 'Increased dust, noise or vibration due to construction activities' was one of the top five ranked concerns among respondents to the online SIA survey (Section 4.2 and Appendix A).

The *Noise and Vibration Impact Assessment* (JHA Consulting Engineers, 2025) identified that construction activities during standard work hours are expected to exceed the noise affected guidelines at immediate surroundings including the Mungerie Park Zone Substation, bus interchange, commercial development precinct, Rouse Hill Town Centre, and five residences within 200 metres.

Construction vehicles, particularly heavy vehicles would also result in increased noise for residents located along construction routes. As detailed further in Section 6.1.2, all heavy vehicles are expected to travel along Commercial Road, Richmond Road, Schofields Road, Windsor Road, Rouse Hill Drive and Caddies Boulevard. Additional traffic movements will not result in any noticeable change in traffic noise levels and is expected to meet the guidelines given the existing traffic noise levels on Windsor Road. However, given some of the haulage and access routes are along local roads (including Commercial Road, Richmond Road, Schofields Road, Windsor Road, Rouse Hill Drive and Caddies Boulevard), it is expected that residents along these roads would notice a temporary increase in noise as vehicles travel past the residence.

Increased noise and vibration from construction activities may be a nuisance to some residents in close proximity. During the day, this may lead to individuals changing their behaviours, such as spending more time indoors and closing windows to prevent excess noise. Although nighttime works are likely to be infrequent, they may disturb people's night-time peacefulness, relaxation or sleep which can affect overall quality of life.

Increased noise and vibration may be disruptive to businesses surrounding the site. Users of nearby commercial land uses including employees and customers, particularly businesses in the hospitality industry located at, or in close proximity to the RHH, may be negatively affected by increased noise levels associated with construction as it may reduce local amenity of the area. This may be a disruption for employees, customers and visitors of these services and may deter some community members from accessing these services.

6.1.3.3 Air quality

Construction activities at the RHH project area would potentially create dust which may reduce the local amenity in the surrounding areas and along haulage routes. Dust generated from construction activities may impact air quality on nearby residential areas. Dust mitigation measures will be employed during construction. As mentioned in Section 6.1.3.2, environmental impacts including dust and air quality were one of the top five ranked concerns among online survey respondents.

Vulnerable residents, such as older people, children and people with medical conditions such as asthma, may be more sensitive to dust. Increased dust levels may be disruptive to businesses and be a nuisance for employees and customers at the adjacent commercial precinct and nearby Rouse Hill Town Centre.

6.1.4 Aboriginal cultural values

As discussed in Section 5, the project site is located within the boundaries of the Deerubbin LALC and on the traditional lands of the Dharug people. The proposed new Rouse Hill Hospital is situated on the lower slopes of the Kellyville Ridge, approximately 500 metres west of Caddies Creek. As reported in the ACHA, in the draft SSDA Urbis (Urbis, 2022) previously reported that the project area may have been a travel route from the ridgeline of Kellyville Ridge towards the waterways and wetlands of the Caddies Creek floodplain, though its use is likely to have been transient and limited in intensity (Niche Environment and Heritage, 2025).

The ACHA (Niche Environment and Heritage, 2025) completed a desktop assessment in May 2024 through a search of an Aboriginal Heritage Information Management System (AHIMS) which determined that two previously recorded Aboriginal cultural heritage sites registered on AHIMS are located within the subject area. Both sites will be directly impacted by the proposed early works. Based on the results of the ACHA test excavation conducted in January 2023, these sites have been assessed to have low archaeological significance with both sites containing common features within a modified context.

The ACHA found that mitigation in the form of avoidance of impacts is not considered warranted due to the limited extent of the artefact bearing deposits confirmed during the test excavation program. Management measures are warranted to mitigate the potential impacts on the Aboriginal sites and values that would result from the proposed activities. These are summarised below:

- Continued consultation with RAPs regarding finalisation of the ACHA, participation in the proposed salvage excavation, project updates, determination of the long-term management of recovered artefacts, the provisions of the ACHMP and unexpected finds
- Development of an Aboriginal Cultural Heritage Management Plan which includes agreed protocols for the identification, protection and management of any cultural heritage values discovered during the project.
- Appropriate no-go buffer zones established around the sites prior to commencement of works.
- Unexpected finds and human remains protocols including induction of workers and contractors.
- Cultural awareness training for all workers and contractors.

6.1.5 Economy and employment

Requirements for goods and services for construction of the proposal would lead to direct and indirect procurement and employment opportunities for local and regional businesses and workers. This would make a contribution to the local and regional economy in the short term during the construction period.

During construction, there may be opportunities for local and regional businesses to participate in procurement and employment opportunities. This would benefit local and regional businesses in the area and contribute to the economy in the short term during the construction period.

It is anticipated that the construction of the RHH would require a construction workforce of 1,600 employees for during the main construction works period. It is anticipated that during the peak construction stage, a maximum workforce of up to 100 personnel could be expected on site per day. This may provide increased employment opportunities for residents in the local and regional study area, particularly those skilled in construction, engineering, project management and administration. Construction would lead to increased job and income generation opportunities available to regional residents during the construction period.

There is potential for food and beverage and retail businesses located in close proximity to construction activities, particularly those in Rouse Hill Town Centre, and those opposite the site along Commercial Road, to benefit from incidental spending by construction workers.

The project overall is estimated to generate a direct expenditure of \$910 million, with a portion of this generated during the construction phase. This increased expenditure would support the creation of jobs and therefore lead to additional wages in the NSW economy.

Respondents to the online survey ranked 'increased construction employment and training opportunities for local workers', 'increased patronage of local businesses' and 'increased construction business opportunities for local businesses (through procurement processes)' within the top six potential social benefits and impacts expected during construction (Section 4.2 and Appendix A).

6.2.1 Summary of social impacts – construction

Table 6.1 Summary of social impacts – construction

Social impact	Summary of social impact	Stakeholders affected	SIA Guideline social impact category	Magnitude	Likelihood	Pre mitigation significance	Mitigation measures	Magnitude	Likelihood	Residual significance
Access and connectivity										
Increased travel time as a result of construction activities.	Construction traffic would be generated from staff movements, haulage of materials and delivery of machinery and equipment. This would involve additional heavy and light vehicle movements in the local and regional road network. Given the existing traffic conditions including delays at intersections, and existing concerns amongst the community, there is potential that increased light and heavy vehicle movements during construction of the RHH may be perceived to contribute to additional disruptions and delays for people travelling on the surrounding road network.	Local communities General road users	Accessibility Way of life	Moderate	Possible	Medium Negative	Communication Plan Construction Environmental Management Plan Construction Traffic and Access Management Plan	Minor	Possible	Low Negative
	There is potential for emergency services to experience increased response times at times during the construction period, particularly along Schofields Road, Windsor Road and Commercial Road.	Emergency services in the local and regional study area	Accessibility Way of life	Moderate	Possible	Medium Negative	Communication Plan Construction Traffic and Access Management Plan	Minor	Possible	Low Negative
	Increased time spent travelling may cause delays in accessing retail business and services in the adjacent commercial precinct, particularly at the access point along Commercial Road. This may be inconvenient for employees and patrons of these businesses and cause frustration, however, it is not expected to deter customers.	Local communities Employees and patrons of surrounding local businesses	Accessibility Way of life	Minor	Possible	Low Negative	Communication Plan Construction Traffic and Access Management Plan	Minor	Possible	Low Negative
	Construction traffic may be perceived to contribute to delays for public transportation services, including bus services which travel along Windsor Road, particularly around the bus interchange. This may be inconvenient for some public transport users, which may cause frustration.	Local communities General road users	Accessibility Way of life	Minor	Possible	Low Negative	Communication Plan Construction Traffic and Access Management Plan	Minor	Possible	Low Negative
Changes to active transport access during construction.	Construction activities may result in disruptions to cycle and pedestrian routes when trucks enter the site at Commercial Road and may reduce safety for cyclists and pedestrians utilising the road shoulders or footpaths.	Local communities General road users	Accessibility Way of life	Minor	Possible	Low Negative	Communication Plan Construction Traffic and Access Management Plan	Minor	Possible	Low Negative
Road safety.	Increased construction traffic, particularly the presence of heavy vehicles, may also lead to a perception of decreased road safety for some local communities, road users, and commuters particularly along Commercial Road.	Local communities General road users	Accessibility Way of life	Minor	Possible	Low Negative	Communication Plan Construction Environmental Management Plan Construction Traffic and Access Management Plan	Minor	Possible	Low Negative
Construction vehicle parking.	Construction activities would result in an increase in parking requirements for construction workers, contractors and other site based personnel. Although on-site parking would be accommodated where possible, there is potential for local community members to be sensitive to any perceived or actual losses of on-street parking, even if this is not due to the project workforce or construction activities.	Local communities General road users Businesses nearby the project area	Accessibility Way of life	Minor	Possible	Low Negative	Communication Plan Construction Environmental Management Plan Construction Traffic and Access Management Plan	Minor	Possible	Low Negative
Changes to local amenity										
Increased noise, vibration and dust levels due to construction activities.	The Noise and Vibration Impact Assessment (JHA Consulting Engineers, 2025) identified that construction activities during standard work hours are expected to exceed the noise affected guidelines at immediate surroundings including the Mungerie Park Zone Substation, bus interchange, commercial development precinct, Rouse Hill Town Centre, and five residences within 200 metres. During the daytime, this may lead to individuals changing their behaviours, such as spending more time indoors and closing windows to prevent excess noise and dust. During night-time, any out-of-hours work required would have the potential to disturb people's night-time peacefulness, relaxation or sleep. This can affect some people's moods and quality of life.	Local communities Nearby residential properties	Health and wellbeing Community	Moderate	Possible	Medium Negative	Communication Plan Construction Environmental Management Plan	Minor	Possible	Low Negative

	Increased noise and dust may be disruptive to businesses in close proximity to construction activities, which may include home based businesses close to Commercial Road. While this may cause temporary disturbance to some business owners and employment, this is not expected to deter most customers.	Local communities Businesses nearby the project area	Health and wellbeing Community	Moderate	Possible	Medium Negative	Communication Plan Construction Environmental Management Plan	Minor	Possible	Low Negative
Changes to visual amenity.	Residents near the RHH may be able to view construction activities from their properties. This may lead to some residents reducing use or enjoyment of outdoor areas, including balconies, or reducing time or enjoyment looking out of windows.	Nearby residential properties	Health and wellbeing Community	Moderate	Possible	Medium Negative	Communication Plan Construction Environmental Management Plan	Minor	Possible	Low Negative
Aboriginal cultural values										
Impacts to Aboriginal Cultural Values.	Impacts to cultural heritage sites which have the potential to impact tangible and intangible cultural values. The ACHA determined that two previously recorded Aboriginal cultural heritage sites registered on AHIMS are located within the subject area. Both sites be directly impacted by the proposed early works. Based on the results of the ACHA test excavation conducted in January 2023, these sites have been assessed to have low archaeological significance with both sites containing common features within a modified context.	Local Aboriginal communities	Culture	Minor	Unlikely	Low Negative	Ongoing consultation with Aboriginal Stakeholders Enhancing ongoing work with Connecting with Country design frameworks	Minor	Unlikely	Low Negative
Economy and employment										
Increased opportunities for local businesses to supply goods and services to construction activities.	Direct procurement opportunities for a small number of local and regional businesses, particularly those in the construction industries, may have a positive impact on these businesses and contribute to the local and regional economy, including through indirect job creation. This would also include potential opportunities for Aboriginal businesses.	Businesses in the local and regional study area	Livelihoods	Minor	Possible	Low Positive	Maximising opportunities for local, regional and First Nations employees and businesses	Minor	Likely	Medium Positive
Increased employment opportunities during construction.	Construction would require a peak workforce up to about 1,600 employees for during the main construction works period. The increase in employment opportunities may result in direct employment opportunities for skilled and unskilled workers from the region including roles such as engineers, designers, and labourers.	Skilled and semi-skilled workforce in the local and regional study area.	Livelihoods	Minor	Unlikely	Low Positive	Maximising opportunities for local, regional and First Nations employees and businesses	Minor	Possible	Low Positive
Increased local spend during construction.	Construction workforce may increase patronage and expenditure at some local businesses, particularly those located adjacent to the project area.	Nearby local businesses	Livelihoods	Minor	Possible	Low Positive	Maximising opportunities for local, regional and First Nations employees and businesses	Minor	Likely	Medium Positive
Regional economic benefit.	The project overall is estimated to generate a direct expenditure of \$910 million, with a portion of this generated during construction. This increased expenditure would support the creation of jobs and therefore lead to additional wages in the NSW economy.	The Hills and Blacktown LGAs	Livelihoods	Minor	Possible	Low Positive	Maximising opportunities for local, regional and First Nations employees and businesses	Moderate	Possible	Medium Positive

6.3 Operation

6.3.1 Population and demography

Operation of the RHH is likely to employ a considerable operational workforce required to support the hospital. Due to the nature of the project being employment generating, it is anticipated that the RHH would attract additional people to move to the area to take up employment opportunities. The RHH may also attract people to the broader Rouse Hill area and surrounds due to the improved proximity to public health services. This may be particularly attractive to older residents and young families.

This may result in a permanent change in size and composition of the local community due to new jobs being created. However, given the breadth of existing development and population growth in Rouse Hill and the broader region, any potential population growth associated with new employment opportunities at the RHH are not likely to be noticeable.

Impacts associated with increased demand on social infrastructure and services associated with the increased workforce for the RHH is discussed further in Section 6.3.2.

6.3.2 Community wellbeing and community values

6.3.2.1 Provision of health services

The new RHH will deliver substantial public health services in a growing region. The hospital will improve service levels by improving capacity and allowing for greater integration of services.

As detailed in Section 5.4, the WSLHD is currently serviced by five hospitals across the district. As detailed in Sections 5.2.2.2 and 5.3.1 the population of the WSLHD is expected to increase by 28.2% by 2031. This means, there is demand for additional hospital facilities to accommodate this growth, particularly with ongoing growth in the region. The projected population growth in both Rouse Hill and the broader Hills Shire and surrounds will generate increased demand for health care services. During SIA consultation, stakeholders noted that there are often long wait times at other hospitals in the WSLHD, identifying the need for additional services to meet both current demand and to accommodate the future population growth.

As identified in Section 5.3.1, current health challenges in the region include mental health, diabetes, cancer risk factors (including smoking, alcohol consumption and poor diet) and hospitalisations associated with chronic diseases.

The RHH will include:

- An emergency department and primary access clinic
- Comprehensive birthing services including birthing rooms and a maternity inpatient unit
- Inpatient beds and day surgery services
- Short stay medical assessment services
- Pathology, pharmacy, and medical imaging services
- Outpatient and ambulatory care services including paediatrics and renal dialysis and antenatal and postnatal services
- Virtual care and hospital in the home services
- Prehabilitation, rehabilitation and lifestyle medicine.

The RHH would provide high quality, contemporary health care to the communities across the WSLHD. The RHH will include high quality accessible design features, pedestrian pathways, in close proximity to major public transport nodes and emergency care facilities to provide a whole of community service.

During SIA consultation, stakeholders noted that some health facilities in the area are outdated and old and do not always offer the best patient experience. Stakeholders also noted that the project would be positive for the community due to the provision of a well-developed patient care and multi-disciplinary care. The RHH would service the region as one-stop shop with a focus on providing care close to home with a range of services

available, including rehab services and lifestyle medicine for chronic diseases. Additionally, it was noted that private specialists, GPs, specialist services and private hospitals already in the Rouse Hill area will benefit in the ability to refer patients appropriately and supporting other health networks in the area. During consultation for the SIA, survey respondents noted the expected benefits of the RHH, with the top ranked benefits being increased access to a public hospital and community health services, better health outcomes, and the capacity of a new hospital to service the growing population of the area (Section 4.3 and Appendix A).

Health care workers and hospital support staff will benefit from the RHH in regard to the development of a contemporary, technologically advanced and innovative health care facility. It is likely that the RHH will draw health care workers to the region for employment opportunities at the hospital, this is discussed further in Sections 6.3.1 and 6.3.2.

6.3.2.2 Demand on social infrastructure and services

During operation of the RHH, hospital workers and visitors will require access to social infrastructure, including childcare and open space. Workers may also access community facilities and services located nearby during their breaks or before or after their shifts. This may include facilities such as gyms and public libraries. Survey respondents noted there were concerns regarding increased pressure on existing social infrastructure and services due to increase in health sector workforce to service the RHH (Section 4.2 and Appendix A).

During SIA consultation, it was noted that there are a number of social infrastructure facilities and services that are currently experiencing increasing demand, including:

- Childcare – considerable waitlists and the cost of childcare was noted as a concern amongst stakeholders
- Primary and secondary schools – an increase in student numbers has resulted in challenge to deliver high quality education.

As detailed in Section 5.4, there is a wide range of social infrastructure and services in the area surrounding the project site. While there may be increased demand on social infrastructure and services associated with workers and visitors to the RHH, given the urban nature of Rouse Hill, and the current and future population growth expected in the region, it is expected that service providers would be able to absorb any increase in demand as a result of the project.

6.3.3 Changes to local amenity

6.3.3.1 Visual

Once construction of the project is complete, there would be a change in the visual landscape of the immediate locality from the vacant site to a new multi-storey hospital. As discussed in Section 6.1.3.1, residents of Rouse Hill, particularly long-term residents may be sensitive to the change in land use from vacant land to multi-storey hospital facilities.

The *Visual Impact Assessment* (Architectus, 2025) reports that as the RHH will be the tallest building in the area, it will be visible from a broad range of locations from as far as Centenary Playing fields one kilometre northeast, future development in Blacktown to the west, the ridgeline near Mile End Road to the north and potentially as far as east of Caddies Creek. The most affected viewpoints would be from nearby planned future residential developments immediately east, which have been identified to include residential use and office use, as well as immediately west across Windsor Road (Architectus, 2025).

The Rouse Hill Precinct Plan (The Hills Shire Council, 2023a) calls for Rouse Hill to have a distinct local character and sense of place which draws on the areas rich local history and Garden Shire identity. The plan states that Rouse Hill should strengthen and enhance areas of the public domain and build on the successful design principles and character already evident within the Centre. The RHH will achieve these local character aspirations through a considerate design outcome which would enhance the social well-being of a community by improving both patient outcomes and overall public health.

The RHH considers high quality design outcomes, including Connecting with Country elements, to provide a visually appealing, community focused and sustainable facility which will contribute positively to the visual landscape of the Rouse Hill Town Centre. The provision of open space and high-quality landscaping in the design of the RHH would embed a sense of community to the hospital.

As detailed in the Architectural Design Report (HDR, 2024) there is a considerable evidence base for the connection between the use of arts and a positive impact on health. Utilising the arts in health settings has been proven to reduce the need for pain medications, improve patient, staff and carer experience and facilitate community engagement. A key design objective for the hospital development is the integration of architecture, interior design, wayfinding, landscaping and art.

Overall, the high-quality design of the RHH, including the provision of landscaped areas and green space, would result in an improved urban visual amenity outcome for residents, hospital users and employees. Additionally, as the site is currently vacant and not accessible to the public, the project would considerably improve the usability, connectivity and visual appeal of the site compared to its current use.

6.3.3.2 Noise

Operation of RHH would generate noise which have the potential to impact on existing sensitive receivers. Noise sources associated with the hospital are assumed to include noise due to:

- Building services plant.
- Traffic generated by the development.
- Ambulance sirens during emergency response.

The closest existing residential receivers are approximately 175m south-west of the site on the western side of Windsor Road. These residences are affected by the existing road traffic noise (primarily from Windsor Road).

The *Noise and Vibration Impact Assessment* (JHA Consulting Engineers, 2025) reports that operational noise at the RHH would be generated by operational traffic including ambulance arrivals, general building services and general noise associated with the presence of people on site. Increased traffic along local roads from employees and hospital users accessing the RHH may result in increased traffic noise which may be noticeable for businesses and residents located close to the RHH. Given the location of the site, in an established and growing urban area, it is unlikely that noise generated at the RHH would be noticeable to surrounding land uses.

6.3.4 Economy and employment

The Hills Economic Growth Plan (The Hills Shire Council, 2023) identifies that a key vision for the region is to be a hub for innovation, health, and science industry, while fostering job creation and a strong economy. The plan seeks to reduce the Shire's reliance on population serving industries and focus on value adding industries that create jobs suited to population skills.

The project would contribute to this vision and to the local and regional economy through the wide range of employment opportunities associated with a major health care facility in a growing urban area and through the diversification of industry. Additionally, the development of a large public hospital facility may provide a catalyst for further health-related developments in the immediate area. The RHH will be a technologically advanced and contemporary health care facility and is likely to be viewed as an attractive place for hospital workers and is likely to be a sought-after employment opportunity.

Operation of the RHH is anticipated to generate additional employees. During consultation for this SIA, it was noted that many residents leave the local and regional area to access their place of employment. While this is common for suburban areas, there is a distinct lack of local employment generating industries which would allow residents to live and work in the local area. The RHH would provide a range of local employment opportunities for existing residents and may encourage new residents to relocate to the area.

It is understood that there would be opportunity for a number of ground floor retail tenancies within the RHH. This would provide opportunity for the establishment of businesses within the hospital.

During operation, existing local businesses, including nearby food and drink outlets at Rouse Hill Town Centre and across Commercial Road may benefit from increased patronage as a result of both hospital workers spending their wages, patients and visitors to the RHH.

6.3.5 Access and connectivity

6.3.5.1 Trip generation

During operation, the *Traffic and Parking Assessment Report* identified that the RHH would generate 5,924 vehicle trips per day. This would result in 233 vehicle trips (consisting of 104 staff, and 129 patient and visitor trips) in the AM peak and 327 vehicle trips (consisting of 101 staff, and 226 patient and visitor trips) in PM peak. Traffic generated by the RHH would include hospital workers, emergency vehicles and visitors. The *Traffic Impact Assessment* (Arup, 2025) reported that drop-off areas would be located on the northern side of the hospital building and would be sized to accommodate up to seven vehicles at any one time. Additionally, a multi-storey car park with 659 parking spaces is proposed at the north-western part of the site.

During SIA consultation, many stakeholders noted a range of existing traffic concerns in the immediate and surrounding area, including congestion during peak times, reliance on a private vehicle for daily commutes and to access services, and limited capacity of the existing road network to support current growth and development in the area. Stakeholders raised a number of concerns around traffic generation associated with the operation of the RHH, particularly in relation to key arterial roads which currently experience high volumes of traffic. The intersection at Windsor Road and Commercial Road is perceived to have high levels of congestion. Stakeholders were concerned with emergency vehicles using this intersection during peak times.

Traffic modelling found that by 2029, the assessed intersections (intersection surrounding the project site from Commercial Road) are generally able to accommodate additional traffic generated by the proposed development, apart from the Commercial Road / The Fiddler intersection which currently operates poorly and is expected to worsen because of background traffic growth on Commercial Road, even without the RHH development.

During SIA consultation, stakeholders noted existing frustrations with traffic in the local and regional area, noting existing travel time delays within the road network during AM and PM peak hours. Residents in the local and regional study area are likely to be sensitive to traffic generating development given current stress and frustration associated with traffic during peak times. Increased time spent travelling may cause delays in getting home, to work, or other commitments. This may be inconvenient for some road users and cause frustration.

Vehicle access to the site will be along a newly constructed road running within the site via the upgraded Commercial Road / Main Hospital Road intersection. Emergency vehicles will follow a similar path to servicing and logistics vehicles, accessing the site via a dedicated access off Commercial Road.

6.3.5.2 Active transport

The proposed RHH site can be accessed by pedestrians from the northern, eastern, and southern perimeters. Pedestrian and shared path amenities and footpaths would be provided throughout the site and along the pedestrian corridors. Given the proximity to the Metro Station, Rouse Hill interchange and Rouse Hill Town Centre, it can be expected that there will be a pedestrian and active transport demand from the south.

Residents in the local and regional study area are likely to benefit from improved pedestrian connectivity to and around the site, particularly given that the site is currently not accessible by the public.

6.3.5.3 Parking

The Proposal includes a multi-storey car park with 659 spaces. It is anticipated that hospital staff, patients and visitors would use the car parking facilities on site during their visit. However, if hospital staff, patients and visitors opt to use surrounding street parking instead, this may place existing pressure on parking availability in the local area.

6.3.5.4 Site activation

The project site is currently vacant and access restricted. During operation of the RHH, this site would be activated through the development of a 24/7 operational facility, improved access and connectivity through pedestrian walkways around and through the site, lighting improvements and through the architectural design of the building. This may result in improved connectivity through the local area and perceptions of safety in the local area and may result in an improved sense of place for local residents.

6.3.5.5 Housing and accommodation

During operation of the RHH, there would be additional employment opportunities generated. While some of these roles would be filled locally, it is anticipated that some people may relocate to the local and regional study area to obtain employment at the hospital.

For those unable to access or are ineligible for health worker accommodation, workers may choose to enter the private rental market which may have a flow on effect to the supply of rental accommodation in the local and regional study area. 'Increased demand for housing and accommodation for health sector employees' was ranked in the top four potential social impacts expected during operation (Section 4.2 and Appendix A).

As identified in Section 5.2.5.2, in 2024 the rental vacancy rate in Rouse Hill was 2.1 percent, declining from 8.3 percent in 2019 (SQM Research, 2024). The declining vacancy rate over the past five years may be attributed to recent population growth and the identification of Rouse Hill as a strategic centre. While it is expected that as the Rouse Hill locality grows, additional dwellings will be developed which will increase supply, an increased presence of workers may increase demand on affordable rental housing as hospital workers may have higher incomes than local residents.

6.3.6 Aboriginal cultural values

As discussed in Section 5.1, the project is located on Dharug Country. The Government Architect NSW Connecting with Country framework (Government Architect, 2023) provides a framework for project teams in designing large scale community infrastructure. A key component of designing with Country involves interpreting cultural narratives and understanding Country, having conversations with Aboriginal community about the history, needs and purpose of a place. Design elements include incorporating harmony between the natural landscape and the built environment, in-between spaces, indirect connections and spaces that are welcoming, accessible and culturally safe.

These components have been identified by HI along with several opportunities to incorporate Aboriginal cultural values and Connecting with Country design frameworks to the RHH, through storytelling, artwork, mural, signage and landscape design. Participating in social initiatives and engagement with Traditional Custodians to support Connecting with Country design elements and frameworks would result in an overall positive sentiment towards the project, and lead to increased trust in the process.

Through incorporating design elements of the Connecting with Country framework, the project would enhance understanding of the Traditional Custodians of the area, the Dharug People and their culture, supporting overall education, recognition and celebration of Aboriginal cultural values, in addition to positive design outcomes. Currently, HI have participated in a range of activities to incorporate Connecting with Country design components.

6.3.7 Summary of social impacts – operation

Table 6.2 Summary of social impacts – operation

Social impact	Summary of social impact	Stakeholders affected	SIA Guideline social impact category	Magnitude	Likelihood	Pre mitigation significance	Mitigation measures	Magnitude	Likelihood	Residual significance
Population and demography										
Increased population due to employment requirements of the RHH.	Operation of the RHH is likely to employ additional employees, given considerable operational workforce required to support the hospital. Due to the nature of the project being an employment generating industry, it is anticipated that the RHH would attract additional people to move to the area to take up employment opportunities. This may result in a permanent change in size and composition of the local community due to new jobs being created. However, given the breadth of existing development and population growth in Rouse Hill and the broader region, it is unlikely that population growth associated with new employment opportunities at the RHH would be noticeable.	Local and regional community	Way of life	Minor	Likely	Medium Neutral	Not required	Minor	Likely	Medium Neutral
Community wellbeing and community values										
Provision of high-quality health services.	The new RHH will deliver substantial public health services in a growing region. The hospital will improve service levels by improving capacity and allowing for greater integration of services. The projected population growth in both Rouse Hill and the broader Hills Shire and surrounds will generate increased demand for health care services. The RHH would provide high quality, contemporary health care to the communities across the WSLHD. The RHH will include high quality accessible design features, pedestrian pathways, in close proximity to major public transport nodes and emergency care facilities to provide a whole of community service.	Local and regional community	Way of life Accessibility Health and wellbeing	Major	Likely	High Positive	Ongoing stakeholder engagement	Major	Likely	High Positive
Demand on social infrastructure and services.	During operation of the RHH, hospital workers and visitors will require access to social infrastructure, including childcare and open space. Workers may also access community facilities and services located nearby during their breaks or before or after their shifts. This may include facilities such as gyms and public libraries. While there may be increased demand on social infrastructure and services associated with workers and visitors to the RHH, given the urban nature of Rouse Hill, and the current and future population growth expected in the region, it is expected that service providers would be able to absorb any increase in demand as a result of the project.	Local and regional community	Way of life Accessibility	Minor	Possible	Low Neutral	Ongoing stakeholder engagement	Minor	Possible	Low Neutral
Changes to local amenity										
Changes to visual amenity.	Once construction of the project is complete, there would be a change in the visual landscape of the immediate locality from the vacant site to a new multi-storey hospital. The <i>Visual Impact Assessment</i> (Architectus, 2025) reports that as the RHH will be the tallest building in the area, it will be visible from a broad range of locations. The RHH considers high quality design outcomes, including Connecting with Country elements, to provide a visually appealing, community focused and sustainable facility which will contribute positively to the visual landscape of the Rouse Hill Town Centre. Overall, the high-quality design of the RHH, including the provision of landscaped areas and green space, would result in an improved urban visual amenity outcome for residents, hospital users and employees.	Local and regional community Nearby community facilities Local businesses Nearby residents	Surroundings	Minor	Likely	Medium Positive	Ongoing stakeholder engagement	Minor	Likely	Medium Positive
Increased noise during operation.	Operation of RHH would generate noise which have the potential to impact on existing sensitive receivers. The Noise and Vibration Impact Assessment (JHA Consulting Engineers, 2025) reports that operational noise at the RHH would be generated by operational traffic including ambulance arrivals,	Local and regional community	Surroundings	Minor	Likely	Medium Negative	Ongoing stakeholder engagement Complaints management procedures	Minor	Likely	Medium Negative

Social impact	Summary of social impact	Stakeholders affected	SIA Guideline social impact category	Magnitude	Likelihood	Pre mitigation significance	Mitigation measures	Magnitude	Likelihood	Residual significance
	general building services and general noise associated with the presence of people on site. Increased traffic along local roads from employees and hospital users accessing the RHH may result in increased traffic noise which may be noticeable for businesses and residents located close to the RHH. Given the location of the site, in an established and growing urban area, it is unlikely that noise generated at the RHH would be noticeable to surrounding land uses.	Nearby community facilities Local businesses Nearby residents								
Economy and employment										
Regional economic benefit.	The Hills Economic Growth Plan (The Hills Shire Council, 2023) identifies that a key vision for the region is to be a hub for innovation, health, and science industry, while fostering job creation and a strong economy. The project would contribute to this vision and to the local and regional economy through the wide range of employment opportunities associated with a major health care facility in a growing urban area and through the diversification of industry. Additionally, the development of a large public hospital facility may provide a catalyst for further health-related developments in the immediate area.	Local and regional community Local businesses	Livelihoods	Minor	Likely	Medium Positive	Ongoing stakeholder engagement Maximising opportunities for local, regional and First Nations employees and businesses	Moderate	Likely	High Positive
Employment opportunities.	Operation of the RHH will support an additional workforce. consultation for this SIA, it was noted that many residents leave the local and regional area to access their place of employment. While this is common for suburban areas, there is a distinct lack of local employment generating industries which would allow residents to live and work in the local area. The RHH would provide a range of local employment opportunities for existing residents and may encourage new residents to relocate to the area.	Local and regional community	Livelihoods	Minor	Likely	Medium Positive	Maximising opportunities for local, regional and First Nations employees and businesses	Moderate	Likely	High Positive
Opportunity for retail businesses to be established.	It is understood that there would be opportunity for a number of ground floor retail tenancies within the RHH. This would provide opportunity for the establishment of businesses within the hospital.	Local businesses	Livelihoods	Minor	Likely	Medium Positive	No additional mitigation required	Minor	Likely	Medium Positive
Increased local spend.	During operation, existing local businesses, including nearby food and drink outlets at Rouse Hill Town Centre and across Commercial Road may benefit from increased patronage as a result of both hospital workers spending their wages, patients and visitors to the RHH	Local businesses	Livelihoods	Minor	Likely	Medium Positive	Ongoing stakeholder engagement	Minor	Likely	Medium Positive
Access and connectivity										
Increased traffic due to staff movements, visitors and patients accessing the RHH.	During operation, the <i>Traffic and Parking Assessment Report</i> identified that the RHH would generate 5,924 vehicle trips per day. This would result in 233 vehicle trips (consisting of 104 staff, and 129 patient and visitor trips) in the AM peak and 327 vehicle trips (consisting of 101 staff, and 226 patient and visitor trips) in PM peak. Traffic modelling found that by 2029, the assessed intersections (intersection surrounding the project site from Commercial Road) are generally able to accommodate additional traffic generated by the Proposal, apart from the Commercial Road / The Fiddler intersection which currently operates poorly and is expected to worsen because of background traffic growth on Commercial Road, even without the RHH development.	Local and regional community Road users Hospital staff, patients and visitors	Accessibility Way of life	Moderate	Likely	High Negative	Ongoing stakeholder engagement Green Travel Plan	Minor	Likely	Medium Negative
Improvements to pedestrian facilities.	The proposed RHH site can be accessed by pedestrians from the northern, eastern, and southern perimeters. Pedestrian and shared path amenities and footpaths would be provided throughout the site and along the pedestrian corridors. Given the proximity to the Metro Station, Rouse Hill interchange and Rouse Hill Town Centre, it can be expected that there will be a pedestrian and active transport demand from the south. Residents in the local and regional study area are likely to benefit from improved pedestrian connectivity to and around the site, particularly given that the site is currently not accessible by the public.	Local and regional community Road users Hospital staff, patients and visitors	Accessibility Way of life	Minor	Likely	Medium Positive	Ongoing stakeholder engagement Green Travel Plan	Minor	Likely	Medium Positive

Social impact	Summary of social impact	Stakeholders affected	SIA Guideline social impact category	Magnitude	Likelihood	Pre mitigation significance	Mitigation measures	Magnitude	Likelihood	Residual significance
Potential increase in overflow street parking demand during operation.	The Proposal includes a multi-storey car park with 659 spaces. It is anticipated that hospital staff, patients and visitors would use the care parking facilities on site during their visit. However, if hospital staff, patients and visitors opt to use surrounding street parking instead, this may place existing pressure on parking availability in the local area.	Local and regional community Road users Hospital staff, patients and visitors	Accessibility Way of life	Minor	Likely	Medium Negative	Ongoing stakeholder engagement Green Travel Plan	Minor	Possible	Low Negative
Improved connectivity and activation of the site.	The project site is currently vacant and access restricted. During operation of the RHH, this site would be activated through the development of a 24/7 operational facility, improved access and connectivity through pedestrian walkways around and through the site, lighting improvements and through the architectural design of the building. This may result in improved perceptions of safety in the local area and may result in an improved sense of place for local residents.	Local and regional community Road users Hospital staff, patients and visitors	Accessibility Way of life Community	Minor	Likely	Medium Positive	Ongoing stakeholder engagement	Minor	Likely	Medium Positive
Housing and accommodation										
Increased demand on housing and accommodation due to operational workforce requirements.	During operation of the RHH, there would be additional employment opportunities generated. While some of these roles would be filled locally, it is anticipated that some people may relocate to the local and regional study area to obtain employment at the hospital. For those unable to access or are ineligible for health worker accommodation, workers may choose to enter the private rental market which may have a flow on effect to the supply of rental accommodation in the local and regional study area. While it is expected that as the Rouse Hill locality grows, additional dwellings will be developed which will increase supply, an increased presence of workers may increase demand on affordable rental housing as hospital workers may have higher incomes than local residents.	Local and regional community	Way of life	Moderate	Possible	Medium Negative	Maximising opportunities for local, regional and First Nations employees and businesses	Minor	Possible	Low Negative
Aboriginal cultural values										
Connecting with Country design elements	The Government Architect NSW Connecting with Country framework (Government Architect, 2023) provides a framework for project teams in designing large scale community infrastructure. Through incorporating design elements of the Connecting with Country framework, the project would enhance understanding of the Traditional Custodians of the area, the Dharug People and their culture, supporting overall education, recognition and celebration of Aboriginal cultural values, in addition to positive design outcomes. Currently, HI have participated in a range of activities to incorporate Connecting with Country design components.	Aboriginal community	Culture Community	Moderate	Likely	High Positive	Enhancing ongoing work with Connecting with Country design frameworks	Moderate	Likely	High Positive

6.4 Cumulative

This section presents a summary of the potential cumulative social impacts and benefits that may result from the project and other key projects in the social locality. There is potential for the project to overlap or occur concurrently with other projects in the social locality.

As outlined in the EIS, a search of the DPHI major projects registered 14 other nearby local development applications and state significant development applications in close proximity to the project site in The Hills LGA. Projects identified are detailed in Table 6.3 below:

Table 6.3 Other projects in the study area, as of September 2025

Project	Description	Current status
Planning Proposals		
Rouse Hill Strategic Centre Northern Precinct (2/2025/PLP)	Increase to maximum building height (87 metres), introduce incentive floor space ratio and local provisions to facilitate high-density mixed-use development with 1,500 dwellings and 60,000 square metres of employment floor space.	Lodged in August 2024. Currently under Evaluation.
Local Development Applications		
Precinct Plan DA for the Northern Precinct and Interface Area, within the Rouse Hill Regional Centre (354/2013/HB)	The Precinct Plan for the Northern Precinct and Interface Area within the Rouse Hill Regional Centre (RHRC) is an emerging master planned community comprising a mixed use Major Centre incorporating a combination of retail, commercial, residential, open space, community and learning activities. Provides for the distribution and mix of land uses, building heights, car parking, public domain, and various other detailed aspects of the development.	Approved December 2014
1604/2004/HB/B	Masterplan for the Rouse Hill Regional Centre which sets the framework for all future development within the Rouse Hill Region Centre. The Masterplan DA sought a staged development consent. The Masterplan DA was a "Level 1 DA", each Precinct Plan is a "Level 2 DA" and approvals for building and other works and subdivision are sought through "Level 3 DAs". The Masterplan DA, sets over-arching principles which allow subsequent Level 2 Precinct Plans to evolve in response to changing demands and trends.	Approved March 2004 Last modified October 2023
499/2025/HC	Demolition of existing structures and construction of a multi dwelling housing development containing 21 townhouses and a swimming pool.	Evaluation
1225/2023/JP	Stage 2 - DA (Master Plan) for the Rouse Hill Northern Residential Precinct. Approval for the subdivision, building envelopes for approximately 400 apartments in buildings up to 6 storeys high, maximum yield, and concept plan for the public domain..	Approved i October 2024
1837/2022/JP/E	Rouse Hill Town Centre expansion and apartment building development	Approved November 2023 Last modified July 2025
1581/2005/HB/D	Section 4.55(2) Modification to the Approved Town Centre Core Precinct Plan.	Approved July 2005 Last modified February 2022
270/2021/JP	Staged construction of four residential flat buildings containing 330 units and shop premises.	Approved September 2022 Last modified November 2024
State Significant Development Applications		
Rouse Hill Hospital Stage 1 Early works	A Concept SSDA and Stage 1 Early Works for the new RHH, lodged in October 2022. The NSW Government confirmed in the NSW State Budget (September 2023) an increase in capital funding for RHH from \$300 million to \$700 million. This application was withdrawn and a new SSDA was made to reflect the uplift in project budget and scope.	Withdrawn

Project	Description	Current status
Rouse Hill Private Hospital (SSD-55327958)	Construction of a hospital comprising of two buildings that sit on two common basement levels.	EIS being prepared
Commercial Road Private Hospital (SSD-60830206)	The proposed development is for a private hospital and medical suites known as Commercial Road Private Hospital.	EIS being prepared
Tempus Street Rouse Hill Mixed Use BTR Development (SSD-76190964)	Construction of a 23-storey mixed use build-to-rent (BTR) development comprising ground floor retail, commercial premises and co-working space, medical centre, 40x serviced, 122 x co-living and 217 x BTR apartments and basement car park.	Exhibition

From a social perspective, if construction for the projects listed above occur at similar times, particularly those located in close proximity to the project site, the key cumulative impacts that may occur are summarised below:

- Competition for skilled labour during construction of projects, which could result in more roles being filled by non-residents.
- Increased traffic and changes in the local study area during construction which could increase disruptions and delays, however this is expected to be short term.
- Combined amenity impacts (noise, vibration, air quality) during construction, which may disturb day-to-day activities for nearby residents and community members which may affect their daily routines and quality of life.

As the location of the project is situated in a strategic growth area, in close proximity to businesses, residences and public transportation, there may be cumulative amenity impacts that affect residents in the local study area. The location of the project also increases the likelihood that construction of the project would contribute to construction fatigue for local communities.

7. Social impact mitigation and management measures

The social impacts and opportunities identified and assessed in this report would be managed and mitigated through a range of measures and strategies proposed in this report, and by other relevant mitigation measures proposed in other specialist studies such as:

- Traffic and accessibility impact assessment
- Noise and vibration impact assessment
- Aboriginal cultural heritage assessment
- Landscape and Visual Impact Assessment

Table 7.1 identifies the mitigation measures identified in response to the potential social impacts that may result from construction and operation of the project. Social impacts experienced during the project are both negative and positive, and experienced by stakeholders differently. Social impacts would be monitored on an ongoing basis by implementation of a complaints mechanism and continued stakeholder and community engagement. The management strategies are therefore largely focused on the construction period, but are adaptive and would be reviewed and updated as required in response to community and stakeholder feedback.

While the overall responsibility for development, implementation and monitoring of the social impact management strategies will remain with HI, some responsibilities will be devolved to the primary construction contractor and will become part of the contractor's terms and conditions of engagement.

Table 7.1 SIA proposed mitigation measures

Mitigation measure	Description
Ongoing community and stakeholder engagement	HI will continue to consult with the community until completion of the project. This will include approaches to: – Consult with local residents, nearby businesses, road users and community members in close proximity to the project to notify them about project design, construction activities and timing of construction works. – Communicate information about potential access changes and delays, including targeted information to affected local stakeholders (e.g. businesses in Rouse Hill Town Centre, emergency service providers, The Fiddler, and commercial hub, affected residents and other community and recreation facilities). – Engagement activities with the community and key user groups to provide their input into the detailed design of RHH – Share information about the project with other key stakeholders (e.g. Hills Shire Council, Transport for NSW) to assist with managing cumulative impacts on local communities.
Communication Plan	A Communication Plan (CP) will be prepared and implemented as part of the Construction Environmental Management Plan (CEMP) to help provide timely and accurate information to the community during construction. The CP will include (as a minimum): – Mechanisms to provide details and timing of proposed activities to affected stakeholders, including changed traffic and access conditions – Toll free number and email address for enquiries and complaints – How the project webpage will be maintained for the duration of the proposal – A complaints handling procedure – Consultation activities to be carried out
Maximising opportunities for local, regional and First Nations employees and businesses	HI will maximise the participation of local and regional businesses and First Nations businesses in the project, such as: – Preferential local and First Nation participation inclusions of tender documents which outline the sub-contracting and local employment goals that construction contractors would need to deliver – Promotion of supply and employment opportunities through local industry channels and employment organisations

Mitigation measure	Description
	– Investigation of partnerships with local educational institutions and universities to support local residents to fill jobs during operation
Enhancing ongoing work with Connecting with Country design frameworks	HI will continue to explore opportunities to incorporate Aboriginal cultural values and Connecting with Country design frameworks to the project, through storytelling, artwork, mural, signage and landscape design. Ongoing participation in social initiatives and engagement with Traditional Custodians and RAPs would enhance understanding of the area, the Dharug People and their culture, supporting education, recognition and celebration of Aboriginal cultural values, in addition to positive design outcomes of RHH.

8. Conclusion

The SIA has assessed the potential social benefits and impacts resulting from the construction and operation of the proposed RHH and provides a set of proposed mitigation and enhancement measures. The report satisfies the social impact assessment requirements as identified in the SEARs for the project and has been prepared in accordance with the requirements of the Social Impact Assessment Guideline for State Significant Projects (DPHI, 2023).

Construction of the RHH has the potential to result in social benefits including:

- Direct and indirect procurement opportunities for local and regional businesses
- Potential employment opportunities for workers in the local and regional area
- Increased patronage and expenditure at some local and regional businesses, particularly food and beverage businesses in Rouse Hill.

However, construction activities are also expected to result in minor potential social impacts, outlined below:

- Increase in traffic volumes due to construction vehicles, which may be perceived to contribute to delays and disruptions, and reduced road safety.
- Reduced amenity including noise, vibration, dust and visual changes due to construction activities, which may be noticeable to local residents and surrounding businesses.

Operation of the RHH has the potential to result in a range of potential social benefits, summarised below:

- Provision of high quality, contemporary and accessible health care to the communities across the WSLHD.
- Improved urban visual amenity for residents, hospital users and employees due to high-quality design of the RHH, including the provision of landscaped areas and green space, and cultural design elements.
- High quality accessible design features, pedestrian pathways, in close proximity to major public transport nodes and emergency care facilities to provide a whole of community service.
- Operation of the RHH is likely to employ additional employees, given a considerable operational workforce will be required to support the hospital. Due to the nature of the project being an employment generating industry, it is anticipated that the RHH would attract additional people to move to the area to take up employment opportunities.

Operation of the RHH may also result in social impacts, summarised below:

- changes to local amenity due to hospital operations, including noise and generation of traffic due to employee, visitor, patient and ambulance movements.
- increased pressure on the housing market as operational workforce requirements may result in people relocating to the local and regional area.

Most social impacts that occur during construction of the project are temporary in nature and are expected to be minimised by the recommended mitigation measures proposed in other EIS technical papers. In addition, ongoing consultation and communication with key stakeholders and local communities will support the management and mitigation of identified social impacts.

Measures identified to enhance social benefits include:

- Maximise opportunities for participation of local, regional and First Nations employees and businesses in construction and operation of the project
- Continue to explore opportunities for connecting with Country through the project design.

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Appendix A

Community survey data analysis

Community Survey Data Analysis

Question 1: What is your gender?

Figure A1.1 provides the breakdown of gender distribution of survey respondents. Of the 572 respondents surveyed, 63.3%, or 362 respondents identified as Female, compared to 35.7% or 204 respondents who identified as Male. A small proportion of respondents (0.9% or five respondents) preferred not to state their gender, and one respondent (0.2%) identified as non-binary.

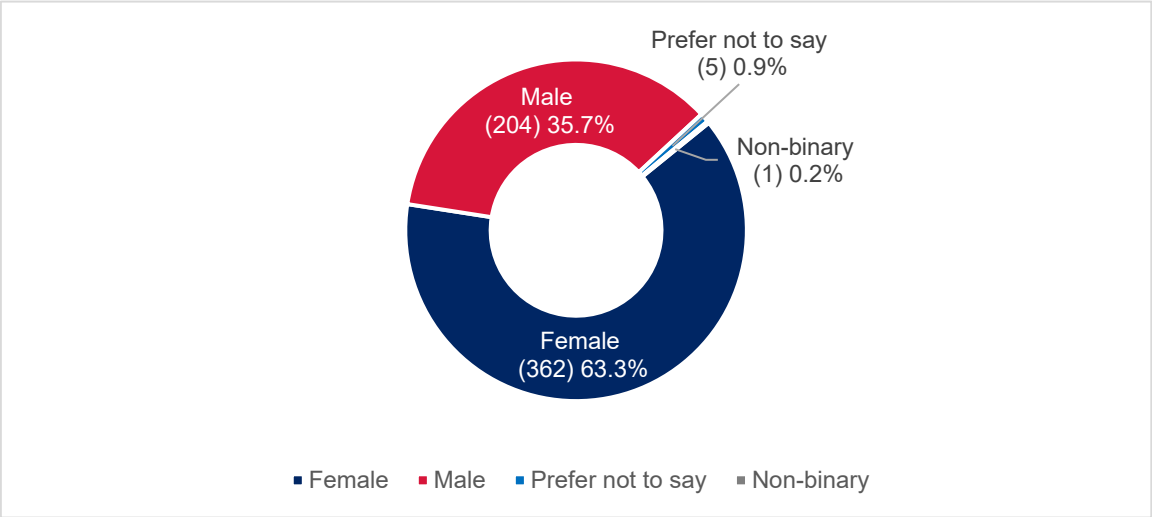


Figure A1.1 What is your gender?

Question 2: What is your age group?

Figure A1.2 shows the age group breakdown for survey respondents. A high proportion of survey respondents were between the ages of 35-54, accounting for 62.2% of total survey participants.

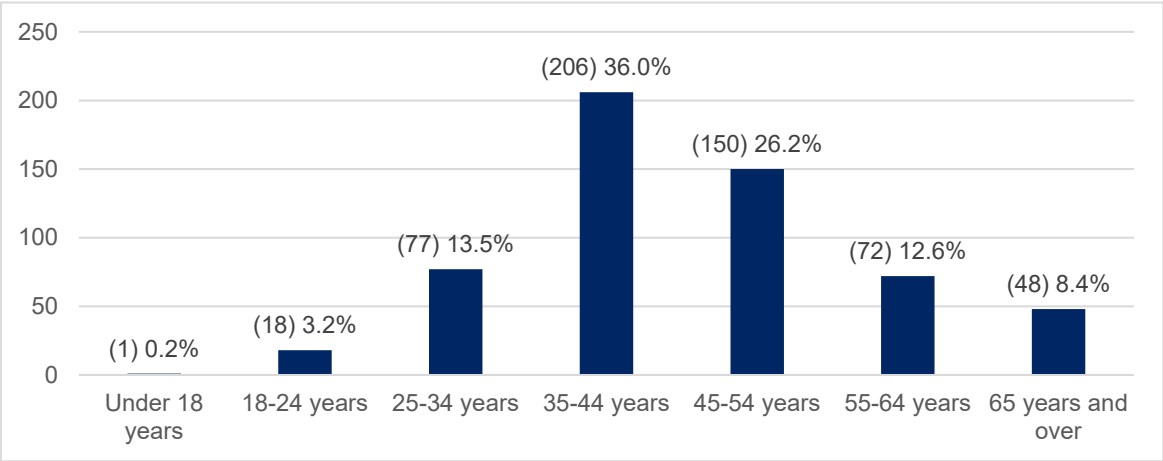


Figure A1.2 What is your age group?

Question 3: Do you live in Rouse Hill or surrounding areas?

The following question aimed to gain insight into whether respondents were local residents. A 'local resident' was defined as someone who lives in Rouse Hill or the surrounding suburbs e.g. Riverstone, Stanhope Gardens, Schofields, Acacia Gardens, Beaumont Hills, Kellyville, North Kellyville, Tallawong, Box Hill or The Ponds. Over 90% or 525 respondents were considered local residents and were directed to the next question to provide their postcode (Figure A1.3).

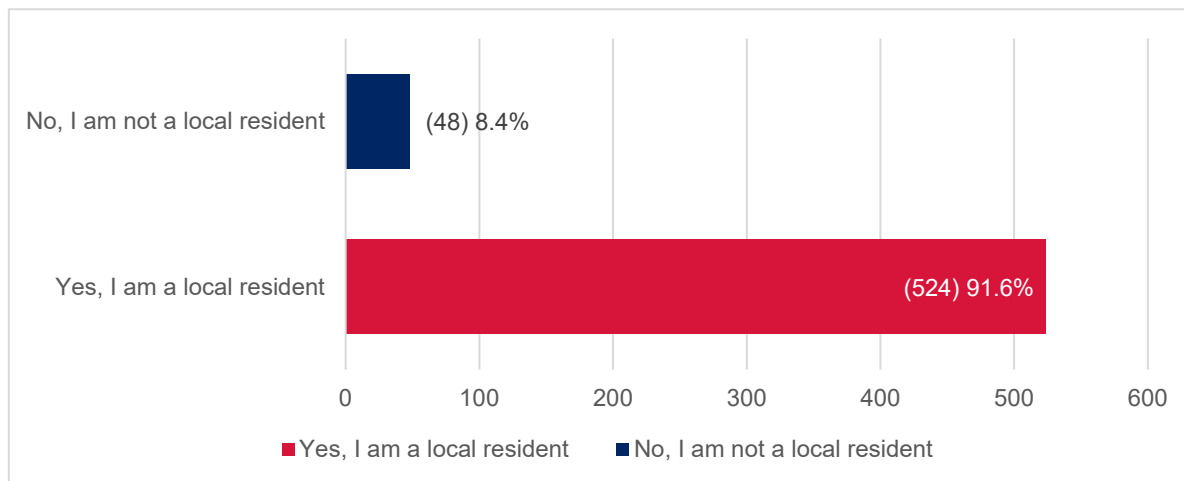


Figure A1.3 Do you live in Rouse Hill or surrounding areas?

Question 4: If yes, please provide your postcode

The 524 respondents who answered that they were local residents in the previous question were asked to provide their postcode. Figure A1.4 shows the distribution of local residents by postcode with a high proportion of survey respondents (262 or 50.0% of the 524 local residents) located within the 2155 postcode which encompasses the areas of Rouse Hill, Kellyville and Beaumont Hills. This was followed by 134 respondents, or 25.6% of local residents of the survey from the 2765 postcode, or Box Hill and Riverstone areas. A smaller proportion of local resident survey respondents were from the 2762, 2763, 2769 and 2768 postcodes, representing Schofields, Acacia Gardens, The Ponds and Stanhope Gardens.

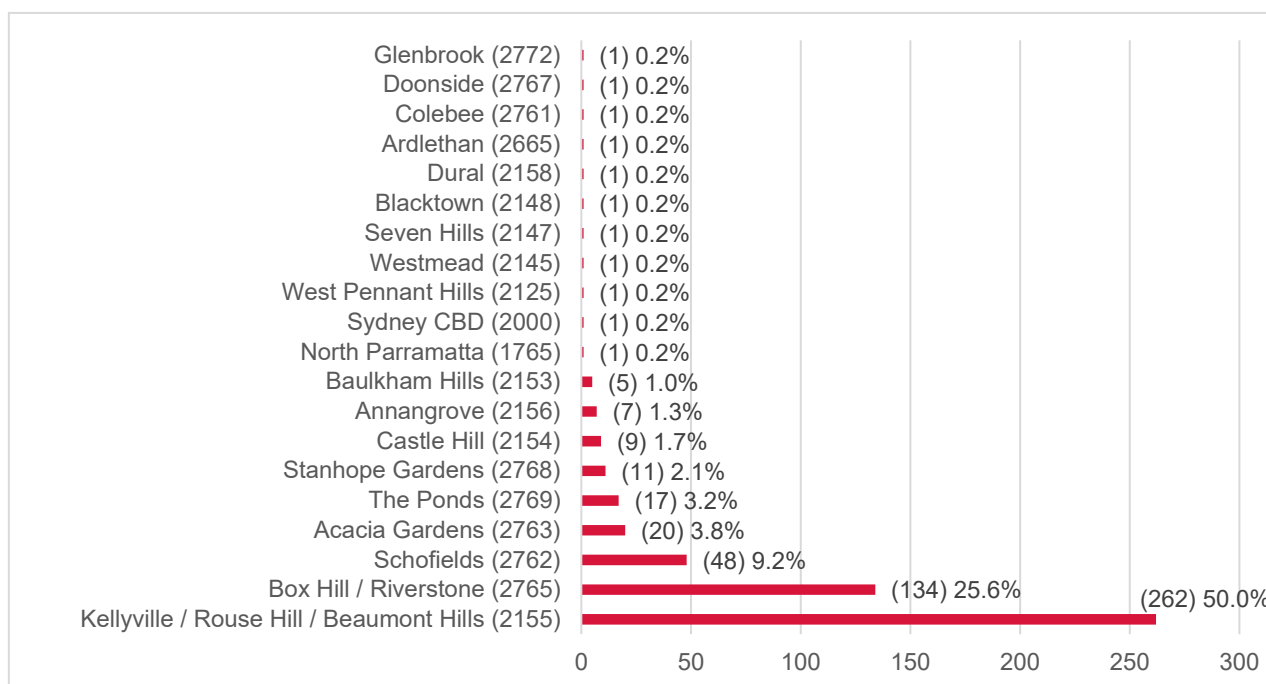


Figure A1.4 If yes, please provide your postcode

Question 5: Please select which best represents you:

Around three quarters of survey respondents were best represented as 'local residents' (73.8% or 422 people). Figure A1.5 shows the distribution of survey responses with the second highest choice being 'a staff member of another health care or social assistance service' (12.4% or 71 survey respondents), followed by 'a staff member of the Western Sydney Local Health District' (9.8% or 56 respondents).

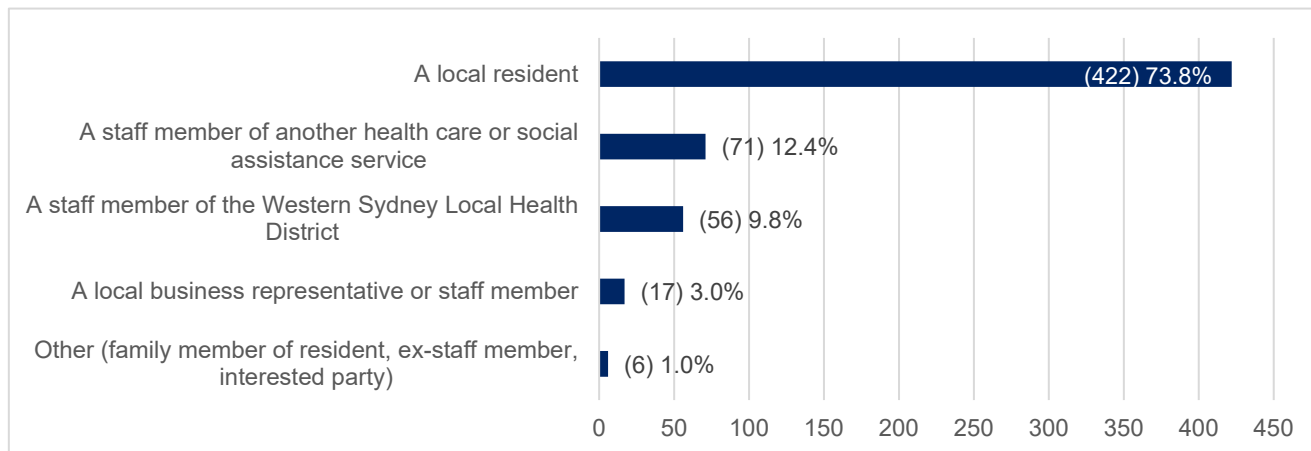


Figure A1.5 Please select which best represents you

Question 6: Have you previously heard of the new Rouse Hill Hospital project?

According to the survey response, 97.2% or 556 respondents had heard of the Rouse Hill Hospital Projects. There was a small proportion of respondents (2.8% or 16 respondents) who had not heard about the project (Figure A1.6).

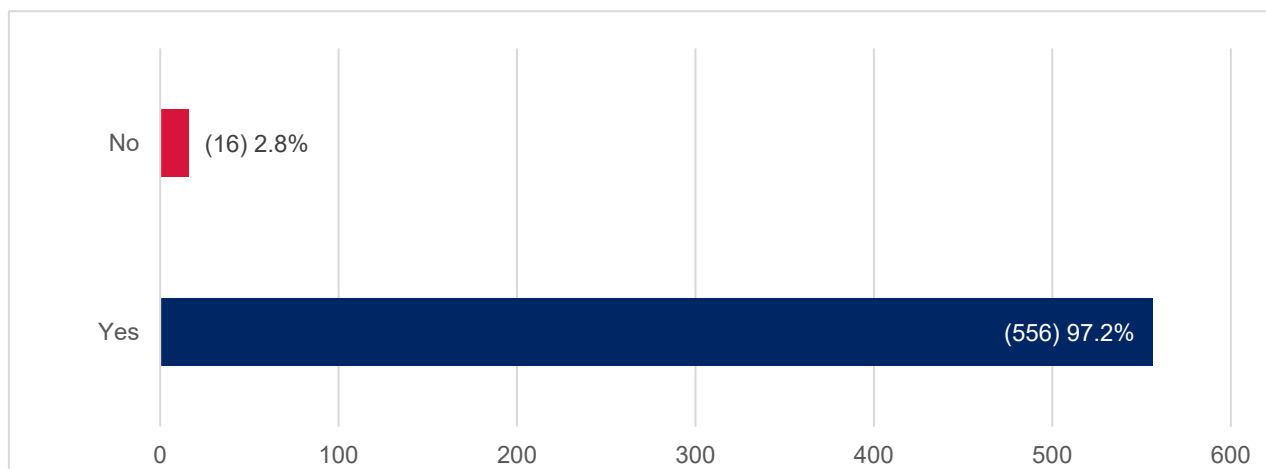


Figure A1.6 Have you previously heard of the new Rouse Hill Hospital project?

Question 7: What are the potential social benefits that you think may occur or you are likely to experience once the Rouse Hill Hospital is operational?

The top potential social benefits expected during operation of the Rouse Hill Hospital were 'Increased access to hospital and community health services for local communities' (21.4% or 538 responses), 'increased capacity of hospital and community health services in the region' (17.9% or 450 responses) and 'better health outcomes for the local community' (17.8% or 447 responses). These were followed by 'improved patient waiting times' (17.0% or 429 responses), 'improved ambulance response times' (15.5% or 391 responses), 'improved working conditions or job satisfaction for health sector employees' (10.4% or 262 responses) and 'talent attraction and retention of health sector employees' (9.9% or 250 responses). The breakdown of choices is reflected below in Figure A1.7.

A number of respondents chose 'other' to account for additional benefits not reflected in the question options. This included the following:

- Opportunity to challenge the traditional hospital model
- Improved waiting times for surgeries and specialist services
- Reduce the need for patients to travel to other areas to access the hospital.

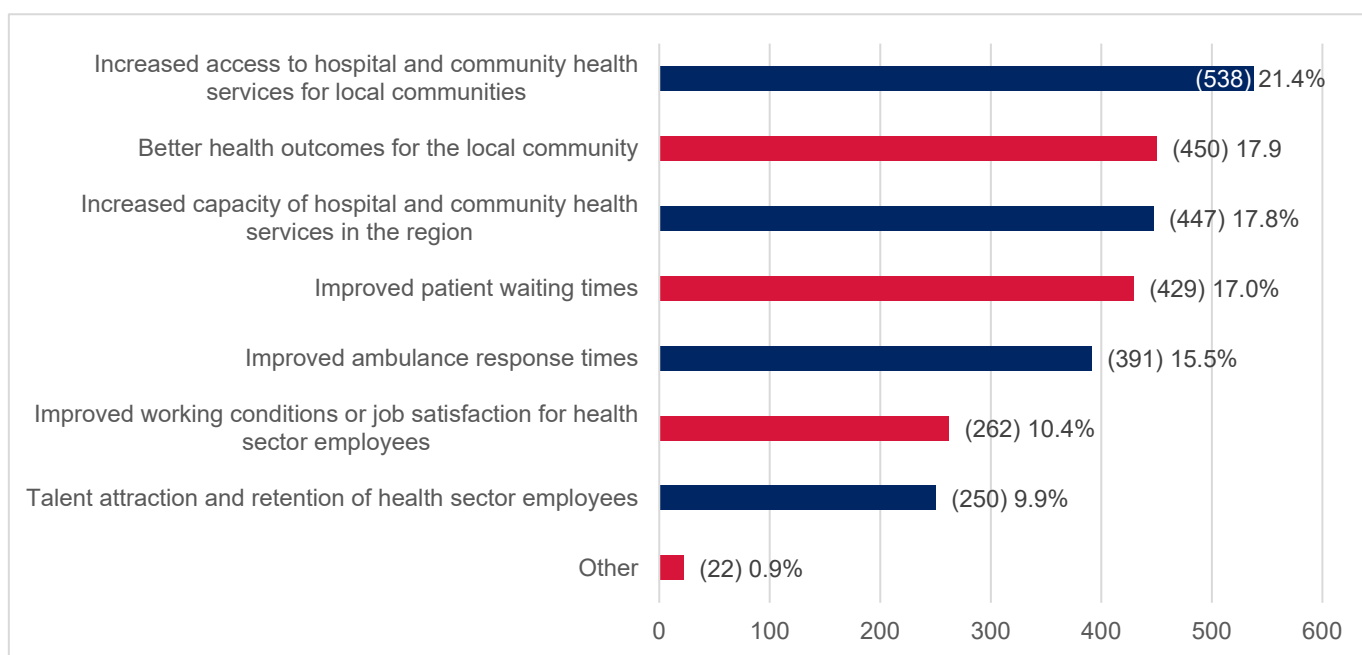


Figure A1.7 What are the potential social benefits that you think may occur or you are likely to experience once the Rouse Hill Hospital is operational?

Question 8: What are the potential social impacts that you think may occur or you are likely to experience once the Rouse Hill Hospital is operational?

The most common answer choices for potential social impacts by survey respondents included 'Increased traffic around the hospital and the Rouse Hill town centre precinct' (63.4% or 515 responses), 'Reduced availability of parking in the streets surrounding the hospital' (53.0% or 430), and 'Increased pressure on existing social infrastructure and services due to increase in health sector workforce' (36.7% or 298 responses). These were followed by 'Increased demand for housing and accommodation for health sector employees' (35.8% or 291 responses), 'Increased noise in the local area due to increased traffic and emergency vehicles' (27.5% or 223 responses), and 'Views of new hospital infrastructure' (11.3% or 92 responses). The breakdown of choices is shown in Figure A1.8.

A number of respondents chose 'other' and included impacts they felt were important that were not represented in the answer choices. These included the following:

- Increased numbers of commuters using the nearby metro
- The road network is already at capacity and the new hospital will cause major traffic and parking concerns
- Concerns regarding the community expectations of the hospital capacity
- Lack of formal information on the services provided means community members are unsure of potential impacts

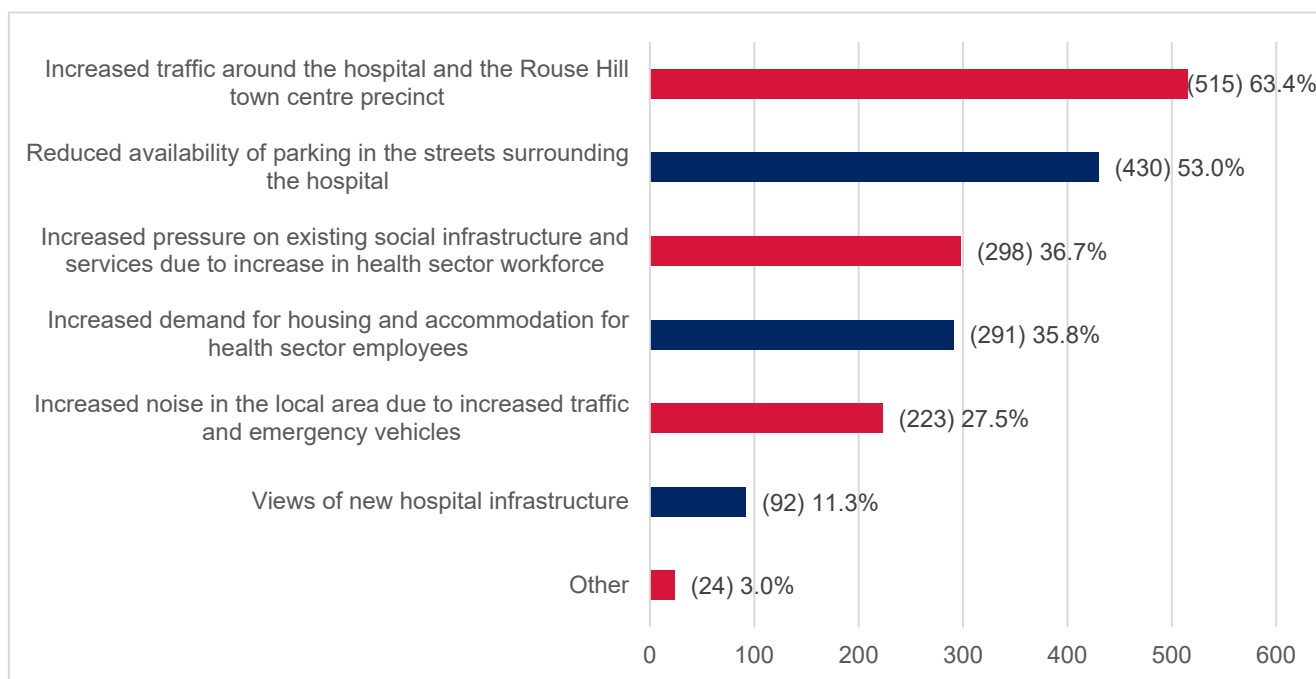


Figure A1.8 *What are the potential social impacts that you think may occur or you are likely to experience once the Rouse Hill Hospital is operational?*

Question 9: What are the potential social benefits or impacts that you think may occur or you are likely to experience during construction of the Rouse Hill Hospital?

The most chosen anticipated social benefits and impacts during construction were 'Increased traffic congestion and delays in the local area' (17.3% or 450 responses), 'Reduced parking in the immediate and surrounding areas' (14.9% or 388 responses), and 'Increased construction employment and training opportunities for local workers' (14.7% or 384 responses). Followed by 'Increased dust, noise or vibration due to construction activities' (12.2% or 318 responses), 'Increased patronage of local businesses by construction workers' (12.2% or 317 responses), and 'Increased construction business opportunities for local businesses (through procurement processes)' (9.1% or 238 responses). The breakdown of topics is shown in Figure A1.9.

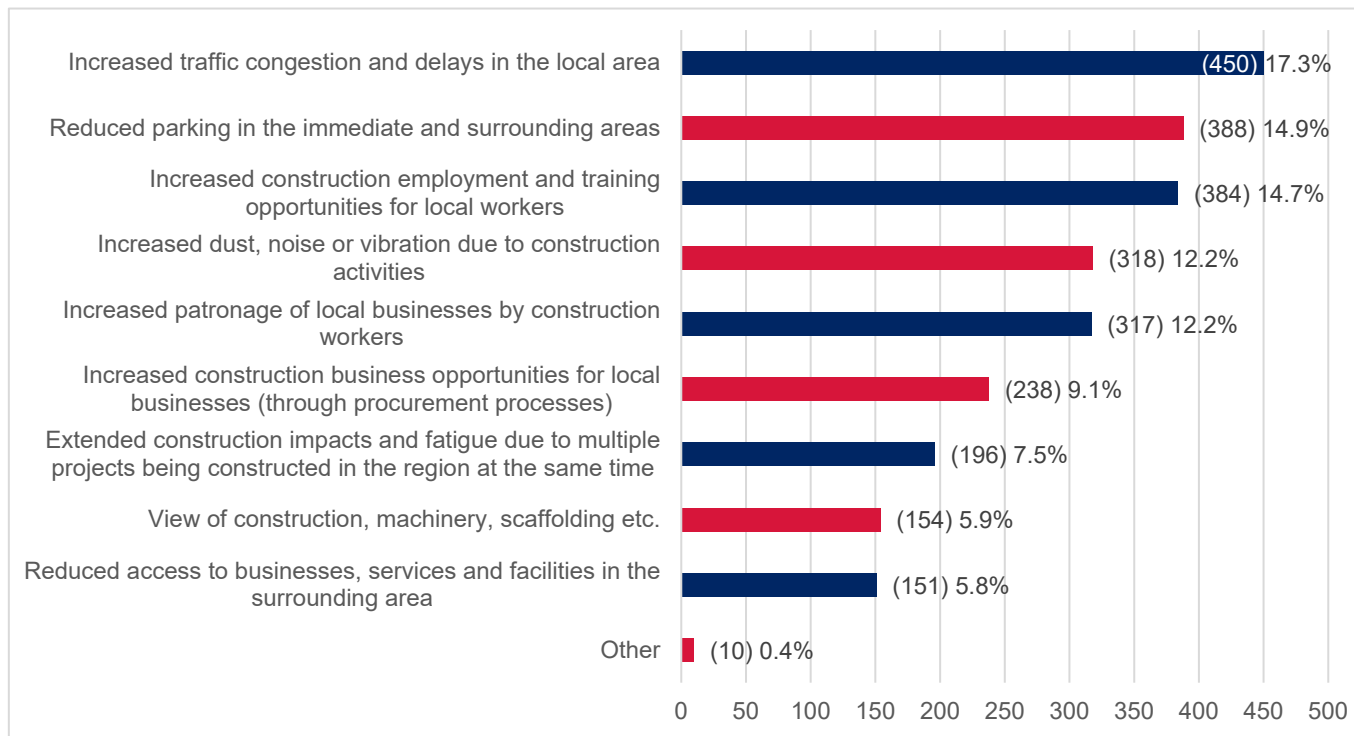


Figure A1.9 What are the potential social benefits or impacts that you think may occur or you are likely to experience during construction of the Rouse Hill Hospital?

Question 10: How would you like the Project team or construction contractor to manage potential negative impacts or enhance benefits of the project?

There were 507 responses to this question, accounting for 88.6% of all survey respondents. Survey respondents' main concerns about the project were focused around the key themes of traffic management and parking, communication with the local community, construction planning, infrastructure improvements, environmental considerations, and safety and accessibility.

Responses focused on the key themes are presented in Table A1.1 below.

Table A1.1 Key themes from survey respondents – mitigation measures

Theme	Description	Key quotes
Traffic management and parking	From the 507 responses, traffic management and parking issues were the most commonly mentioned by survey respondents. - Concerns were mainly about traffic congestion, especially during peak hours and school times the need for smart and advanced planning to manage traffic flow - Suggestions include opening new roads, creating alternate routes and scheduling construction work outside of peak hours - Creating dedicated routes for construction traffic to avoid using residential streets and minimising disruption to local traffic - Providing adequate parking for both construction workers to avoid impacting local residents and businesses - Provision of shuttle services for construction workers and hospital visitors to reduce the demand for parking spaces - Regular communication and updates about upcoming traffic changes, road closures, and construction schedules - In Rouse Hill, street parking is already taken by metro users. Respondents suggested building a multi-level carpark for metro users to reduce the impact on local street parking. - Building multi-story parking facilities to ensure adequate parking for future hospital staff and visitors and parking does not overflow into surrounding areas.	"The Windsor Rd and Schofields Rd intersection is already overwhelmed with traffic from the new residents of the area in the last 5 years. Any means to address that will be incredibly useful for the greater community." "Provide parking for staff so it doesn't impact residents and shoppers. Commence the traffic/road upgrades ASAP so they are in place before construction commences and finishes before the hospital opens."
Communication with local community	Survey respondents mentioned communication with the local community as the second most important measure for managing impacts and benefits of the project. Suggestions included the following: - Regular and transparent communication and updates about the construction progress and potential impacts to the community was considered crucial by respondents. - Hosting public forums with the project team, construction contractor and local health district representatives. Providing an opportunity for residents to ask questions, give feedback and stay informed about the project's timeline and process. - Providing clear and visible signage around the construction site to notify residents and visitors of any potential impacts, road closures, or changes in traffic conditions. - Engaging directly with local residents through various means such as letterbox drops, emails and social media updates to ensure they are aware of any disruptions - Involving residents in the planning process and considering their input in decision making - Establishing dedicated communication channels such as a project website, hotline, or email address where residents can get updates, ask questions and provide feedback. - Organising community events to engage with residents and provide updates on the project. These events could also serve as an opportunity to gather feedback and address any concerns. - Keeping residents informed and providing updates on construction timelines and sharing information via various channels such as newsletters, websites, and town hall meetings	"Consult with local residents, give updates on the project, and provide opportunities to give feedback." "Monthly or quarterly town hall meetings would be a great opportunity." "Consult with the community and keep us informed regularly throughout the process as to short and mid-term plans, when things change or are delayed."

Theme	Description	Key quotes
Noise reduction and dust control	A large proportion of survey respondents were concerned about environmental impacts such as noise and dust that may arise during construction of the project. – Respondents preferences for noisy activities varied with some suggesting scheduling noisy activities during off-peak hours or at night to minimise disruptions, and others suggesting restricted construction hours with quiet time overnight to minimise disruptions – The use of noise barriers, soundproof walls or quieter equipment to reduce impacts of construction noise – Using water sprinklers or dust suppression methods to control dust during hot and dry periods – Regular communication about dust control measures, upcoming noisy activities and providing advance notice to help residents plan accordingly – Installing barriers or hoardings around the construction site to contain dust, regularly cleaning the construction site to remove dust and debris	"Have necessary measures in place to reduce noise and dust pollution." "Place barriers eg. water sprinklers over dust creating activities during hot dry summer periods."
Construction planning and timeline	Survey respondents emphasized the importance of smart and advanced construction planning and completing the project on time to minimise disruptions to the community. Suggestions included: – Completing the project on time and adhering to the planned timeline to avoid disruptions – Scheduling construction deliveries outside of peak traffic hours to minimise disruption to the community – Keeping the community informed about key project milestones and providing regular updates – Preserve greenery around the construction site as much as possible – Pre-planning for traffic management, noise control and dust reduction	"Be on time, efficient and have good forward planning for issues such as traffic flow and availability for people to access the nearby shops." "Pre-planning and having solutions for problems before they arise (planning alternate driving routes to avoid traffic and congestion, avoiding roadworks during peak hour)."
Infrastructure improvements and upgrades	There were suggestions from survey respondents involving improvements to surrounding infrastructure. – Respondents suggested upgrading surrounding infrastructure such as roads and intersections, before commencing the project to accommodate increases in traffic. – Respondents expressed the need for infrastructure upgrades to be completed prior to the hospital operations to avoid delays and disruptions – Respondents believed it was important for public transport to be easily accessible and better connected to other parts of the LGA	"Commence the traffic/road upgrades ASAP so they are in place before construction commences and finishes before the hospital opens."
Safety and accessibility	Ensuring the safety and accessibility of the construction site and during operation of the project site was also a key priority by survey respondents. Suggestions from respondents included: – Providing clear signage, maintaining safe access routes, and considering the needs of vulnerable populations such as the elderly and disabled. – Ensure proper detours are in place and opening alternative routes to maintain accessibility – Installing traffic lights and turning signal lights at busy intersections to better manage traffic flow and improve safety – Conducting in-person meetings to address and resolve issues parking and traffic issues that may affect the local community and nearby schools during peak times. – Providing residents with traffic management plans to better understand construction processes	"Get roads sorted prior to construction, have proper detours in place and wait till well after or before peak hours to have detours in place please."

Theme	Description	Key quotes
Local employment opportunities	Survey respondents were interested in the involvement of local residents in the construction process. Suggestions included offering employment opportunities and contracts to local workers in the construction process. This could include hiring local construction workers, contractors and other professionals needed for the project.	"Offer locals employment opportunities/contracts. This could include hiring local construction workers, contractors, and other professionals needed for the project."
Public transport and accessibility	Some survey respondents highlighted the importance of access to the hospital from public transport, including metro and buses. Suggestions included: – Extending some existing bus routes and ensuring that the hospital is easily accessible by public transport. – Some respondents suggested a new multi-level carpark for metro users to reduce impacts on local street parking – Conducting thorough surveys for local traffic patterns and flow around metro stations would help in planning and managing traffic more effectively during the construction and operation of the hospital	"Ensure adequate parking and good access from public transport including metro and buses."
Other	Survey respondents had other suggestions. These are outlined below: – Concerns regarding the perceived lack of specific healthcare services such as emergency departments, child and family services and prenatal care to benefit the community. – Ensure staffing requirements for the hospital will be met before opening new sections. Respondents expressed concerned about understaffed hospitals leading to longer wait times for patients and burnout for staff – Providing a shuttle bus for workers from a parking site further from the site to reduce parking congestion nearby	"The hospital should have emergency departments and facilities for children due to abundant young families in the surrounding areas." "Provide pregnancy care/birth related services/prenatal care as well as children hospital."

Question 11: Do you have anything else you would like to share in regard to the new Rouse Hill Hospital project for you and/or your community?

According to the survey response, 70.3% or 402 survey respondents had no additional concerns they wanted to share. There was a small proportion of respondents (29.7% or 170 respondents) who felt they wanted to share additional information in regard to the new Rouse Hill Hospital project (Figure A1.10). Those who answered yes to this question were asked to provide more information in the following question.

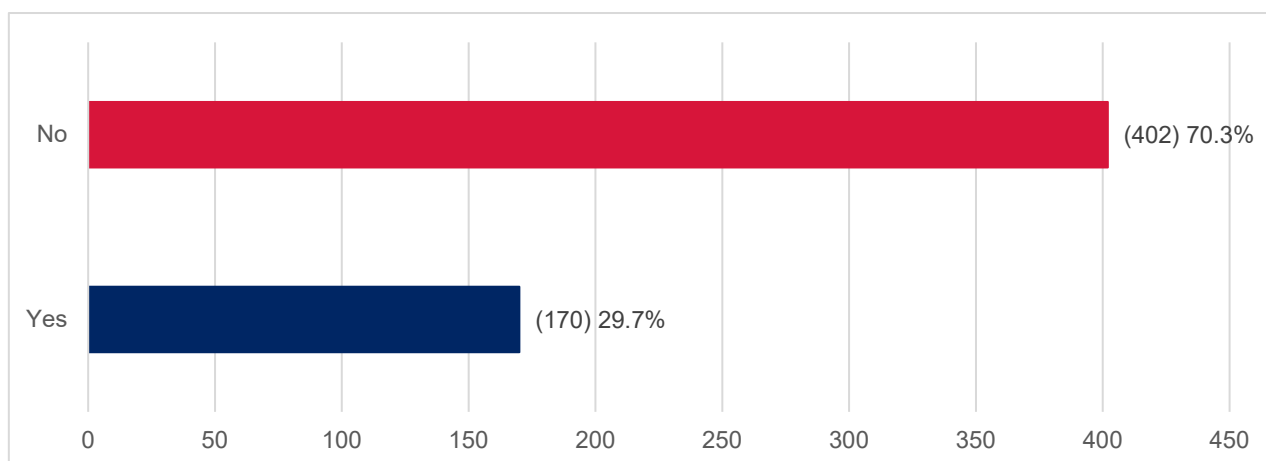


Figure A1.10 Do you have anything else you would like to share in regard to the new Rouse Hill Hospital project for you and/or your community?

Question 12: If yes, please provide more detail

There were 170 responses to this question, accounting for 29.7% of all survey respondents. Survey respondents' additional concerns about the project were focused on the key themes of emergency and intensive care, maternity and paediatric services, traffic management and parking, infrastructure and expansion, community health services, construction timeline, staffing and recruitment and technology and facilities.

Responses focused on the key themes are outlined below:

- **Emergency and intensive care**
 - Many respondents were concerned about the capacity of the emergency department to handle the growing population and the need for immediate and efficient emergency services
 - There are concerns about the current strain on nearby hospitals and the long waiting times for treatment.
 - **Key quote:** “For the sake of future generations please include an emergency unit. The current hospitals are overwhelmed and as a parent I would want this for the next generations”
- **Specialised and community health services**
 - Respondents have a desire for the hospital to cater to the diverse health needs of the community with the inclusion of various community health services, such as mental health support, maternity services, paediatric services, allied health services and outpatient clinics”
 - Respondents noted interest in comprehensive maternity services, including antenatal, birthing, and postnatal care, as well as emergency care and specialized clinics.
 - Additionally, respondents highlighted the importance of having dedicated mental health facilities to cater to the community's needs and addressed the demands for urgent mental health support clinics amongst the community.
 - **Key quote:** “There needs to be more antenatal and pregnancy care, more paediatric admission support, more urgent fracture care and better clinics like diabetic foot clinic or lymphedema clinic or urgent mental health support clinics which I constantly struggle to organise for my patients”
- **Parking and traffic management**
 - Respondents highlighted the need for ample parking facilities and improved traffic management around the hospital to ensure easy access to the emergency department.
 - **Key quote:** “The hospital is being built next door to the metro station which will bring increased vehicle traffic using parking facilities for that purpose rather than hospital visits”
- **Infrastructure and expansion**
 - There are concerns that the hospital may not be built with future expansion in mind, which could lead to capacity issues as the population continues to grow.
 - Respondents want to ensure the hospital is large enough to accommodate the growing population and to include a wide range of services.
 - **Key quote:** “This needs to be a full-service hospital equipped with all health needs of the community”
- **Construction timeline**
 - Some respondents were frustrated with the delays in the construction timeline and a desire for clear communication and regular updates.
 - **Key quote:** “It would be helpful to have a timeline of construction and completion dates”
- **Staffing and recruitment**
 - There is an emphasis on the need for well-trained and empathetic staff
 - Respondents want the hospital to recruit locally and ensure staff are adequately trained and supported to avoid understaffing and long wait times
 - **Key quote:** “Once the construction is completed, job opportunity should be given to the local and surrounding residents first so that the residents do not need to commute far distances to travel to work”
- **Technology and facilities**
 - There is an expectation for the emergency department to be equipped with the latest technology and facilities.

- Respondents highlight the need for a state-of-the-art emergency department that can handle most emergencies and provide high quality care, and has enough beds and space to accommodate the growing population.
- **Key quote:** “Ensure that the hospital is fully equipped with all necessary services of a fully functioning major hub hospital. E.g. MRI, CAT scan, palliative care, cancer specialist services. Take a long term 20–30-year view and build the infrastructure for that, not for the immediate need”

Question 13: Would you like to be kept updated about the Rouse Hill Hospital project? If yes, please provide an email address to sign up for the project e-newsletter. Thank you for your valuable feedback.

This question allowed respondents to provide their email address to sign up for the project e-newsletter. There were 256 respondents (54.6% of respondents) who provided their email to be provided to Health Infrastructure for further information.

Appendix B

Copy of community survey

<Drafting note: copy of survey questions to be inserted in PDF version>

https://projectsportal.ghd.com/sites/pp15_09/rousehillhospitalsoc/_layouts/15/DocIdRedir.aspx?ID=12638237-43851-98

Appendix C

Social infrastructure list

Table A1 Existing social infrastructure surrounding RHH

Social infrastructure	Facility
Education	Rouse Hill High School
	Our Lady of the Angels Primary School
	Ironbark Ridge Public School
	Malek Fahd Beaumont Hills School
	Beaumont Hills Public School
	The Ponds High School
	Rouse Hill Public School
	The Ponds School
	John Palmer Public School
	Norwest Christian College
	Marian Catholic College Kenthurst
	The Hills Grammar School
	Sherwood Ridge Public school
	Kellyville High School
	Hills Adventist College
	North Kellyville Public School
Emergency services	NSW ambulance
	Blacktown Police Station
	Castle Hill Police Station
	Rouse Hill Rural Fire Brigade
	Kellyville Fire and Rescue
Health facilities	Beaumont Hills Dental Clinic
	SWIFT Emergency and Urgent Care
	The Ponds Family Medical Practice
	Ponds Boulevard General Practice
	Norwest Private Hospital
	The Hills Foot Clinic
	The Grove Dental
	Medi-feet clinic
Community facilities	The Vinegar Hill Memorial Library and Community Centre
	Rouse Hill Community Centre
	The Lake neighbourhood Centre
	Mungerie Community Centre
	Beaumont Hills Community Centre
	The Ponds Community Hub
Childcare	Just for Kids Preschool & Long Daycare Centre
	Guardian Childcare & Education Kellyville.
	Berry Patch Preschool and Long Daycare
	Little Cherries Family Daycare
	Kellyville Ridge Pre-School a& Long Daycare

Social infrastructure	Facility
	Vina's Family Day Care
	Peppermint Family Daycare
	The Ponds Early Learning Centre
	Ira's Day Care
	Redgum Cottage Family Day Care
	Shabana's Family Day Care
	Young Academics Early Learning Centre
	Creative Angels Family Day Care
	Cool Bananas Childcare & Preschool
Aged care	Arcare Aged Care Glenhaven
	Living Choice Glenhaven
Cultural and art facilities	Charming Colours Art School – Creative Kids Provider
	Muru Mittigar Aboriginal Cultural & Education Centre
Religious facilities	Our Lady of the Angels Catholic Church
	St John XXIII Catholic Parish Glenwood-Stanhope Gardens
	Our Lady of the Rosary Parish Kellyville
	Lankarama Buddhist Vihara
	C3 Church
Sport and recreation	Kellyville Netball Courts
	Caddies Creek Sports Complex
	Future Swim Rouse Hill
	Ironbark Ridge Community Swimming Pool
	Bernie Mullane Sports Complex
Open space and parks	Castlebrook Memorial Park
	Stringer Road Reserve
	Rouse Hill Regional Park
	Peel Reserve
	Bladensburg Road Reserve
	Milford Drive Reserve
	Turkey Nest Reserve
	Beaumont Drive Reserve
	Barker Street Reserve
	Perisher Road & Sanctuary Drive Reserve
	Caddies Creek Conservation Area
	Melaleuca Park
	Central Park
	Roy Dudley Park Reserve
	Connie Lowe Reserve
	Greenview Park
	Arrowroot Park
	Tanunda Park

Social infrastructure	Facility
	Holland Road Reserve

Appendix D

SLA review questions

SIA Review Questions

General	
Does the lead author meet the qualification and experience requirements?	Yes – refer to Section 1.5
Has the lead author provided a signed declaration?	Yes – refer to Section 1.5
Would a reasonable person judge the SIA report to be impartial, transparent and suitably rigorous given the nature of the project?	The SIA has been prepared by social scientists with proven experience in SIA. The SIA has been prepared using proven social science research methods relevant to the nature of the project.
Projects social locality and social baseline	
Does the SIA report identify and describe all the different social groups that may be affected by the project?	Yes – Section 5 provides a description of the social locality, including the different social groups who may be affected by the project.
Does the SIA report identify and describe all the built or natural features that have value or importance for people, and explain why people value those features?	Yes – Section 5 provides a description of built or natural features that have value for people in the social locality, as relevant to the scope of the assessment.
Does the SIA report identify and describe historical, current, and expected social trends or social changes for people in the locality, including their experiences with this project and other major development projects?	Yes – Section 5 describes historical, current and expected social trends or social changes for people in the social locality, as relevant to the scope of the assessment. Section 4 reports findings from consultation which includes local stakeholders' concerns about this project and other major development projects in the region.
Does the social baseline study include appropriate justification for each element, and provide evidence that the elements reflect both relevant literature and the diversity of views and likely experiences?	Yes – the elements and indicators discussed in Section 5 (the social baseline) are justified in the SIA scoping exercise (Section 2.2). Section 5 has been informed by relevant literature and data as referenced in the section.
Does the social baseline study demonstrate social-science research methods and explain any significant methodological or data limitations?	Yes – Section 2 describes the SIA methodology including the social science research methods implemented, and the data limitations.
Identification and description of social impacts	
Does the SIA report adequately describe likely social impacts from the perspectives of how people may experience them, and explain the research used to identify them? When undertaken as a part of SIA scoping and initial assessment, has the plan for the SIA report been detailed?	Section 7 describe the potential social impacts of the project, including the concerns of local communities based on outcomes of consultation activities described in Section 4. Section 2.2 presents the SIA scoping exercise, which justifies the focus areas for the social baseline (Section 5) and assessment of impacts (Section 6).
Does the SIA report apply the precautionary principle to identifying social impacts, and consider how they may be experienced differently by different people and groups?	Section 6 describes the potential social impacts of the project on local communities and stakeholders, and considers how different groups in the community, particularly vulnerable community members, may experience the impacts differently.
Does the SIA report describe how the preliminary analysis influenced project design and EIS engagement strategy?	Outcomes from the consultation activities undertaken informed the approach to EIS consultation.
Community engagement	
Were the extent and nature of engagement activities appropriate and sufficient to canvass all relevant views, including those of vulnerable or marginalised groups?	The consultation activities undertaken were planned to target stakeholders relevant to the scope of the assessment.
How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?	Consultation findings have informed the social baseline (Section 5), impact identification and assessment (Section 6) and identification of mitigation measures Section 7).
Predicting and analysing social impacts	
Does the SIA report impartially focus on the most important social impacts to people at all stages of the project, without any omissions or misrepresentations?	In line with the principles for SIA of being 'impartial' and 'inclusive' the SIA focuses on the concerns expressed by stakeholders and communities during consultation from its consultation activities (reported in Section 4).

General	
Does the SIA report analyse the distribution of both positive and negative social impacts, and identify who will benefit and who will lose from the project?	Table 6.1 and Table 6.2 identifies positive and negative impacts and who is affected.
Does the SIA report identify its assumptions, and include sensitivity analysis and alternative scenarios? (including 'worst-case' and 'no project' scenarios where relevant)	Sensitivity analysis is presented as relevant throughout Section 6.
Evaluating significance	
Do the evaluations of significance of social impacts impartially represent how people in each identified social group can expect to experience the project, including any cumulative effects?	Section 6 recognises that different groups in the community may experience impacts differently. Cumulative impacts are discussed in Section 6.4.
Are the evaluations of significance disaggregated to consider the likely different experiences for different people or groups, especially vulnerable groups?	Yes – the evaluations of significance in Section 6 consider the different experiences of different groups, including vulnerable groups.
Responses, monitoring and management	
Does the SIA report propose responses that are tangible, deliverable, likely to be durably effective, directly related to the respective impact(s) and adequately delegated and resourced?	Yes – Section 7 demonstrates how the recommended social impact mitigation and enhancement measures directly respond to the impacts and benefits identified in the SIA, along with the residual impact rating based on their effective implementation.
Does the SIA report demonstrate how people can be confident that social impacts will be monitored and reported in ways that are reliable, effective and trustworthy?	Yes – Section 7 describes the approach to monitoring and reporting of social impact management.
Does the SIA report demonstrate how the proponent will adaptively manage social impacts and respond to unanticipated events, breaches, grievances and non-compliance?	Yes – Section 7 describes the approach to adaptive management in response to complaints.



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