Redfern Station Upgrade – New Southern Concourse

Technical report 2 - Social

Artist's impression of the proposed Redfern Station Upgrade New Southern Concourse. Indicative only, subject to detailed design.

Transport for NSW | May 2020

Redfern Station Upgrade - New Southern Concourse

Technical report - Social

Client: Transport for NSW

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Abbreviations

Term	Meaning
ABS	Australian Bureau of Statistics
ACT	Australian Capital Territory
CBD	Central Business District
CCTV	Closed Circuit TV
CPTED	Crime Prevention through Environmental Design
CEMF	Construction Environmental Management Framework
DA	Development application
dB	Decibel
DPE	Department of Planning and Environment
DPIE	Department of Planning, Industry and Environment
EIS	Environmental Impact Statement
EP&A Act	Environmental Planning and Assessment Act 1979 (NSW)
EPBC Act	Environment Protection and Biodiversity Conservation Act 1999 (Cwlth)
IEO	Index of Education and Occupation
IER	Index of Economic Resources
ISRAD	Index of Relative Socio-economic Advantage or Disadvantage
ISRD	Index of Relative Socio-economic Disadvantage
km/h	Kilometres per hour
LGA	Local Government Area
NCA	Noise catchment areas
NTS	Native Title Search
NSW	New South Wales
OHW	Overhead wiring
SA2	Statistical Area Level 2
SEARs	Secretary's environmental assessment requirements
SEIFA	Socio-economic indices for areas
SGCH	St George Community Housing
SIA	Social Impact Assessment
SSD	State significant development
TAP	Transport Access Program
TfNSW	Transport for NSW

Definitions

Term	Meaning
Broader study area	The broader study area is the statistical area that has been employed to consider the demographic context of the project. The broader study area includes consideration of the Statistical Area Level 2 (SA2) geographic boundaries, as defined by the Australian Bureau of Statistics' (ABS).
Concept design	The initial stage of design of the project. This stage of the design focuses on ensuring the project will work and that the main issues are overcome. The concept design is updated during the detailed design phase with greater detail.
Detailed design	Detailed design broadly refers to the process that the Construction Contractor undertakes (should the Project proceed) to refine the concept design to a design suitable for construction (subject to Transport for New South Wales acceptance).
Feasible	A work practice or mitigation measure is feasible if it can be engineered and is practical to build and/or implement, given Project constraints such as safety, maintenance and reliability requirements.
Interchange	Transport interchange refers to the area/s where passengers transit between vehicles or between transport modes. It includes the pedestrian pathways and cycle facilities in and around an interchange.
Night works	Defined as works occurring during night time construction hours (i.e. after 10:00 pm and before 7:00 am).
Opal card	The integrated ticketing smartcard introduced by Transport for New South Wales. Opal is now the only way to travel via train, bus, ferry and light rail in NSW.
Out of hours works	Defined as works *outside* standard construction hours (i.e. outside of 7:00 am to 6:00 pm Monday to Friday, 8:00 am to 1:00 pm Saturday and no work on Sundays/public holidays).
Project area	The area within which the construction and operation of the Project would be contained. This includes temporary construction compounds and other ancillary facilities.
Proponent	A person or body proposing to carry out an activity under Division 5.1 of the EP&A Act - in this instance, Transport for New South Wales.
Reasonable	Selecting reasonable measures from those that are feasible involves making a judgment to determine whether the overall benefits outweigh the overall adverse social, economic and environmental effects, including the cost of the measure.
Sensitive receivers	Persons, facilities, structures or organisms that are sensitive to potential noise, vibration, air and visual impacts, such as residents, schools, heritage structures and medical facilities.
Study area	The study area comprises the geographical area approximately 400 metres from the Project area.
Sydney Trains	From 1 July 2013, Sydney Trains replaced CityRail as the provider of metropolitan train services for Sydney.
The Project	The construction and operation of the Redfern Station Upgrade – New Southern Concourse.
Track possession	Track possession means the temporary closure of part of the railway network for a specified period of time for the purposes of carrying out repair, maintenance or upgrading work on or adjacent to the railway network, during which no trains operate.
Urban design	The process and product of designing human settlements, and their supporting infrastructure, in urban and rural environments.

Executive summary

TfNSW is seeking approval to construct and operate an upgrade of Redfern Station (Redfern Station Upgrade – New Southern Concourse) ('the Project') as a component of the Transport Access Program (TAP). The Project involves the construction of a new pedestrian concourse to the south of the existing Lawson Street concourse providing both lift and stair access to Platforms 1-10. The new pedestrian concourse would also provide a new connection across the railway corridor, extending between Little Eveleigh Street and Marian Street in the suburbs of Redfern and Eveleigh and include associated interchange upgrades.

The objective of this Social Impact Assessment (SIA) is to identify and assess the potential social impacts of the construction and operation of the Project as part of the Environmental Impact Statement (EIS) for the Project. Information used for this assessment reflects the current available knowledge of the Project. If approved, the Project would progress to detailed design, with further design adjustments and management strategies developed during this phase.

Methodology

This SIA has been prepared with consideration to the relevant factors within chapters three and four of the *Social Impact Assessment Guideline for State Significant Mining, Petroleum Production and Extractive Industry Development, September 2017* to address the Secretary's Environmental Assessment Requirements (SEARs) for the Project. This includes:

1. preparing a social baseline study
2. predicting and analysing the extent and nature of the social impacts, both negative and positive
3. evaluating the significance of the social impacts, and identification of residual negative social impacts
4. developing mitigation measures for significant negative social impacts and enhancement measures for significant positive social impacts.

Study area

To assess local-level impacts, the study area has been defined as within 400 metres of the geographical footprint of the Project area. The study area for this SIA has been defined with recognition that the potential social impacts associated with the Project may exceed the geographical footprint of the Project area. The study area for this SIA considers social impacts that may potentially occur on a broader scale, as well as those on a local scale. The most significant social impacts, particularly those related to amenity, health and wellbeing, and severance and connectivity, are anticipated to occur in closer proximity to the Project area. Broader scale impacts could include improved accessibility within Redfern Station, and improved connectivity between Redfern Station and surrounding destinations.

The broader study area includes consideration of the Statistical Area Level 2 (SA2) geographic boundaries, as defined by the Australian Bureau of Statistics' (ABS). The following SA2s were chosen as they either overlapped with, or were in close proximity to the Project area:

- Redfern-Chippendale
- Newtown-Camperdown-Darlington
- Erskineville-Alexandria
- Waterloo-Beaconsfield.

Community identity and profile

The community identity and profile of the study area has been identified as:

- Being subject to demographic changes, with significant increases in the percentages of people born overseas and decreases in the Aboriginal and Torres Strait Islander population in the period between 2011 and 2016

- Having a high proportion of single and group households, and a lower median age, reflecting the predominantly high-density residential nature of the area and the proximity to tertiary facilities such as Sydney University
- Being accessible to a number of diverse sport and recreational facilities in the study area which contributes to providing a sense of community and place
- Having a strong sense of community identity, local heritage features that contribute significantly to the local character of Redfern.

The community identity in Redfern is both tangibly (through social infrastructure as identified in Section 3.3.7) and intangibly linked with a sense of Aboriginality. While the historically high percentage of Aboriginal Australians in Redfern is declining, Redfern remains a cultural hub for Aboriginal people.

Potential impacts

The social impacts associated with the construction period of the Project largely relate to amenity impacts associated most notably with noise and vibration, traffic, and impacts on the heritage elements and buildings within and near Redfern Station. Impacts associated with discontinuation of The Big Issue lease at 125-127 Little Eveleigh Street, and impacts to access and connectivity were also identified as impacts of moderate-low and moderate significance, respectively, during construction of the Project.

Areas affected by the temporary occupation of construction ancillary facilities would be reinstated following construction. Once completed, the Project, which includes the provision of additional station entrances and shared zones, would allow for greater accessibility to public transport and enhanced connectivity across the wider study area. This would improve accessibility for residents, workers and visitors to the area, especially those who currently experience transport or mobility difficulties, non-drivers and people without access to private vehicles. These changes would, however, contribute to changed amenity for residents adjacent to the new station entrances. Impacts associated with the Project following its completion include amenity changes, such as parking removal, operational noise, and health and wellbeing impacts associated with increased pedestrian movements. These impacts would be permanent and highly localised.

The urban design and the adaptive reuse of items of community value, such as 125-127 Little Eveleigh Street would facilitate overall positive impacts for the community, visitors to the area and businesses. The Project would also enhance access to, and conservation of, the fabric/values of the historical character of the area.

Mitigation

The mitigation and management measures identified for this Project have been developed to enhance potential positive impacts where possible, and to address potential negative impacts. The mitigation measures identified for the Project are detailed in Section 6.0, and include measures such as:

- Implementation of the Project's Community and Stakeholder Engagement Plan.
- Planning and establishing construction ancillary facilities with consideration for public safety and maintaining safe access to public areas.
- Construction activities undertaken in proximity to businesses would maintain visibility of business frontage, associated signage and access points, where possible.
- During detailed design, TfNSW would continue to investigate opportunities to augment the community's sense of place and connection to the community's character and history through elements associated with heritage interpretation and/or public art.
- Opportunities to reduce opportunistic crime and discourage antisocial behaviour, would be investigated during detailed design, in accordance with the principles of Crime Prevention through Environmental Design and in consultation with NSW Police and the City of Sydney.
- Upon opening of the Project, TfNSW would undertake a review of the operation of the shared zones, in consultation with residents and relevant stakeholders

- Opportunities to work with local residents to co-design the streetscapes for Little Eveleigh Street and Marian Street.

Potential amenity impacts would be managed in line with mitigation measures identified in other relevant technical disciplines (listed below), as summarised in **Chapter 23** of this EIS:

- traffic and transport
- noise and vibration
- visual amenity
- heritage.

Consultation with relevant stakeholders would also be undertaken to mitigate construction impacts. Consultation and stakeholder engagement would be carried out in accordance with the Community Liaison Management Plan developed for this Project (refer to **Chapter 6** of this EIS).

Conclusion

The SIA concludes that most of the potential adverse impacts of the Project would be short-term, and would be experienced during construction. Some adverse impacts to amenity would be experienced by a small number of people within close proximity to Redfern Station during operation of the Project, however positive social impacts of the Project would provide a net benefit to the community, as a result of:

- Increased accessibility through and around Redfern Station for those with disabilities, who are less mobile and parents/carers with prams and/or customers with luggage.
- Safety improvements to reduce opportunistic crime and discourage antisocial behaviour, in accordance with the principles of Crime Prevention through Environmental Design.
- Signage improvements so customers can more easily use public transport and transfer between transport modes at interchanges.
- Opportunities to augment the community's sense of place and connection to the community's history through elements associated with heritage interpretation and/or public art works.

1.0 Introduction

1.1 Project overview

Transport for NSW (TfNSW) is the lead agency for the integrated delivery of public transport services across all modes of transport in NSW and is responsible for the delivery of projects within the Transport Access Program (TAP). TAP is a NSW Government initiative to provide a better experience for public transport customers by delivering accessible, modern, secure and integrated transport infrastructure across NSW.

TfNSW is seeking approval to construct and operate an upgrade of Redfern Station (Redfern Station Upgrade – New Southern Concourse) ('the Project') as a component of the TAP. The Project involves the construction of a new pedestrian concourse to the south of the existing Lawson Street concourse providing both lift and stair access to Platforms 1-10. The new pedestrian concourse would provide a new connection across the railway corridor, extending between Little Eveleigh Street and Marian Street in the suburbs of Redfern and Eveleigh and include associated interchange upgrades.

The key features of the Project include:

- a six metre wide concourse between Little Eveleigh Street and Marian Street
- new stair and lift access from the new concourse to Platforms 1 to 10
- an upgraded station entrance at Marian Street including station services and customer amenities
- a new station entrance at Little Eveleigh Street including station services and customer amenities
- formalisation of a shared zone on Little Eveleigh Street, including:
  - safety improvements to vehicle, cyclist and pedestrian interactions
  - improvements to streetscape such as landscaping, lighting, drainage and pavements
  - relocation of approximately 20 parking spaces (including 18 resident/restricted parking spaces, one accessible parking space and one car share scheme parking space)
  - utility adjustments
- upgrade of Marian Street/Cornwallis Street/Rosehill Street area, including:
  - extension of existing shared zone including part of Rosehill Street
  - safety improvements to vehicle, cyclist and pedestrian interactions including footpath widening
  - improvements to streetscape such as lighting, drainage, landscaping and pavements as well as utility adjustments
  - changes to street parking arrangements including removal of approximately 16 parking spaces (including relocation of one car share scheme parking space)
- operation of the Project.

Other components of the Project include:

- relocation of the shuttle bus zone from Little Eveleigh Street to Lawson Street
- kiss and ride on Lawson Street, and associated footpath upgrade
- kiss and ride on Gibbons Street, and associated footpath upgrade
- footpath widening on Ivy Street
- relocation of a building on Platform 1 to accommodate the concourse
- repurposing, relocations and alterations to platform building features and other platform features, including privacy walls, doors, screens and roofing, platform seats and electrical equipment

- addition of platform canopies
- platform resurfacing on all platforms and associated drainage alterations
- installation of station operational components and infrastructure including:
  - wayfinding and signage
  - tactile ground surface indicators (TGSI)
  - rubbish bins
  - CCTV
  - passenger information system (e.g. passenger information display, public address and hearing loops)
  - emergency equipment (e.g. for fire and life safety)
- service relocations and upgrades including:
  - relocation of overhead wiring structures
  - installation of a new rail signal between Platforms 1 and 2.

The Project location is provided in Figure 1 and Figure 2 provides an overview of the key features of the Project.

For further details on the Project, please refer to **Chapter 5** of this EIS.

The Project is subject to assessment and approval by the Minister for Planning under Division 5.2 of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act). This technical report supports this assessment by providing an assessment of the potential impacts of the Project on the social environment surrounding the Project. In doing so this report addresses the requirements of the Secretary of the Department of Planning, Industry and Environment (DPIE) (the 'Secretary's environmental assessment requirements' or SEARs, dated 20 December 2019) (refer Section 1.3).

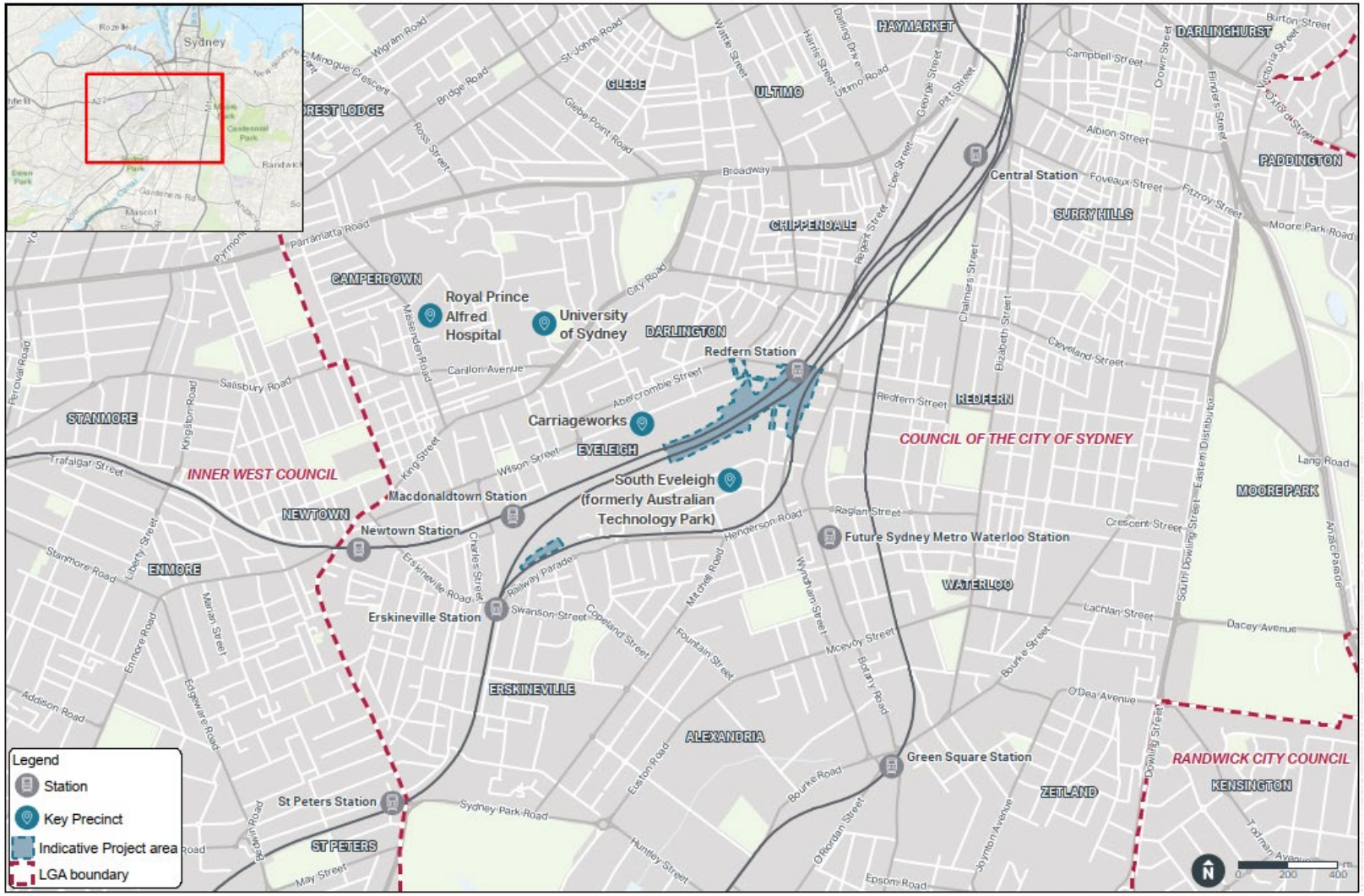

Figure 1 Project overview and location

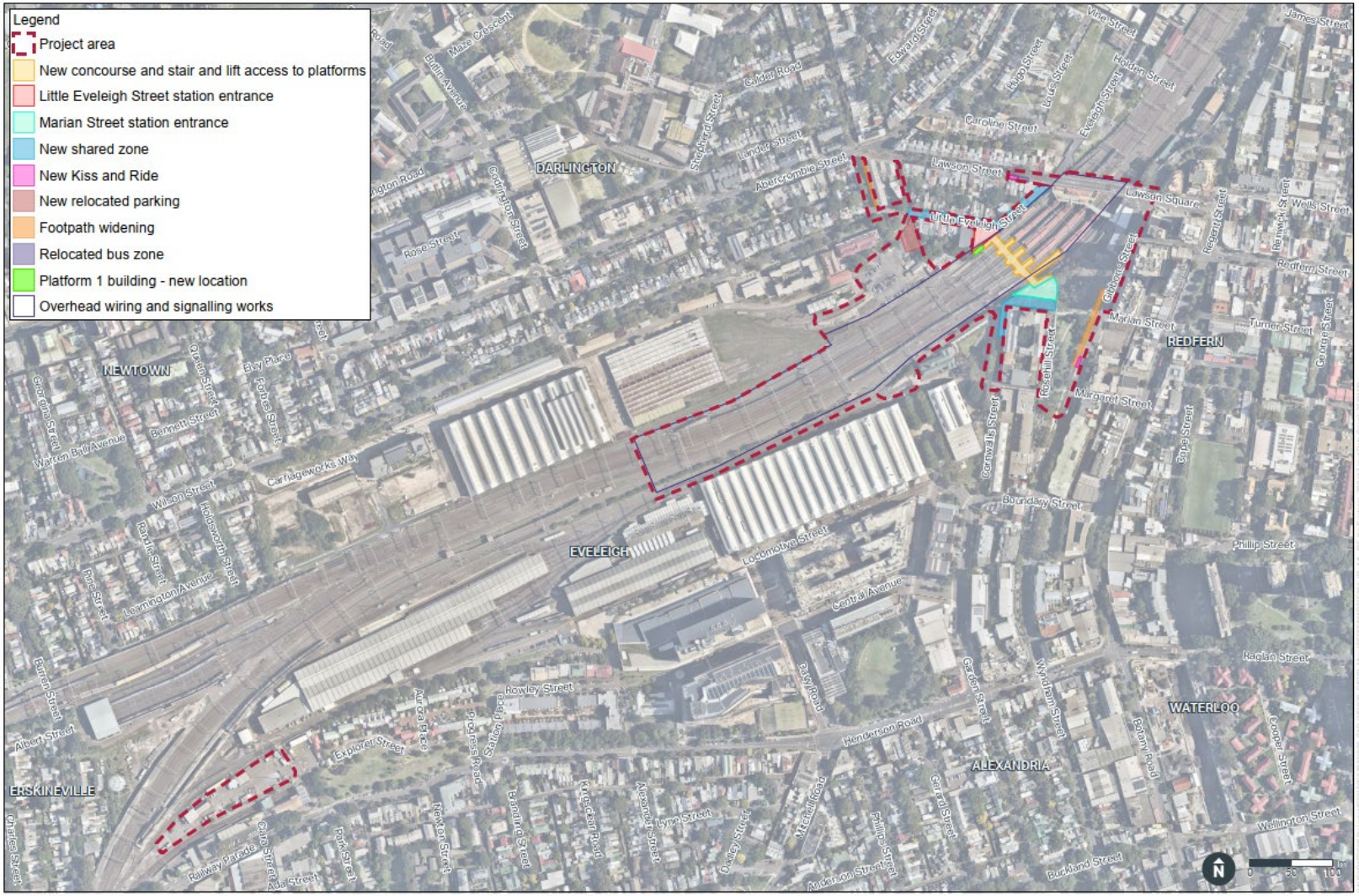

Figure 2 Project area and overview of Key features

1.2 Purpose and scope of this technical report

This Social Impact Assessment report (SIA), is one of a number of technical documents that form part of the EIS. The purpose of this technical report is to identify and assess potential social impacts of the Project and to outline mitigation measures to be implemented during detailed design, construction and operation to avoid, reduce or mitigate adverse impacts.

This SIA addresses the relevant SEARs as outlined in Section 1.3.

1.3 Secretary's environmental assessment requirements

The SEARs relating to social impacts of the Project, and where these requirements are addressed in this technical report, are outlined in Table 1.

Table 1 Secretary's environmental assessment requirements

SEARs	Where addressed
Prepare a social impact assessment, considering relevant factors in Chapters 3 and 4 of the SIA Guideline (DPE, 2017).	Chapter 3 of the SIA Guideline are addressed in sections 1.3, 2.0 and 3.0. Chapter 4 of the SIA Guideline are addressed in sections 3.0, 4.1, 4.2, 5.0 and 6.0.
Impacts from construction and operation on potentially affected properties and businesses, including property acquisitions/adjustments, access, amenity and relevant statutory rights.	Sections 4.1 and 4.2. Note that this is also addressed in **Chapter 10** of this EIS
Identify opportunities to use surplus or residual land, particularly for the provision of community space (passive and recreational) and ongoing maintenance of the lands.	Note that this is addressed in **Chapter 10** of this EIS

The SEARs have been applied as relevant to the Project, as outlined in Sections 2 to 6 of this report.

1.3.1 Social Impact Assessment objectives

The objectives of SIA include:

- identify and assess the potential social impacts of the Project, both adverse and positive
- identify appropriate mitigation measures to minimise adverse social impacts of the Project
- identify opportunities to capitalise on positive social impacts potentially available to affected communities.

2.0 Assessment methodology

The methodology used to assess potential social impacts of the Project is discussed in the following section, including a description of the relevant guideline referenced during preparation of the SIA.

2.1 Study area

The study area for this SIA was defined based on the need to consider local and regional community impacts, refer to Figure 3. The study area for this SIA considers social impacts that may potentially occur on a broader scale, as well as those on a local scale. The most significant social impacts, particularly those related to amenity, health and wellbeing, and severance and connectivity, are anticipated to occur in closer proximity to the Project area (i.e. the area within which the construction and operation of the Project would be contained). Broader scale impacts relate to the wider area and include improved connectivity between Redfern Station and surrounding destinations.

The broader study area includes consideration of the Statistical Area Level 2 (SA2) geographic boundaries, as defined by the Australian Bureau of Statistics' (ABS). SA2 level is a geographical region that reflects functional areas and represents a community that interacts together socially and economically. The following SA2s were chosen as they either overlapped with, or were in close proximity to the Project area:

- Redfern-Chippendale
- Newtown-Camperdown-Darlington
- Erskineville-Alexandria
- Waterloo-Beaconsfield.

The whole of the Surry Hills SA2 has not been considered as part of the broader study area given that only a small section of the area is captured within the study area, refer to Figure 3. The small section of the Surry Hills SA2 encompasses a community social infrastructure item (a church) which has been considered as part of the assessment. Residents of Surry Hills would logically fall into the catchment of Central Station as opposed to Redfern Station. The Waterloo-Beaconsfield SA2 was included in the broader study area given that Redfern Station is the closest interchange station.

Demographic data for these areas has been analysed to understand the context of the Project. Greater Sydney metropolitan area demographic information has also been provided for comparison with the above listed SA2s for the study area, where relevant.

To assess local level impacts, social infrastructure facilities within 400 metres of the Project area have been identified. Social infrastructure is made up of the social services or facilities that are used for the physical, social, cultural or intellectual development or welfare of the community. This area has been chosen because a distance of 400 metres is generally accepted as a reasonable walking distance between social infrastructure and residents, because it is accepted as a commonly used catchment area for assessments and studies of accessibility to train stations, and because a walking distance of up to 400 metres is considered to be faster than driving in an urban area (NSW Government (2004); Australian Government Department of Infrastructure and Transport (2013); Levinson, D & Lahoorpoor, B 2019).

Figure 3 shows the study area, with the red area denoting the Redfern-Chippendale SA2, within which the Project area sits, and the blue area showing the Newtown-Camperdown-Darlington, Erskineville-Alexandria and Waterloo-Beaconsfield SA2s.

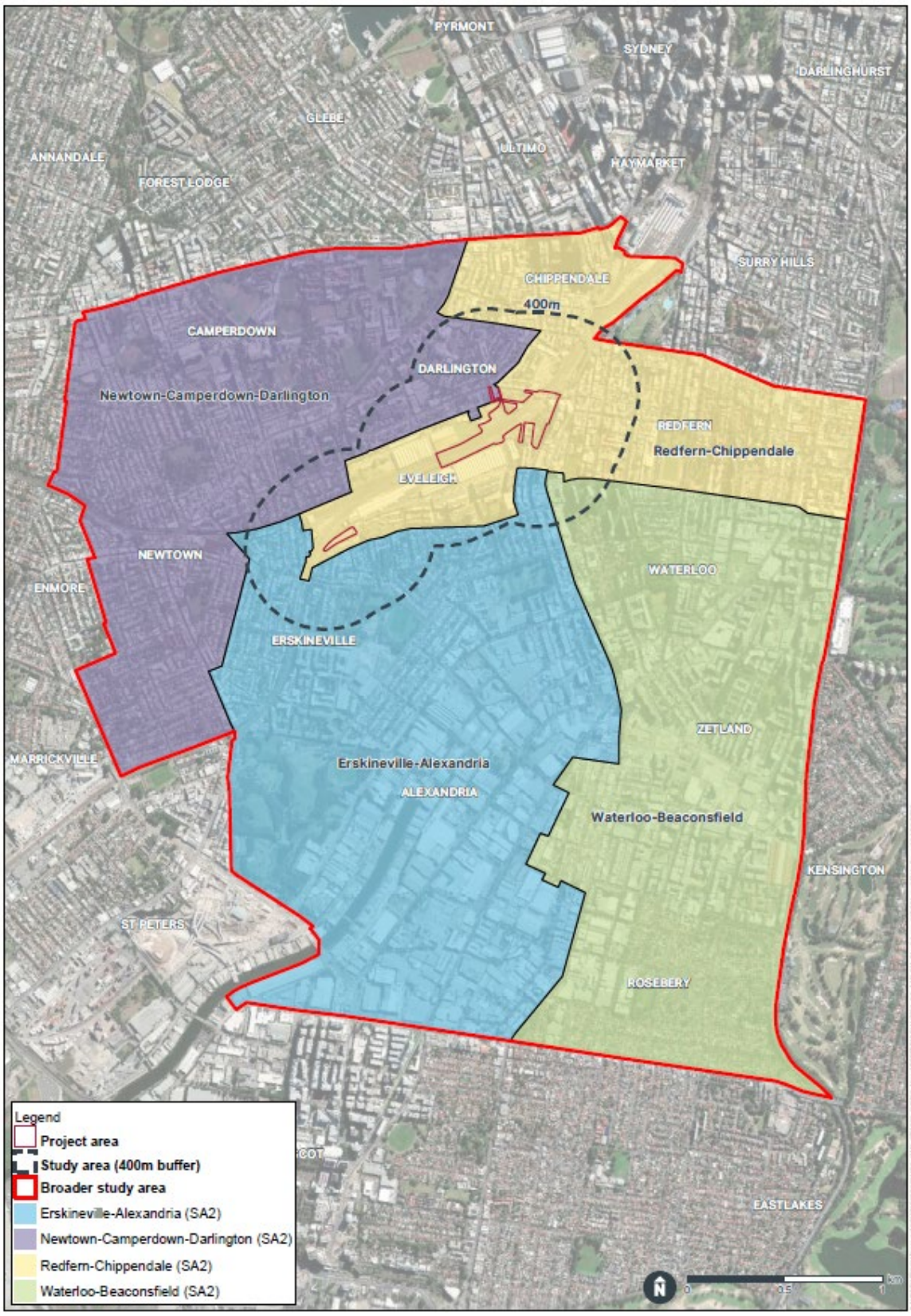

Figure 3 Study area

2.2 Legislation and policy

The assessment of social impacts is intrinsic to the assessment of broader environmental impacts under both Commonwealth and NSW State environmental planning legislation, whereby 'environment' is defined to include the social environment.

The statutory definition of the environment at both the Commonwealth and State level is provided in the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) and the *Environmental Planning and Assessment Act 1979* (EP&A Act) respectively. Section 528 of the EPBC Act defines the environment as including:

a. *ecosystems and their constituent parts, including people and communities; and*

b. *natural and physical resources; and*

c. *the qualities and characteristics of locations, places and areas; and*

d. *heritage values of places; and*

e. *the social, economic and cultural aspects of a thing mentioned in paragraph (a), (b), (c) or (d).*

Similarly, Part 1 of Section 1.4 of the NSW EP&A Act defines the environment as "*all aspects of the surroundings of humans, whether affecting any human as an individual or in his or her social groupings*." In addition, the *Environmental Planning and Assessment Regulation 2000*, clause 228, requires the consideration of environmental issues that comprise both direct and indirect social impacts.

Direct and indirect social impacts of the Project, including those relating to amenity, the aesthetic qualities of the local environment, and the local heritage values, are considered in Section 4.1 and Section 4.2 of this report.

2.3 Relevant guidelines

As required by the SEARs, (Section 1.3) this SIA has been prepared with reference to relevant factors in chapters three and four of the *Social Impact Assessment Guideline for State Significant Mining, Petroleum Production and Extractive Industry Development, September 2017*, (hereafter referred to as the SIA Guideline)(refer to Table 2).

It is noted that a significant point of difference between the extractive industry and the transport industry, is that transport is designed, built and operated for community interaction and use where extractive industries are not. It is acknowledged that this is a transport related State Significant Infrastructure (SSI) and although the SIA Guideline relates to resource projects, it presents a number of techniques and methodologies for the assessment of social impacts, in order to assist in the development of a social impact assessment approach. The assessment has been undertaken to be consistent with the recommended objectives.

Table 2 SIA Guideline

Guideline	Description
SIA Guideline	The SIA Guideline was prepared by the NSW Department of Planning, Industry and Environment (DPIE) to provide a consistent and rigorous framework and methodology for social impact assessments for state significant resource projects. The guideline provides clarity around how to identify, assess and respond to the social impacts of state significant resource projects as part of the overall environmental impact assessment. It promotes better development outcomes including improved and transparent management of approved projects over the project life cycle.

2.4 Data sources

Consultation activities including surveys and requests for feedback were conducted from Wednesday 15 May to Sunday 2 June 2019 and from Thursday 4 July to Saturday 31 August 2019. Other consultation activities included stakeholder meetings, briefings and forums. These consultation

activities included questions relating to the social environment, including access, protection of heritage items, traffic and pedestrian management, etc. All information gathered as part of the surveys (information on which is provided in Section 3.4.4) was collated into a database. The Consultation Report, attached in **Appendix B** of this EIS, provides a summary of the feedback received by Transport for NSW during community consultation to date.

This SIA has also been informed by the outcomes of various other technical reports prepared for this EIS, including the assessments of impacts to traffic and transport, noise and vibration, landscape and visual, heritage, property and land use and air quality.

2.5 SIA scoping

A Scoping Report was prepared to inform the development of the SEARs for the Project. This report identified potential adverse and positive social impacts arising from the Project in relation to social issues such as access, amenity, health and wellbeing, service provision, and community connectivity.

The SEARs issued for the Project make reference to preparation of the assessment with consideration of the relevant factors within chapters 3 and 4 of the SIA Guideline. Chapter 3 of the guideline specifically relates to the scoping of social impact assessments. While the Scoping Report was prepared prior to the SEARs TfNSW confirm that the Project has been scoped in a manner that is consistent with typical EIA scoping methodologies and seeks to cover the relevant suite of social impacts likely to arise. It should be noted that consultation was undertaken with consideration to the Draft EIS guidelines.

The overall intent of using the scoping assessment tool detailed in chapter three of the SIA Guideline is encapsulated in the two core objectives which are to be met during the scoping phase of the SIA. These objectives, and how they have been addressed for this project, are outlined in Table 3. In meeting these objectives, TfNSW have adhered to the relevant factors of chapter three of the SIA Guideline.

Table 3 SIA Guideline core objectives during scoping phase

Objectives	How objectives are met
Potentially affected people and the project's area of social influence are identified and understood.	The scoping stage for the Project considered a broad range of potentially affected people, both geographically and socially. The potential area of social influence was considered when refining the specific scope of the assessment, as presented in Section 2.7 and Section 3.0. Extensive stakeholder mapping has been undertaken to identify the Project stakeholders and their areas of interest/potential issues. This was undertaken as part of the Community Stakeholder Engagement Plan (CSEP).
Social impacts needing further investigation in the EIS are identified and assigned a proportionate level of assessment.	The scoping report for the Project considered a broad range of potential social impacts and identified those needing further assessment. This process was undertaken through research into the area, it's demographics and social infrastructure provision. The process was augmented by community consultation undertaken to inform the project design and better understand community sensitivities requiring greater assessment. Details of the consultation activities carried out during development of the Project are detailed in **Chapter 6** of this EIS. A discussion of the community engagement is also provided in Section 2.8.5.

2.6 SIA preparation

The SIA Guideline outlines the following objectives to be carried out during the EIS preparation phase:

- Objective 1 - the extent and nature of potential social impacts are predicted and analysed using accepted social science methods against existing baseline conditions
- Objective 2 - the SIA component of this EIS effectively draws attention to, and focuses effort on, the potential social impacts that are assessed as being significant
- Objective 3 - potential social impacts, particularly those evaluated as significant, have an appropriate, justified response, and residual social impacts are identified and explained.

In preparing this SIA, the objectives outlined above have been applied in the following manner:

- Objective 1:
  - identifying the area of social influence within which the Project may result in potential social impacts
  - identifying the social indicators, against which social impacts will be assessed
  - carrying out a desktop review of social indicators and other relevant data in order to create a baseline profile of the community
  - carrying out community and stakeholder engagement to seek direct feedback on community views, concerns and social impacts
  - predicting and analysing the extent and nature of potential social impacts, which has involved:
    - identifying and explaining the project components or activities that may result in social impacts (both positive and negative)
    - taking into consideration factors such as the spatial extent, duration, severity, and sensitivity of receptors in characterising potential social impacts
- Objective 2:
  - evaluating the significance of the social impacts.
- Objective 3:
  - identification of residual negative social impacts, which has involved:
    - identifying the magnitude of potential social impacts resulting from the Project, and the sensitivity of the receiving community, as defined during Objective 1
  - consideration of the potential cumulative social impacts
  - identification of measures to be employed to mitigate and manage potential social impacts of the Project.

2.7 Identification of the area of social influence

The area of social influence for this SIA has been determined based on the following factors:

1. the scope of access changes proposed as part of the Project, including changes to local roads, footpaths, pedestrian access and bus routes (as detailed in **Chapter 12** of this EIS)
2. the community and stakeholder groups most likely to be affected or concerned by the potential social impacts, based on the outcomes of consultation activities carried out for the Project and the demographic makeup of the community (see Section 2.8.5 and Section 3.2)
3. the directly or potentially affected features of the urban and natural environment within and surrounding the Project. This includes key social infrastructure and businesses (as identified in Section 3.3)

4. the likely geographic scale of impacts. This draws upon the spatial extent of impacts as identified in other specialist assessments within this EIS
5. the potential for cumulative impacts to factors affecting the social environment, as identified by other specialist studies carried out as part of this EIS.

2.8 Development of the social baseline

The social baseline for the Project was developed from a number of information sources. These are outlined in the following sections.

2.8.1 Projected passengers

The investigations undertaken to inform the design of the Project estimated that approximately 3,300 and 6,770 people would be walking down Little Eveleigh Street and Marian Street respectively during a typical AM peak hour.

2.8.2 Database searches

Statistics for relevant social indicators have been collated from Australian Bureau of Statistics (ABS) data (Table 4). These have been analysed at the SA2 level.

Table 4 Relevant social indicators and their sources

Social indicator	Source
Population demographics	
Total population	ABS Quickstats for statistical areas
Population density	ABS Quickstats for statistical areas
Median age	ABS Quickstats for statistical areas
Ethnic composition	ABS Quickstats for statistical areas
Indigenous composition	ABS Quickstats for statistical areas
Population projections	Department of Planning & Environment (DP&E) website
Education and employment	
Post-School qualification levels	ABS Quickstats for statistical areas
Education facility attendance	ABS Community profiles
Employment status/Unemployment rate	ABS Quickstats for statistical areas
Median weekly income	ABS Quickstats for statistical areas
Employment by industry	ABS Quickstats for statistical areas
Health and wellbeing of the community, including rates of disability and unemployment	
Need for assistance	ABS Quickstats for statistical areas
Persons providing unpaid disability assistance	ABS Quickstats for statistical areas
Socio-Economic Indexes for Areas (SEIFA) - score and relative ranking	2033.0.55.001 - Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Australia, 2016
Dwellings and households	
Current housing number and types	ABS Quickstats for statistical areas
Household composition	ABS Quickstats for statistical areas
Housing affordability – Rent weekly payments	ABS Quickstats for statistical areas

Social indicator	Source
Housing affordability – Average mortgage payments	ABS Quickstats for statistical areas
Businesses	
Number of businesses	ABS Stats for statistical areas
Businesses by industry	ABS Stats for statistical areas
Access	
Method of travel to work	ABS Quickstats for statistical areas
Commuting distance from place of work	

2.8.3 Review of Major Development Applications

A review of the current major development applications has been carried out to inform the assessment of potential cumulative impacts on the community. These projects, and assessment of the cumulative impacts of these projects, is provided in **Chapter 23** of this EIS. A summary of the cumulative social impacts of these projects is provided in Section 5.0.

2.8.4 Review of previous studies

Other studies referenced in the preparation of this SIA include:

- Aboriginal Housing Company (2006) *Community Social Plan, Redfern Pemulwuy Project*, Second Edition
- Urban Advisors (2018) *SIA: Pemulwuy (Precinct 3), Redfern.*

2.8.5 Community and stakeholder consultation

This SIA has been informed by the community and stakeholder engagement carried out for the Project to date. Details of the consultation activities carried out for this project are provided in **Chapter 6** of this EIS. Local community plans have been reviewed and feedback received during consultation has been analysed to provide insights into community identity, values, priority issues and goals. A summary of these outcomes is provided in Section 3.4.

2.9 Approach and methodology

2.9.1 Identification of Social Indicators

Social indicators have been identified with reference to the potential for social change resulting from the Project, with a view to identify key social issues within the area.

The following are social indicators identified for the Project:

- current population and projected demographic change
- availability and access to community services
- health and wellbeing of the community, including rates of disability and unemployment
- community identity, including shared values and customs, and community cohesion
- employment and income.

2.9.2 Assessment of significance

A relevant and robust assessment methodology has been applied to determine the significance of social impacts resulting from the Project. The impact assessment framework that was used is shown in Figure 4.

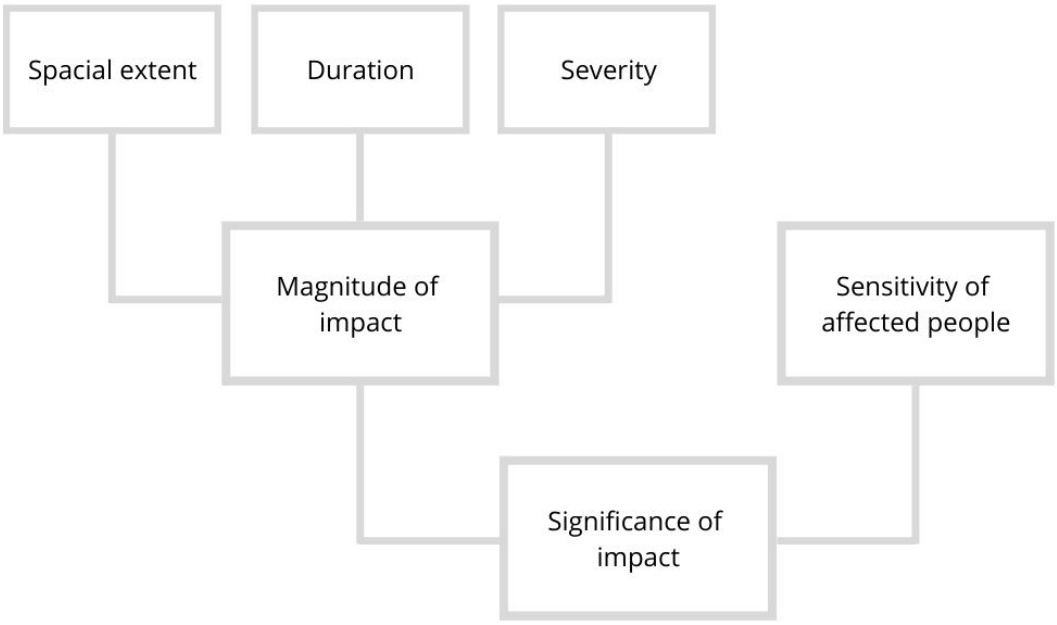

Figure 4 Assessment for determining significance of social impacts

The significance of each potential social impact has been assessed with reference to the magnitude of the impact (based on the spatial extent, duration and severity of the impact), and the sensitivity of the potentially affected population. The criteria established for this assessment were based on:

- **Spatial extent** - the geographic area affected by the impact, considering the number or proportion of people affected
- **Duration** - the timeframe over which the impact would occur
- **Severity** - the intensity or degree of change from the existing condition as a result of the impact
- **Sensitivity** - the susceptibility or vulnerability of people, receptors or receiving environments to adverse changes caused by the impact, or the importance placed on the matter being affected.

The magnitude of each impact has been determined with reference to the values detailed in Table 5. The spatial extent, duration and severity of each impact was considered in determining the magnitude.

Table 5 Magnitude levels and their constituent levels

Magnitude	Definition
Negligible	No discernible positive or negative changes caused by the impact. Change from the baseline remains within the range commonly experienced by receptors.
Low	A discernible change from baseline conditions. The impact is to a small proportion of receptors over a limited geographical area and mainly within the vicinity of the project. The impact may be short-term or some impacts may extend over the life of the project.
Moderate	A clearly noticeable difference from baseline conditions. The impact is to a small to large proportion of receptors and may be over an area beyond the vicinity of the project. Duration may be short-term to medium or some impacts may extend over the life of the project.
High	A change that dominates over existing baseline conditions. The change is widespread or persists over many years or is effectively permanent.

The sensitivity of potentially affected people was determined with reference to the values detailed in Table 6. Findings on the sensitivity of affected people were based on their ability to adapt to change, their vulnerability, the level of concern raised in feedback during community and stakeholder consultation, or changes to community identity, values, or goals.

Table 6 Sensitivity levels and their constituent factors

Sensitivity	Definition
Negligible	No vulnerability and able to absorb or adapt to change. Issues not raised in feedback during community and stakeholder consultation, or would not result in change to community identity, values, or goals.
Low	Minimal areas of vulnerabilities and a high ability to absorb or adapt to change. Issues rarely raised in feedback during community and stakeholder consultation, or minor change to community identity, values, or goals.
Moderate	A number of vulnerabilities but retains some ability to absorb or adapt to change. Issues raised in feedback during community and stakeholder consultation, or moderate change to community identity, values, or goals.
High	Multiple vulnerabilities and/or very little capacity to absorb or adapt to change. Issues raised in feedback from a number of community members and affected people during consultation or significant change to community identity, values, or goals.

The assessment matrix in Table 7 has been used to determine the significance of each social impact as a function of the magnitude of the impact and the sensitivity of potentially affected people.

Table 7 Significance of social and economic impacts

		Magnitude			
		High	**Moderate**	**Low**	**Negligible**
Sensitivity	**High**	High	High-Moderate	Moderate	Negligible
	Moderate	High-Moderate	Moderate	Moderate-Low	Negligible
	Low	Moderate	Moderate-Low	Low	Negligible
	Negligible	Negligible	Negligible	Negligible	Negligible

The sensitivity of the affected people refers to the susceptibility or vulnerability of people or receiving environments to adverse changes caused by the impact, or the importance placed on the matter being affected. Sensitivity of receptors is also defined by the ability for people to adapt to change.

3.0 Existing environment – baseline study

This section provides and overview of the social and economic characteristics of the study area, with reference to demographic profiles, community values, social infrastructure, business and transport services.

3.1 Area of social influence

The area of social influence has been developed based on the factors outlined in Section 2.7. For this Project, this takes account of factors such as the physical scope of works within Redfern and Eveleigh, short and long term changes to access and connectivity, the potential for changes to local amenity and changes affecting relevant businesses and social infrastructure. Generally, the most influential social impacts, particularly those related to amenity, health and wellbeing, and community connectivity, are anticipated to occur in close geographic proximity to the Project.

Section 2.1 discusses the study area used for this assessment. The area of social influence differs from the study area in that it accounts for people who may not live in close geographic proximity to the Project but are affected by its presence. This may include people commuting to Redfern Station from other parts of Sydney as part of their journey to work or study, or businesses that serve the area but are not located within it.

Given the limited scale of the Project this assessment has focused primarily upon receptors located within the study area, especially those located within 400 metres, as discussed in Section 2.1. However, other receptors in the broader area of social influence have been selectively included in the assessment of certain impacts as relevant, such as access and connectivity, health and wellbeing and impacts relating to crime and safety.

3.2 Study area demographic profile

The demographic profile of the study area has been developed based upon ABS statistics (refer to **Appendix A**). Information from both the 2011 and 2016 censuses have been provided to illustrate the demographic changes occurring within the study area over this five year period.

The demographic profile of the study area forms the social and economic baseline against which potential social impacts have been assessed.

3.2.1 Current population

Current population statistics for the broader study area demonstrate positive growth in all four SA2s between 2011 and 2016. The highest percentage of population increase was recorded for Waterloo – Beaconsfield (+56.7 percent), and the lowest in Newtown-Camperdown-Darlington (+15.4 percent). The median growth across the area was +26.2 percent.

The median age of residents within the broader study area in 2016 was 30.85, which is about two years younger than the age recorded in 2011 (32.5), and younger than the 2016 Greater Sydney median of 36. Figure 5 provides a comparison of the age distribution within the study area SA2s and in Greater Sydney.

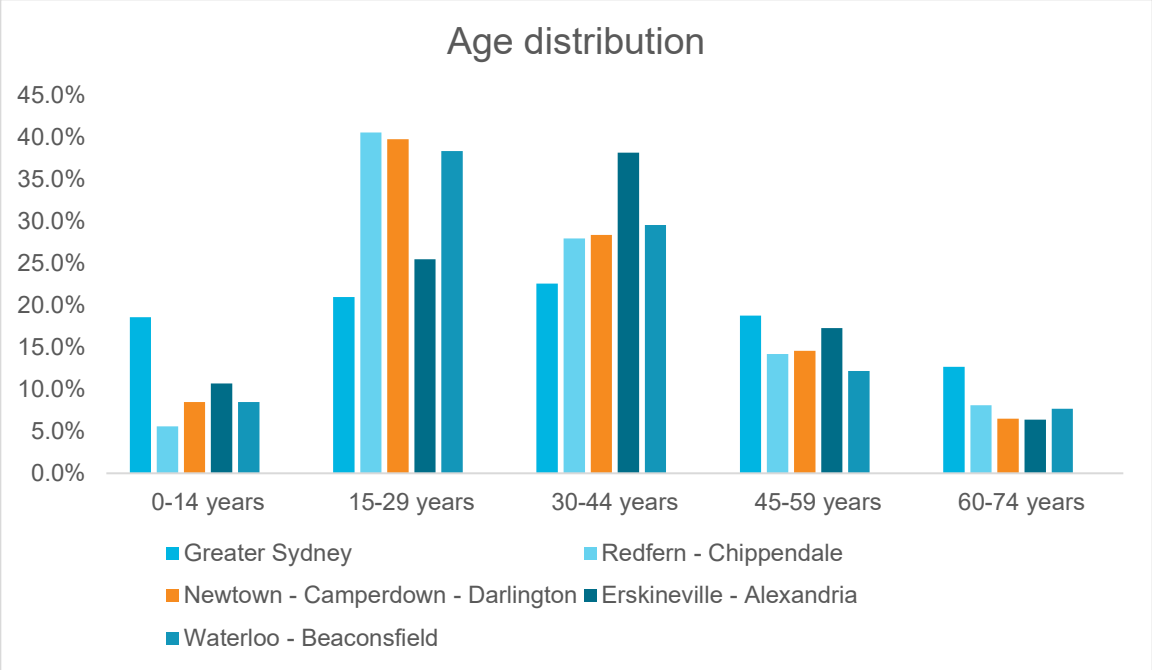

Figure 5 Age distribution of the study area SA2s compared with Greater Sydney

3.2.2 Population Projections

Population projections provided by DPIE (2019) for the Inner West and City of Sydney LGAs, which are both represented in the study area, are provided in Table 8. The highest growth within the study area is anticipated for the City of Sydney LGA between 2026 and 2031 (1.9%). This percentage is lower than the anticipated growth rate for the Greater Sydney region, and lower than the growth experienced between 2011 and 2016. This is due to the existing high density nature of this area.

Table 8 2019 NSW Population Projections

	Inner West	Sydney	Greater Sydney (including Newcastle and Wollongong)
2016 (actual)	191,200	222,700	5,059,356
2021	207,300	236,900	5,647,876
2016-2021 (+/-)	1.6%	1.2%	11.6%
2026	221,285	242,984	6,160,698
2021-2026 (+/-)	1.3%	0.5%	9%
2031	232,644	266,759	6,645,482
2026-2031 (+/-)	1%	1.9%	7.8%
2036	248,102	281,603	7,111,973
2031-2036 (+/-)	1.3%	1.1%	7%

3.2.3 Education and Employment

Census data shows a median unemployment rate of 6.5% across the broader study area. This is slightly higher than the Greater Sydney rate of 6%. Notably, the unemployment rate within the study area varies substantially, with a rate of 7.6% in Redfern-Chippendale, and 3.5% in Erskineville-Alexandria. This variation likely attributed to the proportionately higher tertiary student population in Redfern-Chippendale, which comprises 22.4% compared with 9.3% in Erskineville-Alexandria. For comparison, the tertiary student population across the Greater Sydney Region is 8%.

3.2.4 Cultural and linguistic diversity

In 2016, 42.5% of residents within the study area were born overseas, reflecting a greater cultural diversity than Greater Sydney (36.7%) (Appendix A). More than half of the residents in Waterloo-Beaconsfield and Redfern-Chippendale were born overseas (53.7% and 50.3% respectively). Data comparisons between 2011 and 2016 show a notable change in cultural diversity in the Redfern-Chippendale SA2, with a 10.7% increase in residents born overseas, and a 0.5% decrease in the Aboriginal and Torres Strait Islander population over this period.

The most frequently spoken languages (other than English) across the broader study area included Mandarin and Cantonese, reflecting the high proportion of Chinese born residents across the study area (9.6%). Other key local ethnicities in Redfern-Chippendale include those of north-east Asian (17.1%) and north-west European descent (7.6%).

The Aboriginal and Torres Strait Islander population within the study area is equal to the Greater Sydney average of 1.5%. The proportion is slightly greater in Waterloo-Beaconsfield and Redfern-Chippendale (1.8% and 1.6% respectively). Notably, the percentage of Aboriginal people in the suburb of Redfern alone, was slightly higher, at 2.1%.

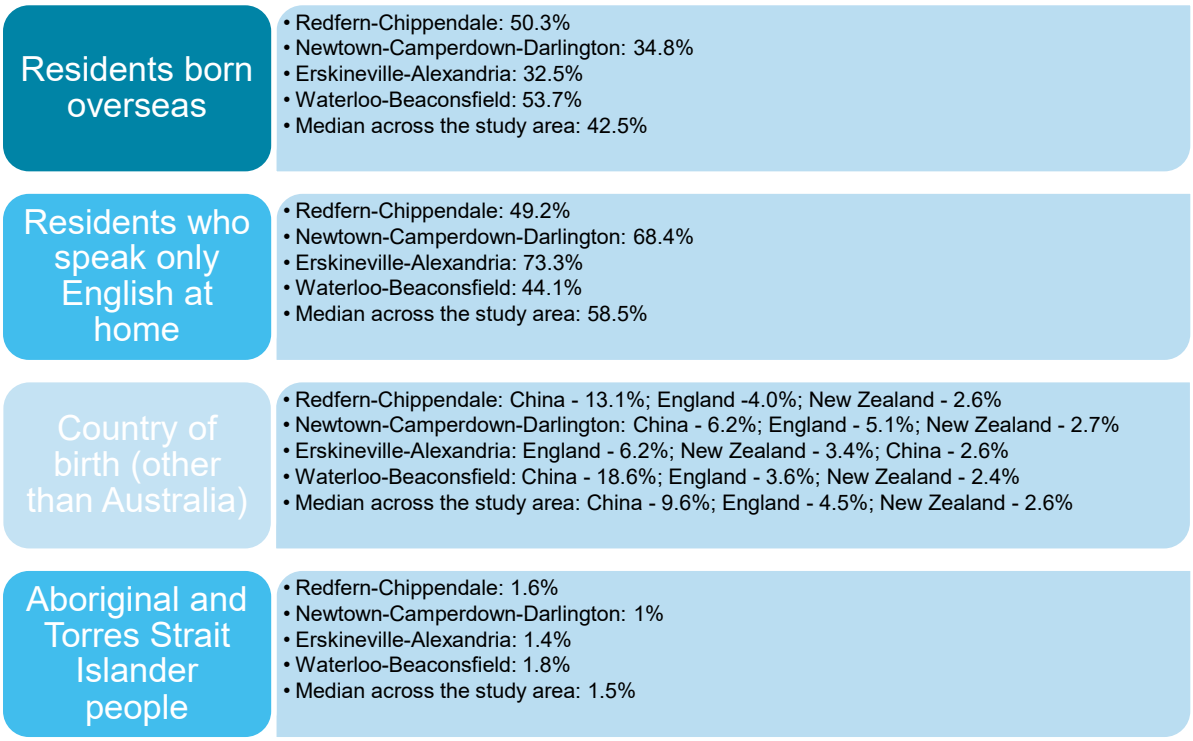

Figure 6 Cultural diversity indicators

3.2.5 Health and Disability

The study area is primarily serviced by the Royal Prince Alfred Hospital. There are also a number of general practice physicians in the area, as detailed in Section 3.3.3. A small proportion (2.5%) of residents in the study area indicated a need for assistance with core activities in the 2016 Census, less than the Greater Sydney average of 4.9%. There were also proportionately fewer residents in the study area that provide unpaid assistance to a person with a disability (6.5%), when compared with the Greater Sydney average of 11.1%.

3.2.6 Dwellings and Households

In 2016, there were 10,342 private dwellings in the Redfern-Chippendale SA2 area, with an occupancy rate of 90.7%. On average, the vacancy rate of dwellings in the broader study area (9.3%) was higher than the Greater Sydney average (7.7%). Of the occupied dwellings in the study area, 3.4% were

separate houses, far less than the Greater Sydney average of 56.9%, and 67% were flat or apartment style dwellings, far greater than in Greater Sydney (28.1%).

In 2016, 12.3% of private dwellings were owned outright, far less than in Greater Sydney (29.1%), and 23.2% were owned with a mortgage, less than Greater Sydney (33.2%). There were also nearly double the percentage of rented properties across the study area than in Greater Sydney (62.0% and 34.1% respectively).

In 2016, the average household size across the study area was 2.1 persons, which is lower than the Greater Sydney average of 2.6 persons. This is likely due to the higher percentage of single or lone person households in the study area when compared with Greater Sydney (34.0% and 21.6% respectively). There is also a much higher percentage of group households in the study area (17.0%), when compared with Greater Sydney (4.7%). This is likely due to the younger demographic profile, proximity to tertiary education facilities, and the lower percentage of family households in the study area (48.9%, compared with 73.6% in Greater Sydney).

In recent years, Redfern's location in close proximity to the city, has led to gentrification of the suburb giving rise to rising housing prices. However, there are still areas within Redfern-Chippendale and Waterloo-Beaconsfield experiencing high levels of unemployment, as well as a large number of social housing residences in these areas (ABS, 2016). This is reflected in the average rent and income of the area where the weekly household income at Redfern-Chippendale is $1,562 and Waterloo-Beaconsfield is $1,747. This demonstrates a lower median weekly household income compared to Greater Sydney at $1,750.

3.2.7 Journey to Work

In 2016, the most common mode of transport to work for residents in the broader study area was by train or tram, with 40.5% of employed persons in Redfern-Chippendale using public transport as at least one of their methods of travel to work. This infers a greater dependence on public transport in the broader study area than in Greater Sydney, where on average 22.8% of employed persons travel to work using at least one mode of public transport.

As detailed in Figure 7 most respondents from a community survey undertaken in May-June 2019 (details of which are provided in Section 2.8.5) travel to and from Redfern Station by walking, whether for work, or for leisure.

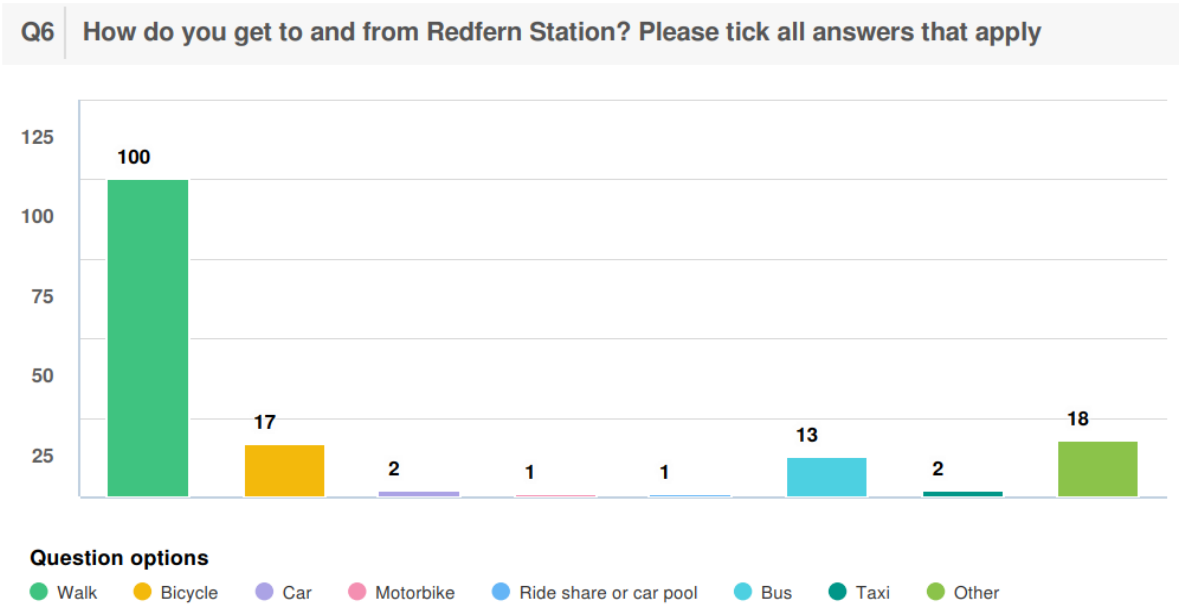

Figure 7 Journey to and from Redfern Station, Redfern Station Upgrade - New Southern Concourse Consultation Survey Results, May-June 2019

3.2.8 Socio-economic indices for areas (SEIFA)

The socio-economic indices for area (SEIFA) advantage/disadvantage index provides a summary of the household conditions within a given area. The SEIFA rating broadly defines the relative socio-economic advantage and/or disadvantage of an area in terms of people's access to material and social resources, and their ability to participate in society (ABS, 2016). There are four SEIFA indexes aimed at providing alternative aspects of socio-economic advantage and/or disadvantage:

- Index of Relative Socio-economic Disadvantage (ISRD)
- Index of Relative Socio-economic Advantage or Disadvantage (ISRAD)
- Index of Economic Resources (IER)
- Index of Education and Occupation (IEO).

The ISRD, ISRAD, IER and IEO scores for the SA2 areas within the study area, refer to Table 9. The decile ranks attributed to each SA2 reflect the 10 indices of relative advantage/disadvantage within the state. Each locality is assigned a score based on a weighted combination of selected variables against each index. Each locality is then assigned a rank (from 1 to 10) based on these scores. More disadvantaged areas are given a lower score and a lower rank, and more advantaged areas are given a higher score and a higher rank. To determine the rank of an area, all the areas are ordered from lowest score to highest score.

Rankings for SA2 areas within the study area vary markedly. The study areas of Redfern-Chippendale and Waterloo-Beaconsfield scored lower than the study areas of Newton-Camperdown-Darlington and Erskineville-Alexandria across all indices. Redfern-Chippendale was subject to the comparatively highest level of disadvantage across all indices (with an ISRD decile ranking of 5, an ISRAD ranking of 8, an IER of 1, and an IEO of 9) compared with the other SA2 areas in the broader study area, especially Erskineville-Alexandria (which had an IRSD decile ranking of 10, an ISRAD ranking of 10, an IER of 5, and an IEO of 10).

The SEIFA scores in Redfern-Chippendale across all indices reflect a moderate level of advantage.

Table 9 Snapshot of SEIFA Index scores

	Redfern-Chippendale	Newtown-Camperdown-Darlington	Erskineville-Alexandria	Waterloo-Beaconsfield
Index of Relative Socio-economic Disadvantage (ISRD)				
Score[1]	990	1070	1105	1012
Rank[2] within NSW (Decile[3])	5	9	10	6
Index of Relative Socio-economic Advantage or Disadvantage (ISRAD)				
Score[1]	1066	1128	1160	1079
Rank[2] within NSW (Decile[3])	8	10	10	8
Index of Economic Resources (IER)				
Score[1]	844	924	999	888
Rank[2] within NSW (Decile[3])	1	2	5	1
Index of Education and Occupation (IEO)				
Score[1]	1128	1180	1177	1132
Rank[2] within NSW (Decile[3])	9	10	10	10

Notes:

1. A lower score indicates that an area is relatively disadvantaged compared to an area with a higher score.

2. All areas are ordered from the lowest to highest score, then the area with the lowest score is given the rank of 1, the area with the second lowest score is given a rank of 2 and so on.
3. All areas are ordered from lowest to highest score, the lowest 10% of areas are given a decile number of 1 and so on, up to the highest 10% of areas which are given a decile number of 10. This means that the areas are divided up into 10 groups, depending on their score. Decile 1 is the most disadvantaged related to the other deciles.

The maps below detail the distribution of relative socio-economic disadvantage. The black outline on each figure denotes the study area. For an easier read, the rankings have been converted to quintile (into five groups), rather than 10 (decile).

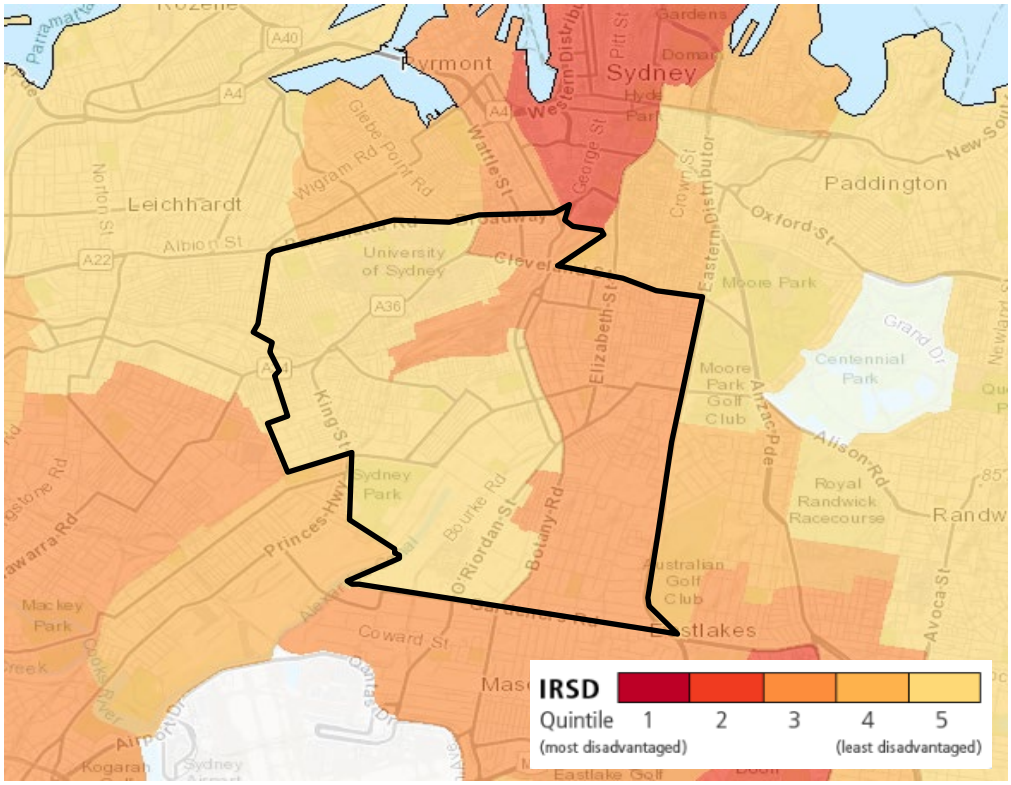

Figure 8 Map of the Index of Relative Socio-economic Disadvantage (IRSD)

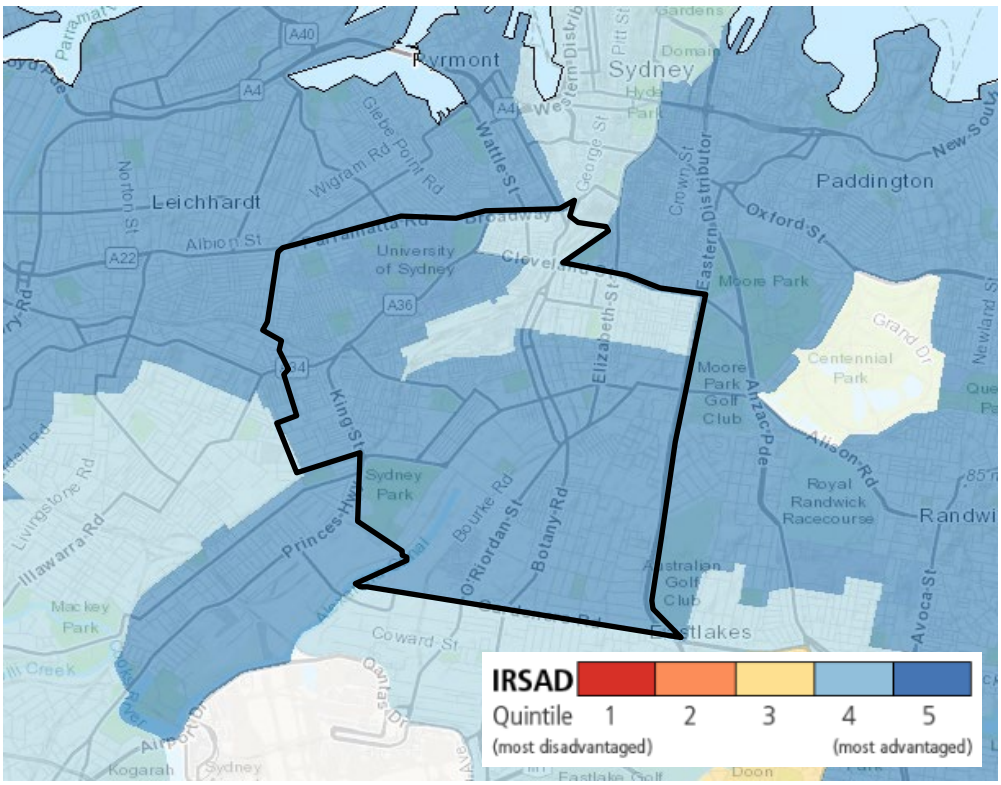

Figure 9 Map of the Index of Relative Socio-economic Advantage or Disadvantage (IRSAD)

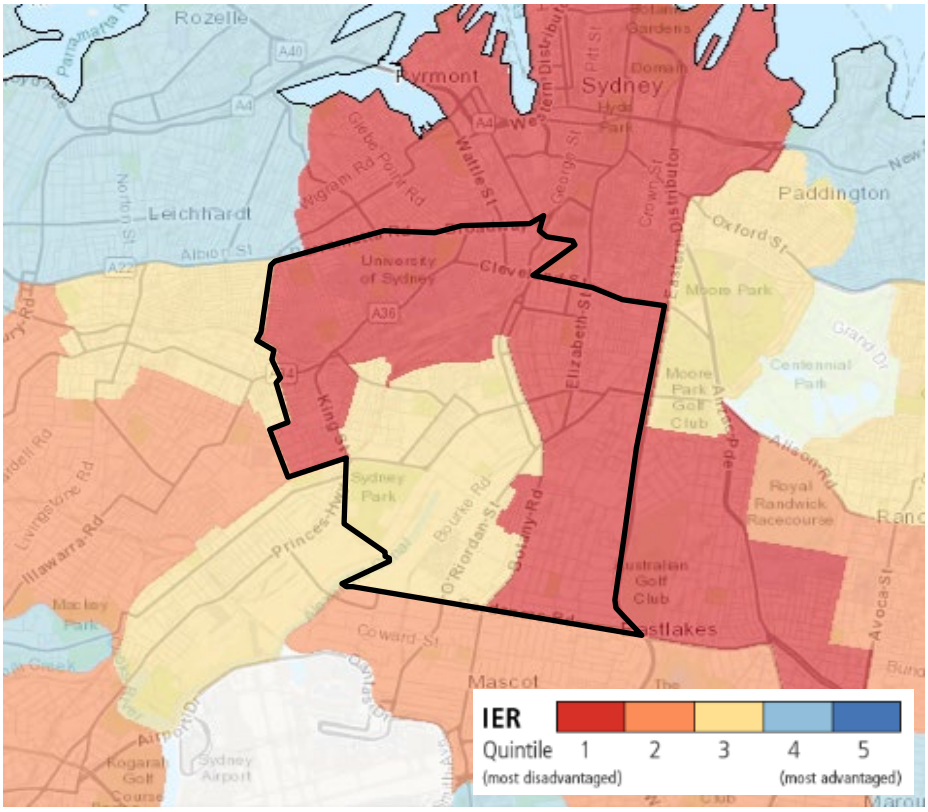

Figure 10 Map of the Index of Economic Resources (IER)

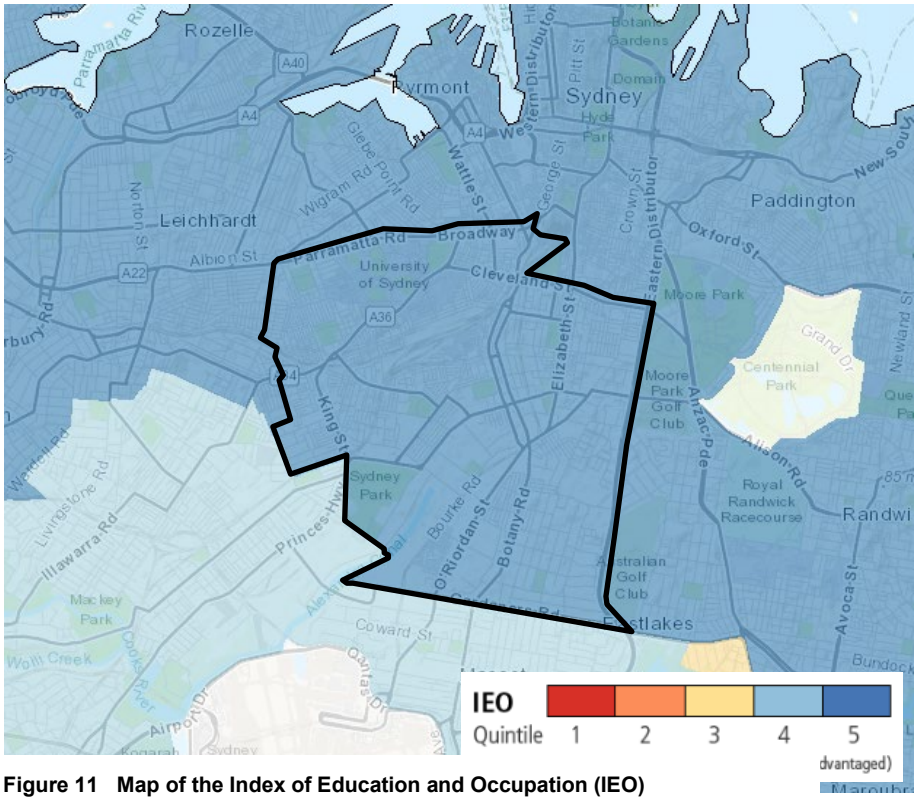

Figure 11 Map of the Index of Education and Occupation (IEO)

3.3 Social infrastructure

3.3.1 Overview

Social infrastructure often includes educational facilities, childcare centres, hospitals and medical facilities, aged care centres, sporting and recreational facilities, community halls, clubs and libraries and the services, activities and programs that operate within these facilities. Open spaces, parks and sporting fields that facilitate sport, recreational and leisure uses are also identified as social infrastructure.

Social infrastructure facilities generally operate at a local, district and/or regional level and are defined by the scale of the population catchment they serve. For example, a public primary school generally serves a local level catchment, whereas a tertiary education facility generally caters to a significantly wider catchment.

As detailed in Section 2.1, the social infrastructure facilities within 400 metres of the Project area have been identified. This area has been chosen because a distance of 400 metres is generally accepted as a reasonable walking distance between social infrastructure and residents, because it is accepted as a commonly used catchment area for assessments and studies of accessibility to train stations, and because a walking distance of up to 400 metres is considered to be faster than driving in an urban area.

The audit of social infrastructure facilities listed in this section is indicative only and based on the data available at the time of preparing this report. Sources used to inform this audit include local council social infrastructure lists and Google Maps. These sources are considered to be reasonably accurate for the purposes of assessing the potential impacts to businesses. Where available, the websites for facilities and businesses were reviewed, to confirm they were still operating. Unregistered facilities, facilities without a digital presence, and potential errors in base data may have caused an unintended omission of some facilities.

A mixture of government housing is located to the south east of Redfern Station, with the Waterloo Estate precinct in this area being planned for redevelopment. Offices and mixed-use development within the old railway site in the South Eveleigh precinct are currently nearing completion.

The main retail commercial centre of Redfern is located on Redfern Street (between Regent Street and Chalmers Street) to the east of Redfern Station. This area, as well as Darlington to the west of Redfern Station and Alexandria to the south, contain a number of restaurants, bars and cafés.

In addition to Redfern Street, a variety of retail and other commercial properties are located along Regent Street from Lawson Street to Raglan Street and Botany Road. To the south of Henderson Road, Botany Road transitions into mainly light industrial properties. The Carriageworks Arts Hub is located 600 metres west of Redfern Station on Wilson Street.

Table 10 identifies the catchments served by each of the facilities identified in the social infrastructure audit.

Table 10 Social Infrastructure included in the audit

	Local	District	Regional
Educational facilities	• Child care centres • Primary school	• High school	• Tertiary education
Heath, Medical and Emergency Service facilities	• Medical centre	• Hospitals • Health clinics • Police station	• NSW Fire and Rescue – Redfern Fire Station • NSW Ambulance
Aged Care facilities		• Retirement homes/nursing homes	

	Local	District	Regional
Community facilities, libraries and places of worship	• Community centres • Meeting spaces • Places of worship		
Aboriginal community service facilities		• Child care centres • Aged care centres • Health services • Employment services	• Community services • Educational facilities • Legal services • Aboriginal housing assistance services
Sporting and recreational facilities	• Playground • Outdoor sports court i.e. tennis or basketball court • Ovals and sports field • Neighbourhood open space and park	• Multi-purpose community/ neighbourhood sports centre • Indoor sport facility	• Sportsground

3.3.2 Educational facilities

There are a range of educational facilities in the study area, including child-care centres, primary schools, secondary schools, and tertiary education facilities.

The local educational facilities located within proximity of the Project area are identified by type in Table 11.

The study area also includes The University of Sydney in Camperdown, which attracts people from across Greater Sydney and international, both as students and as a significant place of employment.

Table 11 Educational facilities within proximity to the Project area (Source: Google Maps)

Educational facility type	Educational facility name	Distance from the Project area (approximate in metres)
Child care centres	• Gowrie NSW Erskineville Early Education & Care, Erskineville • Redfern Occasional Child Care, Redfern • SDN Redfern Children's Education and Care Centre, Redfern • Alexandria Child Care Centre, Alexandria	400 450 550 450
Primary school	• Redfern Jarjum College, Redfern • Erskineville Public School, Erskineville • St Mary's Catholic Primary School, Erskineville • Darlington Public School	300 150 100 500
High school	• The Key College • Sydney Intensive English High School	<10 600
Tertiary education	• University of Sydney • TAFE NSW - Eora	420 260

3.3.3 Health, medical and emergency services facilities

Health and medical facilities located within 400 metres of the Project include:

- Redfern Dentist, Redfern – 50 metres
- Great Feet Podiatry, Redfern – 50 metres
- Citydoc Medical Centre, Redfern – 70 metres
- Redfern Station Medical Centre, Redfern – 150 metres
- Youthblock Youth Health Service, Redfern – 130 metres
- Aboriginal Medical Service, Redfern – 350 metres
- Redfern Community Health Centre – 370 metres
- Healthcare Family Medical Centre, Waterloo – 160 metres
- Waterloo Medical Centre, Alexandria – 210 metres.

The study area also includes the Royal Prince Alfred Hospital in Camperdown, which is likely to attract people from across the region as patients for hospital and medical services. It is also considered as a place of employment, a tertiary and teaching hospital for students, as well as providing associated specialist and other medical services.

Emergency services facilities located within 400 metres of the Project area include:

- NSW Fire and Rescue – Redfern Fire Station – 260 metres
- Redfern Police Station – <10 metres
- NSW Ambulance – 190 metres.

3.3.4 Aged care facilities

Aged care facilities, including retirement homes and nursing homes located within 400 metres of the Project area include:

- Wyanga Aboriginal Aged Care Program – 130 metres
- Uniting The Alexander Alexandria – 400 metres.

3.3.5 Places of worship

The places of worship located within 400 metres of the Project area include:

- Uniting Church Tonga Parish, Redfern – 100 metres
- St. Vincent de Paul's Catholic Church, Redfern – 300 metres
- Alpha and Omega Church, Darlington – 300 metres
- Church of God of Prophecy, Redfern – 200 metres
- The Dormition Of Our Lady Greek Orthodox Church, Darlington – 350 metres
- Church of the Assumption of Our Lady, Darlington – 350 metres
- St. Mary's Catholic Church, Erskineville – 230 metres
- Turkish Mosque, Erskineville – 300 metres
- Cathedral of The Annunciation of Our Lady, Surry Hills – 415 metres
- Saint Michael the Archangel Melkite Cathedral – 450 metres.

3.3.6 Community service facilities

Social infrastructure supports community services, and includes community centres, halls, function centres and public libraries. These venues provide opportunities for:

- educational, recreational and health services and programs
- community, cultural and social activities
- places that build community connections and relationships
- places that improve the inclusion of community members, especially within areas of high culturally and linguistically diverse communities.

Key community service facilities located within 400 metres of the Project area include:

- **Redfern Community Centre, Redfern** – 100 metres – Owned by the City of Sydney, this multi-purpose community centre offers youth services, aimed to assist young people aged 12 to 24. The Redfern Youth Programs delivered from the community centre include employment, sporting and recreational support, educational activities, and referral and advocacy support. The centre also houses an outdoor amphitheatre, professional recording studio, and meeting room.
- **Honeycomb Redfern Studio, Redfern** – 130 metres – Community studio space available for short term hire.
- **Redfern Community Shed, Redfern** – 300 metres – The Redfern Community Shed, is a community based, non-commercial, non-profit organisation accessible to all men. It provides a safe, friendly and healing environment where men are able to work on meaningful projects at their own pace in their own time in the company of other men (https://mensshed.org/about-amsa/what-is-amsa/).
- **Cliff Noble Community Centre, Alexandria** – 350 metres – Owned by the City of Sydney, this community centre is suitable for meetings, gentle exercise groups, rehearsals and small functions.
- **Centrelink Social Security Office, Redfern** – 250 metres – Social security office operated by the Australian Federal Government.
- **Odyssey House NSW, Redfern** – 300 metres, located at 199 Regent Street and provides rehabilitation services.

3.3.7 Aboriginal Community service facilities

Redfern has an extensive network of Aboriginal social infrastructure, including legal, health and employment service centres, child-care and aged care centres, community service centres, and educational facilities. These facilities provide opportunities for:

- educational, recreational and health services and programs
- community, cultural and social activities
- places that build community connections and relationships
- places that improve the inclusion of community members.

Key Aboriginal community service facilities located within 400 metres of the Project are detailed in Table 12.

Table 12 Aboriginal Social Infrastructure

Aboriginal facility type	Aboriginal facility name	Distance from the Project (approximate in metres)
Legal services	• Aboriginal Legal Service (NSW/ACT), 199 Regent St, Redfern NSW 2016 • NTS (Native Title Search Provider), 1/44-70 Rosehill St, Redfern NSW 2016	230 <10
Health services	• Aboriginal Medical Service Redfern, 36 Turner St, Redfern NSW 2016 • Aboriginal Disability Network, 402/161 Redfern St, Sydney NSW 2016 • Mudgin-gal Womens Centre Redfern, 233 Abercrombie St, Darlington NSW 2008	300 20 150
Employment services	• Yarn'n Aboriginal Employment Services, 71-77 Regent St, Redfern NSW 2016 • Aboriginal Employment Strategy – Redfern, 17 Cope St, Redfern NSW 2016 • Tribal Warrior – 27 Cope Street, Redfern NSW 2016	150 120 160
Child-care centres	• Aboriginal Children's Service, 18 George St, Redfern NSW 2016	310
Aged-care centres	• Wyanga Aboriginal Aged Care Program, 35 Cope St, Redfern NSW 2016	130
Community services	• National Centre of Indigenous Excellence, 166-180 George St, Redfern NSW 2016 • Metropolitan Local Aboriginal Land Council, 36-38 George St, Redfern NSW 2016 • Yerrabingin House, Australian Technology Park, 2 Davy Rd, Eveleigh NSW 2015 • Haymarket Foundation Centre, 137-139 Regent St, Chippendale, NSW, 2008	300 300 600 400
Educational facilities	• AIME, Gadigal House, 166 George St, Redfern NSW 2016 • Redfern Jarjum College, 117 Redfern St, Redfern NSW 2016 • TAFE NSW – Eora, 333 Abercrombie Street, Darlington NSW 2008	350 270 400

3.3.8 Sporting and recreational facilities

There are a number of passive and active recreational spaces in the study area in the form of parks, reserves, playgrounds and sporting fields. These include a range of indoor and outdoor sports facilities and swimming pools. Key facilities located within proximity of the Project area include:

- South Sydney Rotary Park, Eveleigh – 10 metres
- Sydney University Sports & Aquatic Centre, Darlington – 350 metres
- Redfern Community Centre Playground, Redfern – 75 metres
- Gibbons Street Reserve, Redfern – 10 metres
- Jack Floyd Reserve, Redfern – 100 metres
- National Centre of Indigenous Excellence, Redfern – 300 metres
- Redfern Oval, Redfern – 600 metres

- Charles Kernan Reserve, Darlington – 130 metres
- Daniel Dawson Reserve, Alexandria – 230 metres
- South Eveleigh Playground, Eveleigh – 370 metres
- Hollis Park, Newtown – 350 metres
- Solander Park, Erskineville – 150 metres
- Harry Noble Reserve, Erskineville – 300 metres
- Renwick Street Playground, Alexandria – 320 metres
- Dibbs Street Reserve, Alexandria – 370 metres
- Alexandria Erskineville Bowling Club, Erskineville – 430 metres
- Erskineville Oval, Erskineville – 430 metres
- Ethel Street Playground, Erskineville – 150 metres
- Binning Street Reserve, Erskineville – 250 metres.

3.3.9 Employment centres

3.3.9.1 Strategic centres

The study area falls within the Greater Sydney Commission's Eastern Economic Corridor, which stretches from Macquarie Park to Sydney Airport, and contributed two-thirds of NSW's economic growth in the 2015-16 financial year. This corridor comprises the Harbour CBD, which is Australia's financial capital and global gateway.

3.3.9.2 Precinct centres

The Project is the first stage of the Redfern and North Eveleigh Precinct Renewal, which is part of the Sydney Innovation and Technology Precinct which hosts innovation-focussed enterprises that have the potential to create the jobs of the future. The NSW Government is considering renewal options for the Redfern North Eveleigh Precinct, which includes government-owned land north of the rail corridor in North Eveleigh.

The Project is located immediately adjacent to the Redfern Street retail strip and is pivotal to the success and connectivity of key residential, commercial and educational/research sites in the precinct. It serves a broad patronage including nearby South Eveleigh, the University of Sydney, Royal Prince Alfred Hospital, TAFE Eora and Carriageworks.

3.3.9.3 Local centres

Local centres provide access to a range of day-to-day goods and services, such as retail, health, commercial and civic services. Local centres can range from a small collection of shops to larger local centres, such as those anchored by a supermarket. As the Project is located near to Redfern town centre, once the Project is completed and in operation, the access and connectivity and business outcomes would allow opportunities for this local centre to form the focus of a neighbourhood, and can provide local opportunities for casual, part-time or full time employment.

3.3.10 Businesses

The nearest commercial/retail centre to Redfern Station with a range of businesses is located along Redfern Street (between Regent Street and Chalmers Street), and along Regent Street/Botany Road (between Wells Street and McEvoy Street), to the east of Redfern Station. Additionally, there are smaller clusters of businesses closer to Redfern Station, including those on Little Eveleigh Street, Lawson Street, Gibbons Street, Marian Street, and within the station itself. The total number of businesses in the study area are detailed in Table 13.

Redfern Street, as well as in Darlington to the west of Redfern Station and Alexandria to the south, is home to a number of restaurants, bars and cafés. Regent Street and Botany Road also contain a variety of retail and other commercial properties. To the south of Henderson Road, Botany Road transitions into mainly light industrial properties. Carriageworks is located 600 metres west of Redfern

Station on Wilson Street and the South Eveleigh Tech and Business Precinct is located approximately 300 m south of Redfern Station on Locomotive Street.

Business clusters considered in the social assessment are listed in Table 14. The business identified in this section are indicative and not exhaustive.

Table 13 Total number of businesses in the study area (ABS, 2016)

Precinct (SA2)	Total number of businesses
Redfern-Chippendale	2,265
Newtown-Camperdown-Darlington	2,262
Erskineville-Alexandria	3,104
Waterloo-Beaconsfield	3,331
Total	**7,631**

Table 14 Business clusters proximate to Redfern Station

Business precinct name	Location	Business types
Little Eveleigh Street	Little Eveleigh Street at Lawson Street	• Food/beverage (cafés) • Professional services, including corporate offices • construction company • art gallery)
Redfern Station East	Gibbons Street/Wyndham Street (Lawson Street and Henderson Road/Raglan Street)	• Commercial • Food/beverage (cafés, restaurants, club) • Retail (health and beauty - nail salon, hair salon, massage) • Retail (supermarket, pet groomer) • Commercial (real estate agencies
	Regent Street/Botany Road (Lawson Street and Henderson Road/Raglan Street)	• Professional services (accounting, advertising agency) • Commercial (manufacturing) • Food/beverage (cafés, restaurants, bakery, club) • Retail (homewares, florist, guitar shop, skate shop, newsagency, pharmacy) • Retail (supermarket, fruit market) • Commercial (service station, printing services, restaurant supply store) • Health (personal trainer, kung fu studio) • Retail (health and beauty – massage, hair salons)
Redfern local centre	Redfern Street (between Regent Street and Chalmers Street)	• Commercial • Food/beverage (cafés, restaurants) • Retail (health - pharmacies) • Retail (health and beauty, hair salon/barber) • Retail (Post Office, hardware store, recording studio, dry cleaning, show repairs, newsagency) • Health (gym/yoga Studio) • Retail (financial services) • Hotels

Business precinct name	Location	Business types
Abercrombie Street	Abercrombie Street, Darlington (between Ivy Street and Codrington Street)	• Retail (local grocery stores, newsagency, gift shop, dry cleaning, art gallery) • Food/beverage (cafés, restaurants, pubs) • Retail (health and beauty, hair salon) • Health (Karate-do Studio)
Marian Street/Cornwallis Street/Rosehill Street, Redfern	Marian Street/Cornwallis Street/Rosehill Street, Redfern	• Commercial (laser equipment, printing • Professional services (biotechnology) • Food/beverage (café, bakery) • Retail (online jewellery shop)
South Eveleigh	Locomotive Street, Eveleigh	• Commercial (Seven Network, Pacific Magazines and the NSW Government, Commonwealth Bank of Australia, Commercial and laboratory spaces) • Doltone House event spaces • Health (fitness centre/gym) • Food/beverage (cafés, eateries) • Retail (health and beauty).
Carriageworks	Wilson Street, Eveleigh	• Markets • Performance and event, cultural spaces.
Redfern Station South	Railway Parade and Ada Street, Erskineville	• Commercial • Arts (sculpture studio, art studio).

3.3.11 Access and connectivity

3.3.11.1 Public transport

Train Services

Redfern is well served by the Sydney Trains network, with a number of suburban and intercity services stopping at Redfern Station. These services are well patronised, with Redfern Station is currently the sixth busiest station in NSW with approximately 70,000 customers on an average weekday.

Equitable access to Redfern Station is currently limited. The majority of platforms are accessed by a single stairway at the northern end of the platforms, with the exception of Platforms 6 and 7 which are also serviced by an existing lift, Platforms 11 and 12 which are serviced by an escalator and no lift and Platform 10 which has a second set of stairs to the south linking with Marian Street but no other accessible vertical transport. The existing access arrangements do not currently meet key requirements of the *Disability Standards for Accessible Public Transport 2002* (DSAPT).

Metro Services

Provision of a new Sydney Metro station at Waterloo, although not yet operational, is set to increase general access and equal access in this section of the study area. This is likely to relieve some pressure from Redfern and Green Square stations, which currently serve this community. The proposed completion date of the Sydney Metro station at Waterloo is 2024.

Bus Services

There are eight bus routes that connect with the two Gibbons Street bus stops located within walking distance from Redfern Station. These services connect residential areas to local transport interchanges, employment and retail areas. These routes include:

- Route 301 – Eastgardens to Redfern via Mascot
- Route 302 – Eastgardens to Redfern via Kingsford
- Route 303 – Sans Souci to Redfern via Mascot
- Route 308 – Marrickville Metro to Central Eddy Ave via Redfern (Loop Service)
- Route 309 – Banksmeadow to Central Railway Square

- Route 309X – Port Botany to Central Railway Square (Express Service)
- Route N11 – Cronulla to City Town Hall
- Route N20 – Riverwood to City Town Hall via Airport.

3.3.11.2 Active transport network

Cyclist connectivity

The area around Redfern Station is well connected to the Sydney Bike Network, with a mix of on-street and off-street cycling routes within 800 metres of Redfern Station. This includes a regional cycling route along Lawson Street and an off-road shared path along Gibbons Street, linking with Marian Street and shared paths in Eveleigh.

On Little Eveleigh Street, a shared traffic lane is provided in the westbound direction, with a cycle path provided in the eastbound direction. This route links with Newtown and Ashfield and is provided with wayfinding signage.

Pedestrian connectivity

There are footpaths along the streets surrounding Redfern Station, linking to the four station entrances: on Lawson Street, at the corner of Lawson Street and Gibbons Street, Marian Street, and at the corner of Little Eveleigh Street and Lawson Street. All entrances require paid access; however, the existing Marian Street entrance does not have an Opal gate, but rather Opal card totems. All entrances, except at the corner of Gibbons Street and Lawson Street have at least one step to the concourse level. There is also an accessible path from South Eveleigh to the Gibbons Street entrance (Innovation Plaza) and it is located between the Locomotive Workshop and the National Innovation Centre. The Plaza provides as the main pedestrian path to and from Redfern Station.

The pedestrian crossing facility for local streets such as Gibbons Street and Lawson Street include marked foot crossing on all approaches at the signalised intersection of Gibbons Street and Lawson Street. There is also a refuge island along Lawson Street. These pedestrian crossing facilities provide a safe crossing point to and from the station. The rail corridor through Redfern is a significant barrier to pedestrian movements in an approximate north-south direction. Pedestrian crossings of the rail corridor are limited to Cleveland Street (350 metres northeast) and Lawson Street, with no other crossings until Burren Street and Erskineville Road, adjacent to Macdonaldtown and Erskineville Stations, approximately 1.4 kilometres and 1.5 kilometres to the west, respectively.

3.3.11.3 Road and freight network

The roads adjacent to Redfern Station include a mix of local and regional roads. The local roads adjacent to the station provide local access to driveways, properties and car parking, and include Little Eveleigh Street, Marian Street, Cornwallis Street, and Rosehill Street. The regional roads include Gibbons Street and Lawson Street, which carry a large number of vehicles during the network peak hours.

3.4 Community Identity, values and aspirations

3.4.1 Overview

Community values and goals play an important role in how communities perceive potential social impacts. The identification of these goals and values assists the assessment of potential impacts, as it provides an insight into how community identity, cohesion and sense of place may be affected by the Project.

Community values can be both tangible and intangible. Neighbourhood identity, community safety, health and wellbeing, and community cohesion are highly valued intangible community values. Heritage items, local features (such as trees, public amenity and public art), and social infrastructure are examples of more tangible physical aspects of community value.

Community cohesion refers to the connections and relationships between individuals and their neighbourhoods. Access to a diverse range of local and regional infrastructure, a variety of meeting places which encourage strong support networks, and minimal barriers to movement are key elements that contribute to cohesive communities.

3.4.2 Community plans

A review of community strategic planning documents relevant to each LGA in the study area has been carried out to identify values and aspirations specific to the local community. As the study area falls within the LGA boundaries of the City of Sydney and Inner West Council, local community plans for these councils have been reviewed. A summary of the community identity, values and future aspirations for each LGA is provided in Table 15.

Table 15 Key community values and aspirations for Inner West Council

Community identity, values and future aspirations	Outcomes
Liveability and environment	• a leader in environmental management • sustainable development, renewal and design • housing for a diverse community
Governance and engagement	• collaborative • an informed and engaged community • responds to changing needs and expectations of the local community and global, national and local issues
Economy and employment	• global in economic orientation, links, partnerships and knowledge exchange • thriving and prosperous • maintaining global competitiveness and support innovation
Cultural diversity	• welcoming and inclusive • recognition of the contribution, opportunity, diversity, and distinctive character of local areas
Community identity and wellbeing	• deeply committed to celebrating the living culture of our First Nations People • resilient and inclusive local communities • a lively and engaging city centre
Connectivity	• connected physically and virtually • easy to get around, with a local network for walking and cycling • integrated transport for a connected city

The Inner West Council's *Our Inner West 2036: A community strategic plan for the Inner West community* identifies the community's needs, values, priorities and aspirations to 2036 (Inner West Council, 2018). Key community values and aspirations are outlined in Table 16.

Table 16 Strategic directions and aspirations for City of Sydney

Community identity, values and future aspirations	Outcomes
Liveability and environment	• ecologically and developmentally sustainable • supports people to protect restore, enhance and connect with nature • aspires to be a zero emissions and zero waste community
Governance and engagement	• progressive local leadership • responsible, sustainable, ethical and open local government
Economy and employment	• a place of excellence for creative industries • social enterprises and businesses are supported to grow local employment
Cultural diversity	• celebrates and promotes Aboriginal and Torres Strait Islander arts • leading creative and cultural hub

Community identity, values and future aspirations	Outcomes
Community identity and wellbeing	• a community that works together in a way that is creative, caring and just • caring, happy and healthy communities
Connectivity	• unique, liveable, networked communities • public spaces that are high quality, welcoming and enjoyable, seamlessly connected with their surroundings

3.4.3 Aboriginal identity in Redfern

The traditional custodians of the Sydney Basin Region are the Gadigal People of the Eora Nation. Sydney's inner suburbs have long been a home and destination for Aboriginal people seeking work opportunities and connections with community and family. As the town of Sydney developed into a city, the Gadigal were joined by other Aboriginal people from elsewhere in NSW, to live, work and forge relationships within the urban Aboriginal community (City of Sydney, 2017). Redfern has been a centre for the Aboriginal community in Sydney since at least the late 19th century, when large numbers of Aboriginal people and migrants moved to the area for jobs at the Eveleigh railyards. Since this time the suburb has maintained a well-known Aboriginal identity and has been the crucible for a range of Aboriginal social movements and institutions such as the Aboriginal Legal Service and Aboriginal Children's Service. The Aboriginal Housing Company was set up in Redfern in 1973, becoming Australia's first community housing organisation.

Redfern has historically been recognised as the cultural centre for Aboriginality in Sydney, as it has historically had a larger Aboriginal and Torres Strait Islander population when compared to other parts of the city (ABS, 2016).

While there has been a decline in the Aboriginal and Torres Strait Islander population in Redfern in recent years (as detailed in Section 3.2.4), the identity of Redfern as a cultural hub for Aboriginal people prevails. This is evident in the Aboriginal social infrastructure that remains in the area. This social infrastructure is detailed in Section 3.3.7.

3.4.4 Stakeholder and community consultation

TfNSW has carried out various consultation activities to inform the Project. Details of the engagement activities that have been carried out to date, and the ongoing and planned consultation activities are detailed in **Chapter 6** of this EIS. To inform this SIA, an analysis has been carried out on:

- comments provided through the project information phone line, project email address and online consultation portal
- feedback received during the May-June 2019 consultation period, including from:
  - feedback forms received at the 21, 25 and 29 May 2019 drop-in information sessions
  - comments noted during community group, resident and stakeholder meetings, and when doorknocking residents of Marian Street and Little Eveleigh Street
- feedback received during the July-August 2019 consultation period, including from:
  - comments noted during the July 2019 stakeholder forum, individual meetings/presentations with stakeholder, disability, community and resident groups, and when doorknocking residents of Little Eveleigh Street.

3.4.4.1 May-June 2019 online survey

An online survey was available on the TfNSW during the May - June 2019 consultation period. The survey aimed at gaining a better understanding of the main issues, perceptions and concerns of local community members and transport customers in regard to the project during construction and operation. The survey received 119 responses during this period. Key results from the survey included:

- the average survey respondent was a long-term resident of Redfern, who was aged 55 or over
- 60.7% of survey respondents used Redfern Station to get to/from work

- 100 of the 119 respondents stated that they walked to/from Redfern Station
- the most popular times of the day for travel were during the morning and afternoon weekday peak periods. Mornings are defined as between 6:30 am and 9:30 am, and afternoons between 3:00 pm and 6:00 pm.

3.4.4.2 July-August 2019 online survey

A second online survey was available on the TfNSW website during the July - August 2019 consultation period. The survey encouraged respondents to consider the benefits and disadvantages of the four options presented, and received responses from 223 people. Key results from the survey included:

- more than half the survey respondents live in the local area
- more than half of the survey respondents use Redfern Station to travel to and from home and to and to access various local destinations, including South Eveleigh, Carriageworks, The University of Sydney and local shops, cafes and restaurants
- In general, option 1 (the preferred option connecting Little Eveleigh Street with Marian Street) was the favoured option both as stated by respondents and based on positive and negative qualities respondents nominated in the online survey.

3.4.4.3 Key issues raised during consultation

The key issues raised by affected people and community members across all consultation periods included:

Traffic, Pedestrians, safety and bus connections

- management of increased pedestrian, cycle and vehicle movements in surrounding streets (particularly on Little Eveleigh and Marian Street)
- suggestions that alternative alignments (e.g. connecting the new concourse to Wilson Street or South Eveleigh Street) be better manage increased activity on Little Eveleigh Street. Other commenters noted concerns that this alternative alignment may produce safety risks due to reduced passive surveillance. Additionally, commenters noted that activation of Wilson Street may mitigate these potential safety issues
- requests for better connections to bus services from the station.

Heritage

- heritage is seen as contributing significantly to the local character of Redfern, and is widely valued by the community
- valuable local heritage features (including the building at 125-127 Little Eveleigh Street, which is not formally recognised on the State Heritage Register, but contributes to the Darlington Heritage Conservation Area) need to be protected, including exploring options for adaptive reuse. Further respondents believed that a good project outcome would be to be able to revitalise heritage buildings, by repurposing them for use such as creating interesting pathways, and places for cafes, businesses and markets.

Concourse width, cycling routes and unpaid access

- suggestions to build a wider concourse to accommodate amenities such as a cycle route and ungated access to increase connectivity in the area
- suggestions for additional cycle infrastructure such as connections to existing cycle routes in the area, additional bike racks and storage.

Urban Design, local character and visual amenity

- the design of the concourse needs to be in keeping with the local character of the area
- open and green spaces are important, and consideration should be made for more trees and landscaping in the area.

Amenity

- privacy is highly valued by local residents, and design considerations should be made to retain privacy for local residents
- amenity impacts, such as loss of parking, increased crowding, service interruptions, construction noise, and traffic disruptions were also raised as concerns.

Alternative suggestions

- alternative concept designs, with intentions to provide opportunities for more direct connections across the rail corridor, mitigate potential impacts to resident privacy, remove pedestrians from outside the front of residences on Little Eveleigh Street, and reduce pedestrian and cyclist interaction with vehicles on Marian Street
- accessibility upgrades to the underground Eastern Suburbs & Illawarra Line platforms (Platforms 11 and 12) should be included as part of the Project.

3.4.5 Aboriginal Community Engagement

Engagement with local Aboriginal community members and stakeholder groups has also been carried out to inform the Project. Engagement activities carried out to date have included meetings with:

- Metro Local Aboriginal Land Council (MLALC)
- National Centre of Indigenous Excellence (NCIE)
- TAFE Eora (which has also been considered as an educational facility)
- the NSW Indigenous Chamber of Commerce.

Stakeholder forums have also been convened, to provide an opportunity for all stakeholder groups to hear about the Project and provide feedback. This included a targeted Aboriginal Engagement Forum, at which an overview of the Project was provided, and opportunities for Aboriginal employment, participation and learning were discussed.

Discussions relating to local Aboriginal heritage were covered primarily with the MLALC at a high level only. Engagement with the local Aboriginal community is ongoing, with a specific Aboriginal Engagement sub-plan currently under development to step-out the proposed engagement process with the Aboriginal community during future project stages.

4.0 Impact assessment

The assessment below summarises the predicted social impacts associated with the Project. Direct impacts are defined as changes to the existing community that are directly resultant of the Project. The impacts identified and assessed herein have been informed by, and extrapolated from those identified in EIS scoping report, as well as those in other parts of this EIS. Impacts that result from changes brought about by the Project relating to intangible elements such as community values and sense of place are defined as indirect impacts. Both direct and indirect social impacts are discussed in the following sections to determine the likely overall social impact of the Project.

Stakeholder and community feedback have also been reviewed and considered to provide insight into community perceptions, values and concerns in relation to social impacts. Values derived from consultation activities have been specifically noted when reviewing the scope of impacts, as well as during assessment and mitigation.

The magnitude of anticipated impacts (both positive and negative) and the sensitivity of receptors likely to be affected by the Project are identified and assessed separately for construction and operation (Sections 4.1 and 4.2 respectively). All impact assessments have applied the matrix approach outlined in Section 2.9.

Cumulative social impacts have been presented in Section 5.0. Cumulative social impacts are considered in the context of other ongoing or planned developments likely to affect the same receptors as the Project.

4.1 Construction

This section outlines the potential social impacts that have been identified in the context of the social baseline discussed in Section 3.0, as a result of the Project's construction.

4.1.1 Amenity

The amenity and character of an area contributes to the community's shared identity and sense of place. On a base level, amenity refers to the sounds, look and feel of a place and the activities that take place within it. Impacts or changes to amenity during construction can include any factor that impedes, alters or enhances a resident or visitor's enjoyment of their home or daily activities. Examples include changes to noise levels, views, access to services, or changes to air quality.

Some amenity impacts may also contribute to a change or the loss of a community's sense of perceived identity or place. Certain community members may be more or less susceptible to amenity impacts, such as marginalised communities, young children, elderly or disabled people.

Feedback received during community consultation identified that the main concerns relating to the Project included amenity impacts, such as privacy, noise, parking loss, increased crowding, service and traffic disruptions. Community members also raised concerns about the visual impacts of the Project, including lighting and vegetation removal, and how heritage values would be managed and integrated into the Project.

The following sections describe the potential impacts to amenity and community wellbeing for residents in the vicinity of the Project area, during construction.

The chapters and technical reports referenced in this discussion include:

- **Chapter 12** of this EIS and **Technical report 3 – Traffic, transport and access**
- **Chapter 13** of this EIS and **Technical report 4 – Noise and vibration**
- **Chapter 9** of this EIS and **Technical report 1 – Landscape character and visual impact assessment**
- **Chapter 19** of this EIS.

4.1.1.1 Traffic and access

During peak construction periods, the Project would generate up to approximately 20 additional heavy vehicle movements and up to approximately 40 additional light vehicle movements per day (excluding

worker transport to and from the site). This traffic would be dispersed across the Project area, including ancillary facilities and along minor and major roads in the vicinity of the Project area. Despite this, the **Technical report 3 – Traffic, transport and access** determined the Project to have a negligible impact on key regional access routes.

The local roads that would be used to access the construction sites and construction ancillary facilities are likely to experience a greater degree of change, as these roads typically experience relatively lower traffic volumes. Increased traffic has the potential to affect local amenity, as it is associated with increased noise, reduced air quality, reduced parking and greater safety risks for pedestrians, cyclists and other vehicles. This is in addition to the visual presence of increased road traffic.

Chapter 12 of this EIS and **Technical report 3 – Traffic, transport and access**, outlines specific traffic and access changes likely to arise from the Project. This includes temporary changes to local traffic flows on Little Eveleigh Street, Ivy Street, Lawson Street, Gibbons Street, Cornwallis Street, Marian Street and Rosehill Street. Changes would also occur to pedestrian and cyclist access, with temporary diversions required in areas such as Little Eveleigh Street and Marian Street. The existing cycle racks along Little Eveleigh Street would be replaced during the construction phase.

Bus services in and around Redfern Station would also be affected during construction of the Project. This includes changes to the provision of shuttle buses, as a result of relocating of the existing shuttle bus zone from Little Eveleigh Street to Lawson Street. This relocation would not significantly increase the distance pedestrians would need to travel to the station given its close proximity to the existing shuttle bus zone.

Bus services along Gibbons Street may also experience minor delays due to construction vehicle movements and other construction activities associated with the proposed kiss and ride facility adjacent to the existing bus stop. It is anticipated that construction of the Project will be primarily carried out during standard Sydney Trains rail shutdown periods to aid safe construction. Approximately two additional rail shutdown periods are proposed, including a possession across the Christmas period. During these shutdown periods, standard measures including providing alternative transport arrangements and notification would be provided to minimise impacts to the community.

Whilst the majority of the above changes would be minimal and generally limited to the station precinct, there is the potential for certain groups to be affected to a greater degree than others. This includes vulnerable groups such as the elderly, young people and people with reduced mobility. Such impacts would be avoided or mitigated through the implementation of suitable alternative arrangements that limit disruption to existing pathways, station entrances and other local infrastructure as far as practicable.

Construction of the Project would require partial road closures and temporary diversions which would potentially affect traffic movements and access to the road network as well as active transport in the study area. Network performance as a result of any diversions and road closures is not expected to deteriorate significantly due to the low number of construction vehicle volumes expected, and also as road closures and construction vehicle movements in general would be planned to occur outside of peak hours where possible. The impacts to customers utilising the shuttle bus zone on Little Eveleigh Street are anticipated to be minor as it is expected that the relocation work would be completed prior to removal of the existing bus zone. This would ensure disruption to bus services is minimised. There would also be minimal impacts to rail services as it is proposed to align the works with standard rail shut down periods, as far as practical. Impacts to the cycling infrastructure/bicycle network and pedestrian movements were also considered to be minimal given appropriate diversion routes would be in place to mitigate impacts on pedestrians and cyclists. Changes to traffic and access may disproportionately affect people from non-English speaking backgrounds, as they may have difficulty understanding signposted diversion routes, changed parking signs and signs indicating changed road conditions. Given this, the magnitude of these impacts would be low, and the sensitivity of affected people would be moderate. On this basis, the significance of the overall social impact on traffic and access would be considered moderate-low.

4.1.1.2 Noise and vibration

Exposure to noise and vibration has the potential to contribute to a range of impacts to people's work, recreation, social and home lives. This includes interference with daily activities or the enjoyment of these activities and interference with concentration and memory particularly with regard to children's

school performance and business activity that depends on quiet environments. High levels or certain types of disruptive noise may also result in disruption of sleep and rest patterns and may create or exacerbate health concerns such as hearing impairments and cardiovascular health (elevated blood pressure).

Increased levels of noise would be generated during construction of the Project. Most such noise would be associated with typical construction activities such as the operation and movement of heavy and light machinery, vehicles, materials and other equipment. It would also include noise generated directly by construction workers and their access to and from the Project area. These noise sources have been further assessed in **Chapter 13** of this EIS and **Technical report 4 – Noise and vibration**. This assessment outlines the following as the major contributors of noise and vibration during construction:

- rock breakers
- concrete saws
- jackhammer
- piling rigs
- generators
- vacuum sucker trucks.

Receptors identified in the assessment as being most affected by construction noise include:

- residents on Little Eveleigh Street, Ivy Street, Lawson Street, Gibbons Street and Marian Street, Cornwallis Street and Rosehill Street
- businesses on Little Eveleigh Street and at the western end of Redfern Street.

Construction traffic would generally not exceed 20 heavy vehicle movements per day during peak construction periods, with the most movements anticipated during the modification of 125-127 Little Eveleigh Street and during roadworks on Little Eveleigh Street and Marian Street. Additionally, up to 40 light vehicle movements per day are anticipated. This does not include worker transport to and from the site, and workers would be encouraged to use public transport. It is anticipated that peak traffic volumes would occur during the 3-4 month period where construction activities associated with modifications at 125-127 Little Eveleigh Street and where roadworks on Little Eveleigh Street and Marian Street happen concurrently. Road traffic noise levels during construction are unlikely to increase by more than 2 dB on Cleveland Street, Regent Street, Wyndham Street/Gibbons Street, Lawson Street, Botany Road, McEvoy Street, Fountain Street, Mitchell Road, Copeland Street/Swanson Street. This is due to the existing high volumes of traffic on these roads and the small percentage increase due to construction traffic. Residents of local roads, such as Little Eveleigh Street and Marian Street/Cornwallis Street/Rosehill Street would experience a greater degree of change, as these roads generally have much lower traffic volumes, however road traffic levels are also unlikely to increase noise by more than 2 dB due to the low volumes of the construction traffic generated.

The construction noise levels are predicted to exceed the construction noise management levels during all stages of construction with varying levels of exceedances during the roadworks as the works are progressive along the roadways.

During the night-time out-of-hours works, the largest number of exceedances are anticipated to occur during the main station upgrade works. The greatest number of exceedances of the noise management levels would occur for residents of Little Eveleigh Street, who are predicted to be ‘highly affected’.

The implementation of suitable mitigation measures would however minimise and manage noise impacts on noise sensitive receivers where possible. Mitigation measures have been recommended in accordance with the *Construction Noise and Vibration Strategy Guideline* (TfNSW, 2019), and could include measures such as carrying out noise intensive work during less sensitive time periods, and ensuring sensitive receivers are kept informed during construction.

Vibration impacts during construction may affect heritage-listed items within the Project area, including structures and historic features at Redfern Station, if these items fall within the minimum work

distances for vibration intensive works. If these minimum working distances are complied with, no adverse impacts from vibration intensive works are likely in terms of human response or cosmetic damage. A construction noise and vibration management plan would be in place to minimise the construction traffic noise levels and reduce the risk of negative impacts occurring.

The magnitude of these impacts and the sensitivity of affected people is therefore likely to be high. On this basis, the significance of the overall social impact on noise and vibration is considered high.

4.1.1.3 Visual amenity

Visible construction elements would be expected to typically include a range of site sheds, site hoarding and fencing of work sites, car parking facilities for a variety of construction vehicles bringing in workers and materials, mobile construction equipment and lighting, equipment and plant such as elevated work platforms including cranes and scissor lifts. The Project also proposes to use of part of Gibbons Street Reserve as a laydown area for construction equipment and infrastructure. The aforementioned impacts would be visually prominent, but in keeping with similar temporary construction works, and would be transitory over a period of about 18 months from 2020 until completion of the Project.

As the visual impacts of construction would be temporary and localised, the magnitude of impact has been considered to be low. The sensitivity of community members to visual impacts has been determined to be high. There would be moderate significant social impact to visual amenity during construction.

4.1.1.4 Air quality

During construction, activities such as earthworks and the use of construction machinery have the capacity to generate dust and exhaust emissions.

The construction activities with the greatest potential to generate dust would include:

- excavation, handling, stockpiling, loading and unloading, and transport of spoil
- demolition of buildings and other structures, and the handling, stockpiling and transport of demolition material
- transport, loading and unloading, stockpiling and handling of imported construction materials such as imported fill
- creation of exposed surfaces through the clearing of vegetation, stripping of topsoil and other overlying structures (such as road and footpath pavements), which would increase the potential generation of dust emissions by wind erosion
- pre-cast concreting activities.

Nuisance dust has the potential to affect nearby residents and sensitive receivers, such as those with respiratory illnesses. The perceived impact to air quality as a result of construction activities can also affect residents and visitors to the area by increasing anxiety and reducing their capacity to enjoy the local environment. Receivers in close proximity to construction ancillary facilities are likely to be most affected by these impacts.

Air quality has been considered in **Chapter 19** of this EIS. This air quality assessment outlines the nature of likely impacts, and the mitigation measures to be implemented to minimise impacts. The assessment concludes that the overall impact of construction activities is likely to be low in the context of the heavily urbanised surrounding environment, including arterial roads and the active rail corridor.

In summary, the anticipated magnitude of air quality impacts on local amenity is considered to be low. This is based on the actual impact of construction on air quality, being akin to that of similar infrastructure projects, and further noting that impacts are expected to be effectively mitigated by measures identified in Section 19.5 of **Chapter 19** of this EIS. The sensitivity of local residents has been determined to be low. As such the social impact to amenity as a result of changes to air quality during construction are considered to be of low significance.

Overall amenity impacts

Considering the above, the overall significance of amenity impacts on the social environment is considered to be moderate during construction.

4.1.2 Health and wellbeing

The magnitude of impacts to health and wellbeing during construction is considered to be low. The sensitivity of people is considered to be moderate, resulting in a moderate-low significance of impacts to health and wellbeing during construction of the Project. Impacts to the health and wellbeing of people who work, visit, and live in the local area may arise from direct project impacts such as changes to air quality and noise, or indirectly, such as increased stress and anxiety associated with changes to amenity. Some sections of the community, including certain community facilities or social infrastructure (including the secondary school and art gallery on Little Eveleigh Street and medical facilities on Gibbons Street), may be more susceptible to certain health and wellbeing impacts.

Impacts to health and wellbeing may arise from a combination of amenity impacts, such as increased noise and vibration, changes to air quality, changes to access, and visual changes resulting from construction activities. These impacts may cumulatively result in decreased quality of life, increased stress and anxiety, disruptions to social networks, and loss of sleep, resulting in associated health and wellbeing impacts.

Changes to amenity during construction could also result in stress associated with decreased feelings of safety, perceived changes in property value, or perceived increases in crime. These could result from increased interactions between construction vehicles and pedestrians, reduced sightlines as a result of construction hoarding, and increased noise and vibration during construction.

Construction noise levels are predicted to exceed noise management levels during standard hours and out-of-hours work across all stages of construction with varying levels of exceedances. A small number of residents (particularly those on Little Eveleigh Street) would be affected by both standard hours and out-of-hours work in some stages. While most construction activities are expected to occur at distinct scheduled times and at different locations, it is possible that noisy construction activities for the Project may occur at the same time in close proximity to each other. This may include work associated with the new station entrances on Marian Street and Little Eveleigh Street occurring in conjunction with utility and overhead wiring relocations/adjustments and the Main Construction works. In these cases, it is possible that an increase of up to 3 dB(A) of the highest noise level predicted for any construction stage may occur (assuming that at any one location equal noise levels from two stages of works are experienced).During construction, local air quality may be temporarily affected by dust and exhaust emissions. Without the implementation of adequate mitigation measures, dust emissions could result in reduced local air quality and dust deposition at the nearest residences due to the small distance between these receivers and the construction sites. These risks would be managed through standard air quality management planning as detailed in **Chapter 19** of this EIS.

4.1.3 Changes to demographic profile

Construction of the Project has the potential to influence the social makeup of an area through the employment of a construction workforce.

As detailed in Section 3.2.1, the demographic profile of the study area, particularly Redfern – Chippendale changed significantly between the 2011 and 2016 Censuses (ABS, 2011; ABS, 2016). Exponential population growth has also been experienced across the study area over this period (see Section 3.2.2), with more modest population growth predicted in the coming years.

The employment of approximately 110 workers for construction of the Project would result in a modest increase in employed persons in the area, and an increase in persons travelling to the study area for work. There is no proposed property acquisition as part of the Project, as all temporary and permanent works would occur on property already owned by the NSW Government or local council. The Project would, however, require relocation of the existing tenants of 125-127 Little Eveleigh Street, (The Big Issue), which would be subject to ongoing consultation

Given the construction timeframe for the Project (18 months), it is possible that some workers may choose to relocate to the area, however with high rental prices, and the easy accessibility of the area by public transport and private vehicles, this trend is expected to be limited.

Given the local population size, the number of construction workers, and the lack of property acquisition, it is considered that construction of this Project would produce a negligible magnitude of change to the local demographic profile of the study area. As the community comprises predominantly group or single person households within a younger age bracket than is observed across Greater Sydney, the sensitivity of affected people is considered to be low. As a result, the overall social impact of the Project on the demographic profile of the study area is considered to be negligible.

4.1.4 Property

Property impacts, including details of property use, and temporary occupation of land are discussed in **Chapter 10** of this EIS. This section assesses the social implications of property impacts associated with the Project, during the construction phase only.

The Project area sits primarily within the existing bounds of Redfern Station. Exceptions to this include:

- The temporary and permanent use of NSW Government owned land at 125-127 Little Eveleigh Street, which is currently tenanted.
- Ancillary Facility 1 – the Eveleigh Maintenance Centre at 136 Railway Parade, which would be used for site offices and as an administration hub for the project. Work in this location would include construction of several site sheds and car parking facilities.
- Ancillary Facility 2 – Sydney Trains land to the west of Redfern Station would be used as a laydown area, and to provide construction parking facilities and access to the rail corridor. This area would be accessed from either Carriageworks Way or Little Eveleigh Street. It is anticipated that some components of the concourse would be assembled here prior to installation within the rail corridor.
- Ancillary facility 3 – part of the Gibbons Street Reserve, which would be used as a laydown area for construction equipment and infrastructure.
- Sydney Trains Marian Street carpark, to be used for site offices and a second administrative centre for the Project. Work in this location would include the erection of several site sheds. The carpark currently utilised by Sydney Trains, and the storage area under the existing carpark would also be required for the Project during construction.

As ancillary facility 1 and 2, and the Sydney Trains Marian Street car park are NSW Government owned properties that are not publicly accessible, the social impact of using this land has been assessed as being negligible.

Detailed descriptions of the land use requirements, and an assessment of the potential social impacts arising from use of 125-127 Little Eveleigh Street, and the Gibbons Street Reserve are provided below.

4.1.4.1 125-127 Little Eveleigh Street

The Project includes the temporary and permanent use of NSW Government owned land at 125-127 Little Eveleigh Street, which is currently under lease from the NSW Government to an independent not-for-profit social organisation that provides work opportunities for marginalised, homeless and disadvantaged people.

The NSW Government is working with the leaseholder to minimise impacts to the organisation and its employees, which includes providing assistance with relocation to alternative suitable accommodation.

In general, lease cancellations can cause organisations to close down or relocate within the region. When businesses or organisations choose to close down, this could result in the loss of income for employees and owners and a loss of economic input and output in the region. Where businesses and organisations cater to the specific needs of residents or industries in the local community this may result in flow-on effects within the region.

Considering the above, the magnitude of lease discontinuation at 125-127 Little Eveleigh Street is considered to be low. The sensitivity of affected employees and the people they work with is considered to be moderate, due to their inherent vulnerability as marginalised community members

and their location sensitivity. The social impact of using this land has been assessed as being moderate-low.

4.1.4.2 Gibbons Street Reserve

Part of Gibbons Street Reserve would be used as a laydown area for construction equipment and infrastructure. This construction ancillary facility would be accessed from Gibbons Street and would be fenced off from public use during construction.

While community concern about the temporary loss of green space is possible, it should be noted that following the completion of work at Redfern Station, the Gibbons Street Reserve would be returned to passive recreational use for the community, in consultation with City of Sydney Council.

In addition, alternative open space is available nearby (for example, at Daniel Dawson Reserve and Jack Floyd Reserve). As such, the magnitude of the impact, and the sensitivity of receptors have both been assessed as being low. The sensitivity of receptors has been assessed as being moderate. The social impact of temporary use of the Gibbons Street Reserve during construction of the Project is therefore considered to be moderate-low.

4.1.4.3 Property values

There are a range of factors that contribute to property value. The property value for residential properties is generally more heavily influenced by liveability factors, such as local amenity, location and accessibility to transport, employment and social infrastructure. Business property values are generally driven by factors such as visibility, customer access, and proximity or access to markets or suppliers.

The potential for business property value impacts resulting from the Project relate mostly to temporary changes associated with construction, such as changes to passing trade, and temporary access restrictions for deliveries. These impacts are likely to be highly specific to the individual business, according to type and current location.

Impacts to residential property values during construction are more likely to result from uncertainty about the magnitude of potential amenity, accessibility and health and wellbeing impacts. Whilst this could adversely affect the perceived value of properties during the construction period it is likely that residents would understand and account for the temporary nature of the activities. Long -term property values would be more influenced by the long- term benefits of the operational Project, as perceived in the land and property markets as a result in improvements to equitable access to transport, improved pedestrian safety, and enhanced walkability provisions to Redfern Station. These are discussed further in Section 4.2.5.

Generally future movements in the value of a property are difficult to forecast as they are subject to numerous variables, including specific attributes of the property, location of the property, capital investments, demand and supply factors and other changes in the wider property market. Despite this, it is considered likely that residents and potential purchasers would recognise the temporary nature of construction activities, therefore limiting the magnitude of changes to property values. On this basis the magnitude of change is considered to be negligible, with sensitivity of the residents and businesses considered to be high. As such the overall social significance of the construction of the Project on property value is determined to be negligible.

4.1.5 Business impacts

Construction of the project may affect businesses within the study area as a result of temporary changes in passing trade, access (due to temporary and permanent traffic and pedestrian changes), parking, and impacts to local amenity. The potential impact on business revenue would vary depending on the nature of a specific business and its location.

4.1.5.1 Passing trade

Business that is generated by customers who unintentionally choose to visit a business because they see it when travelling past, or decide to stop while en-route to another destination is referred to as passing trade.

During construction of the Project, exiting pedestrian, cyclist and traffic movements, and parking provisions may alter slightly as a result of upgrades to adjacent local roads (Little Eveleigh Street, Ivy

Street, Marian Street, Cornwallis Street, Rosehill Street, Lawson Street and Gibbons Street), station entrance works, footpath diversions, and to allow safe ingress and egress to the construction ancillary facilities.

The introduction of a construction workforce along Little Eveleigh Street/Lawson Street may also improve the passing trade of some businesses, such as cafes. This could generate increased business revenue, resulting in a direct benefit.

Overall, the spatial extent of impacts would be local, the duration and severity of impacts would vary depending on the location and type of the business affected. On this basis, the magnitude of change is determined to be low. The sensitivity of businesses to the loss of customers would be moderate given that at least some businesses likely rely on passing trade as a key source of revenue. As such the overall social impact of changes to passing trade along Little Eveleigh Street/Lawson Street resulting from the construction of the Project would be moderate-low.

4.1.5.2 Parking

Intermittent temporary parking loss on the Marian Street/Cornwallis Street/Rosehill Street loop, Little Eveleigh Street, Ivy Street, Gibbons Street and Lawson Street during construction may cause continued inconvenience to business customers and may encourage customers to visit a different business. Generally, the loss of parking spaces during construction is expected to include:

- Intermittent unavailability of parking spaces at the Marian Street/Cornwallis Street/Rosehill Street loop, before the permanent removal of approximately 16 parking spaces, including five unrestricted parking spaces, eleven restricted parking spaces (signed two-hour restricted/permit holders unrestricted), and one car share scheme parking space.
- Intermittent unavailability of parking spaces on Little Eveleigh Street, before the permanent relocation of 20 existing on-street parking spaces (including 18 resident/restricted parking spaces, one accessible parking space and one car share scheme parking space), which would be temporarily unavailable during construction of the shared zone on Little Eveleigh Street.
- Temporary unavailability of parking on Ivy Street during construction activities (i.e. footpath widening and pavement re-surfacing).
- Temporary unavailability of parking on Gibbons Street during footpath upgrades, and the permanent removal of three parking spaces to accommodate the proposed kiss and ride facility at this location.
- Temporary unavailability of up to four time-restricted (two hour limit) street parking spaces on Lawson Street, before the permanent removal of approximately three parking spaces to accommodate the proposed kiss and ride facility at this location.

Alternative parking within 400 metres of the lost parking spaces is, however, available for business employees and customers. Results from the community survey conducted in May-June 2019 indicated that 17.9% of respondents most often used Redfern Station for leisure purposes, and a further 6% most often use Redfern Station to visit family and/or friends, which is likely to include visiting business premises. Additionally, the most common mode of transport to work for residents in the study area was by train or tram, with 40.5% of employed persons in Redfern-Chippendale using public transport as at least one of their methods of travel to work (ABS, 2016). Of the 119 respondents to the community survey, 100 also stated that they walked to/from Redfern Station.

These people are less likely to require car parking, reducing the overall sensitivity of the broader community to losses to local parking.

Overall, the extent of impacts to parking for businesses during construction would be local, with varying durations and is therefore considered to be of low magnitude. The sensitivity of potentially affected people has been determined to be low, based on the location of alternative parking spaces and the general community makeup. As such, the social significance of the loss of parking impacts on businesses during construction is considered to be low.

4.1.5.3 Servicing and deliveries

The delivery and dispatch of goods is an important supporting service that is vital to business operations. Disruptions to services such as rubbish collection, changes to the availability of nearby parking spaces and/or loading zones, and partial road closures or diversions could restrict or reduce servicing, delivery and dispatch opportunities for local businesses during construction of the Project. The implications of these impacts could include increase vehicle and time related costs, and potentially reduce revenue for businesses.

In some areas (such as Little Eveleigh Street), impacts such as parking restrictions and restrictions on through traffic for non-local vehicles would likely be experienced for the majority of the construction period, with closures and diversions limited to shorter time periods, as needed. The management of services, such as rubbish collection would be managed in consultation with City of Sydney Council. Access for emergency services would be maintained during construction.

Anticipated impacts are likely to be intermittent and localised resulting in a low overall magnitude of change. As the provision of services and the delivery/dispatch of goods needs to take place within close proximity to businesses, the sensitivity has been determined to be moderate. The social implications of impacts to servicing and deliveries for businesses during construction of the Project is therefore determined to be of moderate-low significance.

4.1.5.4 Amenity

Certain business types (such cafes), rely to an extent on high levels of local amenity. Aspects that contribute to amenity include traffic, noise, visual, and air quality.

Construction of the Project has the potential to temporarily disrupt the amenity of the areas around Redfern Station and the construction ancillary facilities. This impact is further discussed in Section 4.1.1.

The severity of amenity impacts on each individual business would vary, depending on the business's proximity to construction activities and the nature of the business. Businesses that depend on a high level of amenity, such as cafes and art gallery located on Little Eveleigh Street, and health and beauty type businesses located on Gibbons Street would be particularly affected during construction.

Traffic and access

As detailed in **Chapter 12**, project works would be undertaken in a manner so as to ensure public access routes to and from Redfern Station are maintained, and that pedestrian diversions are minimised. Impacts to cyclist routes, including temporary cycleway closures would be managed with signage and traffic control. Changes to local road conditions are expected to have negligible impacts on the performance of the road network, as road closures and construction vehicle movements in general would be planned to occur outside of peak hours, where possible.

Increased traffic on has the potential to affect local amenity, as it is associated with increased noise, reduced air quality, and greater safety risks for pedestrians, cyclists and vehicles. This is in addition to the visual presence of more traffic on the road. Businesses located on local roads, such as Little Eveleigh Street, and the Marian Street/Cornwallis Street/Rosehill Street loop are most susceptible to these amenity impacts, as these roads generally have much lower traffic volumes and would experience a greater degree of change.

Overall, the additional traffic movements would be minimal, dispersed, and likely not to compound existing peak periods on the broader road network.

Noise and vibration

Noise and vibration can impact businesses by disrupting activities that depend on quiet environments, interfering with concentration and memory, and by creating annoyance for employees and customers.

Noise catchment areas (NCAs) are delineated geographical areas that comprise groups of receptors surrounding the Project, and assist in identifying the magnitude of potential noise impacts across different locations. The NCAs for the Project are identified described in **Chapter 13** of this EIS and **Technical report 4 – Noise and vibration**. Construction noise levels would vary across the study area, depending on the construction stage, and the proximity of the business to the noise source. A

small number of non-residential receivers, such as commercial offices/shops/cafés, are anticipated to be affected across all construction stages. Impacts from construction noise would be most prominent during roadworks due to the proximity of work to businesses.

The existing noise environment for industrial premises surrounding the train line, including Carriageworks to the north, and the Eveleigh Workshops to the south, is generally dominated by rail noise as well as noise associated with the operation of Redfern Station. Some business types rely on limited noise to provide a particular customer experience. The impacts of noise during construction is anticipated to be felt by a small proportion of receptors over a limited geographical area that is mainly within the vicinity of the Project.

Visual

The presence of construction vehicles and construction equipment, hoarding, construction activities and loss of green space (particularly at the Gibbons Street Reserve) would affect the visual amenity of the local environment for surrounding businesses. Food and beverage businesses, such as cafes located on Little Eveleigh Street, or other businesses that rely on higher levels of visual amenity, would be most sensitive to these impacts.

The provision of hoarding or fencing would be carried out with consideration for not substantially reducing the visibility of local businesses to passing trade. Where this is not possible, signage would be provided to direct people to any obscured businesses.

Some business types, such as cafes/restaurants rely on a higher level of visual amenity for customers, whereas others, particularly commercial or professional service type businesses, would typically have employees that are focused on their daily tasks within their place of employment, and would therefore not place a high value on views. Overall, visual impacts on local businesses during construction would vary, due to the contrast of the industrial or highly utilitarian character of the rail corridor and surrounding developments, and green space that would be affected.

Air Quality

During construction of the Project, activities such as earthworks and the use of construction machinery have the capacity to increase dust and air emissions for receivers in close proximity to the ancillary facilities or construction work areas. Nuisance dust has the potential to affect businesses that require a cleaner environment, such as medical facilities and cafes/restaurants with outdoor seating. The perceived impact to air quality as a result of construction activities can also affect customers by reducing their capacity to enjoy the local environment.

Impacts to air quality would be mitigated by measures identified in Section 19.5 of **Chapter 19** of this EIS, with the anticipated magnitude of impacts considered to be low. The sensitivity of local businesses has been determined to be low. As such the social impact to businesses as a result of changes to air quality during construction is of low significance.

Overall impacts to businesses during construction

Considering the above, the overall construction impacts on the amenity of businesses has been determined to be of low magnitude. The sensitivity of potentially affected people differs based on business type and as such, the sensitivity of impacts would be moderate. The socio-economic implications of construction on the amenity of businesses is therefore determined to be of moderate-low significance.

The overall magnitude of impacts to businesses during construction of the Project is low. The sensitivity of businesses during construction, is considered to be moderate. As a result, the severity of business impacts during construction of the Project is moderate-low.

4.1.6 Economic impacts

Construction activity can benefit the local economy with associated economic stimulus from increased expenditure at local businesses through purchases made by construction workers, and indirect employment and expenditure through the provision of goods and services required for construction. The benefits of increased passing trade associated with construction work would be influenced by the proximity of the business to the construction work and the nature of the business.

It is anticipated that the construction workforce for this Project would consist of approximately 110 workers. These workers are considered likely to contribute to the local economy, particularly through food and beverage purchases. This would go some way to offsetting any reduction in trade through amenity or access disruptions to businesses.

In terms of overall employment in the areas, despite the Project's potential contribution to local employment, the magnitude of this benefit is considered to be modest, due to the relatively small workforce required to complete the work and the fact that contractors are likely to retain staff who would travel from other parts of Sydney. In social impact terms the magnitude of this effect is considered to be negligible. The sensitivity of affected people is considered to be low, considering the relatively higher proportion of unemployment in the Redfern-Chippendale SA2. As such, the employment benefits of construction would be negligible.

4.1.7 Access and connectivity

Construction of the Project would result in temporary impacts to the existing road, public transport and active transport networks in the local area. These changes are discussed in detail in **Chapter 12** of this EIS. The following section provides a discussion of the potential access and connectivity impacts during construction of the Project in the context of the social environment. Amenity impacts associated with traffic changes during construction are discussed in Section 4.1.1.

4.1.7.1 Property access

As detailed in Section 4.1.1, construction of the Project would require partial road closures and temporary diversions, which would potentially affect the road network in the study area. Access is anticipated to be maintained for local vehicles, pedestrians and cyclists on local roads affected during construction, though some delays may be anticipated. The anticipated impacts to property access during construction of the Project would include:

- Potential space constraints impacting access for residents of Marian Street/Cornwallis Street/Rosehill Street, with particular impacts for residents of 1 Marian Street, and residents on the northern side of Margaret Street.
- Potential space constraints impacting access for residents of Little Eveleigh Street. This would include impacts to pedestrians accessing residences and commercial establishments, as well as to vehicles accessing existing off-street parking areas. There may also be impacts associated with longer walking distances as a result of changes to parking.
- Potential impacts associated with longer walking distances as a result of temporary parking diversions for residents who use street parking on Ivy Street.
- Potential impacts to pedestrians accessing residences and commercial developments on Lawson Street near Little Eveleigh Street, as well as temporary disruptions to existing off-street parking areas. There may also be impacts associated with longer walking distances as a result of changes to parking.

4.1.7.2 Public transport

As detailed in Section 3.2.7, a greater proportion of people within Redfern-Chippendale travel to work using at least one mode of public transport when compared with Greater Sydney (40.5% and 22.8% respectively). This infers a greater dependence on the public transport network, and a greater susceptibility to changes in operation.

Construction of the Project would require temporary periodic closure of Redfern Station. It is anticipated that approximately 20 standard weekend rail shutdowns would be required for construction, with two additional (non-standard) rail shutdown periods also proposed. Alternative transport arrangements would be provided to mitigate impacts during these closures (as detailed in Section 5 of **Chapter 12** of this EIS).

During times when train services continue to operate at Redfern Station, train customer movement on the station platform would be temporarily affected due to the reduced space, particularly during construction of lift areas and stairway landings. The reduced space on the platform may increase customer congestion and reduce the amount of standing/waiting and passageway areas. Customers

disembarking at Redfern Station may also experience increased congestion, particularly during morning peak periods.

The existing shuttle bus zone on Little Eveleigh Street would be relocated to a new bus zone at the eastern end of Lawson Street, near Little Eveleigh Street. It is anticipated that relocation works would be completed prior to removal of the existing shuttle bus zone to ensure disruption to bus services is minimised. Users of other bus services in the vicinity of Redfern Station may experience minor delays due to construction vehicle movements and with construction of the kiss and ride on Gibbons Street.

Changes to the provision of train services during non-scheduled rail shutdowns and the relocation of bus stops has the potential to cause travel disruptions, increase travel times and affect accessibility due to changed travel routes, and the potential for additional walking times. Impacts to accessibility of platforms may cause stress associated with crowding, reduced feelings of safety, and may cause delays due to missed trains. Respondents to the community survey expressed concern about existing levels of congestion on the concourse and platforms, particularly during peak periods. It was also noted that this crowding causes customers to miss trains.

4.1.7.3 Active transport

During construction, the Project is expected to cause temporary disruptions to existing footpaths and cycling facilities outside the station. These impacts would be particularly prominent when construction work is being carried out on surrounding footpaths, and for the station entrances on Little Eveleigh Street and Marian Street. Impacts to pedestrian access and connectivity would include:

- partial road, and footpath closures on Little Eveleigh Street during construction work associated with conversion to a shared zone, resulting in limited space for pedestrian movements
- temporary closure of the footpath on the eastern side of Ivy Street during footpath widening work
- temporary pedestrian diversions on Lawson Street and Gibbons Street during work to construct kiss and ride facilities
- temporary impacts to customers accessing or egressing from the station entrance on Platform 10 during footpath widening work associated with extension of the existing shared zone on Marian/Rosehill Street
- intermittent pedestrian delays associated with driveway access to and from ancillary facilities.

Little Eveleigh Street is a key bicycle route linking the Redfern Station precinct with Newtown, Ashfield and other parts of the Inner West and beyond. In addition, Marian Street is a key east-west bicycle route, linking Eveleigh to Redfern. The Project would temporarily impede the cycle thoroughfare along Little Eveleigh Street and Marian Street, due to work associated with converting Little Eveleigh Street into a shared zone, as well as during the widening of footpaths and extending the existing shared zone on Marian Street.

Changes to the existing cycle and pedestrian network has the potential to affect commuter departure times, cause travel disruptions, increase travel durations, affect movement patterns and accessibility, and decrease safety. Depending on the length and terrain of alternative routes, people may be more inclined to take a shorter, less safe option, rather than diverting around the recommended detour route. These changes may also disproportionately affect people from non-English speaking backgrounds, as they may have difficulty understanding the signposted diversion routes.

Work to upgrade pedestrian facilities surrounding Redfern Station would be carried out in a manner that ensures public access routes within the project area are maintained, and that pedestrian diversions are minimised. Diversions would be in place for cyclists during construction, as the existing cycleways would be temporarily unavailable.

4.1.7.4 Parking and kiss and ride

Amenity impacts associated with changes to parking was raised as a matter of importance during consultation by respondents who identified as local residents. A full itinerary of anticipated parking changes during construction is provided in **Section 12.4.1** of **Chapter 12** of this EIS. Informal pick-up and drop-off activity on Marian Street and Lawson Street would at times be affected by the movement of construction vehicles, and intermittent road closures. The use of Little Eveleigh Street as an informal pick-up and drop-off zone would also be precluded by construction activities for the majority of

the construction period. Permanent kiss and ride facilities are proposed to be provided on Lawson Street and Gibbons Street as part of the Project.

The intermittent, temporary and eventual permanent removal of parking and changes to road conditions resulting in changes to informal drop off and pick up activities has the potential to result in stress and frustration associated with driving to find alternative parking or stopping zones. It may also affect public transport customers who drive as part of their commute. Elderly people, those with a disability or families with young children, who may have difficulty walking greater distances, would be particularly affected if they are required to park or stop further away from their destinations.

4.1.7.5 Access to social infrastructure

During construction of the Project, temporary or intermittent community severance and/or reduced access to social infrastructure may arise due to access changes (as discussed above). This may affect people's ability to access public open space, such as the Gibbons Street Reserve, as well as impacts to public transport travel movements from Redfern Station.

Access to social infrastructure is important to the amenity of an area, and can disproportionately affect vulnerable community members who rely on access to essential services.

As detailed in Section 3.3.7, Redfern is home to an array of Aboriginal community service facilities, most of which are located on the eastern side of the station. Access impediments to social and essential services can detrimentally affect people by limiting their access to these facilities, ultimately affecting social inclusion.

During construction, access to private properties would be maintained, however temporary disruptions and delays are expected for some residents closest to the station. Impacts to train services would primarily fall within scheduled rail shutdown periods. During these shutdown periods, standard mitigation measures would be implemented to minimise impacts to the community, including providing alternative transport arrangements and notifications. The extent of impacts to the active transport network would be local, and alternative routes would be provided where existing routes are impacted by construction. Impacts to parking would be ameliorated by the availability of alternative parking within 400 metres of lost parking spaces.

4.1.7.6 Overall

Considering the above, the magnitude of impact is considered to be low. The sensitivity of stakeholders has been determined to be high, due to the importance of the station as a means of travel to and from work, the prevalence of active transport as a means of accessing the station, and the impact of potential access impediments on vulnerable community members. As such, the significance of social impacts on access and connectivity during construction has been determined to be moderate.

4.1.8 Heritage and character

A detailed discussion of the heritage significance of Redfern Station and the surrounds is provided in **Chapter 14** of this EIS and **Technical report 5 – Non-Aboriginal heritage** and **Chapter 15** of this EIS and **Technical report 6 – Aboriginal heritage**. The Consultation Report provided in **Appendix B** of this EIS, identifies that the local character of Redfern is of importance to the community.

4.1.8.1 Relocation of the Platform 1 Office Building

The Statement of Heritage Impact (provided in **Technical report 5 – Non-Aboriginal heritage**) identifies the adverse impacts on the historical significance of the area as including the construction of the concourse and relocation of the Platform 1 Office Building approximately 15 metres west along the platform.

Changes to the historical fabric of Redfern Station has the potential to affect the social historical connection with the area, which has been identified as being of significant importance to the local community. Changes to heritage items and buildings can affect an individual's sense of self and their connection to place, which is an important factor that contributes to one's wellbeing.

Relocating the Platform 1 Office building approximately 15 metres west along Platform 1 would provide an appropriate visual and historical setting for the item, by placing it in closer vicinity to Carriageworks and the Eveleigh Railway Workshops. It would also allow opportunities for future

adaptation of the building, and has ensured that 125-127 Little Eveleigh Street, a contributory item within Darlington Conservation Area, is retained to provide access from the concourse to Little Eveleigh Street. The relocation has also avoided potential demolition of the building with the building also proposed to be adapted.

4.1.8.1 Construction of the concourse and other platform elements

Construction of the new concourse would obscure existing views across the platforms at the southern end of the station, which have been identified as contributing to the significance of the station. Demolition and excavation work on the platform surfaces to construct the required foundations for the concourse would also have direct impacts on the platforms.

During construction of the new concourse, the impact of seeing interactions between heritage items and construction machinery has the potential to cause stress and anxiety for people who value these elements highly. These impacts could also temporarily affect people's connection with the area.

The new concourse would however, reference historical views that once existed when the former footbridge was in place, and would enable the continued use of Redfern Station by increasing its efficiency and longevity, ensuring the station is retained as a tangible link to the construction of the line and as a major suburban station that served the Eveleigh Railway Workshops and the surrounding suburbs.

4.1.8.2 Little Eveleigh Street

The heritage assessment assesses the proposed streetscape modifications to Little Eveleigh Street as having a beneficial impact on the aesthetic significance of Darlington Conservation Area. Whilst not being specifically listed as a heritage building, 125-127 Little Eveleigh Street is a contributory item within the Darlington Heritage Conservation Area. The Project includes constructing a new station entrance within the existing building at 125-127 Little Eveleigh Street. As part of the work, a significant portion of the facade would be retained. It is also proposed that the original windows of the building would be reinstated. Adaptation of 125-127 Little Eveleigh Street as part of the rail network would ensure the continued use of the building and would retain its significance within the conservation area.

During community consultation, it was noted that retaining 125-127 Little Eveleigh Street was important for maintaining the look and feel of the area. Whilst much of the façade would be retained, construction work, and the presence and noise associated with construction machinery could potentially cause stress and anxiety in people who are concerned about the preservation of the building.

During construction, the overall impacts to the heritage and character of the station precinct has been determined to be high. The sensitivity of receivers is moderate, considering the community interest in preserving historical features of the local area. As such, the overall social significance would be considered to be high-moderate.

4.1.9 Summary of construction impacts

The potential social impacts associated with construction of the Project have been identified and assessed, with the greatest impacts identified as being amenity impacts, especially those associated with noise and vibration, and impacts on the heritage elements and buildings near and in Redfern Station. Property impacts associated with discontinuation of the lease at 125-127 Little Eveleigh Street, and impacts to access and connectivity were also identified as impacts of moderate significance during construction of the Project.

Some of the changes during construction of the Project, such as the removal of parking, the relocation of the Platform 1 Office Building, and changes to 125-127 Little Eveleigh Street would be permanent. Changes to amenity for local residents, particularly those on Little Eveleigh Street and Marian Street would also be permanent, however these impacts would vary during construction and operation of the Project.

Based on the above assessment, the overall construction impacts are considered to be of moderate significance.

4.2 Operation

4.2.1 Overview

This section outlines the potential social impacts that may arise during the operation of the Project, in the context of the social baseline discussed in Section 3.0.

Potential social impacts that could occur during operation largely relate to amenity, accessibility and connectivity impacts on adjacent residents, businesses and social infrastructure. These impacts may include both positive and negative long-term changes to the local environment, particularly for customers and potential customers, and residents in close proximity to the Project area. These impacts are discussed in further detail in the relevant sections below.

4.2.2 Amenity and character

As outlined above, the amenity and character of an area contributes to the community's shared identity and sense of place. It is affected, and affects, the sound, look and feel of a place, as well as the activities that take place there. It is recognised that activities that have a long life and within close proximity to people's homes, such as this Project, have a high potential to influence amenity in both a positive and negative way.

These potential positive and negative amenity impacts are discussed in further detail in the following sections. These assessments draw upon a review of previous literature, project-specific consultation outcomes and other assessments prepared for this EIS. This includes:

- **Chapter 12** of this EIS and **Technical report 3 – Traffic, transport and access**
- **Chapter 13** of this EIS and **Technical report 4 – Noise and vibration**
- **Chapter 9** of this EIS and **Technical report 1 – Landscape character and visual impact assessment**
- **Chapter 19** of this EIS.

Given the varied nature of the existing environment and potential impacts in different locations of the Project, the assessment of operational amenity impacts has been organised according to location, specifically Little Eveleigh Street and Marian Street. This reflects where the potential long-term amenity impacts are anticipated for the Project.

4.2.2.1 Little Eveleigh Street entrance

The Project includes the introduction of a new station entrance at Little Eveleigh Street, which would provide direct access across the rail corridor to Marian Street. The pedestrian bridge would include lift and stair access to Redfern Station's 10 above ground platforms, as described in **Chapter 5** of this EIS. The Little Eveleigh Street entrance would be located within the building at 125-127 Little Eveleigh Street, which is owned by the NSW Government.

During consultation, concerns were raised by the community regarding the loss of amenity, particularly regarding noise, privacy and parking for residents on Little Eveleigh Street. Many respondents questioned the street's ability to manage additional pedestrians using the street alongside cars and cyclists.

Traffic and access

During operation, the Project would improve the customer experience overall within the Redfern Station precinct, primarily by improving the station and surrounds to meet the DSAPT requirements. Formalisation of the shared zone on Little Eveleigh Street would require the relocation of approximately 20 parking spaces to a new car park at the western end of Little Eveleigh Street (including 18 resident/restricted parking, an accessible space and a car share scheme parking space). The parking spaces would be replaced like for like. The relocation of existing on-street parking spaces along Little Eveleigh Street may result in inconvenience and reduced feelings of safety when there is an increased walking distance between destinations, especially at night.

The Project would also offer the opportunity of expanding the walking catchment of Redfern Station and the local community. It would also provide new station entrances. These changes would enhance the customer experience.

The Project is not anticipated to significantly generate additional vehicular traffic. However, by providing a DSAPT accessible station this could potentially increase the vehicular traffic whereby people who would otherwise not have been able to use the station prior to the upgrade works are now dropped off at this accessible station.

The introduction of the shared zone and new entrance at Little Eveleigh Street may pose a higher risk between vehicle, cyclist and pedestrian interaction, given the increased pedestrian volumes. It is noted that cyclists would not have a marked cycle lane within the shared zone, however the shared zone is designed to be a safe zone for all modes of transport and pedestrians would have right of way, with a speed limit of 10 km/h. Signage would be in place to inform users of the change in traffic conditions. Generally, in shared zones drivers must give way to people walking. Speed humps may be installed at the entrance to the area to improve the safety of the shared zone as it would help identify the street as a pedestrian area. Therefore, low social impacts regarding traffic flows around Redfern Station are expected.

The improved station precinct is expected to encourage more pedestrian activity and passive surveillance, which may discourage antisocial behaviour such as graffiti and vandalism.

Noise and vibration

Exposure to noise and vibration has the potential to create a disturbance to people's daily activities, including sleep and rest patterns and interference with concentration and memory particularly with regard to children's school performance and business activity that depends on quiet environments.

During operation, noise generated from the Project would comprise of pedestrian and Opal card machine noise near the proposed station entrances and noise generated at the proposed car park. Noise from emitted from the Opal card machine would only likely to be heard from the closest receivers (124 Little Eveleigh Street – approximately 10 metres from the Opal card readers and Marian Street – approximately 20 metres from the Opal card readers). However, noise modelling indicates that the predicated noise levels would comply with the noise criteria during both daytime and night-time periods (refer to **Technical report 4 – Noise and vibration**). It is also noted that the Project would induce additional pedestrian activity on Little Eveleigh Street as commuters access the upgraded station from the new station entrance.

In general during operation, the Project is not anticipated to generate significant additional vehicular traffic, and therefore negligible impacts to traffic noise around Redfern Station are expected. For most receivers along Little Eveleigh Street the use of the new car park would reduce current noise levels associated with parking cars. Short term noise events deriving from car parking activities during night-time may cause sleep disturbance for some residents on Little Eveleigh Street living in proximity to the new car park. However, it is unlikely that the car park would be used frequently between 2:00 am and 5:00 am when background noise is quieter due to the rail not being operational and therefore it is unlikely that residents would notice the change in the acoustic environment at night.

It is noted that during operation of the Project, a larger number of additional people would walk down Little Eveleigh Street. The investigations undertaken to inform the design of the Project estimated that approximately 3,300 would be walking down Little Eveleigh Street during a typical AM peak hour The noise levels from commuters would be highest during commuter peak periods which would coincide with the noisier parts of the day, and therefore have less of an effect on the overall noise level. Based on the above considerations, noise associated with the commuter use of the new station entrances and surrounding shared zone is unlikely to be considered offensive[1] whilst acknowledging it would be noticeable to the closest residential receivers.

While it has been assessed that noise from commuters walking along these roads would not be considered to have any characteristics that would typically irritate such as low frequency or tonal components. However, the increase in footfall noise, conversations and presence of people may lead

[1] Under the *Protection of the Environment Operations Act 1997*, offensive noise is defined as:
a. that, by reason of its level, nature, character or quality, or the time at which it is made, or any other circumstances:
   i. is harmful to (or is likely to be harmful to) a person who is outside the premises from which it is emitted, or
   ii. interferes unreasonably with (or is likely to interfere unreasonably with) the comfort or repose of a person who is outside the premises from which it is emitted, or
   iii. that is of a level, nature, character or quality prescribed by the regulations or that is made at a time, or in other circumstances, prescribed by the regulations.

to a minor increase of stress and anxiety for some residents, particularly at night. Furthermore, possible abatement measures, such as garden buffers and landscaping to separate properties to keep pedestrians away from property fronts would be considered to reduce noise impacts. Upon opening of the Project, TfNSW would undertake a review of the operation of the shared zones, in consultation with residents and relevant stakeholders, including consideration of any additional mitigation that may be required.

Visual

The new concourse would be visible from the Little Eveleigh Street entrance. Primarily in view from Little Eveleigh Street though would be the infrastructure within the station entrance, including Opal card readers, signage, station operational components, and heritage interpretation and/or public art, and new bicycle parking spaces on Little Eveleigh Street.

As a contributory item in the Darlington Heritage Conservation Area (refer to **Chapter 14** of this EIS), it is proposed to retain as much as possible of 125-127 Little Eveleigh Street, including incorporating the building's exterior and elements of the interior into the design of the Little Eveleigh Street station entrance. While it would be necessary to alter the building and façade to some degree, the entrance would be maintained in keeping with the surrounding built environment.

Anticipated visual change along Little Eveleigh Street during operation may also include vegetation trimming or removal, landscaping works and street lighting adjustments due to upgrade works on Little Eveleigh Street. Upgrade works include changing the street to a shared zone, removal of restricted parking spaces, pavement works, creation of a new 'Kiss and Ride' area at the entrance to the proposed concourse and footpath widening works within Lawson Street.

The works on Little Eveleigh Street as part of the Project would be primarily within the road corridor, with the proposed changes within the streetscape conforming to the existing character by aligning with the City of Sydney (2019) *Inclusive and Accessible Public Domain Guidelines*. The proposed Little Eveleigh Street entrance to the concourse is within close proximity to the station precinct, and would not detract from the existing industrial or rail character of nearby buildings.

The shared zone upgrade to Little Eveleigh Street would provide an increased accessible space by the removal of car parking, transforming the existing street which consisted of street parking into a pedestrian focussed public domain, with visual separation and privacy for residents using planted edge treatments and soft lighting. The street would be more 'active' with improved lighting and upgraded wayfinding and an increase in pedestrian activity. These changes would benefit university students, visitors to Carriageworks, general commuters and users of Little Eveleigh Street. The Project would have a high quality of architectural design and would be integrated into the surrounding setting with landscaping. However, the increase of people present in the area may lead to a minor increase of stress and anxiety for some residents.

Air Quality

Impacts to air quality during the operation of the Project would be negligible as the Project would not result in any changes in land use. As the Project would improve the customer experience by providing improved access facilities and increase the capacity of Redfern Station, the Project may contribute to a mode shift to public transport from private vehicles which would reduce emissions in the long-term.

Overall significance of amenity impacts at Little Eveleigh Street entrance

The above changes to amenity would be permanent and highly localised. It is also noted that the Project would increase the presence of people passing through or lingering on Little Eveleigh Street. This may lead to a minor increase of stress and anxiety for some residents. Considering the degree of change from the existing environment as discussed above, the magnitude of amenity impacts on Little Eveleigh Street entrance is considered to be moderate and the sensitivity of Little Eveleigh Street to the anticipated change is considered to be high. As such, the significance of the overall amenity impact to Little Eveleigh Street entrance would be high-moderate positive.

4.2.2.2 Marian Street entrance

The Project includes the upgrade of the Marian Street entrance. Similar to Little Eveleigh Street, during consultation, concerns were raised by the community regarding the loss of amenity, particularly

regarding privacy for residents on Marian Street. Concerns were also expressed about road safety close to the Marian Street entrance, due to interactions between pedestrians, cyclists and vehicles.

Traffic and access

The community and some stakeholders have raised concerns about the safety of the current shared zone in this location, particularly with the increase of customers accessing South Eveleigh from the existing Marian Street entrance. The Project would require the removal of approximately 16 car parking spaces to facilitate the upgrade of the Marian Street/Cornwallis Street/Rosehill Street. A further three parking spaces would be removed to allow space for the new kiss and ride proposed for Gibbons Street. The loss of these spaces is likely to cause inconvenience for local residents, and place additional pressure on other surrounding car parking. No replacement measures are proposed for the loss of these spaces. However, the reduced number of cars in the area due to the removal of existing car parking along these streets would increase the level of pedestrian and cyclist safety. Additionally, traffic signage with the speed limit would be installed to indicate that the street is a shared zone.

The Project offers the opportunity of expanding the walking catchment of Redfern Station and the local community. Other opportunities would include a more direct access between platforms to South Eveleigh, and surrounding suburbs such as Alexandria as these areas are key locations of employment and is home to a number of businesses. The Project would also provide close access to the concourse entrance to the Waterloo Metro Station.

By upgrading the entrance on Marian Street and connecting the concourse to the Little Eveleigh Street entrance, the average walking distances to Redfern Station would decrease, improving accessibility for active transport modes. The proposed extension of the Marian Street shared zone would also enhance the customer experience and walkability along the south-east access to the station. Access to bus services on Gibbons Street would be enhanced by the Project, with shorter travel distances between the platforms and the bus stops, via the upgraded entrance at Marian Street.

Noise and vibration

Given that there is already a station entrance in this location on Marian Street, noise from commuters walking along Marian Street would not be considered loud relative to these existing ambient noise levels. The increased number of pedestrians would occur regardless of this Project due to external factors such as general growth in the area and the development of South Eveleigh – in particular Commonwealth Bank's new South Eveleigh Office. However, the increase in the presence of people utilising the shared zone would result in an increase in footfall noise and conversations which may lead to a minor increase of stress and anxiety for some residents, particularly at night.

Visual impact

During consultation, it was raised that privacy was a concern for residents who lived on either side of the concourse, particularly the Marian Street medium rise residential building. Suggestions were made to protect privacy such as enclosing the concourse, constructing screens or planting vegetation, or lowering the aerial walkway to restrict sightlines into properties. These design considerations would be further explored during detailed design.

Upgrade of Marian Street would include the creation of a shared zone at the entrance to the concourse and accessible ramps provided at the station entrance and installation of street lights. The Project would provide new landscape treatments including seating, a mix of existing and new planting and trees, paving and furniture to transform the current narrow footpath and improve the existing streetscape. Similar to Little Eveleigh Street, Marian planted edge treatments including new planting and trees would be in place for visual separation and privacy for residents. The use of the same paving treatment as Little Eveleigh Street ensures there is a consistency in the public domain treatments of Little Eveleigh Street and Marian Street.

Increased pedestrian traffic and subsequent street lighting upgrades at the Marian Street entrance would change the visual outlook and general character of the area. The upgraded station entrance and concourse would interrupt views across the corridor from Marian Street. However, this would not detract from the existing industrial or rail character. The newer high rise residential/retail towers on Gibbons Street to the east of the Project reflect on-going change within this area, which is also reflected to a lesser degree by the Project. Marian Street would be more 'active' with improved lighting

and upgraded wayfinding and an increase in pedestrian activity. The Project would have a high quality of architectural design and would be integrated into the surrounding setting with landscaping. However, the increase in pedestrian volumes may lead to a minor increase of stress and anxiety for some residents.

Air quality

Impacts to air quality during operation of the Project have been assessed in **Chapter 19** of this EIS as having a negligible impact on air quality in the study area.

Overall significance of amenity impacts at Marian Street entrance

The above changes to amenity would be permanent and highly localised. Considering the degree of change from existing environment as discussed above, the magnitude of amenity impacts on Marian Street entrance is considered to be low and the sensitivity of Marian Street to the anticipated change is considered to be moderate. As such, the significance of the overall amenity impact to Marian Street entrance would be moderate-low positive.

4.2.3 Crime and safety

During consultation, it was established that local residents and the community place a high value on personal safety, accessibility, connectivity as well as the local character and urban design. During consultation, the community have expressed concerns about safety on Little Eveleigh Street in relation to the interaction between vehicles, pedestrians and cars, these concerns are addressed in Section 4.2.2. It was observed that personal safety on Little Eveleigh Street was raised more frequently by non-residents and concerns about privacy and people looking into homes was more of a concern on Marian Street. Transport for NSW has engaged with residents on Little Eveleigh Street and Marian Street, City of Sydney Council, NSW Police and other stakeholders to develop plans for shared zones on those streets with view to the specific concerns outlined during consultation.

The Consultation Report revealed that the option for the Little Eveleigh Street connection to Marian Street presented more favourable outcomes and was the most preferred as opposed to the Wilson Street to Marian Street connection (refer to **Chapter 4** of this EIS for more information about the options and alternatives for the Project). This connection provided better accessibility, connectivity and ease of journey outcomes.

The Project would provide Redfern Station with additional entrances and shared zones connecting with the station precinct/platforms. As such, it would encourage active and healthy opportunities through improved walking, cycling and other transport infrastructure as opposed to driving. During consultation, the general response was that the current design allowed for more personal safety from crime than other options explored (refer to Appendix B). However, safety concerns were still raised regarding interactions between pedestrians, bikes and vehicles. Stakeholders such as NSW Police identified this option as preferable from a crime safety perspective, but also raised concerns regarding the management of traffic.

The preferred option would direct more people onto Little Eveleigh Street. However, the Project would investigate further opportunities during detailed design to reduce opportunistic crime and discourage antisocial behaviour to improve safety and security of customers and staff. This would be made in accordance with the principles of Crime Prevention through Environmental Design (CPTED) and in consultation with NSW Police and the City of Sydney. Further opportunities to deter crime through design would also be investigated during the detailed design phase.

4.2.4 Changes to demographic profile

As with construction, operation of the Project is not anticipated to result in a change to the demographic profile of the study area. Rather, the access improvements associated with the Project are expected to assist in facilitating and servicing the urban development and renewal that has and is continuing to occur in the study area.

On this basis the magnitude of change would be negligible. The sensitivity of affected people is considered to be low. As a result, the overall social significance of the Project on the demographic profile of the study area is considered to be negligible.

4.2.5 Property

Property impacts during operation of the Project are assessed in **Chapter 10** of this EIS. This chapter identifies that there would be relatively minor changes to property in and around the Project. Areas such as the existing Marian Street car park and Gibbons Street Reserve would be restored to their existing uses once the Project is operational. Once the Project is operational an entrance to the concourse will pass through 125-127 Little Eveleigh Street with part of the building available for business use.

Whilst the Project may result in changes to local property prices, the nature of the market is highly variable and difficult to predict. Broadly, it is expected that the increase in access and amenity in the area will contribute to improved local amenity, which may be reflected in property prices.

Overall the operational Project would result in low magnitude changes to property, in an area deemed to be of moderate sensitivity. As such the social impact of the operational Project would be moderate-low.

4.2.6 Business impacts

Impacts to local businesses arising from the operation of the Project would be long term and permanent. These may include changes to passing trade, access, parking (for customers, employees and suppliers) and changes to local amenity. The potential impact on business revenue would vary depending on the nature of specific businesses and their location.

Broadly, the Project is expected to result in the following changes that may affect the operation of local businesses:

- changes to travel patterns for pedestrians, vehicles and public transport users may increase or decrease passing trade for some local businesses
- changes to local traffic conditions, including parking, may improve or reduce access for servicing, delivery or despatch of goods, resulting in positive or negative impacts upon business revenue
- changes to local amenity which may influence certain businesses such as cafes, restaurants or care facilities.

4.2.6.1 Passing trade

Operation of the Project will result in changes in travel patterns for pedestrians, vehicles and public transport users, resulting in varying impacts to local businesses. In general, it is expected that Little Eveleigh Street and Marian Street will experience a substantial increase in pedestrian traffic, particularly for students and staff accessing the University of Sydney. At Marian Street, given that there is already a station entrance at this location, the increase of customers using this entrance would occur regardless of this Project due to external factors such as general growth in the area and the development of South Eveleigh – in particular Commonwealth Bank's new South Eveleigh Office.

At present, neither of these areas have businesses that appear to rely on passing trade, with the exception of 'Pride of Redfern' located on the corner of Little Eveleigh Street and Lawson Street and 'Chapter Five Espresso' and the art gallery 'Duckrabbit' located on Little Eveleigh Street. The investigations undertaken to inform the design of the Project estimated that there could be the potential to reduce current access/egress demand on the main Lawson Street entrances by up to 50% following the opening of the Project. These businesses may experience a noticeable reduction in passing trade should people, such as students attending the university, choose to exit the station using the new pedestrian footbridge then travel west along Little Eveleigh Street. However, this impact would be moderated to some extent, given that the kiss and ride and relocated bus stop are located nearby and the Project would include opportunities for signs/pedestrian wayfinding to local businesses.

4.2.6.2 Changes to local traffic arrangements

There would be no impact to business access during operation of the Project. Little Eveleigh Street and the Marian Street/Cornwallis Street/Rosehill Street shared zone component of the Project would maintain all existing property access arrangements, including access to off-street vehicle parking and space for waste collection.

4.2.6.3 Amenity

Traffic and access

The operation of the Project aims to maximise public transport patronage and encourage the number of people walking or cycling to Redfern Station. This would improve the environment for local businesses surrounding the station and improve customer experience and access to the local businesses.

The shared zones and footpath upgrades proposed would improve the safety and efficiency of the environment and would make customers feel more comfortable accessing the businesses available in the area.

Given the Project enhances pedestrian access and is not expected to generate significant traffic volumes. The improved accessibility to the station may attract additional patrons, in particular people with a disability, prams or luggage who may not be able to use the station currently. These patrons would be expected to arrive on foot, cycle, bus or other non-private vehicle means on the basis that car parking spaces around the station would remain limited and would not increase as part of the Project. These additional patrons to the station precinct can in turn potentially affect surrounding businesses.

Noise

Businesses can be sensitive to noise if it exceeds comfort levels or continues for extended periods of time. This can affect employee health and wellbeing, employee productivity, ability to communicate and interact and workplace ambiance. Some business types rely on limited noise to provide a particular customer experience. However, given the change in the acoustic environment during operation (noise emitted from the Opal card reader, car park noises and pedestrian noise), it is unlikely that noise impacts would to be felt by any businesses within the vicinity of the Project. However, businesses on the corner of Little Eveleigh and Lawson Street may experience a noticeable reduction in passing trade should people choose to exit the station using the new pedestrian footbridge. As such, the acoustic environment may decrease near these businesses.

Visual

The urban design components of the Project would make the area more visually appealing, which may change customers' perception of the area and therefore a willingness to come to the area. Design components could also explore opportunities for signs/pedestrian way wayfinding to local businesses, resulting in a positive impact on local businesses.

Air Quality

The Project, once operational, would not generate dust or other direct emissions and therefore would not affect the amenity of local businesses.

4.2.6.4 Summary of significance for business impacts

Based on the above components of amenity, the magnitude of change to local amenity is considered to be moderate, with sensitivity of businesses considered to be low. As such, the overall social significance of operation of the Project on businesses is determined to be moderate-low.

4.2.7 Economic impacts

The Project would provide an increase in transport amenity and improve access and connectivity in the area, which would facilitate and encourage increased economic productivity and land use efficiency. Higher economic productivity would be facilitated with customers and staff in the area able to enjoy reduced travel times across the station precinct to retail outlets, cafes and commercial premises such as banks.

Employment connectivity

The Project is expected to contribute to economic and employment growth and support the known employment growth (such as Commonwealth Bank at South Eveleigh) surrounding the station. It provides the opportunity for new business development surrounding the station precinct and stimulation for existing businesses. In particular, enhanced access for customers and staff would have a positive impact on businesses in the study area and ultimately encourage employment connectivity.

- Summary of significance for economic impacts
- shorter travel distances between Redfern Station and the bus services on Gibbons Street, via the upgraded entrance on Marian Street.

These changes to the connectivity and accessibility of the public transport network have the potential to contribute to a number of direct and indirect social and health benefits, including reduced stress. Improvements to accessibility are a particular feature, with Redfern Station currently lacking provision for disabled and low-mobility customers for the majority of platforms. As people often choose to shop, visit and spend their time at convenient and accessible locations, changes to the accessibility and reliability of the public transport network may also result in benefits to businesses and social infrastructure in the study area.

Overall, the negative operational impacts of the Project on public transport operations are limited, with substantial positive impacts, generally associated with customer amenity, convenience and safety, offering a better customer experience.

4.2.7.1 Active transport

Access to active transport networks can provide social and economic benefits as a result of increased connectivity and opportunities for social interaction, enhanced community cohesion, improved access to job opportunities, reduced car dependency (which results in reduced travel costs), and the promotion of more healthy lifestyles, which can result in broader community health benefits. Provision of the new concourse between Little Eveleigh Street and Marian Street would provide greater accessibility across the rail corridor, encouraging increased active transport and social connections within the local area. Additionally, the proposed shared zone on Little Eveleigh Street and Marian Street would contribute to a better experience for customers accessing Redfern Station, as it would include reduced traffic speeds, improved pedestrian safety and enhanced walkability. Safety in the shared zone is achieved by limiting the speed to all modes of transport (cyclists and vehicles), with a speed limit of 10 km/h, which is a lower limit than the existing 40 km/h. In addition, the footpath widening works within Ivy Street would improve pedestrian safety and connectivity with Abercrombie Street and surrounding areas. The kiss and ride and footpath upgrades proposed on Gibbons Street would improve safety for passengers alighting vehicles to access the station. In particular, this would provide benefits to people with reduced mobility such as people with mobility devices, other less mobile people, people with luggage and parents with prams.

The proposed new shared zone on Little Eveleigh Street, and the expansion of the existing shared zone on Marian Street would result in an increase in the interaction of pedestrians and cyclists, due to increased pedestrian volumes associated with the proposed station entrances and shared zones. It is noted, however that the shared zones are designed to be a safe zone for all modes of transport, with a speed limit of 10 km/h. The addition of 20 bicycle parking spaces at the Marian Street entrance, and bike hoops on Little Eveleigh Street, to provide a total of 60 bicycle parking spaces at this location.

The new pedestrian concourse would provide a new connection across the rail corridor, extending between Little Eveleigh Street and Marian Street. The concourse and associated lifts would improve access to the station platforms. During consultation, some respondents suggested that creating ungated access across the rail corridor would achieve better connectivity within the local area, particularly for those who may not be station customers or do not have access to an Opal or credit card to tap on and off at either end of the concourse (which does not incur a charge). Some stakeholder groups however requested installation of the Opal barriers to create a more formalised entrance and to deter customers from not tapping on for their fare ride. Tapping on and off to access the concourse to use the cross-corridor access poses a social equity issue and mitigation measures to address this include investigating opportunities to encourage the community to use the concourse as a connectivity link. This may include signage to inform users that an Opal card or contactless payments (e.g. American Express, Mastercard or Visa debit or credit card), would be required to access the concourse, however, once tapped off on the other side, charges would be reversed (i.e. no charge). Existing pedestrian routes would remain available for the small group of people who do not have an Opal card or contactless payments to use the concourse. While this is recognised as an adverse impact, the impact would only affect a small group of people in the area. A customer education campaign would be enacted to inform the community of the process and encourage use of the concourse.

4.2.7.2 Parking

Refer to Section 4.2.2.1 and Section 4.2.2.2 for the discussion of social impacts parking on Little Eveleigh Street and Marian Street.

4.2.7.3 Community cohesion

The proposed concourse not only provides connectivity between the platforms at Redfern Station and access to both Marian Street and Little Eveleigh Street, but also provides cross corridor connectivity. A study (Jacobs, 2017) has suggested that "in addition to the Lawson Street bridge, the most effective location for an additional bridge location for pedestrians and cyclists who do not need to use the station would be further south directly linking Carriageworks to South Eveleigh." This link would be considered as part of the planning for the Redfern North Eveleigh Precinct. However, the Project would enable some cross-corridor connectivity benefits as it would address the existing desire line constraint, which is anticipated to increase as demand increases with the ongoing development of nearby major projects at the University of Sydney and South Eveleigh.

Furthermore, the Project would:

- alleviate a point of community severance (the rail corridor), which has only one existing narrow pedestrian crossing over the Lawson Street bridge
- provide a connection that is away from busy roads, hence encouraging social interaction
- provide ready access to the suburb of Redfern as a whole, both in and out by allowing for more connectivity for pedestrian traffic.

4.2.7.4 Road network

Once operational, the Project is expected to result in only small changes to the local road network. These include introduction of kiss and ride facilities, additional bicycle parking on Little Eveleigh Street and on Marian Street and the conversion of Little Eveleigh Street and Marian Street/Cornwallis Street/Rosehill Street to a shared zone.

The introduction of formalised kiss and ride facilities on Lawson Street and Gibbons Street would allow for additional modal access to Redfern Station. Footpath upgrades, which are also proposed as part of the kiss and ride facilities, would provide equitable access between the kiss and ride locations and the station. These facilities can also be accessed by taxis, which would further provide accessibility benefits for those who do not drive and/or are outside of walking distance to public transport.

During operation, there would be a higher risk of vehicle, cyclist and pedestrian interactions along Little Eveleigh Street, due to the increased pedestrian volumes associated with the proposed station entrance and shared zone. It is noted that cyclists would not continue to have a marked cycle lane within the shared zone. However, with many pedestrians already using the road as a pathway due to the narrow width of existing footpaths on Little Eveleigh Street, the slower speed limit of 10 km/h and street treatments would help road users interact in a safer, more pedestrian-friendly way.

4.2.7.5 Summary of significance for access and connectivity

As identified by Lahoorpoor & Levinson (2019), the provision of additional station entrances, and thus, greater accessibility to public transport, can provide for increased patronage. This would serve to better provide for the growing population of Redfern, and provide the capacity required to support industry development in the area. During operation, community access and connectivity would improve through the provision of efficient public transport and accessible station design.

With consideration of the overall impacts to access and connectivity discussed above, the magnitude of change is determined to be high positive given that the Project would significantly improve access by train to an inner city town centre with significant amounts of social infrastructure, as well as being one of Sydney's busiest stations. The sensitivity of receivers for changes to access and connectivity would be high positive given that the provision of an additional station entrance, introducing lifts to platforms and a new concourse would allow for greater access to public transport modes and provide equal access to the station. As such, the overall social significance of changes to access and connectivity resulting from the operation of the Project would be high positive.

4.2.8 Social Infrastructure

Operation of the Project has the potential to affect users of social infrastructure in the study area. These impacts are outlined and assessed in the section below.

During consultation, it was raised that the Project would improve access and connectivity with the surrounding areas including key social infrastructure, such as the Sydney University and health care services.

4.2.8.1 Educational facilities

Operation of the Project would improve public and active transport access and connectivity to educational facilities such as Key College, University of Sydney and TAFE NSW - Eora. This may encourage students and employees of these educational facilities to take trips that they may have avoided due to inaccessibility, and in doing so would increase physical activity. Improved footpaths and shared zones would reduce traffic speeds, improved pedestrian safety and enhanced walkability.

The closest educational facility to the Project is The Key College located approximately 20 metres from the proposed entrance at Little Eveleigh Street. Students and teachers may experience a minor disturbance from noise impacts as a result of the operational Project from commuter noise arising from the Little Eveleigh Street entrance. This may affect the communication, productivity and concentration capacity between students and teachers. However, it is noted that noise from commuters walking along Little Eveleigh Street would not be considered loud relative to these existing urban area ambient noise levels.

4.2.8.2 Care, health, medical and emergency services facilities

There are several health and medical facilities located in proximity to the Project including Redfern Station Medical Centre, Youthblock Youth Health Service, Healthcare Family Medical Centre and Royal Prince Alfred Hospital. Emergency services nearby include Redfern Police Station, NSW Fire and Rescue and NSW Ambulance.

Given the separation between the Project and these service facilities, no operational noise or vibration from the Project is likely to affect the users of these facilities.

Operation of the Project would improve public and active transport access and connectivity to the available health and emergency services. This may facilitate improved community health outcomes through better access to health, emergency and medical facilities. The Project would particularly benefit those groups that currently experience transport or mobility difficulties such as the elderly, youth, those with a disability, non-drivers or people without access to a private vehicle.

4.2.8.3 Places of worship

Places of worship within the study area cater to a diverse range of religious and cultural backgrounds. Surrounding Redfern Station, there are several places of worship that may be affected by the Project. These include Uniting Church Tonga Parish, Church of God of Prophecy and St. Mary's Catholic Church, refer to Section 3.3.5 for other places of worship located within 400 metres of the Project.

People attending services may experience parking impacts given the removal and relocation of parking spaces, which may require them to walk longer distances to the new Little Eveleigh Street car park. However, the operation of the Project would generally improve the public transport access and connectivity to the community and their places of worship. It would benefit those people who currently experience transport or mobility difficulties, non-drivers and people without access to a private vehicle to be able to attend their places of worship.

4.2.8.4 Community service facilities

Community and key Aboriginal community service facilities located near the Project (as identified in Section 3.3.7) would benefit from the improved transport and connections to other transport modes and consequently improve the broader community access and to the community service facilities in the vicinity. The Project would also facilitate access for people in the Aboriginal community with a disability to visit an area significant to them. As for other infrastructure outlined above, this would particularly benefit people who currently experience transport or mobility difficulties, non-drivers and people without access to a private vehicle.

4.2.8.5 Sporting and recreational facilities

There are a number of sporting recreational facilities within proximity to the Project, as outlined in Section 3.3. They include local parks and reserves and the Sydney University Sports and Aquatic Centre. The Project would provide greater accessibility across the rail corridor to these facilities and would encourage increased active transport and social connections more generally, including for vulnerable groups. The Project may also encourage the use of public transport, walking and cycling to these sporting and recreational facilities and to other cycling networks.

4.2.8.6 Summary of significance for social infrastructure

Considering the above potential positive and negative impacts to social infrastructure, the magnitude of change is considered to be low positive, with sensitivity of the users of these social service facilities considered to be low. As such, the overall social significance of the operation of the Project on social infrastructure is determined to be low positive.

4.2.9 Heritage and character

During consultation, some of the community has raised that the historical significance of the area needs to be maintained. Given that the community place value in the local character of the area, the Project would explore opportunities to enhance the historical significance of the area.

The Heritage assessment identified that some aspects of the Project would have an adverse impact on the historical and aesthetic significance and rarity of Redfern Station (e.g. the installation of the concourse, and the relocation of the Platform 1 building). This would be due to the change of historic character in the long-term and substantial impact on the significance of the station as a heritage item. However, the proposed concourse, platform canopies, stairs and lifts, have been sited at the southern end of the Redfern Station and away from significant historic structures, allowing for the majority of heritage elements at the station to be retained.

The proposed concourse would also result in indirect impacts on the aesthetic values of the station, where the Project would affect significant views and the open feel of the station. These have been mitigated by ensuring a maximum level of transparency is achieved through the glazed and perforated metal panels on the concourse as well as the bulk and scale of the concourse which are kept to a minimum.

The design of the Project would also result the following positive impacts to the area:

- the relocation of Platform 1 Office building as proposed would provide an appropriate visual setting for the item connecting it to the development of the Carriageworks and Eveleigh Railway Workshops
- the new position would also allow one to appreciate the building in its totality, rather than it being crowded by the proposed infrastructure
- the Project would revitalise Little Eveleigh Street and ultimately would benefit the conservation area, ensuring that the heritage values are integrated with new development and can be appreciated by the wider community
- the Project would provide opportunities to interpret the history, reinstate views, previously lost, and provide additional expansive views to the rail corridor connecting the station to Eveleigh Railway Workshops. Opportunities for heritage interpretation works would augment the community's sense of place and connection to the community's history
- adaptation of 125-127 Little Eveleigh Street as part of the rail network is a positive outcome as it ensures the continued use of the building and would retain its significance within the conservation area.

The concourse would also provide opportunity to reference former historic views accessible from the demolished 1914 footbridge which is considered a beneficial impact. By retaining the key heritage features and majority of platform structures at Redfern Station, the Project would ensure that Redfern Station would retain its State heritage significance.

The community places value in the historical significance of the area as evidenced in consultation. The Project would result in positive impacts to the historical character by enhancing the community's

capacity to access, appreciate and understand the values of the historical character of the area. This would ultimately create a stronger sense of connection to the space and improve the visual amenity of the area.

Furthermore, the Project would respect and/or enhance the heritage significance by future-proofing the station's commuter demand to at least 2036, which ensures the longevity of the heritage listed station as a tangible link to the construction of the line and as a major suburban station that served the Eveleigh Railway Workshops and the surrounding suburbs.

With consideration of the overall social impacts to the heritage and character of the station precinct, once operational, the magnitude of change is determined to be moderate (positive). The sensitivity of receivers for changes to the historical character would be moderate. As such, the overall social significance would be considered to be moderate (positive).

4.2.10 Summary of operation impacts

The potential social impacts that may arise during the operation of the Project has been assessed, with the potential of social impacts that could occur during operation relating to amenity, local character, crime and safety associated with urban design, accessibility and connectivity impacts on adjacent residents, businesses and social infrastructure.

Some amenity changes were determined to be permanent and highly localised, however areas affected by temporary occupation of facilities would be reinstated following construction. Being isolated from public transport access restricts wellbeing and ability to easily care for yourself/others. The location of Redfern Station is in the midst of significant social, health and education infrastructure and institutions. The Project, which includes the provision of an additional station entrance, an upgraded station entrance, shared zones and lifts to one of Sydney's busiest station, would allow for greater accessibility and equal access to public transport and connectivity with the wider area. Changes would benefit the community, particularly those people who currently experience transport or mobility difficulties, non-drivers and people without access to private vehicles. The urban design of the station precinct would facilitate positive impacts (e.g. connectivity and access, safety, etc.) to the community, visitors to the area and businesses and it would also enhance access to, understanding and conservation of the fabric/values of the historical character of the area.

As such, the overall level of social significance of the operation of the Project was determined to be high (positive).

5.0 Assessment of cumulative impacts

Ongoing urban development

Cumulative social issues resulting from the potential for overlap with construction associated with the large-scale commercial development at South Eveleigh (formerly the Australian Technology Park), the proposed redevelopment of the Waterloo Estate and urban renewal around Redfern Station.

A number of major projects are either currently occurring in Sydney or are scheduled to occur at the same time as the Project, refer to Section 2.8.3 and **Chapter 23** of this EIS. These include the construction associated with the large-scale commercial development at South Eveleigh, the proposed redevelopment of the Waterloo Estate and urban renewal around Redfern Station. Potential cumulative social impacts during construction could include safety risks as a result of increased traffic, increased amenity impacts as a result of noise, visual change, and dust emissions and consultation and construction fatigue. This is further discussed in **Chapter 23** of this EIS.

Cumulative traffic and access impacts leading to delays in travel time or difficulties accessing public transport during construction could also lead to indirect social impacts such anxiety and concern during the construction period. Genuine consultation with the affected communities/stakeholders and provision of adequate, advance information in different languages as well as safe and secure well signposted paths around the construction zones will be critical to maintain trust. TfNSW would play a key role in this engagement and ongoing communication process.

The cumulative benefit of the Project with other transport projects during operation is expected to result in a substantial net benefit for the community. Considered together with these other projects, the Project would provide:

- improved accessibility and safety at Redfern Station and connectivity with the public transport network overall
- improved access to employment areas and housing across Sydney
- improved and more direct access to educational institutions, such as Sydney University
- an increase in economic activity, businesses and employment opportunities, particularly around Redfern Station.

This Project and others currently occurring in Sydney are anticipated to complement urban renewal opportunities, being investigated by the DPIE. The urban renewal initiatives would encourage development including new housing, employment areas, town centres and community infrastructure close to existing public transport networks. This would support population growth and increases to the supply of housing along the corridor, promoting transit-oriented development.

As a result, the following cumulative impacts could occur during operation of this and other projects and could be perceived as either having adverse or beneficial outcomes:

- changes to access, connectivity, and community cohesion
- changes to community values, including changes to the existing amenity and character
- changes to community infrastructure and services provision due to population increases and increased opportunities for communities to access infrastructure.

Urban renewal opportunities around Redfern Station would need to balance perceived conflicts between demand and these potential impacts and the community reaction to them by careful planning and consultation.

6.0 Mitigation and management measures

6.1 Overview

This chapter describes the environmental management approach for the Project for Aboriginal heritage during construction and operation. Further details on the environmental management approach for the Project are provided in Chapter 24 of the EIS (Environmental management approach and framework).

A Construction Environmental Management Framework (CEMF) (Appendix D of the EIS) describes the approach to environmental management, monitoring and reporting during construction. Specifically, it lists the requirements to be addressed by the construction contractor in developing the Construction Environmental Management Plan (CEMP), sub-plans, and other supporting documentation for each specific environmental aspect.

The chapter includes a compilation of the performance outcomes as well as mitigation measures, including those that would be included in these plans, as relevant to this assessment.

6.2 Performance outcomes

The social performance outcomes for the Project are as follows:

- adverse social and economic impacts are minimised through ongoing consultation with individual property owners and the community to document, address and develop strategies to address community concerns.

The Project would be designed, constructed and operated to achieve this performance outcome.

6.3 Construction

Prior to construction, potential amenity impacts would be managed in line with mitigation measures identified in other relevant technical disciplines (listed below), as summarised in **Chapter 23** of this EIS:

- traffic and transport
- noise and vibration
- visual amenity
- heritage.

Consultation with relevant stakeholders would also be undertaken to mitigate construction impacts. Consultation and stakeholder engagement would be carried out in accordance with the Community and Stakeholder Engagement Plan developed for this Project (refer to **Chapter 6** of this EIS).

Mitigation measures to reduce and manage the potential construction social impacts are detailed in Table 17.

6.4 Operation

The upgrade of the station entrances at Little Eveleigh Street and Marian Street and the establishment of new shared zones at these locations would enhance the customer experience, specifically pedestrians and cyclists and encourage walking and cycling as an alternative mode of transport.

The potential social impacts that may arise during the operation of the Project have been assessed, with the potential of social impacts that could occur during operation relating to amenity, local character, crime and safety associated with urban design, accessibility and connectivity impacts on adjacent residents, businesses and social infrastructure. Mitigation measures to reduce and avoid adverse impacts, enhance and manage the potential operational social impacts are detailed in Table 17.

6.5 Mitigation measures

Table 17 outlines the mitigation measures that would be implemented to minimise transport and access impacts during construction and operation of the Project.

Table 17 Mitigation measures

ID	Mitigation measure	Applicable location(s)
Construction		
SE1	Implementation of the Project's Community and Stakeholder Engagement Plan including engagement with residents on both Little Eveleigh Street and Marian Street, City of Sydney Council, NSW Police and other stakeholders.	Study area
SE2	Construction ancillary facilities within private and public reserves and parks would be planned to minimise impacts on existing recreational and sporting infrastructure, with construction laydown areas located in areas of open space, where possible. Establishment and use of the laydown areas would consider public safety and maintaining safe access to recreational areas. Private and public reserves and parks proposed for the construction laydown areas would be returned to their original or improved condition following construction (or as otherwise agreed with the relevant authority). Public access to areas of reserves and parks not utilised for construction laydown areas would be maintained throughout construction.	Ancillary facilities
SE3	TfNSW would investigate opportunities to source construction workers from the local community.	Study area
SE4	Access to properties including businesses would be maintained throughout the Project. Temporary measures such as traffic control would need to be implemented to enable this to occur.	Study area
SE5	Construction activities undertaken in proximity to businesses would maintain visibility of business frontage, associated signage and access points, where possible. Temporary signage would be provided in the vicinity of a business if construction works obstruct views to the business. Business impacts resulting from changes to amenity or access would be managed in line with mitigation measures identified for other relevant environmental issues.	Study area
SE6	Engagement with the local Aboriginal community is ongoing and would continue throughout the Project. Key focus areas for Aboriginal engagement on this Project include: • Project design	Study area

ID	Mitigation measure	Applicable location(s)
	• heritage interpretation and/or community art opportunities • employment and procurement opportunities.	
Operation		
SE7	During detail design, the Project would investigate opportunities to encourage the community to use the concourse as a connectivity link. This may include elements such as wayfinding signage to assist customers in identifying exits that help them get to their destination efficiently and signage to inform users that an Opal card or contactless payments (e.g. American Express, Mastercard or Visa debit or credit card), is required to access the concourse, however, once tapped off on the other side, charges would be reversed (i.e. no charge). A customer education campaign would be enacted to inform the community of the process and encourage use of the concourse.	All, Little Eveleigh Street and Marian Street entrances
SE8	During detailed design, the Project would investigate opportunities to augment the community's sense of place and connection to the community's history through elements associated with heritage interpretation works such as installing historical plaques/signage and public art.	All
SE9	The Project would investigate further opportunities during detailed design to reduce opportunistic crime and discourage antisocial behaviour, particularly at Little Eveleigh Street, in accordance with the principles of CPTED and in consultation with NSW Police and the City of Sydney.	All, in particular at Little Eveleigh Street
SE10	Upon opening of the Project, TfNSW would undertake a review of the operation of the shared zones, in consultation with residents and relevant stakeholders, including consideration of any additional mitigation that may be required.	Little Eveleigh Street and Marian Street

7.0 Conclusion

This SIA provides an overview of the context for the Project and identifies social impacts that are likely to arise as a result of construction and operation of the Project. The SIA concludes that most of the potential impacts of the Project would be experienced over the short term during construction, and longer term benefits would be generated during operation.

Key outcomes from consultation has included a general support for the Project and improving accessibility at the station with concerns relating to:

- traffic and pedestrian management on surrounding streets
- amenity for surrounding residents
- potential heritage impacts
- integration of the Project with future developments
- the provision of lift access for Platforms 11 and 12
- construction impacts.

The key potential social benefits of the Project would include:

- accessibility to Redfern Station for those with disabilities, are less mobile and parents/carers with prams and customers with luggage
- modern buildings and facilities for public transport modes that meet the needs of a growing population
- safety improvements to reduce opportunistic crime and discourage antisocial behaviour, including extra lighting and urban design in accordance with the principles of Crime Prevention through Environmental Design
- signage improvements so customers can more easily use public transport and transfer between transport modes at interchanges
- improved access and connectivity in the area
- opportunities for employment and income to local business
- opportunities to augment the community's sense of place and connection to the community's history through elements associated with heritage interpretation and public art works.

The potential social impacts would be minimised by implementing the mitigation measures identified by this EIS that are relevant to the following issues:

- traffic, transport and access
- noise and vibration
- safety
- heritage
- land use and property impacts
- visual and landscape impacts
- business impacts.

These impacts would be managed and minimised through the implementation of appropriate management and mitigation measures, as identified in Section 6.0. Additional management and mitigation measures have been included to identify and investigate opportunities to enhance the community space.

The SIA recommends that a Community Liaison Management Plan be prepared and implemented. Consultation should include with residents on both Little Eveleigh Street and Marian Street, City of Sydney Council, NSW Police and other stakeholders such as customers, user groups of and

cycleways, pedestrians and local businesses, to understand potential impacts on communities and develop ways to manage impacts.

8.0 References

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Appendix A

Demographic Information

Table A-1 Snapshot of Demographic information for study area precincts (ABS 2016)

	Statistical Area Level 2 (SA2)				
	Redfern-Chippendale	**Newtown-Camperdown-Darlington**	**Erskineville-Alexandria**	**Waterloo-Beaconsfield**	**Greater Sydney**
Population	Population: 22,501 Median age: 31 50.3% of people born overseas 1.6% Aboriginal and Torres Strait Islander population 49.2% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 12.6% 2. Cantonese – 3.7% 3. Indonesian – 2.1% Country of Birth (other than Australia): 1. China – 13.1% 2. England – 4.0% 3. New Zealand – 2.6%	Population: 24,839 Median age: 30.4 34.8% of people born overseas 1% Aboriginal and Torres Strait Islander population 68.4% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 6.6% 2. Cantonese – 1.6% 3. Spanish – 1.2% Country of Birth (other than Australia): 1. China – 6.2% 2. England – 5.1% 3. New Zealand – 2.7%	Population: 16,233 Median age: 33.8 32.5% of people born overseas 1.4% Aboriginal and Torres Strait Islander population 73.3% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 2.6% 2. Cantonese – 1.6% 3. Spanish – 1.5% Country of Birth (other than Australia): 1. England – 6.2% 2. New Zealand – 3.4% 3. China – 2.6%	Population: 33,060 Median age: 30.7 53.7% of people born overseas 1.8% Aboriginal and Torres Strait Islander population 44.1% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 17.7% 2. Cantonese – 3.8% 3. Russian – 2.5% Country of Birth (other than Australia): 1. China – 18.6% 2. England – 3.6% 3. New Zealand – 2.3%	Population: 4,823,991 Median age: 36 36.7% of people born overseas 1.5% Aboriginal and Torres Strait Islander population 58.4% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 4.7% 2. Arabic – 4.0% 3. Cantonese – 2.9% Country of Birth (other than Australia): 1. China – 4.7% 2. England – 3.1% 3. India – 2.7%

	Statistical Area Level 2 (SA2)				
	Redfern-Chippendale	**Newtown-Camperdown-Darlington**	**Erskineville-Alexandria**	**Waterloo-Beaconsfield**	**Greater Sydney**
Education	Completed year 12 or equivalent: 73.4% Attending educational institution: 40.7% - Primary: 4.4% - Secondary: 3.6% - Tertiary/Technical: 55.0%	Completed year 12 or equivalent: 79.2% Attending educational institution: 41.4% - Primary: 8.2% - Secondary: 5.2% - Tertiary/Technical: 60%	Completed year 12 or equivalent: 78% Attending educational institution: 25.8% - Primary: 14.5% - Secondary: 8.7% - Tertiary/Technical: 36.4%	Completed year 12 or equivalent: 72.7% Attending educational institution: 37.0% - Primary: 6.9% - Secondary: 5.9% - Tertiary/Technical: 50.2%	Completed year 12 or equivalent: 60% Attending educational institution: 31.7% - Primary: 25.6% - Secondary: 19.9% - Tertiary/Technical: 25.3%
Employment	Unemployment rate: 7.6% Median weekly household income: $1,562 Top four employment industries: 1. Accommodation and food services 2. Education and training 3. Professional Scientific & Technical services 4. Health care and social assistance.	Unemployment rate: 6.1% Median weekly household income: $1,895 Top four employment industries: 1. Higher Education 2. Hospitals 3. Cafes, Restaurants and Takeaway Food Services 4. Computer system design and related services.	Unemployment rate: 3.5% Median weekly household income: $2,447 Top four employment industries: 1. Higher Education 2. Financial and insurance services 3. Computer system design and related services 4. Health care and social assistance.	Unemployment rate: 7% Median weekly household income: $1,747 Top four employment industries: 1. Accommodation and food services 2. Financial and insurance services 3. Computer system design and related services 3. Higher education.	Unemployment rate: 6% Median weekly household income: $1,750 Top four employment industries: 1. Health care and social assistance 2. Professional Scientific & Technical services 3. Cafes and restaurants 4. Banking.

	Statistical Area Level 2 (SA2)				
	Redfern-Chippendale	**Newtown-Camperdown-Darlington**	**Erskineville-Alexandria**	**Waterloo-Beaconsfield**	**Greater Sydney**
Health and disability	Persons who have need for assistance with core activities: 3.1% Persons who provided unpaid assistance to a person with a disability: 6%	Persons who have need for assistance with core activities: 1.9% Persons who provided unpaid assistance to a person with a disability: 6.9%	Persons who have need for assistance with core activities: 1.6% Persons who provided unpaid assistance to a person with a disability: 7%	Persons who have need for assistance with core activities: 3.1% Persons who provided unpaid assistance to a person with a disability: 6.2%	Persons who have need for assistance with core activities: 4.9% Persons who provided unpaid assistance to a person with a disability: 11.1%
Dwellings	Private dwellings: 10,342 Occupied: 90.7% Detached house: 66 – 0.7% Semi-detached, terrace, townhouse, etc: 2,081 – 22.2% Flat or apartment: 7,080 – 75.5% Other: 84 – 0.9% *Tenure* Owned outright: 12.0% Owned with a mortgage: 17.8% Rented: 65.4%	Private dwellings: 10,963 Occupied: 90.1% Detached house: 344 – 3.5% Semi-detached, terrace, townhouse, etc: 4,739 – 48.0% Flat or apartment: 4,574 – 46.3% Other: 161 – 1.6% *Tenure* Owned outright: 14.1% Owned with a mortgage: 20.9% Rented: 61.7%	Private dwellings: 7.682 Occupied: 91.3% Detached house: 240 – 3.4% Semi-detached, terrace, townhouse, etc: 2,598 – 37.0% Flat or apartment: 4,104 – 58.5% Other: 30 – 0.4% *Tenure* Owned outright: 12.7% Owned with a mortgage: 34.2% Rented: 50.2%	Private dwellings: 15,314 Occupied: 90.6% Detached house: 730 – 5.3% Semi-detached, terrace, townhouse, etc: 1,260 – 9.1% Flat or apartment: 11,784 – 84.9% Other: 30 – 0.2% *Tenure* Owned outright: 10.5% Owned with a mortgage: 23.2% Rented: 62.4%	Private dwellings: 1,759,923 Occupied: 92.3% Detached house: 924,225 – 56.9% Semi-detached, terrace, townhouse, etc: 227,235 – 14.0% Flat or apartment: 456,231 – 28.1% Other: 9,132 – 0.9% *Tenure* Owned outright: 29.1% Owned with a mortgage: 33.2% Rented: 34.1%

	Statistical Area Level 2 (SA2)				
	Redfern-Chippendale	**Newtown-Camperdown-Darlington**	**Erskineville-Alexandria**	**Waterloo-Beaconsfield**	**Greater Sydney**
Households	Household composition Family households: 42.4% Single (or lone) person households: 38.7% Group households: 18.9% Average household size: 2 Average monthly rental payment: $2,193 Average monthly mortgage payment: $2,601	Household composition Family households: 45.5% Single (or lone) person households: 37.8% Group households: 16.7% Average household size: 2.1 Average monthly rental payment: $2,270 Average monthly mortgage payment: $2,742	Household composition Family households: 57.5% Single (or lone) person households: 28.6% Group households: 13.9% Average household size: 2.1 Average monthly rental payment: $2,581 Average monthly mortgage payment: $2,657	Household composition Family households: 52.3% Single (or lone) person households: 30.3% Group households:17.4% Average household size: 2.2 Average monthly rental payment: $2,302 Average monthly mortgage payment: $2,453	Household composition Family households: 73.6% Single (or lone) person households: 21.6% Group households: 4.7% Average household size: 2.8 Average monthly rental payment: $1,996 Average monthly mortgage payment: $2,384
Businesses	Total number of businesses: 2,265 Top three business types by industry: 1. Professional Scientific & Technical services 2. Rental, hiring and real estate services 3. Construction.	Total number of businesses: 2,262 Top three business types by industry: 1. Professional Scientific & Technical services 2. Health care and social assistance 3. Rental, hiring and real estate services.	Total number of businesses: 3,104 Top three business types by industry: 1. Professional Scientific & Technical services 2. Rental, hiring and real estate services 3. Wholesale trade.	Total number of businesses: 3,331 Top three business types by industry: 1. Rental, hiring and real estate services 2. Professional Scientific & Technical services 3. Construction.	Total number of businesses: 498,864 Top three business types by industry: 1. Construction 2. Professional Scientific & Technical services 3. Rental, hiring and real estate services.

	Statistical Area Level 2 (SA2)				
	Redfern-Chippendale	**Newtown-Camperdown-Darlington**	**Erskineville-Alexandria**	**Waterloo-Beaconsfield**	**Greater Sydney**
Journey to work	Top three modes: 1. Train or Tram – 22.4% 2. Walked only – 21.1% 3. Car (as driver or passenger) – 20.0% Use of public transport as at least one method of travel to work: 40.5% Median commuting distance from place of work: 10.4 kms	Top three modes: 1. Train or Tram – 26.3% 2. Car (as driver or passenger) – 23.7% 3. Walked only – 13.8% Use of public transport as at least one method of travel to work: 42.0% Median commuting distance from place of work: 8 kms	Top three modes: 1. Train or Tram - 32.4% 2. Car (as driver or passenger) – 30.4% 3. Walked only – 9% Use of public transport as at least one method of travel to work: 43.0% Median commuting distance from place of work: 11.5 kms	Top three modes: 1. Car (as driver or passenger) – 37.0% 2. Bus – 18.9% 3.Train or Tram – 13.1%. Use of public transport as at least one method of travel to work: 38.7% Median commuting distance from place of work: 10.6 kms	Top three modes: 1. Car (as driver or passenger) – 59.8% 2. Train or Tram – 10.9% 3. Bus – 5.5% Use of public transport as at least one method of travel to work: 22.8% Median commuting distance from place of work: 10.8 kms
Community Values	Voluntary work for an organisation/group:16.6%	Voluntary work for an organisation/group: 22.8%	Voluntary work for an organisation/group: 18.7%	Voluntary work for an organisation/group: 14.4%	Voluntary work for an organisation/group: 16.7%

Table A-2 Comparison of demographic information for Greater Sydney (ABS 2011 and ABS 2016)

	Greater Sydney	
Year	**2011**	**2016**
Population	Population: 4,391,674 Median age: 36 34.2% of people born overseas 1.2% Aboriginal and Torres Strait Islander population 62.6% of people spoke English only at home Top languages spoke at home (other than English): 1. Arabic – 4.1% 2. Mandarin – 3.0% 3. Cantonese – 3.0% Country of Birth (other than Australia): 1. England – 3.5% 2. China – 3.4% 3. India – 2.0%	Population: 4,823,991 Median age: 36 36.7% of people born overseas 1.5% Aboriginal and Torres Strait Islander population 58.4% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 4.7% 2. Arabic – 4.0% 3. Cantonese – 2.9% Country of Birth (other than Australia): 1. China – 4.7% 2. England – 3.1% 3. India – 2.7%
Education	Completed year 12 or equivalent: 55% Attending educational institution: 31.7% - Primary: 24.6% - Secondary: 20.4% - Tertiary/Technical: 24.1%	Completed year 12 or equivalent: 60% Attending educational institution: 31.7% - Primary: 25.6% - Secondary: 19.9% - Tertiary/Technical: 25.3%
Employment	Unemployment rate: 5.7% Median weekly household income: $1,447 Top four employment industries: 1. Cafes and restaurants 2. Education 3. Hospitals 4. Legal and accounting services.	Unemployment rate: 6% Median weekly household income: $1,750 Top four employment industries: 1. Health care and social assistance 2. Professional Scientific & Technical services 3. Cafes and restaurants 4. Banking.
Health and disability	Persons who have need for assistance with core activities: 4.4% Persons who provided unpaid assistance to a person with a disability: 10.8%	Persons who have need for assistance with core activities: 4.9% Persons who provided unpaid assistance to a person with a disability: 11.1%
Dwellings	Private dwellings: 1,640,199 Occupied: 92.8% Detached house: 926,062 Semi-detached, terrace, townhouse, etc: 194,168 Flat or apartment: 391.891 Other: 7,004 *Tenure* Owned outright: 30.4% Owned with a mortgage: 34.8% Rented: 31.6%	Private dwellings: 1,759,923 Occupied: 92.3% Detached house: 924,225 – 56.9% Semi-detached, terrace, townhouse, etc: 227,235 – 14.0% Flat or apartment: 456,231 – 28.1% Other: 9,132 – 0.9% *Tenure* Owned outright: 29.1% Owned with a mortgage: 33.2% Rented: 34.1%
Households	*Household composition* Family households: 73.1% Single (or lone) person households: 22.6% Group households: 4.3%	*Household composition* Family households: 73.6% Single (or lone) person households: 21.6% Group households: 4.7%

	Greater Sydney	
Year	**2011**	**2016**
	Average household size: 2.7 Average monthly rental payment: $1,575 Average monthly mortgage payment: $2,390	Average household size: 2.8 Average monthly rental payment: $1,996 Average monthly mortgage payment: $2,384
Businesses	Total number of businesses*: 277,975 Top three business types by industry*: 1. Administrative and support services 2. Construction 3. Rental, hiring and real estate services.	Total number of businesses: 498,864 Top three business types by industry: 1. Construction 2. Professional Scientific & Technical services 3. Rental, hiring and real estate services.
Journey to work	Top three modes: 1. Car (as driver or passenger) 2. Train or Tram 3. Bus Median commuting distance from place of work: [data not available]	Top three modes: 1. Car (as driver or passenger) 2. Train or Tram 3. Bus Median commuting distance from place of work: 10.8 kms
Community Values	Voluntary work for an organisation/group: 15.1%	Voluntary work for an organisation/group: 16.7%

*2014 data used where 2011 data was not available.

Table A-3 Comparison of demographic information for Redfern-Chippendale (ABS 2011 and ABS 2016)

	Redfern-Chippendale	
Year	**2011**	**2016**
Population	Population: 16,559 Median age: 33 39.6% of people born overseas 2.1% Aboriginal and Torres Strait Islander population 59.0% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 4.7% 2. Cantonese – 2.7% 3. Russian – 1.6%; Greek – 1.6% Country of Birth (other than Australia): 1. China – 5.4% 2. England – 4.2% 3. New Zealand – 3.6%	Population: 22,501 Median age: 31 50.3% of people born overseas 1.6% Aboriginal and Torres Strait Islander population 49.2% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 12.6% 2. Cantonese – 3.7% 3. Indonesian – 2.1% Country of Birth (other than Australia): 1. China – 13.1% 2. England – 4.0% 3. New Zealand – 2.6%
Education	Completed year 12 or equivalent: 66.6% Attending educational institution: 33.6% - Primary: 5.5% - Secondary: 4.0% - Tertiary/Technical: 43.7%	Completed year 12 or equivalent: 73.4% Attending educational institution: 40.7% - Primary: 4.4% - Secondary: 3.6% - Tertiary/Technical: 55.0%

	Redfern-Chippendale	
Year	**2011**	**2016**
Employment	Unemployment rate: 6.4% Median weekly household income: 1,418 Top four employment industries: 1. Cafes, Restaurants and Takeaway Food Services 2. Tertiary Education 3. Legal and Accounting Services 4. Computer System Design and Related Services	Unemployment rate: 7.6% Median weekly household income: $1,562 Top four employment industries: 1. Accommodation and food services 2. Education and training 3. Professional Scientific & Technical services 4. Health care and social assistance.
Health and disability	Persons who have need for assistance with core activities: 3.7% Persons who provided unpaid assistance to a person with a disability: 6.7%	Persons who have need for assistance with core activities: 3.1% Persons who provided unpaid assistance to a person with a disability: 6%
Dwellings	Private dwellings: 7,962 Occupied: 91.7% Detached house: 442 Semi-detached, terrace, townhouse, etc: 1,768 Flat or apartment: 5,037 Other: 35 *Tenure* Owned outright: 12.1% Owned with a mortgage: 23.7% Rented: 60.9%	Private dwellings: 10,342 Occupied: 90.7% Detached house: 66 – 0.7% Semi-detached, terrace, townhouse, etc: 2,081 – 22.2% Flat or apartment: 7,080 – 75.5% Other: 84 – 0.9% *Tenure* Owned outright: 12.0% Owned with a mortgage: 17.8% Rented: 65.4%
Households	*Household composition* Family households: 42.3% Single (or lone) person households: 40.1% Group households: 17.6% Average household size: 2 Average monthly rental payment: $1,615 Average monthly mortgage payment: $2,598	*Household composition* Family households: 42.4% Single (or lone) person households: 38.7% Group households: 18.9% Average household size: 2 Average monthly rental payment: $2,193 Average monthly mortgage payment: $2,601
Businesses	Total number of businesses*: 2,073 Top three business types by industry*: 1. Professional Scientific & Technical services 2. Rental, hiring and real estate services 3. Information media and telecommunications.	Total number of businesses: 2,265 Top three business types by industry: 1. Professional Scientific & Technical services 2. Rental, hiring and real estate services 3. Construction.
Journey to work	Top three modes: 1. Car (as driver or passenger) 2. Walked only 3. Train. Median commuting distance from place of work: [data not available]	Top three modes: 1. Train or Tram 2. Walked only 3. Car (as driver or passenger). Median commuting distance from place of work: 10.4 kms
Community Values	Voluntary work for an organisation/group: 15.3%	Voluntary work for an organisation/group:16.6%

*2014 data used where 2011 data was not available.

Table A-4 Comparison of demographic information for Newtown-Camperdown-Darlington (ABS 2011 and ABS 2016)

	Newtown-Camperdown-Darlington	
Year	**2011**	**2016**
Population	Population: 21,519 Median age: 31 30% of people born overseas 1.2% Aboriginal and Torres Strait Islander population 74.0% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 2.1% 2. Greek – 1.5% 3. Cantonese – 1.4% Country of Birth (other than Australia): 1. England – 5.2% 2. New Zealand – 3.2% 3. China – 1.6%	Population: 24,839 Median age: 30.4 34.8% of people born overseas 1% Aboriginal and Torres Strait Islander population 68.4% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 6.6% 2. Cantonese – 1.6% 3. Spanish – 1.2% Country of Birth (other than Australia): 1. China – 6.2% 2. England – 5.1% 3. New Zealand – 2.7%
Education	Completed year 12 or equivalent: 75.8% Attending educational institution: 36.6% - Primary: 7.9% - Secondary: 4.7% - Tertiary/Technical: 56.3%	Completed year 12 or equivalent: 79.2% Attending educational institution: 41.4% - Primary: 8.2% - Secondary: 5.2% - Tertiary/Technical: 60%
Employment	Unemployment rate: 5.3% Median weekly household income: $1,793 Top four employment industries: 1. Tertiary education 2. Cafes, Restaurants and Takeaway Food Services 3. Health care and social assistance 4. Legal and accounting services.	Unemployment rate: 6.1% Median weekly household income: $1,895 Top four employment industries: 1. Higher Education 2. Hospitals 3. Cafes, Restaurants and Takeaway Food Services 4. Computer system design and related services.
Health and disability	Persons who have need for assistance with core activities: 1.9% Persons who provided unpaid assistance to a person with a disability: 7.1%	Persons who have need for assistance with core activities: 1.9% Persons who provided unpaid assistance to a person with a disability: 6.9%
Dwellings	Private dwellings: 9,365 Occupied: 91.9% Detached house: 715 Semi-detached, terrace, townhouse, etc: 4,460 Flat or apartment: 3,311 Other: 87 *Tenure* Owned outright: 15.5% Owned with a mortgage: 25.8% Rented: 56.7%	Private dwellings: 10,963 Occupied: 90.1% detached house: 344 – 3.5% Semi-detached, terrace, townhouse, etc: 4,739 – 48.0% Flat or apartment: 4,574 – 46.3% Other: 161 – 1.6% *Tenure* Owned outright: 14.1% Owned with a mortgage: 20.9% Rented: 61.7%

	Newtown-Camperdown-Darlington	
Year	**2011**	**2016**
Households	*Household composition* Family households: 49.6% Single (or lone) person households: 33.3% Group households: 17.1% Average household size: 2.1 Average monthly rental payment: $1,888 Average monthly mortgage payment: $2,725	*Household composition* Family households: 45.5% Single (or lone) person households: 37.8% Group households: 16.7% Average household size: 2.1 Average monthly rental payment: $2,270 Average monthly mortgage payment: $2,742
Businesses	Total number of businesses*: 2,238 Top three business types by industry*: 1. Professional Scientific & Technical services 2. Health care and social assistance 3. Accommodation and food services.	Total number of businesses: 2,262 Top three business types by industry: 1. Professional Scientific & Technical services 2. Health care and social assistance 3. Rental, hiring and real estate services.
Journey to work	Top three modes: 1. Car (as driver or passenger) 2. Train or Tram 3. Walked only. Median commuting distance from place of work: [data not available]	Top three modes: 1. Train or Tram 2. Car (as driver or passenger) 3. Walked only. Median commuting distance from place of work: 8 kms
Community Values	Voluntary work for an organisation/group: 21.6%	Voluntary work for an organisation/group: 22.8%

*2014 data used where 2011 data was not available.

Table A-5 Comparison of demographic information for Erskineville-Alexandria (ABS 2011 and ABS 2016)

	Erskineville-Alexandria	
Year	**2011**	**2016**
Population	Population: 13,898 Median age: 33 32.2% of people born overseas 1.7% Aboriginal and Torres Strait Islander population 76.8% of people spoke English only at home Top languages spoke at home (other than English): 1. Cantonese – 1.8% 2. Mandarin – 1.5% 3. Spanish – 1.3% Country of Birth (other than Australia): 1. England – 5.8% 2. New Zealand – 4.2% 3. China – 1.8%	Population: 16,233 Median age: 33.8 32.5% of people born overseas 1.4% Aboriginal and Torres Strait Islander population 73.3% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 2.6% 2. Cantonese – 1.6% 3. Spanish – 1.5% Country of Birth (other than Australia): 1. England – 6.2% 2. New Zealand – 3.4% 3. China – 2.6%
Education	Completed year 12 or equivalent: 77% Attending educational institution: 23.9% - Primary: 14.3% - Secondary: 7.5% - Tertiary/Technical: 45.3%	Completed year 12 or equivalent: 78% Attending educational institution: 25.8% - Primary: 14.5% - Secondary: 8.7% - Tertiary/Technical: 36.4%

	Erskineville-Alexandria	
Year	**2011**	**2016**
Employment	Unemployment rate: 3.3% Median weekly household income: $2,183 Top four employment industries: 1. Professional Scientific & Technical services 2. Financial and insurance services 3. Health care and social assistance 4. Education and training.	Unemployment rate: 3.5% Median weekly household income: $2,447 Top four employment industries: 1. Higher Education 2. Financial and insurance services 3. Computer system design and related services 4. Health care and social assistance.
Health and disability	Persons who have need for assistance with core activities: 1.5% Persons who provided unpaid assistance to a person with a disability: 6.9%	Persons who have need for assistance with core activities: 1.6% Persons who provided unpaid assistance to a person with a disability: 7%
Dwellings	Private dwellings: 7,028 Occupied: 92.6% Detached house: 317 Semi-detached, terrace, townhouse, etc: 2,508 Flat or apartment: 3,657 Other: 9 *Tenure* Owned outright: 12.4% Owned with a mortgage: 37.2% Rented: 48.4%	Private dwellings: 7.682 Occupied: 91.3% Detached house: 240 – 3.4% Semi-detached, terrace, townhouse, etc: 2,598 – 37.0% Flat or apartment: 4,104 – 58.5% Other: 30 – 0.4% *Tenure* Owned outright: 12.7% Owned with a mortgage: 34.2% Rented: 50.2%
Households	*Household composition* Family households: 53.5% Single (or lone) person households: 32.5% Group households: 14.0% Average household size: 2 Average monthly rental payment: $2,037 Average monthly mortgage payment: $2,758	*Household composition* Family households: 57.5% Single (or lone) person households: 28.6% Group households: 13.9% Average household size: 2.1 Average monthly rental payment: $2,581 Average monthly mortgage payment: $2,657
Businesses	Total number of businesses*: 2,920 Top three business types by industry*: 1. Professional Scientific & Technical services 2. Rental, hiring and real estate services 3. Wholesale trade.	Total number of businesses: 3,104 Top three business types by industry: 1. Professional Scientific & Technical services 2. Rental, hiring and real estate services 3. Wholesale trade.
Journey to work	Top three modes: 1. Car (as driver or passenger) 2. Train or Tram 3. Walked only. Median commuting distance from place of work: [data not available]	Top three modes: 1. Train or Tram 2. Car (as driver or passenger) 3. Walked only. Median commuting distance from place of work: 11.5 kms
Community Values	Voluntary work for an organisation/group: 17.4%	Voluntary work for an organisation/group: 18.7%

*2014 data used where 2011 data was not available.

Table A-6 Comparison of demographic information for Waterloo-Beaconsfield (ABS 2011 and ABS 2016)

	Waterloo-Beaconsfield	
Year	**2011**	**2016**
Population	Population: 21,090 Median age: 32 46.2% of people born overseas 2.2% Aboriginal and Torres Strait Islander population 46.9% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin - 7.7% 2. Cantonese – 4.0% 3. Russian – 3.9% Country of Birth (other than Australia): 1. China – 8.5% 2. England – 2.9% 3. New Zealand – 2.6%	Population: 33,060 Median age: 30.7 53.7% of people born overseas 1.8% Aboriginal and Torres Strait Islander population 44.1% of people spoke English only at home Top languages spoke at home (other than English): 1. Mandarin – 17.7% 2. Cantonese – 3.8% 3. Russian – 2.5% Country of Birth (other than Australia): 1. China – 18.6% 2. England – 3.6% 3. New Zealand – 2.3%
Education	Completed year 12 or equivalent: 63% Attending educational institution: 35.8% - Primary: 9.0% - Secondary: 7.0% - Tertiary/Technical: 36.0%	Completed year 12 or equivalent: 72.7% Attending educational institution: 37.0% - Primary: 6.9% - Secondary: 5.9% - Tertiary/Technical: 50.2%
Employment	Unemployment rate: 6.8% Median weekly household income: $1,368 Top four employment industries: 1. Accommodation and food services 2. Depository Financial Intermediation 3. Legal and accounting services 4. Hospitals.	Unemployment rate: 7% Median weekly household income: $1,747 Top four employment industries: 1. Accommodation and food services 2. Financial and insurance services 3. Computer system design and related services 3. Higher education.
Health and disability	Persons who have need for assistance with core activities: 3.8% Persons who provided unpaid assistance to a person with a disability: 7.2%	Persons who have need for assistance with core activities: 3.1% Persons who provided unpaid assistance to a person with a disability: 6.2%
Dwellings	Private dwellings: 9,520 Occupied: 92.8% Detached house: 906 Semi-detached, terrace, townhouse, etc: 1,034 Flat or apartment: 6,570 Other: 9 *Tenure* Owned outright: 12.1% Owned with a mortgage: 25.5% Rented: 58.7%	Private dwellings: 15,314 Occupied: 90.6% Detached house: 730 – 5.3% Semi-detached, terrace, townhouse, etc: 1,260 – 9.1% Flat or apartment: 11,784 – 84.9% Other: 30 – 0.2% *Tenure* Owned outright: 10.5% Owned with a mortgage: 23.2% Rented: 62.4%

	Waterloo-Beaconsfield	
Year	**2011**	**2016**
Households	*Household composition* Family households: 51.7% Single (or lone) person households: 35.0% Group households: 13.2% Average household size: 2.1 Average monthly rental payment: $1,693 Average monthly mortgage payment: $2,653	*Household composition* Family households: 52.3% Single (or lone) person households: 30.3% Group households:17.4% Average household size: 2.2 Average monthly rental payment: $2,302 Average monthly mortgage payment: $2,453
Businesses	Total number of businesses*: 2,846 Top three business types by industry*: 1. Professional Scientific & Technical services 2. Rental, hiring and real estate services 3. Retail trade.	Total number of businesses: 3,331 Top three business types by industry: 1. Rental, hiring and real estate services 2. Professional Scientific & Technical services 3. Construction.
Journey to work	Top three modes: 1. Car (as driver or passenger) 2. Bus 3. Waked only. Median commuting distance from place of work: [data not available]	Top three modes: 1. Car (as driver or passenger) 2. Bus 3.Train or Tram. Median commuting distance from place of work: 10.6 kms
Community Values	Voluntary work for an organisation/group: 12.2%	Voluntary work for an organisation/group: 14.4%

*2014 data used where 2011 data was not available.