



Lord Howe Island Critical Infrastructure Project Social Impact Assessment

PREPARED FOR

NSW National Parks and Wildlife Service (NPWS) (part of the NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW)) on behalf of the Lord Howe Island Board

DATE

30 September 2025

REFERENCE

0741543



DOCUMENT DETAILS

DOCUMENT TITLE	Lord Howe Island Critical Infrastructure Project
DOCUMENT SUBTITLE	Social Impact Assessment
PROJECT NUMBER	0741543
DATE	30 September 2025
VERSION	FINAL
AUTHOR	Niobe Fitzgerald, Paula Saad
CLIENT NAME	NSW National Parks and Wildlife Service (NPWS) (part of the NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW)) on behalf of the Lord Howe Island Board

DOCUMENT HISTORY

VERSION	REVISION	AUTHOR	REVIEWED BY	ERM APPROVAL TO ISSUE		COMMENTS
				NAME	DATE	
DRAFT	01	N. Fitzgerald	P. Saad	M. Davey	4.08.2025	Draft
FINAL	02	N. Fitzgerald	P. Saad	M. Davey	30.09.2025	Final

Lord Howe Island Critical Infrastructure Project

Social Impact Assessment

0741543



Niobe Fitzgerald

Consultant



Paula Saad

Principal Consultant



Tom Parry

Principal Consultant / Project Manager



Mark Davey

Partner

Environmental Resource Management

Australia Pty Ltd

Level 14, 207 Kent Street

Sydney, NSW 2000

T +61 2 8584 8888

© Copyright 2025 by The ERM International Group Limited and/or its affiliates ('ERM'). All Rights Reserved.
No part of this work may be reproduced or transmitted in any form or by any means, without prior written permission of ERM.

CONTENTS

1.	INTRODUCTION	1
1.1	THE PROPONENT	1
1.2	PROJECT OVERVIEW	1
1.3	PURPOSE AND OUTLINE	6
1.4	AUTHORSHIP	6
2.	SOCIAL IMPACT ASSESSMENT METHODOLOGY	7
2.1	PHASE 1: SCOPING	7
2.2	PHASE 2: SOCIAL BASELINE DATA COLLECTION AND ANALYSIS	8
2.3	PHASE 3: IMPACT ASSESSMENT	10
2.4	PHASE 4: ENHANCEMENT, MITIGATION AND RESIDUAL IMPACTS	11
2.5	PHASE 5: MONITORING AND MANAGEMENT FRAMEWORK	12
3.	SCOPING: SOCIAL LOCALITY AND STAKEHOLDER IDENTIFICATION	13
3.1	APPROACH TO DETERMINING THE SOCIAL LOCALITY	13
3.2	DESCRIPTION OF THE SOCIAL LOCALITY	14
3.3	STAKEHOLDER ENGAGEMENT ACTIVITIES FOR THE SIA	15
3.3.1	Identification of Key Stakeholder Groups	17
3.3.2	Engagement Findings	20
4.	LEGISLATIVE AND REGULATORY FRAMEWORK	23
4.1	ENVIRONMENTAL PLANNING & ASSESSMENT ACT 1979	23
4.2	ENVIRONMENT PROTECTION AND BIODIVERSITY CONSERVATION ACT 1999	23
4.3	SIA GUIDELINES	24
4.4	LORD HOWE ISLAND LEP 2010	24
5.	SOCIAL BASELINE	25
5.1	LANDSCAPE, TOPOGRAPHY AND LAND USE	25
5.1.1	Biogeography	25
5.1.2	Natural and Cultural Heritage	26
5.1.3	Marine Environment	26
5.1.4	Local and Regional Community	27
5.1.5	Important Built Features	27
5.2	POPULATION DEMOGRAPHICS	28
5.3	ECONOMIC PROFILE	30
5.3.1	Employment	30
5.3.2	Main Industries within the Social Locality	30
5.3.3	Local Businesses in the Social Locality	31
5.4	VULNERABLE GROUPS	31
5.4.1	Cultural and Linguistical Diversity	32
5.4.2	Youth and Elderly	32
5.4.3	Aboriginal and Torres Strait Islander	32
5.4.4	Socio-Economic Disadvantage	33
5.5	HOUSING AND ACCOMODATION	35
5.5.1	Privately Owned Housing	37
5.5.2	Short Term Housing Availability	37
5.6	SOCIAL INFRASTRUCTURE AND COMMUNITY WELLBEING	37

5.6.1	Community and Recreation	37
5.6.2	Health	38
5.6.3	Education	40
5.7	ACCESS AND CONNECTIVITY	41
5.8	CULTURAL HERITAGE	41
5.8.1	Aboriginal Cultural Heritage	41
5.8.2	Historical Heritage	42
5.9	COMMUNITY VALUES	42
5.10	FESTIVALS AND EVENTS	43
5.11	BASELINE SUMMARY	43
6.	SOCIAL IMPACT ASSESSMENT	49
6.1	STAKEHOLDERS AND COMMUNITY	49
6.1.1	Insufficient or Ineffective Stakeholder Engagement	49
6.2	EMPLOYMENT AND PROCUREMENT	52
6.2.1	Increased Direct Employment Opportunities	52
6.2.2	Potential To Create Skills and Labour Shortages	56
6.3	LOCAL DISRUPTIONS	59
6.3.1	Changes in Cultural and Social Amenity	59
6.3.2	Traffic Congestion at Landing Facilities or on Local Roads and Community Safety Concerns	61
6.3.3	(Perceived) Health Impacts, Hazards and Risks	64
6.3.4	Impacts on the Environment and Biodiversity	67
6.3.5	Potential for Reduced Community Cohesion	71
6.4	ACCOMMODATION AND WORKER INFLUX	73
6.4.1	Increased Demand for Short- and Long-Term Accommodation	74
6.4.2	Increased Demand for Services and social infrastructure	76
6.5	LAND USE AND LANDSCAPE	78
6.5.1	Perceived Impacts to Features of Natural Significance Associated with UNESCO World Heritage Property	79
6.5.2	Altered Visual Amenity	81
6.6	SUMMARY OF SOCIAL IMPACTS	83
7.	MONITORING AND MANAGEMENT FRAMEWORK	86
7.1	REPORTING AND AUDITING	89
7.2	ROLES & RESPONSIBILITIES	89
8.	REFERENCES	90

APPENDIX A TOP OCCUPATIONS AND INDUSTRIES DATA

APPENDIX B SHORT TERM ACCOMMODATION CAPACITY DATA

LIST OF TABLES

TABLE 1-1	KEY ISSUES SEARS NO. 12 - SOCIAL	2
TABLE 2-1	LIMITATIONS OF THE SIA DATA COLLECTION	9
TABLE 2-2	ADAPTED DPHI SOCIAL IMPACT SIGNIFICANCE MATRIX (2023B)	11
TABLE 3-1	SUMMARY OF RELEVANT ABS DATASETS	15
TABLE 3-2	SUMMARY OF COMMUNITY ENGAGEMENT ACTIVITIES	15
TABLE 3-3	IDENTIFIED STAKEHOLDERS	17

TABLE 3-4	COMMUNITY PARTICIPATION SUMMARY	20
TABLE 3-5	ENGAGEMENT OUTCOMES	21
TABLE 5-1	KEY POPULATION INDICATORS ACROSS THE SOCIAL LOCALITY	29
TABLE 5-2	RELEVANT WORKFORCE WITHIN THE SOCIAL LOCALITY	30
TABLE 5-3	CATEGORISATION OF TOP INDUSTRIES IN THE SOCIAL LOCALITY	31
TABLE 5-4	ABORIGINAL AND TORRES STRAIT ISLANDER DEMOGRAPHICS	33
TABLE 5-5	SEIFA INDICATORS ACROSS THE PROJECT'S SOCIAL LOCALITY	34
TABLE 5-6	KEY INCOME AND HOUSING INDICATORS IN THE SOCIAL LOCALITY	36
TABLE 5-7	COMMUNITY AND RECREATION SERVICES IN THE STUDY AREA	38
TABLE 5-8	PUBLIC HEALTH SERVICES	39
TABLE 5-9	HOSPITAL PERFORMANCE INDICATORS	39
TABLE 5-10	EXISTING HEALTH CONDITIONS IN 2021	40
TABLE 5-11	EDUCATION ATTAINMENT ACROSS THE PROJECT'S SOCIAL LOCALITY	41
TABLE 5-12	BASELINE SUMMARY AND IDENTIFICATION OF CHALLENGES AND OPPORTUNITIES	44
TABLE 6-1	IMPACT CHARACTERISTICS INSUFFICIENT OR INEFFECTIVE STAKEHOLDER ENGAGEMENT	51
TABLE 6-2	IMPACT SIGNIFICANCE INSUFFICIENT OR INEFFECTIVE STAKEHOLDER ENGAGEMENT	52
TABLE 6-3	IMPACT CHARACTERISTICS OF DIRECT EMPLOYMENT OPPORTUNITIES	56
TABLE 6-4	IMPACT SIGNIFICANCE OF DIRECT EMPLOYMENT OPPORTUNITIES	56
TABLE 6-5	IMPACT CHARACTERISTICS OF SKILLS AND LABOUR SHORTAGES	59
TABLE 6-6	IMPACT SIGNIFICANCE OF SKILLS AND LABOUR SHORTAGES	59
TABLE 6-7	IMPACT CHARACTERISTICS OF CHANGES IN CULTURAL AND SOCIAL AMENITY	61
TABLE 6-8	IMPACT SIGNIFICANCE FOR CHANGES IN CULTURAL AND SOCIAL AMENITY	61
TABLE 6-9	IMPACT SIGNIFICANCE OF TRAFFIC CONGESTION AT LANDING FACILITIES OR ON LOCAL ROADS AND COMMUNITY SAFETY CONCERNS	64
TABLE 6-10	IMPACT SIGNIFICANCE OF TRAFFIC CONGESTION AT LANDING FACILITIES OR ON LOCAL ROADS AND COMMUNITY SAFETY CONCERNS	64
TABLE 6-11	IMPACT CHARACTERISTICS OF PERCEIVED HEALTH IMPACTS	67
TABLE 6-12	IMPACT SIGNIFICANCE OF PERCEIVED HEALTH IMPACTS	67
TABLE 6-13	IMPACT SIGNIFICANCE OF IMPACTS TO ENVIRONMENT AND BIODIVERSITY	70
TABLE 6-14	IMPACT SIGNIFICANCE OF IMPACTS TO ENVIRONMENT AND BIODIVERSITY	70
TABLE 6-15	IMPACT CHARACTERISTICS OF POTENTIALLY REDUCED COMMUNITY COHESION	73
TABLE 6-16	IMPACT SIGNIFICANCE OF POTENTIALLY REDUCED COMMUNITY COHESION	73
TABLE 6-17	IMPACT CHARACTERISTICS OF INCREASED DEMAND FOR SHORT AND LONG-TERM ACCOMMODATION	76
TABLE 6-18	IMPACT SIGNIFICANCE OF INCREASED DEMAND FOR SHORT AND LONG-TERM ACCOMMODATION	76
TABLE 6-19	IMPACT CHARACTERISTICS OF INCREASED DEMAND FOR SERVICES AND FACILITIES	78
TABLE 6-20	IMPACT SIGNIFICANCE OF INCREASED DEMAND FOR SERVICES AND FACILITIES	78
TABLE 6-21	IMPACT CHARACTERISTICS OF FEATURES OF NATURAL SIGNIFICANCE ASSOCIATED WITH UNESCO WORLD HERITAGE	80
TABLE 6-22	IMPACT SIGNIFICANCE OF FEATURES OF NATURAL SIGNIFICANCE ASSOCIATED WITH UNESCO WORLD HERITAGE	81
TABLE 6-23	IMPACT CHARACTERISTICS OF IMPACTED VISUAL AMENITY	82
TABLE 6-24	IMPACT SIGNIFICANCE INSUFFICIENT OF IMPACTED VISUAL AMENITY	83
TABLE 6-25	SUMMARY OF SOCIAL IMPACTS	84
TABLE 7-1	PROPOSED MONITORING FRAMEWORK	87

LIST OF FIGURES

FIGURE 1-1	PROJECT LOCALITY	3
FIGURE 1-2	PROJECT LAYOUT - NORTH ZONE	4
FIGURE 1-3	PROJECT LAYOUT - SOUTH ZONE	5
FIGURE 2-1	SIA PROCESS	7
FIGURE 5-1	POPULATION DEMOGRAPHIC SNAPSHOT (2021 CENSUS)	25

ACRONYMS AND ABBREVIATIONS

Acronym	Description
ABS	Australian Bureau of Statistics
ASGS	Australian Statistical Geography Standard
CALD	Culturally and Linguistically Diverse
CBP	Community Benefit Program
CCG	Community Consultation Group
CEMP	Construction Environmental Management Plan
CHMP	Cultural Heritage Management Plan
CIP	Critical Infrastructure Program
CSEP	Community and Stakeholder Engagement Plan
CSES	Community and Stakeholder Engagement Strategy
CSSI	Critical State Significant Infrastructure
DA	Development Application
NSW DCCEEW	NSW Department of Climate Change, Energy, the Environment and Water
DPHI	Department of Planning, Housing and Infrastructure
EMS	Environmental Management Strategy
EOI	Expressions of Interest
EPA	Environmental Protection Authority (NSW)
EPI	Environmental Planning Instrument
EPL	Environmental Protection Licence
EP&A Regulation	Environmental Planning Assessment Regulation 2021 (NSW)
EPBC Act	<i>Environment Protection and Biodiversity Conservation Act 1999 (Cwth)</i>
ERM	Environmental Resource Management
FM Act	<i>Fisheries Management Act 1994 (NSW)</i>
FTE	Full Time Equivalent
GSCG	Government Stakeholder Consultation Group
ha	Hectare/s
IAIA	International Association for Impact Assessment
IRSAD	Index of Relative Socio-economic Advantage and Disadvantage
km	Kilometres
LEP	Local Environment Plan
LEP+	Local Employment Plan
m	metres
MEM Act	<i>Marine Estate Management Act 2014 (NSW)</i>

Acronym	Description
MNES	Matters of National Environmental Significance
MPA	Marine Park Authority
MRF	Materials Recycling Facility
NIAA	National Indigenous Australians Agency
NSW	New South Wales
POEO Act	<i>Protection of the Environment Operations Act 1997 (NSW)</i>
PPP	Permanent Park Preserve
SAL	Suburb and Locality
SEARs	Secretary's Environmental Assessment Requirements
SEIFA	Socio-Economic Index for Areas
SEPP	State Environmental Planning Policy
SIA	Social Impact Assessment
SIMP	Social Impact Management Plan
SSD	State Significant Development
SSI	State Significant Infrastructure
STA	Short-Term Accommodation
UNESCO	The United National Educational, Scientific and Cultural Organisation
WMF	Waste Management Facility

1. INTRODUCTION

The NSW Department of Climate Change, Energy, the Environment and Water ('NSW DCCEEW' or 'Proponent'), on behalf of the Lord Howe Island Board proposes the construction, operation and maintenance of new marine infrastructure, cargo handling facility, biosecurity infrastructure and waste management facility on Lord Howe Island, and associated landscape and vegetation restoration (the Project).

The Project is located on Lord Howe Island, a 1,455 hectare (ha) island in the Tasman Sea, approximately 770 km to the north-east of Sydney and 570 km to the east of Port Macquarie. The island is part of the State of New South Wales, Australia, and is regarded legally as an unincorporated area administered by the Lord Howe Island Board. The closest mainland Australian port to Lord Howe Island is Port Macquarie which serves as the base for current marine freight services.

The Proponent is seeking development consent for the Project as Critical State Significant Infrastructure (CSSI) under Division 5.2, subdivision 5.13 of the *Environmental Planning and Assessment Act 1979* (EP&A Act). The Project is a controlled action (2025/10188) under the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) and will be assessed under the bilateral agreement between the NSW and Commonwealth Governments.

1.1 THE PROPONENT

The NSW DCCEEW aims to protect the State's environment and heritage. This includes conserving and protecting the State's natural environment, by managing the NSW protected area estate, biodiversity and Aboriginal cultural heritage values for future generations. They also manage NSW water resources, and lead the response to climate change, facilitating the transition to a net zero economy through affordable, reliable, clean energy.

The NSW DCCEEW Australian Business Number (ABN) and address are listed below:

- **Proponent name:** Department of Climate Change, Energy, the Environment and Water;
- **ABN:** 27 578 976 844; and
- **Address:** 4 Parramatta Square, 12 Darcy Street, Parramatta, NSW, 2150.

1.2 PROJECT OVERVIEW

The Project is part of the broader Lord Howe Island Critical Infrastructure Program (CIP). The aspects being considered within this EIS comprise the construction, operation and maintenance of the following:

- Freight handling facility which includes new and upgraded marine infrastructure (new piled vessel ramp and upgraded jetty and existing boat ramp), boat wash down and maintenance area, cargo loading/offloading areas, biosecurity infrastructure, adaptive reuse of the 'Old Cargo Shed' and 'Ocean View' heritage listed buildings, viewing area, picnic area, landscaping, retaining walls, amenities and vehicle and boat trailer parking;
- Waste management facility (WMF) upgrades which includes new storage sheds and a materials processing facility (including for organic material), wastewater treatment plant (WWTP) and waste receival area (including for chemical and hazardous waste), hardstand and roads, office for staff, and selective dune restoration;
- Dedicated dog kennels to house detection dogs; and
- Self-service fuel bowser along Old Lagoon Road.

The design, construction and operation of the new marine vessel, and any new or upgraded freight or biosecurity infrastructure located on the mainland do not form part of this CSSI application.

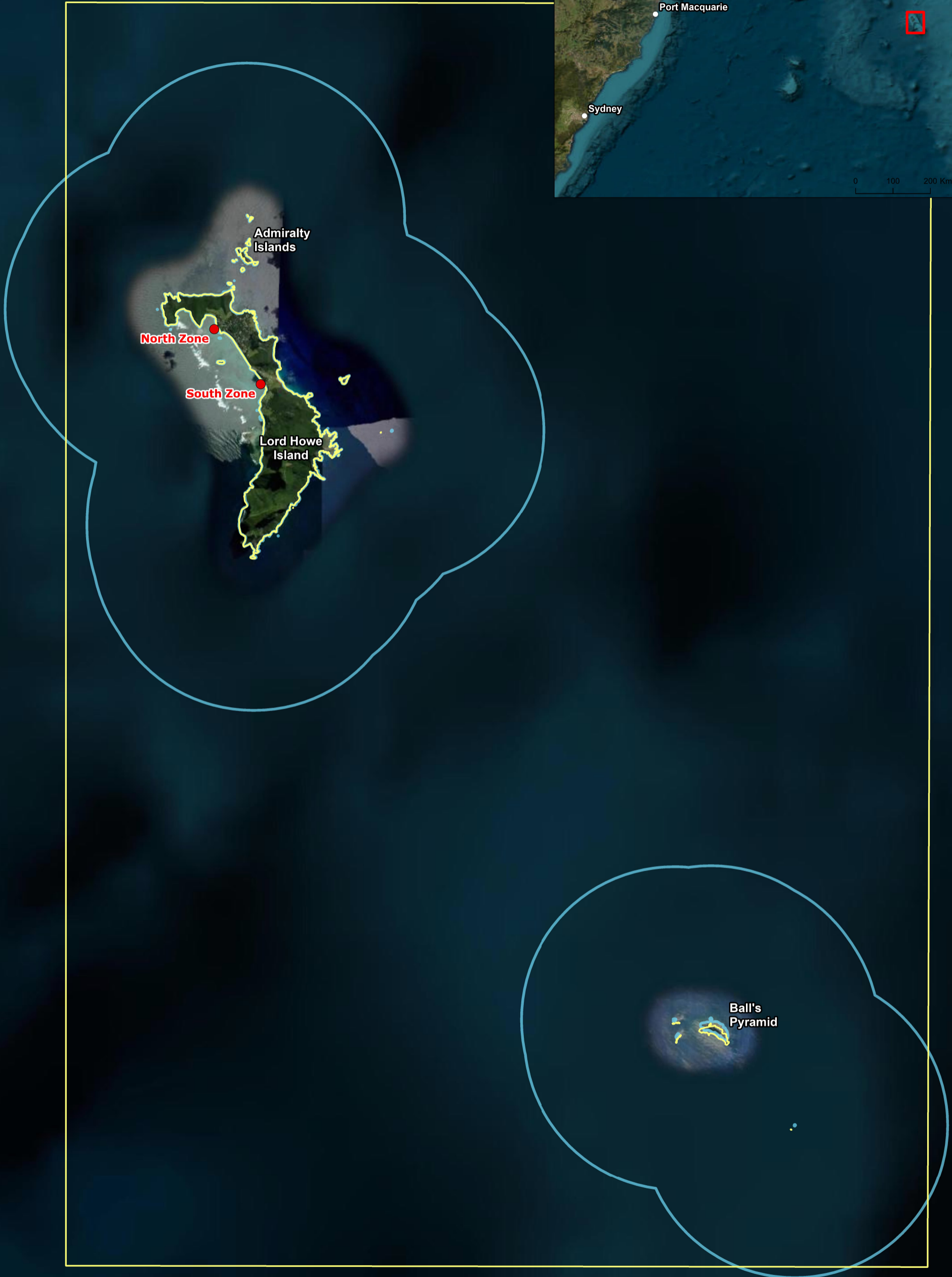
The Project Area comprises the North Zone (**Figure 1-2**) and the South Zone (**Figure 1-3**). The North Zone comprises the marine and land-based infrastructure, including a freight handling facility, a piled vessel ramp and biosecurity infrastructure. The South Zone includes the WMF, dog kennels and fuel bowser.

Secretary's Environmental Assessment Requirements (SEARs) were issued by the NSW Department of Planning, Housing and Infrastructure (DPHI) on 8 August 2025, including the Minister's requirements under the NSW Bilateral Agreement. This Social Impact Assessment (SIA) has been prepared in response to key issues SEARs No. 12 – Social, which is replicated in **Table 1-1**.

TABLE 1-1 KEY ISSUES SEARS NO. 12 - SOCIAL

Key Issue SEARs	Requirement	Current Guidelines
<p>12. Social</p> <p>The project is designed to provide socially sustainable outcomes.</p> <p>The project will maximise the social and economic welfare of the community.</p> <p>The project will deliver better development outcomes by minimising negative social impacts and enhancing positive social impacts on affected communities.</p>	<ol style="list-style-type: none"> 1. Potential social impacts of the project from the points of view of the affected community and other relevant stakeholders (i.e., how they expect to experience the project); 2. How project activities, and environmental changes and impacts arising from the construction and operation of the project may affect: <ol style="list-style-type: none"> a. Way of life; b. Community; c. Accessibility; d. Culture; e. Health and wellbeing; f. Surroundings; g. Livelihoods; h. Decision making systems; and i. Access to accommodation and housing. 3. Potential impacts to the social and cultural values of the Lord Howe Island Marine Park 	<p>Social Impact Assessment Guidelines (DPE)</p> <p>Undertaking Engagement Guidelines for State Significant Projects (DPE)</p> <p>Cumulative Impact Assessment Guidelines for State Significant Projects (DPE)</p> <p>Literature Review of Social, Economic and Cultural Information for Lord Howe Island (BDO EconSearch, 2023)</p>

The location of the Project from a regional context is shown in **Figure 1-1**. The Project layout is presented in **Figure 1-2** (North Zone) and **Figure 1-3** (South Zone). This shows the positioning of Lord Howe Island and associated components and infrastructure within the Project Area.



- Legend**
- Project Area
 - Marine Park Area
 - World Heritage Area

Coordinate System:
GDA 1994 MGA Zone 57
Date: 26/09/2025
Created By: MB/IS
Drawing Size: A3

0 2.5 5Km



F1-1 Project Locality

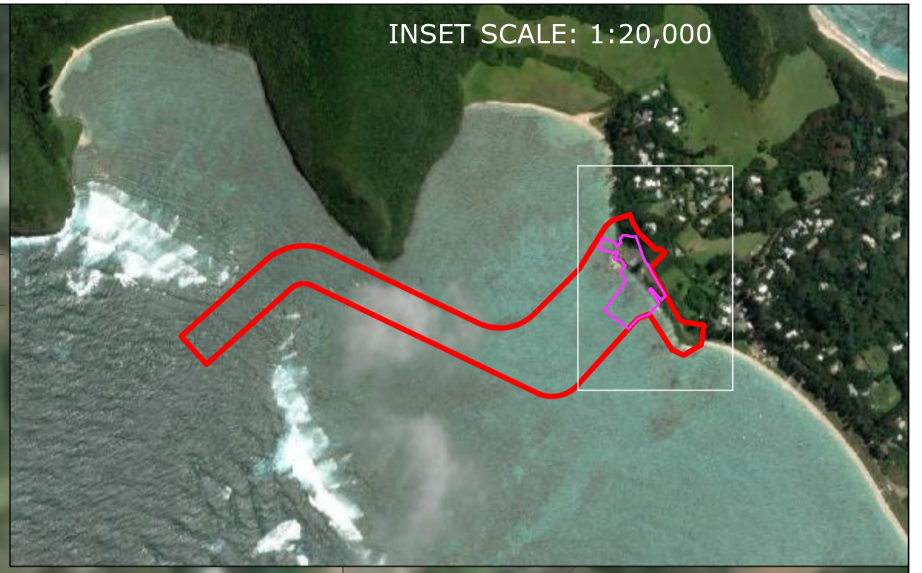
**LHI CIP
Social Impact Assessment**
Client: DCCEEW (NSW) on behalf of LHIB c/o APP Group



No Design Elements (Indicative)

- 1 UPGRADED PUBLIC BOAT RAMP
- 2 UPGRADED WILSONS LANDING PICNIC AREA
- 3 CONTAINER STUFFING/UNSTUFFING
- 4 CARGO LOADING/UNLOADING AREA AND STORAGE
- 5 BOAT PARKING FOR TFNSW/MARINE PARKS
- 6 OCEAN VIEW BOATSHED ADAPTIVE REUSE
- 7 MARINE RESCUE SHED RETAINED
- 8 OLD CARGO SHED ADAPTIVE REUSE
- 9 INFORMAL VIEWING AREA WITH SEATING
- 10 UPGRADED MARINE INFRASTRUCTURE
- 11 EXISTING CAR AND/OR TRAILER PARKING RETAINED
- 12 BIOSECURITY/QUARANTINE SHED
- 13 AUSTRALIA POST AND STORAGE ROOMS

INSET SCALE: 1:20,000



Legend

- Cadastre
- Temporarily Secured Area During Vessel Loading/Unloading
- Project Area
- Disturbance Area
- Marine Parks & TFNSW
- New Vessel
- Proposed Piled Vessel Ramp
- Proposed Hardstand
- Proposed Berthing Dolphin
- Proposed Timber Deck
- Proposed Tree
- Proposed Turf Area
- Item to be removed

Coordinate System:
GDA 1994 MGA Zone 57

Date: 26/09/2025

Created By: MB/IS

Drawing Size: A3

0 20 40m

1:1,500

F1-2 Project Layout (North Zone)

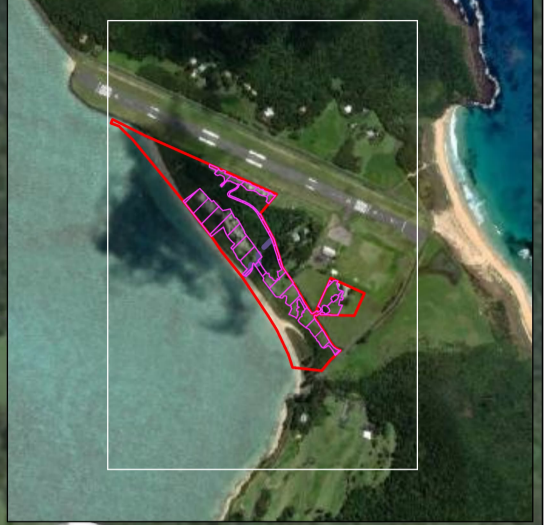
LHI CIP
Social Impact Assessment

Client: DCCEEW (NSW) on behalf of LHIB c/o APP Group

No Design Elements (Indicative)

- 1 STORAGE SHED
- 2 OPEN BUNKERS
- 3 BULKY GOODS STORAGE
- 4 ORGANICS STORAGE
- 5 WASTEWATER TREATMENT PLANT
- 6 ORGANICS PROCESSING WORKSHOP
- 7 MATERIALS RECOVERY FACILITY (MRF)
- 8 OFFICE/AMENITIES BUILDING
- 9 COMMERCIAL WASTE RECEIVAL
- 10 RESIDENTIAL WASTE RECEIVAL
- 11 PROPOSED FUEL SERVICING AREA
- 12 PROPOSED DETECTION DOG KENNELS
- 13 CONSTRUCTION LAYDOWN

INSET SCALE: 1:20,000



Legend

- Existing Walking Track
- ▭ Cadastre
- ▨ Disturbance Area
- ▭ Project Area
- ▭ Proposed New/Upgraded Road
- ▭ Proposed Tree
- ▭ Proposed Turf Area
- ▭ Proposed Hardstand

Coordinate System:
GDA 1994 MGA Zone 57

Date: 26/09/2025

Created By: MB/IS

Drawing Size: A3

0 50 100m

1:3,000

F1-3 Project Layout (South Zone)

LHI CIP
Social Impact Assessment

Client: DCCEEW (NSW) on behalf of LHIB c/o APP Group

1.3 PURPOSE AND OUTLINE

The purpose of this SIA is to provide an understanding of the Project's potential social impacts, and how these social impacts have been identified and assessed, and will be managed and monitored, consistent with legislative and regulatory requirements.

The SIA is structured as follows:

- **Section 1** provides an overview of the Project and assessment requirements;
- **Section 2** provides an overview of the SIA methodology;
- **Section 3** describes the scoping for the Project's Social Locality, stakeholder identification and stakeholder engagement;
- **Section 4** provides a legislative and regulatory framework for the Project, which has been considered in the assessment of socio-economic impacts;
- **Section 5** describes the existing baseline conditions in the Project's Social Locality;
- **Section 6** assesses the social impacts that may result from the Project, provides an overview of enhancement and mitigation measures, and a rating of residual impacts; and
- **Section 7** outlines an approach that will be followed in monitoring and managing social impacts into the construction, operation and decommissioning phases of the Project.

1.4 AUTHORSHIP

The SIA report was drafted by Niobe Fitzgerald who holds a Bachelor of Criminology and Indigenous Heritage, History and Knowledge, and a Graduate Certificate in Forensic Anthropology from the University of Western Australia. The report was reviewed by Paula Saad, who has over 15 years' experience in the field of social performance (including SIA) and holds a Bachelor of Urban Planning from Mackenzie University. Paula is a member of the International Association for Impact Assessment (IAIA).

2. SOCIAL IMPACT ASSESSMENT METHODOLOGY

This SIA has been prepared in response to the SEARs and in accordance with the NSW 'Social Impact Assessment Guideline for State Significant Projects' ('Guideline'; DPE, 2023a) and 'Technical Supplement: Social Impact Assessment Guideline for State Significant Projects' ('Technical Supplement'; DPE, 2023b). These documents aim to enhance the rigour applied to SIAs with a view to minimising impacts and enhancing benefits in line with good international industry practice. We acknowledge that the NSW SIA Guidelines were updated in July 2025. However, this project received its SEARs prior to that update, under the 2023 guidelines. Accordingly, this assessment has been prepared in line with the 2023 NSW Guideline and Technical Supplement, which were applicable at the time of SEARs issuance, while the updated guidelines have nonetheless informed our awareness of current best practice.

Figure 2-1 outlines the steps taken to complete the SIA, which are described in the following sections.

FIGURE 2-1 SIA PROCESS



2.1 PHASE 1: SCOPING

Following good international industry practice (Vanclay *et al.*, 2015) and the Guideline and Technical Supplement, the scoping undertaken for this SIA aimed to:

- Capture and characterise the likely social impacts to inform Project planning before social impacts start occurring;
- Enable a consistent but scalable approach to SIA where the level of assessment is proportionate to the scale and nature of the likely social impacts;
- Consider the information to be assessed during the SIA scoping and initial assessment and the approach to community engagement;
- Identify potential Project refinements and possible mitigation and enhancement measures; and
- Identify the impacts that may require further assessment in the EIS and the possible level of assessment for each impact.

The SIA made use of the DPHI 'Social Impact Assessment Worksheet' (Scoping Worksheet) (DPHI 2024b), which helped to identify potential social impacts through:

- Identification of Project activities that may cause impacts;
- Categorisation of impacts according to their effects on way of life, community, accessibility, culture, health and wellbeing, surroundings, livelihoods, decision-making system, and whether the impacts are positive or negative, tangible or intangible;
- Determination as to which prior investigations are relevant to the Project;

- Identification of cumulative and combined impacts, including spatial, temporal, and linked impacts;
- Definition of material impact, including the extent of people affected, duration of impacts, intensity/scale of impacts, sensitivity of the people affected, and their level of concern or interest; and
- Assignment of assessment levels, such as detailed, standard, minor, or not relevant, for each identified impact.

2.2 PHASE 2: SOCIAL BASELINE DATA COLLECTION AND ANALYSIS

The social baseline describes the social context without the Project, within the social locality. It documents the existing social environment, conditions and trends relevant to the impacts identified. The social baseline is the benchmark against which direct, indirect and cumulative impacts are predicted and analysed.

The scope and content of the social baseline has been tailored to the Project context and the nature of the potential social impacts using meaningful indicators and information, including stakeholder engagement activities relevant to the SIA (**Section 3.3**). Where scoping identified that primary data was required for the assessment, stakeholder engagement activities for the EIS were adapted to provide this information (**Section 3**).

The data collected and presented in this SIA is based on a review of available data from a range of primary and secondary sources, including:

- The Australian Bureau of Statistics (ABS) – Census (Community Profile), Socio-Economic Index for Areas (SEIFA), etc;
- NSW Government Department data (e.g., NSW Health);
- Local Government data;
- Stakeholder engagement outcomes – community insights, including issues and concerns, gathered through the stakeholder consultation process (**Section 3.3**);
- Local and State government planning, policy, and strategy documentation; and
- Plans, policies and other documents provided by NSW DCCEEW on behalf of Lord Howe Island Board.

Combined, this data seeks to portray community values, and how people and the things they value may be impacted by the Project. This includes consideration of:

- The features of the community, the social locality, and/or the landscape that people value which ranges from urban areas and the sense of community or the accessibility of services that the community experiences, to natural and diverse environments or quiet/vibrant neighbourhoods;
- How these features influence local people's way of life, health or wellbeing;
- How the Project might affect these features, and for which groups;
- How the Project could be modified to enhance these features and how they affect people's wellbeing; and
- How the Project may be designed to avoid and minimise any short-term adverse impacts.

In considering the above, the social baseline identifies and describes:

- The different social groups who may be affected by the Project;
- All the built and natural features that local people value and why they value them;
- The historical, current and expected social trends, including as a result of this Project and other projects in the area; and
- The various social elements of value, and interpretations of them while demonstrating appropriate social-science research methods and data limitations.

The key limitations of the data collection and analysis undertaken for the SIA are provided in **Table 2-1**.

TABLE 2-1 LIMITATIONS OF THE SIA DATA COLLECTION

Limitations	Description	Adopted Methods to Address
Subjectivity	Qualitative data can be influenced by community perceptions, biases, and values. Whilst these aspects have sought to be validated through the data analysis conducted there always remains the possibility of these influences remaining.	The SIA employed the method of data triangulation to reduce the potential for subjectivity and enhance the reliability of conclusions and strengthen the overall validity of the results obtained in the assessment process. Triangulation entails cross-referencing findings from multiple data sources (qualitative and quantitative), research methodologies (i.e., various methods employed by each technical assessment) and community perspectives (supportive, neutral and oppositional). Accordingly, the SIA draws on a combination of both qualitative and quantitative data sets, including Project specifications, baseline data, multiple sources of stakeholder engagement and technical studies conducted for the EIS.
Data Collection	Time and resource constraints and concern about consultation fatigue in communities make best practice social science data collection difficult to achieve.	In addition to stakeholder engagement data, the SIA has used the multiple sources of stakeholder engagement across the various technical studies undertaken for the EIS. Accordingly, the extent of data presented within the SIA is appropriate for the nature and scale of the Project.
Cumulative impacts	Cumulative impact assessments are carried out in accordance with Cumulative Impact Assessment Guidelines for State Significant Projects. These assessments are typically based on the limited amount of publicly available information on surrounding projects applying for Development Approval. The limited extent of information, and associated knowledge gaps, results in a fragmented approach to forecasting cumulative social impacts.	There are currently no cumulative impacts on Lord Howe Island. If another project was to occur, NSW DCCEEW would need to assess the potential for cumulative impacts.

Limitations	Description	Adopted Methods to Address
	For example, there is limited data surrounding the various factors affecting the future supply and demand for housing, which could have an impact on the availability of accommodation for the non-local workforce.	
Predictivity	SIAs are conducted before a project is implemented and subsequently prior to the community experiencing both Project benefits and impacts.	Some of the social impacts identified in this report are those which have the potential to occur in the future. In identifying and assessing potential impacts, the SIA has drawn on academic literature (with a focus on studies that have evaluated impacts of similar types of projects), and insights from experienced practitioners. In addition, consideration is given to existing and emerging community trends to help identify potential impacts that may occur, and their likely significance.

2.3 PHASE 3: IMPACT ASSESSMENT

The primary and secondary data collected and compiled for the social baseline, including community voices, was then assessed with the rigorous impact significance methodology, as described in the Technical Supplement (2023b).

In this approach, impact significance is understood as the likelihood of an impact occurring combined with the magnitude of impacts, both positive and negative, and prior to the application of any mitigation or management measures. The likelihood level refers to the probability of a social impact occurring as a result of the Project, while the magnitude is considered as a combination of the following characteristics rated from very low to very high:

- **Extent:** Who specifically is expected to be affected (e.g., directly, indirectly, and/or cumulatively), including any potential vulnerable people? Which location(s) and people are affected? (e.g., near neighbours, local, regional);
- **Duration:** When is the social impact expected to occur? Will it be time-limited (e.g., over particular Project phases) or permanent?;
- **Severity:** What is the likely scale or degree of change? (e.g., mild, moderate, severe);
- **Sensitivity:** How sensitive/vulnerable (or how adaptable/resilient) are affected by people to the impact, or (for positive impacts) how important is it to them? This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change; and
- **Level of Concern/Interest:** How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or severity. Concern itself can lead to negative impacts, while interest can lead to expectations of positive impacts.

Qualitative and quantitative indicators described in the social baseline are used to inform an understanding of the social impacts identified in the scoping phase across each of these five characteristics.

The magnitude for each impact from the following five levels can then be defined on the following scale:

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

The likelihood of an impact occurring along with its magnitude of impact as assessed above combines to yield a rating of social impact significance, as described in **Table 2-2**.

TABLE 2-2 ADAPTED DPHI SOCIAL IMPACT SIGNIFICANCE MATRIX (2023B)

		Magnitude level				
		1 Minimal	2 Minor	3 Moderate	4 Major	5 Transformational
Likelihood level	A Almost certain	Medium	Medium	High	Very High	Very High
	B Likely	Low	Medium	High	High	Very High
	C Possible	Low	Medium	Medium	High	High
	D Unlikely	Low	Low	Medium	Medium	High
	E Very unlikely	Low	Low	Low	Medium	Medium
*Where impacts are positive the following colour scale is used:						
	Positive		Low	Medium	High	Very High

2.4 PHASE 4: ENHANCEMENT, MITIGATION AND RESIDUAL IMPACTS

Following the assessment of impacts, measures to avoid and/or minimise negative impacts were considered, including those implemented in earlier stages of Project planning and development. Where avoidance or minimisation is not possible, management strategies are identified. Where an impact is predicted to be positive, measures to enhance positive impacts are identified to ensure the maximum benefit to the community across all impact significance ratings.

The following factors (DPE 2023b, p. 15) were considered in the development of mitigation measures:

- Ensuring a clear connection between the mitigation measure and the negative social impact being mitigated;
- Whether there is an applicable standard that defines what is acceptable;
- Whether the Project is the sole or primary cause of the negative social impact, and the scale of its relative contribution to the overall or cumulative impact;
- Whether the mitigation measure requires action by another party separate to the proponent;
- Whether the mitigation measure itself is likely to cause secondary social impacts;

- Whether the mitigation measure is reasonable or practicable;
- Whether and in what ways the mitigation measure is acceptable to affected people;
- Whether the mitigation measure will address all reasonably foreseeable scenarios; and
- Whether the mitigation approach is prescribed in government policy, or if alternative formalised arrangements are required.

Social impact significance, as outlined in **Table 2-2**, was used to determine the level of management required with a proportional focus on impacts with a higher impact significance (i.e., medium, high and very high). The impact assessment and impact significance ratings derived in the assessment are revised after the application of management and mitigation strategies have been applied to provide a residual impact significance rating for each impact.

These management and mitigation strategies are arranged according to Project phase (e.g., Construction and Operation) and the following categories:

- Stakeholder and community;
- Employment and procurement;
- Local disruptions during construction;
- Accommodation and worker influx;
- Land use and landscape; and
- Cumulative impacts.

The management and mitigation strategies summarised in **Section 6** and **Section 7** provide a preliminary Social Impact Management Plan (SIMP). The preliminary SIMP focuses on effective, adaptive, and actionable measures and includes consideration of the likelihood of their implementation and sustainability from the community's perspective.

2.5 PHASE 5: MONITORING AND MANAGEMENT FRAMEWORK

The framework (and subsequent plan) includes a program for monitoring the predicted social impacts against actual impacts and describes:

- The desired outcomes in social terms, including measures and strategies detailed in the SIMP;
- The indicator(s) that will be used to monitor change;
- The targets against which performance will be assessed;
- The methods that will be used to monitor the social impact;
- The frequency of monitoring;
- The roles and responsibilities involved in the monitoring framework (and subsequent plan); and
- The process for responding to monitoring results, including the process, and roles and responsibilities for identifying and implementing adaptive management strategies as required.

The framework also outlines a social incident notification and reporting process, a program for ongoing analysis of positive and negative social impacts, identification of any data gaps and how they might be addressed, and processes for reviewing and reporting on the results of monitoring. The framework provides the basis for developing a more detailed plan that will likely be required as a condition of approval.

3. SCOPING: SOCIAL LOCALITY AND STAKEHOLDER IDENTIFICATION

This chapter outlines the scoping process for the SIA, which focuses on defining the Social Locality and identifying key stakeholders. It provides detail of the physical and operational attributes of the Project used to determine the impacted communities and routes, using demographic and geographic data to support the analysis. It also provides an overview and categorisation of stakeholders identified, which is essential for undertaking targeted engagement and defining impact mitigation strategies.

3.1 APPROACH TO DETERMINING THE SOCIAL LOCALITY

For the purposes of the SIA, the key terms that categorise different members of the local population within the social locality are provided below:

- *Receptors* are defined as those individuals or entities that are directly affected by the project. Various technical studies for the EIS refer to receptors who are directly impacted by changes to noise, air quality and traffic;
- *Stakeholders*, on the other hand, can refer to groups or organisations that represent several people with an interest in a State significant project. Stakeholders can be more actively involved in the project, having a stake in its process and outcomes;
- *Sensitive receptors* typically refer to specific locations or populations that are particularly vulnerable to changes and impacts from a project, e.g., schools, hospitals, and communities with heightened environmental or social vulnerabilities; and
- *Vulnerable groups* are subsets of the population that might experience disproportionate impacts due to their socioeconomic status, health, age, or cultural significance.

The following Project aspects were considered when determining the Social Locality:

- The new marine freight vessel and its operation to be compatible with the Lord Howe Island marine infrastructure without impeding on the continuation of freight services for Lord Howe Island;
- Maintenance of access to the World Heritage Property and associated marine park;
- Protection of the marine waters and unique ecological and cultural values of Lord Howe Island during construction and operation;
- Ensure quality of life for residents and visitors to Lord Howe Island;
- Deliver a WMF to support day-to-day operations and the tourism-led economy in accordance with legislative requirements;
- Construction and operation phase activities, such as:
 - Land clearing and ongoing access for maintenance;
 - Workforce requirements, including skills required and accommodation arrangements;
 - Goods and services required by the Project; and
 - Haulage routes to and from the Project Area.

When considering these aspects, and given the size and population of Lord Howe Island, it was determined that the Project's Social Locality is the island itself. Consequently, the residents of Lord Howe Island will be the most directly affected by the social impacts.

3.2 DESCRIPTION OF THE SOCIAL LOCALITY

The Project is on Lord Howe Island, located in the Tasman Sea approximately 770 km to the northeast of Sydney and 570 km to the east of Port Macquarie.

The Project Social Locality, as defined for the purposes of the SIA, is comprised of the following two components:

- The Project Area and immediate surrounding areas refers to the 2021 Australian Bureau of Statistics (ABS) Suburb and Locality (SAL12396). In 2016, the Project Area was referred to as State Suburb (SSC12387). Both 2021 SAL and 2016 SSC data have been used to identify key baseline indicators for the areas of the Social Locality immediately surrounding the Project Area, which encompasses sensitive receptors; and
- The proposed transportation and haulage routes to the Project Area. The Lord Howe Island road network is limited to the main settlement due to the Island's steep terrain. Other access points include a timber jetty and a small airport that will take in freight from the mainland. The jetty currently handles marine freight and passenger vessels, while the airport, operated by the Lord Howe Island Board, offers daily passenger and limited freight services. The Project will require the use of the jetty during the construction phase which may impact current marine freight services. Heavy and light vehicles used for construction will also increase the road traffic volumes on Lord Howe Island.

While the surrounding towns and regional centres are not included in the social locality due to their geographic distance from the Project, several mainland locations are expected to support the Project during the Construction Phase.

The data sets chosen for the Social Locality were used for the following comparative statistical analysis:

- **Suburb and Locality (SAL) analysis:** The SAL data provides an approximation of officially recognised boundaries of suburbs (in cities and larger towns) and localities (outside of cities and larger towns);
- **Hierarchical spatial analysis:** State data is included to allow for a hierarchical spatial analysis comparing local areas (SAL) to State baselines; and
- **Time-series analysis:** Including ABS data from the two most recent census years (currently 2016 and 2021) will allow for a time-series analysis to identify positive and negative socio-economic trends.

This analysis is provided in **Section 5** The Project Area and immediate surrounding areas, transportation and haulage routes, and surrounding towns and regional centres form the Social Locality, as depicted in **Figure 1-1**.

Data obtained from the Australian Bureau of Statistics (ABS) was used to form an understanding of the community within the Social Locality, which includes the Project Area and immediate surrounds, local transportation and haulage routes, and the Lord Howe Island population centre. In the absence of relevant SAL level data, the most appropriate data has been used, which may be at a State or postcode level.

Table 3-1 outlines the primary ABS datasets used to provide key demographic data across the Projects Social Locality. Where available, 2016 and 2021 Census data were used for comparative trend analysis. There have been no changes to the land area and boundaries of the ABS Statistical Areas that comprise the Social Locality between 2016 and 2021; therefore, this approach is sound. Changes were made to the Australian Statistical Geography Standard between the 2016 and 2021 census; however, changes to statistical area names and code numbers did not correspond to boundary or land area changes (**Table 3-1**).

TABLE 3-1 SUMMARY OF RELEVANT ABS DATASETS

Location	2016		2021	
	Approx. Area (km ²)	ABS Data Reference	Approx. Area (km ²)	ABS Data Reference
Lord Howe Island SAL (SAL12396)	16.3	SSC12387	16.3	SAL12396
NSW Code 1 (STE)	800,810.8	Area Code 1	800,797.7	Area Code 1

3.3 STAKEHOLDER ENGAGEMENT ACTIVITIES FOR THE SIA

The Proponent has developed communication materials and implemented an engagement program to ensure transparent and meaningful engagement with the community and stakeholders. This approach has built an understanding of potential concerns, opportunities and mitigation strategies throughout the scoping and EIS phases. The engagement has been used to collate information to support communication during future stages of the Project, including construction and delivery.

Table 3-2 summarises the engagement undertaken in accordance with *Undertaking Engagement Guidelines for State Significant Projects* (DPHI, 2024a).

TABLE 3-2 SUMMARY OF COMMUNITY ENGAGEMENT ACTIVITIES

Activity & Purpose	Supporting Information
Community update monthly and electronic direct mail (EDM)	
To provide clear and accurate information about the Program and to generate excitement and participation in the engagement process	Distributed to Lord Howe Island Board stakeholder database and publicly released monthly on the Lord Howe Island Board website.
Stakeholder interviews/workshop	
To seek early input to and feedback on the Program and related master plan overall and in relation to specific elements/concepts – from key internal and external stakeholders across diverse areas of interest including business/tourism stakeholders	Targeted invitations, discussion guide, presentation materials, supporting materials. 12 people participated in the stakeholder interviews and workshops.

Activity & Purpose	Supporting Information
Community survey and email submissions	
To seek input to and feedback on the Program and related master plan overall and in relation to specific elements/concepts – from the community and further stakeholders	Community update/letterbox drop, electronic direct mail (EDM), poster, survey tool (online and print versions). 53 people responded to the community survey.
Community forums and information sessions	
To share more detailed information about the Program and master plan, engage participants in conversation/collect participant feedback, encourage people to complete the survey or lodge a submission, and promote participation in the overall engagement process (including Community Consultation Group)	Community update/letterbox drop, EDM, poster, web page, FAQs, targeted invitations, run sheet, display boards, presentation materials, supporting materials. 38 people participated in the two community information sessions.
Interviews with key stakeholders	
The purpose of the interviews was to seek early input and feedback on the draft design concepts, and to inform key stakeholders about the upcoming engagement activities and project progress. Interviews were conducted online/phone or in person, depending on participant’s availability and preferences	Key stakeholder and community members who are “key knowledge holders” were interviewed, both via online/phone and in person (up to 60 minutes each).
Community Consultation Group	
The Lord Howe Island CIP has been discussed with the Lord Howe Island community since the announcement that the NSW Government committed to its funding in the 2023-24 NSW Budget. Formal consultation was initiated by the Project Team in May 2024 and a Community Consultation Group (CCG) was established in July 2024.	Two on-island CCG meetings, and several online CCG meetings have been held since July 2024.

3.3.1 IDENTIFICATION OF KEY STAKEHOLDER GROUPS

Key stakeholders relevant to the Project and SIA are outlined in **Table 3-3**.

TABLE 3-3 IDENTIFIED STAKEHOLDERS

Stakeholder Group	Stakeholders	Relevance to Project	Engagement Level
Program partners	<ul style="list-style-type: none"> NSW DCCEEW; NPWS; Lord Howe Island Board staff; and Lord Howe Island Board Members. 	<ul style="list-style-type: none"> Have direct accountability for the development and implementation of marine infrastructure and environmental management programs on the Island. 	<ul style="list-style-type: none"> Collaborate in the development and dissemination of communication and engagement materials and approaches.
Lord Howe Island community	<ul style="list-style-type: none"> Community Consultation Group; Residents; Lord Howe Island Tourism Association; Leaseholders; Local Businesses; Tour Operators; Lodge/Accommodation/Hospitality Operators; Scientific researchers; and Lord Howe Island Board Staff. 	<ul style="list-style-type: none"> Local community members and business owners often participate, or are impacted by, the implementation of biosecurity programs on the Island and port of departure; Community members also have a general biosecurity duty, as outlined in the <i>NSW Biosecurity Act 2015</i>; Local community members and business owners are directly impacted by the waste management practices on the Island; and Local community members and business owners are directly impacted by the marine freight service to Lord Howe Island. 	<ul style="list-style-type: none"> Inform of legislation and compliance requirements in a way which aligns with community engagement outcomes; and Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success.
Service providers	<ul style="list-style-type: none"> Eastern Air Services; Qantas; SmartLynx; Australia Post; Startrack; Courier Companies; Air Services Australia; Aero Refuellers; J.R. Richards; Local Importers; Port Macquarie Hastings Council; and 	<ul style="list-style-type: none"> These stakeholders support the freight, waste, and supply channels for aligned services. Shipping, by air and sea, presents pathways through which incursions of invasive plants and animals can enter the Island; These stakeholders will be integral to the implementation of various biosecurity controls, such as quarantine and capital improvements at port sites; and Waste is currently accepted by Port Macquarie Hastings Council, who will need to be involved in improvements to receive 	<ul style="list-style-type: none"> Inform of legislation and compliance requirements; and Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success.

Stakeholder Group	Stakeholders	Relevance to Project	Engagement Level
	<ul style="list-style-type: none"> Port Macquarie district suppliers (Woolworths, IGA, Hastings Coop, Nabiac Butcher, Bunnings, Mitre 10). 	<p>and processing if service remains located in Port Macquarie. An alternative solution is required if not.</p>	
Elected government	<ul style="list-style-type: none"> Minister for Environment; Minister for Planning and Public Spaces; State Member for Port Macquarie and Lord Howe Island; and Federal Member for Sydney Minister for Environment, Water, Energy and Climate Change. 	<ul style="list-style-type: none"> Plays a coordination and decision-making role between local communities on Lord Howe Island, the NSW North Coast and various stakeholders in the planning, management, and implementation of marine infrastructure, waste management and biosecurity programs. 	<ul style="list-style-type: none"> Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success.
NSW government departments and agencies	<ul style="list-style-type: none"> Lord Howe Island Board; Department of Planning, Housing and Infrastructure; Environmental Protection Authority; Department of Primary Industries and Regional Development; NSW Treasury; NSW National Parks and Wildlife Service; NSW Department of Climate Change, Energy, the Environment and Water; Transport for NSW; Infrastructure NSW; NSW Environmental Trust; Heritage NSW; Destination NSW; and NSW Government Architect. 	<ul style="list-style-type: none"> Provide funding for programs that support environmental management and biosecurity controls on the Island and port of departure; Oversee designation of heritage status and marine protection sites; and Licensing and compliance. 	<ul style="list-style-type: none"> Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success. Key to this is the establishment of a Government Stakeholder Consultation Group
Commonwealth government departments and agencies	<ul style="list-style-type: none"> Department of Agriculture, Fisheries and Forestry; and National Biosecurity Committee. 	<ul style="list-style-type: none"> Supports environmental management and biosecurity controls on the Island and port of departure; Oversee designation of heritage status and marine protection sites; and Approval of EIS referral and determination. 	<ul style="list-style-type: none"> Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success.

Stakeholder Group	Stakeholders	Relevance to Project	Engagement Level
Tourism industry	<ul style="list-style-type: none"> All incoming visitors; and Lord Howe Island Tourism Operators 	<ul style="list-style-type: none"> The tourism industry is accountable for 90% of visitation to the Island, resulting in demand for reliable freight and waste services, and a high risk of biosecurity incursions; and Education and extension of biosecurity controls with travelers to the Island is essential. 	<ul style="list-style-type: none"> Inform of program plans, legislation.
Trading corporations and contractors	<ul style="list-style-type: none"> Major works contractors; Suppliers; and Port Operations and Controls. 	<ul style="list-style-type: none"> Trading corporations will need to maintain compliance with relevant biosecurity, waste management and maritime legislation; and Stakeholders will also need be made aware of operational changes to infrastructure, such as ports, should biosecurity programs be implemented at these sites. 	<ul style="list-style-type: none"> Inform of legislation and compliance requirements; and Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success.
Heritage agencies	<ul style="list-style-type: none"> National Trust of NSW; NSW Office of Heritage; and Australian Heritage Council. 	<ul style="list-style-type: none"> Heritage associations and organisations are key stakeholders for ensuring that any relevant heritage aspects of Lord Howe Island are considered in the Program and master plan. 	<ul style="list-style-type: none"> Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success.
Others e.g., special interest groups, researchers and educators	<ul style="list-style-type: none"> Special Interest Groups; Walking Groups; Lord Howe Island Central School; Researchers and visiting scientists; Consultants; Marine Rescue NSW – Lord Howe Island; and Lord Howe Island SES. 	<ul style="list-style-type: none"> Activities conducted by these groups depend on the natural environment of the Lord Howe Island Group; and Preservation of the Island’s ecosystems is critical to the long-term viability of initiatives such as research, education, and extension. 	<ul style="list-style-type: none"> Inform of Program intent; and Involve and consult with stakeholders on projects and initiatives where their participation and support are integral to success.

3.3.2 ENGAGEMENT FINDINGS

In line with participatory research methods, SIA focused engagement recognises all stakeholders as key knowledge holders who can provide valuable information about the local community, economy, infrastructure, and environment (Vanclay, 2003).

Community engagement has been undertaken in two phases for the Project – Phase A and Phase B. Phase A was undertaken between May 2024 and July 2024 and focused on raising awareness of the Project and gathering initial feedback. Engagement activities included distribution of project flyers to all households and businesses on Lord Howe Island an online community survey, two community information sessions held on the Island, and a series of stakeholder interviews and workshops. Additionally, six further sessions were conducted with seven team members from Lord Howe Island Board. Input collected during this phase informed the development of concept designs and the approach to the next phase of engagement.

Phase B was undertaken between December 2024 and January 2025 and focused on testing and refining the concept designs. Engagement activities included five face-to-face community drop-in sessions on the Island, targeted stakeholder interviews, and meetings with both the Community Consultation Group (CCG) and the Government Stakeholder Consultation Group (GSCG).

Community engagement outcomes for the project showed a strong preference for the retention and upgrade of existing infrastructure in the North Zone, particularly the jetty, due to its familiarity, lower risk, and reduced disruption to Island operations. There was also general support for the upgraded waste facility and related infrastructure in the South Zone, although community stakeholders raised concerns about potential high costs, feasibility and environmental impacts.

A summary of the community engagement participation is provided in Table 3-4 and Appendix D, E, and F of the EIS.

TABLE 3-4 COMMUNITY PARTICIPATION SUMMARY

Engagement phase	Community participation
Phase A (May 2024)	<ul style="list-style-type: none"> • 107 members of the Lord Howe Island community participated; • All households and businesses received the project flyer; • 53 people responded to the community survey; • Four submissions were received; • 12 people participated in the stakeholder interviews and workshop; and • 38 people participated in the two community information sessions.
Phase B (December 2024)	<ul style="list-style-type: none"> • Approximately 100 members of the Lord Howe Island community participated; • All households and businesses received the project flyer (including 359 people receiving the flyer via EDM and 20 households receiving hard copies); • Nine submissions were received; • 19 people participated in the 15 stakeholder interviews including business owners/operators; • 40 people participated in the five community drop-in sessions including residents, business owners/ operators and those with an interest in community and the environment; • Six further sessions were conducted with seven team members from the Lord Howe Island Board;

Engagement phase	Community participation
	<ul style="list-style-type: none"> • 114 views of the Lord Howe Island Board Critical Infrastructure Program web page; • 16 community members participated in the CCG; and • 12 government stakeholders participated in the GSCG.

Community and stakeholder feedback received to date for the Project is summarised in Table 3-5 and in Appendix D, E and F of the EIS.

TABLE 3-5 ENGAGEMENT OUTCOMES

Project Component	Community Views
Marine infrastructure	<ul style="list-style-type: none"> • Ensuring that a new fit-for-purpose vessel is procured to provide continuation of service; • Ensuring new marine infrastructure is established in the most appropriate location was also a focus; • The existing vessel and jetty have a limited lifespan, and that upgraded infrastructure is critical to secure a sustainable future for the Island; • Ensuring a seamless interface between the new vessel and related marine infrastructure; • Undertaking appropriate technical studies to ensure the South Zone presents a viable approach; • Securing a new vessel that meets specific design requirements, to ensure access to the relevant channel/lagoon in all weather conditions and to provide the desired functional requirements (including biosecurity measures); • Design of the marine infrastructure including jetty/ramp to meet the relevant locational and functional requirements (e.g., to potentially incorporate a boat retrieval function), to minimise environmental impacts (e.g., traffic and transport, visual amenity, heritage, erosion), to improve existing operations and to enhance existing levels of service; • Considering upgrading the existing jetty/ramp rather than undertaking new studies and establishing new infrastructure in the South Zone; • The current jetty slope poses operational challenges for forklifts; • Considering opportunities around the existing jetty if new infrastructure is delivered to the South Zone; • Considering opportunities for innovation – such as use of containers, air freight and future use of drone technology; • Community opposed a two-story building at the Wilsons Landing site, citing scale and location concerns; • Opposition for ramp at South Zone due to erosion risks, unpredictable tidal depths, coral growth and poor weather conditions; • Raised concerns about need for additional government office space in the area; • Consideration of risk of further slowing unloading operations and increasing vessel turnaround times; • Considering retention of the Ocean View shed and co-location of agency storage; and • Supporting retention of Marine Rescue building.
WMF	<ul style="list-style-type: none"> • Existing waste management facility requires an upgrade to address current needs and expectations, and to support a compliant approach to waste management and disposal as per Environmental Protection Authority (EPA) standards; • Appropriate design of the facility, selection of technologies and related training to ensure that existing and future staff can operate the waste management facility to its full potential and support ongoing maintenance; • Noise, odour, visual amenity and vehicle access should be considered in the design of the new facility;

Project Component	Community Views
	<ul style="list-style-type: none"> • Considering opportunities to expand the capacity of the septic system at the new waste management facility to receive and process a greater amount of septic waste than at present; • Improving the usability and functionality of the waste management facility, as well as ensuring that the revolve/recycle shed is retained and not relocated; • Increasing opportunities to recycle and reuse waste on the Island to improve the 'tip shop'; • Consideration of time-based or lane-based separation, rather than duplicating infrastructure; • Utilising energy efficient technologies and renewable energy within the new facility; and • Maximising community, visitor and supplier education opportunities relating to sustainable waste management practices.
Biosecurity infrastructure	<ul style="list-style-type: none"> • Existing biosecurity measures are generally working well, but further improvements to safeguard the Island's future security from biosecurity risks are critical; • Biosecurity initiatives require a prevention approach, with a primary focus on managing potential risks on the mainland, before freight and visitors arrive on Lord Howe Island; • Leading practice approach to design of the new vessel and marine infrastructure to support biosecurity improvements; • Appropriate systems and processes should be provided at the relevant mainland port and on Island; • Carefully considering the interrelationship of the waste management and biosecurity components of the Program to achieve optimal functionality and outcome; and • A simple approach and clear information for the community, visitors and partners are essential to successfully managing biosecurity issues.

All households and businesses on Lord Howe Island have received a Project flyer, and as many as one-in-four members of the Lord Howe Island community participated in early engagement including:

- Four submissions received;
- 53 people responded to the community survey;
- 12 people participated in the stakeholder interviews and workshop; and
- 38 people participated in the two community information sessions.

4. LEGISLATIVE AND REGULATORY FRAMEWORK

This section describes the legislative and regulatory context relevant to the SIA. The broader strategic context of the Project is provided in the EIS. The assessment has been prepared in line with the 2023 NSW Guideline and Technical Supplement.

4.1 ENVIRONMENTAL PLANNING & ASSESSMENT ACT 1979

The principal environmental planning legislation in NSW is the *Environmental Planning and Assessment Act 1979* (EP&A Act), administered by the DPHI. It establishes the framework for assessing developments and activities, identifying consent authorities, and guiding land use through Environmental Planning Instruments (EPIs) such as State Environmental Planning Policies (SEPPs) and Local Environmental Plans (LEPs). The EP&A Regulation 2021 supplements the Act with operational provisions.

Under Section 5.12(4), the Minister for Planning can declare certain developments as State Significant Infrastructure (SSI) or, under Section 5.13, as CSSI if deemed essential for economic, environmental, or social reasons. CSSI projects are assessed under Division 5.2 of the Act, with the Minister as the consent authority. Proponents must submit an Environmental Impact Statement (EIS) to DPHI.

In this case, the Proponent has requested the Project be declared as SSI or CSSI. On 28 September 2024, the Minister asked DPHI to begin the declaration process. This process is ongoing and runs parallel to the project assessment. A decision on the declaration will be made before the project is determined.

4.2 ENVIRONMENT PROTECTION AND BIODIVERSITY CONSERVATION ACT 1999

The Commonwealth *Environmental Protection and Biodiversity Conservation Act 1999* (EPBC Act) establishes the Australian Government's role in environmental assessment, biodiversity conservation and the management of protected areas. Under the EPBC Act, a referral to the Commonwealth DCCEEW is required for proposed 'actions' that have the potential to significantly impact on any matters of national environmental significance (MNES) or the environment of Commonwealth land (including leased land). MNES protected under the EPBC Act include:

- World heritage properties;
- National heritage places;
- Wetlands of international importance (Ramsar wetlands);
- National listed threatened species and ecological communities;
- Listed migratory species;
- Commonwealth marine areas;
- The Great Barrier Reef Marine Park;
- Nuclear actions (including uranium mining; and
- A water resource, in relation to coal seam gas development and large coal mining development.

A referral has been made to the Australian Government DCCEEW under section 67 of the EPBC Act. The Project is a controlled action and requires EPBC Act approval.

The NSW Assessment Agreement Bilateral ('Bilateral Agreement') streamlines the assessment process for major projects that require both Commonwealth and NSW environmental approvals. Under the Bilateral Agreement, the Minister can use the NSW process to inform the assessment of the impacts of any eligible action. It is intended that the Project will be assessed under the Bilateral Agreement.

4.3 SIA GUIDELINES

The 'Social Impact Assessment Guideline: For State Significant Projects' (DPE, 2023a) and 'Technical Supplement: Social Impact Assessment Guideline for State Significant Projects' (DPE, 2023b) and 'Social Impact Assessment Worksheet' (DPE, 2023c), together referred to as 'the Guidelines', provide guidance on undertaking SIAs in NSW.

The Guidelines provide a rigorous framework to:

- Identify, evaluate, and respond to social impacts;
- Guide meaningful stakeholder and community consultation on social impacts throughout project phases;
- Obtain reliable, relevant information, insights and analysis for decision-makers; and
- Provide advice on how the SIA can inform ongoing project refinement, monitoring, and adaptive management.

The Technical Supplement provides specific advice on how the SIA should be presented, how to define likelihood and magnitude levels of social impacts, and how to determine impact significance (DPE, 2023b). The Scoping Worksheet is a decision support tool that assists in identifying and considering the likely social impacts of the Project. It is a tool that can be used to demonstrate how scoping has informed the level of assessment undertaken.

4.4 LORD HOWE ISLAND LEP 2010

The Lord Howe Island LEP (LEP) applies to Lord Howe Island as defined in section 3(1) of the *Lord Howe Island Act 1953*. The island includes Lord Howe Island, all adjacent island and coral reefs within one marine league measured from the low water mark on the coast of Lord Howe Island (i.e., the area within which the Project is proposed). The consent authority for Lord Howe Island LEP is the Lord Howe Island Board (clause 6, LEP 2010) who ensures compliance with the Lord Howe Island LEP regarding land use and zoning, environmental and heritage regulations.

The aims of the Lord Howe Island LEP include the conservation of the World Heritage values of the island, the conservation and management of the marine environment, and the protection of threatened species, populations and ecological communities and their habitats (clause 2 (2), LEP 2010). In addition, subclause (2)(j) aims to ensure that public utility undertakings are carried out on the Lord Howe Island in a manner that minimises any environmental impact on the island of those undertaking.

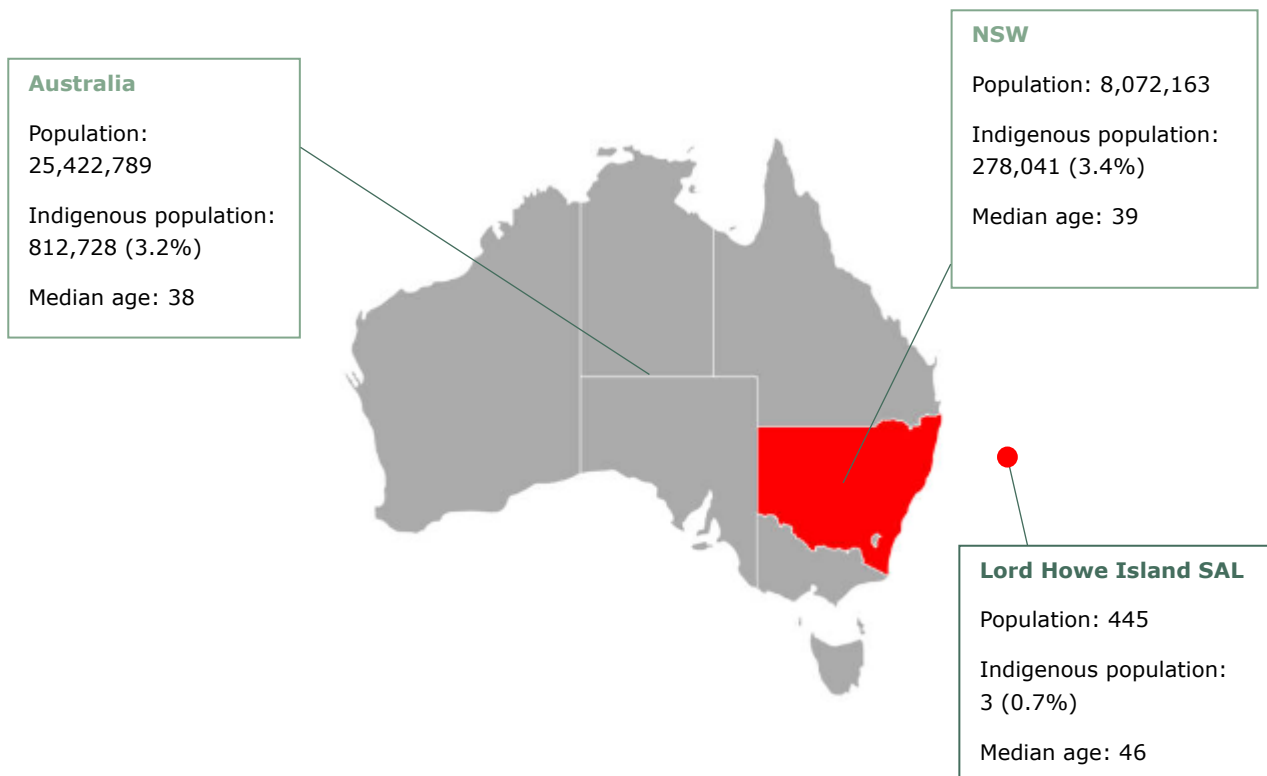
As the Project is to be declared CSSI, provisions of the Lord Howe Island LEP will not apply and the Project will instead be assessed under Division 5.2 of the EP&A Act.

The local environmental planning context relevant to the Project's land planning **Section 2.2** of the EIS. The EIS provides a broader overview of regional and local plans, policies and planning and how compliance and alignment with these plans is structured.

5. SOCIAL BASELINE

The social baseline aims to establish a thorough understanding of the current social, economic, and environmental context of the Social Locality. It provides an overview of existing conditions, serving as a reference point for assessing and measuring potential impacts related to the Project. This includes a detailed look at demographic profiles, economic activities, housing conditions, and community well-being within the Social Locality. By mapping these conditions, potential vulnerabilities and opportunities are identified, ensuring that Project decisions and interventions are well-targeted and that mitigation strategies are tailored to the community's needs. This foundational knowledge is essential for predicting the Project's potential impacts and for planning sustainable development that aligns with the local community's socio-economic fabric.

The social baseline highlights the need for robust measures to mitigate impacts on the natural environment, world heritage values and tourism-based economy. A demographic snapshot contextualizing the location of the Project is outlined in **Figure 5-1**.



Source: ABS 2021a, ABS 2021b.

FIGURE 5-1 POPULATION DEMOGRAPHIC SNAPSHOT (2021 CENSUS)

5.1 LANDSCAPE, TOPOGRAPHY AND LAND USE

5.1.1 BIOGEOGRAPHY

Lord Howe Island is part of the Lord Howe Island Group, a collection of several islands, coral reefs and marine waters. The Lord Howe Island Group falls within the NSW Pacific Subtropical Islands Interim Biogeographic Regionalisation of Australia (IBRA) bioregion and Lord Howe Island subregion where it represents a unique oceanic and tropical landscape.

The Pacific Subtropical Islands IBRA is characterised by a mild subtropical climate that supports biodiversity that is unique to the Lord Howe Island Group.

The unique biodiversity of Lord Howe Island Group is due to its isolation from mainland Australia and its relatively new geological origin, e.g., a shield volcano that was created about 7 million years ago. Lord Howe Island Group supports numerous endemic species such as the Lord Howe Island Phasmid (*Dryococelus australis*) and Lord Howe Island Woodhen (*Gallirallus sylvestris*); both on the brink of extinction and now examples of successful conservation efforts.

On Lord Howe Island, the topography varies greatly between its volcanic peaks, dense tropical forests, sheltered beaches and the lagoon. Lord Howe Island lagoon is semi-enclosed by a coral barrier reef - the southernmost true coral barrier reef in the world – and hosts several endemic species include McCulloch's Anemonefish (*Amphiprion mccullochi*) and the Three-striped Butterflyfish (*Chaetodon tricinctus*).

5.1.2 NATURAL AND CULTURAL HERITAGE

The Lord Howe Island Group was inscribed as a World Heritage property in 1982 due to it being an example of 'isolated oceanic islands, born of volcanic activity more than 2,000 m under the sea, these islands boast a spectacular topography and are home to numerous endemic species, especially birds'.

Lord Howe Island over 240 species of native plants, with over 50% of these being endemic to the Island. Over 200 species of birds and 1,600 insect species are also found on the Island and surrounding islets. This includes the world's rarest insect, the Lord Howe Island Phasmid (*Dryococelus australis*) which are only found on Ball's Pyramid (within the Lord Howe Island Group) and in captivity.

As a World Heritage property, the Lord Howe Island Group is a protected matter under the EPBC Act. The Lord Howe Island Group is also recorded on the National Heritage List (ID 105694) under the EPBC Act; on the State Heritage Register (ID 00970) under the NSW *Heritage Act 1977*, and its 'Maritime Environs' are recorded on the Register of the National Estate (ID 201) which is a non-statutory archive.

There are no records of indigenous settlement of Lord Howe Island prior to its colonisation in 1834 by NSW settlers. As such, the Island also represents a unique global example of an environ that has no evidence of human history prior to European settlement.

5.1.3 MARINE ENVIRONMENT

All waters within three nautical miles of Lord Howe Island are declared as the 'Lord Howe Island Marine Park', which covers an area of about 465 km² and includes the Lord Howe Island lagoon. Beyond three nautical miles, about 110,126 km² of ocean is declared as the 'Lord Howe Commonwealth Marine Reserve'.

The Lord Howe Island Marine Park comprises a variety of habitats and biological features and geological process that formed the Lord Howe Island Group also produced diverse and unique geomorphology. These habitats include estuarine ecosystems, lagoon ecosystems including the fringing coral reef, intertidal and shallow subtidal ecosystems, shelf ecosystems and pelagic ecosystems.

The reef within the Lord Howe Island Marine Park is believed to be about 120,000 years old, and through accretion has developed into the active coral reef fringes that exist today.

This existing fringing reef and fossil records of coral growth represent the southernmost records of global coral reef distribution. The Lord Howe Island lagoon supports over 100 species of Scleractinian (i.e., hard) corals species, and within the broader Lord Howe Island Marine Park there are mesophotic coral reefs that have the potential to act as deep reef refugia under a changing climate.

The Lord Howe Island Marine Park also supports myriad fish species, with over 500 species having been identified to date. Tropical species with broad distribution ranges comprise most of these species; however, temperate species dominate the species biomass. Other prominent species groups within the Lord Howe Island Marine Park include macrophytes, including two species of seagrass that form meadows in the lagoon, and non-coral marine invertebrates, many of which are endemic to Lord Howe Island Marine Park.

Within Lord Howe Island lagoon, water depths are relatively shallow ranging from 1 to 3 m in most areas. Deeper channels between the reefs are up to 10 m deep and connect the lagoon with the Tasman Sea via the North Passage, Blackburn Island Passage, Erscotts Passage and Man of War Passage. Beyond these passages and reef structures, water depths quickly drop to over 25 m deep and are contiguous with the Tasman Sea.

5.1.4 LOCAL AND REGIONAL COMMUNITY

Lord Howe Island has a permanent population of approximately 445 mostly living in the central lowlands where essential services and small-scale agriculture are located. Tourism is the main industry, attracting over 16,000 visitors annually. To protect the island's environment and heritage, licences for tourist accommodation beds are capped at 400.

5.1.5 IMPORTANT BUILT FEATURES

Marine freight arrives via the jetty at Lagoon Road, with cargo handled at a nearby facility in the north of the Island. The marine freight vessel (the *MV Island Trader*) currently accesses the lagoon via the North Passage.

The State Heritage Listed Cargo Shed Group is within the Project Area, North Zone and comprises the Cargo Shed, Ocean View Shed and Norfolk Island Pines situated between these structures.

The WMF is in the central lowlands toward the south of the Lord Howe Island lagoon. The WMF handles the Island's domestic and commercial waste through recycling, composting, and waste processing for transport to the mainland.

The airport, also centrally located, has an 888 m Code 2C runway and a Bureau of Meteorology station nearby.

Lagoon Road is the main north-south route, linking key infrastructure with a 25 km/h speed limit for shared use by vehicles, cyclists, and pedestrians.

5.2 POPULATION DEMOGRAPHICS

Table 5-1 draws on the ABS datasets listed in **Table 3-1** to provide a demographic overview of the Social Locality. As outlined in **Section 3.2**, the Project Area is located within ABS Lord Howe Island SAL (SAL12396).

The Lord Howe Island SAL has a 16.5% (63) increase in population and increase in median age from 44 to 46 between 2016 and 2021. This is an older demographic compared to the NSW averages - 38 in 2016 and 39 in 2021.

ABS data relating to language, age, Indigenous populations and social disadvantage is assessed in **Sections 5.4.1, 5.4.2, 5.4.3** and **5.4.4** respectively.

TABLE 5-1 KEY POPULATION INDICATORS ACROSS THE SOCIAL LOCALITY

Year	Population	Population Change (%)	Median Age	Median Weekly Household Income (\$)	Aboriginal and/or Torres Strait Islander Pop. (%)	Pop. Over 65 Years of Age (%)	Pop. Under 14 Years of Age (%)	Households where a non-English language is used (%)
Lord Howe Island SAL (SAL12396)								
2021	445	16.5 (63)	46	1,699	0.7 (3)	23.6 (105)	16.4 (73)	9.9 (16)
2016	382		44	1,397	2.1 (8)	19.6 (75)	15.2 (58)	4.6 (7)
NSW Code 1 (STE)								
2021	8,072,163	7.9 (591,935)	39	1,829	3.4 (278,041)	17.7 (1,424,141)	17.9 (1,470,001)	29.5 (856,911)
2016	7,480,228		38	1,486	2.9 (216,177)	16.2 (1,217,646)	18.5 (1,386,328)	26.5 (735,563)

*Changes were made to the Australian Statistical Geography Standard (ASGS) between 2016 and 2021 census (ABS, 2021b), including statistical area names and code numbers. This report references the 2021 ASGS names and codes for all statistical areas.

5.3 ECONOMIC PROFILE

This section includes data on various economic aspects of the Social Locality. This includes an overview of the Social Locality's workforce, including information on top occupations of employment, main industries, and characteristics of local businesses.

5.3.1 EMPLOYMENT

Table 5-2 presents the employment figures for the Social Locality for occupations that are relevant to the Project. According to the ABS, the Social Locality has a workforce of about 245, with 85 of these employed as 'Labourers' (44), 'Technicians and Trade Workers' (37) and 'Machinery Operators and Drivers' (4).

TABLE 5-2 RELEVANT WORKFORCE WITHIN THE SOCIAL LOCALITY

Location	Census Year	Labour Force (#)	Technicians and Trades Workers (%)	Machinery Operators and Drivers (%)	Labourers (%)
Lord Howe Island SAL (SAL12396)	2021	245	15.4 (37)	1.7 (4)	18.3 (44)
	2016	228	15.2 (35)	3.5 (8)	18.3 (42)
NSW Code 1 (STE)	2021	3,874,012	11.9 (436,589)	6.0 (222,186)	8.2 (300,966)
	2016	3,605,872	12.7 (429,239)	6.1 (206,839)	8.8 (297,887)

5.3.2 MAIN INDUSTRIES WITHIN THE SOCIAL LOCALITY

Table 5-3 provides a categorisation of the top eight (8) industries per statistical area based on five (5) categories:

- Agriculture and Primary Production¹;
- Public and Social Services²;
- Commercial and Retail Services³;
- Industrial and Manufacturing Services⁴; and
- Construction and Infrastructure⁵.

¹ Agriculture and Primary Production comprises the following ABS categories: 'Agriculture, Forestry and Fishing'.

² Public and Social Services comprises the following ABS categories: 'Public Administration and Safety', 'Education and Training' and 'Healthcare and Social Assistance'.

³ Commercial and Retail Services comprises the following ABS categories: 'Wholesale trade', 'Retail Trade' and 'Accommodation and Food Services'.

⁴ Industrial and Manufacturing Services comprises the following ABS categories: 'Mining' and 'Manufacturing'.

⁵ Construction and Infrastructure comprises the following ABS categories: 'Construction' and 'Electricity, Gas, Water and Waste Services'.

The Social Locality exhibits a diverse economic profile, characterised by strong employment in 'Commercial and Retail Services' (40.4%) and 'Public and Social Services' (29.8%), with minimal activity in 'Agriculture and Primary Production', 'Industrial and Manufacturing Services' and 'Construction and Infrastructure'.

As Lord Howe Island is isolated, has limited land area and population, economic diversification is not feasible. The island relies almost exclusively on the mainland for goods and services that cannot be provided locally.

Based on the employment profile of industries in the Social Locality, the Project will need to develop an employment and procurement strategy that avoids or minimises impacts on other industries on the Island. The Project should also look to maximise opportunities for contracting, employment and procurement for the local population and industries.

TABLE 5-3 CATEGORISATION OF TOP INDUSTRIES IN THE SOCIAL LOCALITY

Location	Census Year	Agriculture and Primary Production (%)	Public and Social Services (%)	Commercial and Retail Services (%)	Industrial and Manufacturing Services (%)	Construction and Infrastructure (%)
Lord Howe Island SAL (SAL12396)	2021	1.6 (4)	29.8 (73)	40.4 (99)	1.2 (3)	5.3 (13)
	2016	4.8 (11)	23.2 (53)	41.7 (95)	0 (0)	2.2 (5)
NSW Code 1 (STE)	2021	2.0 (74,728)	29.2 (1,074,321)	17.9 (662,418)	6.4 (237,060)	9.5 (351,104)
	2016	2.1 (72,625)	26.9 (908,936)	19.8 (669,340)	6.8 (229,067)	9.3 (314,372)

5.3.3 LOCAL BUSINESSES IN THE SOCIAL LOCALITY

Data from the *Counts of Australian Businesses* (ABS, 2025c) is commonly used to understand local business characteristics at the LGA level. However, because the Social Locality is classified as a SAL under the ABS, this data is not available for Lord Howe Island. A desktop review did not yield sufficient information to determine the total number of businesses in Lord Howe Island, as available data only covers broader regions.

5.4 VULNERABLE GROUPS

Vulnerability refers to an individual or group's capacity to adapt to, or cope with changes in their environment and is influenced by a range of different socio-economic factors. Some individuals or groups may be more vulnerable than others due to certain existing socio-economic characteristics including (but not limited to) age, livelihood, language proficiency and health status.

Regional areas throughout NSW are often prone to social, cultural, environmental and economic changes over time. This section considers four groups across the Social Locality with potential social vulnerabilities associated with socio-economically disadvantage, cultural and linguistic diversity (CALD), age, and Indigenous peoples.

5.4.1 CULTURAL AND LINGUISTICAL DIVERSITY

CALD is a broad term used to describe communities with diverse languages, ethnic backgrounds, nationalities, traditions, societal structures, and religions (Ethnic Communities Council of Victoria, 2012). Because of this CALD groups are often considered vulnerable people. As per the SIA Guidelines (DPE 2023a, 2023b) special attention is required to ensure culturally appropriate and inclusive engagement.

Demographic data for the Social Locality shows that the:

- Percentage of households where a non-English language is used is 9.9% (2021); and
- Social Locality shows significantly lower percentages of CALD than NSW (29.5%) and the national average (24.8%).

However, this is not surprising given the unique nature of Lord Howe Island, with a limited population and lower diversity of employment and other opportunities than mainland Australia.

5.4.2 YOUTH AND ELDERLY

Youth and elderly populations are particularly vulnerable to the impacts of large development projects due to their specific mobility, health, safety, and social needs. While the Project impacts have potential to exacerbate the needs of youth and elderly groups, these would be concentrated in the immediate surroundings of the Project Area.

Demographic data for the Social Locality from the 2021 Census (**Table 5-1**) reveals that:

- 23.6% (105 individuals) of the Lord Howe Island population are over 65 years of age, an increase of 4.0% (30 individuals) from 2016 data, and significantly higher than the State average (17.7% / 1,424,141 individuals); and
- 16.4% (73 individuals) of the population is under 14 years of age, a decrease of 1.2% (15 individuals) from 2016 data, and only slightly lower than the State average (17.9% / 1,470,001 individuals).

5.4.3 ABORIGINAL AND TORRES STRAIT ISLANDER

Aboriginal and Torres Strait Islander communities are vulnerable to impacts from projects that may affect tangible and intangible heritage. There are no records of Aboriginal or Torres Strait Islander habitation on the island prior to European settlement in 1834; therefore, there is no Aboriginal or Torres Strait ancestral history on the Island.

However, demographic data for the Social Locality from the 2021 Census (**Table 5-1**) reveals that:

- 0.7% (3) of the population identified themselves as Aboriginal or Torres Strait Islander, a decrease from the 2016 Census (2.1% [8]); and
- The State average proportion of Aboriginal and Torres Strait Islander people is 3.4 %, an increase from 2.9% in 2016.

Weekly median household income (\$1,625) and median age (15) of Aboriginal and Torres Strait Islander people in the Social Locality must be viewed with consideration that there are only 3 individuals on the Island that represent as Aboriginal or Torres Strait Islander.

Due to the small population size, the ABS does not provide detailed data (to protect individual privacy). As a result, the data may not reflect current circumstances for this population and should not be relied on when forming assumptions related to the Project.

TABLE 5-4 ABORIGINAL AND TORRES STRAIT ISLANDER DEMOGRAPHICS

Location	Census Year	Median Weekly Household Income (\$)	Unemployment (%)	Median Age (#)
Lord Howe Island SAL (SAL12396)	2021	1,625	-	15
	2016	0	-	17
NSW Code 1 (STE)	2021	1,558	9.8 (10,322)	23
	2016	1,214	15.3 (11,827)	22

*Aboriginal and Torres Strait Islander unemployment (%) data is not available at a SAL level in 2016 and 2021 data sets.

5.4.4 SOCIO-ECONOMIC DISADVANTAGE

SEIFA is a product developed by the ABS⁶ that ranks areas in Australia according to relative socio-economic advantage and disadvantage. The ABS broadly defines relative socio-economic advantages in terms of people's access to material and social resources, and their ability to participate in society. SEIFA is commonly used to determine areas that require funding and services, identify new business opportunities, and assist research into the relationship between socio-economic disadvantages and various social outcomes.

SEIFA is based on information from each five-yearly Census (i.e., SEIFA 2021 is based on Census 2021 data). The Census collects information on the key dimensions of income, education, employment, occupation, housing, and other miscellaneous indicators of advantages and disadvantages, which are candidate variables used to construct the SEIFA (ABS 2018b).

The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) used in the SEIFA 2021 is a general measure of advantage and disadvantage, which summarises the economic and social conditions of people and households. It ranks areas from most disadvantaged to most advantaged. The index uses a percentile score, which divides a distribution into 100 equal groups. The lowest scoring 1% of areas are given a percentile number of 1 and the highest 1% of areas are given a percentile number of 100. A score of 50 suggests an area is neither advantaged nor disadvantaged.

The latest available SEIFA indicators for the Project's Social Locality are provided in **Table 5-5**. A decrease in the Lord Howe Island SAL SEIFA indicators between 2016 and 2021 suggests inconsistent socio-economic conditions, implying an increasing rate of disadvantage in the population. However, this needs to be viewed with respect to the uniqueness of Lord Howe Island in terms of employment opportunities, services and demographics.

⁶ Socio-Economic Indexes for Areas (SEIFA) is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage. The indexes are based on information from the five-yearly Census, available at: <https://www.abs.gov.au/statistics/detailed-methodology-information/concepts-sources-methods/socio-economic-indexes-areas-seifa-technical-paper/2021#what-is-seifa->.

TABLE 5-5 SEIFA INDICATORS ACROSS THE PROJECT'S SOCIAL LOCALITY

ABS Statistical Area	Census Year	Score	Rank in Australia	Percentile in Australia	Rank in NSW	Percentile in NSW
Lord Howe Island SAL (SAL12396)	2021	1014	9482	66	2530	59
	2016	1028	9672	71	2667	65

5.5 HOUSING AND ACCOMMODATION

This section provides an overview of key income, housing affordability/availability and household census data statistics. Baseline data for long and short-term housing capacity and pressures are provided in **Appendix B**. A key aim of collecting baseline data for long and short-term housing is to inform the assessment of accommodation pressures generated from worker influx during the construction phase (refer to **Section 6.4.1**).

Key income and housing indicators across the Project's Social Locality are reported in **Table5-6**. Housing costs data is presented in combination with household incomes, and participation of the labour force (including unemployment figures). Trends across short-term and long-term housing options are included further in this section to gain further insight into housing availability.

The purpose of this section is to inform an assessment of employment and procurement options, as well as accommodation pressures generated from worker influx, particularly during the construction phase.

TABLE 5-6 KEY INCOME AND HOUSING INDICATORS IN THE SOCIAL LOCALITY

HLocation	Census Year	Median weekly household income (\$)	Median weekly household income (\$) – Aboriginal and Torres Strait Islander	Percentage change in weekly household income (%) – Whole Population / Aboriginal and Torres Strait Islander Population	Unemployment (%)	Rent / mortgage repayments > 30% household income* (%)	Owned outright / Owned with mortgage / rented (%)	Household composition (families / single / group) (%)
Lord Howe Island SAL (SAL12396)	2021	1,699	1,625	21.6 (302) / - (-)	2.4 (6)	13.3 (8) / 0.0 (0)	41.6 (67) / 15.5 (25) / 37.3 (60)	65.3 (109) / 31.1 (52) / 3.6 (6)
	2016	1,397	0		1.3 (3)	5.1 (-) / 4.5 (-)	35.6 (48) / 21.5 (29) / 31.1 (42)	64.3 (90) / 30.7 (43) / 5.0 (7)
NSW Code 1 (STE)	2021	1,829	1,558	23.1 (343) / 28.3 (344)	4.9 (189,852)	35.5 (335,404) / 17.3 (163,060)	31.5 (914,537) / 32.5 (942,804) / 32.6 (944,585)	71.2 (2,065,107) / 25.0 (723,716) / 3.8 (111,646)
	2016	1,486	1,214		6.3 (225,546)	12.9 (N/A) / 7.4 (N/A)	32.2 (839,665) / 32.3 (840,004) / 31.8 (826,922)	72.0 (1,874,524) / 23.8 (620,778) / 4.2 (109,004)

5.5.1 PRIVATELY OWNED HOUSING

The housing market is complex and changes in property values are due to many factors. However, factors that influence housing on Lord Howe Island do not reflect those on the mainland. The above needs to be viewed with respect to the uniqueness of Lord Howe Island in terms of property availability, employment opportunities, services and demographics. As such, the establishment of the Project is unlikely to influence local property values or decrease them if the development is viewed unfavourably.

5.5.1.1 OWNERSHIP AND LEASING ON LORD HOWE ISLAND

Median house price data for Lord Howe Island was not available when preparing this SIA.

All land on Lord Howe Island is Crown land and, therefore, purchasing freehold property is not permitted. Instead, perpetual (long-term) leases are granted under the *Lord Howe Island Act 1953*. Leases are typically only available to those defined by specific criteria, such as long-term residency or family heritage. The number of new dwellings is strictly limited. Only 25 new dwellings were permitted between 2005 and 2025 (Lord Howe Island Board, 2025).

At the time of drafting this report, there were no private properties for rent on the Island. Long-term rentals are rare and usually require local connections or employment on the Island. Perpetual leases may be subleased, but this is regulated, with approval required from the Lord Howe Island Board. Short-term rentals are mostly reserved for the tourism industry.

5.5.2 SHORT TERM HOUSING AVAILABILITY

Short-term accommodation (STA) refers to tourist accommodation such as hotels, motels, cabins and caravan parks etc. that are resided only for a short period, typically within a maximum of three months. STA is important for communities to provide accommodation for visitors and tourists and to support the local economy.

It should be noted that the island has a strict cap of 400 visitor beds across the various accommodation options, e.g., self-contained apartments, guesthouses, luxury lodges and beach houses. An overview of STA on Lord Howe Island is provided in **Appendix B**.

5.6 SOCIAL INFRASTRUCTURE AND COMMUNITY WELLBEING

This section provides an overview of the social infrastructure which contributes to the wellbeing of the local community in the Social Locality. The regional centre that is likely to provide social infrastructure for the Project is Lord Howe Island itself.

Three key aspects of social infrastructure are discussed: (1) community and recreation services, (2) health facilities and performance indicators, and (3) education services and outcomes.

5.6.1 COMMUNITY AND RECREATION

Table 5-7 outlines the community and recreation services in the Social Locality, which covers sports, religion, hospitality, and essential services such as emergency response, cultural organisations, and general amenities like parks, cafes, and community halls.

These services play a crucial role in supporting the well-being of residents and accommodating workforce needs during the Construction and Operation phases of the Project.

TABLE 5-7 COMMUNITY AND RECREATION SERVICES IN THE STUDY AREA

Service	Lord Howe Island	Service	Lord Howe Island
Parks/Trails	13	Anglican Church	1
Beaches	7	Uniting Church	0
Sporting Facilities	5	Presbyterian Church	0
Swimming Pools	0	Seven Day Adventist Church	1
Gymnasium	0	Mosque	0
Golf Courses	1	Rotary Club	0
Shopping/Boutiques	7	Lions Club	0
Post Offices	1	Chamber of Commerce	0
Libraries	0	Cultural Groups	0
Community Halls	1	Fire Emergency	1
Cafes	2	Police	1
Pubs/Restaurants	7	Ambulance	0
Catholic Church	1	Voluntary Emergency Services/SES	1

Services offered on Lord Howe Island include parks and trails, beaches, shops, eateries, a community hall, churches, and essential emergency services. However, facilities such as fitness centres, libraries, and community clubs are absent. The island has three churches (Anglican, Seventh-day Adventist, and Catholic) but does not have a mosque, or Uniting and Presbyterian churches. Emergency services, including fire, police, and the State Emergency Service (SES), are available on the island.

5.6.2 HEALTH

This section explores two components of community health: (1) community health indicators, and (2) the existing community health facilities likely to service the construction and operational workforce.

Public health services on Lord Howe Island which may support the construction phase of the Project are identified in **Table 5-8**. Importantly, the Social Locality provides 24-hour emergency and mental health services.

TABLE 5-8 PUBLIC HEALTH SERVICES

Service	Lord Howe Island	Service	Lord Howe Island
Hospital	1	Oncology services	0
General Practice	1	Community health services	1
24-hour emergency	1	Palliative care	0
Mental health services	2	Rehabilitation services	1
Maternity services	1	Aged care services	0
Surgical services	1	Dental services	1
Renal dialysis	0	Pathology services	1

Key indicators of hospital performance within the Social Locality are presented in **Table 5-9**, which shows that Gower Wilson Multi-Purpose Service (the only medical centre on the island) has a low rate of medical emergencies on a yearly basis. Additionally, admissions are an average of 1.83 per month.

TABLE 5-9 HOSPITAL PERFORMANCE INDICATORS

Performance Indicator		Gower Wilson Multi-Purpose Service (2023-2024)	Gower Wilson Multi-Purpose Service (2022-2023)
Number of admissions to hospital (#)	Childbirth	0	0
	Medical (emergency)	20	22
	Medical (non-emergency)	<5	0
	Mental health	0	0
	Other acute (emergency)	0	0
	Other acute (non-emergency)	0	0
	Other subacute and non-acute	0	0
	Palliative	0	0
	Rehabilitation	0	0
	Surgical (emergency)	0	0
	Surgical (emergency)	0	0
Total		22	22

Source: www.aihw.gov.au/hospitals/my-local-area

Existing health conditions across the Social Locality are reported in **Table 5-10**. This data suggests that Lord Howe Island residents may experience better health outcomes compared to their mainland regional counterparts.

TABLE 5-10 EXISTING HEALTH CONDITIONS IN 2021

ABS Statistical Area	Neurocognitive (%) ⁷	Respiratory Conditions (%) ⁸
Lord Howe Island SAL (SAL12396)	↓ 4.7 (21)	↓ 6.3 (28)
NSW Code 1 (STE)	8.8 (709,118)	9.5 (761,744)

Legend:

↑ Above state average

↓ Below state average

5.6.3 EDUCATION

This section explores two (2) components of community education:

- Education facilities that may experience impacts due to the Project; and
- Education attainment - if educational profiles are strong, this may suggest opportunities for the Project to source workers locally.

Education facilities are outlined in **Appendix C**. There is one school on the island, the *Lord Howe Island Central School*, which caters to students from Kindergarten to Year 6 for face-to-face teaching. Access to secondary school education, vocational training or higher education, may require residents to relocate to mainland or pursue courses available online. In 2024, the first preschool was opened on the Island, the *Lord Howe Island Community Preschool*.

The educational profiles in the Social Locality are shown in **Table 5-11** and suggest there are opportunities for the Project to source workers locally.

⁷ Neurocognitive combines the following ABS categories: 'Mental health condition (including depression or anxiety)' and 'Dementia (including Alzheimer's)'.
⁸ Respiratory combines the following ABS categories: 'Lung Conditions (including COPD or emphysema)' and 'Asthma'.

TABLE 5-11 EDUCATION ATTAINMENT ACROSS THE PROJECT'S SOCIAL LOCALITY

ABS Statistical Area	Census Year	Educational Attainment Year 12 (%)	Educational Attainment Vocational (%)	Educational Attainment University (%)
Lord Howe Island SAL (SAL12396)	2021	↓ 12.9 (49)	↑ 25.0 (95)	↓ 27.4 (104)
	2016	↓ 13.2 (42)	↑ 24.2 (77)	↓ 25.8 (82)
NSW Code 1 (STE)	2021	14.5 (954,987)	15.1 (993,244)	37.1 (2,454,824)
	2016	15.3 (930,654)	14.9 (903,919)	32.3 (1,967,858)

Source: ABS 2021

Legend:

↑ Above state average

↓ Below state average

5.7 ACCESS AND CONNECTIVITY

This section outlines the existing transport infrastructure on the island, including road networks and public transport services, and how these are currently used.

Deep channels between the coral reef connect the lagoon with the Tasman Sea via the North Passage, Blackburn Island Passage, Erscotts Passage and Man of War Passage. Access to the Lord Howe Island Lagoon for the marine freight vessel occurs via the North Passage. All marine freight is facilitated by the existing jetty on Lagoon Road adjacent to Signal Point. The new marine infrastructure will be adjacent to the existing jetty and the loading/unloading area will remain the same but with improvements.

The central low-lying lands support most of the population, essential services and small-scale agricultural farming. The road network on the island is limited to the main settlement within the central low-lying area. Access to other areas of Lord Howe Island is constrained by steep topography. A speed limit of 25 km/hour is enforced for all vehicles because of the low population, narrow road corridors and wildlife preservation efforts.

Additionally, the Lord Howe Island Airport provides daily passenger services and limited freight services to and from the island. The airport is located at Old Lagoon Road and comprises a Code 2C runway that is 888 m in length. The facility is owned and operated by the Lord Howe Island Board and is a Certified Security Control Airport in accordance with Civil Aviation Regulations and Aviation Transport Security Regulations.

There are no public transport services operating on Lord Howe Island. Visitors and locals get around on foot or via rental bikes, with a limited number of cars available to rent. Accommodation providers often provide airport transfers and complimentary bikes to guests.

5.8 CULTURAL HERITAGE

This section provides context of the cultural landscape associated with the Project.

5.8.1 ABORIGINAL CULTURAL HERITAGE

Unlike most islands in the South Pacific, Lord Howe Island does not have a history rooted in Polynesian migration. In fact, archaeological investigations have revealed no evidence of human habitation or even visitation prior to European contact in 1834, when the first settlers arrived, including eight Maori people.

There are no records of Aboriginal or Torres Strait Islander settlement before 1834, making Lord Howe Island a rare and globally significant example of an environment with no known human history prior to European colonisation.

5.8.2 HISTORICAL HERITAGE

Lord Howe Island's history plays a vital role in understanding how the Project may impact the local community. The unique history of Lord Howe Island extends from early settlement to a modern tourism-based economy which shapes the identity and values of the residents today. Taking this historical heritage into account aids to ensure social impacts are considered respect the island's past and support its future. Historical heritage of Lord Howe Island is discussed in detail in the Statement of Heritage Impact (Appendix S to the EIS)

5.9 COMMUNITY VALUES

Lord Howe Island has long been known as a holiday destination that welcomes visitors to explore the landscape, marine ecosystem and laid-back lifestyle of the island. The Island residents are passionate about maintaining the conservation and lifestyle values of the Island. Lord Howe Island relies heavily on the tourism industry as the primary source of income for many residents. Annually, Lord Howe Island attracts over 16,000 visitors from around Australia and the world. Popular attractions for tourists include bush walking, snorkeling, diving and guided hikes.

To ensure that the Island is preserved, the number of tourist bed licences is capped to 400 beds. The island promotes sustainable tourism through eco-certified tour operators and educational experiences. The peak times for travel are usually between October and May, with the warmest seawater temperatures occurring between January and April.

The Lord Howe Island Board leads a range of initiatives to protect the Island's ecosystems, including the Rodent Eradication Program and a 20-year weed eradication initiative targeting over 60 invasive species. Conservation efforts also focus on recovering threatened species, such as the Lord Howe Island Phasid (*Dryococelus australis*) and Lord Howe Woodhen (*Gallirallus sylvestris*), restoring the Oceanic Rainforest using artificial Intelligence powered weed monitoring, and adapting to climate change impacts on sensitive habitats, such as the cloud forests. These efforts are guided by the Biodiversity Management Plan and supported by community engagement and biosecurity initiatives, ensuring that conservation remains a shared responsibility.

The Social Locality is known for its strong community values, which is reflected in the community's appreciation for natural beauty and rural lifestyle. The island provides access to quality services and amenities, ensuring residents have what they need for a quality life. Overall, Lord Howe Island offers a range of social, workforce, amenity, and lifestyle values, that not only provide entertainment and cultural enrichment but also strengthen cohesion within the community and highlight the unique characteristics of the island.

Table 5-7 outlines the community and recreation services in the Social Locality, which covers sports, religion, hospitality, and essential services such as emergency response, and general amenities like parks, cafes, and community halls. These services play a crucial role in supporting the well-being of residents and accommodating workforce needs during the construction of the Project.

5.10 FESTIVALS AND EVENTS

The largest annual events in the Social Locality are:

- **Lord Howe Island Discovery Day celebrations** (February) – celebration of discovery in 1788 where tourists are welcomed to join locals in celebrating the Island; and
- **Dark Sky Festival** (April/May) – a week-long celebration of astronomy, nature and culture, including:
 - *Dancing Under the Stars* – a lively opening night with food stalls, markets and music in the centre of the Island;
 - *Dark Sky Stargazing* – guided sessions with expert astronomers using high-powered telescopes to explore the sky;
 - *Dark Dining* – a sensory culinary experience in complete darkness at the Driftwood Bar & Restaurant;
 - *Twilight Botanica Dining* – A five course outdoor dinner under the stars at the Anchorage Restaurant;
 - *Science talks* – discussions with astronomy and environmental experts;
 - *Astrophotography workshops* – lessons on how to capture the night sky with DSLR and phone cameras;
 - *Nocturnal nature walks* – explore the island’s unique nocturnal wildlife with naturalist Ian Hutton;
 - *Stargazing Yoga & Wellness* – a serene yoga session under the stars;
 - *Rocket-making workshops* – fun and educational activities for kids; and
 - *Dark Sky Gin Tasting* – sampling of locally crafted gin made specifically for the festival.

The Social Locality also hosts informal and once-off events throughout the year. For example, the Lord Howe Island Brewery hosted a “Pop Up Painting Day”, ‘Reggae & Jerk Chicken’ and ‘Watermelon Eating Contest’. These events provide additional opportunities for community engagement and cultural enrichment.

The dates that the festival/s and annual events occur are of importance when considering the STA options.

5.11 BASELINE SUMMARY

Table 5-12 provides an overview of these key findings which feed into the assessment presented in **Section 6**.

TABLE 5-12 BASELINE SUMMARY AND IDENTIFICATION OF CHALLENGES AND OPPORTUNITIES

Theme	Identification of challenges or opportunities				
Stakeholder engagement	<ul style="list-style-type: none"> Community engagement for the Project showed a strong preference for the retention and upgrade of existing infrastructure in the North Zone, particularly the jetty, due to its familiarity, lower risk, and reduced disruption to Island operations; and There was also general support for the upgraded waste facility and related infrastructure in the South Zone, although community stakeholders raised concerns about potential high costs, feasibility and environmental impacts. 				
Landscape, topography and land use context	<ul style="list-style-type: none"> The land proposed to host the Project is constrained to Lord Howe Island which is zoned for environmental protection under the Lord Howe Island LEP 2010. The Island is a popular tourism destination and the Lord Howe Island CIP may lead to a disruption in tourism activities; and Natural features surrounding the Project include coral reefs, volcanic mountains, rainforests and diverse marine systems included in the Permanent Park Preserve. The Project may lead to impacts to natural features. 				
Population demographics	<ul style="list-style-type: none"> The State experienced 7.9% growth in population between 2016 and 2021, while Lord Howe Island saw a more substantial increase of 16.5% (an additional 63 people) over the same period. Despite the recent growth, Lord Howe Island may present challenges for sourcing workforce for the Project, given the Island's limited population base and infrastructure; and Additionally, the Social Locality's median age is consistently higher than the NSW average which provides further challenges to reskilling people to support workforce participation. 				
Economic profile	<table border="1" data-bbox="539 975 2045 1287"> <thead> <tr> <th data-bbox="551 983 831 1018">Main occupations</th> <th data-bbox="831 983 2045 1287"></th> </tr> </thead> <tbody> <tr> <td data-bbox="551 1018 831 1287"></td> <td data-bbox="831 1018 2045 1287"> <ul style="list-style-type: none"> The labour force on Lord Howe Island has remained relatively stable. This indicates that the Island, while small, may be reliable for sourcing skilled workforce; The Social Locality contains an approximate workforce of 245 with 85 workers with occupations and skill sets relevant to the Project. This translates to 34.7% of the labour force with relevant occupations: Labourers (51.8%), Technicians and Trades Workers (43.5%) and Machinery Operators and Drivers (4.7%). This data points towards potential for the sourcing of local construction workers from the Island during the Project's Construction Phase, but options may be limited due to the size of the population; and Overlapping popular tourism periods may increase challenges for the Project, due to increased foot traffic and use of infrastructure. </td> </tr> </tbody> </table>	Main occupations			<ul style="list-style-type: none"> The labour force on Lord Howe Island has remained relatively stable. This indicates that the Island, while small, may be reliable for sourcing skilled workforce; The Social Locality contains an approximate workforce of 245 with 85 workers with occupations and skill sets relevant to the Project. This translates to 34.7% of the labour force with relevant occupations: Labourers (51.8%), Technicians and Trades Workers (43.5%) and Machinery Operators and Drivers (4.7%). This data points towards potential for the sourcing of local construction workers from the Island during the Project's Construction Phase, but options may be limited due to the size of the population; and Overlapping popular tourism periods may increase challenges for the Project, due to increased foot traffic and use of infrastructure.
Main occupations					
	<ul style="list-style-type: none"> The labour force on Lord Howe Island has remained relatively stable. This indicates that the Island, while small, may be reliable for sourcing skilled workforce; The Social Locality contains an approximate workforce of 245 with 85 workers with occupations and skill sets relevant to the Project. This translates to 34.7% of the labour force with relevant occupations: Labourers (51.8%), Technicians and Trades Workers (43.5%) and Machinery Operators and Drivers (4.7%). This data points towards potential for the sourcing of local construction workers from the Island during the Project's Construction Phase, but options may be limited due to the size of the population; and Overlapping popular tourism periods may increase challenges for the Project, due to increased foot traffic and use of infrastructure. 				

Theme		Identification of challenges or opportunities
	Main industries	<ul style="list-style-type: none"> The Social Locality displays a mixed economic composition with strong employment in the Commercial and Retail Services industry, with negligible employment in the Agriculture and Primary Production industry. This suggests economic vulnerability and that the Project may be perceived as introducing challenges to the cultural landscape; and Given that the Industrial and Manufacturing Services (1.2%) and Construction and Infrastructure (5.3%) industries account for a small portion of the workforce on Lord Howe Island, given this, there may also need to be a focus on employment or sourcing skills from the wider region of NSW to meet the requirements of the Project.
Vulnerable groups	Cultural and linguistical diversity	<ul style="list-style-type: none"> The Social Locality shows low linguistical vulnerability which should ease communication and engagement as the likelihood of CALD groups being excluded from engagement activities due to language barriers is deemed to be low.
	Youth and elderly	<ul style="list-style-type: none"> Compared to the State, the Social Locality displays a greater portion of its population being over the age of 65, and the percentage of others over 65 has increased between 2016 and 2021; These findings suggest an aging population, which reflects vulnerability due to age. This may indicate potential challenges to sourcing local workers. It also highlights the need for robust measures to mitigate noise, ensure safety, and control dust emissions, especially to protect the wellbeing of the elderly, who may be more susceptible to environmental hazards; and At the same time, compared to the State, the Social Locality generally displays a smaller portion of the population being under the age of 14. This trend suggests potential future opportunities to source local workers whilst it also offers opportunities for the Project to support community needs such as training opportunities or youth hubs. However, given there are few people under the age of 14, future opportunities might be limited.
	Indigenous people	<ul style="list-style-type: none"> There are no records of Aboriginal or Torres Strait Islander people residing on the Island prior to 1834; Data shows that there is a very small population of Aboriginal and Torres Strait Islander people, which has slightly decreased over time, and is lower than that of NSW; and Due to the small population size of Aboriginal and Torres Strait Islander people on Lord Howe Island, the ABS do not provide detailed data to protect individual privacy. While acknowledging this data is presented by the ABS, it should be expected that traditionally underrepresented groups within communities will tend to be more negatively impacted as a result.

Theme		Identification of challenges or opportunities
	Socio-economic disadvantage	<ul style="list-style-type: none"> Overall, Lord Howe Island presents a declining percentile on SEIFA score from 2016 to 2021, which indicates declining socio-economic conditions and increased disadvantages over the course of time. This may present itself with a higher vulnerability to change amongst its population.
Housing and accommodation	Income and housing	<ul style="list-style-type: none"> The percentage of households spending over 30% of their income on rent or mortgage repayments, a key indicator of housing stress, has substantively increased. On Lord Howe Island, where all land is Crown-owned and residential properties are held under perpetual lease, this stress is compounded by limited housing supply, strict eligibility criteria, and rising living costs. Contributing factors include reduced income, unaffordable housing prices, and interest rate hikes, all of which can lead to financial strain and heightened anxiety among residents; Household income in 2021 was consistently below the State average whilst the unemployment rate on Lord Howe Island was also substantively lower than that of the State. This further indicates vulnerability to change due to stress and anxiety; and At the same time, the percentage of houses owned outright are significantly higher than the State (31.5%) which indicates that at least a part of the population has some financial security and could experience a sense of resilience, although this may not be felt evenly amongst the population.
	Privately owned housing	<ul style="list-style-type: none"> Due to a lack of publicly available data, the median house and unit prices, as well as annual changes in sale prices for Lord Howe Island, are currently inaccessible. This is further complicated by the Island's unique land tenure system, where all land is Crown-owned and residential properties are held under perpetual lease, limiting conventional property market activity and transparency; All land on the island is Crown Land, meaning it is owned by the government. Instead of freehold ownership, people may obtain perpetual leases; Short-term rentals are mostly geared toward tourism, and long-term rentals are rare and usually require local connections or employment on the island; and The Social Locality's challenges with housing accessibility means that the accommodation of worker influx can play a taxing role on community cohesion if not managed well.
	Short-term accommodation	<ul style="list-style-type: none"> Lord Howe Island has a strict cap of 400 visitor beds across the 22 accommodation options, ranging from self-contained apartments, guesthouses, luxury lodges and beach houses. Although these may provide potential accommodation options for the Project, the limited number of beds may increase challenges for the Project as they may impact on the tourism industry and vice versa.

Theme		Identification of challenges or opportunities
Social Infrastructure and Community Wellbeing	Community and recreational services	<ul style="list-style-type: none"> Lord Howe Island offers a limited range of community and recreational services to support the Project workforce. If the Project relies on these services for its personnel, it may place additional pressure on the already limited resources.
	Health	<ul style="list-style-type: none"> The Social Locality provides a small range of health services, lacking the more in depth medical treatments associated with long term health conditions, which may support a safe working place for the construction workforce; and At the same time, the local community's health conditions are below the State's average. This may indicate less demand for health services; however, the Project should be cautious to not put additional pressure on existing health services.
	Education	<ul style="list-style-type: none"> Data indicates that educational facilities on Lord Howe Island are limited. There is only one preschool and one primary school (K-6) on the island with secondary-school-age students enrolled in those with distance education capabilities; Access to other educational opportunities, particularly vocational training or higher education, may require residents to relocate to mainland NSW or pursue courses available online. This may limit the availability of service specific skills required for the Project; and The Social Locality presents educational attainment in vocational training that is higher than the State, indicating opportunities for the Project to source workers locally with a strong base of vocational training.
	Access and Connectivity	<ul style="list-style-type: none"> The Project will be accessed via the North Passage, with all marine freight arriving at the existing jetty on Lagoon Road adjacent to Signal Point; The road network on the island is limited to the main settlement within the central low-lying area. A speed limit of 25 km/hour is enforced for all vehicles because of the low population, narrow road corridors and wildlife preservation efforts; Additionally, the Lord Howe Island Airport serves as a daily passenger service and limited freight services, located at Old Lagoon Road and comprises a Code 2C runway that is 888 m in length; There are currently no public transport services operating on Lord Howe Island; and A traffic Management Plan will be implemented to ensure safety and minimise disruption during construction.

Theme		Identification of challenges or opportunities
Community Values	Cultural heritage	<ul style="list-style-type: none"> • There is no record of any Indigenous settlement or human habitation prior to 1834; • Lord Howe Island was inscribed to the World Heritage List in 1982. This suggests potential opportunities for the Project to promote local culture; • Tourism remains one of the top sources of income for residents on the island; • The Lord Howe Island CIP aims to protect the values for which Lord Howe Island was inscribed on the World Heritage List; and • As a UNESCO World Heritage property, the Lord Howe Island Group is a protected matter under the <i>Environment Protection and Biodiversity Conservation Act 1999</i>.
	Community values	<ul style="list-style-type: none"> • If events and festival timeframes overlap with construction periods, the demand for accommodation may impact upon the readily available options for tourists and visitors to rely upon. This is particularly relevant for the Dark Sky Festival and Lord Howe Island Discovery Day celebrations; and • There is an opportunity to provide support for key festivals and events throughout the construction and operations phases of the Project.

6. SOCIAL IMPACT ASSESSMENT

As outlined in **Section 2.3**, the impact assessment methodology follows that outlined in DPE's Technical Supplement (DPE, 2023b). Overall, the key drivers of social change that may affect communities in the Social Locality resulting from the Project relate to:

- Procurement opportunities for Local/Regional Businesses and employment opportunities for the local workforce;
- Disruptions due to construction related activities (e.g., noise, dust, transportation of materials and workers, etc.);
- Accommodation arrangements for construction workforce; and
- Amenity (i.e., noise, visual) and other land use and landscape changes due to altered landscapes.

In assessing the potential impacts, the SIA considered the:

- Characteristics of the Project, including the timing, duration and intensity of activities (where known);
- Issues raised by stakeholders during the engagement process; and
- Outcomes from technical studies undertaken by the Project (e.g., noise, visual, cultural heritage etc.).

The impacts have been assessed based on the likelihood of the impact occurring, the magnitude of the impact (i.e., degree of change caused by the impact) if it occurs, and the vulnerability of the impacted receptors (refer to **Section 2.3**). There are currently no other State Significant Developments (SSD) or SSI in the Social Locality, so cumulative impacts are not anticipated.

6.1 STAKEHOLDERS AND COMMUNITY

Stakeholder and community impacts have been raised during stakeholder engagement conducted for the EIS and SIA.

6.1.1 INSUFFICIENT OR INEFFECTIVE STAKEHOLDER ENGAGEMENT

Impact Overview

Meaningful stakeholder engagement is key to managing social impacts. Insufficient or ineffective engagement; however, may occur due to poor communication, lack of stakeholder identification, minimal stakeholder involvement, misaligned expectations, inadequate conflict management, or a lack of trust and transparency, limited accountability and follow up, or cultural and contextual insensitivity, amongst other reasons.

NSW SIA Categories

Health and Wellbeing; Decision-making Systems; Way of Life; Community.

Affected Stakeholders

Local community organisations and businesses; Surrounding Communities; Immediate Neighbours.

Findings

Engagement findings: Community engagement has been undertaken in two phases for the Project. The initial phase was Phase A, which commenced from May 2024 until July 2024. Phase B of community engagement took place between December 2024 and January 2025 and focused on testing and refining the concept designs. The process was inclusive, providing accessible and culturally appropriate pathways for participation, and informative through clear, consistent communication of project objectives, potential social impacts, and decision-making processes. Transparency was maintained via open dialogue, shared decision-making, and regular updates, fostering a foundation of trust and mutual understanding.

Engagement activities included distribution of project flyers to all households and businesses, an online community survey, two community information sessions held on the Island, five face-to-face community drop-in sessions on the Island and targeted stakeholder interviews.

Importantly, the Engagement Plan complies with NSW Government consultative requirements under relevant planning instruments and guidelines, including the *Undertaking Engagement Guidelines for State Significant Projects* (DPHI, 2024b), *State Significant Infrastructure Guidelines* (DPHI, 2024a), and the *Social Impact Assessment Guideline* (DPIE, 2023). The principles of the International Association of Public Participation (IAP2) Quality Assurance Standard, regarded as best practice across the engagement industry, have also informed the approach, ensuring a robust and credible engagement framework.

Stakeholder engagement continues to be on-going.

Intergeneration inequity: Intergeneration inequity may occur if current stakeholders receive the benefits of the Project, whilst future generations inherit the waste and environmental issues.

The Project will prioritise sustainability requirements and parameters for operations. Opportunities to reuse material by local groups and/or organisations will be considered. Materials that cannot be recycled will be disposed of at a licensed mainland waste management facility.

Management and Mitigation

It will be important to ensure that there is ongoing stakeholder engagement conducted with the community, including those stakeholders that have voiced concern in relation to the Project.

Specifically, the following management measures are proposed to be adopted by the Project:

- The implementation of a Stakeholder Engagement Plan (SEP) post approval and preconstruction tailored to the construction and operational phase of the Project will be important to facilitate appropriate, transparent, and meaningful stakeholder engagement. The SEP will include the requirement to provide regular Project updates (e.g., electronic and hard-copy communication materials) and seek input from stakeholders in relation to their concerns and/or impacts that are being experienced. Engaging in open dialogue, providing transparent information about operational activities, and actively involving the community will be vital for fostering understanding and unity during the construction and operation phase.

The objectives of the SEP are to:

- Ensure that diverse and inclusive engagement methods are used to minimize redundancy and stakeholder fatigue;
- Provide continued opportunity for stakeholders to engage with the Proponent on decisions in relation to Project design and management where reasonable;
- Provide opt-in engagement options allowing stakeholders to participate at their convenience;
- If deemed necessary during stakeholder engagement, the Project will consider alternative engagement options to reduce stakeholder fatigue but ensure it remains meaningful;
- Develop and implement a grievance mechanism throughout the life of the Project to manage concerns that may arise during day-to-day construction and operational activities;
- The Project will promote awareness of mental health through their website and ongoing engagement activities;
- Promote engagement with community groups and/or organisations within the Social Locality regarding the potential donation of materials salvaged through decommissioning works for reuse on community projects; and
- Promote engagement with Lord Howe Island Board and NSW DCCEEW to understand the potential options to dispose of materials through licenced refuse facilities.

Impact Significance

A summary of the impact assessment characteristics associated with the potential impact on insufficient or ineffective stakeholder engagement is provided in **Table 6-1**.

TABLE 6-1 IMPACT CHARACTERISTICS INSUFFICIENT OR INEFFECTIVE STAKEHOLDER ENGAGEMENT

Impact Characteristics	Key Finding
Extent	Insufficient or ineffective stakeholder engagement has the potential to impact on all stakeholders within the Social Locality. However given the location of the Project on the island, most residents and tourists are likely to be the most impacted.

Impact Characteristics	Key Finding
Duration	It will be important to meaningfully manage stakeholder engagement throughout the course of the Project's lifespan, especially during the periods of pre-construction and construction. The duration of construction from commencement to commissioning of the Project is expected to occur over a 20-month period, inclusive of the North and South Zones.
Severity	The community across the Social Locality are relatively interdependent with strong community connections and values.
Sensitivity	Stakeholder engagement will continue to use a variety of engagement methods to ensure that vulnerable groups (e.g., elderly persons) can access Project information and provide feedback.
Level of Interest	The Project has attracted strong community interest, with residents and visitors eager to understand its impact and stay involved. Engagement activities will continue to support this enthusiasm through clear communication and inclusive opportunities to participate.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-2**.

TABLE 6-2 IMPACT SIGNIFICANCE INSUFFICIENT OR INEFFECTIVE STAKEHOLDER ENGAGEMENT

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Major	Possible	High	Moderate	Possible	Medium
Operation	Moderate	Unlikely	Medium	Minor	Unlikely	Low

6.2 EMPLOYMENT AND PROCUREMENT

Typically, key stakeholders are interested in the increased direct and indirect employment opportunities (refer to **Section 6.2.1**), increased local procurement opportunities (refer to **Section 6.2.2**), and potential to create skills shortages (refer to **Section 6.2.3**). In the unique case of Lord Howe Island, the community is likely to have more concern surrounding how employment and procurement may impact community and recreational facilities, including accommodation, whether positive or negative. Impacts of employment and procurement opportunities were discussed during stakeholder engagement activities.

6.2.1 INCREASED DIRECT EMPLOYMENT OPPORTUNITIES

Impact Overview

Increased demand for labour creates direct and indirect employment opportunities because of the Project. By offering employment to those currently unemployed, there can be improved social outcomes such as reduced socio-economic disadvantage and enhanced community wellbeing, as individuals and families gaining stable incomes,

increasing their access to better healthcare, education, and recreational facilities and due to the isolated nature of the island and the small population, there is a limited local workforce that the Project can draw on. This will mean that there will be reliance on sourcing a large proportion of the workforce from greater NSW, which in turn may impact other aspects of livelihoods on Lord Howe Island.

NSW SIA Categories

Livelihoods.

Affected Stakeholders

Local community organisations and businesses.

Findings

Engagement findings: It has been communicated to stakeholders that employment opportunities related to the operation and maintenance of the Island's critical infrastructure will be shaped and actively promoted in close collaboration with local businesses and the community. Where skills and capabilities align with project needs, local workforce participation is strongly supported.

This directly reflects community priorities, with 'economy' and 'employment' identified respectively as the second and fifth most important concerns during consultation, reinforcing the value of local job creation as a key project outcome.

Construction workforce: Construction is expected to commence in Q3 2026. The Project will require up to 25 FTE workers, who will be distributed across both the North and South Zones of the site. The construction period is anticipated to last for 20 months from commencement to commissioning, with workforce numbers peaking during a 12-month period within this timeframe (Gillespie Economics, 2025).

Economic profile: The baseline data provides key findings and assumptions related to employment opportunities. While the labour force on Lord Howe Island is small, there is potential to source part of the construction and long-term operational workforce locally. The 2021 Census shows that 35.4% of the island's labour force is employed as technicians and trades workers, machinery operators, or labourers. Although industrial and construction activity is minimal, the island's mixed economy presents opportunities to upskill local workers or engage those with relevant experience aligned to the Project's scope (ABS Census Data, 2021).

Aging population: Compared to the State, Lord Howe Island displays a greater portion of its population being over the age of 65, and the percentage has increased between 2016 and 2021. These findings suggest an increasing aging population, which may indicate potential challenges to source local workers (ABS Census Data, 2021).

Educational attainment: The educational profile of the Social Locality may indicate limited availability of a suitably qualified local workforce. If this is the case, workers may need to be sourced from outside of Lord Howe Island. Broader NSW regions, which have a stronger base of vocational training, could offer opportunities to fill workforce gaps where local workforce candidates are unavailable (ABS Census Data, 2021).

Local employment opportunities: The Project brings short- and long-term economic benefits to Lord Howe Island, representing the largest government investment since 1975. Direct local economic benefits include \$1.2 million in deposit payments to lodges for worker accommodation (20 beds over 12 months) and nearly \$1 million in meal allowances for workers, which will support local hospitality businesses. Additional local spending is expected through bike and boat hire, as well as equipment rental.

During peak construction, up to 25 workers will be required over a 12-month period. Local workforce participation will be supported where skills align, but the small and remote population limits the local labour pool. As a result, a significant portion of the workforce will need to be sourced from broader NSW, which may affect the availability of goods and services needed to support the workforce. Engaging local labour may also lead to temporary shortages in essential services for residents and tourists, as local tradespeople may be unavailable for their usual work. Without appropriate planning, this could reduce overall service availability during construction.

Once operational, the Project is designed to be managed by the existing workforce, with no increase in the island's population expected. The ongoing operation of upgraded infrastructure will support local businesses, enhance the visitor experience, and is anticipated to increase tourism and associated demand on marine infrastructure, given the island's isolation and lack of nearby developments (Gillespie Economics, 2025).

Management and Enhancement

To maximise employment benefits associated with the Project, the following enhancement measures will be adopted:

- Develop and implement a Local Employment Plan (LEP+) for the Project. The LEP+ is to include measures to encourage and set targets for local employment for the Contractor and the Operational Phase of the Project. The LEP+ for the Project is to include the following measures:
 - Host information sessions to engage with the community and local businesses who can provide inputs or services and other prospective contractors/subcontractors, regarding construction timing, workforce estimates and accommodation requirements;
 - Engage local media including radio, newspaper and social media to advertise expressions of interest for employment or provision of services or materials;
 - Investigate any local social media channels which can disseminate information to the community and local businesses which can provide inputs or services and prospective subcontractors;
 - Set up a dedicated employment opportunity platform on the Project's website in consultation and coordination with the EPC contractor;
 - Consult with the Lord Howe Island Board and provide their members with relevant details such as Project construction timing, workforce estimates and accommodation requirements;

- Monitor local employment opportunities and engage with relevant stakeholders to support workforce development initiatives where practicable;
 - Provide opportunities for local businesses to submit proposals and tenders and prioritise the use of goods and services that can be sourced locally and are competitive for price and quality;
 - Encourage subcontractors to employ local workers wherever practicable and reasonable; and
 - Identify positions where training would allow additional local workers and encourage local workers and businesses to undertake training to provide specialist works.
- Create awareness amongst the community, in partnership with the Lord Howe Island Board and other partner organisations to foster a better understanding of the ways prospective workers may be able to take part in the Project. This awareness is to be generated using the Project specific website and existing communication channels within the Social Locality;
 - Work with the Contractor during the construction phase to achieve maximum local employment targets set, and report on local content used; and
 - Maintenance of the grievance mechanism to manage concerns that may arise, including issues associated with workforce transition.

Impact Significance

A summary of the impact assessment characteristics for increased direct and indirect employment opportunities is provided in **Table 6-3**.

TABLE 6-3 IMPACT CHARACTERISTICS OF DIRECT EMPLOYMENT OPPORTUNITIES

Impact Characteristics	Key Finding
Extent	Assuming a generation of 25 jobs during construction, the Project will provide opportunities for direct employment across the Social Locality. In the scenario where local procurement is not possible, the Project will source workforce from broader NSW. The Economic Assessment (Appendix R of the EIS) indicates that the extent of direct employment opportunities is 10 direct jobs during the operational phase.
Duration	The impact will be mainly during the Construction Phase, which is expected to occur over a 20-month period, and to a lesser extent during operations.
Severity	It is expected that most impact will be felt during the Construction Phase, with a construction workforce of approximately 25 workers. The impact during operation is limited and will require the employment of a limited number of workers.
Sensitivity	The Social Locality's workforce is primarily engaged in commercial and retail services. While the Project presents an opportunity to diversify local skills and employment, it may also face challenges due to a limited pool of skilled workers on Lord Howe Island, potentially requiring some roles to be filled by workers from outside the island.
Level of Interest	Stakeholders have shown strong interest in local employment opportunities, aligning with community priorities around economic growth and job creation, which were key concerns during engagement.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-4**.

TABLE 6-4 IMPACT SIGNIFICANCE OF DIRECT EMPLOYMENT OPPORTUNITIES

Phase	Pre-enhancements		Post-enhancements	
		Impact Significance		Impact Significance
Construction	Positive	Medium	Positive	High
Operation	Positive	Low	Positive	Medium

6.2.2 POTENTIAL TO CREATE SKILLS AND LABOUR SHORTAGES

Impact Overview

The increased demand for labour driven by the Project may contribute to skills shortages on the island for the pre-existing workforce. The need for specialised skills may outstrip the available local workforce, creating gaps in relevant industries required for maintenance on the island.

Skills and labour shortages can be mitigated by providing on-the-job training, preferring to hire contractors, partnering with educational institutions, creating a target for apprenticeships and sourcing majority of the workforce from broader NSW.

NWS SIA categories

Livelihoods; Accessibility.

Affected Stakeholders

Local community organisations and businesses.

Findings

Economic benefits notwithstanding, the Project also has the potential to negatively impact the availability of skilled workers within the Social Locality. This impact is typically recognised when a considerable proportion of skilled workers available in a region are employed on a single Project, meaning that other businesses and/or operations are unable to draw from the same pool of skilled workers to fulfil their job requirements.

Economic profile: The baseline data provides the following key findings and assumptions related to employment opportunities:

- *Population stagnation:* Population stagnation in regional centres can intensify socio-economic challenges, such as labour shortages and infrastructure degradation, as these regions often have fewer alternative sources of economic activity to buffer against such impacts;
- *Relevant occupations:* A portion of Lord Howe Island's workforce holds skills and occupations relevant to the Project's Construction Phase. This overlap may lead some workers to leave their current roles to join the Project, which could impact local businesses by reducing their ability to recruit or retain staff. In turn, this may affect their capacity to meet operational demands; and
- *Workforce diversity:* The Project will create employment opportunities in construction and infrastructure, industries that currently represent a small share of Lord Howe Island's economic activity.

Economic assessment: The labour force in the region is expected to be insufficient to meet the demand from the Project. As a result, it is likely that some labour will shift industries, individuals outside of the labour force may rejoin, and there may be inward movement of labour from other regions. Given the demand for labour, wage increases may occur depending on whether the shortage can be met at the current wage rate.

Local businesses: There is a risk that the Project could lead to shortages of skill on the island. However, this risk is reduced because many local workers with relevant skill sets are independent contractors who often move between jobs. This flexibility means they can take up work on the Project without being tied to one employer, aiding local businesses to manage any temporary shortages.

The Project may also create more competition for local goods and service providers, especially those needed for construction. This could make it harder for local businesses to take on smaller jobs, which may reduce support for community members. If access to goods and services becomes limited, prices could rise, making essential items less affordable for vulnerable people, such as the elderly or those with lower incomes.

Management and Mitigation

To address the potential development of skills shortages within the Social Locality, the Project will adopt the following management measures:

- Develop and implement the LEP+ for the Project, including the proposed mitigation and management measures contained therein;
- Monitor for skills shortages within the region and take this into consideration with EPC Contractor recruitment objectives;
- Develop and implement a SEP, inclusive of the requirement to maintain ongoing communication with Lord Howe Island Board and local business groups;
- Develop and implement a grievance mechanism to ensure that concerns / complaints raised by stakeholders, including in relation to skills shortages and local business impacts, are identified and acted upon;
- Ensure that on-the-job training programs are provided to upskill local workers with transferable skills; and
- Preference hiring contractors to meet short-term labour demands with specialised skills.

Impact Significance

A summary of the impact assessment characteristics for the potential creation of skills shortages is provided in **Table 6-5**.

TABLE 6-5 IMPACT CHARACTERISTICS OF SKILLS AND LABOUR SHORTAGES

Impact Characteristics	Key Finding
Extent	Skill shortages have potential to generate impacts throughout the social locality across a range of industries.
Duration	The impact will mainly be felt during the Construction Phase, which is expected to occur over a 15-month. Impact is expected to be negligible during operations.
Severity	The Project demands on the Social Locality are in moderate relation to the workforce population. The Social Locality contains a small portion of occupations relevant to the skill requirements of the Project.
Sensitivity	The Social Locality may not be large enough to easily adapt to shifting labour dynamics.
Level of Interest	Stakeholders have expressed strong interest in understanding how local employment opportunities associated with the Project may contribute to creating skills and labour shortages on the Island.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-6**.

TABLE 6-6 IMPACT SIGNIFICANCE OF SKILLS AND LABOUR SHORTAGES

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Moderate	Possible	Medium	Minor	Unlikely	Low
Operation	/	/	/	/	/	/

6.3 LOCAL DISRUPTIONS

Concerns regarding local disruptions during the construction phase typically include impacts related to social amenity resulting primarily from noise and vibration, dust, and visual impact.

6.3.1 CHANGES IN CULTURAL AND SOCIAL AMENITY

Impact Overview

Construction impacts including noise, vibration, dust, and visual amenity, could influence social amenity and potentially cause an impact on community health and wellbeing. Social amenity impacts have potential to exacerbate the needs of youth and elderly groups. In the Social Locality, the youth and elderly population remained consistently above the NSW average. These findings highlight the need for robust measures to mitigate noise, ensure safety, and control dust emissions, especially to protect the wellbeing of youth and the elderly, who may be more susceptible to environmental hazards.

NSW SIA Categories

Health and Wellbeing; Surroundings; Livelihood.

Affected Stakeholders

Immediate Neighbours; Surrounding Communities.

Findings

Land use: The island is renowned for its unique natural environment, including coral reefs, volcanic mountains, rainforests, and diverse marine ecosystems. These features are protected under the Permanent Park Preserve which covers 70% of the island and is managed under the *Environment Protection and Biodiversity Conservation Act 1999*. The Lord Howe Island Group was designated a UNESCO World Heritage site in 1982 and added to Australia's National Heritage List in 2007.

Land use on Lord Howe Island is primarily zoned for environmental protection under the Lord Howe Island LEP 2010. Planning for the PPP is the responsibility of the NSW DCCEEW.

Noise assessment: A noise and vibration impact assessment were undertaken to provide an assessment of potential noise and vibration impacts associated with the construction and operation of the Project (Refer to Appendix U of the EIS).

The Noise Impact Assessment (NIA) for the Project evaluated potential impacts during construction, operation, and water traffic activities. No significant noise impacts are expected from the Project. Equipment selection and placement must align with assessed sound power levels to ensure compliance.

Management and Mitigation

To address the potential negative changes in social amenity, the Project will adopt the following management measures:

- Develop and implement a SEP, inclusive of the requirement to provide frequent updates around local impacts arising from construction related activities to Immediate Neighbours and the Surrounding Communities;
- Develop and implement a grievance mechanism to ensure that concerns / complaints raised by stakeholders during construction are identified and acted upon; and
- Develop and implement a Construction Environmental Management Plan (CEMP) that will include specific mitigations for construction phase impacts, including:
 - Dust management;
 - Construction hours align with statutory requirements / approvals;
 - Conduct Health, Safety and Environment (HSE) awareness training where appropriate;
 - Noise and vibration management, including development and implementation of a Construction Noise and Vibration Management Plan (CNVMP) as per the management measures stated in the Noise and vibration impact assessment; and
 - Biosecurity risk management, refer to **Section 6.3.4**.

Impact Significance

A summary of the impact assessment characteristics for increased changes in social amenity is provided in **Table 6-7**.

TABLE 6-7 IMPACT CHARACTERISTICS OF CHANGES IN CULTURAL AND SOCIAL AMENITY

Impact Characteristics	Key Finding
Extent	Impacts are mostly at the local level with direct impacts to Immediate Neighbours, and indirect impacts experienced by the Surrounding Communities.
Duration	The impact will be mainly during the Construction Phase, which is expected to occur over a 20-month period.
Severity	The social amenity disruptions expected during construction are not likely to be experienced by other stakeholders in the Social Locality.
Sensitivity	Most of the impacts are likely to be experienced by Immediate Neighbours. There were no vulnerable or sensitive receptors identified as being impacted.
Level of Interest	Stakeholders are interested in construction impacts due to their potential effects on social amenity and vulnerable groups.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-8**.

TABLE 6-8 IMPACT SIGNIFICANCE FOR CHANGES IN CULTURAL AND SOCIAL AMENITY

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Moderate	Likely	High	Moderate	Possible	Medium
Operation	Moderate	Possible	Medium	Minor	Unlikely	Low

6.3.2 TRAFFIC CONGESTION AT LANDING FACILITIES OR ON LOCAL ROADS AND COMMUNITY SAFETY CONCERNS

Impact Overview

Transportation of materials and equipment to the Project Area has the potential to cause wear and tear on infrastructure and roads, foot and road traffic congestion and community safety impacts for road users. This includes risk of traffic injury or in the worst case a fatality, resulting from increased vehicle movements during the transportation of goods and workers to and from the Project Area.

NSW SIA Categories

Way of Life; Accessibility; Health and Wellbeing; Surroundings.

Affected Stakeholders

Immediate Neighbours; Surrounding Communities, Visitors to the Region.

Findings

Working hours: The Project's construction activities are proposed to be restricted to standard daytime construction hours, these times will have an impact on the local road network as traffic on roads will be increased by workers going to and leaving the Project Area around these times:

- 7:00 am to 6:00 pm (Monday to Friday);
- 7:00 am to 1:00 pm (Saturday); and
- No construction will occur on Sundays or Public Holidays.

Traffic impacts: Lord Howe Island's transport network is small and community-focused, with most people walking or cycling along shared roads and paths. Lagoon Road is the island's main vehicle route, connecting key locations like the jetty and airport, and typically sees low traffic volumes. Traffic and Transport Assessment (TTA) found that during construction, there will be a temporary increase in vehicle movements, particularly in the early morning and late afternoon, as workers travel to and from the site. While this includes some truck activity, the overall increase will be modest and managed to minimise disruption (Amber, 2025). For local users, the key concern is ensuring that this temporary traffic does not interfere with daily routines, access to the jetty, or the island's quiet, low-traffic environment. However, once operational, the jetty area is expected to function much as it does now, with minimal change for residents and visitors.

Traffic generation: The island's transport network is designed to support walking and cycling, with shared roads and a default speed limit of 25 km/h to ensure safety for all users. Lagoon Road is the main route for vehicles, connecting key locations like the jetty and airport. It typically sees low traffic volumes, while pedestrian and cyclist activity increase during peak tourist seasons.

The TTA (Amber, 2025) found that during the Project's construction phase, traffic will rise, especially during early mornings and evenings when workers arrive and depart. Up to 137 vehicle trips per day are expected, including frequent movements of large tipper trucks. Most of this traffic will use Lagoon Road to access construction zones.

During the 20-month construction phase, traffic congestion is expected to intensify, peaking between months 6 and 19, as daily workforce movements and frequent material deliveries increase vehicle activity along Lagoon Road, with up to 137 trips per day, while operational traffic is anticipated to remain steady, and minor infrastructure upgrades such as the fuel bowser are not expected to significantly affect overall volumes.

The increase in construction traffic is expected to disrupt the island's quiet, walkable environment, impact on safety and comfort for pedestrians and cyclists and diminish community wellbeing through noise and congestion.

During the 20-month construction phase, traffic congestion is expected to peak between months 6 and 19 due to daily workforce movements and frequent material deliveries. Equipment and supplies will be barged to the North Zone and trucked to the South Zone via Lagoon Road, increasing vehicle activity. With up to 137 vehicle trips per day, roads may experience congestion, especially during peak arrival and departure times. While operational traffic is expected to remain consistent with current levels, the addition of the fuel bowser and minor infrastructure upgrades is not anticipated to significantly increase traffic volumes.

Community Safety: An increase in daily traffic volumes and the use of larger construction vehicles may impact community safety by delaying emergency response times, increasing the likelihood of unsafe driving behaviours and exposure to air pollution, while also accelerating the deterioration of road surfaces, which heightens the risk of traffic accidents and negatively impacts overall community health and wellbeing.

Management and Mitigation

To address traffic and transport related disruptions to stakeholders, the Project will adopt the following management measures:

- Encourage walking and cycling, and provide a shuttle bus/boat service where practical to enable the local workforce to easily commute to the Project site;
- Train drivers on local traffic conditions, shared road use, and speed limits;
- Implement temporary traffic controls and reduce speeds in high pedestrian areas;
- Use vehicle-to-vehicle communication for safe truck movements;
- Monitor driver behaviour and enforce protocols throughout construction;
- Regularly inspect and clean roads by repairing damage caused by construction;
- Develop and implement a SEP, inclusive of the requirement provide frequent updates around local impacts arising from construction related activities to Immediate neighbours and the surrounding community. Neighbours are to be consulted and notified regarding the timing of major deliveries which may require additional traffic control and disrupt access. The SEP includes:
 - Continued engagement with Immediate Neighbours to ensure that matters raised in relation to traffic concerns are appropriately considered and incorporated into construction management processes and procedures.
- Repair damaged roads and/or upgrade roads; and
- Develop and implement a grievance mechanism to ensure that concerns / complaints raised by stakeholders during construction are identified and acted upon.

Impact Significance

A summary of the impact assessment characteristics related to traffic congestion, community safety concerns, and deterioration of road surface conditions is provided in **Table 6-9**.

TABLE 6-9 IMPACT SIGNIFICANCE OF TRAFFIC CONGESTION AT LANDING FACILITIES OR ON LOCAL ROADS AND COMMUNITY SAFETY CONCERNS

Impact Characteristics	Key Finding
Extent	It is anticipated that traffic disruptions will be experienced in the Social Locality. The geographical extent of the cumulative impact is across the Social Locality but will be primarily experienced between the two Project sites and within the main settlement.
Duration	The impact will mainly be during the Construction Phase, which is expected to occur over a 20-month period, and to a lesser extent during operations which will be ongoing.
Severity	Traffic generated by the Project has the potential to impact the small and sensitive transport network. Implementing mitigation measures is essential to preserve the island's unique environment, protect the safety of residents and tourists, and ensure that daily life and visitor experiences are not disrupted by increased vehicle movements.
Sensitivity	There is a possibility that vulnerable groups who directly and/or indirectly use the roads (i.e., elderly, emergency services, youth, etc.) may be affected.
Level of Interest	It has been communicated to stakeholders that a small increase in traffic would occur. This did not appear to be an issue for stakeholders.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-10**.

TABLE 6-10 IMPACT SIGNIFICANCE OF TRAFFIC CONGESTION AT LANDING FACILITIES OR ON LOCAL ROADS AND COMMUNITY SAFETY CONCERNS

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Major	Likely	High	Major	Possible	Medium
Operation	Major	Possible	Medium	Major	Unlikely	Low

6.3.3 (PERCEIVED) HEALTH IMPACTS, HAZARDS AND RISKS

Impact Overview

Concerns about adverse health impacts CIP are common in Projects of this nature, including noise impact, bushfire, safety concerns linked to the release of toxic chemicals in the case of accidents, and the polluting of water supply linked to potential mismanagement of disposal of waste.

NSW SIA Categories

Health and Wellbeing; Community; Way of Life.

Affected Stakeholders

Immediate Neighbours; Surrounding Communities.

Findings

Engagement findings: Stakeholder engagement revealed limited concerns regarding the impact of the Project to their health.

Community health: There is one health facilities available within the Social Locality, but baseline data on the Social Locality's population health indicates that the local community's neurocognitive and respiratory health conditions are below the State's average. This may suggest a smaller demand for health services; however, the Project should be cautious not to put additional pressure on existing health services (refer to **Section 5.6.2**).

Indigenous people's health: Additionally, it was found that there is a low Indigenous population in the Social Locality, in comparison to the State average. The Project is not expected to exacerbate existing health, education, and economic disparities faced by Indigenous communities (NIAA, 2023). This can be particularly important as the Indigenous population's median age is significantly lower compared to that of the overall population.

Noise and vibration assessment: A noise and vibration impact assessment were undertaken to provide an assessment of potential noise and vibration impacts associated with the construction and operation of the Project (Refer to Appendix T and U of the EIS).

Outcomes of this study are discussed in **Section 6.3.1** and suggest that noise and vibration impact during construction are predicted to be below highly affected thresholds. Noise is expected to exceed general management levels, particularly due to equipment like jackhammers and concrete saws. These exceedances may affect social amenity and wellbeing, especially for sensitive groups. Equipment must meet specified sound power levels, and any significant changes will require reassessment to ensure continued compliance. Road traffic impacts are not expected to pose health or safety risks, and cumulative noise impacts from other developments are unlikely.

It should be noted however that there can still be effects on the community's health. This could be in the form of annoyance, stress, frustration, and mental health issues such as anxiety and depression.

Inclusion of vulnerable people: Lord Howe Island has low cultural and language diversity, with most people speaking English at home, making it easier to communicate important information to the community. The population is older than the state average, so older residents may be more affected by noise, dust, and safety risks during construction, and should be given extra consideration. The number of Indigenous residents is small and has decreased, but this group is younger and has lower household

incomes, making them more vulnerable and in need of culturally appropriate support. While the island faces some economic challenges, the Project can help by creating jobs and supporting local services. Although bushfires and floods are not a major risk now, climate change could make bushfires more likely in the future, so it's important to plan new facilities with safety in mind.

Management and Mitigation

To address the perceived health impacts associated with the Project, the following management measures will be adopted:

- Implementation of a SEP tailored to the operational phase of the Project will be important to facilitate appropriate, transparent, and meaningful stakeholder engagement;
- The grievance mechanism should be maintained throughout the life of the Project to manage concerns that may arise during operational activities;
- Develop and implement a CEMP, as outlined in **Section 6.3.1**;
- Develop and implement an Operational Environmental Management Plan (OEMP) which will include specific mitigations for the Project, and may include:
 - System and operational monitoring;
 - Site management and maintenance responsibilities;
 - Erosion control measures to prevent soil erosion and runoff;
 - Biosecurity management (including pest control and weed management);
 - Emergency Response Plan; and
 - Waste Management Plan.
- To align all communication with the Community's culture and values and align the Project's construction, operation and engagement activities with the Social Locality's events and festivals calendar.

Impact Significance

A summary of the impact assessment characteristics for perceived health impacts is provided in **Table 6-11**.

TABLE 6-11 IMPACT CHARACTERISTICS OF PERCEIVED HEALTH IMPACTS

Impact Characteristics	Key Finding
Extent	The extent of this impact is limited to the immediately surrounding areas of the Project. However, the perception of the impact may extend to members of the surrounding community.
Duration	Impacts may remain for the entire duration of the Project.
Severity	Based on the technical studies, it is expected that the severity of health impacts will be minimal. However, if other physical hazards were to occur, the degree of change would increase.
Sensitivity	The Indigenous population's low median age indicates that this group has a high vulnerability to potential health impacts.
Level of Interest	Limited interest in relation to the impacts to human health.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-12**.

TABLE 6-12 IMPACT SIGNIFICANCE OF PERCEIVED HEALTH IMPACTS

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Moderate	Likely	High	Moderate	Possible	Medium
Operation	Moderate	Possible	Medium	Minor	Unlikely	Low

6.3.4 IMPACTS ON THE ENVIRONMENT AND BIODIVERSITY

Impact overview

The Project has potential to disturb biodiversity and the environment of its surroundings, which may cause implications for the population of the Social Locality, e.g., through a feeling of loss, effects on health and wellbeing, access to resources and ecosystem services, or cultural disruptions.

NSW SIA Categories

Surroundings.

Affected Stakeholders

Surrounding communities; Immediate neighbours.

Findings

Land and land use context: Land use on Lord Howe Island is primarily focused on conservation, with most of the Island protected as a Permanent Preserve Park (PPP). Human settlement and development are limited and tightly regulated, supporting a small population and low-impact tourism. These conditions highlight the importance of sustainable practices and ecological management to preserve the island's unique biodiversity and environmental integrity.

A preventative approach underpins biosecurity management, with a strong emphasis on early intervention at the mainland before freight and visitors arrive. The design of new marine and biosecurity infrastructure reflects best-practice standards, requiring intervention systems at both the mainland port and on the island.

The Project is likely to increase cargo during the construction phase, raising biosecurity risks that will need to be managed by the contractor. Marine vessel freight is essential for aviation fuel and supplies, and any disruption would significantly affect tourism and emergency response. An agreement is in place to ensure MV Island Trader operations continue until March 2027. As the largest infrastructure investment in decades, the Project will support long-term environmental sustainability and the protection of the island's unique biodiversity.

Biodiversity Development Assessment Report (BDAR): To assess potential biodiversity impacts from the Project, a BDAR (SLR Consulting, 2025) was undertaken using desktop analysis and field surveys in both the North and South Zones in 2024. The study area contains 15 unique vegetation communities, with several classified as significant under the Lord Howe Island LEP. One community, the Sallywood swamp forest, aligns with the critically endangered 'Lagunaria Swamp Forest', though it is expected to be avoided by the Project. Surveys recorded 80 flora species, including 49 native species, with no threatened flora found. Two threatened species, the Knicker Nut and Sand Spurge, have a moderate likelihood of occurring. Eleven weed species were identified, with Blue Morning Glory requiring eradication and others managed under control strategies. Fauna surveys recorded 32 species, including 13 listed as threatened under the BC Act and/or EPBC Act, such as the Lord Howe Woodhen, Providence Petrel, and Lord Howe Island Gecko.

Maritime Archaeological Impact Assessment (MAIA): A MAIA (MTS Heritage Pty Ltd, 2025) was undertaken to evaluate potential impacts of the Project on known and potential maritime relics, in line with relevant heritage legislation and guidelines. Historical research and database research identified four shipwrecks near the North Zone and confirmed the heritage significance of the Lord Howe Island Lagoon. The assessment found low archaeological potential in both the North and South Zones, with limited likelihood of relics due to past disturbances and lack of known infrastructure in some areas.

Coastal and Marine Ecology Assessment (CMEA): The CMEA (O2 Marine, 2025) highlights a range of potential impacts to marine biodiversity. While the proposed infrastructure is unlikely to significantly affect the island's ecosystems due to its small scale and existing development, precautionary measures are essential. Sensitive benthic habitats, including seagrass and fringing reefs, may be exposed to contamination and physical damage from construction activities such as barge mooring and piling. Coral reefs, although not directly within the development footprint, could be indirectly impacted by shading and water quality degradation. Macrophyte and macroalgae loss is expected but not considered ecologically significant. Fish and marine fauna may be affected by underwater noise and habitat changes, with vessel strike and debris ingestion posing additional risks. However, with appropriate mitigation, such as timing

works to avoid sensitive periods, managing vessel speeds, and implementing debris controls, no significant impacts are anticipated to marine invertebrate diversity or threatened species. Biosecurity risks and invasive species introduction via marine debris also warrant ongoing monitoring and management.

Technical Paper - Soil: The Soil report (SMEC, 2025) assessment concluded that acid sulfate soils are highly unlikely to occur, based on soil characteristics and lab analysis. Dryland salinity is also absent, although natural salt presence is expected due to the island's proximity to the marine environment. Contamination risks at the WMF and northern jetty area are considered low and manageable under standard construction practices. Erosion impacts are expected to be minimal, as most works occur in already modified areas. Mitigation measures, including a Construction Soil and Water Management Plan (CSWMP), will be implemented to manage soil disturbance, support rehabilitation, and minimise off-site impacts through careful topsoil handling and redistribution.

Contamination: A Detailed Site (Contamination) Investigation (SMEC, 2025) was carried out at the WMF site to evaluate contamination and its suitability for continued use. Soil and rock samples were taken from various depths, revealing shallow fill and natural sands across the site. Asbestos was found in several locations at levels above safety thresholds. Microbial contamination, including *E. coli*, was present in multiple areas. Elevated levels of metals such as zinc, copper, and nickel were detected, exceeding ecological safety limits. Groundwater tests showed high concentrations of several metals and nutrients, and PFOS was found in all water samples, likely influenced by nearby regional sources including the airport. Despite these findings, the overall risk to people and the environment is considered low and manageable, and the site remains suitable for its current use.

Despite the presence of contamination, sensitive habitats, threatened species, and potential marine and heritage risks, and recognising that environmental and biodiversity concerns were raised during community engagement (particularly by permanent residents most likely to be affected), the project is expected to have a moderate to low social impact on local communities, provided that appropriate mitigation measures are implemented to protect ecological values, cultural heritage, and public wellbeing.

Management and Mitigation

To address the impacts on the environment and biodiversity associated with the Project, the following management measures will be adopted:

- Timing works to avoid sensitive periods;
- Managing vessel speed;
- Implementation of debris controls;
- Implementation of a SEP tailored to the operational phase of the Project will be important to facilitate appropriate, transparent, and meaningful stakeholder engagement;
- The grievance mechanism should be maintained throughout the life of the Project to manage concerns that may arise during operational activities; and

- Develop and implement a CSWMP, CEMP and an OEMP which will include specific mitigations for the Project, and may include:
 - System and operational monitoring;
 - Site management and maintenance responsibilities;
 - Implement erosion control measures to prevent soil erosion and runoff;
 - Biosecurity management (including pest control and weed management);
 - Emergency Response Plan; and
 - Waste Management Plan.

Impact Significance

A summary of the impact assessment characteristics for impacts on the environment and biodiversity is provided in **Table 6-13**.

TABLE 6-13 IMPACT SIGNIFICANCE OF IMPACTS TO ENVIRONMENT AND BIODIVERSITY

Impact Characteristics	Key Finding
Extent	Impacts are mostly at the local level with direct impacts to permanent residents, with indirect impacts experienced by tourists.
Duration	The impact will mainly be felt during the Construction Phase, which is expected to occur over a 20-month period.
Severity	Impacts will be most acutely experienced by Immediate Neighbours (permanent residents).
Sensitivity	Most of the impacts likely to be experienced by Immediate Neighbours (permanent residents).
Level of Interest	Stakeholders noted that strengthening preventative biosecurity measures, especially at mainland departure points, would be essential to securing Lord Howe Island's future, with integration of waste management and clear communication being critical to success.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-14**.

TABLE 6-14 IMPACT SIGNIFICANCE OF IMPACTS TO ENVIRONMENT AND BIODIVERSITY

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Major	Possible	High	Moderate	Possible	Medium
Operation	Moderate	Possible	Medium	Minor	Unlikely	Low

6.3.5 POTENTIAL FOR REDUCED COMMUNITY COHESION

Impact Overview

Local disruptions arising from the Project's construction can increase the risk of reduced community cohesion and increased negative sentiment within the community. Increased social tensions due to divergent opinions related to the desirability of the Project and population change may reduce community cohesion and result in negative mental health and wellbeing impacts to the local community. This difference of opinion between community members over the Project may lead to increased tension within the community.

NSW SIA Categories

Health and Wellbeing; Decision-making Systems; Way of Life; Community.

Affected Stakeholders

Immediate Neighbours; Surrounding Communities.

Findings

Potential for reduced community cohesion was identified based on the following:

Engagement findings: Stakeholders participating in engagement activities expressed competing views on marine infrastructure and vessel procurement for Lord Howe Island, highlighting concerns about potential impacts on community cohesion. While many stakeholders acknowledged the importance of delivering fit-for-purpose infrastructure to support long-term service continuity and environmental resilience, others raised objections to specific proposals, such as the two-storey building at Wilsons Landing and the ramp at the South Zone, citing issues related to scale, erosion risk, and environmental impact. Stakeholders also voiced differing opinions on the location and design of new facilities, the necessity of additional government office space, and operational challenges at the existing jetty. The majority of these concerns have influenced the development of the Project design. These divergent perspectives reflect underlying social tensions, and stakeholders emphasised that without transparent decision-making and inclusive engagement, infrastructure planning risks undermining community trust and support.

Disruptions and changes: Research indicates that disruptions to one's environment, such as the construction of projects and developments, can lead to a loss of place attachment and identity (Manzo, 2023), (Jozwik, 2024).

The changes brought about by the Project, particularly during its construction phase, can significantly alter the sense of place for individuals within the affected area. Each person may experience these disruptions differently, depending on their personal attachment to the locality and their resilience to change. The arrival of workers into the Social Locality due to the Project's construction can have profound effects on community cohesion as the introduction of a large non-local workforce often brings diverse cultural backgrounds, which can strain existing social norms and interactions (Owen, 2018), (World Bank, 2016). These cultural differences may lead to misunderstandings and conflicts, disrupting the established social fabric. As these tensions rise, the community may

experience a fragmentation of its bonds. Long-standing relationships and social networks can be weakened as residents struggle to adapt to the new social dynamics. This fragmentation can erode the sense of identity and belonging that the local population previously enjoyed, leading to feelings of alienation and disconnection.

Management and Mitigation

To address the potential for reduced community cohesion, the Project will adopt a suite of management measures comprising:

- The implementation of the SEP tailored to construction and operational phase of the Project will be important for the mitigation of potentially reduced community cohesion. Specifically, the Project will hold regular community meetings to keep residents informed about project progress and address concerns. It will also be transparent about decision making processes and provide regular updates on Project developments to build trust with the community. Recognising the impacts of temporary disruptions caused by construction activities, a concerted effort is needed to address lingering concerns and strengthen or rebuild community cohesion;
- A grievance mechanism will also be developed and implemented throughout the life of the Project to manage concerns that may arise during day-to-day construction and operational activities and to provide clear channels for community feedback and ensure timely responses to concerns and suggestions; and
- Apply a Worker Code of Conduct to establish clear behaviour standards for non-local workers to help maintain community cohesion and sense of belonging within the local community. All Project workers will be provided with information on cultural sensitivity to promote understanding and respect for local customs and norms and to foster mutual understanding between the local community and incoming workers.

Impact Significance

A summary of the impact assessment characteristics related to the potential reduced community cohesion is provided in **Table 6-15**.

TABLE 6-15 IMPACT CHARACTERISTICS OF POTENTIALLY REDUCED COMMUNITY COHESION

Impact Characteristics	Key Finding
Extent	Potential loss of community cohesion has the potential to impact all stakeholders within the Social Locality. However given the location of the Project, those stakeholders who permanently reside or are visiting Lord Howe Island are likely to be the most impacted.
Duration	It is anticipated that the loss of community cohesion will be mostly experienced during the construction period. The duration of this impact is also expected in the early stage of the Operational Phase but not persist for the lifespan of the Project.
Severity	The community across the Social Locality are relatively interdependent with strong community connections and values.
Sensitivity	The Social Locality comprises of a small and interconnected community. Accordingly, the loss of community cohesion may elicit a higher degree of change for impacted stakeholders.
Level of Interest	Infrastructure decisions for Lord Howe Island risk reducing community cohesion due to opposition around location, scale and environmental impacts of proposed developments, highlighting the need for inclusive engagement and transparent planning.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-16**.

TABLE 6-16 IMPACT SIGNIFICANCE OF POTENTIALLY REDUCED COMMUNITY COHESION

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Major	Possible	High	Moderate	Possible	Medium
Operation	Moderate	Unlikely	Medium	Minor	Unlikely	Low

6.4 ACCOMMODATION AND WORKER INFLUX

The social impacts associated with the influx of workers during the construction phase include the potential increase in demand for short and long-term accommodation (refer to **Section 6.4.1**) and the potential increase in demand for services and recreational facilities (refer to **Section 6.4.2**).

6.4.1 INCREASED DEMAND FOR SHORT- AND LONG-TERM ACCOMMODATION

Impact Overview

Temporary workers used during the construction phase have the potential to increase the demand for both short-term and long-term accommodation within the Social Locality. Due to the limited availability of both short- and long-term accommodation on Lord Howe Island, this may increase pressure on accommodation if substantive construction workforces are brought onto Lord Howe Island without an appropriate means to manage the worker influx. An increase in the number of construction workers on the island will increase demand for temporary tourist accommodation.

The reduction in STA has the potential to impact upon tourism operations within the Social Locality as the number of accommodation options available to support these ventures will be reduced. A reduction in tourist accommodation availability can lead to a loss of revenue for Local/Regional Businesses that heavily depend on the tourism sector. This loss of revenue may also result in those businesses struggling to cover operational costs, subsequently reducing their contribution to the local economy. Tourist ventures typically rely on a steady stream of visitors, and a decrease in accommodation options for travelers may threaten the viability and long-term sustainability of these businesses.

NSW SIA Categories

Livelihood; Community; Way of Life; Accessibility.

Affected Stakeholders

Local/Regional Businesses; Visitors to the Region; Surrounding Communities.

Findings

Current labour force: The Project is expected to require a peak construction workforce of approximately 25 FTE personnel. While Lord Howe Island has a resident labour force of 245, only a small proportion are employed in relevant sectors such as trades, machinery operation, and labouring. Combined with the island's small population size and higher median age, this limits the potential to source the full workforce locally. As a result, a significant portion of the construction and operational workforce will likely need to be sourced from off-island.

Accommodation required: Accommodation availability is a key consideration for the Project, given Lord Howe Island's limited housing stock and lack of long-term rental options.

To address this, some lodges will remain open throughout the winter months to house workers, ensuring that accommodation is available year-round. The temporary construction workforce will use 20 out of the island's 400 tourist beds, with agreements in place for accommodation. This arrangement is expected to have minimal impact on tourism during peak periods, as the majority of beds will remain available for visitors. These measures, secured through an Expression of Interest (EOI) process and an Accommodation Reservations Panel with seven local providers, help manage short-term

accommodation impacts and ensure that local businesses benefit from the Project. This approach supports community wellbeing by balancing the needs of the workforce with the ongoing requirements of the tourism sector.

For the operational phase, the Project infrastructure will be supported by the existing workforce residing on Lord Howe Island. However, any skills or labour shortages will depend on the same constraints identified for construction, such as limited industry diversity and an ageing population. Continued coordination with accommodation providers and careful workforce planning will be essential to ensure the Project supports community wellbeing without placing undue pressure on housing and tourism infrastructure.

Management and Mitigation

To address the potential increase in demand for short and long-term accommodation because of worker influx during the Construction Phase, the Project will adopt a suite of management measures comprising:

- Develop and implement a LEP+ for the Project. The LEP+ is to include measures to encourage and set targets for local employment for the EPC Contractor;
- Continue to engage with the Lord Howe Island Board to understand pressures experienced in relation to worker influx and accommodation;
- Engage with the proponents of other developments on Lord Howe Island that may arise in time to ascertain an understanding as to their construction periods and potential options to manage temporary population change and pressures on STA options;
- Stipulate ongoing consultation with residents and accommodation providers to manage occupancy and maximise use of local accommodation, without impacting the preservation or preventing its use for major event and holiday purposes; and
- Develop and implement a Worker Code of Conduct to mitigate the potential for increased anti-social behaviour or crime that may potentially arise from an increased number of visiting workers. The Worker Code of Conduct should include, at a minimum:
 - Principles of behaviour: Guideline for appropriate behaviour that apply to interactions with all workers whether at work or out of work;
 - Anti-harassment, bullying and discrimination: Sets out the provisions for appropriate conduct, and outlines potential consequences of breach to these provisions;
 - Work health and safety: Requires that all workers understand their obligations to comply with the relevant work health and safety procedures and legislative requirements;
 - Develop and implement a SEP, inclusive of the various stakeholders relevant to the Workforce Accommodation Plan; and
 - Develop and implement a grievance mechanism to ensure that concerns / complaints raised by stakeholders are identified and acted upon.

Impact Significance

A summary of the impact assessment characteristics related to the potential increase in demand for short and long-term accommodation is provided in **Table 6-17**.

TABLE 6-17 IMPACT CHARACTERISTICS OF INCREASED DEMAND FOR SHORT AND LONG-TERM ACCOMMODATION

Impact Characteristics	Key Finding
Extent	Affected stakeholders include Local/Regional Businesses, Visitors to the Region, and Surrounding Communities. The reliance on external labour due to limited local workforce capacity broadens the impact beyond the immediate community.
Duration	The pressure on accommodation will be limited to 20 months during the detailed design, site investigations, and construction.
Severity	While the population increase is modest, the lack of long-term rentals and limited housing stock increases severity. However, mitigation measures such as the Accommodation Reservations Panel and pre-booked beds reduce the overall impact.
Sensitivity	High sensitivity due to limited accommodation options and potential displacement of tourism-related bookings. Vulnerable groups may be disproportionately affected.
Level of Interest	Stakeholder concern was limited due to the temporary nature of the impacts and proactive mitigation strategies. Continued coordination with accommodation providers should maintain low concern levels.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-18**.

TABLE 6-18 IMPACT SIGNIFICANCE OF INCREASED DEMAND FOR SHORT AND LONG-TERM ACCOMMODATION

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Major	Likely	High	Moderate	Possible	Medium
Operation	Moderate	Possible	Medium	Minor	Unlikely	Low

6.4.2 INCREASED DEMAND FOR SERVICES AND SOCIAL INFRASTRUCTURE

Impact Overview

Visiting workers may create pressure on services and social infrastructure.. This demand may lead to overcrowding, extended wait times, and impact on recreational experiences, which may lead to a sense of frustration and dissatisfaction among the community, ultimately impacting the health and well-being of residents.

NSW SIA Categories

Accessibility; Way of Life; Health and Wellbeing.

Affected Stakeholders

Surrounding Communities; Immediate Neighbours.

Findings

Social infrastructure: The Social Locality offers a limited range of health services, including a 24-hour emergency facility and mental health support. With an ageing population and overall health outcomes below the State average, demand for these services is expected to increase. Existing social and emergency infrastructure appears to have limited capacity to service the workforce required for the Construction Phase. During the Construction Phase, the local health system may also be used by the incoming workforce for illness or injury, potentially placing additional pressure on already limited resources. The younger median age of Indigenous residents, alongside the ageing population, places both groups among those considered vulnerable, and they remain important considerations for future service planning. Vulnerable groups will be most impacted, including those requiring access to medical services, social infrastructure, and recreational opportunities.

In addition, accommodation, local services, and social infrastructure may face additional strain if peak construction activity coincides with major community events such as Discovery Day and the Dark Sky Festival, or other high-tourism periods, potentially impacting service availability for both residents and visitors.

Due to limited-service capacity and the distance to mainland services, if the workforce is sourced entirely externally, the Project may place additional strain on social infrastructure and services. This could result in longer waiting times, delays in emergency response, and increased pressure on health and community services, particularly affecting vulnerable groups such as the ageing population. Extended wait periods and reduced access to timely care may contribute to heightened stress, anxiety, and broader wellbeing impacts within the community.

Management and Mitigation

To address the increased demand for services and recreation facilities because of worker influx during the Construction Phase, the Project will adopt a suite of management measures comprising:

- Continue to engage with Lord Howe Island Board to understand pressures experienced by the townships in relation to worker influx and accommodation;
- Continue to engage with relevant health (e.g., hospitals, medical clinics, etc.) and emergency services (e.g., ambulance, police, fire brigade, State Emergency Service [SES], etc.) to understand strains and design measures to mitigate strain on local services;
- Develop and implement a SEP; and
- Develop and implement a grievance mechanism to ensure that concerns / complaints raised by stakeholders are identified and acted upon.

Impact Significance

A summary of the impact assessment characteristics related to the increase in demand for services and recreational facilities is provided in **Table 6-19**.

TABLE 6-19 IMPACT CHARACTERISTICS OF INCREASED DEMAND FOR SERVICES AND FACILITIES

Impact Characteristics	Key Finding
Extent	Stakeholders in the Social Locality may be impacted by increased pressure on social and emergency services resulting from the peak workforce of 25 FTEs, most of whom are expected to be non-local workers.
Duration	The period of influx and pressure on services and facilities will be time-limited to the Construction Phase, which is expected to occur over a 20-month period.
Severity	Existing social and emergency infrastructure appears to have limited capacity to service the workforce required for the Construction Phase. Additional strain is likely if peak construction coincides with major community events or high-tourism periods, potentially impacting service availability for both residents and visitors.
Sensitivity	Vulnerable groups will be most impacted, including those requiring access to medical services, social infrastructure, and recreational opportunities. Both the small Indigenous population and the ageing population are important considerations for future service planning.
Level of Interest	Given that the tourism industry is accountable for a significant portion of visitation to the Island, there is significant demand for reliable freight and waste services, and any reduction in service availability may affect both residents and visitors.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-20**.

TABLE 6-20 IMPACT SIGNIFICANCE OF INCREASED DEMAND FOR SERVICES AND FACILITIES

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Major	Possible	High	Moderate	Possible	Medium
Operation	/	/	/	/	/	/

6.5 LAND USE AND LANDSCAPE

The social impacts associated with land, the landscape, and the use of land include (perceived) impacts in relation to the value of land (refer to **Section 6.5.1**), alterations to the landscape and visual amenity (refer to **Section 6.5.2**), and potential impacts on tangible and intangible cultural heritage (refer to **Section 6.5.3**).

6.5.1 PERCEIVED IMPACTS TO FEATURES OF NATURAL SIGNIFICANCE ASSOCIATED WITH UNESCO WORLD HERITAGE PROPERTY

Impact Overview

Perceived potential impacts to neighbouring land values resulting from altered unique character because of the Project.

NSW SIA Categories

Livelihoods; Health and Wellbeing; Decision Making Systems

Affected Stakeholders

Immediate Neighbours; Surrounding Communities

Findings

Engagement findings: The Project raised concerns regarding perceived impacts visual amenity. Siting and design decisions, particularly relating to new vessels, marine infrastructure and the potential South Zone development, pose risks to environmentally sensitive areas, including erosion-prone coastlines, coral habitats and heritage-rich landscapes.

Community opposition to large-scale developments, such as the two-storey building at Wilsons Landing and the proposed ramp at the South Zone, reflects anxieties around altering the island's visual amenity and ecological character.

Landscape Character Visual Impact Assessment (LCVIA): The Landscape Character and Visual Impact Assessment (LCVIA) identified eight distinct zones across Lord Howe Island, ranging from highly sensitive, undeveloped areas to more developed zones with existing infrastructure. The assessment followed Transport for NSW guidelines, evaluating each zone's sensitivity to change and the scale of proposed works. Undeveloped areas were rated as highly sensitive due to the island's World Heritage status. Two zones were assessed as having 'high-moderate' impacts from direct project works, while the remaining six were rated 'moderate', with either direct or indirect impacts.

The LCVIA also examined how the project might affect everyday views from key locations. Viewpoints were assessed based on visual quality, importance, and proximity to the project, with public lookouts, recreational areas, and scenic residences rated as highly sensitive. Of 22 identified viewpoints, 13 were assessed in detail, with several, such as Kim's Lookout, Old Settlement Beach, Transit Hill Lookout, and Cobby's Corner, expected to experience moderate to high visual impacts. These findings highlight the importance of protecting the island's natural character and scenic landscape in line with its World Heritage status.

In this instance, the social impact of the Project is closely tied to the community's strong connection to Lord Howe Island's natural and visual character, which is central to its UNESCO World Heritage status.

The LCVIA highlights that several key viewpoints expected to experience moderate to high visual impacts. These changes, alongside siting and design decisions involving new vessels, marine infrastructure, and potential development in the South Zone, have raised community concerns about erosion-prone coastlines, coral habitats, and heritage-rich landscapes. Opposition to large-scale developments such as the two-storey building at Wilsons Landing and the proposed ramp reflects a broader apprehension about diminishing the island's visual amenity and ecological integrity. The outcome of these perceived impacts is a heightened sense of social disruption, where changes to the landscape are seen not only as physical alterations but as threats to the island's identity, cultural values, and community wellbeing.

Management and Mitigation

To minimise perceived land devaluation impacts associated with the operation of the Project, the following management and mitigation measures will be adopted:

- Implement visual impact mitigations for sensitive receptors as identified in the LCVIA (Refer to Appendix L of the EIS); and
- Develop and implement a grievance mechanism, so that community concerns can be identified and actively managed.

Impact Significance

A summary of the impact assessment characteristics linked to impacts to land values is provided in **Table 6-21**.

TABLE 6-21 IMPACT CHARACTERISTICS OF FEATURES OF NATURAL SIGNIFICANCE ASSOCIATED WITH UNESCO WORLD HERITAGE

Impact Characteristics	Key Finding
Extent	The perceived impact is limited to individuals and the broader community.
Duration	The duration of the Project is anticipated to be ongoing. However, the perception of this impact is not likely to persist for the life of the Project.
Severity	There may be missed outcomes on property devaluation of Immediate Neighbours that are visually impacted or Surrounding Communities.
Sensitivity	There is limited proximity to property types likely to be affected and the flat landscape helps to minimize visual impacts. Additionally, the Project will always be viewed simultaneously with surrounding buildings, and due to the small size of the Project, will not contribute significant impacts in addition main settlement on Lord Howe Island.
Level of Interest	The projects perceived to impact natural features or community character could create uncertainty, while well-integrated, sensitively designed improvements may enhance value by supporting long-term sustainability and functionality.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-22**.

TABLE 6-22 IMPACT SIGNIFICANCE OF FEATURES OF NATURAL SIGNIFICANCE ASSOCIATED WITH UNESCO WORLD HERITAGE

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Minor	Possible	Medium	Minor	Unlikely	Low
Operation	/	/	/	/	/	/

6.5.2 ALTERED VISUAL AMENITY

Impact Overview

Altered character and concerns about the Project's aesthetics has the potential to impact local community's sense of place and connection to the area and cause stress and anxiety amongst them.

NSW SIA Categories

Surroundings; Health and Wellbeing.

Affected Stakeholders

Immediate Neighbours; Surrounding Communities.

Findings

Engagement findings: Visual impact is a common concern among communities regarding the development of infrastructure projects, particularly in sensitive areas, with stakeholders raising similar concerns in other remote locations. Given the uniqueness of Lord Howe Island, these concerns tend to be surrounding the preservation of the natural landscape and biodiversity (on and around the island).

Visual impact: The LCVIA concluded that the Project will result in moderate to high-moderate impacts on visual amenity across Lord Howe Island, particularly in areas of high scenic and ecological value. Of the eight landscape character zones assessed, LC2 (marine infrastructure) and LC4 (the Lagoon) are expected to experience the most direct and noticeable changes due to construction activities. Key viewpoints such as Kim's Lookout, Old Settlement Beach, and Transit Hill Lookout, valued for recreation, residential use, and scenic quality, were found to be highly sensitive and likely to undergo moderate to high-moderate visual impacts. These changes may affect the perceived natural character and visual quality of the island, which is closely tied to its World Heritage status and contributes to land value. While mitigation measures such as sensitive design and vegetation screening are proposed, the introduction of new infrastructure will inevitably alter existing views and landscape character in key locations.

As a result, the social impact of altered visual amenity is expected to be significant. The community's strong connection to the island's natural landscape means that changes to familiar and valued views may lead to a sense of loss, reduced satisfaction, and concern over the long-term preservation of the island's identity. These impacts may also influence public attitudes toward future development and conservation efforts, reinforcing the importance of careful planning and ongoing community engagement.

Management and Mitigation

To minimise the real or perceived visual impacts associated with the Project, and the resultant impact on stakeholders, the following mitigation measures will be adopted:

- The implementation of a SEP will be important to facilitate appropriate, transparent, and meaningful stakeholder engagement. Ongoing consultation with Immediate Neighbours to provide screen planning to manage the visual impact from neighbouring properties is key to managing this impact. This work may include completion of a localised visual impact assessment where merited;
- Implementation of the recommendations of the LVCIA; and
- The grievance mechanism should be maintained throughout the life of the Project to manage concerns that may arise during operational activities.

Impact Significance

A summary of the impact assessment characteristics for altered rural character (visual amenity) impacts is provided in **Table 6-23**.

TABLE 6-23 IMPACT CHARACTERISTICS OF IMPACTED VISUAL AMENITY

Impact Characteristics	Key Finding
Extent	It is anticipated that the Project will have high-moderate impacts on visual amenity.
Duration	The duration of the Project is anticipated to be ongoing. However, the perception of this impact is not likely to persist for the life of the Project.
Severity	There may be significant impacts to visual amenity that interferes with tourism and scenery enjoyed by residents.
Sensitivity	The community's strong connection to the island's natural landscape means that changes to familiar and valued views may lead to a sense of loss, reduced satisfaction, and concern over the long-term preservation of the island's identity. Key viewpoints and areas of high scenic value are highly sensitive to change.
Level of Interest	Stakeholders have expressed strong concerns about preserving the island's unique natural landscape and biodiversity, which are important to its World Heritage status and community identity. These impacts may influence public attitudes toward future development and conservation efforts, highlighting the importance of careful planning and ongoing community engagement.

Based on the findings outlined in this section, the pre-mitigation and post-mitigation impact significance across all relevant project phases is outlined in **Table 6-24**.

TABLE 6-24 IMPACT SIGNIFICANCE INSUFFICIENT OF IMPACTED VISUAL AMENITY

Phase	Pre-mitigation			Post-mitigation		
	Magnitude	Likelihood	Impact Significance	Magnitude	Likelihood	Impact Significance
Construction	Moderate	Likely	High	Moderate	Possible	Medium
Operation	Moderate	Possible	Medium	Minor	Unlikely	Low

6.6 SUMMARY OF SOCIAL IMPACTS

Table 6-25 provides an overview of all social impacts identified within this section and includes pre- and post-mitigation significance scorings as well as proposed management measures.

TABLE 6-25 SUMMARY OF SOCIAL IMPACTS

Impact Group	Impact Description	Directly Affected Stakeholders	NSW SIA Categories	Project Phase	Pre-Mitigation/Enhancement			Summary of Mitigation/Enhancement Measures	Post-Mitigation/Enhancement
					Magnitude	Likelihood	Significance		
Stakeholders and Community	Effectiveness of stakeholder engagement	Local community organisations and businesses; Surrounding Communities; Immediate Neighbours	Health and Wellbeing; Decision-making Systems; Way of Life; Community	C	Major	Possible	High	SEP Grievance mechanism Promotion of mental health on website	Medium
				O	Moderate	Unlikely	Medium		Low
Employment and Procurement	Increased direct employment opportunities	Local community organisations and businesses	Livelihoods	C	Positive		Medium	LEP+ Work with EPC contractor to achieve maximum local employment targets Engagement with Lord Howe Island Board Grievance mechanism	High
				O	Positive		Low		Medium
	Potential to create skills and labour shortages	Local community organisations and businesses	Livelihoods, Accessibility	C	Moderate	Possible	Medium	LEP+ Monitor skills shortages within the region with EPC contractor SEP Grievance mechanism Provide on-the-job training programs Preference hiring contractors Partner with educational institutions Create target for apprenticeships	Low
Local Disruptions	Changes in cultural and social amenity	Immediate Neighbours; Surrounding Communities	Health and Wellbeing; Surroundings; Livelihood	C	Moderate	Likely	High	SEP Grievance mechanism CEMP HSE awareness training CNVMP Biosecurity risk management	Medium
				O	Moderate	Possible	Medium		Low
	Water traffic congestion at landing facilities from marine infrastructure and community safety concerns	Immediate Neighbours; Surrounding Communities; Visitors to the Region	Way of Life; Accessibility; Health and Wellbeing; Surroundings	C	Major	Likely	High	Deliveries to North Jetty for transfer to South Zone Encourage transport by foot and/or Shuttle bus/boat access to site SEP Driver training Temporary traffic controls Ensure vehicle communication Monitor driver behaviour Repair / upgrade damaged roads Grievance mechanism	Medium
				O	Major	Possible	Medium		Low
	Perceived health impacts, hazards and risks	Immediate Neighbours; Surrounding Communities	Health and Wellbeing; Community; Way of Life	C	Moderate	Likely	High	SEP Grievance mechanism CEMP OEMP Align Project activities with events/festivals calendar	Medium
				O	Moderate	Possible	Medium		Low
Impacts on the environment and biodiversity	Surrounding Communities; Immediate neighbours	Surroundings	C	Major	Possible	High	Timing works Managing vessel speed Debris control SEP Grievance mechanism CSWMP CEMP OEMP	Medium	
			O	Moderate	Possible	Medium		Low	
Potential for reduced	Immediate Neighbours; Surrounding Communities			C	Major	Possible	High	SEP Grievance mechanism	Medium

Impact Group	Impact Description	Directly Affected Stakeholders	NSW SIA Categories	Project Phase	Pre-Mitigation/Enhancement			Summary of Mitigation/Enhancement Measures	Post-Mitigation/Enhancement
					Magnitude	Likelihood	Significance		
	community cohesion		Health and Wellbeing; Decision-making Systems; Way of Life; Community	O	Moderate	Unlikely	Medium	Worker Code of Conduct	Low
Accommodation and Worker Influx	Increased demand for short- and long-term accommodation	Local/Regional Businesses; Visitors to the Region; Surrounding Communities	Livelihood; Community; Way of Life; Accessibility	C	Major	Likely	High	LEP+ Continue engagement with Lord Howe Island Board to understand accommodation pressures Engage with other proponents for potential options to manage pressures WAMP Ongoing consultation with residents and accommodation providers Worker Code of Conduct	Medium
				O	Moderate	Possible	Medium		Low
	Increased demand for services and recreational facilities	Immediate Neighbours; Surrounding Communities	Accessibility; Way of Life; Health and Wellbeing	C	Major	Possible	High	Continue to engage with Lord Howe Island Board to understand pressure on services Continue to engage with relevant health and emergency services Engage with other proponents to understand pressures of services and facilities SEP Grievance mechanism	Medium
Land Use and Landscape	Perceived impacts to features of natural amenity associated with UNESCO world heritage property	Immediate Neighbours; Surrounding Communities	Livelihoods; Health and Wellbeing; Decision-making Systems	C	Minor	Possible	Medium	Implementation LVCIA mitigations Aim to prioritise local initiatives to increase the value of lifestyle property Grievance mechanism	Low
	Altered visual amenity	Immediate Neighbours; Surrounding Communities	Surroundings; Health and Wellbeing	C	Moderate	Likely	High	SEP Work with local/regional businesses on landscape screening Implementation LVCIA mitigations Grievance mechanism	Medium
				O	Moderate	Possible	Medium		Low

7. MONITORING AND MANAGEMENT FRAMEWORK

This section provides an overview of the recommended monitoring framework for the social impact management measures put in place during the construction and operation phases of the Project. For the post-mitigation impact significant levels to be achieved, as outlined in **Section 6**, the social impact mitigations will need to be monitored in accordance with the framework plan outlined in **Table 7-1** and integrated with the broader Environmental Management Strategy (EMS) to be developed for the Project.

The objectives of monitoring are to:

- Verify the predicted impacts and identify any other impacts that may arise;
- Verify that management measures are being implemented as planned;
- Assess the effectiveness of the management measures; and
- Provide data for any necessary regulatory reporting to the State Government or other internal compliance reporting.

Accordingly, **Table 7-1** identifies the following:

- **Management Goals:** The overarching objective is to minimise the negative social impacts associated with the Project and enhance the positive impacts. As such, specific goals corresponding to each impact have been provided. These can be used to determine whether the management measures have been effectively implemented;
- **Proposed Monitoring Activities:** The monitoring activities proposed will ensure that relevant data is collected (e.g., the performance indicators) during the various phases of the Project to ensure the effectiveness of the management measures;
- **Desired Social Outcome:** Articulate desired social outcomes to measure the social performance of the Project;
- **Performance Indicators:** The indicators provide a mechanism to determine whether the goals have been met;
- **Target:** Provides the aspirational target for performance indicators that have been estimated based on the best available data and assumptions at the approvals stage. These targets may change upon receipt of additional data post-approvals;
- **Monitoring Frequency:** Outlines the period for data collection; and
- **Responsible Person:** Assigns the relevant person and/or entity to take charge of the proposed monitoring in order achieve the management goal.

TABLE 7-1 PROPOSED MONITORING FRAMEWORK

Management Goals	Proposed Monitoring Activities	Desired Social Outcome	Performance Indicator(s)	Target	Monitoring Frequency	Responsible Role
Stakeholder and Community						
Effectiveness of stakeholder engagement	<ul style="list-style-type: none"> Record queries and complaints received from stakeholders 	<ul style="list-style-type: none"> Foster trust and transparency by ensuring stakeholders feel heard and that their concerns are addressed promptly and effectively. 	<ul style="list-style-type: none"> Number of complaints relating to engagement; Percentage of complaints satisfactorily resolved. 	90% of complaints resolved	Ongoing	Proponent
Employment and Procurement						
Maximise direct employment opportunities	<ul style="list-style-type: none"> Record local employment; Record employee retention rate; Ensure major contractors report on local employment; and Record the number of training programs undertaken 	<ul style="list-style-type: none"> Enhance local economic development and community well-being by increasing job opportunities, retain local skills, and building workforce capacity. 	<ul style="list-style-type: none"> Percentage of people from Lord Howe Island employed by the Project (including contractors); 	Prioritise the employment of local workers before sourcing labour more broadly.	Quarterly	Proponent / EPC / O&M Contractor
Avoid skills shortages	<ul style="list-style-type: none"> Record queries and complaints received from businesses 	<ul style="list-style-type: none"> Support local business by monitoring skill gaps, particularly those related to the Project. 	<ul style="list-style-type: none"> Number of local job vacancies in construction-related roles in the Social Locality. 	Engaging unemployed or new workers can help maintain local services.	Quarterly	Proponent / EPC / O&M Contractor
Local Disruptions						
Minimise potential cultural and social amenity impacts (i.e. noise) on community members	<ul style="list-style-type: none"> Record queries and complaints received from stakeholders; and Record that working hours are maintained within the proposed schedule and community is about this schedule and any changes to it 	<ul style="list-style-type: none"> Protect the health and well-being and way of life of the local community by proactively managing and addressing environmental and social amenity concerns 	<ul style="list-style-type: none"> Number of complaints 	90% resolved	Quarterly	Proponent / EPC Contractor
Minimise potential traffic congestion at landing facilities or on local roads, and community safety concerns	<ul style="list-style-type: none"> Record queries and complaints received from stakeholders; Record queries and complaints received from stakeholders about cumulative traffic congestion, road safety, and wear and tear; and Record that working hours are maintained within the proposed schedule and community is aware of this schedule and any changes to it 	<ul style="list-style-type: none"> Ensure community safety and convenience by addressing traffic disruptions, improving road conditions, and responding to related stakeholder concerns 	<ul style="list-style-type: none"> Number of complaints 	90% resolved	Quarterly	Proponent / EPC / O&M Contractor
Manage perceived health impacts, hazards and risks	<ul style="list-style-type: none"> Record queries and complaints received from stakeholders; and Record that working hours are maintained within the proposed schedule and community is aware of this schedule and any changes to it 	<ul style="list-style-type: none"> Promote health and wellbeing by ensuring surrounding communities can raise concerns about health impacts associated with the Project. 	<ul style="list-style-type: none"> Number of complaints 	90% resolved	Quarterly	Proponent / EPC / O&M Contractor
Manage impacts on the environment and biodiversity	<ul style="list-style-type: none"> Record queries and complaints received from stakeholders; and Ensure major contractors are following relevant procedures/protocols 	<ul style="list-style-type: none"> Ensure the long-term protection, resilience, and enhancement of ecological values through early detection, adaptive management, stakeholder engagement, and alignment with broader conservation goals. 	<ul style="list-style-type: none"> Percentage of monitored ecological indicators showing stable trends over time. 	>90% stable	Quarterly	Proponent / EPC / O&M Contractor

Management Goals	Proposed Monitoring Activities	Desired Social Outcome	Performance Indicator(s)	Target	Monitoring Frequency	Responsible Role
Manage community cohesion	<ul style="list-style-type: none"> Record queries and complaints received from stakeholders; and Record information on cultural sensitivities provided to workers 	<ul style="list-style-type: none"> Foster trust and transparency by ensuring stakeholders feel heard and that their concerns are addressed promptly and effectively. 	<ul style="list-style-type: none"> Number of complaints 	90% resolved	Quarterly	Proponent / EPC / O&M Contractor
Accommodation and Worker Influx						
Maximise local employment and minimise potential impacts on accommodation availability, community and emergency services, and community wellbeing	<ul style="list-style-type: none"> Record local employment; Record employee retention rate; and Monitor annualised occupancy rates in STA through consultation with Lord Howe Island Board. 	<ul style="list-style-type: none"> Balance local economic opportunities with accessibility and availability of both short and long-term accommodation to support both workers, businesses and residents. 	<ul style="list-style-type: none"> Percentage of people from the Region employed by the Project 	Prioritise the employment of local workers before sourcing labour more broadly.	Quarterly	Proponent / EPC Contractor
Land Use and Landscape						
Perceived impacts to features of natural significance	<ul style="list-style-type: none"> Record number of complaints 	<ul style="list-style-type: none"> Ensure equitable treatment of residents and accommodation suppliers by mitigating negative perceptions. 	<ul style="list-style-type: none"> Annualised percentage change in economic benefit for residents and accommodation suppliers to the Project. 	No impact to perpetual leases.	Annually	Proponent / O&M Contractor
Minimise impacts to visual amenity and natural character	<ul style="list-style-type: none"> Record number of trees or other measures planted to fulfil required screening planting mitigations; and Record queries and complaints received from stakeholders about visual amenity impacts. 	<ul style="list-style-type: none"> Preserve the aesthetic and rural character of the landscape. 	<ul style="list-style-type: none"> Percentage survival rate of trees planted; and Number of complaints. 	60% survival rate 70% reduction in complaints	Annually	Proponent / O&M Contractor

7.1 REPORTING AND AUDITING

In addition to ongoing monitoring, regular audits are to be undertaken by the Project. These audits are to be conducted throughout the construction and operation phases of the Project, will likely be informed by the outcomes of the EIS process and DPPI's conditions of approval and will be updated accordingly.

Audit findings will be reviewed, and where corrective actions are deemed necessary, specific actions (with designated responsibility and timing) will be developed. The focus of these actions will be on achieving the objectives set out in **Table 7-1**, as well as continuous improvement in performance.

A summary of the audit findings is to be reported externally on an annual basis. This will include an evaluation of the objectives set out in **Table 7-1** and any corrective actions that have been developed because of the audit process.

It is recommended that the predicted impacts and corresponding management measures (i.e., Project performance) be internally audited annually and externally audited once every three (3) years. This timeframe may be extended or reduced based on the findings of ongoing audits.

7.2 ROLES & RESPONSIBILITIES

The Project will be principally responsible for implementation of the management measures and the monitoring activities carried out for the Project. However, there will be instances where data will need to be obtained from a third party, or implementation will require cooperation and involvement of others (e.g., contractors and relevant local stakeholders).

8. REFERENCES

- ABC News 2024, Lord Howe Island's oldest resident reflects on century of family, community and living in paradise, <https://www.abc.net.au/news/2024-06-23/century-on-lord-howe-island-paradise-oldest-person-lois-whistler/103996970>, accessed 16 June 2025.
- ABS 2025a, QuickStats 2016 and 2021:
<https://www.abs.gov.au/websitedbs/D3310114.nsf/Home/2016%20QuickStats>, accessed 19 May 2025.
- ABS 2025b, Community Profiles 2016 and 2021: Community Profiles | Australian Bureau of Statistics, accessed 20 May 2025.
- ABS 2018a, Socio-Economic Indexes for Australia (SEIFA), 2016:
<https://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/2033.0.55.001Main+Features12016?OpenDocument>, accessed 20 May 2025.
- ABS 2018b, Technical Paper: Socio-Economic Indexes for Areas (SEIFA), Australian Bureau of Statistics:
[https://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/756EE3DBEFA869EFCA258259000BA746/\\$File/SEIFA%202016%20Technical%20Paper.pdf](https://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/756EE3DBEFA869EFCA258259000BA746/$File/SEIFA%202016%20Technical%20Paper.pdf), accessed 20 May 2025.
- ABS 1990-2023, Data by Region, Data by region | Australian Bureau of Statistics, accessed 21 May 2025.
- AIHW 2024, <https://www.aihw.gov.au/reports/australias-welfare/housing-affordability>, accessed 20 May 2025.
- Arajilla Retreat 2025, Lord Howe Island History, <https://www.arajilla.com.au/lord-howe-island/lord-howe-island-history/>, accessed 29 July 2025.
- Department of Home Affairs 2024, Free Interpreting Service,
<https://www.tisnational.gov.au/Free-Interpreting-Service> accessed on 20 May 2025.
- DPE 2022a, Cumulative Impact Assessment Guidelines for State Significant Projects,
<https://www.planning.nsw.gov.au/-/media/Files/DPE/Guidelines/Policy-and-legislation/SSPT-Guidelines/GD1259-RAF-Assessing-Cumulative-Impacts-Guide-final.pdf>, accessed 20 May 2025.
- DPE 2023a, Social Impact Assessment Guideline for State Significant Projects, Department of Planning and Environment.
- DPE 2023b, Technical Supplement: Social Impact Assessment Guideline for State Significant Projects, Department of Planning and Environment.
- DPE 2023c, Social Impact Assessment Worksheet, <https://www.planning.nsw.gov.au/policy-and-legislation/under-review-and-new-policy-and-legislation/social-impact-assessment>, Department of Planning and Environment.
- DPHI 2024a, Undertaking Engagement Guidelines for State Significant Projects, Department of Planning, Housing and Infrastructure.

- DPHI 2024b, Scoping Tool, XLS file available at: <https://www.planning.nsw.gov.au/policy-and-legislation/under-review-and-new-policy-and-legislation/social-impact-assessment>, accessed 20 May 2025.
- DPI 2025, History and Culture – Lord Howe Island Marine Park, <https://www.dpi.nsw.gov.au/fishing/marine-protected-areas/marine-parks/lord-howe-island-marine-park/history-and-culture>, accessed 5 June 2025.
- Lord Howe Island Board 2022a, Information Sheet 5 – Perpetual Leases on Lord Howe Island, <https://www.lhib.nsw.gov.au/sites/default/files/2022-09/Information%20Sheet%205%20-%20Perpetual%20Leases%20on%20Lord%20Howe%20Island.pdf>, accessed 16 June 2025.
- Lord Howe Island Board 2024, Lord Howe Island Board Annual Report 2023–24, <https://www.lhib.nsw.gov.au/sites/default/files/2024-11/Lord%20Howe%20Island%20Board%20Annual%20Report%202023-24.pdf>, accessed 5 June 2025.
- Lord Howe Island Board 2025a, Planning Controls, <https://www.lhib.nsw.gov.au/development/planning-controls>, accessed 16 June 2025.
- Lord Howe Island Australia 2025a, History of the Island, <https://lordhoweisland-australia.com/about-lord-howe-island/history-of-lord-howe-island/>, accessed 16 June 2025.
- Lord Howe Island Museum 2022, Lord Howe Cockroach Rediscovered, <https://lhimuseum.com/lord-howe-cockroach-rediscovered/>, accessed 29 May 2025.
- National Geographic 2017, Lord Howe Island Group UNESCO World Heritage, <https://www.nationalgeographic.com/travel/article/lord-howe-island-group-unesco-world-heritage>, accessed 16 June 2025.
- NSW Government 2024, Lord Howe Island Local Environmental Plan 2010, <https://legislation.nsw.gov.au/view/whole/pdf/inforce/2025-06-01/epi-2010-0088>, accessed 29 May 2025.
- NSW Government 2025, Environmental Planning and Assessment Act 1979 – Section 5.13, <https://legislation.nsw.gov.au/view/whole/pdf/inforce/2024-01-02/act-1979-203>, accessed 3 June 2025.
- Pinetrees Lodge 2025, Environment of Lord Howe Island, <https://pinetrees.com.au/lord-howe-island/environment/>, accessed 29 May 2025.
- UNESCO 2025, Lord Howe Island Group – UNESCO World Heritage Centre, <https://whc.unesco.org/en/list/186/>, accessed 29 May 2025.
- Vanclay, F., 2003, International Principles For Social Impact Assessment, Impact Assessment and Project Appraisal, 21:1, 5-12, International Principles For Social Impact Assessment: Impact Assessment and Project Appraisal: Vol 21, No 1, accessed 20 May 2025.

Vanclay, F., Esteves, A.M., Auscamp, I., and Franks, D.M. 2015, Social Impact Assessment: Guidance for Assessing and Managing the Social Impacts of Projects, International Association for Impact Assessment.

WikiTree 2025, Lord Howe Island – genealogy related information, https://www.wikitree.com/wiki/Space:Lord_Howe_Island_-_genealogy_related_information, accessed 29 July 2025.



APPENDIX A

TOP OCCUPATIONS AND INDUSTRIES
DATA

Location	Key Occupation and Industries
Lord Howe Island SAL (SAL12396)	<ul style="list-style-type: none"> • Of the 445 residents in this SAL, there were 245 people who were reported as being in the workforce in the 2021 Census, with 98 people working full-time, 108 people working part-time and 35 away from work; • The most common occupations in the SAL included Managers (25.7%), Labourers (17.9%), Technicians and Trades Workers (15.1%), Clerical and Administrative Workers (12.2%), Professionals (9.8%), Sales Workers (6.9%), Community and Personal Service Workers (5.7%) and Machinery Operators and Drivers (1.6%); and • Of the employed people in this SAL, 30.2% were working in Accommodation and 20.8% were working in State Government Administration. Other major industries of employed included Cafes and Restaurants (6.9%), Scenic and Sightseeing Transport (3.7%) and Primary Education (2.4%).
NSW Code 1 (STE)	<ul style="list-style-type: none"> • The most common occupations in NSW included Professionals (25.8%), Managers (14.6%), Clerical and Administrative Workers (13.0%), Technicians and Trades Workers (11.9%), Community and Personal Service Workers (10.6%), Labourers (8.2%), Sales Workers (8.0%) and Machinery Operators and Drivers (6.0%); and • Of the employed people in New South Wales, 4.2% worked in Hospitals (except Psychiatric Hospitals). Other major industries of employment included Supermarket and Grocery Stores (2.5%), Other Social Assistance Services (2.4%), Computer System Design and Related Services (2.3%) and Aged Care Residential Services (2.2%).



APPENDIX B

SHORT TERM ACCOMMODATION
CAPACITY DATA

Location	#	Short-term Accommodation Provider	Description / Approximate Capacity
Lord Howe Island	1	Location: Capella Lodge Accommodation Type: Luxury lodge	Capacity: 9 rooms Website: https://capellalodge.com.au Address: Lovers Bay, Lord Howe Island, NSW, 2898
	2	Location: Arajilla Retreat Accommodation Type: Luxury retreat	Capacity: 12 suites Website: www.arajilla.com.au Address: Old Settlement Beach, Lord Howe Island, NSW, 2898
	3	Location: Pinetrees Lodge Accommodation Type: All-inclusive lodge	Capacity: Multiple rooms. Suites and cottages (approx.. 2-6 guests per unit) Website: https://pinetrees.com.au Address: Lagoon Road, Lord Howe Island, NSW, 2898
	4	Location: Blue Lagoon Lodge Accommodation Type: Hotel	Capacity: Unknown Website: www.bluelagoonlodge.com.au Address: 10 Neds Beach Rd, Lord Howe Island, NSW, 2898
	5	Location: Somerset Apartments Accommodation Type: Self-serviced apartments	Capacity: Unknown Website: www.somersetlordhowe.com.au Address: Neds Beach Rd, Lord Howe Island, NSW, 2898
	6	Location: Bowker Beach House Accommodation Type: Private beach house	Capacity: 1 room Website: https://bowkerbeachhouse.com.au Address: Centrally located in forested area, Lord Howe Island (address not listed)
	7	Location: Milky Way Holiday Accommodation Accommodation Type: Hotel	Capacity: Unknown Website: https://milkyway.net.au Address: 1 Old Settlement Beach, Lord Howe Island, NSW, 2898
	8	Location: Blue Peter Beach House Accommodation Type: Hotel	Capacity: Unknown Website: Operated by Arajilla Retreat Address: Lagoon Rd, Lord Howe Island, NSW, 2898

Location	#	Short-term Accommodation Provider	Description / Approximate Capacity
	9	Location: Island House Accommodation Type: Private pavilions	Capacity: 2 houses Website: https://islandhouse.com.au Address: Forested area near banyan trees and Kentia palms, Lord Howe Island
	10	Location: Lagoon Landing Accommodation Type: Self-catered beach-style bungalows	Capacity: 2 rooms Website: https://lordhowelagoonlanding.com.au Address: Near the central lagoon, Lord Howe Island
	11	Location: Ocean View Apartments Accommodation Type: Self-contained apartments	Capacity: varies by unit (typically 2-4 guests) Website: https://oceanviewlordhoweisland.com.au Address: Middle Beach Road, Lord Howe Island, NSW, 2898
	12	Location: Leanda-Lei Apartments Accommodation Type: Self-serviced apartments	Capacity: Unknown Website: www.leandalei.com.au Address: Middle Beach Rd, Lord Howe Island. NSW. 2898
	13	Location: Lorhiti Apartments Accommodation Type: Self-serviced apartments	Capacity: Unknown Website: www.lorhiti.com Address: 78 Anderson Rd, Lord Howe Island, NSW, 2898
	14	Location: The Cabin Accommodation Type: Off-grid luxury retreat	Capacity: 1 room Website: www.thecabin.au Address: behind the family farm, northern Lord Howe Island (exact address not listed)
	15	Location: Hideaway Accommodation Type: Apartments	Capacity: Unknown Website: https://hideawaylordhoweisland.com.au Address: Middle Beach Rd, Lord Howe Island, NSW, 2898
	16	Location: Howeana Accommodation Type: Off-grid retreat	Capacity: Unknown Website: www.howeana.com.au Address: Unknown

Location	#	Short-term Accommodation Provider	Description / Approximate Capacity
	17	Location: The Treehouse Accommodation Type: Off-grid retreat	Capacity: Unknown Website: Unknown Address: Unknown
	18	Location: Beachcomber Lodge Accommodation Type: Lodge	Capacity: Unknown Website: https://beachcomberlhi.com.au Address: Anderson Rd, Lord Howe Island, NSW, 2898
	19	Location: Ebbtide Apartments Accommodation Type: Self-serviced apartments	Capacity: Unknown Website: www.ebbtide.com.au Address: Muttonbird Drive, Lord Howe Island, NSW, 2898
	20	Location: The Broken Banyan Accommodation Type: Self-serviced apartments	Capacity: Unknown Website: https://thebrokenbanyan.com.au Address: 21 Anderson Rd, Lord Howe Island, NSW, 2898
	21	Location: Waimarie Accommodation Type: Off-grid retreat	Capacity: Unknown Website: https://waimarielordhoweisland.com.au Address: 31 Lagoon Rd, Lord Howe Island, NSW, 2898
	22	Location: Cottages Accommodation Type: Self-serviced cottages	Capacity: Unknown Website: Unknown Address: Unknown



ERM

ERM HAS OVER 160 OFFICES ACROSS THE FOLLOWING
COUNTRIES AND TERRITORIES WORLDWIDE

Argentina	The Netherlands
Australia	New Zealand
Belgium	Peru
Brazil	Poland
Canada	Portugal
China	Romania
Colombia	Senegal
France	Singapore
Germany	South Africa
Ghana	South Korea
Guyana	Spain
Hong Kong	Switzerland
India	Taiwan
Indonesia	Tanzania
Ireland	Thailand
Italy	UAE
Japan	UK
Kazakhstan	US
Kenya	Vietnam
Malaysia	
Mexico	
Mozambique	

ERM's Sydney office

Level 14, 207 Kent Street
Sydney NSW 2000

T: +61 2 8584 8888

www.erm.com