



SOCIAL IMPACT ASSESSMENT

Telopea Concept Plan and
Stage 1A

Prepared for
FRASERS PROPERTY
12 July 2021



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EXECUTIVE SUMMARY

This Social Impact Assessment (SIA) has been prepared for Frasers Property Telopea Developer Pty Ltd (Frasers) and accompanies a State Significant Development Application (SSDA) submitted to the NSW Department of Planning, Industry and Environment (DPIE). The SSDA seeks Concept Approval, in accordance with Division 4.4 of the *Environmental Planning and Assessment Act 1979* (EP&A Act), for the staged redevelopment of the Telopea Concept Plan Area (CPA), as well as a detailed proposal for the first stage of development, known as Stage 1A.

Assessing social impacts

A SIA is a specialist study undertaken that will form part of the Environmental Impact Statement. The purpose of this report is to identify and analyse the potential positive and negative social impacts associated with a development proposal. It involves a detailed and independent study to outline social impacts, identify mitigation measures, and provide recommendations in accordance with professional standards and statutory obligations.

The assessment of social impacts can be approached in several ways. The International Association of Impact Assessment (IAIA) highlights a risk assessment methodology, whereby the significance of potential impacts is assessed by comparing the consequence of an impact against the likelihood of the impact occurring. This approach is also used in DPIE's SIA Guidelines for State Significant Projects.

This DPIE risk assessment methodology is outlined below and has been used in this SIA.

| | | | Magnitude level | | | | |
|------------------|---|----------------|-----------------|--------|----------|-----------|----------------|
| | | | 1 | 2 | 3 | 4 | 5 |
| | | | Minimal | Minor | Moderate | Major | Transformative |
| 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 |

Potential social impacts

This SIA has been undertaken to assess the potential social impacts arising from the staged redevelopment of the Telopea Concept Plan Area as well as a detailed proposal for the first stage of development, known as Stage 1A.

Based on the assessment in this report, the key social impacts of the proposal are:

- **Access to high quality social housing:** the provision of additional social housing to Telopea will generate a very high positive long-term impact for households on the waitlist for social housing in the Parramatta/Baulkham Hills allocation zone.
- **Access to high quality affordable housing:** the provision of additional affordable housing to Telopea will generate a very high positive long-term impact for many households, including those currently experience housing stress, as well as key workers living in the region.
- **Improved community facilities and access to high quality open space:** the new library and community centre, provision of additional open space and a new childcare facility are expected to have a positive impact on the community. The new library and community facility will replace the currently outdated buildings that are not fit for purpose. The additional open space proposed throughout the precinct will provide incoming residents and visitors with additional opportunities for passive recreation.

- **Access to new supermarket, food and beverage, and specialty retail:** the proposed full-sized supermarket, new food and beverage and specialty retail proposed is expected to have a positive impact on the community. The services will support the needs of incoming residents, as well as enhance a sense of place through the activation of retail and food and beverage uses.
- **Healthy built environment:** the Concept Plan embeds healthy built environment principles in its design and is expected to have a positive impact on the community. Currently, the topography of Telopea is steep and can be difficult to navigate. Eyles Pedestrian Link will provide residents and visitors with good connections throughout the Concept Plan. Other uses including the publicly accessible gym, cycleways and learn to cycle area will provide recreational opportunities for residents and the public and support health and wellbeing.
- **Crime and public safety:** the Concept Plan incorporates the four CPTED principles of surveillance, access control, territorial reinforcement and space and activity management. It is expected that the design of the Concept Plan will help improve perceptions of safety in the area, thereby resulting in a positive impact for the community.
- **Community integration, belonging and connection:** the proposal will initially have a short to medium term negative impact on community integration, belonging and connection for existing social housing residents and some residents of private market housing. Existing residents are likely to initially experience anxiousness and concern as the neighbourhood they are deeply familiar will experience significant change over the next 20 years. These impacts can be mitigated by the delivery of a comprehensive program of community programs and activities, tenure blind design and ongoing commitment to fostering community integration. With tenure blind design and an ongoing commitment to programs fostering community integration, there is potential for the delivery of the Concept Plan to have a medium to long term positive impact on community belonging and connections.
- **Neighbourhood change:** the delivery of the Concept Plan will result in urban renewal of Telopea, causing long-term neighbourhood change. Neighbourhood renewal is likely to have a short to medium negative impact on many tenants due to feelings of stress, fear, anxiety and loss associated with this significant change in their lives, created and symbolised by changes to their physical environment. Market housing residents are also likely to experience construction fatigue and potential stress as a result of potential disturbance to their day to day activities over an extended period. If well managed, with transparent and ongoing engagement and communications, neighbourhood change over the long term is likely to reduce location related stigma and result in an overall positive impact for the community.
- **Relocation of existing residents:** the proposal will initially have a negative impact in the short to medium term as existing residents will be relocated to accommodate the development of the Concept Plan. Moving can be a stressful experience for most households. Research shows relocation can be particularly stressful due to tenants' previous experiences of insecure and unstable housing. The design and implementation of best practice Relocation Plans at each stage of the relocation process will be essential in mitigating the impacts of relocation. This is likely to reduce negative impacts and create a neutral to positive overall experience for relocated tenants in the long term.

Recommendations are provided below to further manage and improve the potential impacts arising from the proposal.

Based on this assessment and the implementation of recommendations, it is likely the proposal will generate a highly positive social impact, particularly in the long term. The negative impacts expected for community integration, belonging and connection, neighbourhood change and the relocation of existing residents can be mitigated through implementation of appropriate management measures provided in the recommendations below.

Recommendations

The following recommendations are provided to further manage the potential impacts from the proposal:

- Ensure detailed design of future project stages continues to take a 'tenure blind' approach, with no external indicators of tenure type and an equitable approach to accessing public and communal spaces and services.
- Hume Community Housing's current affordable housing policy could be further strengthened by committing to providing tenants with support to find alternative private market rental housing if their income exceeds thresholds for more than two years.

- Develop and deliver a welcome program for the new library and community centre with the City of Parramatta to encourage all new residents to access, and feel comfortable in, these facilities.
- Develop and deliver a community outreach program associated with the new library and community centre in collaboration with the City of Parramatta.
- Consider recommendations provided in the Social Needs Assessment including:
 - Types of facilities to be provided in the combined library and community centre and consideration of a rooftop space to incorporate active recreational uses on site.
 - Consider shared use arrangements and colocated opportunities for complementary facilities at Telopea Public School.
 - Providing better accessibility to existing active recreation within 2km of the Concept Plan area.
- Consider opportunities to work with and/or encourage Telopea Public School to include OSHC services in future planning.
- Encourage or require the building managers of future retail and food and beverage tenancies to implement a Plan of Management. This should include details such as opening hours, safety and security measures, noise management and patron capacity.
- Encourage future retail and food and beverage tenancies to consider the diverse social-economic characteristics of Telopea when considering service and product provision and pricing.
- Work closely with the City of Parramatta on the design of public spaces and streetscapes to enable ongoing maintenance to a high standard.
- Implementation of recommendations provided in the CPTED report.
- Undertake long-term, genuine ongoing engagement with residents and community groups under the Engagement Framework to stay informed about a range of issues, including community safety.
- Incorporate a community building approach into the Engagement Framework to more explicitly support community integration, belonging and connection in the mixed tenure community.
- Incorporate temporary and 'meanwhile' uses to support the existing community and maintain community connections during the delivery of the Concept Plan.
- Develop and deliver welcome programs for all new and returning residents.
- Create an ongoing governance structure for Frasers Property, Hume Community Housing, the City of Parramatta and other stakeholders to work together on the redevelopment of Telopea and operation of spaces and places to support an inclusive community.
- Continue to provide concessional rates for hire of spaces within community facilities, so they are affordable for all local residents and community groups.
- Distribution of project information regularly and through a range of community building activities, such as street meetings, community events and BBQs.
- Consider inclusion of public art, library and community centre installations and other initiatives that honour the social history and community values of the Telopea community.
- Consider implementation of creative hoarding to improve visual impacts of construction sites.
- Consider commissioning an oral history of Telopea, prior to construction works commencing, to document resident memories and associations.
- Implement the Stage 1A Relocation Plan by LAHC.
- Evaluate the outcomes of the Stage 1A relocations and use the findings to inform the preparation and delivery of Relocation Plans for subsequent development stages.
- Develop ways to make new housing and relocation processes pet friendly.

1. INTRODUCTION

This report has been prepared by Urbis Pty Ltd on behalf of Frasers Property Telopea Developer Pty Ltd (Frasers) and accompanies a State Significant Development Application (SSDA) submitted to the NSW Department of Planning, Industry and Environment (DPIE). The SSDA seeks Concept Approval, in accordance with Division 4.4 of the *Environmental Planning and Assessment Act 1979* (EP&A Act), for the staged redevelopment of the Telopea Concept Plan Area (CPA), as well as a detailed proposal for the first stage of development, known as Stage 1A.

1.1. BACKGROUND

The Telopea CPA forms part of the Telopea Precinct Master Plan endorsed by CoP in March (2017), which was prepared by NSW Land and Housing Corporation (LAHC) and Parramatta City to facilitate the rezoning of the precinct which occurring in December 2018. The Master Plan seeks to revitalise the Telopea Precinct through the redevelopment of LAHC's social housing assets, as well as sites under private ownership, to deliver an integrated community with upgraded public domain and community facilities – and to capitalise on access to the new Parramatta Light Rail network.

The Telopea CPA is the land identified in Figure 1 and is currently owned by LAHC, the City and Hope Connect Inc. The proposed redevelopment of the CPA is part of the NSW Government's Communities Plus program, which seeks to deliver new communities where social housing blends with private and affordable housing with good access to transport, employment, improved community facilities and open space. The program seeks to leverage the expertise and capacity of the private and non-government sectors.

In December 2019, the NSW Government announced that the Affinity consortium, comprising Frasers and Hume Community Housing, were awarded the contract to redevelop the Telopea CPA. The SSDA represents the first step in the delivery of the planned redevelopment of the Telopea CPA and the Stage 1A works will provide the first integrated social and market housing development on the site, as well as a new arrival plaza for the Parramatta Light Rail.

1.2. LEGISLATIVE REQUIREMENT

Section 4.15 of the EP&A Act requires the likely impacts of a development, including social impacts in the locality, to be considered and addressed as part of the planning process. The City of Parramatta's Social Impact Guidelines (2013) require the preparation of a Social Impact Assessment for all social housing developments, residential flat buildings for more than 100 units and affordable housing for more than 20 units. This SIA has been informed by City of Parramatta's Social Impact Guidelines and best practice guidelines outlined by the International Association for Impact Assessment (IAIA) and DPIE's SIA Guidelines for State Significant Projects (2021).

1.3. PURPOSE AND SCOPE OF THIS REPORT

A SIA is a specialist study undertaken that will form part of the Environmental Impact Statement. The purpose of this report is to identify and analyse the potential positive and negative social impacts associated with a development proposal. It involves a detailed and independent study to outline social impacts, identify mitigation measures, and provide recommendations in accordance with professional standards and statutory obligations.

In line with the SIA Guidelines for State Significant Projects, social impacts are the consequences that people experience when a new project brings change and can include any of the categories shown below. For the purposes of a SIA, 'people' can be individuals, households, groups, communities, businesses or organisations.



1.4. METHODOLOGY

| Background review | Impact scoping | Assessment and reporting |
|---|--|---|
| <ul style="list-style-type: none"> Review of surrounding land uses and site visit Review of relevant state and local policies to understand potential implications of the proposal Analysis of relevant data to understand the existing community. | <ul style="list-style-type: none"> Review of site plans and technical assessments Review of previous consultation outcomes Consultation with the City of Parramatta to identify potential impacts Stakeholder mapping. | <ul style="list-style-type: none"> Assessment of significant impacts considering management measures Provision of recommendations to enhance positive impacts, reduce negative impacts and monitor ongoing impacts. |

2. ASSESSMENT METHODOLOGY OVERVIEW

The assessment of social impacts can be approached in several ways. The IAIA highlights a risk assessment methodology, whereby the significance of potential impacts is assessed by comparing the consequence of an impact against the likelihood of the impact occurring. This approach is also used in the SIA Guidelines for State Significant Projects.

This DPIE risk assessment methodology is outlined below and has been used in this SIA.

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

Magnitude level

According to the IAIA and SIA Guidelines for State Significant Projects, the magnitude level of impact considers:

- who is expected to be impacted, including the volume of people affected and their relative location to the proposal
- when the potential impact will occur and the frequency of potential impacts
- the scale or degree of change from the existing condition as a result of the impact
- the extent to which people or an environment can adapt to or mitigate the impact
- the level of concern or interest among the people affected.

Management measures

Social impacts are assessed before and after the implementation of management measures. Management measures are designed to reduce negative impacts and enhance positive impacts. These measures can take different forms and may be incorporated in the planning, construction or operational stage of the proposal.

Section 7 of this report assess potential impacts prior to management measures as part of the impact scoping phase. Impacts which are assessed as moderate or higher are considered significant and included for further assessment in Section 8. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level.

3. THE PROPOSAL

The SSDA seeks Concept Approval for the staged redevelopment of the Telopea CPA, as well as a detailed proposal for the first stage of development. The Concept proposal sets out the maximum building envelopes and GFA that can be accommodated across the CPA and identifies the land uses and public infrastructure upgrades to be provided. The Concept proposal will establish the planning and development framework by which any future development application will be assessed.

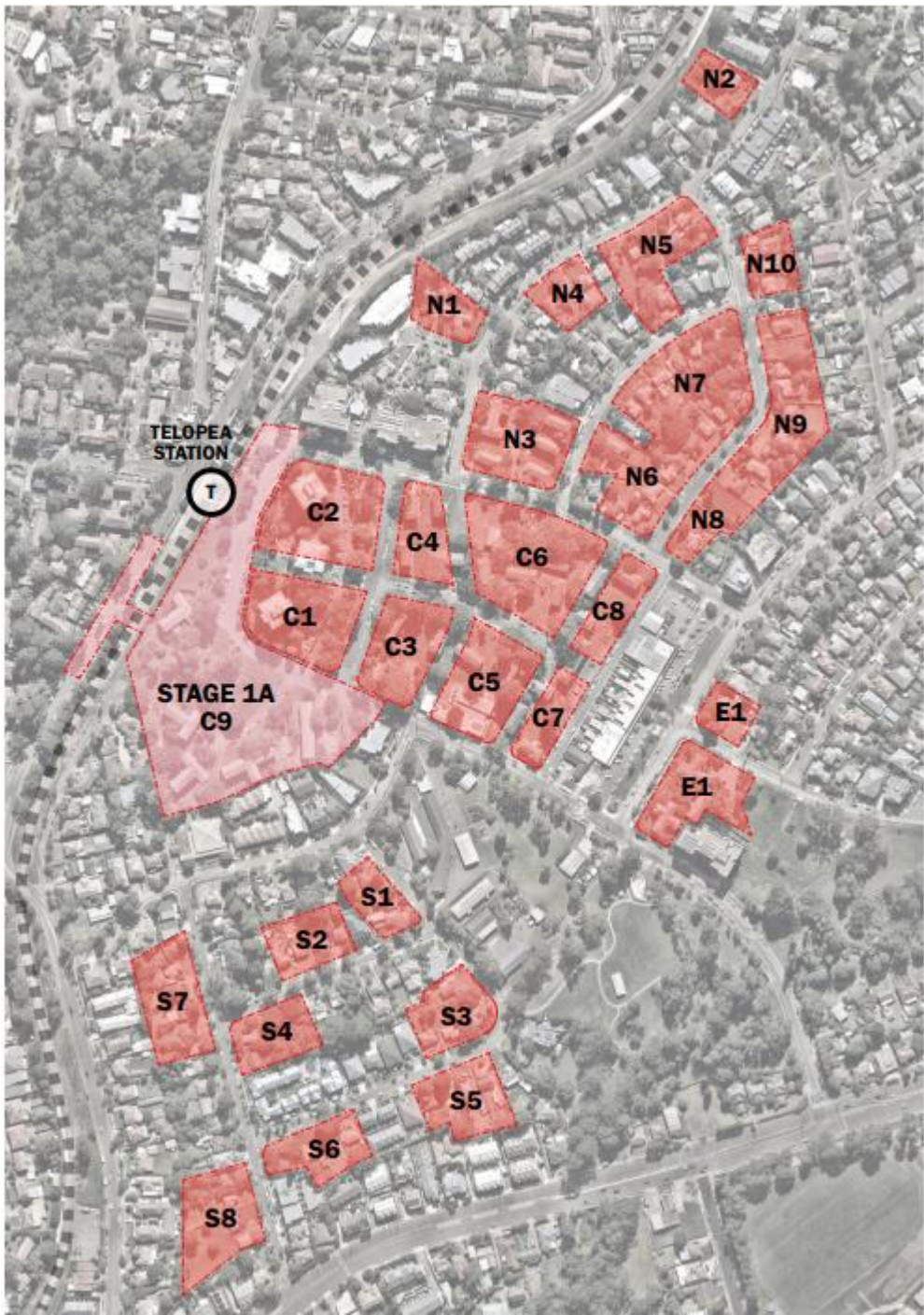
The Telopea CPA proposal comprises:

- A mixed-use development including:
 - Approximately 4,700 dwellings, including a mix of social, affordable and market dwellings
 - Inclusion of a new retail precinct with a new supermarket, food and beverage, and speciality retail
 - Proposed childcare facility
 - Proposed combined library and community centre
 - Proposed combined Church, Residential Aged Care Facility and Independent living unit facility
- Delivery of new public open space, including:
 - A new light rail plaza
 - Hill top park
 - Eyles pedestrian link
 - Open space associated with the proposed library
- Retention of existing significant trees
- Road and intersection upgrades
- Cycle way upgrades
- Upgrade of utility services.

The Telopea CPA is divided into four precincts known as Core, North, South and East incorporating a total of 29 parcels. The Concept proposal is further detailed in the Urban Design Report prepared by Bates Smart and Hassell.

An image of the Concept Plan proposal and Stage 1A is provided at Figure 1.

Figure 1 Concept Plan area, including Stage 1A



Source: Bates Smart and Hassell

The first stage of works to be delivered (known as 'Stage 1A') is located adjacent to the Parramatta Light Rail Station and will include:

- Site establishment works, including demolition of all existing buildings and structures, tree removal, site preparation, excavation, and services augmentation
- Construction of a new arrival plaza for the Parramatta Light Rail, incorporating a community pavilion.
- Extension of Wade Street through the site and part demolition and upgrade of Sturt Street including new kerb-realignment, new footpaths and landscaping, new parking bays, bus zones, line marking and crossing
- Construction of a new Light Rail crossing from Sturt Street to Adderton Road including a vehicular, pedestrian and cycleway link.
- Construction of a new public park surrounding the existing significant trees adjacent to the Sturt Street extension
- Construction of residential flat buildings, up to 13-storeys in height, including studio, one, two and three bedroom apartments
- Construction of two basement levels, with access/egress via Winter Street and the Wade Street extension, including waste and loading facilities.
- Associated open space and landscaping works, including retention of existing significant trees, ground and rooftop communal open space, and a publicly accessible through site links.

The Stage 1A proposal is further detailed in the Urban Design Report prepared by Plus Architecture and Landscape Report prepared by Hassell.

4. SOCIAL LOCALITY

Telopea is in the Parramatta Local Government Area (LGA). It is approximately 4km north-east of the Parramatta Central Business District (CBD), 6km south-west of Macquarie Park Strategic Centre, and 17km from Sydney CBD.

The Concept Plan area is approximately 13.4ha and comprises 99 individual allotments (refer to Figure 1). It currently accommodates 486 social housing dwellings, across a mix of single dwellings, townhouses, and residential flat buildings as well as the Dundas Community Centre, Dundas Branch Library, Community Health Centre, Hope Connect Church, Telopea Shed and Telopea Christian Centre.

The immediate surrounds comprise predominantly residential properties within an established landscape setting. The broader Precinct contains the Telopea Public School, a neighbourhood centre known as the Waratah Shops, Sydney Young Nak Korean Church and two large parks known as Sturt Park and Acacia Park.

4.1. LOCAL CONTEXT

Telopea is identified as an important local centre and growth precinct. The suburb is historically known for providing a high proportion of social housing. The social housing buildings are a mix of high-density towers, older three to four storey medium density buildings on large blocks separated by green lawns and detached cottages. The social housing is concentrated on the south-eastern side of the former Telopea train station and Adderton Road. The north-western side of Adderton Road is predominately low-density residential housing with some areas of open space. It also contains a number of townhouse and apartment developments.

Telopea is a relatively small suburb with services and amenities available to primarily serve local residents. A small retail strip is located to the south – east of the suburb on Benaud Place and consists of a small IGA, medical centre and pharmacy, Liquorland, Australia Post, newsagency and takeaway food. Other social infrastructure in the suburb includes Telopea Public School (a local primary school with approximately 80 students) and Dundas Branch Library and Neighbourhood Centre. The library and neighbourhood centre building are ageing with evidence of urban decay. There are other informal community uses in the suburb including The Hub and Telopea Shed Building Community and Telopea community garden. The site has adequate access to areas of open space. Sturt Park is the closest area of open space to the site and includes a skate park, walking track, small field, recreation basketball court and a playground.

The site is no longer served by the former Telopea Train Station, however there are plans for the new Parramatta Light Rail which will run along the former rail line, commencing operation in 2023. This will provide current and future residents with improved access to Parramatta, Westmead and surrounding suburbs. Currently the site is serviced by bus routes that provide access to Parramatta, Sydney CBD and Macquarie Park.

Figure 2 Site context map



Source: Urbis

Figure 3 Site photos



Picture 1 Sturt Park basketball court



Picture 2 Typical social housing building



Picture 3 Telopea Public School



Picture 4 Telopea community garden



Picture 5 Telopea IGA in retail strip on Benaud Place

Source: Urbis 2020, Google maps, 2019



Picture 6 Dundas Branch Library and Community Centre

4.2. SITE BACKGROUND

The Concept Plan area forms part of the Telopea Precinct Master Plan, which was prepared by NSW Land and Housing Corporation (LAHC) and Parramatta City in 2017 to facilitate the rezoning of the precinct. The Master Plan seeks to revitalise the Telopea Precinct through the redevelopment of LAHC's social housing assets, as well as sites under private ownership, to deliver an integrated community with upgraded public domain and community facilities – and to capitalise on access to the new Parramatta Light Rail network.

The Concept Plan area is identified in Figure 1 and is largely owned by LAHC. A small number of parcels within this area are owned by the City of Parramatta or Hope Connect Inc. The proposed redevelopment of the properties is part of the NSW Government's Communities Plus program, which seeks to deliver new communities where social housing blends with private and affordable housing with good access to transport, employment, improved community facilities and open space. The program seeks to leverage the expertise and capacity of the private and non-government sectors.

In December 2019, the NSW Government announced that the Affinity Consortium, comprising Frasers and Hume Community Housing, were awarded the contract to redevelop the Telopea Concept Plan area. The SSDA represents the first step in the delivery of the planned redevelopment of the Telopea Estate and the Stage 1A works will provide the first integrated social and market housing development on the site, as well as a new arrival plaza for the Parramatta Light Rail.

5. POLICY CONTEXT

A review of relevant state and local policies was undertaken to understand the strategic context of the proposed development and any potential impacts. The complete policy review is contained in Appendix A.

A summary of the key findings from the policy review, as it relates to the proposal, are outlined below.

Table 1 Policy review impact scoping

| Theme | Summary of findings |
|--|---|
| Providing social, affordable and private housing | <ul style="list-style-type: none"> ▪ The Central City District Plan outlines how the location, housing type, tenure, price and design of housing can influence a person's quality of life. ▪ The Telopea Local Character Statement and the Parramatta Local Strategic Planning Statement identifies the need to provide a diversity of different affordable housing types in Telopea. ▪ There is currently a shortage of social housing in the Parramatta/Baulkham Hills allocation zone where Telopea is located, with 2,097 people currently on the waiting list. ▪ To renew and increase the supply of social housing, the NSW Government through LAHC seeks to deliver new social housing via the Communities Plus program. The proposal is part of this program. |
| Fostering socially cohesive and integrated communities | <ul style="list-style-type: none"> ▪ Telopea has been identified as a 'best practice template' for socially cohesive and integrated communities in the Telopea Local Character Statement. ▪ The Central City District Plan highlights how supporting diverse neighbourhoods can be achieved through creating communities where social housing is part of the same urban fabric as private and affordable housing and where access to transport and employment, community facilities and open space provide a better social housing experience. |
| Enhancing local places | <ul style="list-style-type: none"> ▪ Telopea is identified as a local centre in the Parramatta Local Strategic Planning Statement. Local centres are defined as the focal point of neighbourhoods as they provide essential access to day to day goods and services close to where people live. ▪ The Local Strategic Planning Statement expects there to be an additional 4,890 additional dwellings in Telopea by 2036, with the suburb having total of 7,300 dwellings by that year. ▪ The City of Parramatta's dwelling and population projections may not align with those undertaken by DPIE. |
| Providing safe public spaces including community and recreation facilities and open space | <ul style="list-style-type: none"> ▪ As the population increases in Telopea, there will be an increasing demand placed on existing facilities and services. Therefore, there is a need to better integrate the existing facilities and explore opportunities for new community and open spaces. ▪ A new modern library and community space is identified in the Telopea Local Character Statement and will provide a safe and accessible space for the community. |

| Theme | Summary of findings |
|---|--|
| | <ul style="list-style-type: none"> ▪ The Local Character Statement also notes the importance of ensuring Sturt Park and Acacia Park are well-used and safe for the local community. |
| Delivering a 30 minute city with an integrated transport network | <ul style="list-style-type: none"> ▪ A key strategic vision for Greater Sydney is for residents to live within 30 minutes of their jobs, education and health facilities, services and great places. ▪ To ensure this vision is achieved, integrating land use, transport and infrastructure must be delivered in the Central City District. ▪ The Parramatta Light Rail is a key element of the public transport network that will help achieve the long-term vision for people to have public transport access to their closest metropolitan or strategic centre within 30 minutes. ▪ The Light Rail will connect Telopea to Parramatta and Greater Sydney with frequent, safe and efficient services which will be utilised by the community. |

6. SOCIAL BASELINE

A social baseline identifies the demographic and social characteristics of the existing community. It is an important tool in understanding how a community currently lives and that community's potential capacity to adapt to changes arising from a proposal.

6.1. COMMUNITY PROFILE

A community profile has been developed for Telopea suburb based on demographic data from the Australian Bureau of Statistics (ABS Census 2016) and population projections from DPI&E. The demographic characteristics of Parramatta LGA and Greater Sydney have been used for comparison purposes. The complete demographic table is contained in Appendix A.



Decreasing proportion of people aged 40 and over

- The average age in Telopea was 38, compared to 34 in Parramatta LGA.
- One third (34.1%) of the population were aged 40-64 and 14.0% were aged 65 and over. In contrast to most urban areas, the proportion of the population aged 40 and over is projected to reduce by 2041.
- Almost one third (30.4%) of the population lived in lone person households.



People are more likely to live in social housing

- According to the Census, 498 households (22.9%) rented social housing. As there are over 600 social housing dwellings in the Master Plan area, some social housing tenants may not have completed the Census.
- In Greater Sydney 4.6% of households rented social housing.
- Telopea had the highest proportion of suburbs renting social housing in Parramatta LGA.



Higher levels of rental stress

- Rentals accounted for almost half (47.9%) of housing tenure.
- In Telopea, 20.4% of households spent more than 30% of their household income on rental repayments. This was higher than in the Parramatta LGA (15.5%) and Greater Sydney (14.2%).



Higher levels of disadvantage

- At the last Census, the unemployment rate in Telopea was 8.7%¹
- One third (33.1%) of the population earned less than \$750 a week.
- Socio-Economic Indexes for Areas (SEIFA) data indicated Telopea has an average score in relation to advantage and disadvantage.

¹ ABS shows that unemployment in NSW increased by 1.1% in one month (March 2020 – April 2020).

Based on this increase in unemployment in NSW it is likely that the Telopea unemployment rate as at May 2020 is higher than 2016 data suggests.



Culturally and linguistically diverse

- 54% of the population were born overseas and 60% spoke a language other than English at home.
- 1.2% of the population identified as Aboriginal or Torres Strait Islander which was higher than Parramatta LGA (0.7%).



Population growth

- Telopea is forecast to reach 16,970 people by 2041. This represents a 21% growth rate from 2016 to 2041.
- The growth forecasts indicate more children and young adults in Telopea in 2041.

Key implications

Based on the site context and the community profile, the key aspects of the suburb's social baseline are:

- Telopea is generally home to an older population who are likely to live alone and rent social housing properties. The demographic characteristics of Telopea is projected to change by 2041 with more children and young adults likely to live in the suburb as housing supply is increases.
- There are higher levels of disadvantage in Telopea than Parramatta LGA, with a high unemployment rate, low weekly household income and low SEIFA scores. The availability of continued access to social housing will be important for Telopea residents.

7. IMPACT SCOPING

A proposal may cause a range of direct and indirect social impacts which can have a positive, negative or neutral impact on the existing environment and community. A SIA should assess the impacts which are considered to have the most significant impacts on the community and identified stakeholder groups.

The following section outlines the impact scoping considerations which were used to inform the determination of significant social impacts. The assessment process used to determine each impact level is described in Section 2.

7.1. IMPACTED COMMUNITIES

Based on the local context and community profile, the following individuals and communities are likely to be impacted by the proposal:

- Telopea residents
- Telopea workers
- Telopea businesses
- Parramatta LGA residents
- Existing Telopea social housing residents
- Households on the social housing waitlist
- Households in housing stress
- Key workers.

7.2. CONSULTATION

Engagement activities have been undertaken with the community over the past four years to inform various stages of the master planning process for Telopea. A summary of consultation outcomes from 2016 are provided below.

Consultation will continue to occur with the community in relation to the Telopea Concept Plan and Stage 1A applications. At the time of writing this report, the engagement strategy was still being finalised by LAHC and Frasers.

7.2.1. Engagement to Inform the Telopea Precinct Masterplan

In 2016, consultation with the community was undertaken by Straight Talk and JBA to inform the development of the Telopea Precinct Masterplan. Engagement was undertaken in two stages. Stage 1 informed the development of the masterplan, and Stage 2 presented the draft masterplan to the community for feedback. Key outcomes were documented in the Telopea Masterplan Community Engagement Summary Report (February 2017) and are summarised below:

Stage 1 outcomes

During engagement to inform the development of the masterplan, there was:

- Difficulty moving around the area due to the steep topography
- Concern about traffic from increased development and the need for more parking
- Support for a greater variety of retail shops
- Concern that there are high levels of anti-social behaviour and general perceptions that the area is unsafe at night time
- Perceptions that Sturt Park is unsafe and underutilised due to inadequate facilities
- Strong sentiment that a new community facility is required

- Support for Telopea to enhance its neighbourhood character, however not at the cost of overdevelopment.

Stage 2 outcomes

During engagement on the draft masterplan, there was:

- General support for the masterplan and acknowledgement that Telopea needs renewal
- Support for new community facilities and light rail
- Support for the mix of social and private housing to improve morale, culture and self-esteem of social housing residents
- Some concern for increased traffic in the area and the ability of the road network to perform
- Some concern that not enough parking was provided for residential uses
- Support for upgraded retail uses and the location of shops near the light rail and plaza
- Some concern about overdevelopment, disturbance to wildlife and oversupply of apartments
- Existing tenants expressed concern about the relocation process and being able to return to Telopea, as well as concern that pets would not be allowed in new apartments.

As part of the Stage 2 engagement, the community was asked about what they liked about the masterplan. The top three responses were that the masterplan will bring change and broad support for Telopea, additional shops and a sense of community. The top three aspects of the masterplan that the community did not like were parking and traffic concerns, the development process and the scale of density.

7.2.2. Consultation with the City of Parramatta

Consultation with the Acting Manager of Social Outcomes at the City of Parramatta was undertaken on 31 August 2020. The following themes were raised during the discussion:

- The **topography** of Telopea is highly challenging, and should be at the forefront of design considerations. A large number of rest stops and seating areas should be provided to assist residents in navigating the terrain. There should also be good wayfinding throughout the renewal area.
- Existing **community facilities** in Telopea are in poor condition and are not visually prominent. There is also an existing lack of community space, which will be exacerbated as the population increases.
- The new **library and community centre** should be considered the 'anchor' or 'hub' for the Telopea community. They should be co-located in a prominent position in a main street, and should provide sufficient space to cater for the long term needs of the Telopea community.
- It will be important for **public open space** included as part of the delivery of the Concept Plan to enable many different active and passive recreation opportunities. It will also be important for public open space to be constructed from hard wearing materials which reduce maintenance costs. This includes provision for drainage and irrigation of planted areas.
- There should be a diversity of **play spaces** created throughout the Concept Plan area, including play spaces for older children and young people. This should include all play types, such as nature based play.
- The creation of an **indoor recreation centre** with at least two courts would further enhance the health and connectedness of the Telopea community. There may be opportunities to achieve an indoor recreation space as part of the redevelopment of Telopea Public School, with shared use of the space outside school hours.
- With growth, the community will require increased access to quality and accessible public and private **early childhood education and care services**. Given research showing the importance of early childhood education, it will be critical for affordable options to be provided to support children and families from diverse socio-economic backgrounds.
- The redevelopment of the Telopea Public School should include **out of school hours care**, so that school and care services are located together in a convenient location for families, close to public transport. This would also be an ideal location for the co-location of other child and family services.

- Telopea will be a highly **mixed community**, with a larger number of vulnerable people and households. Public spaces and places will need to be designed to be safe and welcoming to all residents and visitors and to help foster equity and community connections.
- It will also be important for the City of Parramatta, housing developer, manager of social housing and manager of the retail areas to work closely together on the **operation** of the area to foster equitable use of public spaces and places. This should include working together on the principles of how access to public spaces and places work in practice.
- There are opportunities to take an innovative approach to the **governance and management** of the area. This could include the appointment of a place manager or similar role whose responsibilities include working closely with a wide range of stakeholders and helping to develop solutions to operational challenges.
- Given the vulnerability of many residents and challenges of creating and sustaining successful mixed communities, **outreach and support services** to residents will also be important.
- **Relocation plans** for social housing tenants need to take a person centred approach.
- The design and operation of the renewed Concept Plan area should reflect the **strong identity** of Telopea and its residents. This includes the good vistas and existing trees, as well as the social and cultural identity of the area.

The outcomes of this consultation were considered in this Social Impact Assessment, as well as in the Social Needs Assessment and the Crime Prevention Through Environmental Design Assessment.

7.3. PRELIMINARY ASSESSMENT

A proposal may cause a range of direct and indirect social impacts which can have a positive, negative or neutral impact on the existing environment and community. A SIA should assess the expected and perceived impacts which are considered to have the most significant impacts on the community and identified stakeholder groups.

The following section outlines the impact scoping considerations which were used to inform the determination of significant impacts.

Social impacts been informed by the contextual information presented in Section 2 to Section 6 of this report, as well as the consultation outcomes discussed above. The social impacts are assessed against the SIA criteria contained in Section 2, and information provided in relevant technical studies. .

7.4. NEUTRAL TO LOW IMPACTS

Table 2 outlines the social impacts which were considered neutral to low and are not included for further assessment.

Table 2 Impact scoping neutral to low impacts: not included for further assessment

| Potential impacts | Impacted groups | Assessment |
|----------------------------|---|---|
| Demand for health services | <ul style="list-style-type: none">Telopea residents | <p>There are currently three health facilities located within walking distance of the site and three within 2km. Dundas Community Health Centre, Dundas Valley Medical Centre and the Telopea Early Childhood Health Centre are located within the Concept Plan area. There are larger health services located between 2km and 7km from the site including Allowah's Children's Hospital, Ryde Hospital and Westmead Hospital. The latter will be directly accessible to Telopea residents via the Parramatta Light Rail.</p> <p>The Social Needs Assessment prepared by Urbis provides an overview of social infrastructure requirements as a result of the anticipated incoming population. The assessment finds that current acute care services can meet the demand of the new population generated by the development. It also finds that the development can support two to three new medical practices, assuming each practice hires four general practitioners. The proposal includes the consideration of a potential medical facility as part of the retail offer to help meet this demand. The provision of any additional medical facilities would largely be left to market forces once demand can be demonstrated.</p> <p>Based on the analysis provided in the Social Needs Assessment, demand for health services should be met by existing acute care services and the provision of a medical practice within the proposed retail area. An additional medical practice may be required in the future. However, this will be driven by demonstrated demand.</p> |

| Potential impacts | Impacted groups | Assessment |
|---------------------|--|---|
| | | It is likely the delivery of the Concept Plan will have a neutral impact on the overall provision of health services to meet the needs of the existing and future community. |
| Traffic and parking | <ul style="list-style-type: none"> Telopea residents Telopea workers Telopea businesses | <p>A Transport Assessment was prepared by Ason Group and considers the access, traffic and parking provisions of the Concept Plan.</p> <p>To understand the existing traffic road network capacity, SIDRA modelling was undertaken to measure the performance of key intersections within the Concept Plan area. The modelling found that most of the intersections would operate at an appropriate level of service, with some delays and capacity constraints evident at some of the Pennant Hills Road intersections.</p> <p>As discussed in the Transport Assessment, traffic growth forecasting was undertaken as part of the development of the Telopea Master Plan in 2017. The analysis found that some intersections would operate at or over capacity under by 2036, regardless of the development of the Telopea Concept Plan.</p> <p>Based on recommendations made in 2017 and 2018, upgrades to local road and significant traffic modelling has been undertaken that identified works and responsibilities for upgrades to local intersections and those to the broader road network.</p> <p>The proposed Parramatta Light Rail will provide additional transport options, connecting the Telopea Concept Plan area with the Parramatta CBD and Westmead Health Precinct.</p> <p>The Transport Assessment found that for the residential uses the Concept Plan area is expected to generate 986 peak hour vehicle trips. It also found that the retail component of the proposal is expected to generate 123 vehicle trips in the AM peak hour and 245 in the PM peak hour. It is therefore expected the Concept Plan area will generate 1,109 trips in the AM peak hour and 1,231 trips in the PM peak hour and that significant new road network infrastructure is proposed to support the with the road network infrastructure recommendations associated with the Master Plan.</p> <p>A Draft Telopea DCP is currently being finalised by the City of Parramatta. Therefore, the Concept Plan does not include final car parking numbers as yet. As referenced in the Transport Assessment, the Draft</p> |

| Potential impacts | Impacted groups | Assessment |
|-------------------|-----------------|--|
| | | Telopea Concept Plan Area DCP states a minimum of 4,163 vehicle parking spaces and 3,961 bicycle spaces are to be provided in the Concept Plan area. Final parking requirements will be required to meet these rates and will be confirmed with the finalisation of the Telopea DCP. |

7.5. MODERATE TO HIGH IMPACTS

Table 3 outlines the social impacts which were considered moderate to high and are included for further assessment in Section 8 of this report.

Table 3 Impact scoping moderate to high impacts: included for further assessment

| Potential impacts | Social impact category | Impacted groups | Preliminary assessment |
|---|--|---|--|
| Access to high quality social housing | <ul style="list-style-type: none"> Way of life Livelihoods | <ul style="list-style-type: none"> Existing Telopea social housing residents Households on the NSW Housing Register | <p>The Concept Plan area currently contains 486 social housing dwellings, most of which are managed by the NSW Department of Communities and Justice (DCJ).</p> <p>Telopea is in the Parramatta/Baulkham Hills allocation zone for social housing. As of 30 June 2019, 1,970 households were on the waitlist for social housing within this allocation zone and an additional 127 households were on the waitlist as priority applicants.</p> <p>The Concept Plan proposes the creation of a minimum of 740 social housing dwellings, an increase of at least 254 dwellings.</p> <p>The increased provision of high-quality social housing in Telopea is will likely have a high positive impact on the community and has been included for assessment in Section 0.</p> |
| Access to high quality affordable housing | <ul style="list-style-type: none"> Way of life Livelihoods | <ul style="list-style-type: none"> Households in housing stress Key workers | <p>Households in Telopea are experiencing rental stress, with 20.4% of households are paying more than 30% of their household income on rental repayments.</p> <p>In 2016 19.6% of Telopea residents worked in key worker industries including education and training and health care and social assistance.</p> <p>The proposal will create an additional 256 affordable housing dwellings in Telopea.</p> |

| Potential impacts | Social impact category | Impacted groups | Preliminary assessment |
|---|--|---|---|
| | | | The provision of affordable housing in Telopea will provide essential housing for key workers and households experiencing rental stress. It is anticipated that access to high quality affordable housing will have a high positive impact and has been included for assessment in Section 0. |
| Improved community facilities and access to high quality open space | <ul style="list-style-type: none"> Community Accessibility Surroundings | <ul style="list-style-type: none"> Telopea residents Parramatta LGA residents | <p>The Concept Plan area currently includes the Dundas Library and Dundas Community Centre, Sturt Park, Acacia Park, community gardens and two childcare facilities.</p> <p>The proposal will provide a combined regional library and community centre in Telopea, which will replace the existing Dundas Library and Community Centre. The proposal will also provide a childcare facility with 120 places to help meet the needs of the incoming population.</p> <p>The proposal will deliver a range of open spaces distributed across the Concept Plan area. A total of 41,214sqm of additional open space is proposed including 12,860sqm of public open space and 6,160sqm of privately owned publicly accessible open space. Additionally, future residents will have access to 22,194sqm of communal ground floor and rooftop open space.</p> <p>The new community facilities and open space are likely to have a positive impact on the community. The provision of these facilities and spaces has been included for assessment in Section 0.</p> |
| Access to new supermarket, food and beverage, and specialist retail providers | <ul style="list-style-type: none"> Accessibility Livelihoods | <ul style="list-style-type: none"> Telopea residents Telopea businesses | <p>The Concept Plan area currently includes a small local retail strip along Benaud Place. This includes a small IGA, takeaway food retailers, a liquor store and newsagency.</p> <p>The proposal has new retail offerings including a new supermarket, food and beverage retailers and speciality retail, such as hair and nail salons.</p> <p>The existing IGA in Telopea is unlikely to be able to support the future incoming population alone. The provision of a full-</p> |

| Potential impacts | Social impact category | Impacted groups | Preliminary assessment |
|---------------------------|--|--|---|
| | | | <p>sized supermarket and fresh food marketplace will provide future residents with enhanced food services. Speciality retail including cafes and restaurants will further activate public spaces throughout the Concept Plan area.</p> <p>Access to new supermarket, food and beverage, and specialist retail providers is likely to have a positive impact and has been included for assessment in Section 0.</p> |
| Healthy built environment | <ul style="list-style-type: none"> Health and wellbeing Surroundings | <ul style="list-style-type: none"> Telopea residents Telopea workers | <p>The Concept Plan area has a steep topography, with gradients of up to 1:14. The established street trees provide shade for pedestrians who can manage the steep terrain. Existing open space including Sturt Park and Acacia Park provide some healthy built environment elements including short walking paths, playgrounds, an informal basketball court and skate park.</p> <p>A core principle of the Concept Plan design is encouraging active transport opportunities. This is demonstrated particularly in the design of Eyles Street, a new pedestrian thoroughfare which acts as the spine of the Concept Plan. Recreational opportunities are also proposed throughout the Concept Plan include cycleways, a learn to cycle area and a gym.</p> <p>The development of the Concept Plan is likely to have a positive impact on the health of the community and has been included for assessment in Section 0.</p> |
| Crime and public safety | <ul style="list-style-type: none"> Community Surroundings | <ul style="list-style-type: none"> Telopea residents Telopea workers Telopea businesses | <p>As identified by the site visit undertaken to inform this assessment and summarised in Section 4.1, residential, retail and community buildings in Telopea generally show evidence of urban decline. There is some building damage, including graffiti and broken windows.</p> <p>The Crime Prevention Through Environmental Design (CPTED) report prepared by Urbis provides an overview of the crime profile based on crime data from the Bureau of Crime Statistics and Research</p> |

| Potential impacts | Social impact category | Impacted groups | Preliminary assessment |
|---|--|---|--|
| | | | <p>(BOCSAR). The data shows that the concept plan area is in a BOCSAR hotspot for 'domestic assault', 'non-domestic assault', 'break and enter dwelling', 'motor vehicle theft', 'malicious damage to property' and 'steal from dwelling'. The two-year crime trends show all crime types are stable in Telopea, except for 'steal from motor vehicle' which is up by 148%.</p> <p>The Concept Plan incorporates CPTED principles in its design of buildings and public spaces. The delivery of the concept plan over the next 20 years will enhance the public domain and likely increase feelings of public safety, especially at night time.</p> <p>It is likely the delivery of the Concept Plan will have a positive impact on crime and public safety, as well as on perceptions of safety. This will create a positive community impact and has been included for assessment in Section 0.</p> |
| Community integration, belonging and connection | <ul style="list-style-type: none"> Way of life Community | <ul style="list-style-type: none"> Telopea residents Parramatta LGA residents | <p>Telopea is currently a mixed tenure community. At the last Census in 2016, some 59% of households were purchasing their homes, 23% lived in private market housing and 23% lived in social and affordable housing.</p> <p>The proposal will retain a mix of housing tenures in Telopea, and includes private market, social and affordable housing. The proposed Concept Plan demonstrates a 'tenure blind' approach. It does not allocate specific blocks, buildings, facilities or spaces to a particular housing tenure and provides the same design quality for public, communal and private domains across the area.</p> <p>However, there still may be some initial concerns, especially from existing social housing tenants, on the impact urban renewal will have on their sense of belonging to the community.</p> <p>The delivery of the Concept Plan is likely to have a short to medium term negative impact on community integration, belonging and</p> |

| Potential impacts | Social impact category | Impacted groups | Preliminary assessment |
|----------------------------------|--|---|---|
| | | | connections and has been included for assessment in Section 0. |
| Neighbourhood change | <ul style="list-style-type: none"> Way of life Community Health and wellbeing | <ul style="list-style-type: none"> Telopea residents Telopea businesses | <p>The Concept Plan proposal will result in substantial change to Telopea over an estimated 20 years. Research demonstrates that neighbourhood change of the scale proposed at Telopea can have a range of positive and negative impacts. This is particularly evident for social housing tenants. Urban renewal is likely to result in increased feelings of loss, fear and trauma for tenants. However, redevelopment can also bring increased opportunities for tenants to pursue new skills, training, employment, volunteering and community leadership.</p> <p>Neighbourhood change is likely to have a short to medium term negative impact due to tenants having to relocate during re-development of the area. Neighbourhood change has been included for assessment in Section 0.</p> |
| Relocation of existing residents | <ul style="list-style-type: none"> Way of live Health and wellbeing | <ul style="list-style-type: none"> Existing Telopea social housing residents | <p>The Concept Plan area currently contains 486 social housing dwellings. To facilitate the development of the proposal, existing social housing tenants will need to be temporarily or permanently relocated. Relocations may be within or outside Telopea.</p> <p>Moving can be a stressful time for any household. Residents are likely to have made friendships and become deeply familiar with the services available to them in the local area. Temporary relocation for an extended period in a new area is likely to cause feelings of stress for many tenants.</p> <p>Relocation of existing tenants is likely to have a short to medium term negative impact on existing residents and has been included for assessment in Section 0.</p> |

8. ASSESSMENT OF SIGNIFICANT IMPACTS

The following section provides a detailed assessment of the significant social impacts of the proposal, as identified in Table 2. The significant impacts are assessed with any planned mitigation measures to determine the residual impact level. The assessment process used to determine each impact level is described in Section 2 of this report.

8.1. ACCESS TO HIGH QUALITY SOCIAL HOUSING

| Description of impact | Impacted groups |
|--|---|
| Increased access to high quality social housing | <ul style="list-style-type: none"> Existing Telopea social housing residents Households on the NSW Housing Register |
| Current environment | |
| <p>The Concept Plan area currently contains 486 social housing dwellings, most of which are managed by the NSW Department of Communities and Justice (DCJ). The social housing dwellings in the Telopea Concept Plan area are a mix of high-density towers, older three to four storey medium density buildings on larger blocks and detached cottages. The dwellings are generally run down and nearing the end of their lifecycle, with some evidence of property damage and vandalism.</p> <p>Telopea is in the Parramatta/Baulkham Hills allocation zone for social housing. As of 30 June 2019, 1,970 households were on the waitlist for social housing within this allocation zone and an additional 127 households were on the waitlist as priority applicants. There was an expected waiting time of 5 to 10 years for a one or three bedroom apartment in this allocation zone and over 10 years waiting time for a two bedroom apartment and a four or more bedroom apartment.²</p> | |
| Impact of the proposal | |
| <p>The Concept Plan proposes the creation of a minimum of 740 social housing dwellings, an increase of at least 254 dwellings. These additional dwellings will be made available to applicants on the NSW Housing Register, which is the social housing waitlist managed by DCJ and used by all managers of social housing, including community housing providers (CHPs).</p> <p>This provision of access to high quality social housing aligns with the vision for Telopea identified in the Local Character Statement, which outlines the need for a mix of different types of homes to provide affordable housing choices for the whole community.</p> <p>Social housing delivered as part of this proposal will be managed by Hume Community Housing (Hume), a Tier 1 community housing provider which has been operating for over 30 years. In 2018-19, Hume had an overall tenant satisfaction rate of 81%. This compares with an industry benchmark of 75% satisfaction.³</p> <p>Research undertaken by the Australian Institute of Health and Welfare (AIHW) has shown that living in housing managed by a CHP can have a range of positive impacts.⁴ It found that tenants living in community housing are likely to experience higher levels of overall satisfaction with services (80% satisfaction) compared with public housing tenants (74% satisfaction). When factors such as dwelling</p> | |

² Department of Communities and Justice, <https://www.facs.nsw.gov.au/housing/help/applying-assistance/expected-waiting-times> accessed 28 May 2020

³ Hume Community Housing, Annual Report, 2019

⁴ AIHW, National Social Housing Survey 2018: Key results, 2019

condition, time in social housing and household composition were accounted for, community housing residents were still slightly more likely to be satisfied than similar public housing tenants.

The AIHW research found the largest driver of tenant satisfaction is the structural condition of housing. The report states that “Tenant satisfaction with services from their housing provider is closely coupled to the condition of their home, with satisfaction falling significantly as structural problems increase”.⁵ Access to working facilities, such as cooking facilities and laundry facilities, was also identified as a driver of satisfaction.

The provision of 740 new, high-quality social housing dwellings will provide an increased supply of social housing in the Parramatta/Baulkham Hills allocation zone. This will help meet the current waitlist demand of 2,097 households. The new social housing dwellings will improve on current social housing building condition, delivering a positive outcome for the Telopea community.

Management measures

- Housing design takes a ‘tenure blind’ approach, with no external indicators of tenure type in the design and layout of buildings and open space.
- Management of social housing by Hume Community Housing, a long standing Tier 1 CHP with high tenant satisfaction rates.

SIA recommendations

- Ensure detailed design of future project stages continues to take a ‘tenure blind’ approach, with no external indicators of tenure type and an equitable approach to accessing public and communal spaces and services.

Residual impact (considering management measures)

Likelihood: Almost certain

Magnitude: Very high

The implementation of the Concept Plan will result in new housing designed and constructed to contemporary standards and managed by an experienced community housing provider. Based on this assessment, access to high quality social housing is likely to have a high long-term positive impact on the community.

⁵ Ibid, page vi

8.2. ACCESS TO HIGH QUALITY AFFORDABLE HOUSING

| Description of impact | Impacted groups |
|---|---|
| Increased access to high quality affordable housing | <ul style="list-style-type: none"> Households in housing stress Key workers |
| Current environment | |
| <p>Immediately adjacent to the Concept Plan area are 76 affordable housing dwellings in an apartment building on Shortland Street managed by Hume Housing.</p> <p>Households in Telopea are experiencing rental stress, with 20.4% of households paying more than 30% of their household income on rental repayments. This suggests that housing is unaffordable for one fifth of households living in Telopea. This proportion is particularly concerning as the 22.9% Telopea residents living in social housing should not be paying more than 30% of their income in rent.</p> <p>Housing for key workers is also becoming increasingly difficult to find in many parts of Sydney.⁶ In 2016 19.6% of Telopea residents worked in key worker industries including education and training and health care and social assistance. In 2014 id population estimated there were 17,360 key workers in the Parramatta LGA, representing 14.6% of all jobs in the LGA.⁷ Due to the large cluster of health care services in the area, the largest number of key workers were nurses (5,115). Id population estimates that in the next 10 years the number of key workers will grow by between 3,900 and 5,100 workers.</p> <p>A strategic vision for the City of Parramatta, as outlined in the LSPS, is to provide permanent affordable housing in Parramatta LGA.</p> | |
| Impact of the proposal | |
| <p>The proposal will create an additional 256 affordable housing dwellings in Telopea, providing essential housing for key workers and households experiencing rental stress. This aligns with City of Parramatta's strategic vision to provide permanent affordable housing in Parramatta LGA.</p> <p>Key worker occupations are important for a city's function and performance.⁸ Access to affordable housing near a key workers' place of employment can reduce long commute times and travel costs, and increase time spent with family.</p> <p>Affordable housing delivered as part of this proposal will also be managed by Hume Community Housing. Hume is an experienced manager of affordable housing, with properties in locations including Ashfield, Bankstown, Fairfield, Merrylands, Parramatta, Rydalmere, Telopea and Wentworthville. The organisation has a thorough and publicly available allocations policy for affordable housing. The policy includes important safeguards for affordable housing tenants, such as providing adjustment periods over two years for tenants whose incomes exceed eligibility thresholds.</p> <p>The proposal will provide increased supply of affordable housing to key workers and households currently experience rental stress in Telopea and surrounding suburbs.</p> | |

⁶ University of Sydney and the Urban Housing Lab, Key worker housing affordability in Sydney, 2018

⁷ Id population, How housing affordability can play a role in economic development, 2015

⁸ The University of Sydney and the Urban Housing Lab, Key worker housing affordability in Sydney, 2018

| Management measures | SIA recommendations |
|--|--|
| <ul style="list-style-type: none"> Housing design takes a 'tenure blind' approach, with no external indicators of tenure type in the design and layout of buildings and open space. Management of affordable housing by Hume Community Housing, an experienced Tier 1 CHP. | <ul style="list-style-type: none"> Hume Community Housing's current affordable housing policy could be further strengthened by committing to providing tenants with support to find alternative private market rental housing if their income exceeds thresholds for more than two years. |
| Residual impact (considering management measures) | |
| Likelihood: Almost certain | Magnitude: Very high |
| <p>The implementation of the Concept Plan will result in new housing designed and constructed to contemporary standards and managed by an experienced community housing provider. Based on this assessment, access to high quality affordable housing is likely to have a high long-term positive impact on the community.</p> | |

8.3. IMPROVED COMMUNITY FACILITIES AND ACCESS TO HIGH QUALITY OPEN SPACE

| Description of impact | Impacted groups |
|--|---|
| Access to new community facilities and open space | <ul style="list-style-type: none"> Telopea residents Parramatta LGA residents |
| Current environment | |
| <p>The Concept Plan area includes the Dundas Library and Dundas Community Centre. Both facilities are outdated and unable to meet the contemporary needs of the growing population.</p> <p>There are currently two childcare facilities located within the Master Plan area: Green Trees Early Learning Centre and Sophie's Cottage Kindergarten. There are another 14 childcare facilities located within 2km from the site. This includes Telopea Family Day Care, Dundas Public School OOSH and Carlingford West OOSH which accept children up to the age of 12 years. Within 2km of the site there are 906 approved childcare places, including long day care and OOSH, that are available.</p> <p>The main park within the Concept Plan area is Sturt Park, which provides 2ha of open space, including sporting fields and informal recreational spaces. Acacia Park is situated just outside the Concept Plan area and provides a fenced playground.</p> <p>Two community gardens are located within the Concept Plan area. Telopea Community Garden is supported by NSW Housing and Dundas Area Neighbourhood Centre and the Telopea Public School Community Garden is operated by the school.</p> | |
| Impact of the proposal | |
| Community facilities | |
| <p>The proposal will provide a combined regional library and community centre in Telopea of 3,000sqm GFA, which will replace the existing Dundas Library and Community Centre. This will include a community facility of 2,100sqm plus 900sqm library space. The Social Needs Assessment found that the incoming</p> | |

population will generate the need for approximately 2,500sqm of combined community centre and library space, and therefore the proposed delivery of the new library and community centre is expected to meet this demand. The new library and community centre will be re-located from their current positions to a more central location along Eyles Street. The library lawn is also proposed adjacent the facility, which is intended to create a focal point of gathering, enhancing sense of place and belonging for the Telopea community.

The Social Needs Assessment prepared by Urbis found that the incoming population is likely to generate a need for 25 to 300 long day care places for children aged up to four years. Typically, a contemporary childcare centre can provide 90 to 120 childcare places. This need therefore equates to two to three additional childcare centres.

The proposal includes a childcare facility with 120 places to help meet the demand of the incoming population. Additional demand is likely to be absorbed by capacity at existing centres and other facilities provided by the private sector once demand can be demonstrated. The Social Needs Assessment found that the incoming population is likely to generate demand for 213 out of school hours care (OSHC) places. This could possibly be absorbed by the three existing facilities within 2km of the site, however as stated in the Social Needs Assessment, Carlingford West OSHC does not have any current vacancies.

Open space

The Concept Plan is designed with the public realm at the core of the precinct. Walking along Eyles Street, pedestrians will have access to a series of parks and plazas activated by surrounding buildings. The proposal will deliver a range of open spaces across the site. A total of 12,860sqm of public open space is proposed, including Telopea Station Plaza, a Neighbourhood Park, Library Courtyard and pocket parks and gardens. An additional 6,160sqm of privately owned publicly accessible space is also proposed including Telopea Square, Church Courtyard and pockets parks.

Open space is of high quality design that will create an attractive natural landscaped setting for residents and visitors to Telopea. Landscape and public domain elements include:

- Multi-purpose landscaped platforms
- Lawn and flowering groundcover plantings
- Maintenance of existing trees including established eucalyptus trees
- Day-beds beneath established tree canopies
- Water features with surrounding bench seating
- All abilities playground
- Off-leash dog park areas
- Cycle paths, including learn to cycle paths and bicycle parking
- Nature trails and quiet seating
- Dedicated picnic lawns.

The Concept Plan includes 22,194sqm of communal open space for residents of apartment buildings. It also retains the Telopea Community Garden, located at the western periphery of the Concept Plan, adjacent a residential building.

The Social Needs Assessment analysed the open space provided as part of the Concept Plan. The assessment found that the Concept Plan will provide 0.7ha of open space per 1,000 people, which is under the City's guide of 1ha of public parks per 1,000 people. However, the community will have

improved access with new pedestrian and cycle ways to a significant open space network available within 2km of the site, totalling 62ha.

The Social Needs Assessment also found that most residents will be within 400m walking distance of open space. It therefore concludes that the open space provided as part of the Concept Plan, in addition to existing open space, is acceptable.

| Management measures | SIA recommendations |
|---|--|
| <ul style="list-style-type: none"> Provision of a new regional level library and community centre. Provision of a childcare facility in the Concept Plan area to help meet future demand for childcare Inclusion of a range of public open space areas. Where possible, existing trees have been retained in open space to maintain the bushland character of the area. | <ul style="list-style-type: none"> Develop and deliver a welcome program for the new library and community centre with the City of Parramatta to encourage all new residents to access, and feel comfortable in, these facilities. Develop and deliver a community outreach program associated with the new library and community centre in collaboration with the City of Parramatta. Consider recommendations provided in the Social Needs Assessment including: <ul style="list-style-type: none"> Types of facilities to be provided in the combined library and community centre and consideration of a rooftop space to incorporate active recreational uses on site. Consider shared use arrangements and colocated opportunities for complementary facilities at Telopea Public School. Consider opportunities to work with and/or encourage Telopea Public School to include OSHC services in future planning. |
| Residual impact (considering management measures) | |
| Likelihood: Likely | Magnitude: High |
| Based on this assessment, improved community facilities and access to high quality open space is likely to have a high long term positive impact on the community. | |

8.4. ACCESS TO NEW SUPERMARKET, FOOD AND BEVERAGE, AND SPECIALITY RETAIL PROVIDERS

| Description of impact | Impacted groups |
|--|--|
| Access to new larger scale supermarket and other speciality food, beverage and retail services | <ul style="list-style-type: none"> Telopea residents Telopea businesses |
| Current environment | |
| <p>The Concept Plan area currently includes a small local retail strip along Benaud Place. This includes a small IGA, takeaway food retailers, a liquor store and newsagency. This retail strip provides essential services to the existing community. The buildings in this retail strip are generally run down and reaching the end of their lifecycle.</p> <p>Engagement undertaken to inform the development of the Telopea Precinct Masterplan demonstrated community support for upgraded retail uses and the location of shops near the light rail and plaza. Provision of additional shops was one of the top three things the community liked about the Masterplan.</p> <p>The City of Parramatta's LSPS identifies Telopea as a local centre that is a focal point for neighbourhood gathering and access to essential services.</p> | |
| Impact of the proposal | |
| <p>The proposal includes new retail offerings to the north-west of the Concept Plan area. This includes a new supermarket, food and beverage retailers and speciality retail, such as hair and nail salons. These retail and food uses are well located at the light rail station and are generally located on the ground floor. The provision of multiple food and beverage services will likely activate this section of the Concept Plan area, especially at night time.</p> <p>The existing IGA in Telopea is unlikely to be able to support the needs of the future population. The provision of a full-sized supermarket and fresh food marketplace will provide future residents with enhanced food services.</p> <p>The Community Pavilion, located at the core of the Concept Plan area, will include a café with bench seating set under the tree canopy and booth style seating. The design of this space is expected to enhance community gathering and foster a sense of place.</p> <p>The inclusion of speciality retail and food and beverage businesses aligns with the City's identification of Telopea as a local centre that should be a focal point for the community.</p> | |
| Management measures | SIA recommendations |
| <ul style="list-style-type: none"> Co-location of the new supermarket, food and beverage, and speciality retail with other services including proposed medical centre, childcare centre and gym. Provision of a pedestrian only retail strip (Eyles Street) to enhance safety of pedestrians when accessing retail services. | <ul style="list-style-type: none"> Encourage or require the building managers of future retail and food and beverage tenancies to implement a Plan of Management. This should include details such as opening hours, safety and security measures, noise management and patron capacity. Encourage future retail and food and beverage tenancies to consider the diverse social-economic characteristics of Telopea when |

| | |
|---|--|
| | considering service and product provision and pricing. |
| Residual impact (considering management measures) | |
| Likelihood: Likely | Magnitude: High |
| Based on this assessment, access to a new supermarket, food and beverage, and speciality retail providers is likely to have a positive long-term impact on the community. | |

8.5. HEALTHY BUILT ENVIRONMENT

| Description of impact | Impacted groups |
|---|--|
| Incorporation of design measures to encourage walking, cycling and exercise in the Concept Plan area | <ul style="list-style-type: none"> Telopea residents Telopea workers |
| Current environment | |
| <p>Telopea currently has an established bushland character. Many trees throughout the precinct are identified in the Urban Design Report, prepared by Hassell and Bates Smart as being important trees suitable for retention for more than 10 years.</p> <p>The Concept Plan area has a steep topography, with gradients of up to 1:14. The established street trees provide shade for pedestrians who can manage the steep terrain.</p> <p>There are existing open space areas including Sturt Park and Acacia Park which provide some healthy built environment elements, including short walking paths, playgrounds, an informal basketball court and skate park. There are also formal active recreation facilities within 2km of the site including Dundas Park and Curtis Oval, Homelands Reserve, Sir Thomas Mitchell Reserve, Cox Park and Peggy Womersley Reserves.</p> <p>All these facilities have also been identified in City of Parramatta's Draft Community Infrastructure Strategy for upgrades and embellishment, including the potential for one new full sized sports field in Cox Park and potential for one new full size sports field and one new half size sports field in Sir Thomas Mitchell Reserve.</p> <p>Currently, the local community only has access to IGA for major fresh food produce. The Telopea Community Garden also provides the community with fresh food produce, however at a smaller scale. Other food choices in Telopea are takeaway services such as takeaway pizza, fish and chips and a patisserie.</p> | |
| Impact of the proposal | |
| <p>A core principle of the Concept Plan design is encouraging active transport opportunities. This is demonstrated particularly in the design of Eyles Street, a new pedestrian thoroughfare which acts as the spine of the Concept Plan. Eyles Street is oriented roughly east-west from a high elevation at the future Telopea Light Rail Station to the lower elevation at Bernard Lane. To assist residents navigate the topography, Eyles Street includes wide stairs and ramps to provide accessible pathways from top to bottom, as well as lifts and escalators.</p> <p>Surrounding streets and laneways have also been designed to balance the needs of pedestrians, cyclists and vehicles to create a safe, attractive and comfortable pedestrian experience. This includes providing</p> | |

defined and separated pedestrian footpaths with tree plantings, as well as awnings and street furniture to enable pause points for pedestrians. The Concept Plan has also been designed to maintain established and significant street trees throughout the area. This includes mature eucalypts fronting Eyes Street and Sturt Street.

Some informal outdoor recreation features are proposed for residents and visitors to the area. This includes a dedicated learn to cycle area, playgrounds including a vertical playground, and outdoor games. A gym is also proposed, which will be a commercially operated facility that will require paid membership.

The Concept Plan is expected to include an expanded range of food choices. This includes a food and beverage precinct with a full-size supermarket and fresh food marketplace supported by other speciality food and beverage (such as cafes and restaurants). This is likely to include healthier food options for residents.

The potential impacts of the proposal on the mental health of residents, and particularly existing social housing residents, is discussed in Section 8.8 of this report.

Management measures

- Inclusion of pedestrian-only through site links, well-defined footpaths and separate cycle areas.
- Provision of bike parking stations at the future Light Rail Station to encourage active transport use.
- Retention of significant street trees throughout the Concept Plan area.
- Expanded access to healthy food choices including a full-sized supermarket, fresh food marketplace and speciality food and beverage retailers.

SIA recommendations

- Work closely with the City of Parramatta on the design of public spaces and streetscapes to enable ongoing maintenance to a high standard.
- Consider recommendations from the Social Needs Assessment including:
 - Developing a shared use arrangement for the sports grounds on the Telopea School site
 - Exploring potential provision of an indoor recreation facility on the Telopea School site
 - Providing better accessibility to existing active recreation within 2km of the Concept Plan area.
- As discussed in Section 8.4, encourage future food and beverage tenancies to consider the diverse social-economic characteristics of Telopea when considering service and product provision and pricing, particularly for fresh food options.

Residual impact (considering management measures)

Likelihood: Likely

Magnitude: Medium

Based on this assessment, the design of the Concept Plan area is likely to have a positive long term impact on the health of the existing and future community.

8.6. CRIME AND PUBLIC SAFETY

| Description of impact | Impacted groups |
|--|--|
| Possible improved perceptions of crime and public safety | <ul style="list-style-type: none"> Telopea residents Telopea workers Telopea businesses |
| Current environment | |
| <p>The existing buildings in Telopea show evidence of urban decline, reaching the end of their lifecycle. This includes the existing Dundas Community Centre and Library, which is a dated building and no longer fit for purpose. The building was designed with an under-croft area, and adjacent a laneway with little evidence of appropriate lighting, and opportunities for concealment and entrapment.</p> <p>The Crime Prevention Through Environmental Design (CPTED) report prepared by Urbis provides an overview of the crime profile based on crime data from the Bureau of Crime Statistics and Research (BOCSAR). The data shows that the concept plan area is in a BOCSAR hotspot for 'domestic assault', 'non-domestic assault', 'break and enter dwelling', 'motor vehicle theft', 'malicious damage to property' and 'steal from dwelling'. The two-year crime trends show all crime types are stable in Telopea, except for 'steal from motor vehicle' which is up by 148%.</p> <p>As provided in Section 7.3 of this report, engagement with the community undertaken in 2016 to inform the Masterplan identified key issues around safety. The community felt that Telopea was unsafe at night time and there was a high level of anti-social behaviour in the community. The community felt that more retail uses and opportunities for community gathering could help enhance feelings of safety in Telopea.</p> | |
| Impact of the proposal | |
| <p>The Concept Plan has been carefully considered to enhance perceptions of public safety. The CPTED report prepared by Urbis provides an assessment of the proposal against the four CPTED principles of surveillance, access control, territorial reinforcement and space and activity management. The assessment found that the Concept Plan incorporates good surveillance principles through the deliberate orientation of buildings to overlook key areas of public spaces, such as block connections and open space. Retail uses are also at the ground floor level, near the future Telopea Light Rail Station to enhance pedestrian activity and passive surveillance. The creation of Eyles Street, a pedestrian link passing through the Concept Plan area, will enable passive surveillance of spaces throughout the area. The inclusion of a pedestrian through site link in the Stage 1A residential area was also found in the CPTED assessment to provide an important connection through the Neighbourhood Park connecting Sturt Street to the Telopea South Precinct.</p> <p>The CPTED assessment found that access control measures, including separate access points for public and private uses, are provided. Swipe access will be required for vehicles to access residential basement car parking. Generally, access points to publicly accessible areas are oriented towards street frontages to enable clear sightlines and wayfinding for pedestrians. The proposal also uses landscaping for residential areas to reinforce and formalise these areas as private. This design mechanism also enhances territorial reinforcement. The community uses, publicly open space and plazas throughout the Concept Plan area are well designed spaces that encourage social interaction and ownership over these spaces, enhancing territorial reinforcement. Lighting strategies will be provided throughout the Concept Plan area to enhance feelings of safety, especially at night time.</p> | |

The layout of the Concept Plan was found to demonstrate good space and activity management, as retail, childcare, office and medical services are co-located together, and close to the future Telopea Light Rail Station. The community library and community centre are located at the core of the precinct, co-located with areas of open space. The CPTED assessment found that the site layout will improve on the existing conditions and demonstrate better space and activity management, as the location of different types of uses will better respond to site topography and accessibility.

The delivery of the Concept Plan over the next 20 years will enhance the public domain and likely increase feelings of public safety, especially at night time. Access control measures have been considered, including private access for vehicle accessing residential basement parking. This will reduce the likeliness of crime related to 'theft from motor vehicle' which is the only crime type that has increased over the past two years in Telopea.

| Management measures | SIA recommendations |
|--|---|
| <ul style="list-style-type: none"> Car parking access control measures to enhance vehicle safety. Inclusion of a range of retail uses to enable activity at different times of the day. Incorporation of lighting and landscaping throughout the Concept Plan area, including in private, communal and public spaces. Incorporation of through site links to enhance sightlines and passive surveillance across the Concept Plan area. | <ul style="list-style-type: none"> Implementation of recommendations provided in the CPTED report. Undertake ongoing engagement with residents throughout the redevelopment to stay informed about community safety issues. |
| Residual impact (considering management measures) | |
| Likelihood: Likely | Magnitude: Medium |
| Based on this assessment, the design of the concept plan area is likely to reduce opportunities for crime and have a positive long term impact on the community's perceptions of safety. | |

8.7. COMMUNITY INTEGRATION, BELONGING AND CONNECTION

| Description of impact | Impacted groups |
|---|---|
| Enhanced sense of belonging and connection to place | <ul style="list-style-type: none"> Telopea residents Parramatta LGA residents |
| Current environment | |
| <p>Telopea is currently a mixed tenure community. At the last Census in 2016, some 59% of households were purchasing their homes, 23% lived in private market housing and 23% lived in social and affordable housing. Community connections are supported by programs and services offered at existing community facilities in Telopea, such as the Dundas Area Neighbourhood Centre, Dundas Area Youth Service, Telopea Family Support Service and Hume Community Learning Space. Access to many of these spaces is provided free or at reduced hire rates for local residents and community groups.</p> <p>Hume Community Housing has an existing Social Club available to all tenants for \$1 per week. The Social Club enables tenants to go on up to four outings per year such as Jamberoo, the Easter Show, Sydney Aquarium or Maritime Museum. Hume Community Housing also schedule regular Block Meetings to give tenants opportunities to share information and bring up any key issues.</p> <p>Hume also offers a Community Space for tenant use at its existing properties on Shortland Street.</p> | |
| Impact of the proposal | |
| <p>The proposal will retain a mix of housing tenures in Telopea, and includes private market, social and affordable housing. Engagement undertaken to inform the development of the Telopea Precinct Masterplan demonstrated community support for the mix of social and private housing to improve morale, culture and self-esteem of social housing residents.</p> <p>Ryan van den Nouwelant and Bill Randolph⁹ identify the importance of mixing tenures in neighbourhoods and refer to 'tenure blindness' as the most valuable guiding principle to achieve this. This means a development does not have external indicators of tenure type in its design and layout.</p> <p>The proposed Concept Plan demonstrates this 'tenure blind' approach. It does not allocate specific blocks, buildings, facilities or spaces to a particular housing tenure and provides the same design quality for public, communal and private domains across the area. Access to communal open spaces is open to all residents of buildings fronting those spaces.</p> <p>However, even with tenure blind design, van den Nouwelant and Randolph find that mixed tenure communities require ongoing programs to develop a strong sense of community. As outlined above, several new community facilities and open spaces will be provided as part of the Concept Plan. This will provide the opportunity for individuals and groups to directly participate in community activities, whether through programmed services and events or by providing multifunctional spaces which can be booked by individuals or groups.</p> <p>The redevelopment of Telopea is likely to cause some initial concerns, particularly from long-term residents who may experience feelings of anxiousness as a result of the change to the neighbourhood they are deeply familiar with.</p> | |

⁹ Van den Nouwelant, R and Randolph, B, 'Mixed-tenure development: Literature review on the impact of differing degrees of integration', 2016.

An Engagement Framework for the renewal of Telopea has been prepared by Elton Consulting. This includes a range of techniques for communications with stakeholder groups, including residents of existing social and market housing and local community groups. The Engagement Framework also includes the potential for the community to provide input to the design of parks, public spaces and community facilities.

The Engagement Framework could be strengthened by including a community building approach, which more explicitly supports community integration, belonging and connection.

| Management measures | SIA recommendations |
|---|--|
| <ul style="list-style-type: none"> ▪ The proposed design of market, social and affordable housing tenures takes a 'tenure blind' approach with no external indicators of tenure type in the design and layout of buildings and open space. ▪ Inclusion of public gathering and dwell spaces throughout the Concept Plan area, such as the Telopea Station arrival plaza, Telopea Square, community gardens, neighbourhood park, pocket parks and community pavilion. ▪ New and improved community centre and library at the core of the Concept Plan area that will interface with the publicly accessible open space. | <ul style="list-style-type: none"> ▪ Undertake ongoing comprehensive engagement with the Telopea residents and community groups under the Engagement Framework. ▪ Incorporate a community building approach into the Engagement Framework to more explicitly support community integration, belonging and connection in the mixed tenure community. ▪ Incorporate temporary and 'meanwhile' uses to support the existing community and maintain community connections during the delivery of the Concept Plan. ▪ Develop and deliver welcome programs for all new and returning residents. ▪ Create an ongoing governance structure for Frasers Property, Hume Community Housing, the City of Parramatta and other stakeholders to work together on the redevelopment of Telopea and operation of spaces and places to support an inclusive community. ▪ Continue to provide concessional rates for hire of spaces within community facilities, so they are affordable for all local residents and community groups. |
| Residual impact (considering management measures) | |
| Likelihood: Possible | Magnitude: High |
| <p>Based on this assessment, it is likely the delivery of the Concept Plan will have a short to medium term negative impact on community integration, belonging and connections. These impacts can be mitigated by the delivery of a comprehensive program of community programs and activities.</p> <p>With tenure blind design and an ongoing commitment to programs fostering community integration, there is potential for the delivery of the Concept Plan to have a medium to long term positive impact on community belonging and connections.</p> | |

8.8. NEIGHBOURHOOD CHANGE

| Description of impact | Impacted groups |
|---|---|
| Urban renewal causing long-term neighbourhood change | <ul style="list-style-type: none"> Teloepa residents Teloepa businesses |
| Current environment | |
| <p>The 2016 ABS Census data provides data on place of usual residence. This showed that in 2016 almost half of the Teloepa population (2,418 people or 47.8%) were located at the same address as five years ago (2011).</p> <p>As identified by the site visit undertaken to inform this assessment and summarised in Section 4.1, residential, retail and community buildings in Teloepa show evidence of urban decline, with some building damage including graffiti and broken windows.</p> <p>Engagement undertaken to inform the Teloepa Precinct Masterplan in 2016 demonstrated that the community was supportive of the need for renewal to occur in Teloepa. One of the top three things community members liked about the Masterplan was that it will bring change and broad support for Teloepa. There was also some concern expressed about overdevelopment and a potential oversupply of apartments.</p> | |
| Impact of the proposal | |
| <p>The Concept Plan proposal will result in substantial change to Teloepa over an estimated 20 year timeframe. Research demonstrates that neighbourhood change of the scale proposed at Teloepa can have a range of positive and negative impacts.</p> <p>Concentration of social housing in an area can result in location-related stigma. This stigmatisation often causes judgement and stereotyping of individuals and groups who live in social housing.¹⁰ Urban renewal can help reduce stigma by introducing mixed communities to change perceptions of an area's reputation¹¹. Research found that residents can experience less location-related stigma in mixed communities due to increased access to opportunities, such as employment, education and training, improved community services and enhanced opportunities for social participation with people of different cultural and socio-economic backgrounds.¹²</p> <p>Research has been conducted by Shelter NSW, Tenant's Union of NSW and City Futures Research Centre UNSW on urban renewal implications for tenants.¹³ This research found that urban renewal can have disruptive impacts on tenants, as for most, it will involve significant losses including their physical home, friendships and community support services. This can be especially difficult for long term tenants who believed that their social housing home would be provided for life. The renewal process can exacerbate pre-existing health and social problems and is likely to increase feelings of stress, fear, anxiety, grief, loss and trauma. It is therefore crucial that there are strong social and community support services available for tenants to support them through this time.</p> <p>The research conducted by Shelter NSW et al found there are positive aspects to neighbourhood change. This includes increased opportunities for tenants to pursue new skills, training, employment, volunteering</p> | |

¹⁰ AHURI, Addressing the stigmatisation of social housing, 2012

¹¹ University of Wollongong, Social mix and the problematisation of social housing, 2013

¹² Ibid.

¹³ Shelter NSW, Tenants Union of NSW and City Futures Research Centre, A Compact for Renewal: What tenants want from Renewal, 2017

and community leadership. Projects that are planned so that most existing tenants can return and stay in the area can also help alleviate negative feelings towards urban renewal, particularly loss of neighbourhood identity and friendships. New and improved community facilities and environmental assets such as open space, trees and landscaping, as well as retention of trees, are some other potential positive aspects to urban renewal. The research found that it is also important to honour the social history of the place to make tenants feel comfortable when they return to their community.

It is expected that the redevelopment will occur in three stages from 2023 – 2038. Stage 1 (2023-2029) will include the largest scale of residential dwellings with approximately 2,100 dwellings. This will be followed by approximately 1,600 dwellings in Stage 2 (2029-2035) and 1,000 dwellings in Stage 3 (2035 – 2038). The research above focuses on social housing tenants. Market housing residents will also feel the impacts of neighbourhood change of the scale proposed at Telopea. Staging renewal can have positive implications for the community, as parts of the Concept Plan area will remain accessible, while construction occurs in other areas. However, the projected timeframe may also result in feelings of construction fatigue and potential stress resulting from continued disturbance to day to day activities such as changing traffic conditions, noise and visual impacts of construction vehicles and sites. This is likely to be felt by existing market housing residents, as well as social housing residents who move in at the finalisation of Stage 1 in 2029 and live with Stage 2 and 3 construction activities for up to ten years.

As discussed in Section 8.7, an Engagement Framework for the renewal of Telopea has been prepared by Elton Consulting. This includes a range of techniques for communications with stakeholder groups, including residents of existing social and market housing and local community groups.

| Management measures | SIA recommendations |
|---|---|
| <ul style="list-style-type: none"> Stage 1 of the redevelopment process focuses on delivering the largest number of residential dwellings, delivering community benefit, and supporting the light rail project. This will enable the provision of transport and community services before Stages 2 and 3, which focus on delivering remaining residential dwellings. Preparation of a quarterly community newsletter to be distributed locally and online through the project website. Hume Community Housing has an existing Tenants Voice Committee that meet regularly to discuss improvements to services, manage social events, support new tenants through the social housing process and take part in the NSW Housing Federation Tenants Group. | <ul style="list-style-type: none"> Undertake ongoing long-term and genuine engagement with residents throughout the urban renewal process, under the high level guidance of the Engagement Framework. Distribution of project information regularly and through a range of community building activities, such street meetings, community events and BBQs. Consider inclusion of public art, library and community centre installations and other initiatives that honour the social history and community values of the Telopea community. Consider implementation of creative hoarding to improve visual impacts of construction sites. Consider commissioning an oral history of Telopea, prior to construction works commencing, to document resident memories and associations. |

Residual impact (considering management measures)

Likelihood: Likely

Magnitude: High

Neighbourhood renewal is likely to have a short to medium negative impact on many tenants due to feelings of stress, fear, anxiety and loss associated with this significant change in their lives, created and symbolised by changes to their physical environment. Market housing residents are likely to experience construction fatigue and potential stress as a result of potential disturbance to their day to day activities over an extended period.

If well managed, with transparent and ongoing engagement and communications, neighbourhood change over the long term is likely to reduce location related stigma and result in an overall positive impact for the community.

8.9. RELOCATION OF EXISTING RESIDENTS

| Description of impact | Impacted groups |
|---|---|
| Temporary relocation of tenants for an extended period during development of the Concept Plan | <ul style="list-style-type: none"> ▪ Telopea residents ▪ Telopea businesses |
| Current environment | |
| <p>There are 486 households living in social housing in the Concept Plan area. To facilitate the development of the proposal, existing social housing tenants will need to be temporarily or permanently relocated.</p> <p>As part of engagement undertaken to inform the development of the Telopea Precinct Masterplan, existing social housing tenants expressed concern about the relocation process and being able to return to Telopea. Tenants also expressed concerns that pets would not be allowed in new apartments.</p> | |
| Impact of the proposal | |
| <p>It is understood that at this stage 208 social housing dwellings require relocation to enable Stage 1 of the redevelopment.</p> <p>Moving can be a stressful time for any household. Residents are likely to have made friendships and become deeply familiar with the services available to them in the local area. Temporary relocation for an extended period in a new area is likely to cause feelings of stress for many tenants. The renewal process can also result in adverse impacts for tenants related to loss of choice and control over their relocation areas so that they can be close to family or support people, replacement homes, control in timing of the relocation process and the packing and moving process.¹⁴</p> <p>In addition, many social housing tenants have previous experiences of insecure and unstable housing.¹⁵ Relocation may be particularly likely to create feelings of fear and anxiety for these tenants.</p> <p>Ongoing research by the UNSW City Futures Research Centre is considering the experiences of Bonnyrigg residents during the renewal of social housing in the suburb over 15 years.¹⁶ A first tranche of research findings has shown that factors such as being unable to take pets to their new home, losing their garden, or feeling that expenditure made in their previous property was not considered shaped resident impressions of the renewal process. The staged approach of the Bonnyrigg renewal meant that most residents only needed to temporarily relocate on-site in Bonnyrigg, lessening the distress that some may have experienced were they to relocate off-site.</p> <p>The City Futures research also indicated that maintaining transparency and communication with residents should be paramount in renewal processes. The research found that transparency needed to be maintained even during periods of uncertainty, so the community could feel included rather than having a renewal imposed on them.</p> | |

¹⁴ Shelter NSW, Tenants Union of NSW and City Futures Research Centre, A Compact for Renewal: What tenants want from Renewal, 2017

¹⁵ Flanagan, K et al, Understanding the experience of social housing pathways, 2020

¹⁶ City Futures Research Centre, Bonnyrigg Longitudinal Panel Study: First Wave, 2013

| Management measures | SIA recommendations |
|--|--|
| <ul style="list-style-type: none"> ▪ Pre-lodgement engagement was undertaken by Elton Consulting including: <ul style="list-style-type: none"> – ongoing workshops and meetings with City of Parramatta – preparation of a quarterly community newsletter to be distributed locally and online through the project website – supporting the work of DC&J relocations team. ▪ Preparation of an Engagement Plan that outlines future engagement activities to be undertaken through the post-lodgement exhibition period and Stage 1 construction period (2023-2028). ▪ Experienced case workers will assist tenants to find new dwellings with consideration for their personal needs. ▪ Where possible, tenants will only be relocated once or within Telopea. Tenants will also be given choice about whether they relocate back to Telopea following construction. ▪ LAHC will cover all reasonable moving costs of tenants, including moving costs and service connection fees. | <ul style="list-style-type: none"> ▪ Implement the Stage 1A Relocation Plan. ▪ Evaluate the outcomes of the Stage 1A and use the findings to inform the preparation and delivery of Relocation Plans for subsequent development stages. ▪ Develop ways to make new housing and relocation processes pet friendly. |
| Residual impact (considering management measures) | |
| Likelihood: Almost certain | Consequence: Very high |
| <p>Considering these factors, the relocation of tenants will likely have a short to medium term negative impact. Implementation of a considered Tenant Relocation Strategy during the relocation process, including comprehensive communications, will be crucial in minimising stress and anxiety for tenants and mitigating the impacts of relocation. This is likely to reduce the negative impacts in the short to medium term and create a neutral to positive overall experience for relocated tenants in the long term.</p> | |

9. CONCLUSION

This SIA has been undertaken to assess the potential social impacts arising from the staged redevelopment of the Telopea Concept Plan Area as well as a detailed proposal for the first stage of development, known as Stage 1A.

Based on the assessment in this report, the key social impacts of the proposal are:

- **Access to high quality social housing:** the provision of additional social housing to Telopea will generate a very high positive long-term impact for households on the waitlist for social housing in the Parramatta/Baulkham Hills allocation zone.
- **Access to high quality affordable housing:** the provision of additional affordable housing to Telopea will generate a very high positive long-term impact for many households, including those currently experience housing stress, as well as key workers living in the region.
- **Improved community facilities and access to high quality open space:** the new library and community centre, provision of additional open space and a new childcare facility are expected to have a positive impact on the community. The new library and community facility will replace the currently outdated buildings that are not fit for purpose. The additional open space proposed throughout the precinct will provide incoming residents and visitors with additional opportunities for passive recreation.
- **Access to new supermarket, food and beverage, and specialty retail:** the proposed full-sized supermarket, new food and beverage and specialty retail proposed is expected to have a positive impact on the community. The services will support the needs of incoming residents, as well as enhance a sense of place through the activation of retail and food and beverage uses.
- **Healthy built environment:** the Concept Plan embeds healthy built environment principles in its design and is expected to have a positive impact on the community. Currently, the topography of Telopea is steep and can be difficult to navigate. Eyles Pedestrian Link will provide residents and visitors with good connections throughout the Concept Plan. Other uses including the publicly accessible gym, cycleways and learn to cycle area will provide recreational opportunities for residents and the public and support health and wellbeing.
- **Crime and public safety:** the Concept Plan incorporates the four CPTED principles of surveillance, access control, territorial reinforcement and space and activity management. It is expected that the design of the Concept Plan will help improve perceptions of safety in the area, resulting in a positive impact for the community.
- **Community integration, belonging and connection:** the proposal will initially have a short to medium term negative impact on community integration, belonging and connection for existing social housing residents and some residents of private market housing. Existing residents are likely to initially experience anxiousness and concern as the neighbourhood they are deeply familiar will experience significant change over the next 20 years. These impacts can be mitigated by the delivery of a comprehensive program of community programs and activities, tenure blind design and ongoing commitment to fostering community integration. With tenure blind design and an ongoing commitment to programs fostering community integration, there is potential for the delivery of the Concept Plan to have a medium to long term positive impact on community belonging and connections.
- **Neighbourhood change:** the delivery of the Concept Plan will result in urban renewal of Telopea, causing long-term neighbourhood change. Neighbourhood renewal is likely to have a short to medium negative impact on many tenants due to feelings of stress, fear, anxiety and loss associated with this significant change in their lives, created and symbolised by changes to their physical environment. Market housing residents are also likely to experience construction fatigue and potential stress as a result of potential disturbance to their day to day activities over an extended period. If well managed, with transparent and ongoing engagement and communications, neighbourhood change over the long term is likely to reduce location related stigma and result in an overall positive impact for the community.
- **Relocation of existing residents:** the proposal will initially have a negative impact in the short to medium term as existing residents will be relocated to accommodate the development of the Concept Plan. Moving can be a stressful experience for most households. Research shows relocation can be particularly stressful due to tenants' previous experiences of insecure and unstable housing. The design and implementation of best practice Relocation Plans at each stage of the relocation process will be

essential in mitigating the impacts of relocation. This is likely to reduce negative impacts and create a neutral to positive overall experience for relocated tenants in the long term.

Recommendations are provided below to further manage and improve the potential impacts arising from the proposal.

Based on this assessment and the implementation of recommendations, it is likely the proposal will generate a highly positive social impact, particularly in the long term. The negative impacts expected for community integration, belonging and connection, neighbourhood change and the relocation of existing residents can be mitigated through implementation of appropriate management measures provided in the recommendations below.

9.1. RECOMMENDATIONS

The following recommendations are provided to further manage the potential impacts from the proposal:

- Ensure detailed design of future project stages continues to take a 'tenure blind' approach, with no external indicators of tenure type and an equitable approach to accessing public and communal spaces and services.
- Hume Community Housing's current affordable housing policy could be further strengthened by committing to providing tenants with support to find alternative private market rental housing if their income exceeds thresholds for more than two years.
- Develop and deliver a welcome program for the new library and community centre with the City of Parramatta to encourage all new residents to access, and feel comfortable in, these facilities.
- Develop and deliver a community outreach program associated with the new library and community centre in collaboration with the City of Parramatta.
- Consider recommendations provided in the Social Needs Assessment including:
 - Types of facilities to be provided in the combined library and community centre and consideration of a rooftop space to incorporate active recreational uses on site.
 - Consider shared use arrangements and colocated opportunities for complementary facilities at Telopea Public School.
 - Providing better accessibility to existing active recreation within 2km of the Concept Plan area.
- Consider opportunities to work with and/or encourage Telopea Public School to include OSHC services in future planning.
- Encourage or require the building managers of future retail and food and beverage tenancies to implement a Plan of Management. This should include details such as opening hours, safety and security measures, noise management and patron capacity.
- Encourage future retail and food and beverage tenancies to consider the diverse social-economic characteristics of Telopea when considering service and product provision and pricing.
- Work closely with the City of Parramatta on the design of public spaces and streetscapes to enable ongoing maintenance to a high standard.
- Implementation of recommendations provided in the CPTED report.
- Undertake long-term, genuine ongoing engagement with residents and community groups under the Engagement Framework to stay informed about a range of issues, including community safety.
- Incorporate a community building approach into the Engagement Framework to more explicitly support community integration, belonging and connection in the mixed tenure community.
- Incorporate temporary and 'meanwhile' uses to support the existing community and maintain community connections during the delivery of the Concept Plan.
- Develop and deliver welcome programs for all new and returning residents.

- Create an ongoing governance structure for Frasers Property, Hume Community Housing, the City of Parramatta and other stakeholders to work together on the redevelopment of Telopea and operation of spaces and places to support an inclusive community.
- Continue to provide concessional rates for hire of spaces within community facilities, so they are affordable for all local residents and community groups.
- Distribution of project information regularly and through a range of community building activities, such as street meetings, community events and BBQs.
- Consider inclusion of public art, library and community centre installations and other initiatives that honour the social history and community values of the Telopea community.
- Consider implementation of creative hoarding to improve visual impacts of construction sites.
- Consider commissioning an oral history of Telopea, prior to construction works commencing, to document resident memories and associations.
- Implement the Stage 1A Relocation Plan by LAHC.
- Evaluate the outcomes of the Stage 1A relocations and use the findings to inform the preparation and delivery of Relocation Plans for subsequent development stages.
- Develop ways to make new housing and relocation processes pet friendly.

DISCLAIMER

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

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

APPENDIX A

POLICY REVIEW

State Government

Greater Sydney Commission - Central City District Plan (2018)

The Greater Sydney Commission's District Plans divide Greater Sydney into five districts which represent their common locality and planning opportunities. The site is located within the Western District.

The Central City District Plan (2018) (the District Plan) is a 20-year plan to manage growth in the context of economic, social and environmental matters to achieve the 40-year vision for Greater Sydney. The District Plan is guided by four key themes that represent the planning priorities for each district, with ten directions to guide delivery.

The priorities relevant to this proposal are summarised below:

| Key planning priorities | Relevance to the proposal |
|--|---|
| C3: Providing services and social infrastructure to meet people's changing needs | <ul style="list-style-type: none"> A growing population is increasing the demand on existing services and infrastructure. There is a need to better integrate the facilities to help meet demand and contribute to healthier neighbourhoods. Publicly owned land, including social housing in renewal precincts, may provide opportunities to co-locate social infrastructure and mixed uses at the heart of neighbourhoods. New facilities should be accessible with direct walking/cycling connections to encourage healthy lifestyles and facilitate social interaction. The development of shared use, multipurpose, flexible and intergenerational facilities will be essential in ensuring better access and usage of services. |
| C4: Fostering healthy, creative, culturally rich and socially connected communities | <ul style="list-style-type: none"> Support diverse neighbourhoods through creating communities where social housing is part of the same urban fabric as private and affordable housing, access to transport and employment, community facilities and open space to provide a better social housing experience. |
| C5: Providing housing supply, choice and affordability, with access to jobs, services and public transport | <ul style="list-style-type: none"> Support diverse neighbourhoods through creating communities where social housing is part of the same urban fabric as private and affordable housing, access to transport and employment, community facilities and open space to provide a better social housing experience. The Telopea urban renewal project is outlined in the Plan as an important state-led current initiative and opportunity to help meet housing targets in the Greater Parramatta Growth Area. Street life and meeting places can provide opportunities for people to connect with one another and helps foster healthy, culturally rich and networked communities. |
| C6: Creating and renewing great places and local centres, and respecting the District's heritage | <ul style="list-style-type: none"> The location, housing type, tenure, price and design of housing can influence a person's quality of life. New housing supply must be coordinated with local infrastructure to create liveable, walkable and cycle-friendly neighbourhoods. |

| Key planning priorities | Relevance to the proposal |
|--|---|
| C9: Delivering integrated land use and transport planning and a 30-minute city | <ul style="list-style-type: none"> ▪ The Parramatta Light Rail is a key element of the public transport network that will help achieve the long-term vision for people to have public transport access to their closest metropolitan or strategic centre within 30 minutes. ▪ Integrating land use, transport and infrastructure is necessary to achieve this vision. |

Department of Planning, Industry and Environment - Telopea Local Character Statement (2018)

The Telopea Local Character Statement aims to capture the vision of the area by identifying what the community loves about Telopea. The Local Character Statement directly informs any plans for Telopea, including the Telopea Masterplan.

The vision for Telopea is outlined below. Each is of relevance to this proposal:

- Light rail connects Telopea to Parramatta and Greater Sydney with frequent, safe and efficient services. It is used to get to work, school or other places of learning, or entertainment venues across the city.
- A modern library and community space is the hub of the neighbourhood, where people from the community can come together.
- A mix of different types of homes provide affordable housing choices for everyone in Telopea. Telopea is a best practice template for socially cohesive and integrated communities.
- Sturt Park and Acacia Park are well-used and safe public spaces that people of all ages and abilities can enjoy.
- People come to visit the attractive and inviting cafes and shops in the plaza around the light rail station.
- Mature trees, across to natural areas, and a much-loved community garden make Telopea a special place to live.

Local Government

City of Parramatta - Local Strategic Planning Statement (2020)

The Local Strategic Planning Statement provides strategic direction on how the City of Parramatta is planning for the next 20 years. Key priorities for the LGA include local planning, liveability, productivity and sustainability.

Telopea is defined in the LSPS as a local centre. A local centre is a focal point of neighbourhoods and are an important part of a 30-minute city. Whilst local centres are diverse and vary in size, they provide essential access to day to day goods and services close to where people live. The LSPS expects there to be an additional 4,890 additional dwellings in Telopea by 2036, with the suburb having total of 7,300 dwellings by that year.

There are limited actions identified in the LSPS for Telopea. Key priorities of relevance to this proposal include:

- Preserve and enhance the low-scale character and identity of suburban Parramatta outside of the GPOP area and Epping Strategic Centre.
- Provide for community infrastructure and recreation opportunities.
- Provide for a diversity of housing types and sizes to meet community needs into the future.
 - To seek higher affordable housing rates (to the District Plan's rate of 5-10% if viable).
- Incentivise affordable rental housing delivery and provide for permanent affordable housing.

- To seek partnerships with Land and Housing Corporation and Community Housing Providers to deliver further affordable housing.

City of Parramatta - Community Strategic Plan (2018-2038)

The Community Strategic Plan outlines the overarching vision for the City of Parramatta community as “Sydney’s central city, sustainable, liveable and productive – inspired by our communities”. In order to achieve this vision, the City has worked with the community to develop the following goals, fair, accessible, green, welcoming, thriving and innovative.

Telopea is identified as a ‘major precinct’ in the Community Strategic Plan as new and revitalised social, affordable and private housing is planned for the area. In addition, a retail centre is proposed next to the future light rail station which will provide essential services of high amenity to the local community.

City of Parramatta - Social Impact Assessment Guidelines (2013)

The City of Parramatta have prepared Guidelines which inform the preparation of a social impact assessment. The City requires the SIA to be an effective tool to aid decision making and any assessment must therefore address the following:

- Relevant policy and legislation and integrate policy priorities in the assessment.
- Acknowledgement of the makeup and values of local communities. That is, be informed by the things that are likely to impact on local community wellbeing.
- Identify impacts that are directly related to the proposed development (demonstrate the connection between the intervention and likely impact).

In addition, the Appendix 2 of the Guidelines provide scoping questions which have been used to assess the social impacts associated with this proposal.

The City of Parramatta’s Draft Community Infrastructure Strategy identifies current and future community needs for the LGA and outlines steps to enable the delivery of appropriate, adequate and quality community infrastructure. The strategy uses the following principles for delivery of community infrastructure:

- Co-located, multifunctional facilities and collaborative approaches
- An accessible and connected network
- Safe and secure community infrastructure
- Welcoming spaces and places where we can celebrate our diversity
- Equitably resources neighbourhoods.

City of Parramatta - Draft Community Infrastructure Strategy (2019)

The Draft Community Infrastructure Strategy includes specific recommendations for social infrastructure to support High Growth Areas in the LGA including Telopea Precinct. These include:

- New Telopea District Library of 2,250sqm as part of the future Telopea Village Shopping Precinct at Sturt Street, which will provide library facilities, meeting rooms and exhibition and performance space
- New multipurpose neighbourhood centre of 1,900sqm as part of the Masterplan with space for indoor recreation/community hall and rooftop recreation space
- A Child and Family Hub (approximately 2,000sqm in total) with subsidised office space for services (150sqm) and a new City-owned and managed long day care centre of approximately 60 to 80 places with capacity for 45 OSHC places
- Open space and recreation facilities within private development to support the needs of residents, including families with children
- Upgrades to district, local and neighbourhood open space and recreation facilities for informal passive and active recreation
- Upgrades to Sturt and Acacia Parks, and provide increased access to recreation facilities for informal active and passive recreation

- One additional new district play space in Telopea and additional or upgraded play spaces to target the 'teenage' and 'junior' age groups and focus on skill based, sensory, imaginative and natural play types

The Strategy also includes a direction to advocate for the delivery of long day care centres within Telopea with the aim of providing for approximately 395 new places by 2036 (with additional places for workers) with a mix of private and not for profit owned and operated centres. This includes the 60-80 place facility to be owned and managed by the City.

